Council Member to Report	Partners & Collaborators
John Strickland	Moore County Transportation Committee
	Neighborhood Advisory Committee
	Pinehurst Resort
Judy Davis	Tri-Cities Work Group (Pinehurst, So. Pines, Aberdeen)
	FirstHealth
	Moore County
Lydia Boesch	Pinehurst Business Partners
	Convention and Visitors Bureau
	Bicycle and Pedestrian Advisory Committee
Kevin Drum	Triangle J. COG
	Partners in Progress
	NCDOT/TARPO
Jane Hogeman	Beautification Committee
	Moore County Schools

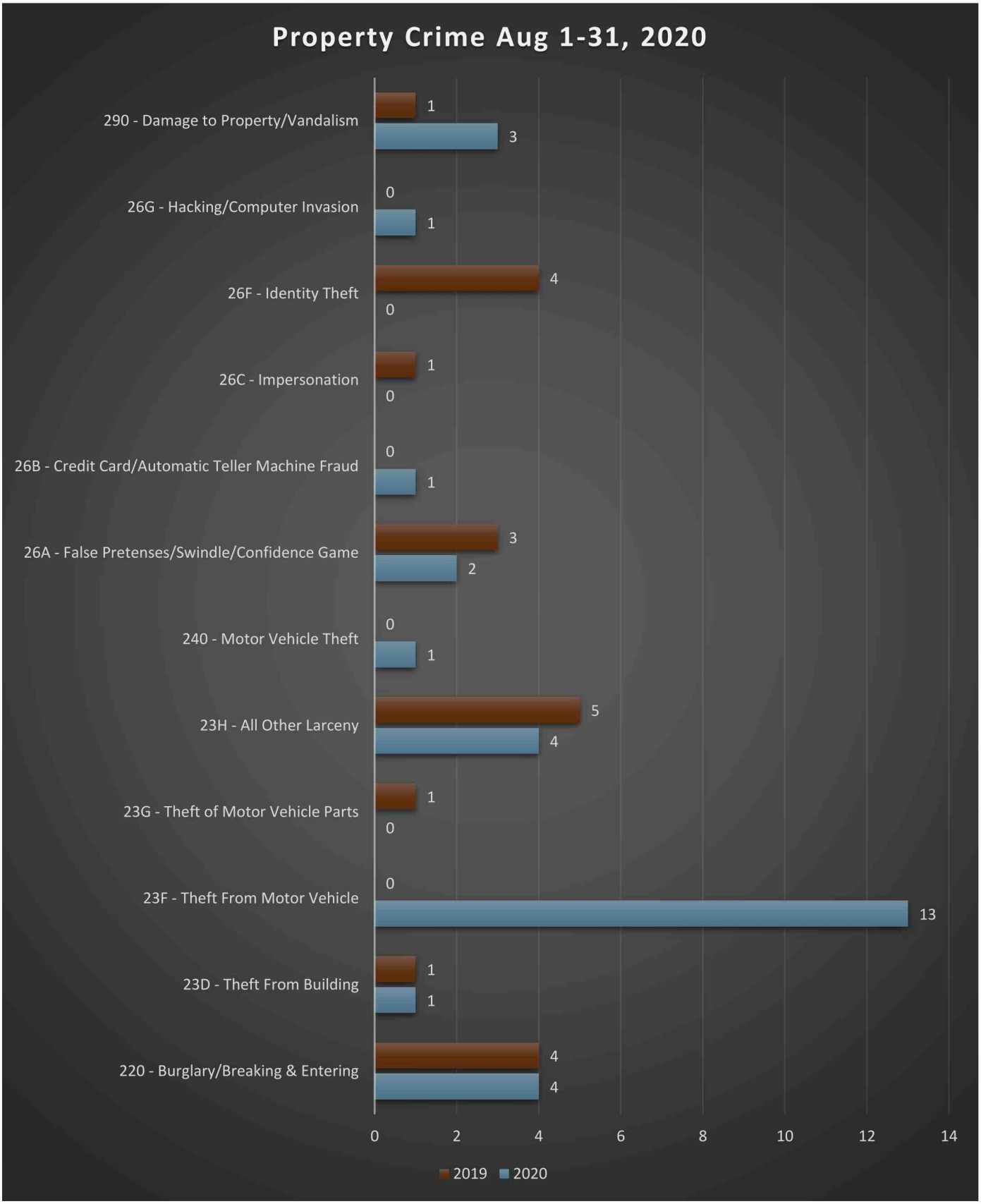
Police Department Monthly Report to Council
August 2020

Prepared by

Interim Chief Glen Webb

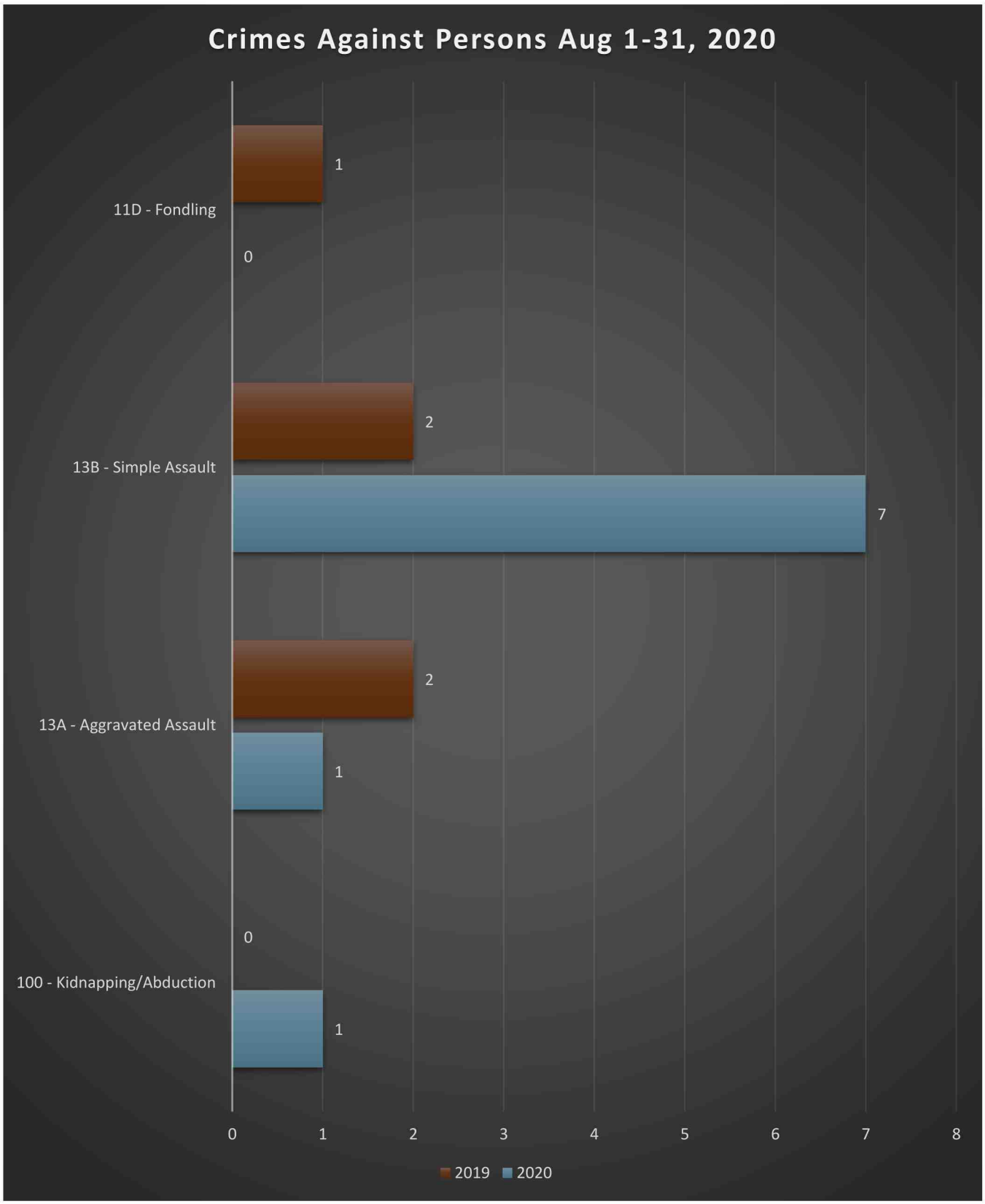
9/1/2020

Monthly Report Aug 1 through 31, 2020 (With Previous Year / Same Month Range)



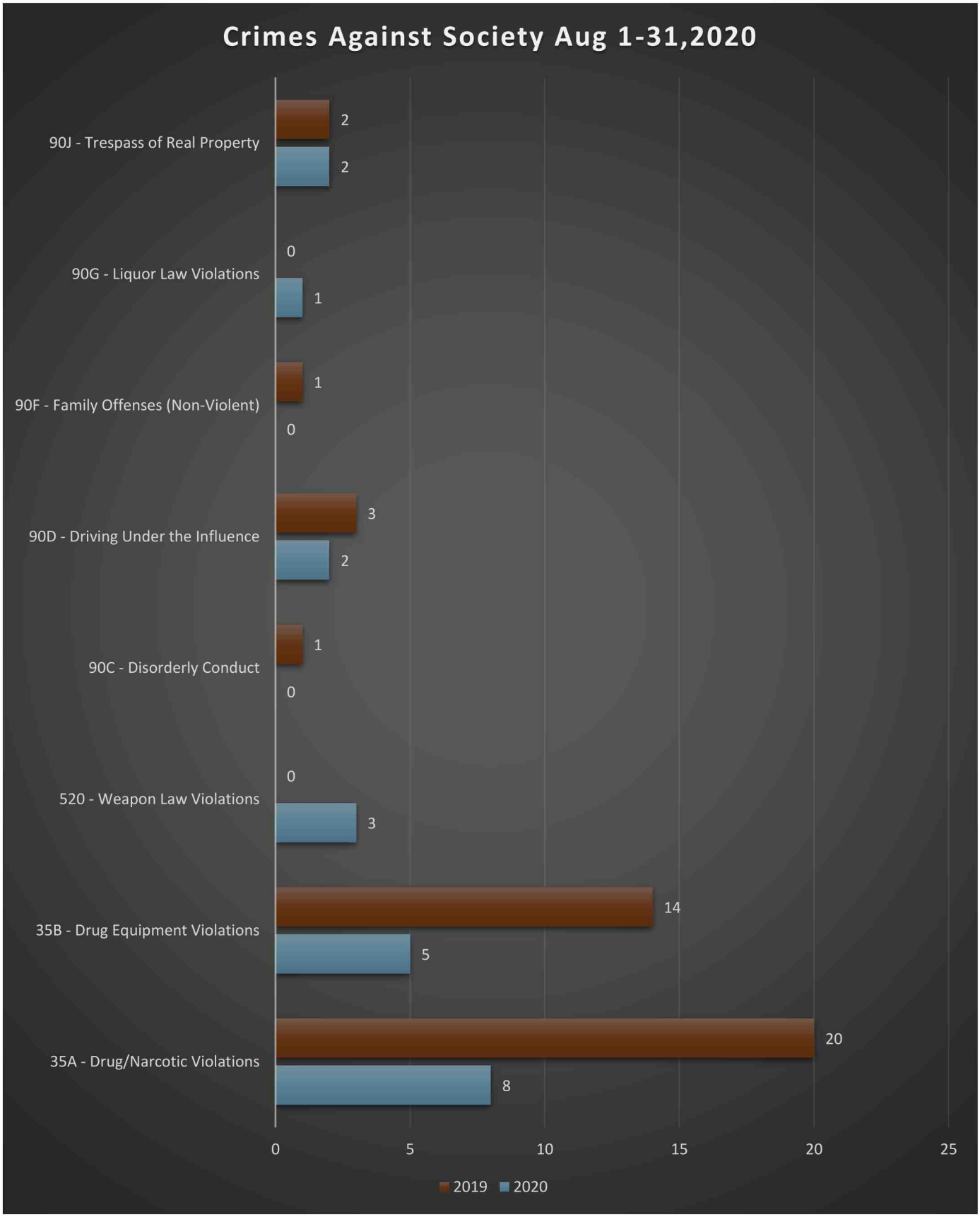
Aug 2019 Total Crimes Against Property: 30

Aug 2020 Total Crimes Against Property: 20



Aug 2019 Total Crimes Against Persons: 5

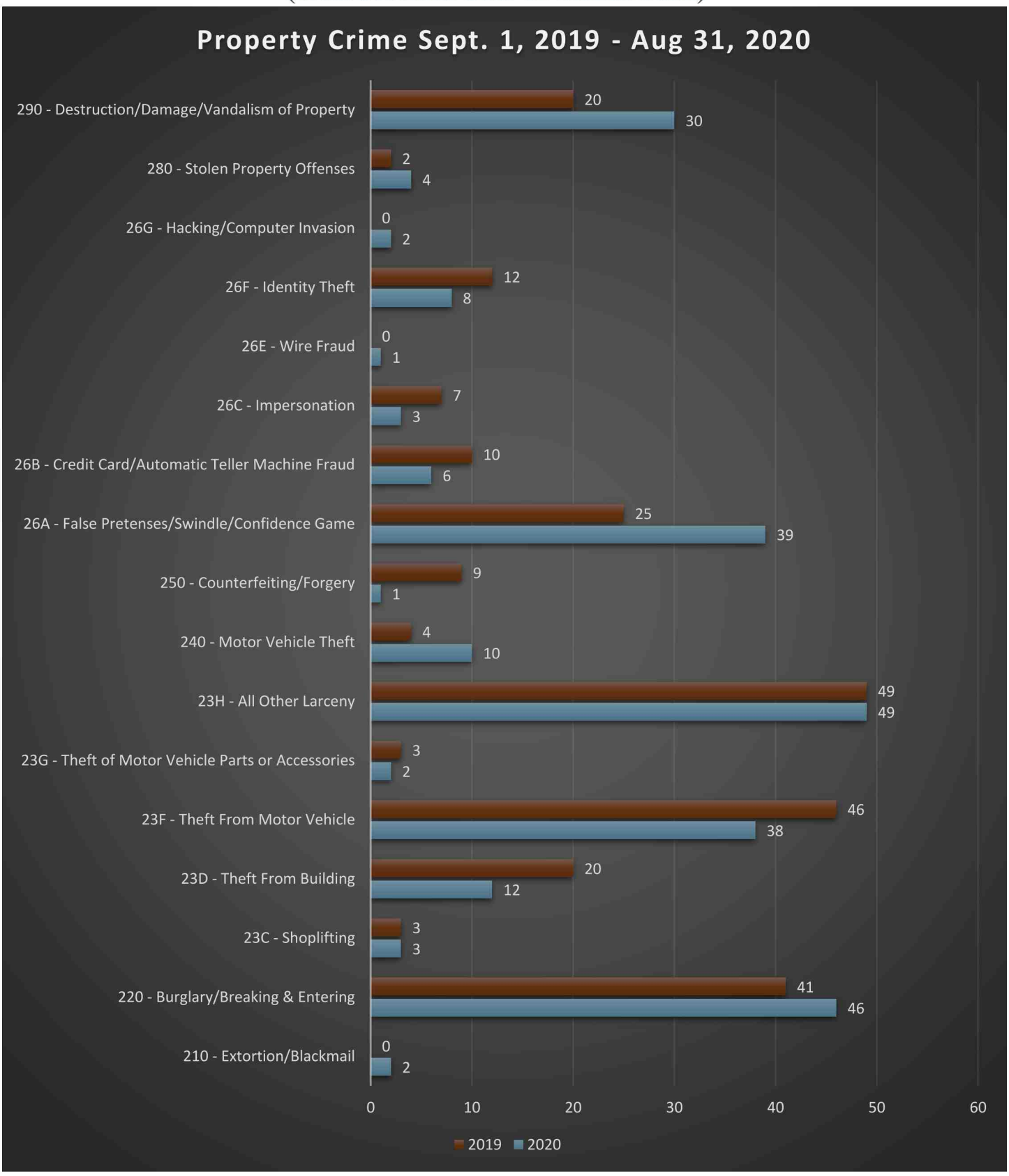
Aug 2020 Total Crimes Against Persons: 9



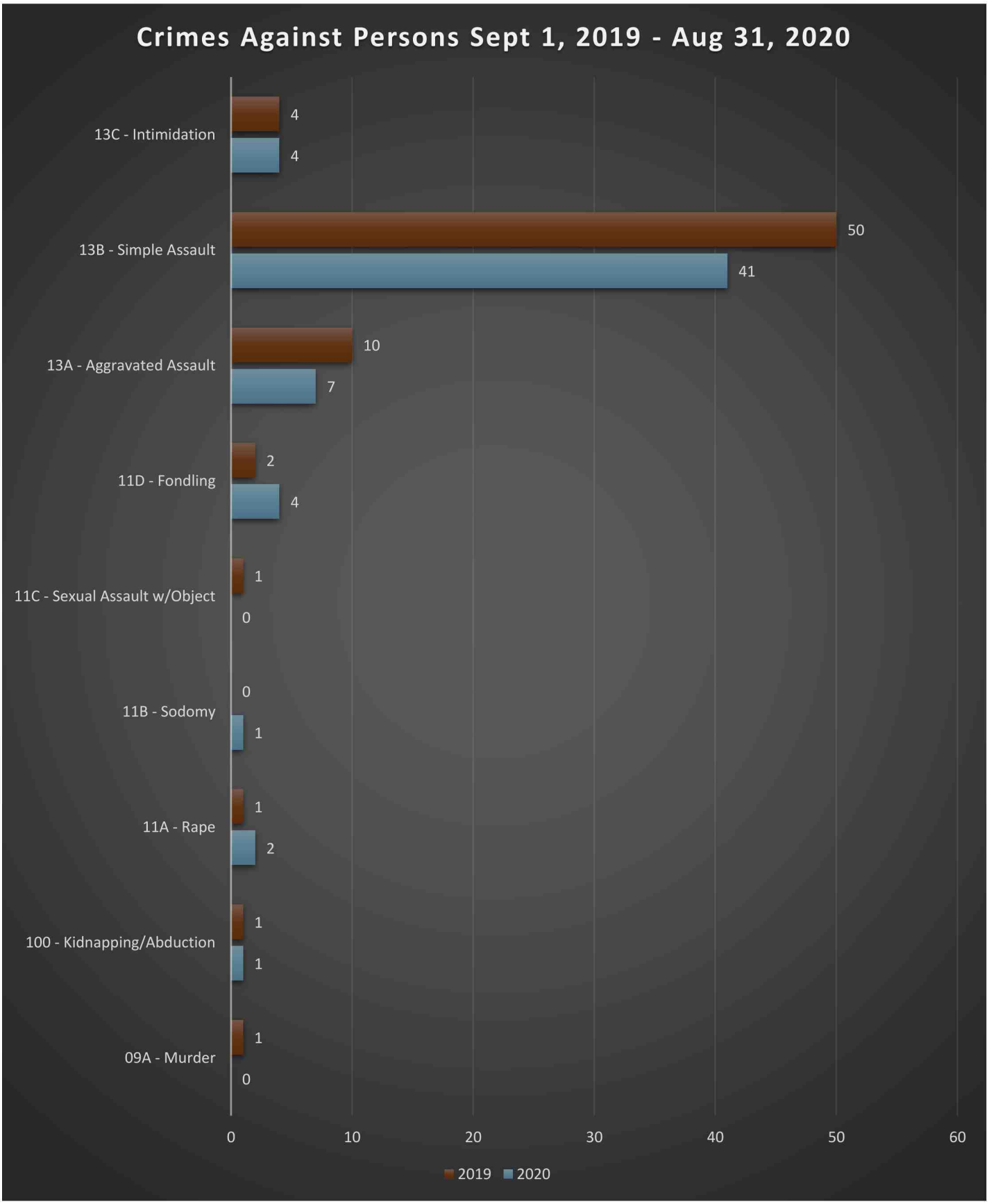
Aug 2019 Total Crimes Against Society: 41

Aug 2020 Total Crimes Against Society: 21

Rolling 12 Month Crimes Reported, Sept. 1, 2019- Aug 31, 2020
(With Previous Year 12 Month Total)

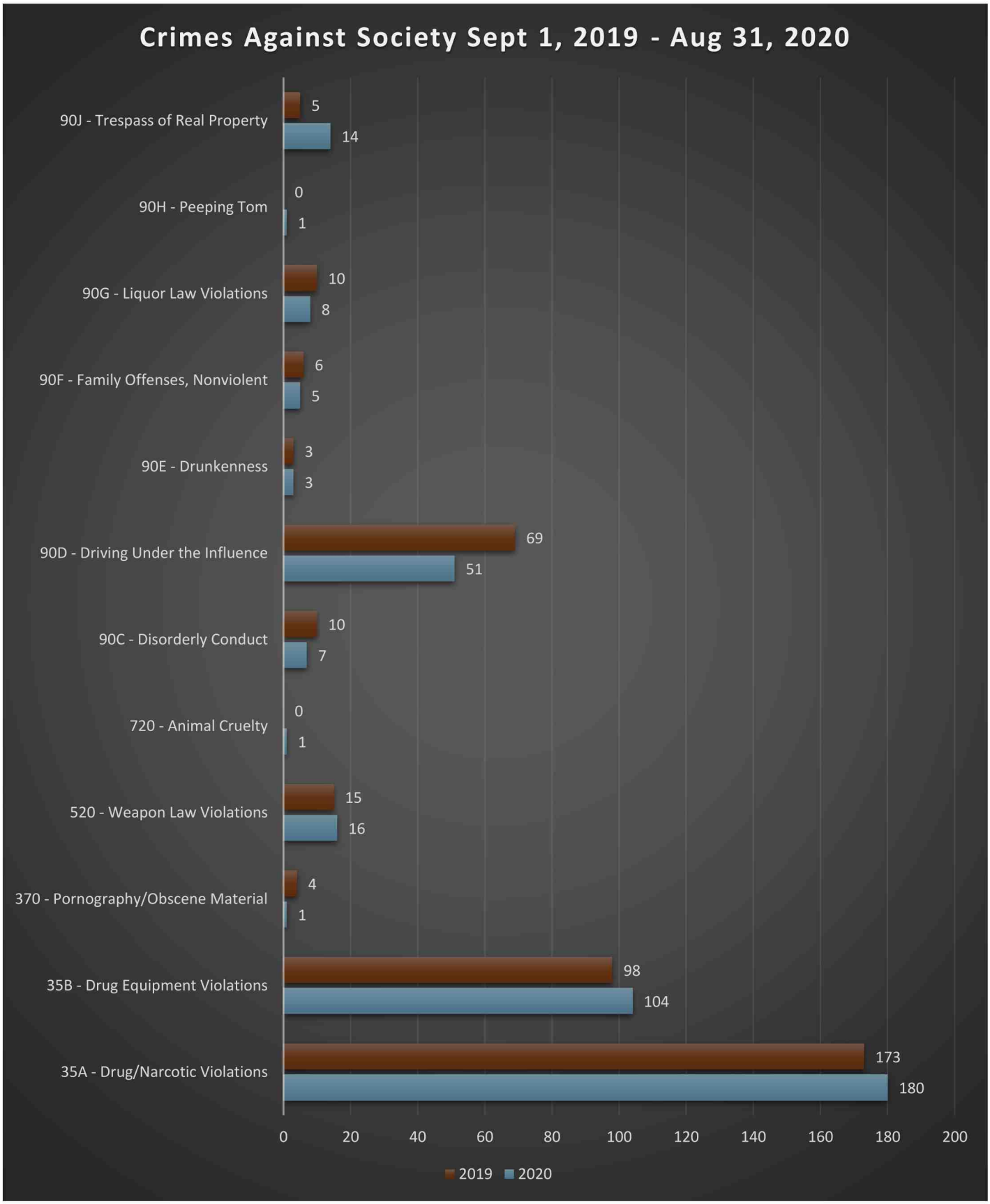


Rolling 12 Month Total Crimes Against Property 2019: 251
Rolling 12 Month Total Crimes Against Property 2020: 256



Rolling 12 Month 2019 Total Crimes Against Persons: 70

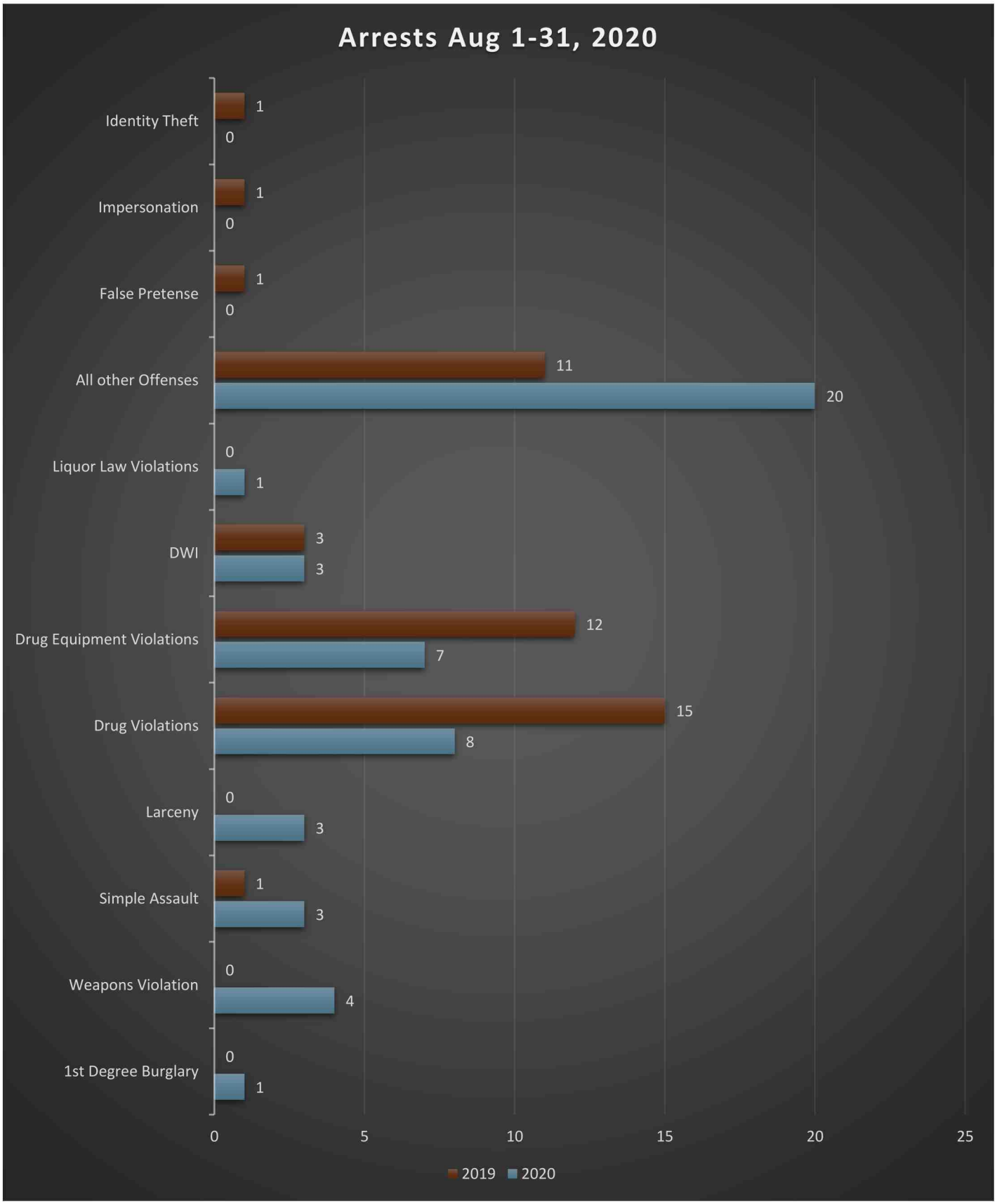
Rolling 12 Month 2020 Total Crimes Against Persons: 60



Rolling 12 Month Total Crimes Against Society 2019: 393

Rolling 12 Month Total Crimes Against Society 2020: 391

Arrest Totals Aug 1 - 31, 2020 (With Previous Year / Same Month Range)

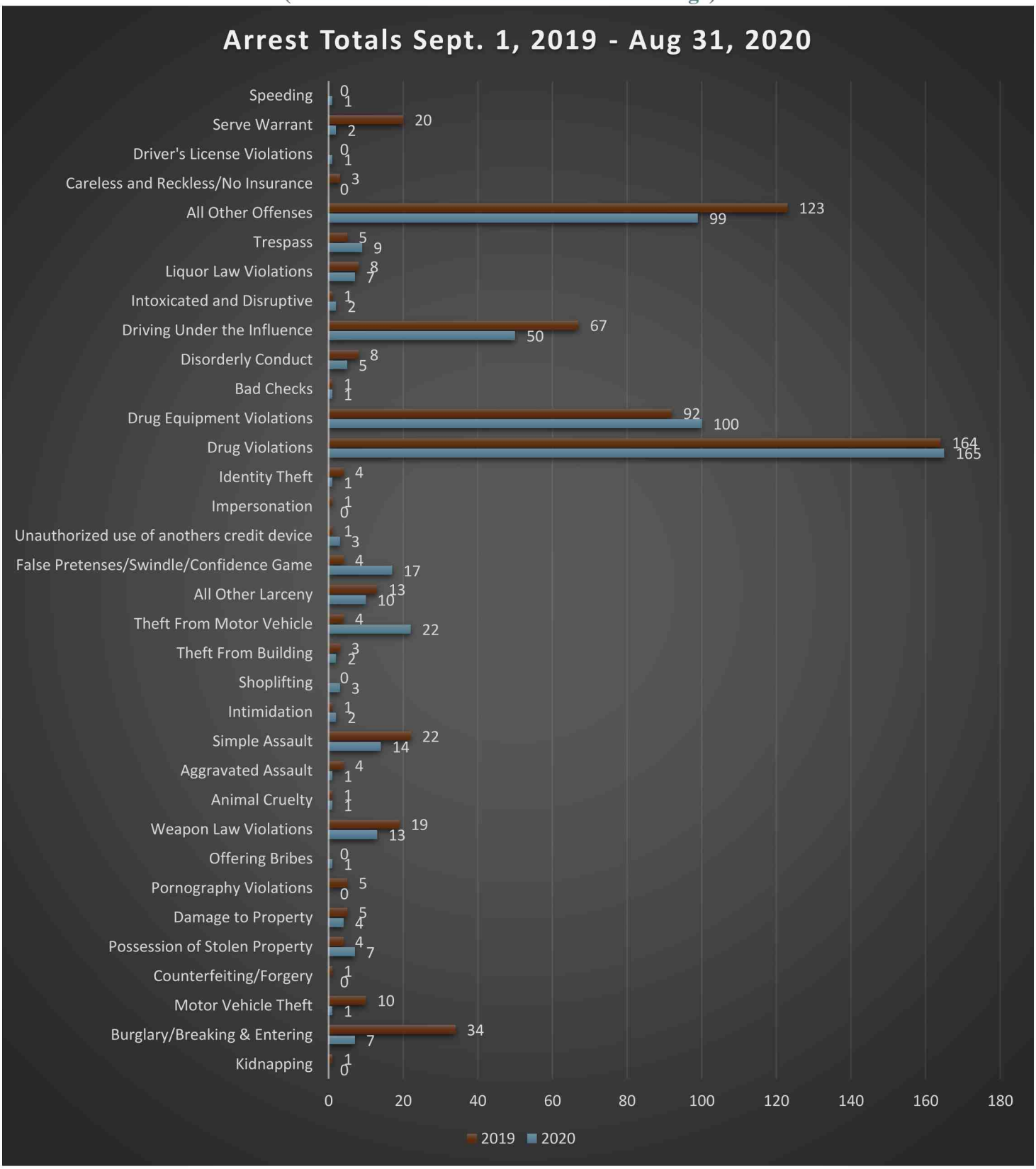


Aug 2019 Total Arrests: 45

Aug 2020 Total Arrests: 50

Rolling 12 Month Arrest Totals: Sept 1, 2019-Aug 31, 2020

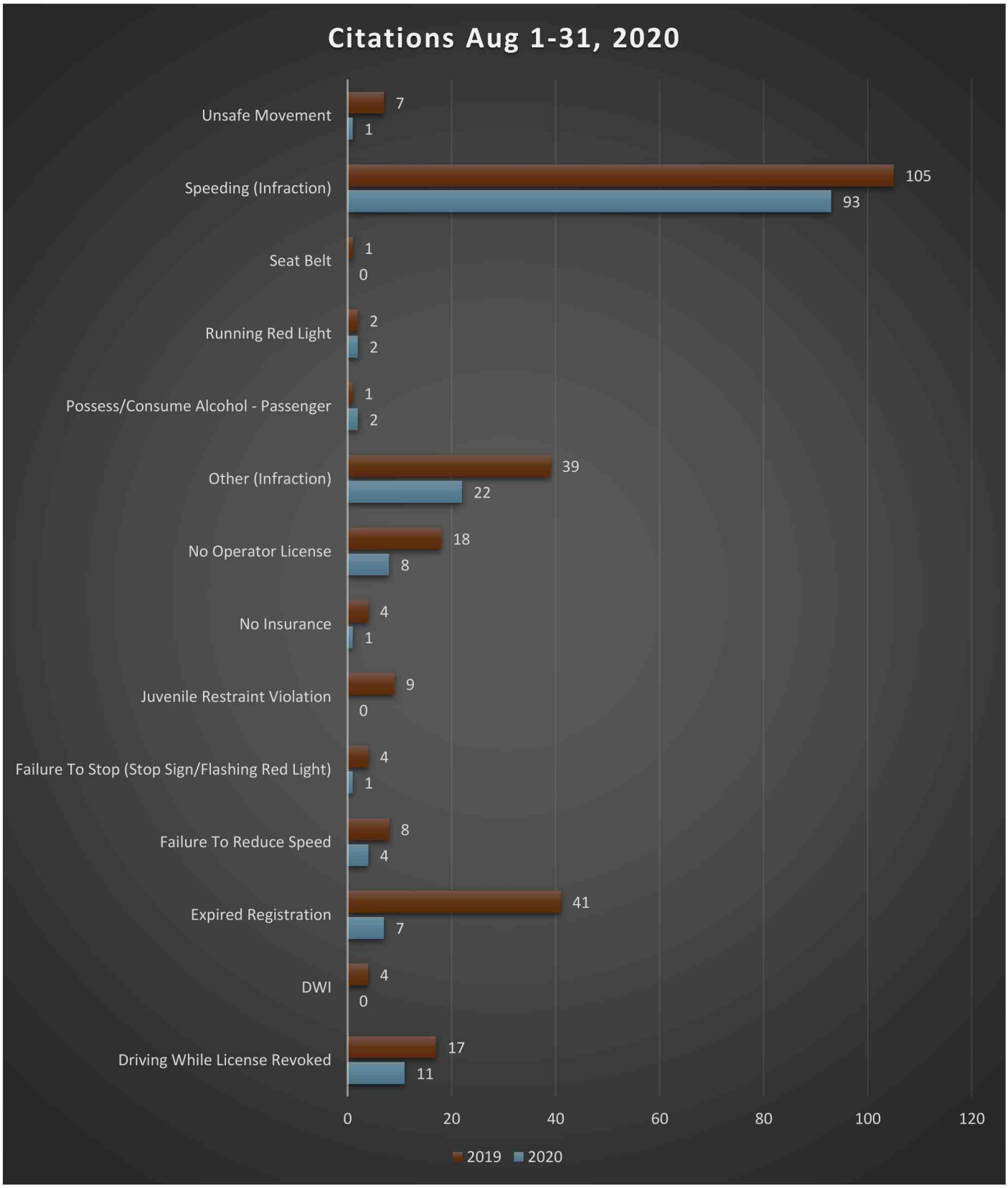
(With Previous Year Same 12 Month Range):



Rolling 12 Month Arrest Totals 2019: 629

Rolling 12 Month Arrest Totals 2020: 551

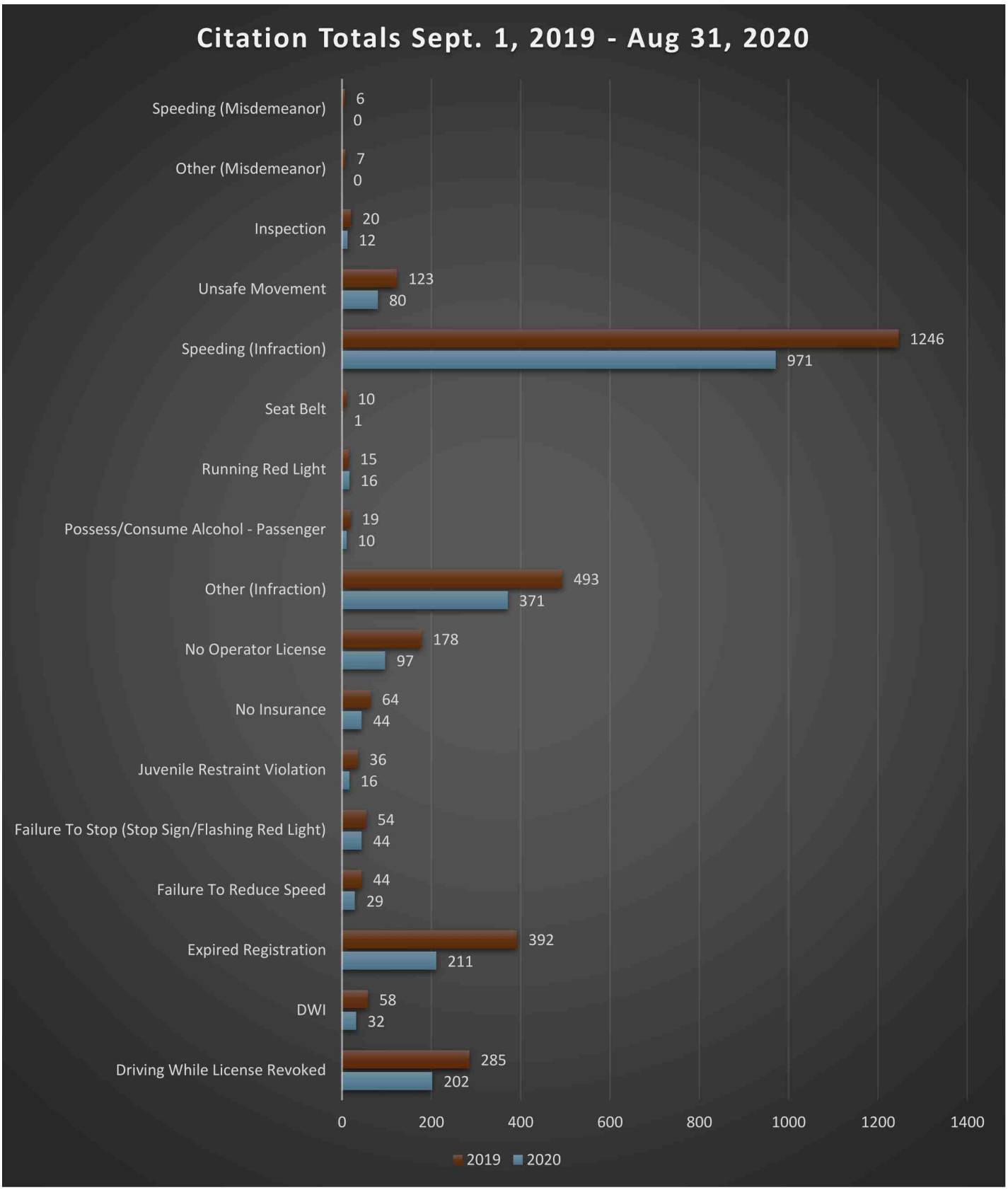
Citation Totals Aug 1-31, 2020 (With Previous Year / Same Month Range)



Aug 2019 Total Citations: 260

Aug 2020 Total Citations: 152

Rolling 12 Month Citation Totals: Sept 1, 2019- Aug 31, 2020
(With Previous Year Same 12 Month Range):



Rolling 12 Month 2019 Total Citations: 3050
Rolling 12 Month 2020 Total Citations: 2136

PINEHURST FIRE DEPARTMENT

By The Numbers - August 2020

Month

Calls for Service	167
% Overlapping Incidents	7.78%
Busiest Day of Week	Mon/Sat
Busiest Hour of Day	9 AM
# of Times Staff Recalled	3

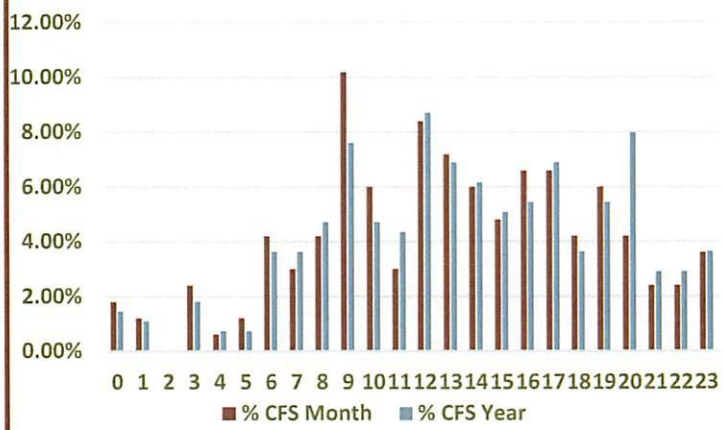
Year

Calls for Service	276
% Overalpping Incidents	7.27%
Busiest day of Week	THURS
Busiest Hour of Day	Noon
# of Times Staff Recalled	4

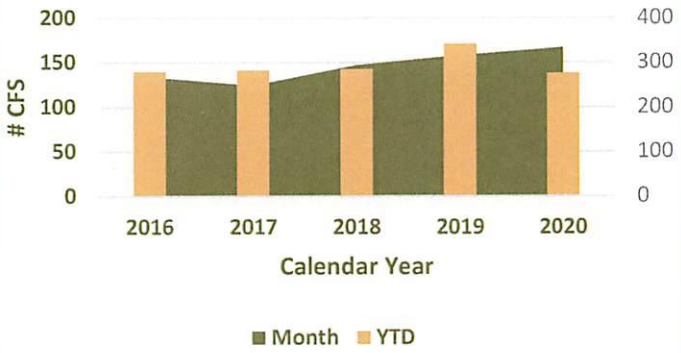
% of Calls for Service (CFS)



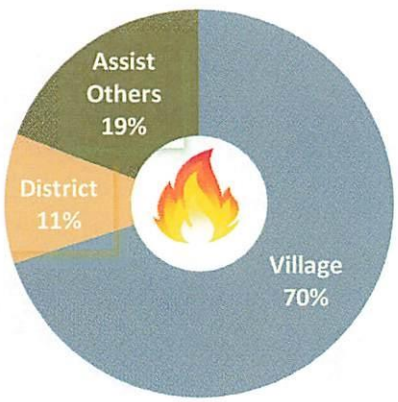
% CFS BY HOUR OF DAY



5 Year Comparison Through this Month of Year



LOCATION OF CFS FOR FY20





Inspections Completed this

MONTH	84
YEAR	171

Code Violations Found this

MONTH	56
YEAR	80

Percentage of Violations

Corrected YTD	42%



Days Since Last Lost Time Accident in FD 200

YTD Training Hours

IN HOUSE	608
OUTSIDE	454



Public Awareness Contacts



MONTH	0
YTD	2,002

SUMMARY FOR THE MONTH OF AUGUST 2020

SUMMARY OF INCIDENT CALLS

TYPE OF INCIDENT	*NUMBER THIS MONTH*	*NUMBER FYTD*	*NUMBER THIS MONTH LAST YEAR*	*NUMBER FYTD LAST YEAR*	*PERCENTAGE YTD*
Fire	10	14	4	15	-7%
Overpressure Rupture, Explosion, Overheat - no fire	1	1	1	1	0%
Rescue & EMS Incidents	47	66	39	82	-20%
Hazardous Conditions - no fire	11	22	16	27	-19%
Service Call	24	43	40	80	-46%
Good Intent Call	21	43	23	52	-17%
False Alarm & False Call	51	84	31	75	12%
Severe Weather & Natural Disaster	2	3	2	7	-57%
Special Incident Type	0	0	1	1	-100%
TOTAL INCIDENTS	**167**	**276**	**157**	**340**	**-19%**

SUMMARY OF INSPECTION

TYPE OF INSPECTIONS	*NUMBER THIS MONTH*	*NUMBER FYTD*	*NUMBER THIS MONTH LAST YEAR*	*NUMBER FYTD LAST YEAR*	*PERCENTAGE YTD*
Residential	11	22	31	51	-57%
Residential New Systems	0	0	0	0	0%
Residential Fire Sprinkler	4	6	0	0	600%
Commercial	43	70	14	29	141%
Plan Review/Site Inspections	12	29	0	2	1350%
Reinspection	12	42	18	48	-13%
Occupancy Certificates	2	2	0	0	200%
TOTAL INSPECTIONS	**84**	**171**	**63**	**130**	**32%**
Violations Found:	56	80	23	61	31%
YTD Violations to be Corrected:		24		36	
YTD Violations Corrected:		10		29	
Correction Percentage:		42%		81%	

September 1, 2020

J. Carlton Cole, Fire Chief

VILLAGE OF PINEHURST — HISTORY, CHARM, AND SOUTHERN HOSPITALITY

PLANNING AND ZONING BOARD RECOMMENDATION
ON THE FLOYD WAY PRELIMINARY PLAT
JULY 9, 2020 REGULAR MEETING

Floyd Way Major Subdivision
11 Single Family Lots
R20 (Medium Density Residential District)

Property Location: **Floyd Way/Diamondhead Dr. S/Starlit Ln.**
Parcel ID#'s: **00052077**

The Village of Pinehurst Planning and Zoning Board recommends the following action to Village Council on the proposed preliminary plat:

The proposed subdivision meets the requirements of the Pinehurst Development Ordinance and the Technical Review Committee recommends approval of the preliminary plat.

Therefore, the Village of Pinehurst Planning and Zoning Board recommends **APPROVAL** of the preliminary plat.

With the following conditions and revisions.

1) *The lot width at the setback line be shown and dimensioned on the preliminary plat.*
2) *Mitigate stormwater runoff at the rear of lots 7 & 8 coming from the adjacent residential lots along Starlit Ln.*
3) *The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.*
4) *Recommend construction traffic to follow Linden Rd. and Burning Tree Rd. to the site.*

This is the 9th day of July, 2020

Lew Shattuck

Chair of the Planning and Zoning Board

Ruling filed with the Village of Pinehurst:

July 10th, 2020
DATE

Kelly Brown

Kelly Brown
Clerk to the Planning and Zoning Board

Cc: Darryn Burich
Alex Cameron
Kelly Brown

1895
VILLAGE OF
PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT STAFF REPORT

To: Planning and Zoning Board
From: Alex Cameron, Senior Planner
Cc: Darryn Burich, Director of Planning and Inspections
Kelly Brown, Planning Administrative Specialist and Clerk to the Board
Date: July 2, 2020
Subject: Staff Report for Proposed Floyd Way Major Subdivision

Applicant:	DGH Management, LLC
Owner:	DGH Management, LLC
Property Location:	Floyd Way/Diamondhead Dr. S/Starlit Ln.
Zoning:	R-20 Residential District is established as a district in which the principal use of land is for medium-density residential uses. This district is further intended to discourage any use which would be detrimental to the predominately medium-density residential nature of the areas included within the district.
Land Area	± 11.38 Acres
Current Land Use:	Mostly vacant with one residential dwelling according to Moore County Tax records indicate was built around 1948.
Proposed Land Use:	Medium Density Residential with proposed development of an 11 lot single family residential subdivision.

Background and Analysis

The applicant requests a Major Subdivision approval to allow for an 11 lot single family subdivision located in the Village's extraterritorial jurisdiction (ETJ). In accordance with Section 9.17.1.3 of the Pinehurst Development Ordinance (PDO), all proposed major subdivisions are reviewed by the Planning & Zoning Board and a public hearing is to be held. The Planning & Zoning Board must then submit a recommendation on the proposed major subdivision to the Village Council.

The parent tract of this proposed subdivision is identified as Moore County PID# 00052077 and is located off Floyd Way, an unimproved private road near Lake Pinehurst and Diamondhead Dr. S near Starlit Ln. The subject area is located just outside of the Village's corporate limits and within the Village's ETJ. The proposed subdivision is adjacent to a previously platted and developed single family subdivision by Pinehurst, Inc. in 1973 with lots fronting on Starlit Ln. and Diamondhead Dr. S. The subject property is currently landlocked, however, the developer is proposing access through an adjacent property (via an easement), owned by Pinehurst LLC, that fronts along Diamondhead Dr. S which is currently within the Village's corporate limits.

The proposed subdivision would create 11 new single family lots. The smallest lot is shown to be 21,053 square feet in size which exceeds the minimum lot size requirement of 20,000 square feet in the R-20 zoning district. The largest lot shown is 52,504 square feet in size. The property is located within the WS-II Drowning Creek – Lumber River BW watershed protection area. This limits the proposal to a development intensity of one lot per acre. Due to this more stringent requirement, the applicant is not seeking to develop the subdivision following the open space reduction which would then provide a minimum of 15% open space within the subdivision and would then allow for smaller lot sizes (16,000 square feet) and reduced setbacks. The proposal does however include three areas of open space totaling approximately 90,852 square feet or 2.08 acres which is approximately 18% of the total area of the proposed subdivision. Each lot will meet the dimensional criteria of the R-20 zoning district as shown in the table below.

R20 Zoning District Dimensional Requirements	
Minimum Lot Size	20,000 sq. ft.
Maximum Building Height	35'
Maximum Lot Covered by Impervious Surface	35%
Building Setbacks	
Principal Building Front Setback	40'
Principal Building Side Setback	15'
Principal Building Side Street Setback	20'
Principal Building Rear Setback	30'
Accessory Building Side Setback	10'
Accessory Building Side Street Setback	20'
Accessory Building Rear Setback	10'

A similar subdivision and layout was scheduled to be reviewed by the Planning and Zoning Board at their regular scheduled meeting in November of 2018. Due to changes in development intensity, errors and omissions with the submitted material, the applicant withdrew the item from the agenda and no action was taken. Since then staff has worked with the applicant and their design team to address those items before scheduling this request before the Planning and Zoning Board.

Subdivision Standards

Subdivision layout and design are reviewed for compliance with Section 9.17.1.12 of the PDO. The proposed subdivision has been reviewed by the Technical Review Committee (TRC) and deemed it to be compliant with the standards of review for a Major Subdivision.

The applicant is proposing internal streets with a 50' right of way, 24' street width and a 45' cul-de-sac radius. The approximate total length of all the internal streets is 837 feet. The streets will connect to Diamondhead Dr. S, a Village owned right-of-way, by crossing an adjacent private property currently owned by Pinehurst, LLC. Pinehurst, LLC has granted an easement to the applicant allowing for the placement of the infrastructure on their property. All streets will be required to be constructed in accordance with the Village of Pinehurst Engineering Standards and Specifications Manual (ESSM) as well as meet the requirements for emergency services vehicles.

Street trees will be required at a rate of one large hardwood or pine per 40 linear feet of road frontage minus driveways. The applicant has shown the approximate location of the street trees and are proposing to use a mix of Red "Blaze" Maples and Sugar Maples. Other than the required street trees, there are no other landscaping requirements including planted buffers.

Sidewalks are required to be installed along one side of all new streets and are being shown on the submitted plans. A mail kiosk or cluster mailbox unit is shown at the southwest corner of the subject property to provide a centralized mail service for the proposed lots.

The proposal includes public water and sewer to the lots that will be served by Moore County Public Works. Some individual lots may require the use of individual grinder pumps for sanitary sewer service. The current plan indicates stormwater control measures on-site. The stormwater system will be designed and constructed in accordance with the Village's Engineering Standards and Specifications Manual and may be subject to change to meet those requirements. The applicant indicates that a homeowners association will be formed and will be responsible for maintaining all drainage pipes and structures located outside of the street right of ways.

Other Review Requirements

There is an active red-cockaded woodpecker cluster at the northwest tip of the subject parcel however, a letter provided by the applicant from the United States Fish and Wildlife Service indicates that this proposal will have no negative impact on the habitat. The area in question is also shown as open space as indicated on the submitted material. A Soil and Erosion Control Permit will need to be obtained by the North Carolina Department of Environmental Quality (NCDEQ) prior to any development due to the area of disturbance exceeding one acre.

Adjacent Land Uses and Zoning		
Area	Existing Uses	Zoning
North	Single Family Residential	R10
South	Single Family Residential and Vacant	R20
East	Single Family Residential and Vacant	R5
West	Single Family Residential and Recreation	R10 & RD
Comprehensive Plan Land Use Designation		
Suburban Neighborhood		

(See attached map)

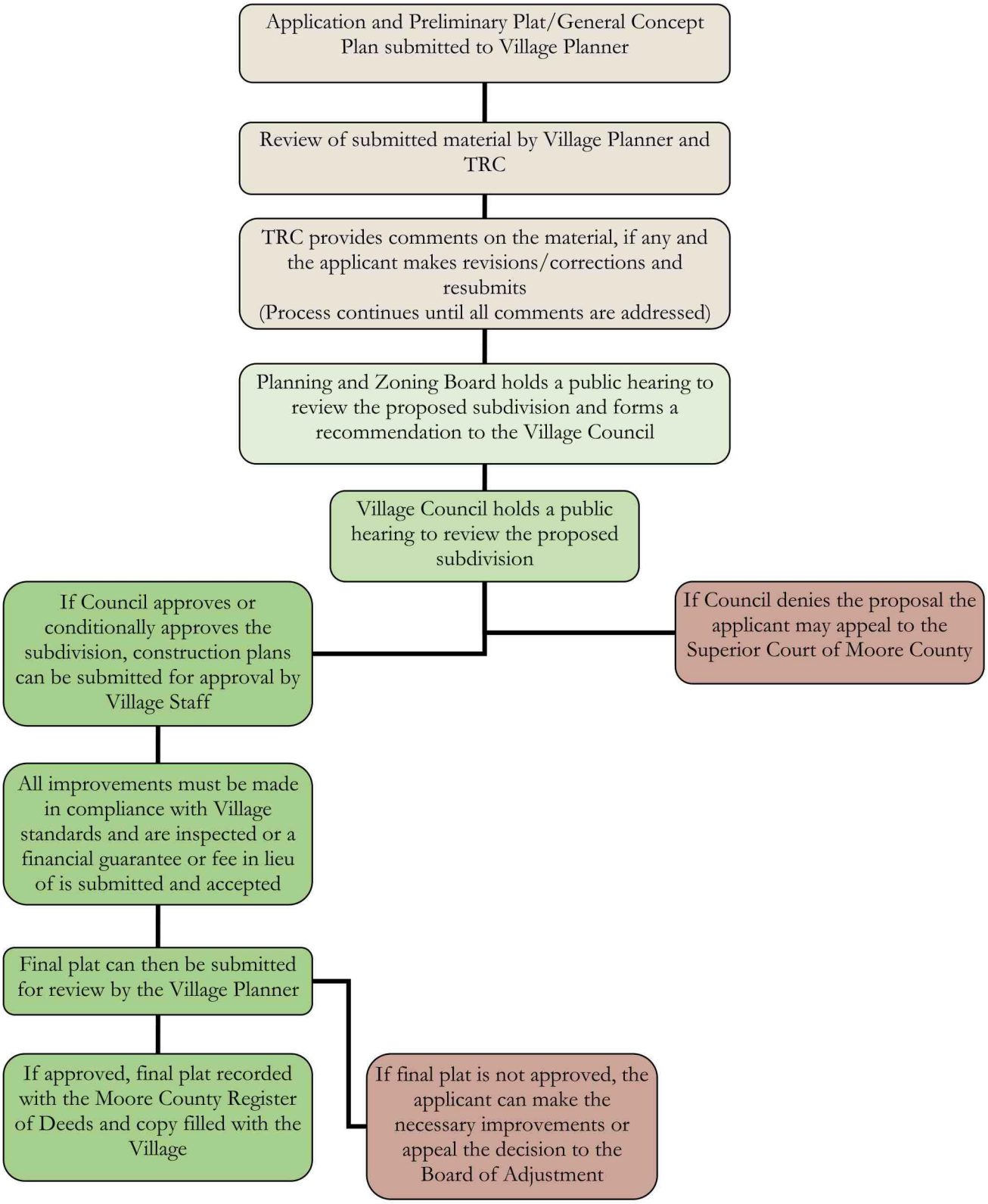
Review Process of Major Subdivisions

The approval of plats for Major Subdivisions is a multi-step process. An application, subdivision plat and other supplementary material is first submitted to the Village Planner. The Planner then distributes the material to the TRC for review. The TRC is made up of staff from the Village's Planning and Inspections Department, Administration Department, Public Services and Engineering Department, Fire Department and Moore County Public Works. If there are any errors, omissions or other items that need to be addressed, the TRC provides comments to the applicant for revisions or clarification. The applicant then makes revisions and corrections to the material and resubmits. This process repeats until all items are addressed and the Village Planner schedules the subdivision for review by the Planning and Zoning Board. Public hearing notices are sent to adjacent property owners, sign(s) notifying the public hearing are posted on the subject property, and a public hearing notice is published in the newspaper.

The Planning and Zoning Board conducts a public hearing and reviews the proposed subdivision. The Planning and Zoning Board reviews the preliminary plat, the recommendations of the TRC (if any), and the requirements of the Ordinance and shall make a recommendation to the Village Council for appropriate action on the preliminary plat. The Planning and Zoning Board may request the applicant to revise the preliminary plat before it is submitted to the Village Council for approval.

Village Council will then conduct a public hearing and review the proposal along with the recommendation of the Planning and Zoning Board. Village Council can then approve, conditionally approve or reject the preliminary plat, along with recommendations for ways to revise the preliminary plat so that is could be approved. The Village Council must take action on the preliminary plat within 90 days of the first Village Council meeting which the application is placed on an agenda. Failure to act within 90 days is deemed an approval of the preliminary plat.

If approved, the applicant can then submit full construction drawings to the TRC for review and approval. Once approved, the applicant can begin to install the necessary improvements. A final plat will not be approved until the applicant has installed all the necessary improvements and such improvements have been inspected and ensured to be compliant or a financial guarantee has been put in place for the remaining items. After approval and recording of the final plat with the Moore County Register of Deeds, building permits may be issued for the individual lots.


Application and Preliminary Plat/General Concept Plan submitted to Village Planner
Review of submitted material by Village Planner and TRC
TRC provides comments on the material, if any and the applicant makes revisions/corrections and resubmits
(Process continues until all comments are addressed)
Planning and Zoning Board holds a public hearing to review the proposed subdivision and forms a recommendation to the Village Council
Village Council holds a public hearing to review the proposed subdivision
If Council approves or conditionally approves the subdivision, construction plans can be submitted for approval by Village Staff
If Council denies the proposal the applicant may appeal to the Superior Court of Moore County
All improvements must be made in compliance with Village standards and are inspected or a financial guarantee or fee in lieu of is submitted and accepted
Final plat can then be submitted for review by the Village Planner
If approved, final plat recorded with the Moore County Register of Deeds and copy filled with the Village
If final plat is not approved, the applicant can make the necessary improvements or appeal the decision to the Board of Adjustment

Planning and Zoning Board Review and Action

The Village Planner will forward the submitted material on the proposed Major Subdivision along with the recommendation of the TRC to the Planning and Zoning Board. The Planning and Zoning Board shall conduct a public hearing on the proposal and review the material along with the recommendation of the TRC and the requirements of the PDO. The Planning and Zoning Board shall formulate a recommendation to the Village Council for action on the proposed subdivision. The Planning and Zoning Board may request the applicant revise the preliminary plat before it is submitted to Village Council for review.

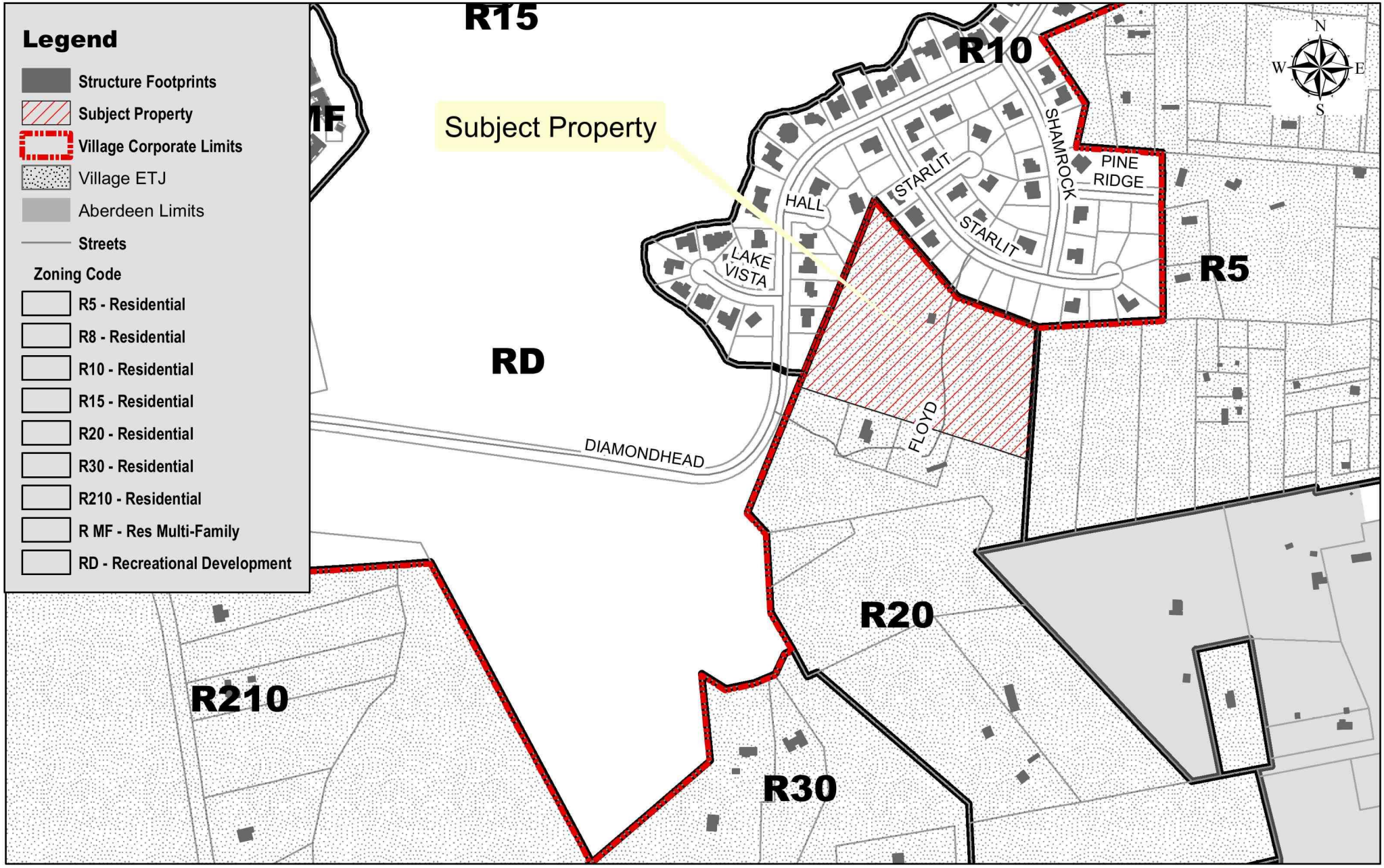
Staff and TRC Recommendation

The TRC has reviewed the proposed Major Subdivision and have deemed it to be compliant at this stage as well as meet all the dimensional requirements and standards in the PDO. Therefore, staff recommends approval of this subdivision with no other conditions at this time.

Attachments:

- Area Zoning Map
- Aerial Map
- Adjacent Property Owner Notification of Public Hearing
- Labels of Adjacent Property Owners Notified
- Map of Adjacent Property Owners Notified

Area Zoning Map

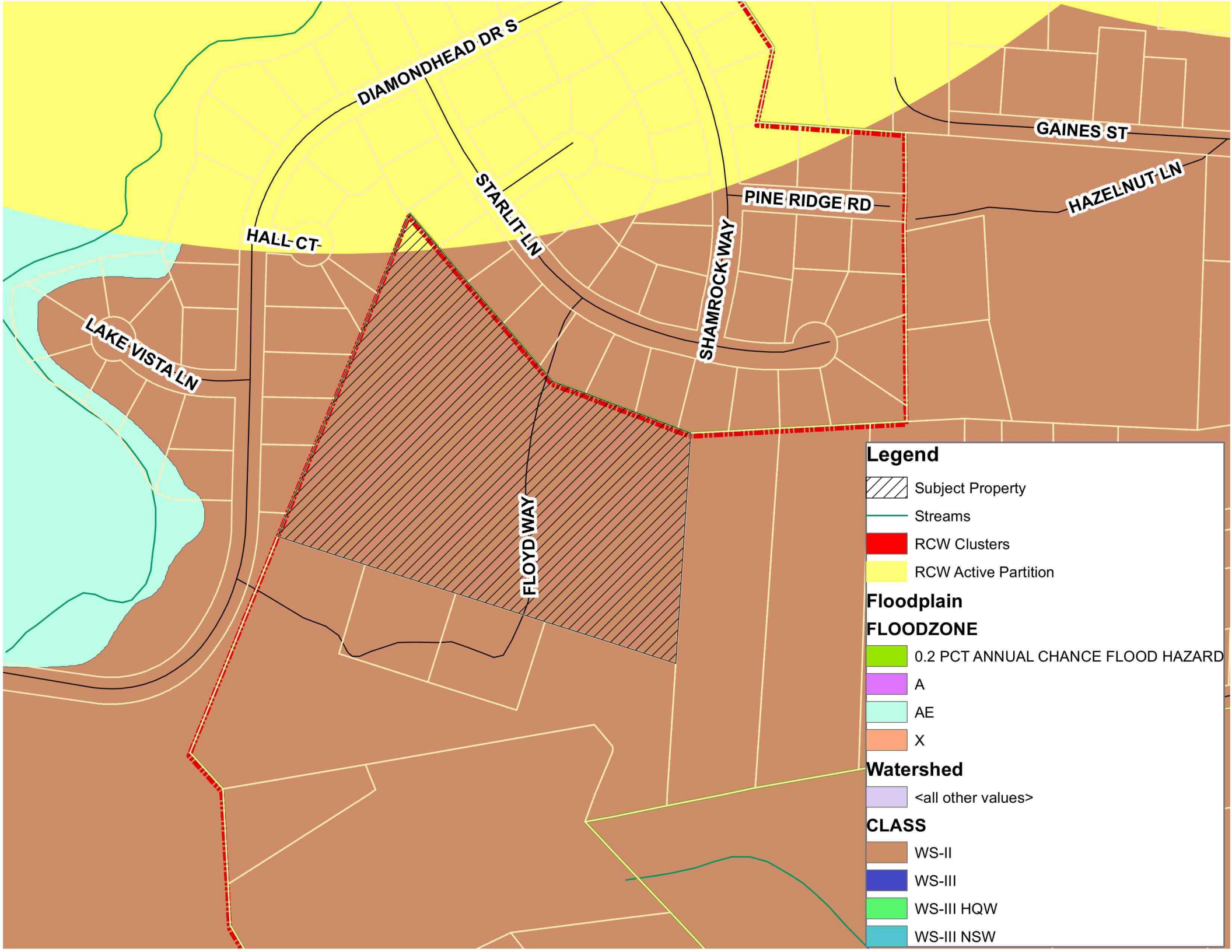


0 150 300 600 900 1,200 Feet

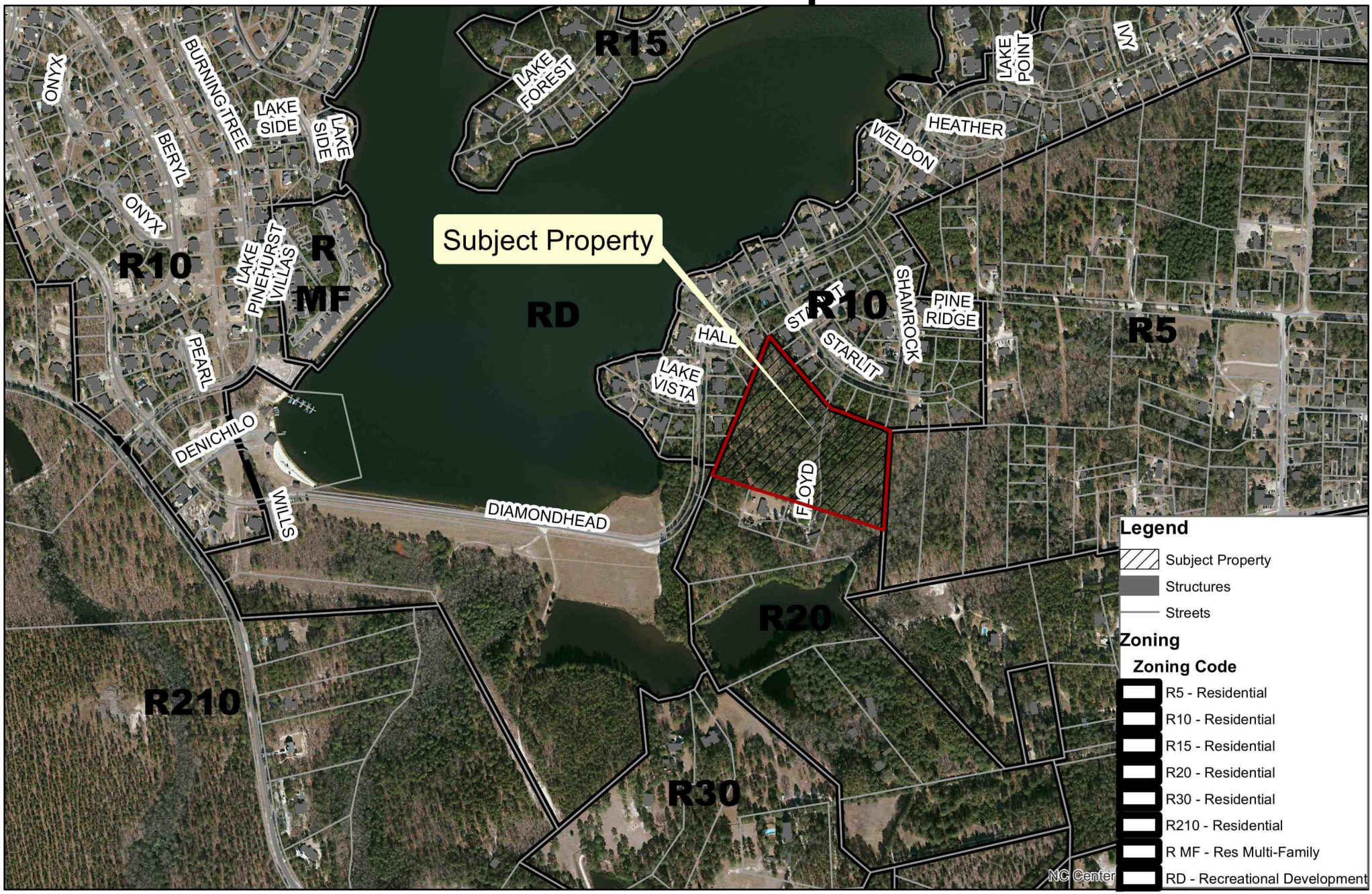
Village of Pinehurst Disclaimer: It is understood that the data contained herein is subject to constant change and that its accuracy cannot be guaranteed.
The maps have been created from information provided by various government and private sources at various levels of accuracy.
The data is provided 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.
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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).
P:\Advisory Boards\Planning & Zoning Board\Meeting Files\2020\07-09-2020\Floyd Way Area Zoning Map.mxd
7/2/2020

July 9, 2020
Planning and Zoning Board
Public Hearing for Major Subdivision Review

1895 VILLAGE OF PINEHURST


DIAMONDHEAD DR S
STARLIT LN
SHAMROCK WAY
PINE RIDGE RD
GAINES ST
HAZELNUT LN
HALL CT
LAKE VISTA LN
FLOYD WAY
Legend
Subject Property
Streams
RCW Clusters
RCW Active Partition
Floodplain
FLOODZONE
0.2 PCT ANNUAL CHANCE FLOOD HAZARD
A
AE
X
Watershed
<all other values>
CLASS
WS-II
WS-III
WS-III HQW
WS-III NSW

Aerial Map



0 200 400 800 1,200 1,600 Feet

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Grid is based on North Carolina State Plane Coordinate System NAD83 (feet).
P:\Advisory Boards\Planning & Zoning Board\Meeting Files\2020\07-09-2020\Floyd Way Area Zoning Map.mxd
6/24/2020

July 9, 2020
Planning and Zoning Board
Public Hearing for Major Subdivision Review

1895 Village of Pinehurst

N W E S

NOTICE OF PUBLIC HEARING
VILLAGE OF PINEHURST

Dear Property Owner:

The Village of Pinehurst Planning and Zoning Board will be holding a Public Hearing on:

Thursday, July 9, 2020
4:00 PM
Village Assembly Hall
395 Magnolia Road, Pinehurst, N.C.
Livestreamed at: www.vopnc.org/live

The purpose of the public hearing is to consider a request by DGH Management, LLC for a Major Subdivision Review for an 11 lot single family subdivision. This property is identified as Moore County PID# 00052077 and is located at Floyd Way an unimproved road that intersects with Diamondhead Dr. South and Starlit Ln.

As the owner of said property, or an owner of adjacent property, you are receiving formal notification of this Public Hearing. Information on this request is available for public review at the Planning and Inspections Department, Village Hall, 395 Magnolia Road, Pinehurst, North Carolina, Monday through Friday from 8:30 AM to 5:00 PM **OR** will be available online the week of the meeting at: https://pinehurst.novusagenda.com/agendapublic/. For more information, please call (910) 295- 2581.

BISCEQLIE, MICHAEL D & DOROTHY
10 ROBERTS DR #1
MOUNT HOLLY, NJ 08060-4400

DENKER, RICKY CHARLES & SANDRA GAIL
630 DIAMONDHEAD DR
PINEHURST, NC 28374

BROWN, MYRTITH A JR BROWN, SHIRLEY A
8 SUNSET LANE
JACKSON SPRINGS, NC 27281

GILTZOW, FRED & CAROLYN
680 DIAMONDHEAD DR
PINEHURST, NC 28374

DICKSON, TIMOTHY ANDREW DICKSON, NANCY LEA
PO BOX 3365
PINEHURST, NC 28374

GAINES, KIRT L & REELS, MARTHA E
956 WARREN AVE APT 5
BROCKTON, MA 02301

QUATELLA, ALEXANDER A & CAROLANNE E
620 DIAMONDHEAD DR
PINEHURST, NC 28374-9768

RAY, DANETTE L
4 STARLIT LANE
PINEHURST, NC 28374

SPRINGER, KALEB SPRINGER, AMANDA
10 STARLIT LANE
PINEHURST, NC 28374

GROEGER, JAMES
6 STARLIT LN
PINEHURST, NC 28374

POTTER, SHIRLEY E
3 PIN CHERRY LN
PINEHURST, NC 28374-9232

SMITH, JOEL TRUSTEE SMITH, SYLVIA TRUSTEE
8 STARLIT LANE
PINEHURST, NC 28374

BAIRD, SCOTT BRYAN & BAIRD, BRIDGETT LASHEA
16 STARLIT LANE
PINEHURST, NC 28374

KERCHEVAL, CARY FRANCIS KERCHEVAL, BRITTANY ANN
14 STARLIT LANE
PINEHURST, NC 28374

DGH MANAGEMENT, LLC
335 FIELDS DR
ABERDEEN, NC 28315

ROBINSON, LAURA HRS C/O WILLIS C PICKENS
47 MT ZION CH RD
GARFIELD, GA 30425

RICHESON, DENICE E TRUSTEE
610 DIAMONDHEAD DRIVE SOUTH
PINEHURST, NC 28374

ANTON-VALDEZ, LIZA
304 OTTAWA AVE
HASBROUCK HEIGHTS, NJ 07604

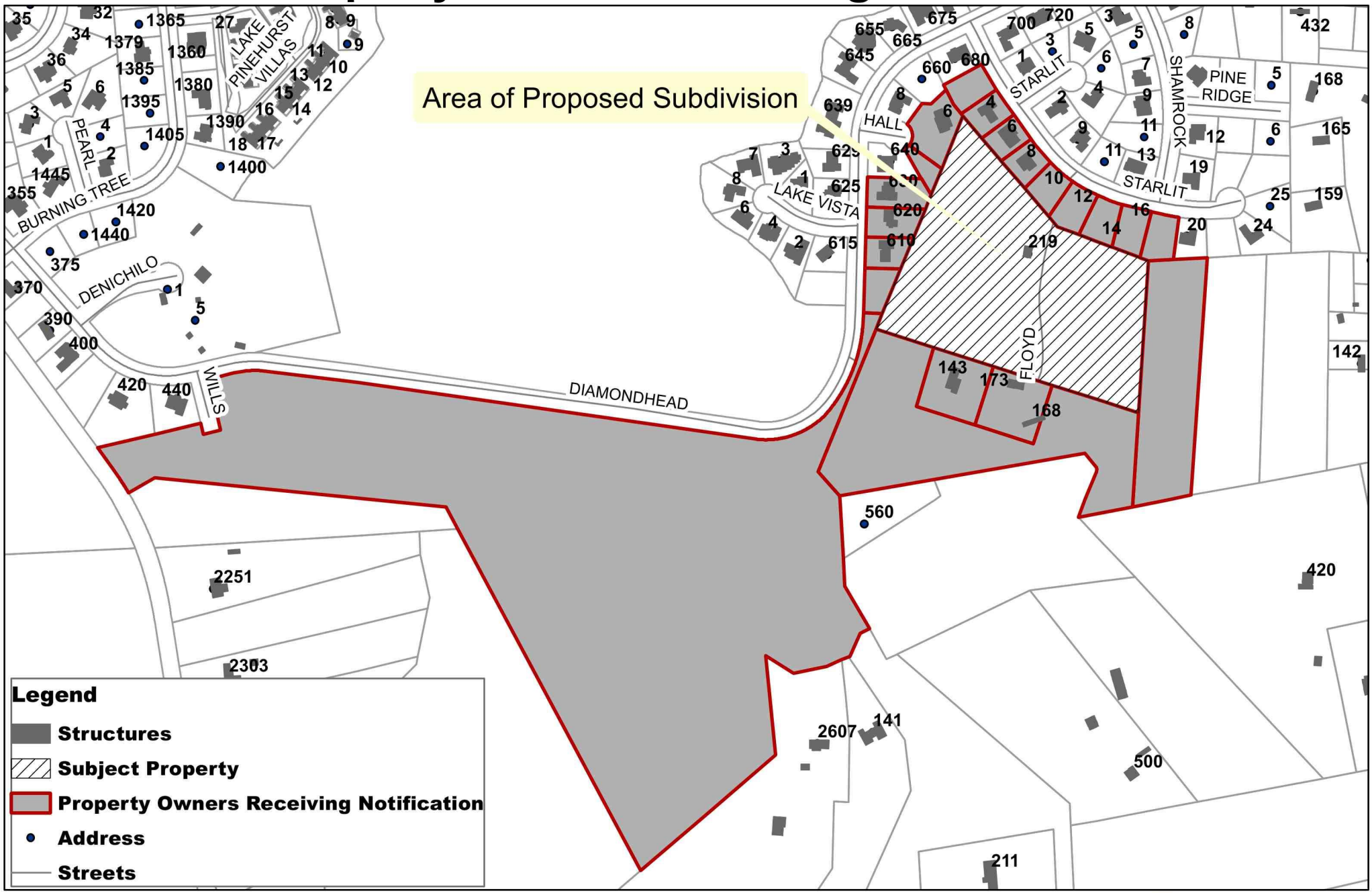
MCLEOD, SHARON THOMPSON
PO BOX 3084
PINEHURST, NC 28374

RYAN, THOMAS W & JEAN E
640 DIAMONDHEAD SR S
PINEHURST, NC 28374

DGH MANAGEMENT, LLC
335 FIELDS DR
ABERDEEN, NC 28315

RESORTS OF PINEHURST ATTN: RICHARD HIGGINBOTHAM
PO BOX 4000
PINEHURST, NC 28374

Property Owners Receiving Notification



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). P:\Advisory Boards\Planning & Zoning Board\Meeting Files\2020\07-09-2020\Floyd Way Area Zoning Map.mxd 6/24/2020

July 9, 2020
Planning and Zoning Board
Public Hearing for Major Subdivision Review

1895 VILLAGE OF PINEHURST

N W E S

Subdivision – Major and Minor

Fee: $1400 – Minor
Fee: $4500 – Major
(Revised 09/2019)

☒ Major Subdivision	☐ Minor Subdivision

Subdivision Information

Per Section 9.17.1.1 of the Pinehurst Development Ordinance (PDO), a Minor Subdivision is a subdivision that does not involve any of the following: (a) creation of more than three (3) lots from any one (1) tract of land (as the tract existed on October 23, 1995) whether such lots are created at one time or over a period of ten (10) years, thereafter; and (b) dedication or improvement of any new street other than widening approved existing streets. Minor subdivision applications are reviewed by the Village Planner and approved by the Village Manager. A Major Subdivision is any subdivision other than an Exempt Subdivision or Minor Subdivision. See Section 9.17.1.1 of the PDO for a description of an Exempt Subdivision. Major Subdivisions are approved by the Village Council.

This application must be completed in full and submitted with the associated fee listed in the Village's Fees and Charges Schedule, which can be accessed at www.vopnc.org/Home/ShowDocument?id=10100.

Intake Information

Property Address	
Street Address	219 Floyd Way
City, State, Zip Code	Pinehurst, NC 28374
Parcel ID #	Parcel ID Short:00052077 PIN:855100457732

Owner Information			
Name	DGH MANAGEMENT, LLC	Home Phone #	
Street Address	335 FIELDS DR	Mobile Phone #	
City, State, Zip Code	ABERDEEN, NC 28315	Business Phone #	910-944-7453
Email	homeforyoutoday@hotmail.com		

Licensed Professionals (License #s must include all letters and numbers as filed with the NC Licensing Board)	
	Surveyor (Required)
License #	L-3031
Name	Benny L. Brown
Street Address	5318 NC Highway 211,P.O. Box 307
City, State, Zip	West End, NC 27376
Phone #	910-673-1446
Email	brownsurveyors@gmail.com

Subdivision – Major and Minor

Fee: $1400 – Minor
Fee: $4500 – Major
(Revised 09/2019)

Applicant			
Name	DeAnna Burgess	Other Phone #	910-944-7453
Email	homeforyoutoday@hotmail.com	Street Address	335 FIELDS DR
Mobile Phone #		City, State, Zip Code	ABERDEEN, NC 28315

General Information

Project Description	
Name of Subdivision	

Existing Use	Proposed Use
☒ Vacant	☐ Vacant
☐ Single Family Low Density	☒ Single Family Low Density
☐ Single Family Medium Density	☐ Single Family Medium Density
☐ Single Family High Density	☐ Single Family High Density
☐ Multi-Family Development	☐ Multi-Family Development
☐ Office	☐ Office
☐ Retail	☐ Retail
☐ Lodging	☐ Lodging
☐ Recreational	☐ Recreational
☐ Institutional	☐ Institutional
☐ Medical	☐ Medical
☐ Industrial	☐ Industrial
☐ Services	☐ Services

Project Information

Total Acres of Project Area	11.384	Number of Acres Disturbed	8
Number of Acres of Dedicated Open Space	2.26	Square Footage of Smallest Lot	21,842
Number of Lots - Existing	1	Number of Lots - Proposed	11
Number of Residential Units - Existing	0	Number of Residential Units - Proposed	11
Number of Non- Residential Units - Existing	0	Number of Non- Residential Units - Proposed	0
Impervious Surface % - Existing	<1%	Impervious Surface % - Proposed	17%
Total Number of Phases	1		

Special Conditions (If Any)	

Location Information

Zoning District	r-20
Overlay District	☐ Historic Preservation Overlay District ☐ N/A ☐ Pinehurst South Overlay District
Watershed Protection Overlay District	☒ WS-II ☐ WS-III ☐ N/A
Project Requires a Special Intensity Allocation	☒ Yes ☐ No
In a Flood Zone	☐ Yes ☒ No
Site Contains Wetlands	☐ Yes ☒ No
Red Cockaded Woodpecker on Site	☐ Yes ☒ No
Roads	☒ Public ☐ Private
Water Provider	Moore County Public Utilities--Pinehurst
Sewer Provider	Moore County Public Utilities--Pinehurst

Required Documents (See Appendix E of the PDO for Requirements)

☒ General Concept Plan (If Conditional District Rezoning)	☒ Preliminary Plat
☒ Trip Generation Calculations	

Other Agency Permits/Approvals (As Applicable) - Per Section 4.2.6 of PDO

☐ Erosion Control Plan (State of North Carolina)	☐ Septic Tank/Well Permit (Moore County)
☐ Driveway Permit – State Roads (NCDOT)	☐ Right of Way Encroachment
☒ US Fish and Wildlife Approval	☐ Other

Pending

Certification

I hereby certify that the information contained in this application is accurate and complete. I also confirm that I have read and understand the requirements that must be met for a Major Subdivision or Minor Subdivision approval.

Applicant Signature: DeLuna Burgess Date: 2/3/2020

PLANNING AND ZONING BOARD
REGULAR MEETING
THURSDAY, JULY 9, 2020
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA
4:00 PM

Board Members Present:	**Board Members Absent:**	**Staff Present:**
Leo Santowasso, Chair	Julia Latham	Darryn Burich, Planning and
Cyndie Burnett	Jeramy Hooper	Inspections Director
Phillip Shumaker	Sonja Rothstein	Alex Cameron, Senior Planner
Paul Roberts		Kelly Brown, Administrative Assistant
Joel Shriberg		
David Alzamora		

I. Call to Order

Mr. Santowasso confirmed a quorum was present and called the meeting to order at 4:00 pm.

II. Approval of Minutes

A. June 4, 2020 Regular Meeting Minutes

Mr. Shumaker moved to approve the June 4, 2020 regular meeting minutes. Seconded by Ms. Burnett. Carried unanimously vote of 5-0.

III. Public Hearing

A. Public Hearing No. 1

Ms. Burnett moved to recess the public meeting and enter into Public Hearing No. 1. Seconded by Mr. Shumaker. Carried unanimously by a vote of 5-0

Senior Planner Alex Cameron stated the purpose of the public hearing was to consider a request by DGH Management, LLC for a Major Subdivision Review for an 11 lot single family subdivision. This property is identified as Moore County PID# 00052077 and is located at Floyd Way an unimproved private road that intersects with Diamondhead Dr. South and Starlit Ln. Mr. Cameron provided information on the proposal from the staff report. He stated it does not conflict with the Village of Pinehurst 2019 Comprehensive Plan. He stated no tree survey was submitted. He confirmed a proposed right-of-way easement of approximately 50 feet.

Engineer Kevin Lindsay of Crawford Design Company spoke on behalf of the applicant. Mr. Santowasso stated he would like to see the lot width at the setback line be labeled on the preliminary subdivision map to ensure all lots comply with zoning requirements. Mr. Lindsay stated they could add those to the plat.

Clark Campbell, attorney for the applicant, spoke on the behalf of the application. Mr. Santowasso stated he would like to propose a condition to add sight triangle labels to the road access onto Diamondhead Drive on the preliminary subdivision plat, as there may be conflict with private property owner north of the proposed easement. He stated he would like to require the applicant to

speak with the private property owner about granting the easement, in order to perfect the sight triangle. Mr. Lindsay confirmed with Mr. Campbell that the current plan was to add sight triangles to the final plat. Mr. Lindsay stated vegetation would have to be cut down on private properties in order to establish the sight triangle. He also stated sight triangles are unnecessary for this project as it meets NCDOT requirements for sight distance.

Mr. Santowasso asked about the status of the existing unimproved road, Floyd Way, which is located within the tract proposed for subdivision and is used to access private property. Mr. Lindsay responded that it would be eliminated through the grading and construction process. Mr. Campbell responded there is one recorded easement that benefits one of the property owners. He stated properties owners McLeod, Brown, and Robinson (listed on the proposed preliminary plat) will be granted an easement to travel onto the new proposed road and will be granted access to utilities. He acknowledged that the existing Floyd Way will be gone before final plat is submitted.

Mr. Roberts asked if the McLeod, Brown, and Robinson would have access to their properties during the construction process. Mr. Clark stated they could continue to travel out to Diamondhead Drive by travelling over Pinehurst Resort property, or the developer could grade an easement to the new proposed Floyd Way once the construction entrance is cleared.

Mr. Campbell stated there were no restrictions or conditions on the permanent easement agreement with Pinehurst Resort LLC. He stated the intention is for Floyd Way to become a public road through annexation into the Village of Pinehurst corporate limits.

Upon question by Mr. Santowasso, Mr. Lindsay acknowledged existing power lines will be removed and underground power lines will be installed.

Mr. Santowasso noted the found rebar depicted on the proposed preliminary plat, stating there could be an issue if the property lines overlapped.

Mr. Santowasso stated he would like the fence encroachment between lot 8 and lot 185 on the preliminary plat addressed, as there could be drainage issues. Mr. Lindsay confirmed that the 20-foot easement located on lot 8 and backing up to lot 185 is a drainage easement, not a utility easement.

Upon question by the Board, Mr. Cameron noted that based on submitted hydrant flow tests and ISO calculations, homes built on the proposed lots would have to be under 3600 heated square feet. Mr. Lindsay stated the water lines could be improved to allow for homes larger than 3600 square feet.

Mr. Campbell stated there is enough lot frontage for each driveway in the cul-de-sac to allow for safe ingress and egress.

Mr. Lindsay stated they will be installing dry ponds. He stated each one will have a four-by-four concrete outlet that will go to a concrete pipe and will outlet to the open area woods or storm drain system. He stated the property owners association (POA) would be responsible for maintaining the storm water management systems and the open space.

Mr. Lindsay stated they did not conduct a tree survey. Mr. Campbell stated they could agree to put ribbons around trees that are going to be maintained. Mr. Lindsay stated they would put up silt fence in areas where they need to clear the road. He stated there will be some grading outside of the road area, and will try to take down as few trees as possible at that time. Upon question by Mr.

Shriberg, Mr. Campbell stated he could not answer whether the developer intends to develop and sell lots or develop and build.

Sandra Denker of 630 Diamondhead Drive (lot 171 on the preliminary plat) asked about the power line running across her property and tree removal. Mr. Lindsay stated he was unsure how this would be dealt with; he said typically they would come down and be buried.

Joel Smith of 8 Starlit Lane (lot 181 on the preliminary plat) spoke about power lines, utility easement, and sewage disposal. Mr. Lindsay stated there is a chance that lots 9, 10, and 11 would require a sewage pump.

Bridgett Baird of 16 Starlit Lane (lot 185 on the preliminary plat) spoke about the water drainage issues on her property. Mr. Lindsay stated the proposed 20-foot drainage easement will take water away from Ms. Baird's property. He stated they will make sure that water coming off of 12, 14, and 16 Starlit Lane will be captured in the drainage easement and routed out to the street drainage and into the open space. Mr. Lindsay stated the Village Engineer will make sure these issues are addressed as the applicant submits plans.

Jim Groeger of 6 Starlit Lane spoke about the zoning designation of the tract proposed for subdivision.

Myrt Brown of 8 Sunset Lane and owner of the existing Floyd Way tract spoke about the proposed easement from his property to the new Floyd Way. Mr. Lindsay stated the easement would be a private access easement, occasionally used to access and maintain the storm water control measures in the open space.

Danette Ray of 4 Starlit Lane was concerned about the developer and traffic.

Maureen Brophy of 3 Shamrock Way was concerned about traffic, water runoff, and noise.

Tim Dickson of 6 Hall Court stated he owned property abutting the northern open space. He was concerned about tree removal.

Sue Hilton of 745 Diamondhead Drive was concerned about water runoff, impervious surface, and traffic.

Cary Kercheval of 14 Starlit Lane was concerned about the developer and water runoff. Mr. Lindsay stated the water concentrating from 8, 10, 12, 14, 16 Starlit Lane will be picked up by the drainage easement so water does not back up into those lots. Mr. Campbell stated the developer, Mr. Lindsay, and himself are willing to meet with the Village Engineer and Mr. Santowasso about the water drainage issues on Starlit Lane.

Jim Groeger of 6 Starlit Lane asked how the water from lot 8 would make it into the drainage easement. Mr. Lindsay stated when they get the actual survey they could potentially move the easement.

Amanda Springer of 10 Starlit Lane stated a storm water control box could be installed on their property.

Richard Brown of 629 Diamondhead Drive was concerned about construction traffic on Diamondhead Drive.

Mr. Santowasso acknowledged the Board received public comments from Rich and Diane Flanagan of 615 Diamondhead Drive and Charlotte Cable of 5 Starlit Lane.

Mr. Shriberg moved to close the public hearing and return to the regular meeting. Seconded by Ms. Burnett. Carried unanimously by a vote of 5-0.

Mr. Roberts stated he would prefer to head off the water drainage problem early.

Mr. Alzamora stated the developer has followed the zoning requirements in the development ordinance, but had concern about greenspace.

Upon question by Ms. Burnett, Mr. Cameron stated if the property were annexed into Pinehurst corporate limits, the mailbox kiosk and storm water maintenance areas would still need to be maintained by a homeowners' association. He stated Pinehurst would maintain the right-of-way. Mr. Lindsay stated that if the property were not annexed by Pinehurst, they would ask NCDOT to maintain the street. Ms. Burnett stated she would like to propose a condition that any required plantings be native plantings.

Mr. Shriberg had no comments.

Mr. Shumaker stated he would like to see the water drainage issue addressed. Mr. Lindsay stated he would speak with the Village Engineer and make a site visit to 10 Starlit Lane about their proposal to install a storm water box on their property.

Mr. Shumaker moved that the Planning & Zoning Board recommend approval to the Pinehurst Village Council of the proposed preliminary plat with the following added conditions:

1. The lot width at the setback line be shown and dimensioned on the preliminary plat.
2. Mitigate storm water runoff at the rear of lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.

Seconded by Mr. Roberts. Carried unanimously by a vote of 5-0.

Roll Call

Mr. Roberts	Aye
Mr. Alzamora	Aye
Mr. Burnett	Aye
Mr. Shriberg	Aye
Mr. Shumaker	Aye

DRAFT

IV. New Business

A. Draft Changes to PDO to Implement Electronic Permitting

Darryn Burich, Planning & Inspections Director, discussed a potential text amendment to the Pinehurst Development Ordinance to implement required use of the Village's electronic permit system when applying for building and development related permits. No action was taken by the Board.

B. Election of Vice Chairs

In accordance with the adopted Rules of Procedure for the Planning & Zoning Board, two vice chairs were nominated: Ms. Burnett for first vice chair and Ms. Latham for second vice chair. They are subject to the same term limits as the chair.

Mr. Shriberg moved to elect Ms. Burnett and Ms. Latham as vice chairs to the Planning and Zoning Board. Carried unanimously by a vote of 5-0.

V. Next Meeting Date

A. Regular Meeting on August 6, 2020

VI. Motion to Adjourn

A motion was made to adjourn the regular meeting. Carried unanimously by a vote of 5-0 at 7:16 pm.

Respectfully Submitted,

Kelly Brown
Administrative Specialist
Village of Pinehurst

A videotape of this meeting is located on the Village website: www.vopnc.org.

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

United States Department of the Interior

FISH AND WILDLIFE SERVICE
Sandhills Sub Office
Post Office Box 119
Southern Pines, N. C. 28388

January 23, 2020

Matthew Wimberly
Forest Land Resource Consultants, PLLC
P.O. Box 7
West End, NC 27376

Re: undeveloped 11.29 acres SE of Lake Pinehurst (LRK: 52077), Pinehurst, Moore County, North Carolina

Dear Mr. Wimberly:

This is in response to your request for an assessment of any potential impacts to red-cockaded woodpeckers (*Dryobates borealis* = *Picoides borealis*) associated with the development of the subject property. The U.S. Fish and Wildlife Service (Service) offers the following comments in support of Section 9 of the Endangered Species Act of 1973 (16 U.S.C. 1531-1543) (Act) and the Service's Private Lands Guidelines found in Appendix 5 of the Service's Recovery plan for the red-cockaded woodpecker (*Picoides borealis*): second revision (U.S. Fish and Wildlife Service 2003). A site visit was conducted by Matthew L. Wimberly of Forest Land Resource Consultants, PLLC on January 21, 2020.

Based upon the site visit there were no red-cockaded woodpecker (RCW) cavity trees or suitable foraging habitat found on this property. A small portion of this property lies within a half-mile of active red-cockaded woodpecker cluster SOPI 68.

Recovery efforts for this species are underway and may result in groups becoming reestablished in areas currently unoccupied by this species. The cumulative loss of foraging and nesting habitat caused by residential and commercial construction is one of the primary threats to the continued existence of the red-cockaded woodpecker in the Pinehurst/Southern Pines area. Therefore, as plans are made to develop this property, I encourage your client to minimize the removal of mature longleaf pine trees greater than 8 inches in diameter, take measures to prevent damage to the bole and root system of the remaining longleaf pines and to landscape with plant species native to the Sandhills ecosystem.

The results of this finding are valid for a period of 1 year from the date this letter was issued. However, this determination must be reconsidered if the project design is subsequently modified or if new information becomes available. Please use this letter as necessary to inform all potentially affected parties of this finding. If you have any comments or questions, please don't hesitate to contact me at (910) 695-3323 ext 10.

Sincerely,

Susan Ladd Miller

Susan Ladd Miller
Fish and Wildlife Biologist

HYDRANT FLOW TEST REPORT

LOCATION: Diamondhead S and Hall Ct
DATE: 9/4/2019
TIME: 9:15am

TEST MADE BY: Robbie Baker
REPRESENTATIVE OF: MOORE COUNTY PUBLIC UTILITIES
WITNESS: Chris Fuller

PURPOSE OF TEST: Fire Flow

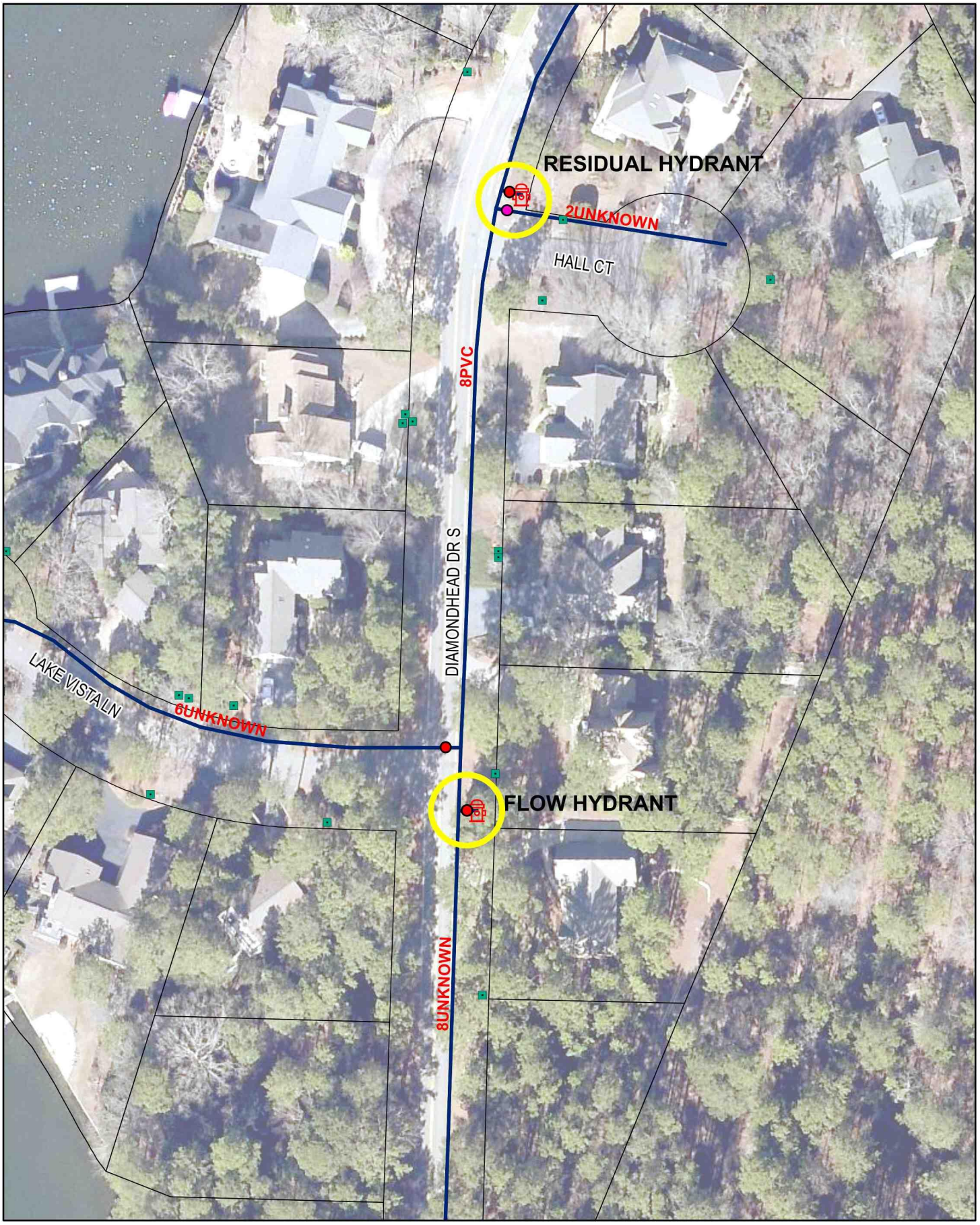
CONSUMPTION RATE DURING TEST: _____ GPM
IF PUMPS AFFECT TEST, INDICATE PUMPS OPERATING:

FLOW HYDRANT #s	A^1	A^2	A^3
	3-249		
SIZE NOZZLE:	2 1/2	IN	
PITOT READING:	58	PSI	
TOTAL GPM:	1280	GPM	

RESIDUAL HYDRANT # 3-251
STATIC $_B$ 102 **PSI**
RESIDUAL $_B$ 82 **PSI**

PROJECTED RESULTS AT 20 **PSI** **RESIDUAL** 2742 **GPM**

REMARKS: Cannon Park Tank at 30.4', Monticello Tank at 16.7'
All BPS running and Pinehurst wells running.



1 inch = 80 feet

Moore County Public Utilities

Hydrant Flow Test - Diamondhead Dr S

Moore County GIS Disclaimer
All the information contained on this media is prepared for the inventory of real property found within Moore County. All data is compiled from recorded deeds, plats, and other public records and data. Users of this data are hereby notified that the aforementioned public primary information sources should be consulted for verification of the information. All information contained herein was created for the County's internal use. MOORE COUNTY, ITS OFFICIALS, AGENTS AND EMPLOYEES MAKE NO WARRANTY AS TO THE CORRECTNESS OR ACCURACY OF THE INFORMATION SET FORTH ON THIS MEDIA WHETHER EXPRESS OR IMPLIED, IN FACT OR IN LAW, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE. 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).

1895
VILLAGE OF
PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT COUNCIL STAFF MEMO

To: Mayor Strickland and Village Council
From: Darryn Burich, Director of Planning and Inspections
Cc: Jeff Sanborn, Village Manager and Natalie Dean Hawkins, Assistant Village Manager
Date: July 30, 2020
Subject: Proposed Floyd Way Major Subdivision

This staff memo supplements the Department's staff report and analysis by Senior Planner Alex Cameron dated July 2, 2020. Please see that staff report (included in Novus) for a more detailed description of the proposed preliminary plat.

Council is being asked to approve an 11 lot single family subdivision of approximately 11.38 acres located in the ETJ just off Diamond Head Drive generally located on the Village's south side. The property is currently zoned R-20 which is a medium density single family residential district. The current 2019 Comprehensive Plan Conservation and Growth Map identifies this area as a "suburban neighborhood" which appears to be consistent with previous Comprehensive Plan land use recommendations going back to 2003.

Subdivisions are regulated by Section 9.17 of the Pinehurst Development Ordinance (PDO). Subdivisions are generally categorized as being "Major" or "Minor" with Major Subdivisions being more than 3 lots created. Information required for preliminary plats is identified in Appendix E of the PDO. As proposed, this 11 lot subdivision is considered a Major Subdivisision and follows the approval process laid out in Section 9.17.1.3 of the PDO.

Review Process

Major Subdivisions are required to receive a public hearing and require review by the Technical Review Committee (TRC), Planning and Zoning Board, and final approval by the Village Council after public hearings. The TRC conducts an initial review of the proposed prelimary plat and reviews for general compliance with the Village's various development standards (PDO, ESSM). After the TRC makes recommendations, which are then incorporated into an updated plat, it is forwarded to the P&Z for review and formulate a recommendation to the Village Council.

The Planning and Zoning Board conducted a public hearing on July 9th after which the P&Z Board recommendated approval of the preliminary plat with conditions/modifications as follows:

1. The lot width at the setback line be shown and dimensioned on the preliminary plat.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.

Item 1 has been addressed and updated on the preliminary plat that Council is reviewing. With respect to trying to comply with Item 2 and the stormwater concern. The preliminary plat has been updated to show creation of a 20 foot wide drainage easement along lots 4,5,7, and 8 in an attempt to meet this concern. If a drainage swale is installed along this easement it will likely result in the removal of any trees in the easement area. A full stormwater plan has not been submitted and/or analyzed at this point in the review process which is typically done during the construction phase and final platting.

Items 3 and 4 can also be handled at final platting and when construction drawings are reviewed by staff later in the permit process.

Please see the attached draft minutes from the July 9, 2020 meeting. During the public hearing several persons from the neighborhood appeared in opposition to the proposed subdivision citing various reasons for their opposition including stormwater runoff, utility easements, existing street, traffic, noise, and the development itself.

Council Review of Major Subdivisions

Per Section 9.17 (C)(3) of the PDO the "Village Council and the Planning and Zoning Board shall evaluate the plat application in accordance with Section 9.17.1.3 through Section 9.17.1.6" of the PDO. Specifically with regard to review and action by the Village Council, Section 9.17.1.5 (F) of the PDO states:

(F) Action by Village Council:

(1) The recommendations of the Planning and Zoning Board and the Technical Review Committee shall then be forwarded to the Village Council for action. Along with the application for preliminary plat the Village Council shall review this information and either approve, conditionally approve, or reject the preliminary plat;

(2) Approval of the preliminary plat shall authorize the applicant to proceed with obtaining construction plan approval from the Village Engineer and obtaining construction permits for the necessary improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

(3) If the Village Council approves a plat with conditions, the following requirements shall apply:

(a) All conditions, and the reasons for requiring the conditions, shall be stated in the record of approval of the preliminary plat. Such conditions may include, but are not limited to, the following matters:

1. The configuration of lots and streets;
2. The arrangement of utility networks on the property;
3. The location of dedicated land and rights-of-way;
4. The payment of fees in lieu of such dedications;
5. The location of required improvements.

(b) Upon obtaining construction plan approval from the Village Engineer and any necessary construction permits, the applicant is authorized to proceed with construction of the improvements indicated on the preliminary plat, but approval of the final plat is also contingent on satisfying the conditions imposed by the Village Council.

(4) If the Village Council rejects the preliminary plat, then the reasons therefor shall be stated in the record of action on the preliminary plat, along with recommendations for ways to revise the preliminary plat so that it could be approved;

(5) Failure of the Village Council to act on the preliminary plat within ninety (90) days of the first Village Council meeting in which the application is made an agenda item, the plat and recommendations from the Planning and Zoning Board, shall be deemed approval of the preliminary plat, authorizing the applicant to proceed with the approval of the construction plans of the improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

It should be noted as stated above in Subsection (F)(3) that the Council may require certain conditions be placed on approval of the plat and these conditions must relate to bringing the subdivision into compliance with the Village's development standards. If conditions are added, the reasons for requiring said conditions shall be stated into the record approving the preliminary plat.

If the Council rejects the plat, then the reasons therefor shall be stated in the record along with recommendations for ways to revise the plat so that it could be approved when brought back for review.

Staff and TRC Recommendation

The Planning & Zoning Board's recommended conditions in some cases extend beyond bringing the subdivision into compliance with the Village's development standards. In other cases, the applicant has updated their plat to address concerns raised at the Planning & Zoning Board meeting. Because the updated plat for the major subdivision meets the requirements of the standards in the PDO and the Village's Engineering Standards, staff recommends the Council approve this subdivision with no conditions.

Planning & Zoning Board's Conditions	Staff's Recommendation
1. The lot width at the setback line be shown and dimensioned on the preliminary plat.	Remove – Updated subdivision plat now includes the lot width at the setback line.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.	Remove – Updated subdivision plat now includes a stormwater easement.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.	Remove - Appendix F includes suggested, but not required species. Subdivision plat meets PDO requirements for street trees and this proposed condition extends beyond the requirements of the PDO.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.	Remove – This proposed condition extends beyond the standards of the PDO.

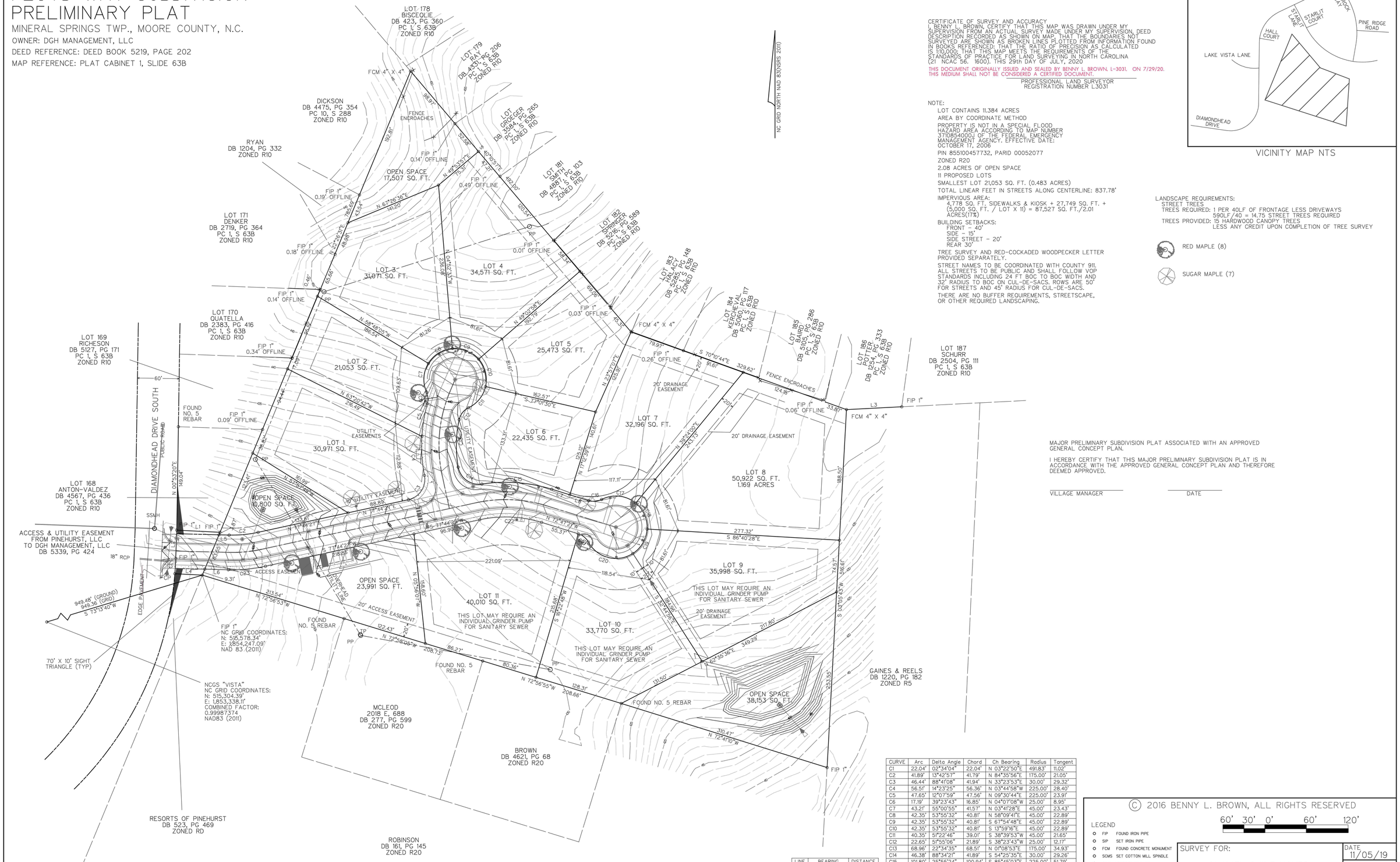
FLOYD WAY SUBDIVISION
PRELIMINARY PLAT

MINERAL SPRINGS TWP., MOORE COUNTY, N.C.

OWNER: DGH MANAGEMENT, LLC

DEED REFERENCE: DEED BOOK 5219, PAGE 202

MAP REFERENCE: PLAT CABINET 1, SLIDE 63B



VICINITY MAP NTS

CERTIFICATE OF SURVEY AND ACCURACY
I, BENNY L. BROWN, CERTIFY THAT THIS MAP WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION, DEED DESCRIPTION RECORDED AS SHOWN ON MAP, THAT THE BOUNDARIES NOT SURVEYED ARE SHOWN AS BROKEN LINES PLOTTED FROM INFORMATION FOUND IN BOOKS REFERENCED; THAT THE RATIO OF PRECISION AS CALCULATED IS 1:10,000; THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 56. 1600). THIS 29th DAY OF JULY, 2020

THIS DOCUMENT ORIGINALLY ISSUED AND SEALED BY BENNY L. BROWN, L-3031, ON 7/29/20. THIS MEDIUM SHALL NOT BE CONSIDERED A CERTIFIED DOCUMENT.

PROFESSIONAL LAND SURVEYOR
REGISTRATION NUMBER L.3031

NOTE:

LOT CONTAINS 11.384 ACRES

AREA BY COORDINATE METHOD

PROPERTY IS NOT IN A SPECIAL FLOOD HAZARD AREA ACCORDING TO MAP NUMBER 3710854000J OF THE FEDERAL EMERGENCY MANAGEMENT AGENCY. EFFECTIVE DATE: OCTOBER 17, 2006

PIN 855100457732, PARID 00052077

ZONED R20

2.08 ACRES OF OPEN SPACE

11 PROPOSED LOTS

SMALLEST LOT 21,053 SQ. FT. (0.483 ACRES)

TOTAL LINEAR FEET IN STREETS ALONG CENTERLINE: 837.78'

IMPERVIOUS AREA:
4,778 SQ. FT. SIDEWALKS & KIOSK + 27,749 SQ. FT. + (5,000 SQ. FT. / LOT X 11) = 87,527 SQ. FT./2.01 ACRES(17%)

BUILDING SETBACKS:
FRONT – 40'
SIDE – 15'
SIDE STREET – 20'
REAR 30'

TREE SURVEY AND RED-COCKADED WOODPECKER LETTER PROVIDED SEPARATELY.

STREET NAMES TO BE COORDINATED WITH COUNTY 911. ALL STREETS TO BE PUBLIC AND SHALL FOLLOW VDP STANDARDS INCLUDING 24 FT BOC TO BOC WIDTH AND 32' RADIUS TO BOC ON CUL-DE-SACS. ROWS ARE 50' FOR STREETS AND 45' RADIUS FOR CUL-DE-SACS.

THERE ARE NO BUFFER REQUIREMENTS, STREETSCAPE, OR OTHER REQUIRED LANDSCAPING.

LANDSCAPE REQUIREMENTS:
STREET TREES
TREES REQUIRED: 1 PER 40LF OF FRONTAGE LESS DRIVEWAYS
590LF/40 = 14.75 STREET TREES REQUIRED
TREES PROVIDED: 15 HARDWOOD CANOPY TREES
LESS ANY CREDIT UPON COMPLETION OF TREE SURVEY

RED MAPLE (8)

SUGAR MAPLE (7)

MAJOR PRELIMINARY SUBDIVISION PLAT ASSOCIATED WITH AN APPROVED GENERAL CONCEPT PLAN.

I HEREBY CERTIFY THAT THIS MAJOR PRELIMINARY SUBDIVISION PLAT IS IN ACCORDANCE WITH THE APPROVED GENERAL CONCEPT PLAN AND THEREFORE DEEMED APPROVED.

VILLAGE MANAGER _____ DATE _____

DESCRIPTION/ITE CODE	UNITS	EXPECTED UNITS	GENERATED TRIPS							
			DAILY IN	DAILY OUT	AM HOUR	PM HOUR	PEAK AM IN	PEAK AM OUT	PEAK PM IN	PEAK PM OUT
SINGLE FAMILY HOMES 210	DU	11	53	53	8	11	2	6	7	4

LINE	BEARING	DISTANCE
L1	S 87°07'55"E	62.29'
L2	N 02°05'48"E	40.84'
L3	S 87°06'04"W	79.75'
L4	S 87°07'58"E	39.58'
L5	S 88°32'36"E	14.72'
L6	N 88°32'36"W	33.90'
L7	S 72°47'21"E	27.23'
L8	S 72°47'21"E	28.14'

CURVE	Arc	Delta Angle	Chord	Ch Bearing	Radius	Tangent
C1	22.04'	02°34'04"	22.04'	N 03°22'50"E	491.83'	11.02'
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C3	46.44'	88°41'08"	41.94'	N 33°23'53"E	30.00'	29.32'
C4	56.51'	14°23'25"	56.36'	N 03°44'58"W	225.00'	28.40'
C5	47.65'	12°07'59"	47.56'	N 09°30'44"E	225.00'	23.91'
C6	17.19'	39°23'43"	16.85'	N 04°07'08"W	25.00'	8.95'
C7	43.21'	55°00'55"	41.57'	N 03°41'28"E	45.00'	23.43'
C8	42.35'	53°55'32"	40.81'	N 58°09'41"E	45.00'	22.89'
C9	42.35'	53°55'32"	40.81'	S 67°54'48"E	45.00'	22.89'
C10	42.35'	53°55'32"	40.81'	S 13°59'16"E	45.00'	22.89'
C11	40.35'	51°22'46"	39.01'	S 38°39'53"W	45.00'	21.65'
C12	22.65'	51°56'06"	21.89'	S 38°23'43"W	25.00'	12.17'
C13	68.96'	22°34'35"	68.51'	N 01°08'53"E	175.00'	34.93'
C14	46.38'	88°34'21"	41.89'	S 54°25'35"E	30.00'	29.26'
C15	101.80'	25°55'24"	100.94'	S 85°45'03"E	225.00'	51.79'
C16	19.38'	44°24'55"	18.90'	N 85°00'12"E	25.00'	10.21'
C17	52.31'	66°36'16"	49.42'	S 83°54'08"E	45.00'	29.56'
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C19	42.35'	53°55'32"	40.81'	S 30°17'18"W	45.00'	22.89'
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C21	19.38'	44°24'55"	18.90'	S 50°34'53"E	25.00'	10.21'
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C23	53.86'	13°42'57"	53.73'	S 84°35'56"W	225.00'	27.06'

© 2016 BENNY L. BROWN, ALL RIGHTS RESERVED

60' 30' 0' 60' 120'

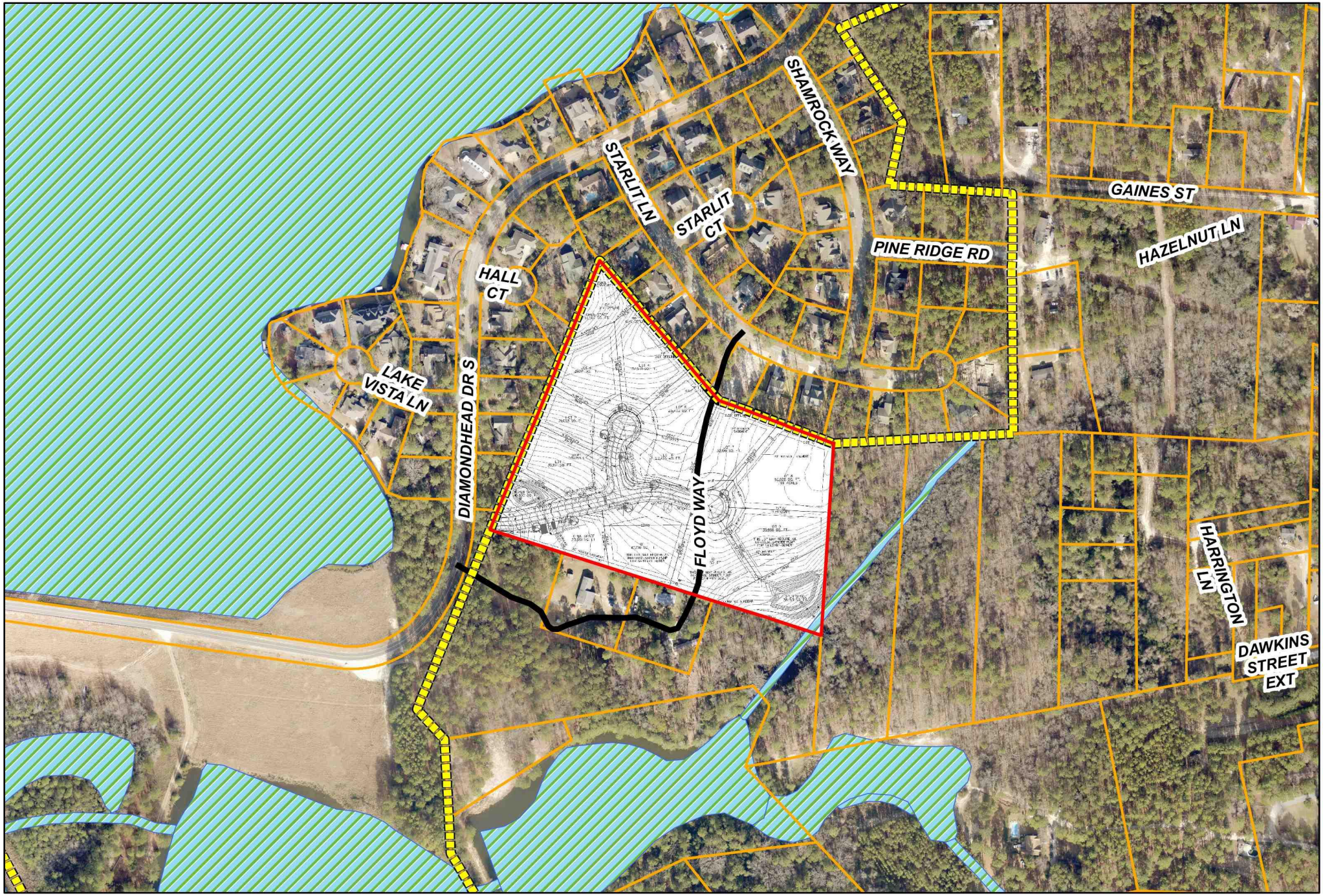
LEGEND

O	FIP	FOUND IRON PIPE
O	SIP	SET IRON PIPE
O	FCM	FOUND CONCRETE MONUMENT
O	SCMS	SET COTTON MILL SPINDLE
O	EMN	EXISTING MAG NAIL
O	NMN	NEW MAG NAIL
O	CP	COMPUTED POINT
O	CBL	CABLEVISION EQUIPMENT
O	TP	TELEPHONE PEDESTAL
□	ET	ELECTRICAL TRANSFORMER
O	PP	POWER POLE
□	WM	WATER METER
O	SCO	SEWER CLEANOUT

SURVEY FOR:
QUALITY BUILT HOMES
335 FIELDS DRIVE
ABERDEEN, NC 28315

DATE 11/05/19
FILE NO. 23619
SCALE 1" = 60'

BENNY L. BROWN
Professional Surveyor
5318 NC HWY 211
P.O. BOX 307
WEST END, N.C. 27376
(910) 673-1446



Proposed Floyd Way Site Plan with Wetlands

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).
X:\GIS\DB_GIS\Floyd_Way_Overlay\Floyd_Way_Site_Plan_8_5x11_Landscape_w_Wetlands.mxd
8/28/2020

0 250 500 1,000 Feet

1895 VILLAGE OF PINEHURST

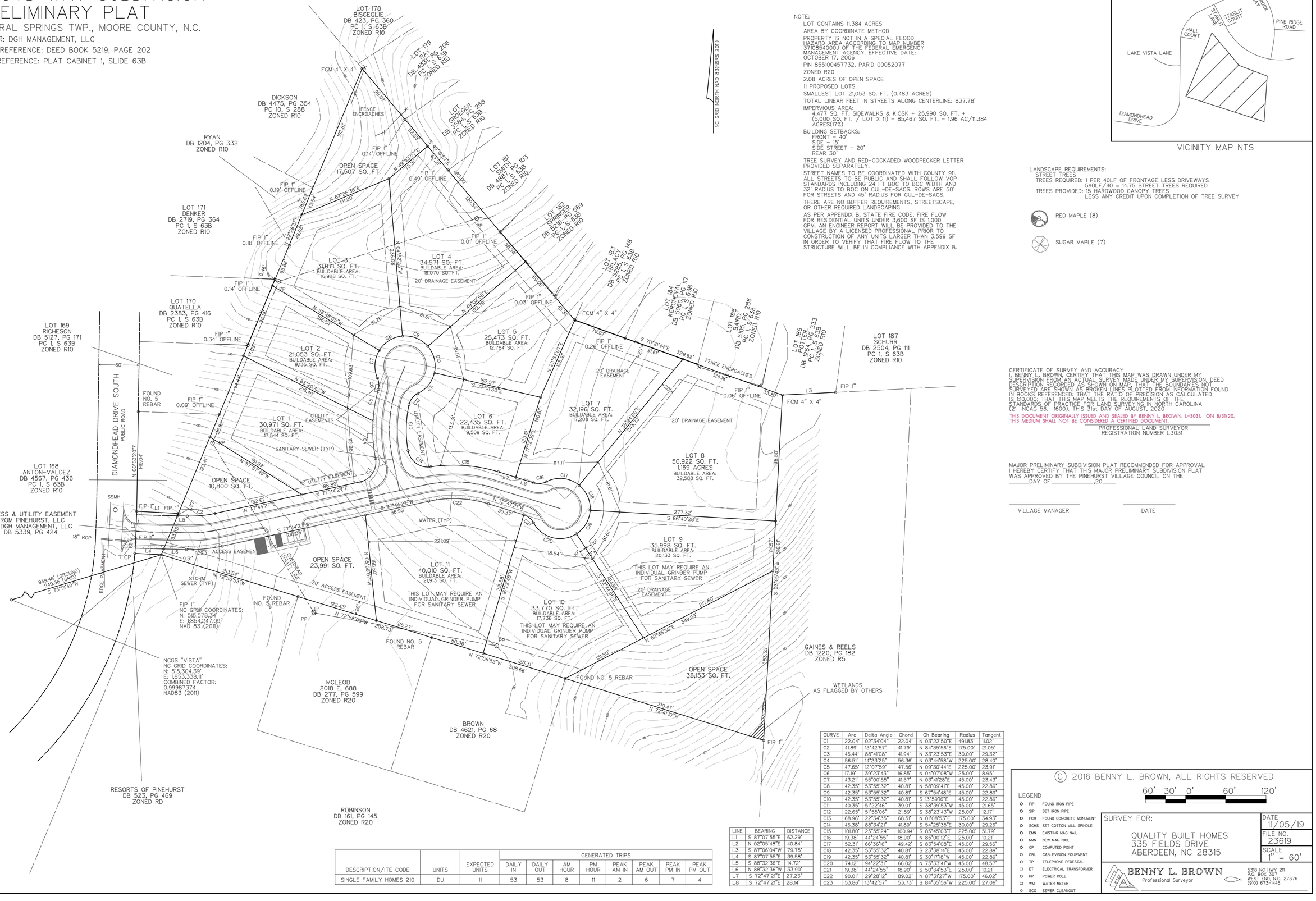
FLOYD WAY SUBDIVISION
PRELIMINARY PLAT

MINERAL SPRINGS TWP., MOORE COUNTY, N.C.

OWNER: DGH MANAGEMENT, LLC

DEED REFERENCE: DEED BOOK 5219, PAGE 202

MAP REFERENCE: PLAT CABINET 1, SLIDE 63B



NOTE:

LOT CONTAINS 11.384 ACRES

AREA BY COORDINATE METHOD

PROPERTY IS NOT IN A SPECIAL FLOOD HAZARD AREA ACCORDING TO MAP NUMBER 3710854000J OF THE FEDERAL EMERGENCY MANAGEMENT AGENCY. EFFECTIVE DATE: OCTOBER 17, 2006

PIN 855100457732, PARID 00052077

ZONED R20

2.08 ACRES OF OPEN SPACE

11 PROPOSED LOTS

SMALLEST LOT 21,053 SQ. FT. (0.483 ACRES)

TOTAL LINEAR FEET IN STREETS ALONG CENTERLINE: 837.78'

IMPERVIOUS AREA:
4,477 SQ. FT. SIDEWALKS & KIOSK + 25,990 SQ. FT. + (5,000 SQ. FT. / LOT X 11) = 85,467 SQ. FT. = 1.96 AC/11.384 ACRES(17%)

BUILDING SETBACKS:
FRONT - 40'
SIDE - 15'
SIDE STREET - 20'
REAR 30'

TREE SURVEY AND RED-COCKADED WOODPECKER LETTER PROVIDED SEPARATELY.

STREET NAMES TO BE COORDINATED WITH COUNTY 911. ALL STREETS TO BE PUBLIC AND SHALL FOLLOW VOP STANDARDS INCLUDING 24 FT BOC TO BOC WIDTH AND 32' RADIUS TO BOC IN CUL-DE-SACS. ROWS ARE 50' FOR STREETS AND 45' RADIUS FOR CUL-DE-SACS.

THERE ARE NO BUFFER REQUIREMENTS, STREETSCAPE, OR OTHER REQUIRED LANDSCAPING.

AS PER APPENDIX B, STATE FIRE CODE, FIRE FLOW FOR RESIDENTIAL UNITS UNDER 3,600 SF IS 1,000 GPM. AN ENGINEER REPORT WILL BE PROVIDED TO THE VILLAGE BY A LICENSED PROFESSIONAL PRIOR TO CONSTRUCTION OF ANY UNITS LARGER THAN 3,599 SF IN ORDER TO VERIFY THAT FIRE FLOW TO THE STRUCTURE WILL BE IN COMPLIANCE WITH APPENDIX B.

VICINITY MAP NTS

LANDSCAPE REQUIREMENTS:
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590LF /40 = 14.75 STREET TREES REQUIRED
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LESS ANY CREDIT UPON COMPLETION OF TREE SURVEY

RED MAPLE (8)

SUGAR MAPLE (7)

CERTIFICATE OF SURVEY AND ACCURACY
I, BENNY L. BROWN, CERTIFY THAT THIS MAP WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION, DEED DESCRIPTION RECORDED AS SHOWN ON MAP, THAT THE BOUNDARIES NOT SURVEYED ARE SHOWN AS BROKEN LINES PLOTTED FROM INFORMATION FOUND IN BOOKS REFERENCED; THAT THE RATIO OF PRECISION AS CALCULATED IS 1:10,000; THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 56. 1600). THIS 31st DAY OF AUGUST, 2020

THIS DOCUMENT ORIGINALLY ISSUED AND SEALED BY BENNY L. BROWN, L-3031, ON 8/31/20. THIS MEDIUM SHALL NOT BE CONSIDERED A CERTIFIED DOCUMENT.

PROFESSIONAL LAND SURVEYOR
REGISTRATION NUMBER L.3031

MAJOR PRELIMINARY SUBDIVISION PLAT RECOMMENDED FOR APPROVAL
I HEREBY CERTIFY THAT THIS MAJOR PRELIMINARY SUBDIVISION PLAT WAS APPROVED BY THE PINEHURST VILLAGE COUNCIL ON THE _____DAY OF _____,20____

VILLAGE MANAGER

DATE

CURVE	Arc	Delta Angle	Chord	Ch Bearing	Radius	Tangent
C1	22.04'	02°34'04"	22.04'	N 03°22'50"E	491.83'	11.02'
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SINGLE FAMILY HOMES 210	DU	11	53	53	8	11	2	6	7	4

© 2016 BENNY L. BROWN, ALL RIGHTS RESERVED

60' 30' 0' 60' 120'

LEGEND

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O	SIP	SET IRON PIPE
O	FCM	FOUND CONCRETE MONUMENT
O	SCMS	SET COTTON MILL SPINDLE
O	EMN	EXISTING MAG NAIL
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□	ET	ELECTRICAL TRANSFORMER
O	PP	POWER POLE
□	WM	WATER METER
O	SCO	SEWER CLEANOUT

SURVEY FOR:

QUALITY BUILT HOMES
335 FIELDS DRIVE
ABERDEEN, NC 28315

DATE 11/05/19

FILE NO. 23619

SCALE 1" = 60'

BENNY L. BROWN
Professional Surveyor
5318 NC HWY 211
P.O. BOX 307
WEST END, N.C. 27376
(910) 673-1446

1895

VILLAGE OF

PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT COUNCIL STAFF MEMO

To: Mayor Strickland and Village Council
From: Darryn Burich, Director of Planning and Inspections
Cc: Jeff Sanborn, Village Manager and Natalie Dean Hawkins, Assistant Village Manager
Date: September 4, 2020
Subject: Proposed Floyd Way Major Subdivision

This staff memo supplements the Department's staff report and analysis by Senior Planner Alex Cameron dated July 2, 2020 and my July 30th Council staff memo to Council on the proposed preliminary plat. Please see the staff report (included in Novus) for a more detailed description of the proposed preliminary plat.

Background

On August 11th Village Council held a public hearing on the proposed Floyd Way Subdivision. The proposed subdivision contains 11 lots within approximately 11.38 acres located in the Village's Extraterriorial Jurisdiction (ETJ) just off Diamondhead Drive generally located on the Village's south side. The provisions and the Pinehurst Development Ordinance (PDO) apply to both properties within the corporate limits as well as those within its ETJ. The subject property has been zoned for residential use and within the Village's ETJ since the 1980's. The applicant has stated a desire to request annexation of the subject plat area sometime after approval.

The property is currently zoned R-20 which is a medium density single family residential district. The current 2019 Comprehensive Plan Conservation and Growth Map identifies this area as a "suburban neighborhood" which appears to be consistent with previous Comprehensive Plan land use recommendations going back to 2003.

At the August 11th public hearing several residents from the neighborhood, including adjacent property owners, appeared in opposition to the proposed subdivision for a number of reasons including, but not limited to, stormwater, traffic safety, and environmental concerns. During deliberation of the plat, Council attempted to address many of the concerns raised but there remained a number of concerns that Council wished to obtain additional information on or clarification of so action on item was moved to the September 8, 2020 meeting to allow additional research to occur. Below are items that staff made note off with explanation or clarification.

1. **Validity of the RCW letter**. Staff directly contacted both Susan Miller and Caroline Krom of the U.S. Fish and Wildlife Service and confirmed findings from their letter issued for the development in January 2020. They concurred based on the photos submitted to them that there could be red-cockcaded woodpeckers present but the area is not identified for habitat or foraging. As proposed, the plat and corresponding application material requirements meet the PDO submission requirements. Additionally, there has been no evidence presented of any Bald Eagle habitat on the site, which the PDO does not establish any regulatory authority over with respect to development activity.
2. **Wetlands and springs presence**. The presence of wetlands have been identified as a potential concern as has the presence of natural springs. Relative to the wetlands, staff consulted the National Wetlands Inventory on the U.S. Fish and Wildlife Service's website to identify if there are any regulated wetlands in the area and determined there may be a small area in the extreme southeastern portion of the plat on the open space lot shown for stormwater management (see map in Novus labled as "Floyd Way Area Wetlands"). GIS staff then overlaid a pdf of the subdivision on the map and it does somewhat show that the wetland may coincide in this area (see map in Novus labled as "Floyd Way Site Plan with Wetlands"). The map clearly shows that the vast majority of the subdivision area is not impacted by regulatory wetlands. This particular area with the wetland is also the area where the applicant is proposing the open space stormwater management lot. Presence of this wetland will not generally alter the development pattern as proposed. Section 9.5.1.10 of the PDO requires a 30 foot undisturbed buffer between the edge of the wetland and an area where grading is proposed. Verification will be done at construction drawing and final plat time and staff is recommending a condition to reinforce the PDO's 30 foot undisturbed buffer requirement. No grading will be permitted within the buffer area. The applicant has also provided an updated preliminary plat identified as "Floyd Way Subdivision Plat with Wetlands" and that has been included in Novus. The updated plat appears to show a small cross hatched area labled as "wetlands as flagged by others" and staff will require documentation at final platting stage which may also require an "as-built" to drawing for verification.
    a. Springs are not features that are regulated within the PDO nor show up on any maps that staff has researched. Further, homes have been constructed (and are currently being constructed) on or near springs. Springs generally don't preclude construction from occurring on a property but can create challenging soil conditions that may require additional engineering to show that compliance with the building code.
3. **Traffic Safety and Street Design**. A proposed a subdivision of 11 homes will be expected to generate 53 trips per day which is not a signficant amount of trips for the broader neighborhood along Diamond Head Drive, which acts a collector street. The proposed subdivision street, as it connects with Diamondhead Drive will also be required to comply with the Engineering Standards and Specifications Manual (ESSM) with respect to sight triangles, intersection sight distance (ISD), and stopping sight distance (SSD) relative to criteria identified in the the American Association of State Highway and Transportation Officials (AASHTO) Greenbook. The Greenbook is the policy guide that covers the functional design of roads and highways. At construction drawing and final platting phase, detailed engineering will be reviewed by the Village for compliance with these standards. The Village Engineer has not noted anything significant about the proposed street layout or location at this time based on the general information provided during the preliminary plat stage.

4. **Street circulation and connectivity**. During the public hearing staff noted resident concerns related to connectivity of the subdivision with respect to access to NC 5. The context of the concern was to require access to the subdivision coming from the east outside of and to not connect to the broader Lake Pinehurst neighborhood to the west. This is not feasible as the applicant does not own or control the lands in between their property and the nearest right of way connection point at Dawkins Street at Harrington Lane (see map in Novus labeled as (Floyd Way Vicinity Map) and is several hundred feet to the east. However, in reviewing the proposed plat relative to the street configuration of the area and the undeveloped status of lands adjacent to the plat, there appear to be opportunities to better configure the subdivision to ensure development in the area is "better coordinated" with surrounding lands and streets.

   The proposed subdivision has two dead end streets ending in cul-de-sacs. The cul-de-sac that ends in the north is proposed due to the presence of the developed neighborhood along Starlit Lane which reduces any ability to provide through traffic circulation into that area. The cul-de-sac in the northern area helps to fully develop the lands in that area that would not occur without a street extension.

   The proposed eastern cul-de-sac ends approximately 277 feet to the west from the east property line. The lands directly to the east of the subject subdivision are generally undeveloped residentially zoned lands in the ETJ that encompass approximately 15 acres over 6 parcels that eventually connect with Dawins Street (State Road). Dawkins Street is generally a local street serving Jackson Hamlet residents. Placing a cul-de-sac as proposed would make the lands to the east more difficult to develop and will reduce the ability to extend and coordinate the street circulation pattern to the east toward NC 5.

   Section 9.17.1.15 (B) of the PDO states **"Streets shall be designed and located with regard to existing and proposed streets, to the topography for the area, to such natural features as streams and forested areas, to public convenience and safety and to the proposed use of land to be served by such streets. The proposed street layout shall be consistent with good land use planning practices for the type of development proposed, and shall be coordinated with the street system of surrounding areas. All streets shall provide for the continuation or extension of the principal streets in surrounding areas and shall provide for reasonable means of egress for surrounding properties."**

Staff does not feel the proposed street configuration is compliant with the aforementioned PDO provision because the easternmost street ends in a cul-de-sac and does not provide for continuation or extension of the principal streets in the area nor is it coordinated with the surrounding street because it precludes any future connection to the established street system to the east. The proposed street could be extended to the east to dead end temporarily until it can be coordinated with and extended to Dawkins Street to the east or Ampersand Road to the south that will require future coordination and planning. Permanently dead ending the street as proposed does not enhance or improve the overall traffic circulation pattern for the neighborhood, does not allow for reasonable means of egress for surrounding properties (e.g. Gaines property to the east, Robinson property to the south) and long term does not provide ingress/egress for the broader Lake Pinehurst neighborhood that is already served with a limited number eastern access points to NC 5 at Lake Hills Road, Linden Road, and Pine Tree Road. Creating the permanent eastern cul-de-sac as proposed ensures that traffic generated by this development will always use Diamondhead Drive for access through the neighborhood nor will it ever provide for the potentiality of an additional point of ingress/egress for the neighborhood to the east. As such staff is recommending a condition to require extension of the proposed 60 foot wide street right-of-way to the easternmost property line. At that point it may temporarily end in a cul-de-sac but it will allow for continuation of the development pattern to the east for growth in that area as it occurs.

Additionally, as the proposed subdivision is adjacent to the land locked 6.7 acre Robinson property to the south, staff has some concern over how that property will be able to be developed given the nonofficial street status of Floyd Way where it intersects with Diamondhead Drive. Today Floyd Way functions more like a private driveway for the two existing properties and potentially one for the undeveloped Robinson property. Because the Robinson property could potentially be subdivided in the future, and it would be advisable to avoid adding new residential trips to Floyd Way given its proximity to the proposed new street, staff is recommending a condition that a 60 foot wide road reservation be incorporated west of Lot 11 from the edge of the proposed right of way south to the Robinson property. This should coordinate with the proposed access easement for the other two properties adjacent to the plat on the south and its final location will be reviewed for compliance with the Engineering Standards and Specifications Manual. The road reservation will not require the street to be constructed but would allow for future street construction if that area is ever subdivided.

Guiding Principle Number 4 of the Village's 2019 Comprehensive Plan states **"Provide a safe, reliable and efficient transportation system that promotes and enhances mobility and connectivity between neighborhoods and destinations through a multi-modal network of complete and walkable streets, sidewalks, and paths for vehicles, golf carts, pedestrians, and cyclists."** Specifically the Improve Infill Network Design section states that "Modifying the existing roadway network during infill development can help to reduce the dependence on arterial roadways. This involves reconfiguring the road network to allow motorists and pedestrians more than one way to reach their final destination and disbursing traffic to multiple routes. Removing dead end cul-de-sacs and installing new roads are common tools used with improving infill network design to help alleviate congestion." (page 150, 2019 Pinehurst Comprehensive Plan). Further, the 2019 Comprehensive Plan states that "The Village should look for opportunities to improve infill network designs when reviewing development proposals." This concept is followed through with 2019 Comprehensive Plan Implementation Strategy 4.13 which states "Explore opportunities for transportation network improvements in any new or redevelopment."

Staff feels that the proposed plat does not implement the 2019 Comprehensive Plan's Guiding Principle Number 4 nor Implementation Strategy 4.13 because the plat creates a permanent dead end situation that will not connect to undeveloped areas to the east and will not add additional transportation options into and out of the broader neighborhood.

Review Process

Major Subdivisions are required to receive a public hearing and require review by the Technical Review Committee (TRC), Planning and Zoning Board, and final approval by the Village Council after public hearings. The TRC conducts an initial review of the proposed prelimary plat and reviews for general compliance with the Village's various development standards (PDO, ESSM). After the TRC makes recommendations, which are then incorporated into an updated plat, it is forwarded to the P&Z for review and to formulate a recommendation to the Village Council.

The Planning and Zoning Board conducted a public hearing on July 9th after which the P&Z Board recommendated approval of the preliminary plat with conditions/modifications as follows:

1. The lot width at the setback line be shown and dimensioned on the preliminary plat.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.

Item 1 has been addressed and updated on the preliminary plat that Council is reviewing. With respect to trying to comply with Item 2 and the stormwater concern. The preliminary plat has been updated to show creation of a 20 foot wide drainage easement along lots 4,5,7, and 8 in an attempt to meet this concern. If a drainage swale is installed along this easement it will likely result in the removal of any trees in the easement area. A full stormwater plan has not been submitted and/or analyzed at this point in the review process which is typically done during the construction phase and final platting.

Items 3 and 4 can also be handled at final platting and when construction drawings are reviewed by staff later in the permit process.

Please see the attached draft minutes from the July 9, 2020 meeting. During the public hearing several persons from the neighborhood appeared in opposition to the proposed subdivision citing various reasons for their opposition including stormwater runoff, utility easements, existing street, traffic, noise, and the development itself.

Council Review of Major Subdivisions

Per Section 9.17 (C)(3) of the PDO the "Village Council and the Planning and Zoning Board shall evaluate the plat application in accordance with Section 9.17.1.3 through Section 9.17.1.6" of the PDO. Specifically with regard to review and action by the Village Council, Section 9.17.1.5 (F) of the PDO states:

(F) Action by Village Council:

(1) The recommendations of the Planning and Zoning Board and the Technical Review Committee shall then be forwarded to the Village Council for action. Along with the application for preliminary plat the Village Council shall review this information and either approve, conditionally approve, or reject the preliminary plat;

(2) Approval of the preliminary plat shall authorize the applicant to proceed with obtaining construction plan approval from the Village Engineer and obtaining construction permits for the necessary improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

(3) If the Village Council approves a plat with conditions, the following requirements shall apply:

(a) All conditions, and the reasons for requiring the conditions, shall be stated in the record of approval of the preliminary plat. Such conditions may include, but are not limited to, the following matters:

1. The configuration of lots and streets;
2. The arrangement of utility networks on the property;
3. The location of dedicated land and rights-of-way;
4. The payment of fees in lieu of such dedications;
5. The location of required improvements.

(b) Upon obtaining construction plan approval from the Village Engineer and any necessary construction permits, the applicant is authorized to proceed with construction of the improvements indicated on the preliminary plat, but approval of the final plat is also contingent on satisfying the conditions imposed by the Village Council.

(4) If the Village Council rejects the preliminary plat, then the reasons therefor shall be stated in the record of action on the preliminary plat, along with recommendations for ways to revise the preliminary plat so that it could be approved;

(5) Failure of the Village Council to act on the preliminary plat within ninety (90) days of the first Village Council meeting in which the application is made an agenda item, the plat and recommendations from the Planning and Zoning Board, shall be deemed approval of the preliminary plat, authorizing the applicant to proceed with the approval of the construction plans of the improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

It should be noted as stated above in Subsection (F)(3) that the Council may require certain conditions be placed on approval of the plat and these conditions should generally relate to bringing the subdivision into compliance with the Village's development standards. If conditions are added, the reasons for requiring said conditions shall be stated into the record approving the preliminary plat.

If the Council rejects the plat, then the reasons therefor shall be stated in the record along with recommendations for ways to revise the plat so that it could be approved when brought back for review.

Staff and TRC Recommendation

The Planning & Zoning Board's recommended conditions in some cases extends beyond bringing the subdivision into compliance with the Village's development standards. In other cases, the applicant has updated their plat to address concerns raised at the Planning and Zoning Board meeting. Staff is also recommending additional conditions based on comments and discussion raised from the Council review of the plat at its August 11th meeting and reviewing the applicable provisions of the PDO.

Planning & Zoning Board's Conditions	Staff's Recommendation
1. The lot width at the setback line be shown and dimensioned on the preliminary plat.	Remove – Updated subdivision plat now includes the lot width at that setback line.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.	Remove – Updated subdivision plat now includes a stormwater easement.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.	Remove – Appendix F includes suggested, but not required species. Subdivision plat meets PDO requirements for street trees and this proposed condition extends beyond the requirements of the PDO.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.	Remove – This proposed condition extends beyond the standards of the PDO.
Additional Staff Recommendations	
5. Wetlands be delineated at final platting and construction drawing phase to ensure an undisturbed 30 foot buffer is maintained to the wetland per Section 9.5.1.10.	
6. Extend proposed 60 foot wide street right-of-way to east property line to ensure continuation and coordination of the street system per Section 9.17.1.15 (B) and 2019 Comprehensive Plan Strategy 4.13 identifying the need to explore opportunities for transportation network improvements in any new or redevelopment.	
7. In order to ensure reasonable means of ingress and egress for surrounding properties per Section 9.17.1.15 (B) and in keeping with 2019 Comprehensive Plan Strategy 4.13 regarding exporing transportation network improvements in any new or redevelopment, place a 60 foot wide road reservation west of Lot 11 running south to the Robinson property parcel #00054886 on the plat. Final placement of the road reservation to be compliant with the Village of Pinehurst Engineering Standards and Specifications Manual.	



Floyd Way Vicinity Map

0 0.125 0.25 0.5 Miles

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).
X:\GIS\DB_GIS\Floyd_Way_Overlay\Floyd_Way_Aerial_8_5x11_Landscape_with_Site_Pland.mxd
8/28/2020

VILLAGE OF PINEHURST
VILLAGE COUNCIL
CLOSED SESSION-SEPTEMBER 3, 2020

COUNCIL CONFERENCE ROOM
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA

MINUTES

At a special meeting of the Pinehurst Village Council held at 2:30 p.m., Thursday, September 3 2020 in the Council Conference Room of Village Hall, 395 Magnolia Road, Pinehurst, North Carolina, Councilmember Boesch moved to go into closed session, pursuant to North Carolina General Statute 143-318.11(a) (4), for Village Council to discuss economic development matters involving a prospective new business or the expansion of an existing business or industry. The motion was seconded by Councilmember Drum and carried unanimously by a vote of 5-0.

The following people were present:

Mr. John C. Strickland, Mayor
Ms. Judy Davis, Mayor Pro Tem
Ms. Lydia Boesch, Councilmember
Mr. Kevin Drum, Councilmember
Ms. Jane Hogeman, Councilmember
Mr. Jeff Sanborn, Village Manager
Mr. Jeff Batton, Assistant Village Manger of Operations

MAYOR STRICKLAND CALLED THE MEETING TO ORDER.
The Village Council discussed a potential economic development matter involving a prospective new business in the Village of Pinehurst.

ADJOURNMENT.
Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously approved to adjourn the closed session and re-enter the special meeting, by a vote of 5-0.

Respectfully Submitted,

Beth Dunn
Village Clerk

DRAFT

VILLAGE COUNCIL
MINUTES FOR SPECIAL MEETING OF SEPTEMBER 3, 2020
COUNCIL CONFERENCE ROOM
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA

The Pinehurst Village Council held a special meeting at 2:30 p.m., Thursday, September 3, 2020, in the Council Conference Room in Village Hall, 395 Magnolia Road, Pinehurst, North Carolina. The following were in attendance:

Mr. John C. Strickland, Mayor
Ms. Judy Davis, Mayor Pro Tem
Ms. Lydia Boesch, Treasurer
Mr. Kevin Drum, Councilmember
Ms. Jane Hogeman, Councilmember
Mr. Jeffrey Sanborn, Village Manager
Ms. Beth Dunn, Village Clerk

And approximately 1 attendees, including 1 staff.

1. **Call to Order.**
   Mayor John Strickland, called the Council special meeting to order.

2. **Motion to Recess Special Meeting and Enter Closed Session.**
   Upon a motion by Councilmember Boesch, seconded by Councilmember Drum, Council unanimously approved to recess the special meeting and enter a closed session pursuant to NCGS §143-318.11(a)(4) to discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations., by a vote of 5-0.

3. **Closed Session.**
   Council held a closed session pursuant to NCGS §143-318.11(a)(4) to discuss matters relating to the location or expansion of industries or other businesses in the area served by the public body, including agreement on a tentative list of economic development incentives that may be offered by the public body in negotiations.

4. **Motion to Adjourn the Closed Session and Re-enter Special Meeting.**
   Upon a motion by Councilmember Boesch, seconded by Councilmember Drum, Council unanimously approved to adjourn the closed session and re-enter the special meeting, by a vote of 5-0.

5. **Motion to Adjourn**
   Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously approved to adjourn the special meeting, by a vote of 5-0, at 4:45 p.m.

Respectfully Submitted,

Beth Dunn,
Village Clerk

DRAFT

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

1895
VILLAGE OF
PINEHURST

HISTORY, CHARM, AND SOUTHERN HOSPITALITY

September 11, 2020

Dear Property Owner(s),

The Village of Pinehurst Village Council will hold a public hearing on:

Tuesday September 22, 2020
At 4:30 p.m.
At Pinehurst Village Assembly Hall
395 Magnolia Rd. Pinehurst, NC 28374

The purpose of this public hearing is to consider a request for a Special Use Permit and locate an accessory dwelling at 855 Linden Road. According to section 8.5.1a of the Pinehurst Development Ordinance, submission of a Special Use Permit application and approval from Village Council is required when the request for an accessory dwelling is for a property zoned R-30. The property can be further identified in the Moore County Tax Registry by Moore County PIN Number #855200043484. The property owners and applicants are Fred and Kelly Chance.

As an owner of property adjacent to the subject lot, you are receiving formal notification of this public hearing. Information on this request is available for public review at Village Hall, 395 Magnolia Road, Pinehurst, North Carolina during regular business hours. Information on the hearing will be posted online the week of the meeting at: https://pinehurst.novusagenda.com/agendapublic/.

The meeting will be streamed in real-time on the Village's website, at www.vopnc.org/live. All persons wishing to be heard should be present during the public hearing so that the facts presented are made a matter of record.

For more information, please call (910) 295-8659.

CONGREGATIONAL CHURCH OF
PINEHURST, UCC
895 LINDEN RD
PINEHURST, NC 28374

REYES, STEVEN
153 CHICKEN PLANT RD
ABERDEEN, NC 28315

MADISON COMMERCIAL PROPERTIES, LLC
905 LINDEN ROAD
PINEHURST, NC 28374

MADISON COMMERCIAL PROPERTIES, LLC
905 LINDEN ROAD
PINEHURST, NC 28374

GIRI, A MATTHEW GIRI, ELIZABETH A
PO BOX 4981
PINEHURST, NC 28374

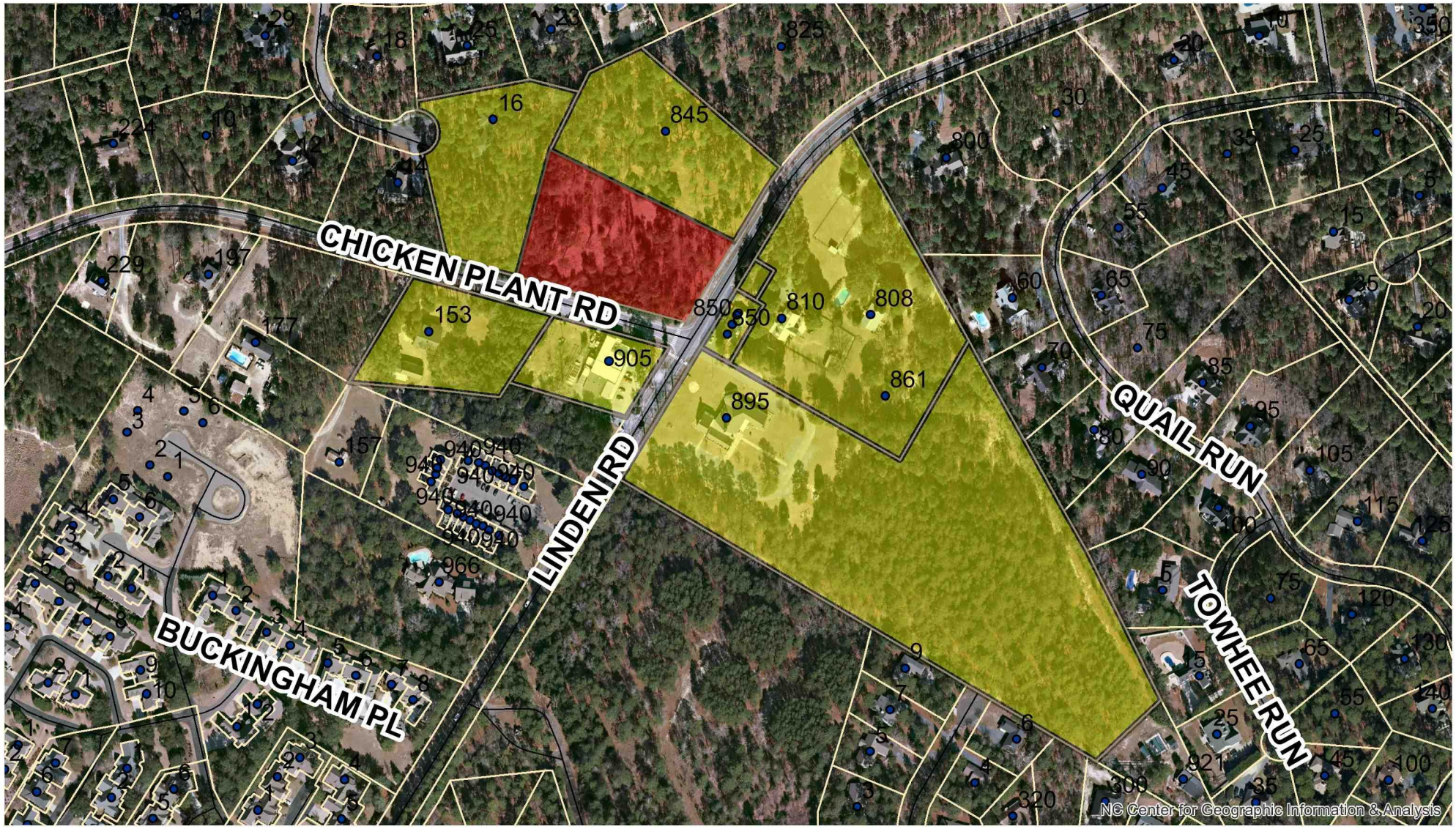
MCKELVEY, STEVEN
16 TALLADALE CT
PINEHURST, NC 28374

CHANCE, FREDDIE H CHANCE, KELLY L
13 HALKIRK DR
PINEHURST, NC 28374-9759

BLAND, JOSEPH BLAND, LISA
845 LINDEN ROAD
PINEHURST, NC 28374

GIRI, A MATTHEW GIRI, ELIZABETH ANN
PO BOX 4981
PINEHURST, NC 28374

855 Linden Road Notification Of Adjacent Property Owners



Legend

- ADDRESS
- Adjacent Properties 855 Linden Road
- 855 Linden Road
- STREETS

N

0 125 250 500 750 1,000 Feet

1895
VILLAGE OF
PINEHURST

CERTIFICATION OF ADJACENT PROPERTY OWNER NOTIFICATION

Board:

- ☐ Planning and Zoning Board
- ☐ Historic Preservation Commission
- ☐ Board of Adjustment
- ☒ Village Council

Meeting Date: September 22, 2020

I, certify that all adjacent property owners were properly notified of public hearings for the following properties in accordance with state and local law:

855 Linden Road
Pinehurst, NC 28374
PIN Number #855200043484

Date Notice Was Mailed: September 11, 2020

Date Property Was Posted: September 11, 2020

Peter Hughes
Village Planner

1895

VILLAGE OF

PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT STAFF REPORT

To: Mayor Strickland and Village Council

From: Peter Hughes, Senior Planner

Cc: Jeff Sanborn, Village Manager
Beth Dunn, Village Clerk
Darryn Burich, Director of Planning and Inspections
Alex Cameron, Senior Planner

Date: September 15, 2020

Subject: **Staff Report for Special Use Permit Request in order to establish an Accessory Dwelling at 855 Linden Rd.**

Project Profile:	
Owner/Applicant:	Fred and Kelly Chance
Property Location:	855 Linden Road
Zoning:	R-30 Residential District is established as a district in which the principal use of land is for low density residential purposes.
Land Area:	2.99 Acres
Current Land Use:	Single Family Residential
Proposed Land Use:	Single Family Residential and Accessory Dwelling

Request

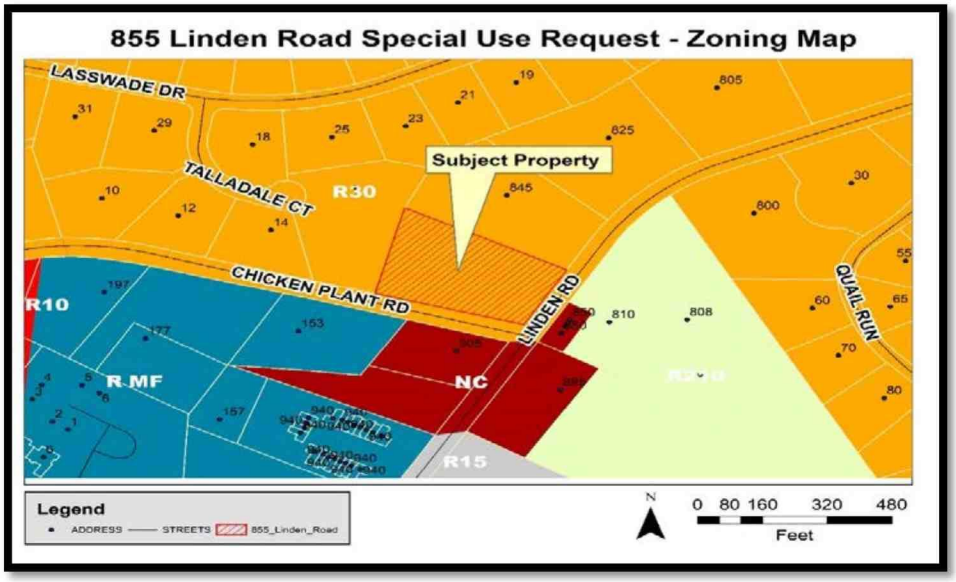
The applicant requests a Special use permit in order to locate an accessory dwelling at 855 Linden Road within the R-30 Residential Zoning District.

Background:

The applicant is requesting to establish an accessory dwelling as an accessory use within the R-30 Zoning District. A special use permit is required based on Section 8.5.1a of the Pinehurst Development Ordinance (PDO) to establish an accessory dwelling as an accessory use with in the R-30 Zoning District. Special Use Permits are regulated by Section 4.5 of the PDO.

Project Setting:
The requested Special Use is proposed for land owned by Fred and Kelly Chance. The property is further identified by Moore County PIN # 855200043484 and is located within the Village's Corporate Limits. The request will allow for an accessory dwelling to be established as an accessory use.

Adjacent Land Use and Zoning		
Area	**Existing Uses**	**Zoning**
North	Single Family Residence	R-30
West	Single Family Residence	R-30
South	Single Family Residence, Restaurants, and Cabinet Business	RMF and NC
East	Church, Salon, and Single Family Residence	R-210 and NC



Setback Requirements:
The base dimensional requirements for the principal dwelling and accessory dwelling are shown in the table provided below. On the submitted site plan the accessory dwelling is labeled as "Pool House". The project as proposed meets all the dimensional requirements set forth in Section 9.2a of the PDO.

Table 9.2a Dimensional Requirements Accessory Dwelling		
Dimensional Standard	**Requirement**	**Proposed**
Minimum Accessory Building Side Setback from Property Line	10 feet	35.9 feet (surveyed)
Minimum Accessory Building Rear Setback from Property Line	10 feet	202.5 feet (surveyed)
Minimum Accessory Building Setback from Pub1ic or Private Street Right(s) of Way (ROW)	20 feet	204 feet (scaled)

Table 9.2a Dimensional Requirements Principal Dwelling		
Dimensional Standard	**Requirement**	**Proposed/Existing**
Minimum Lot Size	30,000 square feet	130,154 square feet
Minimum Front Yard Setback	40 feet	134.8 feet (surveyed)
Minimum Side Yard Setback	20 feet	54 Feet (scaled)
Minimum Rear Yard Setback	30 feet	216 Feet (scaled)
Minimum Side Street Setback	20 feet	64.5 feet (surveyed)
Maximum Building Height	35 feet	29.3 (from application)

Impervious Surface Area:

The proposed impervious surface of the project is 11.1 percent. The Pinehurst Development Ordinance (PDO) in Section 9.2a, "Table of Dimensional Requirements" allows an impervious surface of 30% in the R-30 Zoning District.

Impervious Data and Calculation From the Surveyed Site Plan	
Size of the Lot	**130,154 Square Feet**
House	5,046 Square Feet
Accessory Dwelling (Pool House)	1,425 Square Feet
Walk and Patio	2,682 Square Feet
Driveway	5,281 Square Feet
Total Impervious	**14,434 Square Feet**
Percent of Impervious Coverage	**(14,434÷130,154) 100 = 11.089%**

Landscaping:

The applicants have provided a landscaping plan and it is compliant with the Pinehurst Development Ordinance. The landscape plan shows the applicant's intent to plant 14 Green Giants along Chicken Plant Road. Green Giants are large, fast growing evergreens with dense foliage, which are characterized for their natural pyramidal shape and ability to grow as much as three feet per year until maturity. The planting of Green Giants, should enhance the streetscape and provide additional screening from the commercial corner.



Dimensional Criteria/Supplemental Regulations:

The Pinehurst Development Ordinance (PDO) specifically, Section 8.6, "Special Requirement (SR) of Permitted and Special Uses" contains "SR-109 Accessory Dwelling" and includes the following supplemental requirements:

1. An accessory dwelling may be within, attached, or separate from the principal building;
   - **The proposed accessory dwelling (indicated on the site plan as "pool house") is separate from the principal building based on the submitted site plan.**
2. The principal use of the lot shall be a detached dwelling, built to the standards of the North Carolina State Building Code;
   - **The proposed accessory dwelling will have to conform to the North Carolina Building Code in order to be issued a building permit and receive a Certificate of Occupancy at the completion of construction.**
3. No more than one accessory dwelling shall be permitted on a single deeded lot in conjunction with the principal dwelling unit;
   - **Only one accessory dwelling has been proposed.**
4. The accessory dwelling shall be owned by the same person as the principal dwelling;
   - **Fred and Kelly Chance will be the owners of both the principal and accessory dwelling**
5. The accessory dwelling shall not be served by a driveway separate from that serving the principal dwelling, except where access is available from another public way and where impacts on adjacent properties is minimized;
   - **Based on the site plan a single driveway will serve both the accessory dwelling and the principal dwelling.**
6. An accessory dwelling shall not exceed 30% of the heated floor area of the principal dwelling (this proposal is equal to 30% of the principal dwelling), or six hundred square feet, whichever is greater;
   - **The total conditioned or heated square footage of the principal dwelling is 5,504 square feet. Thirty percent of 5,504 square feet is 1,651 square feet. The applicants are proposing an accessory dwelling of 1,425 square feet**.

Recommendation:
Staff has reviewed the application for the Special Use Permit and found it to be complete. No recommendation on this proposal is available from the Planning and Zoning Board as this item has not been before that Board since Special Use Permits go directly to the Village Council.

The proposed accessory dwelling meets the special requirements of SR-109 for accessory dwellings. The proposed accessory dwelling is situated over 175 feet from Chicken Plant Road, Linden Road, and the rear property line and 54 feet from the side property line limiting the impact of the proposed use on adjacent neighbors. The applicants are proposing a single driveway to service the principal structures, as well as, the accessory dwelling, which would limit impact on the traffic pattern. The applicants have also indicated the intent to screen their property from Chicken Plant Road with the planting of multiple Green Giants, further limiting the impact of the proposed accessory use and enhancing the existing streetscape.

Due to this being a Special Use Permit, which requires testimony in a quasi-judicial setting, the Village Council should render its decision based solely on the competent materials and testimony submitted during the hearing. Therefore, Village Staff has not provided a recommendation on this request.

Special Use/Quasi-Judicial Proceedings:
As a reminder, this is a Special Use Application which will require a Quasi-Judicial Hearing. Evidence is to be submitted to assist in finding if the proposal meets the Standards of Review within the Pinehurst Development Ordinance (PDO) as outlined in Section 4.5.6., "Standards of Review". The applicant has been made aware of this and those standards are outlined below. The applicant has included, as a part of their submission, a justification document that addresses each of the review standards below. The applicant's justification document and other submitted material have been included as exhibits on Novus, the Village of Pinehurst online agenda.

4.5.6 Standards of Review

The Village Council shall not approve the special use unless and until it makes the following findings, based on the evidence and testimony received at the public hearing or otherwise appearing in the record of the case:

a. *The proposed special use meets all required conditions and specifications.*

b. *The proposed special use is in harmony with the area, or compatible with neighborhood.*

c. *The proposed special use will not materially endanger public health or safety.*

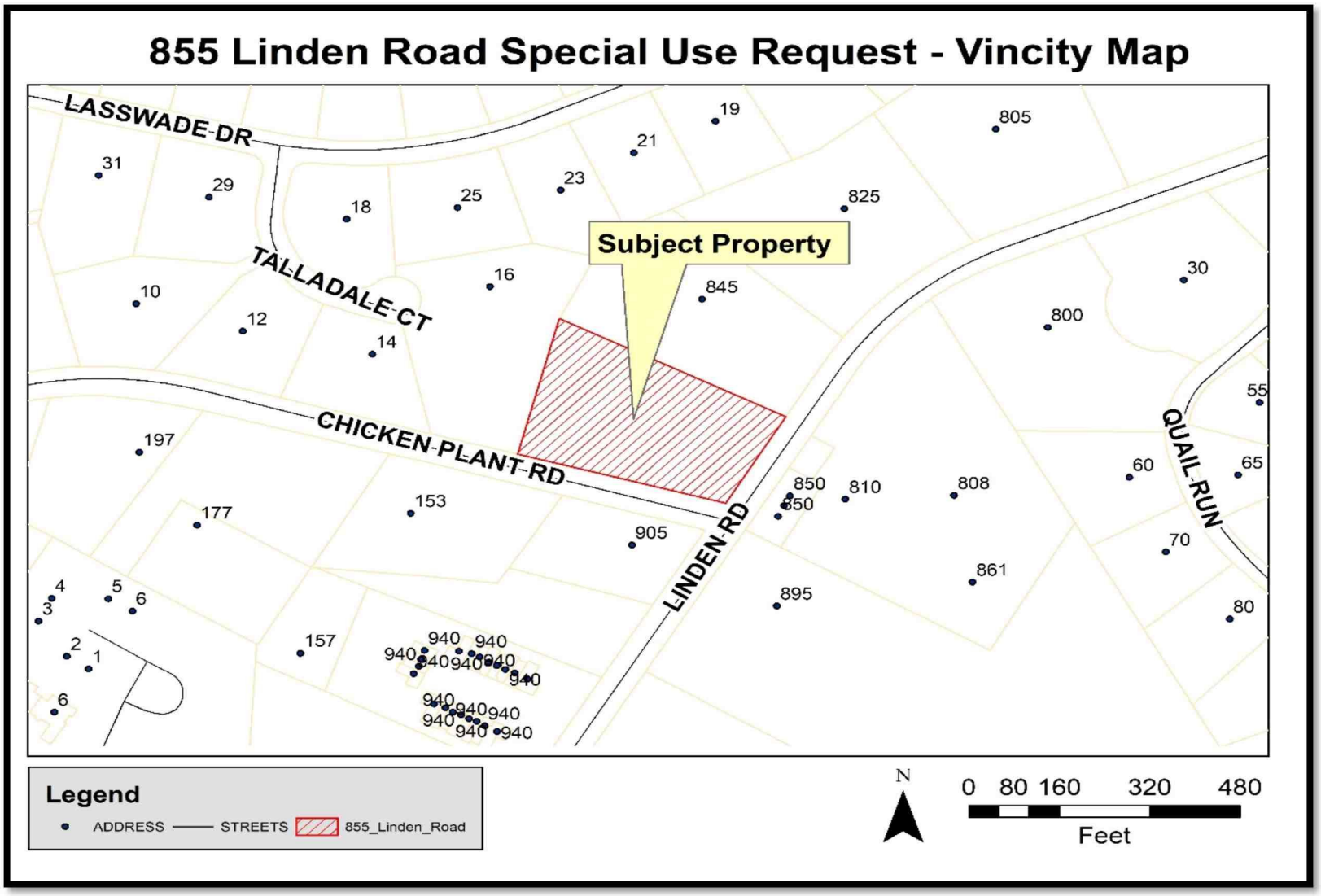
d. *The proposed special use will not substantially injure the value of adjoining property or be a public necessity.*

e. *The proposed special use will be in general conformity with the Comprehensive Long range Plan.*

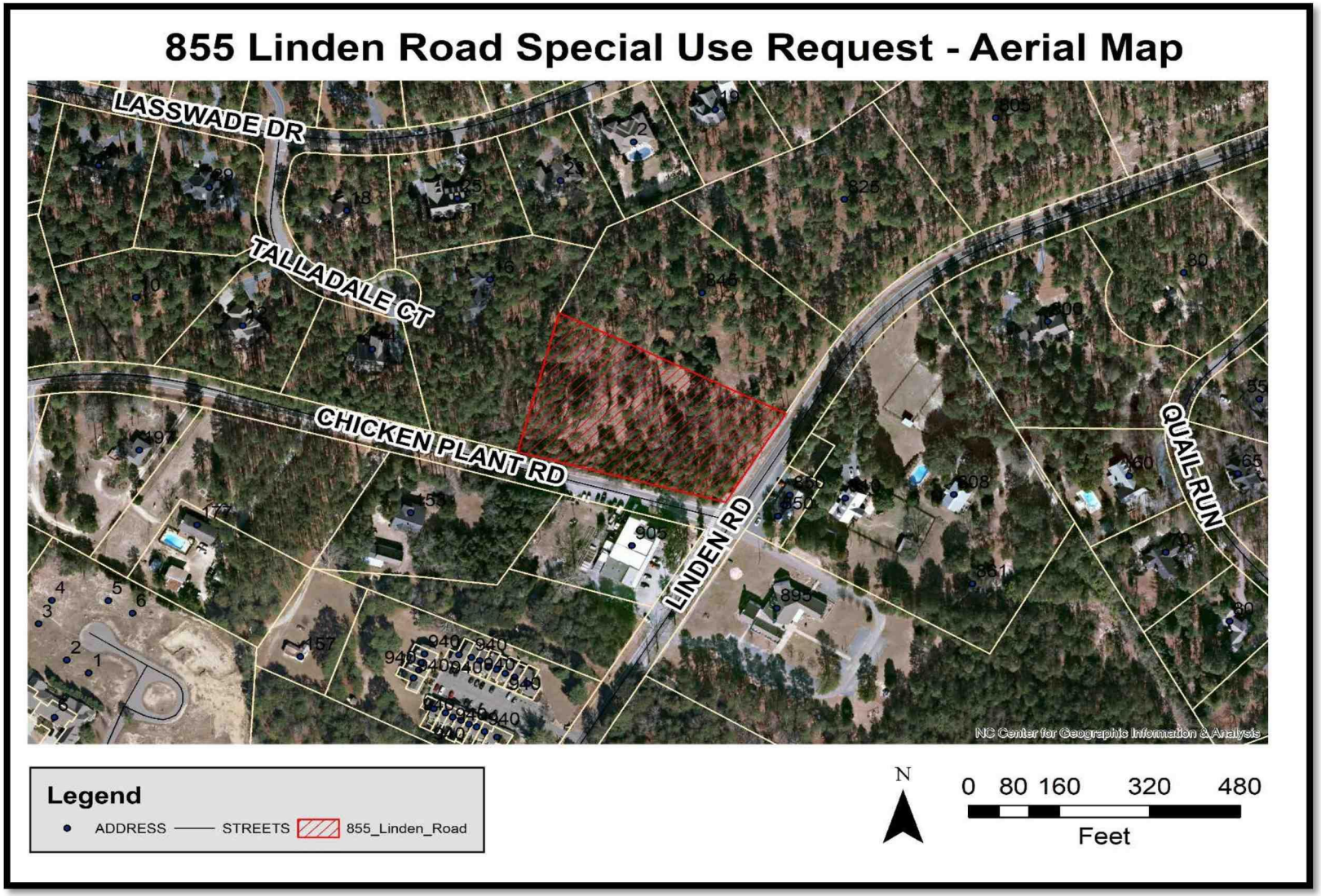
Quasi-Judicial Evidentiary Hearing Proceedings:
This information is provided as an outline as to how the proceedings should be conducted by the Village Council.

1. The Mayor announces the case and opens the evidentiary hearing and makes a statement that this is a quasi-judicial hearing and that only competent relevant evidence and testimony can be considered by the Council.
2. The Mayor should ask anyone wishing to testify to approach and be sworn in by the Village Clerk. If a person that is not initially sworn in decides to produce evidence that will need to be sworn in separately prior to giving testimony.
3. The Mayor should call for disclosure by Council members of any ex parte communication, bias, and conflicts of interest.
4. Consider questions of standing (if contested).
5. The Mayor asks staff to present an overview of the case.
6. Staff presents and overview of the case and formally enters the preliminary materials (i.e. application and supporting documentation) into the record.
7. The Mayor asks the applicant to provide testimony regarding the case.
    a. Witnesses may be called for testimony.
    b. Additional documents may be entered into the record.
    c. Council members may ask questions.
    d. Other parties with standing may cross-examine.
8. Mayor asks for anyone else wishing to provide testimony.
    a. Witnesses may be called for testimony.
    b. Additional documents may be provided and entered into the record.
    c. Council members may ask questions.
    d. Applicant may cross-examine.
9. Mayor asks the applicant if they wish to make rebuttal arguments and wrap-up.
10. Mayor asks other parties to make their rebuttal arguments.
11. If no additional is to be given, the Mayor should close the public hearing and enter deliberation at the desired time.
12. The Council deliberates the case.
13. The Council should then render a decision on the case, if the testimony and evidence submitted is sufficient for the Council to render a decision. This may or may not take place at the same meeting.
    a. Vote on findings and decision may be separate or combined.
    b. Motion is made and seconded to approve, approve with conditions, or deny the request (Council may use draft motions from staff).
    c. Vote is taken and recorded.

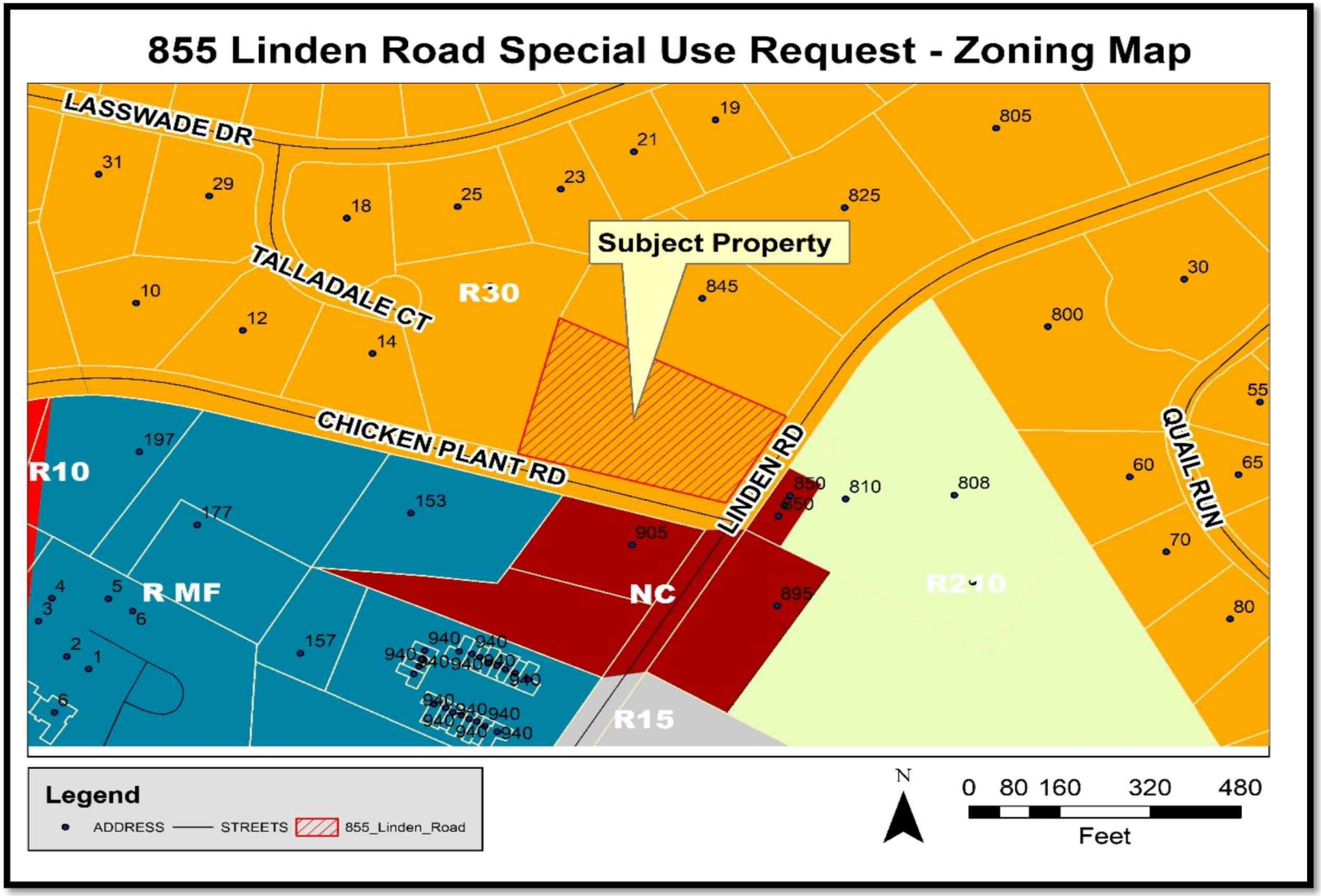
Vicinity Map for 855 Linden Road



Aerial Map for 855 Linden Road



Zoning Map 855 Linden Road



CONNECTGIS WEB HOSTING

1: 528 Feet

Overview Map

Quick Search

Clear

Lat **Lon**

Parcel ID

Owner's Name

Street Name

Address

This stream and associated wetlands along with steep terrain form a natural barrier to further eastern development. Development will more likely occur by accessing from the east.

This adjacent eastern parcel is not land locked--it has has an access easement to the adjacent eastern lots

140 acre watershed

These three parcels each have a 30' access easement on the southern side--apparently so they can be accessed from Dawkins Street.

6,406,347 sf

Advanced Search

Search Builder

Coordinate Search

Comparable Search

Excel 2000/2003 **Results**

Display Labe

de Solutions. All Rights Reserved. | Software Notices

ORDINANCE #20-12:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2021, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND (FY 2021 CORONAVIRUS RELIEF FUNDS GRANT)

THAT WHEREAS, the Village is eligible for grant funding through Moore County from the Coronavirus Relief Fund established under the 2020 Coronavirus Aid, Relief, and Economic Security Act; and

WHEREAS, the Village is required to spend these funds on eligible COVID-19 related expenditures; and

WHEREAS, the Village has identified several eligible projects and purchases that it would like to pursue that meet the requirements of the fund and address concerns related to the ongoing pandemic; and

WHEREAS, funding must be appropriated in the budget to complete the projects; and

WHEREAS, the Village did not appropriate these funds in the original budget adopted for the year ended June 30, 2021;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in the regular meeting assembled this 22nd day of September 2020, as follows:

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

Account No.	Account Name	Debit	Credit
10-00-170-3360	Grants Revenue		$ 252,000
10-00-980-7400	Capital Outlay: Equipment	$ 90,000	
10-00-980-3560	Charges to Other Departments		90,000
10-00-220-7430	Capital Outlay: IT Equipment	12,600	
10-00-230-7430	Capital Outlay: IT Equipment	3,600	
10-00-240-7430	Capital Outlay: IT Equipment	6,300	
10-10-310-7430	Capital Outlay: IT Equipment	23,400	
10-10-320-7430	Capital Outlay: IT Equipment	17,100	
10-10-330-7430	Capital Outlay: IT Equipment	1,800	
10-20-410-7430	Capital Outlay: IT Equipment	3,600	
10-20-420-7430	Capital Outlay: IT Equipment	5,400	
10-30-510-7430	Capital Outlay: IT Equipment	2,700	
10-80-610-7430	Capital Outlay: IT Equipment	6,300	
10-80-620-7430	Capital Outlay: IT Equipment	900	
10-80-640-7430	Capital Outlay: IT Equipment	1,800	
10-40-710-7430	Capital Outlay: IT Equipment	3,600	
10-40-720-7430	Capital Outlay: IT Equipment	900	

DRAFT

Account No.	Account Name	Debit	Credit
10-00-980-5901	R&M: Equipment	$ 22,400	
10-00-980-5400	Departmental Supplies	26,200	
10-00-980-3560	Charges to Other Departments		$ 48,600
10-00-220-5911	IT Charges	7,000	
10-00-230-5911	IT Charges	2,100	
10-00-240-5911	IT Charges	3,500	
10-10-310-5911	IT Charges	11,500	
10-10-320-5911	IT Charges	8,500	
10-10-330-5911	IT Charges	1,100	
10-20-410-5911	IT Charges	2,200	
10-20-420-5911	IT Charges	3,100	
10-30-510-5911	IT Charges	1,600	
10-80-610-5911	IT Charges	3,600	
10-80-620-5911	IT Charges	600	
10-80-640-5911	IT Charges	1,100	
10-40-710-5911	IT Charges	2,200	
10-40-720-5911	IT Charges	500	
10-00-220-5400	Departmental Supplies	9,600	
10-00-970-5900	R&M: Buildings & Grounds	99,200	
10-00-970-3560	Charges to Other Departments		99,200
10-00-220-5904	B&G Charges	17,200	
10-10-310-5904	B&G Charges	7,550	
10-10-320-5904	B&G Charges	10,980	
10-10-330-5904	B&G Charges	150	
10-20-410-5904	B&G Charges	2,650	
10-20-420-5904	B&G Charges	950	
10-80-610-5904	B&G Charges	50,820	
10-80-620-5904	B&G Charges	2,100	
10-80-640-5904	B&G Charges	6,100	
10-40-710-5904	B&G Charges	700	
10-00-240-5400	Departmental Supplies	2,000	
10-10-320-5400	Departmental Supplies	600	
10-20-420-5400	Departmental Supplies	400	
10-40-720-6544	Welcome Center	600	
10-80-610-5400	Departmental Supplies	1,000	

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

DRAFT

THIS ORDINANCE passed and adopted this 22nd day of September 2020.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

Attest:

_____
Beth Dunn, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

EXHIBIT A

PLN-2020-00091 - Pool house/guest/office

Menu Help

File Date: 07/14/2020

Application Status: In Review

Application Type: Special Use

Application Detail: Detail

Description of Work: We would like to build the accessory dwelling behind our primary new construction resi college courses. The guest accommodation would serve for our of town family (I have

Application Name: Pool house/guest/office

Address: 855 Linden Rd, Pinehurst, NC 28374

Owner Name: Freddie H Chance

Owner Address: 13 halkirk drive, Pinehurst, NC 28374

Parcel No: 5RRR

Contact Info:

Name	Organization Name	Contact Type
Fred H. Chance		Applicant
Fred H. Chance		Contact

Licensed Professionals Info:

Primary	License Number	License Type	Name

Job Value: $0.00

Total Fee Assessed: $700.00

Total Fee Invoiced: $700.00

Balance: $0.00

Custom Fields:

GENERAL INFORMATION

Existing Use
Vacant

Proposed Us
Single Family

Proposed Special Use
Pool house/guest / office

Staff:
Accessory Dwelling - Peter Hughes

LOCATION INFORMATION

Zoning District
R-30 – Residential

Overlay Distr
N/A - No Ove

PERMIT DATES

Application Expiration Date
–

Permit Issuec
–

EXHIBIT B

Special Use Permit: Justification
Fred and Kelly Chance: 855 Linden Road, Pinehurst

Per Section 4.5.1 of the Pinehurst Development Ordinance (PDO), the classification of special uses is established to provide for the location of those uses which are generally compatible with the other land uses permitted in a zoning district but which, because of their unique characteristics or potential impacts on the surrounding neighborhood and the Village as a whole, require individual consideration of their location, design, configuration, and/or operation at the particular location proposed. Such individual consideration may also call for the imposition of individualized conditions in order to ensure that the use is appropriate at a particular location. Accordingly, any use designated as a special use in an individual zoning district as shown in the Table of Permitted and Special Uses and Special Requirements in Section 8.5.1a of the PDO requires the approval of the Village Council.

The Village Council shall not approve the special use unless and until it makes the following findings, based on the evidence and testimony received at the public hearing or otherwise appearing in the record of the case:

(A) The proposed special use meets all required conditions and specifications.

(1) An accessory dwelling may be within, attached, or separate from the principal building;

a. The proposed dwelling is located behind the primary residence as shown on the attached plot survey. (Attachment A)

(2) The principal use of the lot shall be a detached dwelling, built to the standards of the North Carolina State Building Code;

a. The proposed detached dwelling was designed by the same Architect that designed the primary residence with all exterior materials and style matching the primary residence. The style of the primary residence and proposed detached dwelling are French County and designed to build upon the style and charm sought by the Village of Pinehurst 2019 Comprehensive Plan specifications. The plans were built per North Carolina State Building Code and are attached for your review. (Attachments B & C)

(3) No more than one accessory dwelling shall be permitted on a single deeded lot in conjunction with the principal dwelling unit;

a. There are no other proposed dwellings for the property other than the primary residence and the accessory structure.

(4) The accessory dwelling shall be owned by the same person as the principal dwelling;

a. Fred and Kelly Chance will be the sole owners of the principal dwelling and the accessory dwelling.

(5) The accessory dwelling shall not be served by a driveway separate from that serving the principal dwelling, except where access is available from another public way and where impacts on adjacent properties are minimized.

a. The accessory dwelling is served by the same driveway leading to the principal dwelling as shown on the attached plot survey map. (Attachment A)

EXHIBIT B

(6) An accessory dwelling shall not exceed thirty percent (30%) of the heated floor area of the principal dwelling, or six hundred (600) square feet, whichever is greater.

a. **The accessory dwelling at 1425 sq. ft.is within the allotted thirty percent (30%) of the heated floor area of the principal dwelling, which is 5503 sq. ft.**

(7) A detached accessory dwelling structure may be dwelling area only or may combine the dwelling with a garage, workshop, studio, or similar use, provided that the total floor area of the structure does not exceed the thirty percent (30%) limitation for an accessory building as set forth in SR-108;

a. **The accessory dwelling will include a one-car garage area for storage, one guest bedroom, one home office space, one bathroom, one small pool/reception gathering area and a small kitchen entertainment space. Total sq. footage is 1425, which is within the allotted thirty percent (30%) limitation for an accessory building as set forth in SR-108.**

(8) A detached accessory dwelling shall be located in the established side or rear yard and meet the standards for accessory building setbacks.

a. **The detached accessory dwelling is located in the rear yard toward the right side of the home as you look at the home from Linden Road and sets well within the building setback standards as shown upon by attached survey plot map. (Attachment A) The detached accessory structure has already been approved and permitted.**

(9) In the Historic District accessory dwellings shall not require a special use permit; however, all special requirements shall apply.

a. **The proposed accessory dwelling is classified on the Village of Pinehurst Conservation and Growth Map as a Suburban Center close to a Mixed-Use Center – Stacked Residential Area and is not part of the Historic District. The lot has one residential neighbor and is a corner lot cornering Linden Road and Chicken Plant Road. On the opposing side of the street on Linden Road is a commercial building. On the opposing corner of the lot across Chicken Plant Road is Elliot's on Linden Restaurant and Plaza Area.**

(B) The proposed special use is in harmony with the area, or compatible with the neighborhood.

a. **My wife and I are requesting the special use permit be approved for our proposed accessory dwelling, built to complement our primary residence and to serve as a pool house, guest house, and home office.**

i. **There is a home on 1305 Linden Road that has an accessory pool house structure similar to our plan that was recently approved.**

ii. **We have designed the landscaping around the accessory dwelling to provide a congruent feel with the natural layout of the property and to continue the charm of our French Country designed primary residence and the historical decadence of the Linden Road appeal.**

iii. **It is our feel that the accessory dwelling will in no way be detrimental to the neighboring properties nor be a distraction from the charm and historical decadence of the Linden Road appeal. The primary residence is a single dwelling home, built with a French Country Old World charm which will tie in with the historic feel of Linden Road as it leads into the Village of Pinehurst. The accessory dwelling is located in the rear and to the side of the**

EXHIBIT B

primary home with the portions seen from the main road areas covered in brick and stone, as well as landscaped to provide decadence and privacy for the one neighboring property located at 845 Linden Road. The only other properties adjacent to the lot are a business established across the street on Linden Road and the Restaurant and Plaza of Elliot's on Linden, which will be shielded with freshly planted Arborvitae Pines running the length of Chicken Plant Road. The driveway to the primary residence and accessory building will be lined with Crepe Myrtle trees and the remainder of the line facing 845 Linden Road will be lined with Arborvitae Pines to allow for privacy and congruence to the natural area.

(C) The proposed special use will not materially endanger public health or safety.

a. This structure will be used as a pool house/entertainment area, a guest quarter for our visiting out-of-state family, and an office. We would like to be able to utilize the dwelling as a guest home because all of our family is from out of state. In particular, the need is great for one of my sons as he has severe allergies to cats, of which we have. (This will eliminate the need for his family to stay at a hotel when visiting).
    i. The area will be completely fenced in to include the pool per code regulations with locking mechanisms on all residential exterior doors and gates for security surrounding the pool.
    ii. There is only a single driveway for the primary residence and accessory building. The garage portion of the accessory building will be used for pool material storage and golf-cart storage.
    iii. This office portion of the accessory building will be utilized for my wife whom works remotely for her full-time position with a non-profit organization and as a part-time online History instructor for Sandhills Community College.
    iv. The remainder of the structure will be used for a pool changing area and entertainment space.

(D) The proposed special use will not substantially injure the value of adjoining property or be a public necessity.

a. The proposed dwelling does not pose any harm or create any detriment to neighboring properties and will be landscaped to provide a congruent feel with the natural layout of the property. We have spoken in advance with our 1 (one) direct neighbor (845 Linden Road), as well as the shop owner of the Hair loft on Linden, which is directly across Linden Road, about the proposed structure and usage neither expressed any concerns, and instead, merely excitement for us.
b. The property on both sides, facing Chicken Plant Road and the neighboring home at 845 Linden Road, will be lined with Giant Green Arborvitae Pines to provide screening and harmony with the natural area. The driveway will be lined with Crepe Myrtle trees to provide that old charm feel present on other homes on Linden Road, which set back from the road.
c. All landscaping, which has been approved by the Village of Pinehurst, will be intended to keep a natural and pristine feel surrounding the primary residence and the pool and accessory residence.

EXHIBIT B

d. **The estimated value of the property upon completion is valued to be near $850,000 and thus, should contribute to the increase of adjacent neighboring property values.**

(E) The proposed special use will be in general conformity with the Comprehensive Long Range Plan.

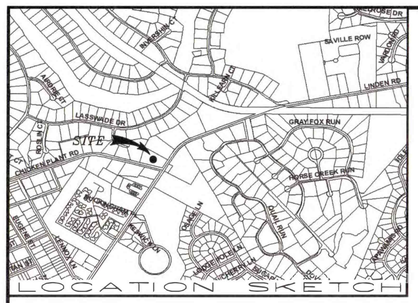
a. **We feel we have met all of the criteria for an accessory dwelling as put forth in the section SR-109 Accessory Dwelling criteria found within Chapter 8. Zoning of the Pinehurst Development Ordinance. We also concentrated our efforts on staying within the Village of Pinehurst 2019 Comprehensive Plan guiding principles which were to maintain Village character and authenticity and balancing conservation and growth with maintaining green space and natural beauty.**

i. **The proposed detached dwelling was designed by the same Architect that designed the primary residence with all exterior materials and style matching the primary residence. The style of the primary residence and proposed detached dwelling are French Country and designed to build upon the style and charm sought by the Village of Pinehurst Comprehensive Plan specifications.**

ii. **The proposed accessory dwelling is classified on the Village of Pinehurst Conservation and Growth Map as a Suburban Center close to a Mixed-Use Center-Stacked Residential Area and is not part of the Historic District. The lot has one residential neighbor adjacent to it and is a corner lot cornering Linden Road and Chicken Plant Road. On the opposing side of the street on Linden Road is a commercial building, a church and residential homes. On the opposing corner of the lot across Chicken Plant Road is Elliot's on Linden Restaurant and Plaza Area.**

iii. **It is our feeling that the accessory dwelling will in no way be detrimental to the neighboring properties nor be a distraction from the charm and historical decadence of the Linden Road appeal**

EXHIBIT C



I CERTIFY THAT THIS MAP WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION: THAT THE BOUNDARIES NOT SURVEYED ARE INDICATED AS DRAWN FROM INFORMATION SHOWN HEREON; THAT THE RATIO OF PRECISION OR POSITIONAL ACCURACY IS 1/10,000+; AND THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 56. 1600).

NORTH CAROLINA PROFESSIONAL SEAL NO. L-4312 LAND SURVEYOR C. D. WENTLAND

C. D. WENTLAND, PLS NO. 4312

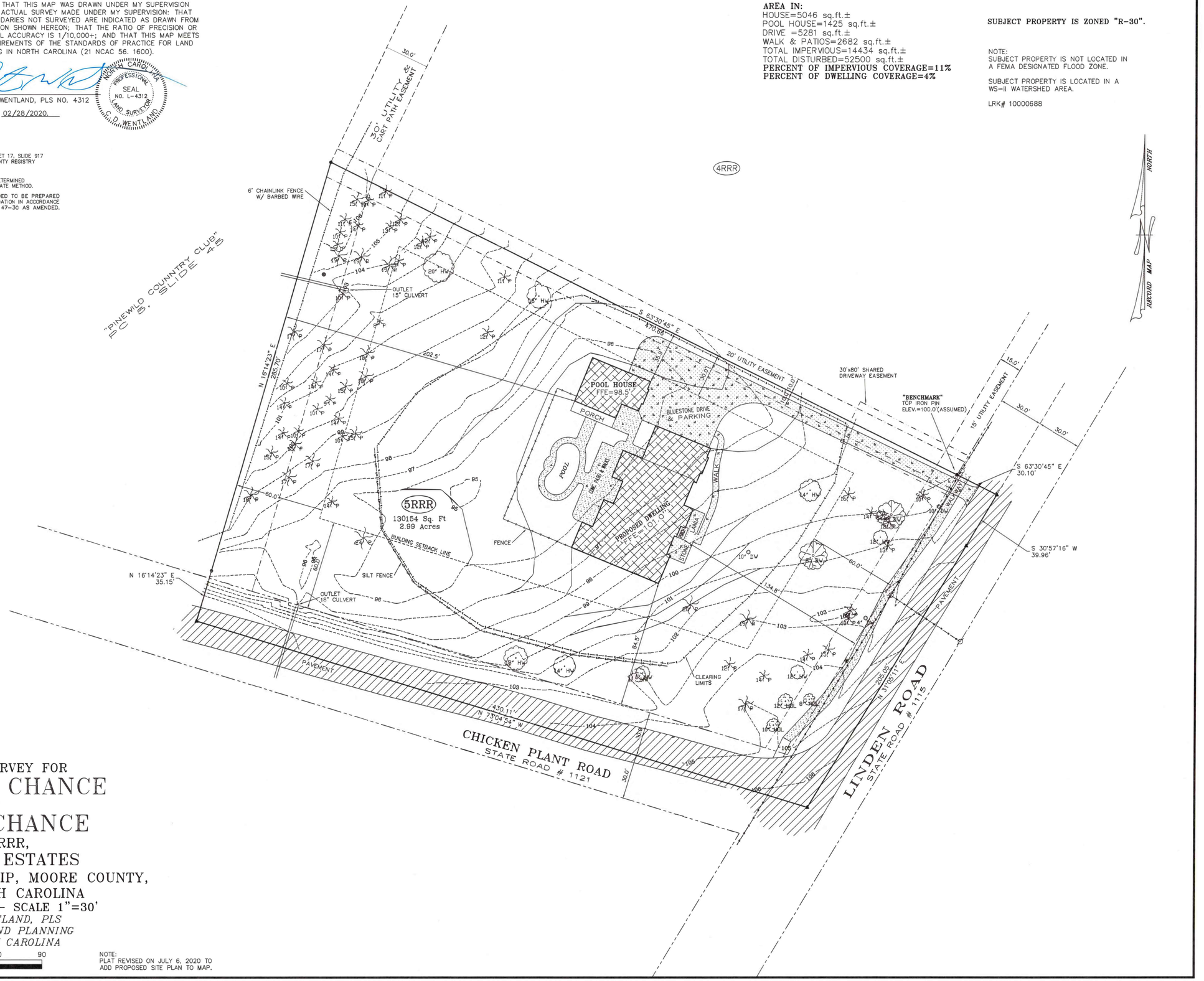
DATE: 02/28/2020.

REFERENCE:
PLAT CABINET 17, SLIDE 917
MOORE COUNTY REGISTRY

ACREAGE DETERMINED
BY COORDINATE METHOD.

NOT INTENDED TO BE PREPARED FOR RECORDATION IN ACCORDANCE WITH G. S. 47-30 AS AMENDED.

UNLESS OTHERWISE DENOTED,
- ● = EXISTING IRON STAKE
- ■ = EXISTING CONCRETE MONUMENT
- □ = SET CONCRETE MONUMENT
- O = SET IRON STAKE
- ~ = SQUARE FOOTAGE
- ▲ = CALCULATED POINT
- ⊕ = SEWER SERVICE STUB
- ⊕ = TELEPHONE SERVICE STUB
- ⊕ = CABLE TV SERVICE STUB
- ⊕ = WATER METER
- ✆ = FIRE HYDRANT
- = UTILITY POLE
- = BURIED PROPANE TANK
- SM = SANITARY SEWER MANHOLE
- — — x — — x — — = FENCE
- —— S —— S —·· = SILT FENCE
- = PINE TREE W/ SIZE NOTED
- = CEDAR TREE
- = HARDWOOD TREE
- = DOGWOOD TREE



TOPOGRAPHIC SURVEY FOR

FREDDIE H. CHANCE

& WIFE

KELLY L. CHANCE

LOT NO. 5RRR,

LINDEN ROAD ESTATES

MINERAL SPRINGS TOWNSHIP, MOORE COUNTY,
PINEHURST, NORTH CAROLINA

FEBRUARY 28, 2020 -*- SCALE 1"=30'

CHRISTOPHER WENTLAND, PLS
LAND SURVEYING-LAND PLANNING
PINEHURST, NORTH CAROLINA

0 30 60 90

NOTE:
PLAT REVISED ON JULY 6, 2020 TO ADD PROPOSED SITE PLAN TO MAP.

EXHIBIT D

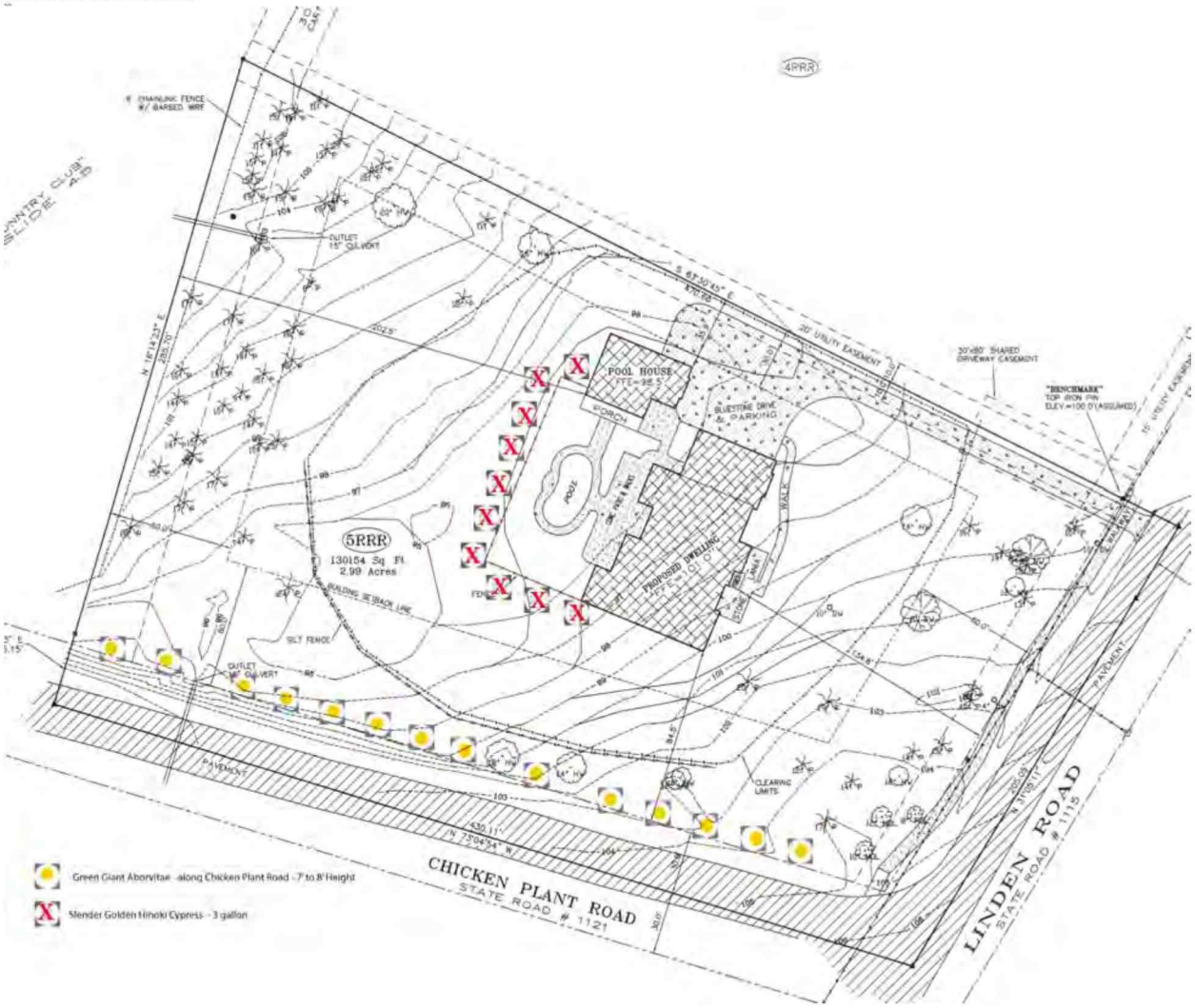

4RRR
5RRR
130154 Sq Ft
2.99 Acres
POOL HOUSE
PROPOSED DWELLING
POOL
PAVEMENT
CHICKEN PLANT ROAD
STATE ROAD # 1121
LINDEN ROAD
STATE ROAD # 1115
CLEARING LIMITS
SILT FENCE
OUTLET 15" CULVERT
20' UTILITY EASEMENT
30'x80' SHARED DRIVEWAY EASEMENT
"BENCHMARK" TOP IRON PIN ELEV.=100.0'(ASSUMED)
Green Giant Aborvitae - along Chicken Plant Road - 7' to 8' Height
Slender Golden Hinoki Cypress - 3 gallon

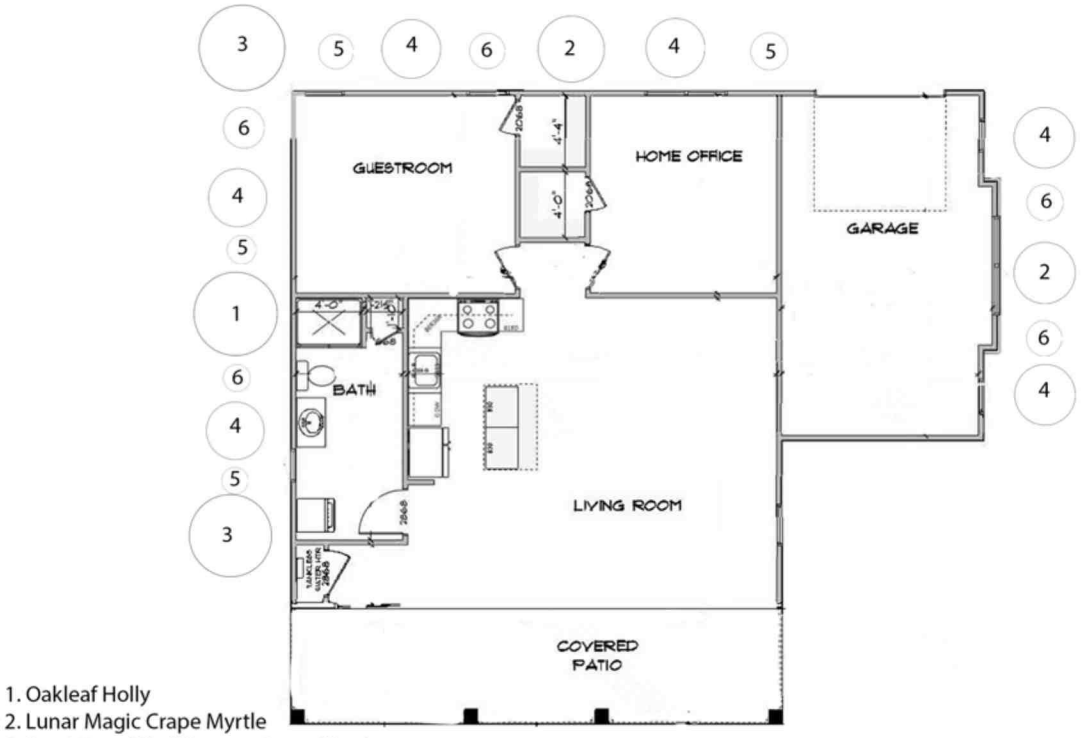
EXHIBIT E

From: Fred Chance
To: Jamie Reed
Cc: Peter Aquino
Subject: Re: 855 Linden
Date: Friday, July 24, 2020 1:03:29 PM

Jamie,

Here is the Pool House Landscape plan… Ron, the architect, is finalizing the other for Peter. Should have it today.

Thank you again,
Kelly



Pool House Landscape Plan

On Jul 24, 2020, at 10:54 AM, Jamie Reed <jreed@vopnc.org> wrote:

Do you have one for the accessory building as well? Thanks!

Jamie Reed
Planning and Zoning Specialist
Village of Pinehurst
395 Magnolia Rd., Pinehurst, NC 28374
910-295-8661 <PineCombMini2_ebd83a51-a358-40fc-9b09-c3a33a0db4c8.png> jreed@vopnc.org <PineCombMini2_8ecbc5e0-6363-4171-be86-a855e99cfae8.png> www.vopnc.org

Vision: The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions. <PineCombMini2_75a5ee3e-c530-4b7e-8c53-ef36a58c2299.png> Mission: Promote, enhance, and sustain the quality of life for residents, businesses, and visitors <PineCombMini2_33aecec2-13f7-437c-94a7-a29ca0c97297.png> Values: Service, Initiative, Teamwork, Improvement.

Pursuant to North Carolina General Statutes, Chapter 132, et.seq., this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and as such are subject to requests for review.

From: Fred Chance <afprotechance@aol.com>
Sent: Thursday, July 23, 2020 8:59 PM
To: Jamie Reed <jreed@vopnc.org>
Cc: Kelly Chance <kellyjbarrett@yahoo.com>
Subject: Re: 855 Linden

Jamie,

Kelly Completed the pool permit and the propane permit and please find attached the landscape plan with legend.

Thank you,
Fred

On Jul 23, 2020, at 3:28 PM, Fred <afprotechance@aol.com> wrote:

Gotcha take care of everything tomorrow.

Sent from my iPhone

On Jul 23, 2020, at 10:02 AM, Jamie Reed <jreed@vopnc.org> wrote:

No; a lien waiver is a protection for your subs that if you couldn't/didn't pay them, they could post a lien on the property. It is required for all new single family development.

From: afprotechance@aol.com <afprotechance@aol.com>
Sent: Thursday, July 23, 2020 9:35 AM
To: Jamie Reed <jreed@vopnc.org>
Subject: Re: 855 Linden

Jamie,
I am flying home today from Nebraska and will upload the landscape plan this evening. We are having the pool built so I will do the permit for this and also the permit for the propane tank. If the Lien waiver is for a building loan, we don't have the loan finalized yet. That will be done in September upon the close of our home. If this is something else, could you give Fred a call and tell him what you need at 304-964-2137

Thank you,

Kelly Chance

Sent from AOL Mobile Mail
Get the new AOL app: mail.mobile.aol.com

On Thursday, July 23, 2020, Jamie Reed <jreed@vopnc.org> wrote:

Hey,

I am reviewing your submission and need a little more info:

1. A landscape plan of the foundation plantings.
2. Lien waiver number. Please register here https://www.liensnc.com/
3. Are you constructing the pool as well? We need to do that permit online. It won't hold up the issuing of the building permit.
4. Are you installing a propane tank? We also need to apply for that as well.

Thanks,

Jamie

Jamie Reed
Planning and Zoning Specialist
Village of Pinehurst
395 Magnolia Rd., Pinehurst, NC 28374
910-295-8661
<image001.png>
jreed@vopnc.org
<image001.png>
www.vopnc.org

Vision: The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions.
<image002.png>
Mission: Promote, enhance, and sustain the quality of life for residents, businesses, and visitors
<image002.png>
Values: Service, Initiative, Teamwork, Improvement.

Pursuant to North Carolina General Statutes, Chapter 132, et.seq., this electronic mail message and any attachments hereto, as well as any electronic mail message(s) that may be sent in response to it may be considered public record and as such are subject to requests for review.

EXHIBIT F

BLD-2020-01082

File Date: 07/07/2020

Application Status: Issued

Assigned To:

Description of Work: New construction of an accessory residence for usage as a Pool/guest/office - applied for new construction for primary residence - Record BLD-2020-01081

Application Detail: Detail

Application Type: Accessory Structures - Residential

Documents:

File Name	Document Group	Category	Description	Type	Document Status	Document Status Date
5RRR, Linden Road Esta...	BLD	Other	Survey Site Plan fo...	application/pdf	Uploaded	07/07/2020
20200702 CHANCE POOLHO...	BLD	Other	Poolhouse/Guest/ Off...	application/pdf	Uploaded	07/07/2020
Forms_and_Letters\ Deve...	GENERAL	Permit		application/pdf	Uploaded	07/24/2020
Building Permit	BLD	Other		application/pdf	Uploaded	07/24/2020

Address: 855 Linden Rd, PINEHURST, NC 28374

Owner Name: Freddie H. Chance

Owner Address: 13 HALKIRK DRIVE, PINEHURST, NC 28374

Application Name: Fred and Kelly Chance Accessory Dwelling Lot 5RRR

Parcel No: 55RR

Contact Info:

Name	Organization Name	Contact Type	Contact Primary Address	Status
Fred H. Chance		Applicant		Active

Licensed Professionals Info:

Primary	License Number	License Type	Name	Business Name	Business License #
	16812	Plumbing	Al McCormick	Al's Plumbing W...	
	20507	Mechanical	Mike Smith	4 Seasons Heati...	
	30603-sp-sfd	Electrical	Guy McGraw	McGraw Electric...	
Yes	79567	Contractor	Greg Braswell	GHEM CONSTRUCTI...	

EXHIBIT F

Total Fee Assessed: $418.00

Total Fee Invoiced: $418.00

Balance: $0.00

Custom Fields:

GENERAL

Description of Work	Job Cost	Total Square Footage
Pool/guest/office accessory residence to complement the new residence construction	70000.00	1425

Height of Accessory Structure	Gross Floor Area of Primary Structure	Gross Floor Area of Accessory Structure
22.7	5503	1215

SITE

Site Description	Total Square Footage of Lot	Total Square Footage of Disturbed Area
Lot 5RRR - Accessory dwelling will be behind the primary dwelling, within the building setback	130154	1425

Impervious Surface % - Existing	Impervious Surface % - Proposed	Located in a Flood Zone?
0	0	No

Red Cockaded Woodpecker On Site?	Water Provider	Sewer Provider
No	Moore County Utilities	Moore County Utilities

Any Dimension > 12 Feet?

Yes

ZONING

Zoning District	Overlay District
R-30 – Residential	N/A - No Overlay District

Workflow Status:

Task	Assigned To	Status	Status Date	Action By
Application Submittal		Accepted	07/08/2020	Kimberly Stepnoski
Review for Completeness	Jamie Reed	Application ...	07/14/2020	Jamie Reed
Application/Plan Review	Jeff Stout	Approved	07/24/2020	Jamie Reed
Permit Issuance	Jamie Reed	Issued	07/24/2020	Jamie Reed
Inspection	Scott Thomas			

EXHIBIT G

www.SensibleHD.com

Sensible HOME DESIGN, LLC

3943 SHAKER RD, FRANKLIN, OH 45005

513.520.4060 SensibleHD@gmail.com

www.Facebook.com/SensibleHD

MEMBER AIBD

AMERICAN INSTITUTE of BUILDING DESIGN

A NEW POOLHOUSE FOR:

FRED & KELLY CHANCE

855 LINDEN RD

PINEHURST, NC

MOORE COUNTY

2018 NORTH CAROLINA RESIDENTIAL CODE



ENERGY CODE COMPLIANCE
WILL BE IN ACCORDANCE
W/ THE 2018 NCRC

SECTION 1105
SIMULATED PERFORMANCE
ALTERNATIVE (PERFORMANCE)

Use a blower door and duct blaster test for verification.

HVAC NOTE Duct sealing is required. Leakage to outside the conditioned envelope must be less than 8%, OR total duct leakage must be less than 12% if any of the duct system is in the attic.

DRAWING INDEX

COVER SHEET	1
NOTES AND DETAILS	2
FOUNDATION PLAN	3
FOUNDATION DETAILS	4
FIRST FLOOR PLAN	5
ELEVATIONS	6
ELEVATIONS	7
ROOF PLAN	8
EXTERIOR ILLUSTRATION	9

GENERAL CODE NOTES(NCRC 2018):

1A-CONCRETE NORMAL AGGREGATE, STRENGTH ACHIEVED IN 28 DAYS TO BE (Table 402.2) FTGS. AND INT. FLOORS 2500 PSI
CONCRETE WALLS 3000 PSI
GARAGE FLOOR AND OTHER 3500 PSI

1B-FOUNDATION, WALLS, GARAGE FLOORS & EXT. CONCRETE REQUIRE NOT LESS THEN 5% AND NOT MORE THEN 7% AIR ENTRAINMENT. (Table 402.2(d))

1C-GRADE MUST SLOPE A MIN. OF 6" IN THE FIRST 10 FEET FROM THE BUILDING.

1D-404.1.2.3.7.2 LOCATION OF REINF. IN WALL, THE CENTER OF VERTICAL REINF. IN BASEMENT WALLS DETERMINED FROM TABLES 404.1.2(2)-404.1.2(7) SHALL BE LOCATED AT THE CL OF THE WALL. VERT. REINF. IN BASEMENT WALLS DETERMINED FROM TBLES 404.1.2(2) or 404.1.2(8) SHALL BE LOCATED TO PROVIDE A MAXIMUM COVER OF 1.25 IN. MEASURED FROM THE INSIDE FACE OF THE WALL.

2-ALL INTERIOR DIMENSIONS ARE TO FACE OF STUD

3-JOIST LUMBER TO BE #1 SOUTHERN YELLOW PINE

4-FLOOR DESIGN LOAD 40 PSF LIVE LOAD
10 PSF DEAD LOAD
GARAGE FLOOR LOAD 50 PSF LIVE LOAD
ROOF DESIGN LOAD 25 PSF LIVE LOAD
17 PSF DEAD LOAD
EXTERIOR WALL WIND LOAD 21 PSF

4A-DESIGN CRITERIA FOR STRUCTURAL MEMBERS SHALL BE:

FLOORS	L/360	DURATION FACTOR	1.00
WALLS	L/240	DURATION FACTOR	1.15
ROOF < 3/12	L/240	DURATION FACTOR	1.15
ROOF > 3/12	L/180	DURATION FACTOR	1.15

4B-CONTRACTOR SHALL BE RESPONSIBLE FOR PROCUREMENT OF WOOD ROOF/FLOOR TRUSS DESIGN CRITERIA AND CUT SHEETS. THESE SHALL BE REMITTED TO BUILDING DEPARTMENT AT A POINT PRIOR TO ERECTION OF ROOF OR FLOOR FOR REVIEW AT TIME OF INSPECTION.

4C-PROVIDE 1 ROW BRIDGING PER EACH 8 FT. OF JOIST SPAN USE MIN. 1X3 DOUBLE NAILED OR METAL BRIDGING

5-STEEL ANGLE LINTELS IN MASONRY VENEER FRAME CONSTRUCTION OPENINGS UNLESS OTHERWISE NOTED. FOR SPANS UP TO 4'-0": 3 1/2"x3 1/2"x3/8", FOR SPANS BETWEEN 4'-0" & 6'-0": 4"x3 1/2"x3/8". FOR SPANS BETWEEN 6'-0" & 8'-0": 6"x3 1/2"x3/8". FOR SPANS BETWEEN 8'-0" & 9'-0": 7"x4"x3/8". FOR SPANS OVER 9'-0" CONSULT ENGINEER. PROVIDE A MIN. OF 4" SOLID BEARING AT EACH END OF STEEL ANGLE LINTEL.

6-ALL DOOR GLAZING TO BE TEMPERED GLASS.

7-HAND RAILS SHALL BE MAX. 2 1/4" WIDE AND 34" TO 38" ABOVE NOSING ON ALL STAIRS OF 3 OR MORE RISERS. TERMINATE HANDRAIL ENDS @ WALL OR POST

8-BRICK VENEER SHALL MEET REQUIREMENTS SET FORTH IN SECTION 703.8 OF THE RESIDENTIAL CODE OF OHIO. 703.8 Anchored stone and masonry veneer, general. Anchored stone and masonry veneer shall be installed in accordance with this chapter, Table 703.3(1) and Figure 703.8. These veneers installed over a backing of wood or cold-formed steel shall be limited to the first story above grade plane and shall not exceed 5 inches in thickness. See Section 602.10 for wall bracing requirements for masonry veneer for wood-framed construction and Section 603.9.5 for wall bracing requirements for masonry venser for cold-formed steel construction.

9-PROVIDE MIN. 3'x3' LANDING @ EGRESS DOORS NOT MORE THAN 30" BELOW DOOR THRESHOLD.

10-ALL ELECTRICAL OUTLETS TO BE WIRED PER CODE.

11-ALL HEADERS TO BE (2)2x10'S U.N.O.

12-EVERY SLEEPING ROOM SHALL HAVE ONE OPERABLE WINDOW OR EXTERIOR EGRESS DOOR LIMITED TO 44" MAX. SILL HEIGHT x 20" MIN. CLEAR OPENING WIDTH x 24" CLEAR OPENING HEIGHT x 5.7 SQ. FT. MIN. NET CLEAR OPENING. GRADE FLOOR EGRESS WINDOWS SHALL COMPLY EXCEPT REQUIRES 5.1 SQ. FT. CLEAR OPENING.

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PLAN DATE
06/26/2020

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COVER SHEET

PROJECT #: 20SHD-1043

Thursday, July 2, 2020 PRINT DATE

COVER SHEET

PLAN SCALE:

CODE NOTES(NCRC 2018):

EXHIBIT G

302.7 Under-stair protection. Enclosed accessible space under stairs shall have walls, under-stair surface and any soffits protected on the enclosed side with ½-inch gyp board.

302.11 Fireblocking. In combustible construction, fireblocking shall be provided to cut off all concealed draft openings (both vertical and horizontal) and to form an effective fire barrier between stories, and between a top story and the roof space. Fireblocking shall be provided in wood-frame construction in the following locations: 1. In concealed spaces of stud walls and partitions, including furred spaces and parallel rows of studs or staggered studs, as follows: 1.1 Vertically at the ceiling and floor levels. 1.2 Horizontally at intervals not exceeding 10 feet. 2 At all interconnections between concealed vertical and horizontal spaces such as occur at soffits, drop ceilings and cove ceilings. 3 In concealed spaces between stair stringers at the top and bottom of the run. Enclosed spaces under stairs shall comply with Section 302.7. 4 At openings around vents, pipes, ducts, cables and wires at ceiling and floor level, with an approved material to resist the free passage of flame and products of combustion. The material filling this annular space shall not be required to meet the ASTM E 136 requirements. 5 For the fireblocking of chimneys and fireplaces, see Section 1003.19. 6 In buildings or structures with more than one dwelling, fireblocking of cornices is required at the line of dwelling unit separation.

302.12 Draftstopping. In combustible construction where there is usable space both above and below the concealed space of a floor-ceiling assembly, draftstops shall be installed so that the area of the concealed space does not exceed 1,000 square feet

302.13 Wood floor assemblies using dimension lumber of less than 2 x 10 nominal dimensions or structural composite lumber or engineered floor members shall be provided with 1/2" gypsum board or 5/8"wood structural wood panel membrane. Please submit product ESR reports for the fire rating of the floor joist being used or show how they will be protected.

303.3: Bathroom vents shall have a mechanical ventilation system capable of 50 cfm intermittent ventilation or 20 cfm continuous ventilation.

303.4 Mechanical ventilation. Where the air infiltration rate of a dwelling unit is 5 air changes per hour or less where tested with a blower door at a pressure of 0.2 inch w.c. (50 Pa) in accordance with Section 1102.4.1.2 or Section 1112.2.4.2.1, the dwelling unit shall be provided with whole-house mechanical ventilation in accordance with Section 1505.4.

303.5.1 Intake openings. Mechanical and gravity outdoor air intake openings shall be located not less than 10 feet from any hazardous or noxious contaminant, such as vents, chimneys, plumbing vents, streets, alleys, parking lots and loading docks. For the purpose of this section, the exhaust from dwelling unit toilet rooms, bathrooms and kitchens shall not be considered as hazardous or noxious.

303.5.2 Exhaust openings. Exhaust air shall not be directed onto walkways.

303.5 Where the air infiltration rate of a dwelling unit is less than 5 air changes per hour or less, the dwelling unit shall be provided with a whole-house mechanical ventilation in accordance with Section 1505.4. Please show how whole-house ventilation will be supplied. (HVAC CONTRACTOR OR MECHANICAL ENGINEER SHALL PROVIDE WHOLE-HOUSE VENTILATION CALCULATIONS AND SOLUTIONS)

303.6 Outside opening protection. Air exhaust and intake openings that terminate outdoors shall be protected with corrosion-resistant screens, louvers or grilles having an opening size of not less than 1/4 -inch and a maximum opening size of inch 1/2 -inch in any dimension.

303.7 Interior stairway illumination. Interior stairways shall be provided with an artificial light source to illuminate the landings and treads.

303.8 Exterior stairway illumination. Exterior stairways shall be provided with an artificial light source located at the top landing of the stairway. Exterior stairways providing access to a basement from the outdoor grade level shall be provided with an artificial light source located at the bottom landing of the stairway.

308.4.7 Glazing adjacent to the bottom stair landing. Glazing adjacent to the landing at the bottom of a stairway where the glazing is less than 36 inches above the landing and within a 60-inch horizontal arc less than 180 degrees (3.14 rad) from the bottom tread nosing shall be considered to be a hazardous location.

310.1 Emergency escape and rescue required. Every sleeping room shall have at least one operable emergency escape and rescue opening. Where emergency escape and rescue openings are provided they shall have a sill height of not more than 44 inches above the floor.

310.2 Window wells. The minimum horizontal area of the window well shall be 9 square feet, with a minimum horizontal projection and width of 36 inches. The area of the window well shall allow the emergency escape and rescue opening to be fully opened.

314.3 Location. Smoke alarms shall be installed in the following locations: 1. In each sleeping room. 2. Outside each separate sleeping area in the immediate vicinity of the sleeping rooms. 3. On each additional story of the dwelling, including basements and habitable attics and not including crawl spaces and uninhabitable attics. In dwellings or dwelling units with split levels and without an intervening door between the adjacent levels, a smoke alarm installed on the upper level shall suffice for the adjacent lower level provided that the lower level is less than one full story below the upper level. 4. Smoke alarms shall be installed not less than 3 feet horizontally from the door or opening of a bathroom that contains a bathtub or shower unless this would prevent placement of a smoke alarm required by this section.

315.1.1 Listings. Carbon monoxide alarms shall be listed and labeled in accordance with UL 2034 and shall be installed in accordance with the manufacturer's instructions. Combination carbon monoxide and smoke alarms shall be listed and labeled in accordance with UL 2034 and UL 217.

315.2 When required. Carbon monoxide alarms shall be provided in accordance with Sections 315.2.1 and 315.2.2.

315.2.1 New construction. For new construction, carbon monoxide alarms shall be provided in dwelling units where either or both of the following conditions exist. 1. The dwelling unit contains a fuel-fired appliance. 2. The dwelling unit has an attached garage

315.3 Location. Carbon monoxide alarms in dwelling units shall be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms. Where a fuel-burning appliance is located within a bedroom or its attached bathroom, a carbon monoxide alarm shall be installed within the bedroom.

315.4 Combination alarms. Combination carbon monoxide and smoke alarms shall be permitted to be used in lieu of carbon monoxide alarms.

315.7.4 Combination detectors. Combination carbon monoxide and smoke detectors installed in carbon monoxide detection systems in lieu of carbon monoxide detectors shall be listed and labeled in accordance with UL 2075 and UL 268.

319.1 Address numbers. Buildings shall have approved address numbers, building numbers or approved building identification placed in a position that is plainly legible and visible from the street or road fronting the property.

401.4.1 Geotechnical evaluation. In lieu of a complete geotechnical evaluation, the load-bearing values in Table 401.4.1 shall be assumed. ASSUMED SOIL BEARING CAPACITY SHALL BE 1500 PSF.

403.1.1 Minimum size for concrete and masonry footings shall be set forth I tables 403.1

502.14 Fire protection of floors. Floor assemblies, not required elsewhere in this code to be fire resistance rated, shall be provided with a ½ inch gypsum board membrane on the underside of the floor framing member which complies with section 302.14.

9A. Exceptions: 1. Floor assemblies located directly over a space protected by an automatic sprinkler system. 2. Floor assemblies located directly over an underfloor space...(Crawl Space) 3. Portions of floor assemblies can be unprotected when complying with the following: 3.1 The aggregate area of the unprotected portions shall not exceed 80 square feet per story. 3.2 Fire blocking in accordance with Section 302.11.1 shall be installed along the perimeter of the unprotected portion to separate the unprotected portion from the remainder of the floor assembly. 4. Wood floor assemblies using dimension lumber or structural composite lumber equal to or greater than 2-inch by 10-inch nominal dimension, or other approved floor assemblies demonstrating equivalent fire performance.

602.3 Exterior walls, design and construction. Exterior walls of wood-frame construction shall be designed and constructed in accordance with the provisions of this chapter and Figures 602.3(1) and 602.3(2), or in accordance with AWC NDS. Components of exterior walls shall be fastened in accordance with Tables 602.3(1) through 602.3(4). Wall sheathing shall be fastened directly to framing members and, where placed on the exterior side of an exterior wall, shall be capable of resisting the wind pressures listed in Table 301.2(2) Wall bracing. Buildings shall be braced in accordance with this section. WSP WIND BRACING SHALL BE USED. FASTENERS 6" O.C ON EDGES AND 12" O.C IN FIELD.

802.10.1 Truss design drawings. Truss design drawings, prepared in conformance to Section 802.10.1, shall be provided to the building official and approved prior to installation. Truss design drawings shall include, at a minimum, the info. specified below. Truss design drawing shall be provided with the shipment of trusses delivered to thejobsite.

905.2.7.1 Ice barrier. In areas where there has been a history of ice forming along the eaves causing a backup of water as designated in Table 301.2(1), an ice barrier that consists of a least two layers of underlayment cemented together or of a self-adhering polymer modified bitumen sheet, shall be used in lieu of normal underlayment and extend from the lowest edges of all roof surfaces to a point at least 24 inches inside the exterior wall line of the building.

1101 Energy Efficiency: 1101.2 Compliance. Compliance shall be demonstrated by meeting the requirements of one of the following options: 1. The "International Energy Conservation Code"; or 2. Sections 1101 through 1104 of this chapter; or 3. Section 1105 "The Ohio Home Builder's Association (OHBA) Alternative Energy Code Option".

1101.2. Compliance to min. energy efficiency requirements to meet one of (5) methods listed in 2018 NCRC, exact method required to be noted on construction documents (coordinate selected method w/ application). Please update the energy compliance to the 2018 NCRC requirements, if using a Performance path please submit the documentation required for the path chosen.

1101.1.4 A permanent certificate shall be completed by the owner representative indicating the R-values of insulation, U-factors of fenestration and types and efficiencies of heating and cooling and service water heating equipment.

1102.4.1 Building thermal envelope. The building thermal envelope shall comply with Sections 1102.4.1.1 and 1102.4.1.2. The sealing methods between dissimilar materials shall allow for differential expansion and contraction.

1102.4.1.2 Testing. The building or dwelling unit shall be tested and verified as having an air leakage rate of not more than five air changes per hour. Testing shall be conducted in accordance with RESNET/ICC 380, ASTM E779 or ASTM E1827 and reported at a pressure of 0.2 inch w.g. (50 Pascals). A written report of the results of the test shall be signed by the party conducting the test and provided to the building official. Testing shall be performed at any time after creation of all penetrations of the building thermal envelope.

During testing:

1. Exterior windows and doors, fireplace and stove doors shall be closed, but not sealed, beyond the intended weatherstripping or other infiltration control measures.
2. Dampers including exhaust, intake, makeup air, backdraft and flue dampers shall be closed, but not sealed beyond intended infiltration control measures.
3. Interior doors, where installed at the time of the test, shall be open.

1103.1.1 Programmable thermostat. Where the primary heating system is a forced air furnace, at least one thermostat per dwelling unit shall be capable of controlling the heating and cooling system on a daily schedule to maintain different temperature set points at different times of the day. This thermostat shall include the capability to set back or temporarily operate the system to maintain zone temperatures down to 55°F (13°C) or up to 85°F (29°C). The thermostat shall initially be programmed with a heating temperature set point no higher than 70°F (21°C) and a cooling temperature set point no lower than 78°F (26°C).

1104.1 Lighting equipment (Mandatory). Not less than 90 percent of the permanently installed lighting fixtures shall contain only high-efficacy lamps.

1401.1 HVAC installation. Heating and cooling equipment and appliances shall be installed in accordance with the manufacturer's installation instructions and the requirements of this code. 1401.2 Access. Heating and cooling equipment shall be located with respect to building construction and other equipment to permit maintenance, servicing and replacement. Clearances shall be maintained to permit cleaning of heating and cooling surfaces; replacement of filters, blowers, motors, controls and vent connections; lubrication of moving parts; and adjustments. 1401.3 Sizing. Heating and cooling equipment shall be sized in accordance with ACCA Manual S based on building loads calculated in accordance with ACCA Manual J or other approved heating and cooling calculation methodologies.

1501.1 Outdoor discharge. The air removed by every mechanical exhaust system shall be discharged to the outdoors in accordance with Section 1504.3. Air shall not be exhausted into an attic, soffit, ridge vent or crawl space.

1504.3 Exhaust openings. Air exhaust openings shall terminate as follows:

1. Not less than 3 feet from property lines.
2. Not less than 3 feet from gravity air intake openings, operable windows and doors.
3. Not less than 10 feet from mechanical air intake openings except where the exhaust opening is located not less than 3 feet above the air intake opening. Openings shall comply with Sections 303.5.2 and 303.6.

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Thursday, July 2, 2020 PRINT DATE

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PLAN DATE
06/26/2020

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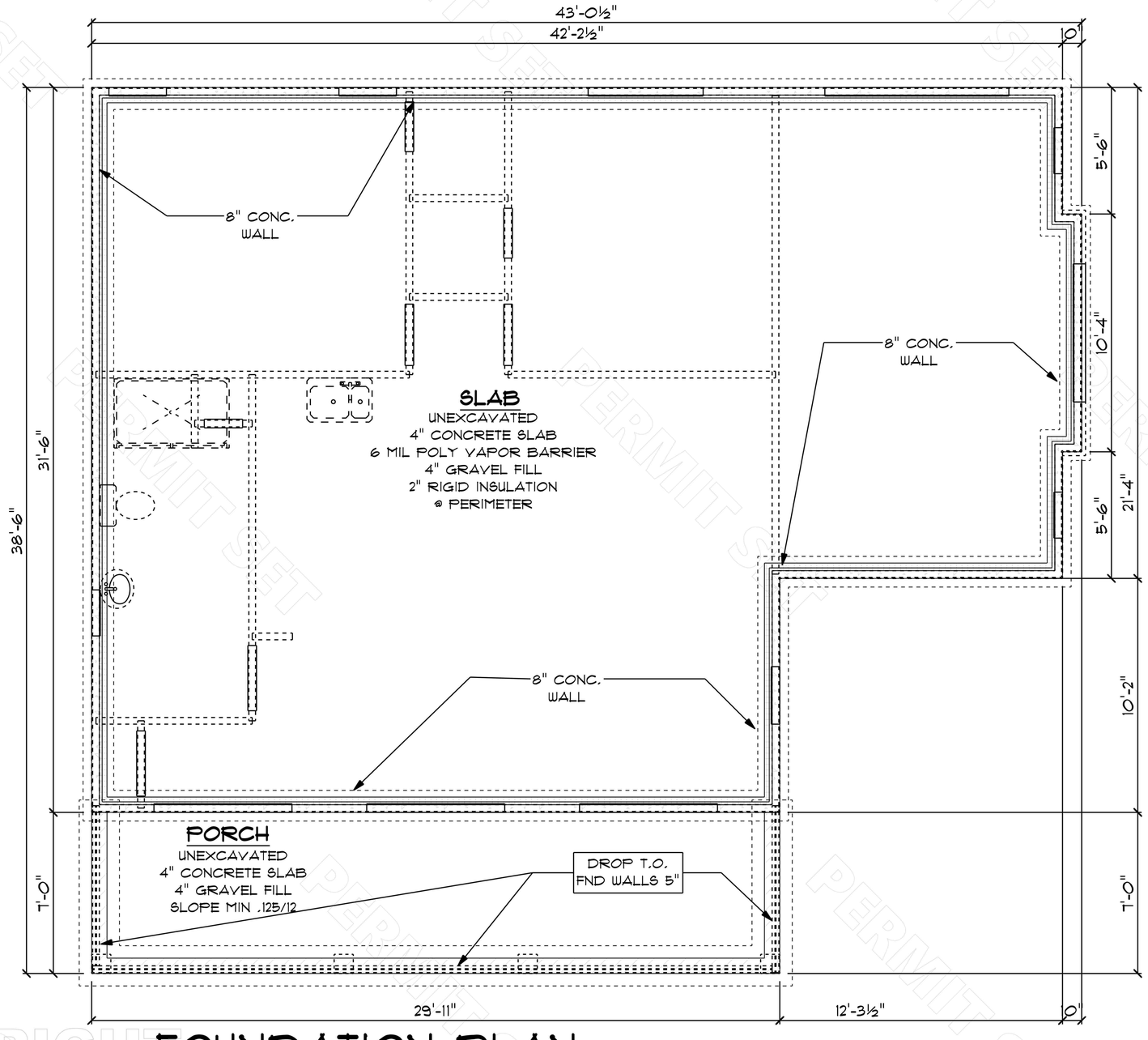
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NOTES AND DETAILS

PROJECT #: 2054HD-1043

NOTES AND DETAILS

PLAN SCALE:

EXHIBIT G



FOUNDATION PLAN

SCALE: 3/8" = 1'-0"

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FOUNDATION PLAN

PROJECT #: 2036HD-1043

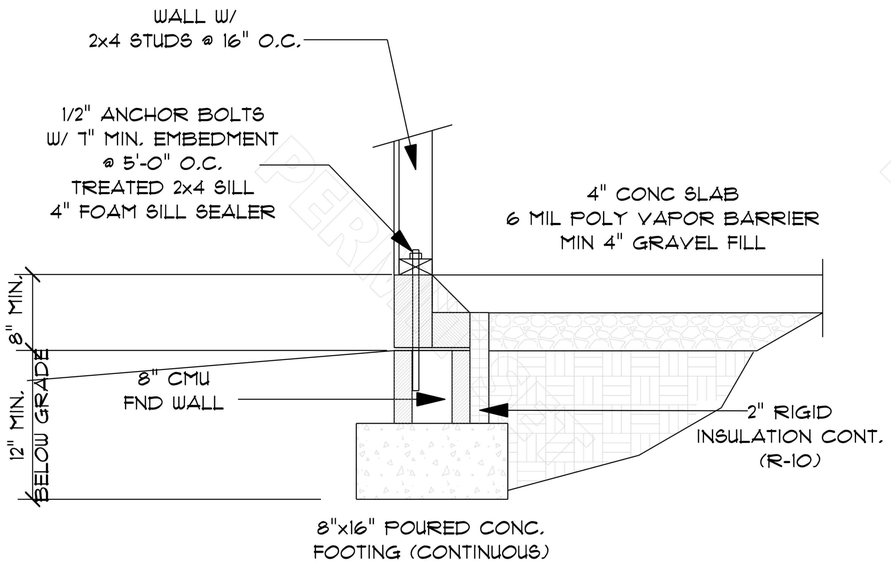
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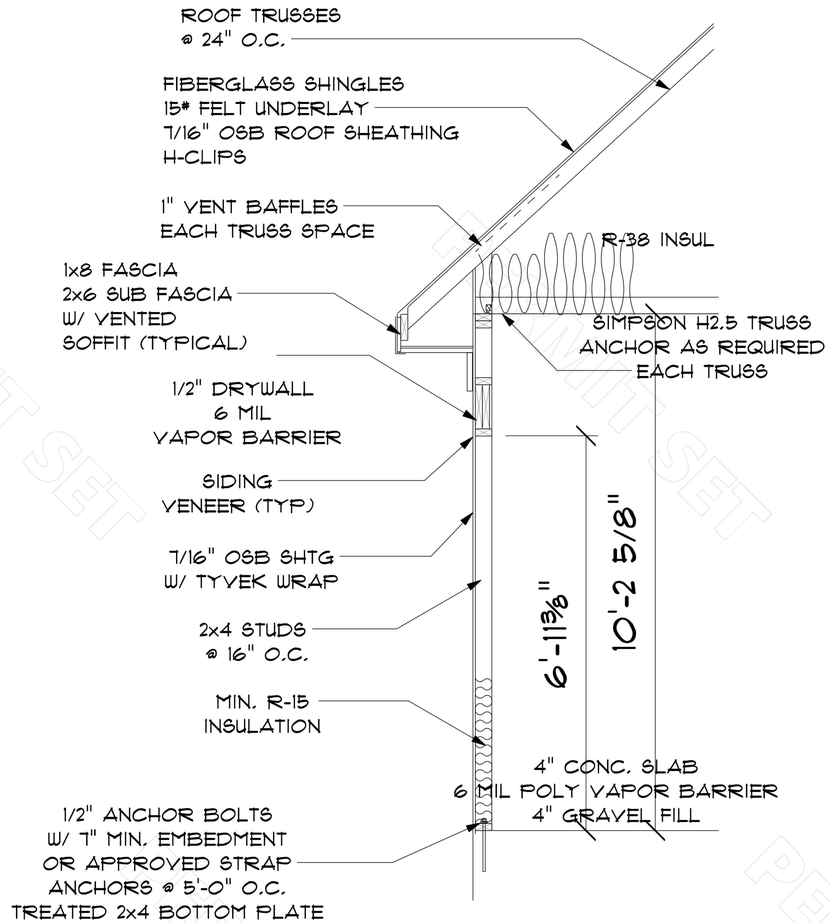
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SLAB ON GRADE SECTION



WALL SECTION

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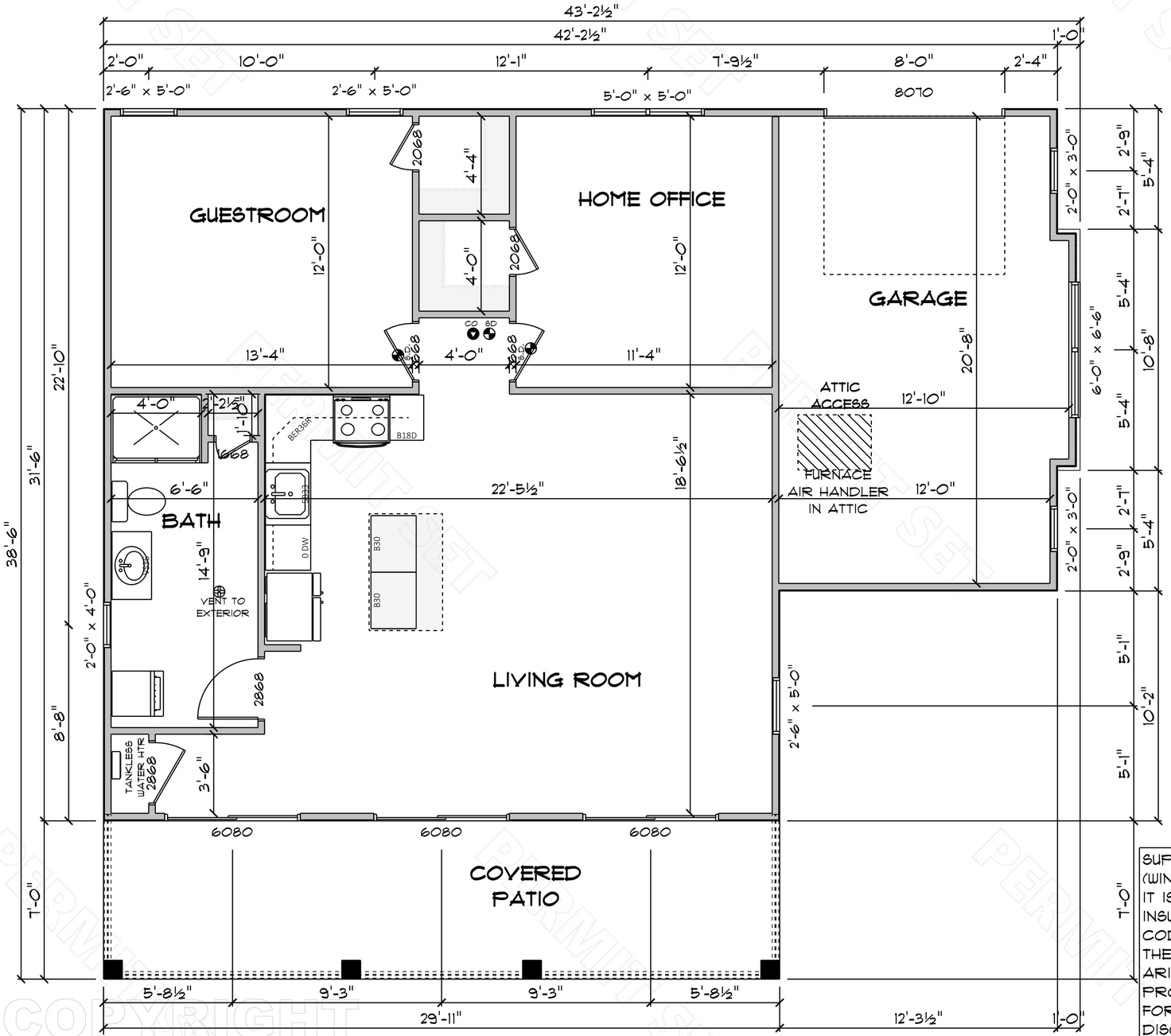
Revision Date

FOUNDATION DETAILS

PROJECT #: 20SHD-1043

PLAN SCALE:

EXHIBIT G



FIRST FLOOR PLAN

SCALE: 3/8" = 1'-0"

SMOKE DETECTOR NOTE:
RCO 314.3 Smoke detectors are required in each sleeping room, outside each sleeping area (vicinity of sleeping rooms), and on each building level (including basements) on each level smoke alarms utilizing photoelectric and ionization technologies shall be installed, Smoke detector in master bedroom must be located at highest ceiling level.

315.1 CARBON MONOXIDE ALARMS
An approved carbon monoxide alarm shall be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms in dwelling units within which fuel-fired appliances are installed and in dwelling units that have attached garages.

SUPPLIER NOTE:
(WINDOWS, TRUSSES, CABINETS, STAIRS, ETC,,,)
IT IS THE RESPONSIBLITY OF THE SUPPLIER OR MANUFACTURER INSURE THAT THEIR PRODUCT IS IN COMPLIANCE WITH LOCAL CODES AND THE PRODUCT FITS WITHIN THE SPECIFICATIONS OF THE HOUSE AS IT SITS. VARIATIONS FROM THE PLAN MAY ARISE AND FIELD VERIFICATION IS THE ONLY WAY TO INSURE PROPER FIT AND SIZE. SENSIBLE HOME DESIGN IS NOT RESPONSIBLE FOR PRODUCTS THAT DO NOT FIT. IF THERE IS A DIMENSIONAL DISCREPANCY PLEASE CONTACT SHD AT 513-520-4060 AND A CORRECTED COPY OF THE PLANS WILL BE DISTRIBUTED.

IF AT ANYTIME THERE IS A NOTE OR SYMBOL THAT DOES NOT WORK OR CREATES A DISCREPANCY IT IS THE RESPONSIBILTY OF THE SUPPLIER OR MANUFACUTERER TO RESOLVE THE ISSUE WITH THE BUILDER OR SHD.

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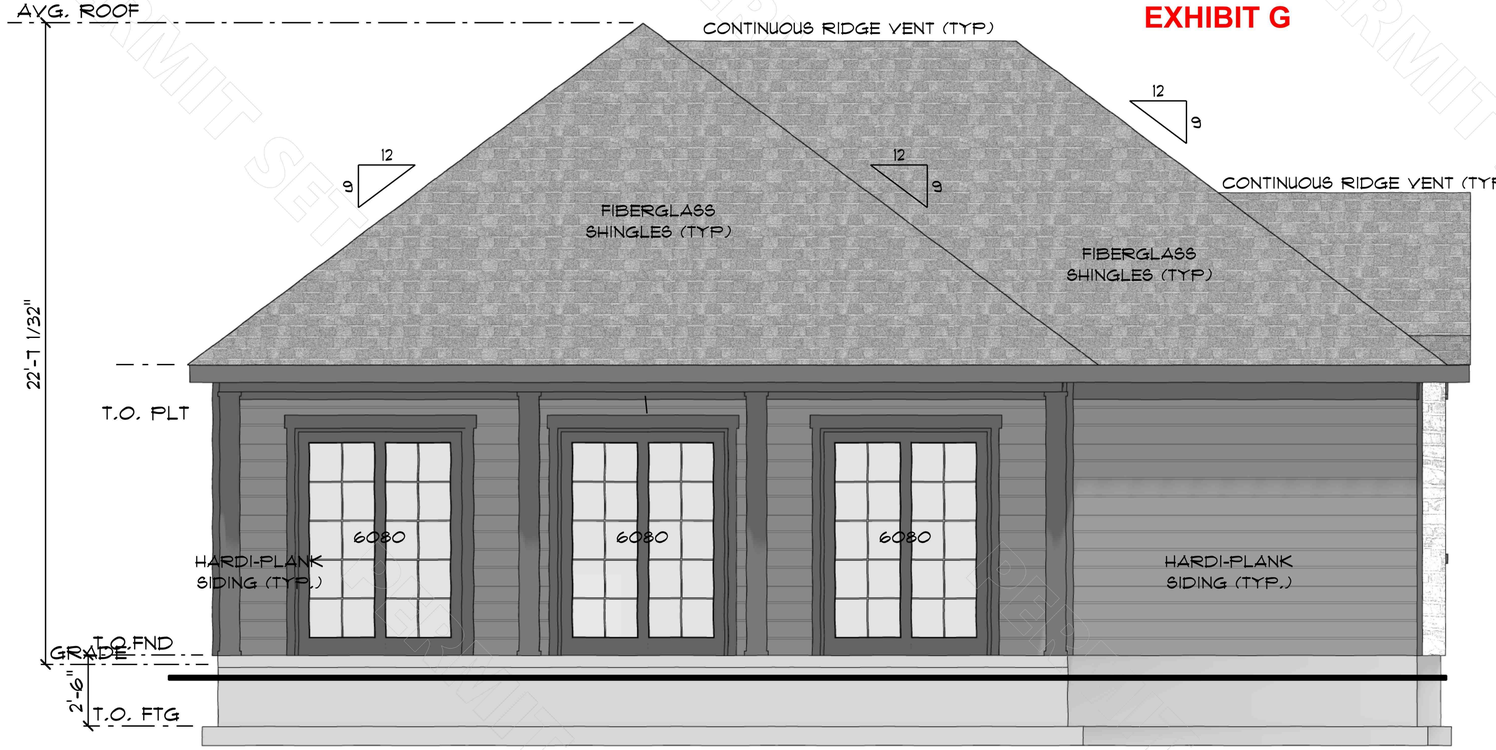
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FIRST FLOOR PLAN

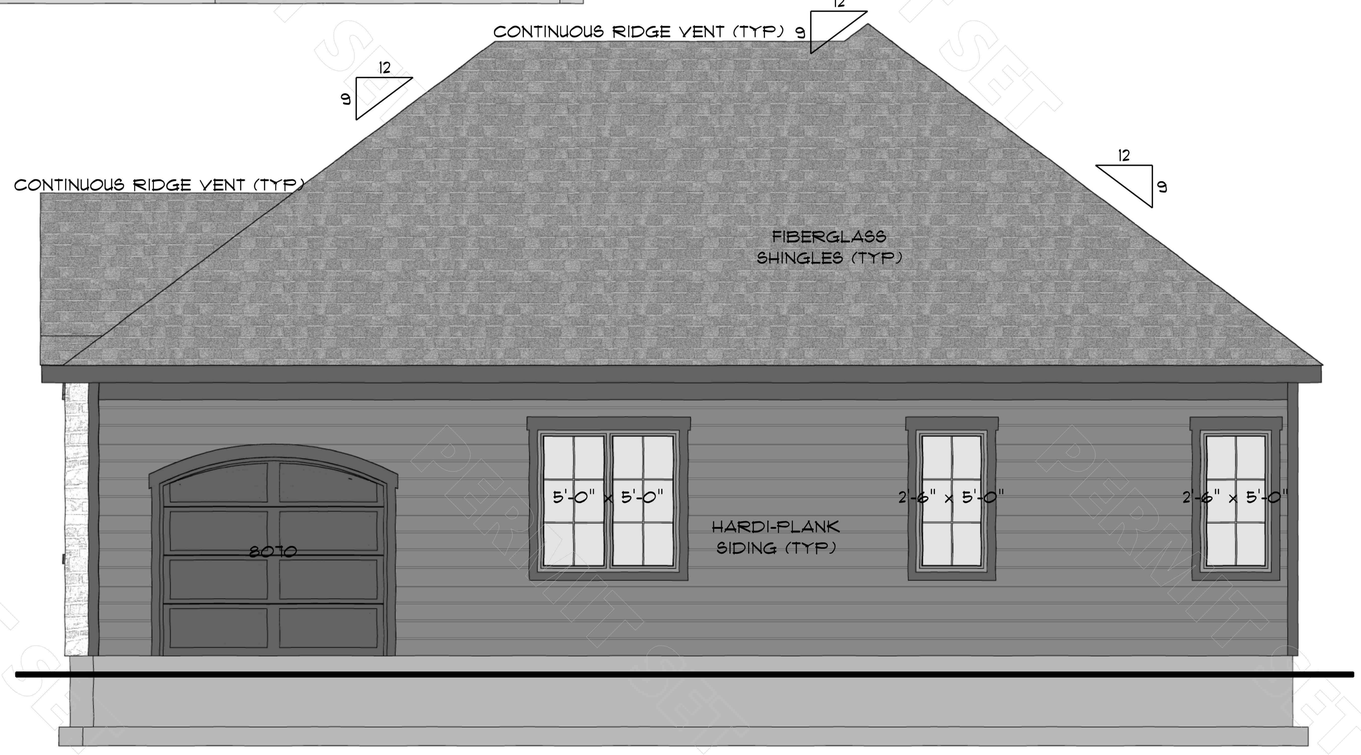
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FRONT ELEVATION

SCALE: 3/8" = 1'-0"



REAR ELEVATION

SCALE: 3/8" = 1'-0"

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PAGE
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ELEVATIONS

PROJECT #: 20SHD-1043

PLAN SCALE:

Thursday, July 2, 2020 PRINT DATE

ELEVATIONS

PERMIT SET

EXHIBIT G



LEFT ELEVATION

SCALE: 3/8" = 1'-0"



RIGHT ELEVATION

SCALE: 3/8" = 1'-0"

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A NEW POOLHOUSE FOR:
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PINEHURST, NC
MOORE COUNTY ,

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ELEVATIONS

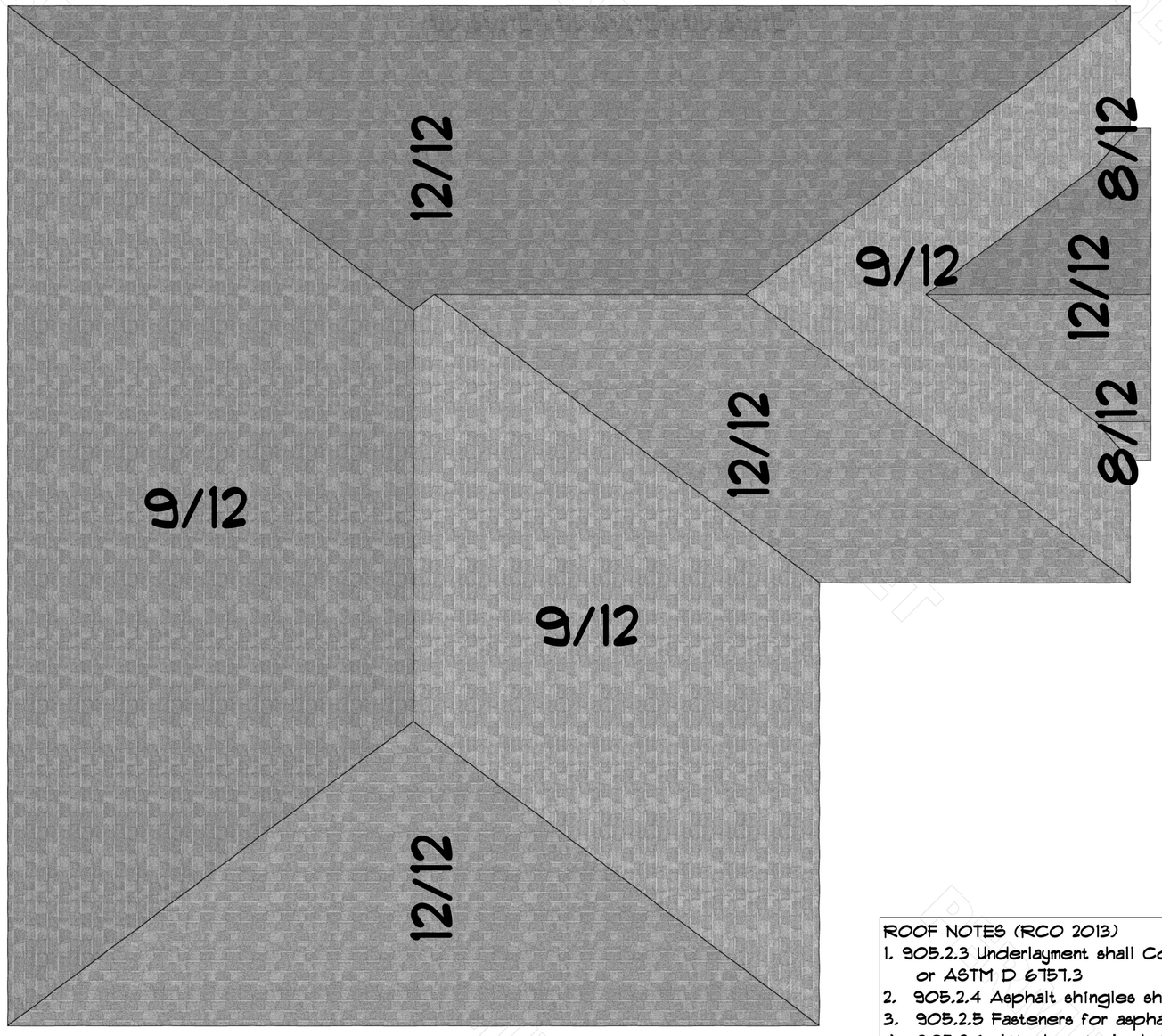
PROJECT #: 2036HD-1043

PLAN SCALE:

ELEVATIONS

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ROOF PLAN

SCALE: 3/8" = 1'-0"

ROOF NOTES (RCO 2013)

1. 905.2.3 Underlayment shall Conform to ASTM D 226 Type I, ASTM D 4869 Type I, or ASTM D 6757.3
2. 905.2.4 Asphalt shingles shall comply with ASTM D 225 or D 3462.
3. 905.2.5 Fasteners for asphalt shingles shall be galvanized steel,
4. 905.2.6 Attachment. Asphalt shingles shall have the minimum number of fasteners required by the manufacturer, but not less than four fasteners per.
5. 905.2.7 Underlayment application. For roof slopes from 2/12 (17%), up to 4/12(33%), underlayment shall be two layers. For roof slopes of 4/12(33%) or greater, underlayment shall be one layer.
6. 905.2.7.1 Ice barrier. An ice barrier that consists of a self-adhering polymer modified bitumen sheet, shall be used in lieu of normal underlayment and extend from the lowest edges of all roof surfaces to a point at least 24" inside the exterior wall line of the bldg.

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ROOF PLAN

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ROOF PLAN

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EXTERIOR ILLUSTRATION

PROJECT #: 20SHD-1043

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EXTERIOR ILLUSTRATION

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EXHIBIT H

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2018 NORTH CAROLINA RESIDENTIAL CODE



ENERGY CODE COMPLIANCE
WILL BE IN ACCORDANCE
W/ THE 2018 NCRC

SECTION 1105
SIMULATED PERFORMANCE
ALTERNATIVE (PERFORMANCE)

Use a blower door and duct blaster test for verification.

HVAC NOTE Duct sealing is required. Leakage to outside the conditioned envelope must be less than 8%, OR total duct leakage must be less than 12% if any of the duct system is in the attic.

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GENERAL CODE NOTES(NCRC 2018):

1A-CONCRETE NORMAL AGGREGATE, STRENGTH ACHIEVED IN 28 DAYS TO BE (Table 402.2) FTGS. AND INT. FLOORS 2500 PSI
CONCRETE WALLS 3000 PSI
GARAGE FLOOR AND OTHER 3500 PSI
1B-FOUNDATION, WALLS, GARAGE FLOORS & EXT. CONCRETE REQUIRE NOT LESS THEN 5% AND NOT MORE THEN 7% AIR ENTRAINMENT. (Table 402.2(d))
1C-GRADE MUST SLOPE A MIN. OF 6" IN THE FIRST 10 FEET FROM THE BUILDING.
1D-404.1.2.3.7.2 LOCATION OF REINF. IN WALL. THE CENTER OF VERTICAL REINF. IN BASEMENT WALLS DETERMINED FROM TABLES 404.1.2(2)-404.1.2(7) SHALL BE LOCATED AT THE CL OF THE WALL. VERT. REINF. IN BASEMENT WALLS DETERMINED FROM TBLES 404.1.2(2) or 404.1.2(8) SHALL BE LOCATED TO PROVIDE A MAXIMUM COVER OF 1.25 IN. MEASURED FROM THE INSIDE FACE OF THE WALL.
2-ALL INTERIOR DIMENSIONS ARE TO FACE OF STUD
3-JOIST LUMBER TO BE #1 SOUTHERN YELLOW PINE
4-FLOOR DESIGN LOAD 40 PSF LIVE LOAD
10 PSF DEAD LOAD
GARAGE FLOOR LOAD 50 PSF LIVE LOAD
ROOF DESIGN LOAD 25 PSF LIVE LOAD
17 PSF DEAD LOAD
EXTERIOR WALL WIND LOAD 21 PSF
4A-DESIGN CRITERIA FOR STRUCTURAL MEMBERS SHALL BE:

FLOORS	L/360	DURATION FACTOR 1.00
WALLS	L/240	DURATION FACTOR 1.15
ROOF < 3/12	L/240	DURATION FACTOR 1.15
ROOF > 3/12	L/180	DURATION FACTOR 1.15

4B-CONTRACTOR SHALL BE RESPONSIBLE FOR PROCUREMENT OF WOOD ROOF/FLOOR TRUSS DESIGN CRITERIA AND CUT SHEETS. THESE SHALL BE REMITTED TO BUILDING DEPARTMENT AT A POINT PRIOR TO ERECTION OF ROOF OR FLOOR FOR REVIEW AT TIME OF INSPECTION.
4C-PROVIDE 1 ROW BRIDGING PER EACH 8 FT. OF JOIST SPAN USE MIN. 1X3 DOUBLE NAILED OR METAL BRIDGING
5-STEEL ANGLE LINTELS IN MASONRY VENEER FRAME CONSTRUCTION OPENINGS UNLESS OTHERWISE NOTED. FOR SPANS UP TO 4'-0": 3 1/2"x3 1/2"x3/8", FOR SPANS BETWEEN 4'-0" & 6'-0": 4"x3 1/2"x3/8". FOR SPANS BETWEEN 6'-0" & 8'-0": 6"x3 1/2"x3/8". FOR SPANS BETWEEN 8'-0" & 9'-0": 7"x4"x3/8". FOR SPANS OVER 9'-0" CONSULT ENGINEER. PROVIDE A MIN. OF 4" SOLID BEARING AT EACH END OF STEEL ANGLE LINTEL.
6-ALL DOOR GLAZING TO BE TEMPERED GLASS.
7-HAND RAILS SHALL BE MAX. 2 1/4" WIDE AND 34" TO 38" ABOVE NOSING ON ALL STAIRS OF 3 OR MORE RISERS. TERMINATE HANDRAIL ENDS @ WALL OR POST
8-BRICK VENEER SHALL MEET REQUIREMENTS SET FORTH IN SECTION 703.8 OF THE RESIDENTIAL CODE OF OHIO. 703.8 Anchored stone and masonry veneer, general. Anchored stone and masonry veneer shall be installed in accordance with this chapter, Table 703.3(1) and Figure 703.8. These veneers installed over a backing of wood or cold-formed steel shall be limited to the first story above grade plane and shall not exceed 5 inches in thickness. See Section 602.10 for wall bracing requirements for masonry veneer for wood-framed construction and Section 603.9.5 for wall bracing requirements for masonry veneer for cold-formed steel construction.
9-PROVIDE MIN. 3'x3' LANDING @ EGRESS DOORS NOT MORE THAN 30" BELOW DOOR THRESHOLD.
10-ALL ELECTRICAL OUTLETS TO BE WIRED PER CODE.
11-ALL HEADERS TO BE (2)2x10'S U.N.O.
12-EVERY SLEEPING ROOM SHALL HAVE ONE OPERABLE WINDOW OR EXTERIOR EGRESS DOOR LIMITED TO 44" MAX. SILL HEIGHT x 20" MIN. CLEAR OPENING WIDTH x 24" CLEAR OPENING HEIGHT x 5.7 SQ. FT. MIN. NET CLEAR OPENING. GRADE FLOOR EGRESS WINDOWS SHALL COMPLY EXCEPT REQUIRES 5.1 SQ. FT. CLEAR OPENING.

AREA SCHEDULE	
NAME	AREA
FIRST FLOOR AREA	3709 sq ft.
BONUS AREA	503 sq ft.
CONDITIONED GARAGE AREA	984 sq ft.
4 SEASON PORCH AREA	292 sq ft.
TOTAL CONDITIONED AREA	5503 sq ft.

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PLAN DATE
05/25/2020

REVISION DATE
07/25/2020

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COVER SHEET

Saturday, July 25, 2020 PRINT DATE

COVER SHEET

PROJECT #:

PLAN SCALE:

CODE NOTES(NCRC 2018):

302.7 Under-stair protection. Enclosed accessible space under stairs shall have walls, under-stair surface and any soffits protected on the enclosed side with ½-inch gyp board.

302.11 Fireblocking. In combustible construction, fireblocking shall be provided to cut off all concealed draft openings (both vertical and horizontal) and to form an effective fire barrier between stories, and between a top story and the roof space. Fireblocking shall be provided in wood-frame construction in the following locations: 1. In concealed spaces of stud walls and partitions, including furred spaces and parallel rows of studs or staggered studs, as follows: 1.1 Vertically at the ceiling and floor levels. 1.2 Horizontally at intervals not exceeding 10 feet. 2 At all interconnections between concealed vertical and horizontal spaces such as occur at soffits, drop ceilings and cove ceilings. 3 In concealed spaces between stair stringers at the top and bottom of the run. Enclosed spaces under stairs shall comply with Section 302.7. 4 At openings around vents, pipes, ducts, cables and wires at ceiling and floor level, with an approved material to resist the free passage of flame and products of combustion. The material filling this annular space shall not be required to meet the ASTM E 136 requirements. 5 For the fireblocking of chimneys and fireplaces, see Section 1003.19. 6 In buildings or structures with more than one dwelling, fireblocking of cornices is required at the line of dwelling unit separation.

302.12 Draftstopping. In combustible construction where there is usable space both above and below the concealed space of a floor-ceiling assembly, draftstops shall be installed so that the area of the concealed space does not exceed 1,000 square feet

302.13 Wood floor assemblies using dimension lumber of less than 2 x 10 nominal dimensions or structural composite lumber or engineered floor members shall be provided with 1/2" gypsum board or 5/8"wood structural wood panel membrane. Please submit product ESR reports for the fire rating of the floor joist being used or show how they will be protected.

303.3: Bathroom vents shall have a mechanical ventilation system capable of 50 cfm intermittent ventilation or 20 cfm continuous ventilation.

303.4 Mechanical ventilation. Where the air infiltration rate of a dwelling unit is 5 air changes per hour or less where tested with a blower door at a pressure of 0.2 inch w.c. (50 Pa) in accordance with Section 1102.4.1.2 or Section 1112.2.4.2.1, the dwelling unit shall be provided with whole-house mechanical ventilation in accordance with Section 1505.4.

303.5.1 Intake openings. Mechanical and gravity outdoor air intake openings shall be located not less than 10 feet from any hazardous or noxious contaminant, such as vents, chimneys, plumbing vents, streets, alleys, parking lots and loading docks. For the purpose of this section, the exhaust from dwelling unit toilet rooms, bathrooms and kitchens shall not be considered as hazardous or noxious.

303.5.2 Exhaust openings. Exhaust air shall not be directed onto walkways.

303.5 Where the air infiltration rate of a dwelling unit is less than 5 air changes per hour or less, the dwelling unit shall be provided with a whole-house mechanical ventilation in accordance with Section 1505.4. Please show how whole-house ventilation will be supplied. (HVAC CONTRACTOR OR MECHANICAL ENGINEER SHALL PROVIDE WHOLE-HOUSE VENTILATION CALCULATIONS AND SOLUTIONS)

303.6 Outside opening protection. Air exhaust and intake openings that terminate outdoors shall be protected with corrosion-resistant screens, louvers or grilles having an opening size of not less than 1/4 -inch and a maximum opening size of inch 1/2 -inch in any dimension.

303.7 Interior stairway illumination. Interior stairways shall be provided with an artificial light source to illuminate the landings and treads.

303.8 Exterior stairway illumination. Exterior stairways shall be provided with an artificial light source located at the top landing of the stairway. Exterior stairways providing access to a basement from the outdoor grade level shall be provided with an artificial light source located at the bottom landing of the stairway.

308.4.7 Glazing adjacent to the bottom stair landing. Glazing adjacent to the landing at the bottom of a stairway where the glazing is less than 36 inches above the landing and within a 60-inch horizontal arc less than 180 degrees (3.14 rad) from the bottom tread nosing shall be considered to be a hazardous location.

310.1 Emergency escape and rescue required. Every sleeping room shall have at least one operable emergency escape and rescue opening. Where emergency escape and rescue openings are provided they shall have a sill height of not more than 44 inches above the floor.

310.2 Window wells. The minimum horizontal area of the window well shall be 9 square feet, with a minimum horizontal projection and width of 36 inches. The area of the window well shall allow the emergency escape and rescue opening to be fully opened.

314.3 Location. Smoke alarms shall be installed in the following locations: 1. In each sleeping room. 2. Outside each separate sleeping area in the immediate vicinity of the sleeping rooms. 3. On each additional story of the dwelling, including basements and habitable attics and not including crawl spaces and uninhabitable attics. In dwellings or dwelling units with split levels and without an intervening door between the adjacent levels, a smoke alarm installed on the upper level shall suffice for the adjacent lower level provided that the lower level is less than one full story below the upper level. 4. Smoke alarms shall be installed not less than 3 feet horizontally from the door or opening of a bathroom that contains a bathtub or shower unless this would prevent placement of a smoke alarm required by this section.

315.1.1 Listings. Carbon monoxide alarms shall be listed and labeled in accordance with UL 2034 and shall be installed in accordance with the manufacturer's instructions. Combination carbon monoxide and smoke alarms shall be listed and labeled in accordance with UL 2034 and UL 217.

315.2 When required. Carbon monoxide alarms shall be provided in accordance with Sections 315.2.1 and 315.2.2.

315.2.1 New construction. For new construction, carbon monoxide alarms shall be provided in dwelling units where either or both of the following conditions exist. 1. The dwelling unit contains a fuel-fired appliance. 2. The dwelling unit has an attached garage

315.3 Location. Carbon monoxide alarms in dwelling units shall be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms. Where a fuel-burning appliance is located within a bedroom or its attached bathroom, a carbon monoxide alarm shall be installed within the bedroom.

315.4 Combination alarms. Combination carbon monoxide and smoke alarms shall be permitted to be used in lieu of carbon monoxide alarms.

315.7.4 Combination detectors. Combination carbon monoxide and smoke detectors installed in carbon monoxide detection systems in lieu of carbon monoxide detectors shall be listed and labeled in accordance with UL 2075 and UL 268.

319.1 Address numbers. Buildings shall have approved address numbers, building numbers or approved building identification placed in a position that is plainly legible and visible from the street or road fronting the property.

401.4.1 Geotechnical evaluation. In lieu of a complete geotechnical evaluation, the load-bearing values in Table 401.4.1 shall be assumed. ASSUMED SOIL BEARING CAPACITY SHALL BE 1500 PSF.

403.1.1 Minimum size for concrete and masonry footings shall be set forth i tables 403.1

502.14 Fire protection of floors. Floor assemblies, not required elsewhere in this code to be fire resistance rated, shall be provided with a ½ inch gypsum board membrane on the underside of the floor framing member which complies with section 302.14.

9A. Exceptions: 1. Floor assemblies located directly over a space protected by an automatic sprinkler system. 2. Floor assemblies located directly over an underfloor space...(Crawl Space) 3. Portions of floor assemblies can be unprotected when complying with the following: 3.1 The aggregate area of the unprotected portions shall not exceed 80 square feet per story. 3.2 Fire blocking in accordance with Section 302.11.1 shall be installed along the perimeter of the unprotected portion to separate the unprotected portion from the remainder of the floor assembly. 4. Wood floor assemblies using dimension lumber or structural composite lumber equal to or greater than 2-inch by 10-inch nominal dimension, or other approved floor assemblies demonstrating equivalent fire performance.

602.3 Exterior walls, design and construction. Exterior walls of wood-frame construction shall be designed and constructed in accordance with the provisions of this chapter and Figures 602.3(1) and 602.3(2), or in accordance with AWC NDS. Components of exterior walls shall be fastened in accordance with Tables 602.3(1) through 602.3(4). Wall sheathing shall be fastened directly to framing members and, where placed on the exterior side of an exterior wall, shall be capable of resisting the wind pressures listed in Table 301.2(2) Wall bracing. Buildings shall be braced in accordance with this section. WSP WIND BRACING SHALL BE USED. FASTENERS 6" O.C ON EDGES AND 12" O.C IN FIELD.

802.10.1 Truss design drawings. Truss design drawings, prepared in conformance to Section 802.10.1, shall be provided to the building official and approved prior to installation. Truss design drawings shall include, at a minimum, the info. specified below. Truss design drawing shall be provided with the shipment of trusses delivered to thejobsite.

905.2.7.1 Ice barrier. In areas where there has been a history of ice forming along the eaves causing a backup of water as designated in Table 301.2(1), an ice barrier that consists of a least two layers of underlayment cemented together or of a self-adhering polymer modified bitumen sheet, shall be used in lieu of normal underlayment and extend from the lowest edges of all roof surfaces to a point at least 24 inches inside the exterior wall line of the building.

1101 Energy Efficiency: 1101.2 Compliance. Compliance shall be demonstrated by meeting the requirements of one of the following options: 1. The "International Energy Conservation Code"; or 2. Sections 1101 through 1104 of this chapter; or 3. Section 1105 "The Ohio Home Builder's Association (OHBA) Alternative Energy Code Option".

1101.2. Compliance to min. energy efficiency requirements to meet one of (5) methods listed in 2018 NCRC, exact method required to be noted on construction documents (coordinate selected method w/ application). Please update the energy compliance to the 2018 NCRC requirements, if using a Performance path please submit the documentation required for the path chosen.

1101.1.4 A permanent certificate shall be completed by the owner representative indicating the R-values of insulation, U-factors of fenestration and types and efficiencies of heating and cooling and service water heating equipment.

1102.4.1 Building thermal envelope. The building thermal envelope shall comply with Sections 1102.4.1.1 and 1102.4.1.2. The sealing methods between dissimilar materials shall allow for differential expansion and contraction.

1102.4.1.2 Testing. The building or dwelling unit shall be tested and verified as having an air leakage rate of not more than five air changes per hour. Testing shall be conducted in accordance with RESNET/ICC 380, ASTM E779 or ASTM E1827 and reported at a pressure of 0.2 inch w.g. (50 Pascals). A written report of the results of the test shall be signed by the party conducting the test and provided to the building official. Testing shall be performed at any time after creation of all penetrations of the building thermal envelope.

During testing:

1. Exterior windows and doors, fireplace and stove doors shall be closed, but not sealed, beyond the intended weatherstripping or other infiltration control measures.
2. Dampers including exhaust, intake, makeup air, backdraft and flue dampers shall be closed, but not sealed beyond intended infiltration control measures.
3. Interior doors, where installed at the time of the test, shall be open.

1103.1.1 Programmable thermostat. Where the primary heating system is a forced air furnace, at least one thermostat per dwelling unit shall be capable of controlling the heating and cooling system on a daily schedule to maintain different temperature set points at different times of the day. This thermostat shall include the capability to set back or temporarily operate the system to maintain zone temperatures down to 55°F (13°C) or up to 85°F (29°C). The thermostat shall initially be programmed with a heating temperature set point no higher than 70°F (21°C) and a cooling temperature set point no lower than 78°F (26°C).

1104.1 Lighting equipment (Mandatory). Not less than 90 percent of the permanently installed lighting fixtures shall contain only high-efficacy lamps.

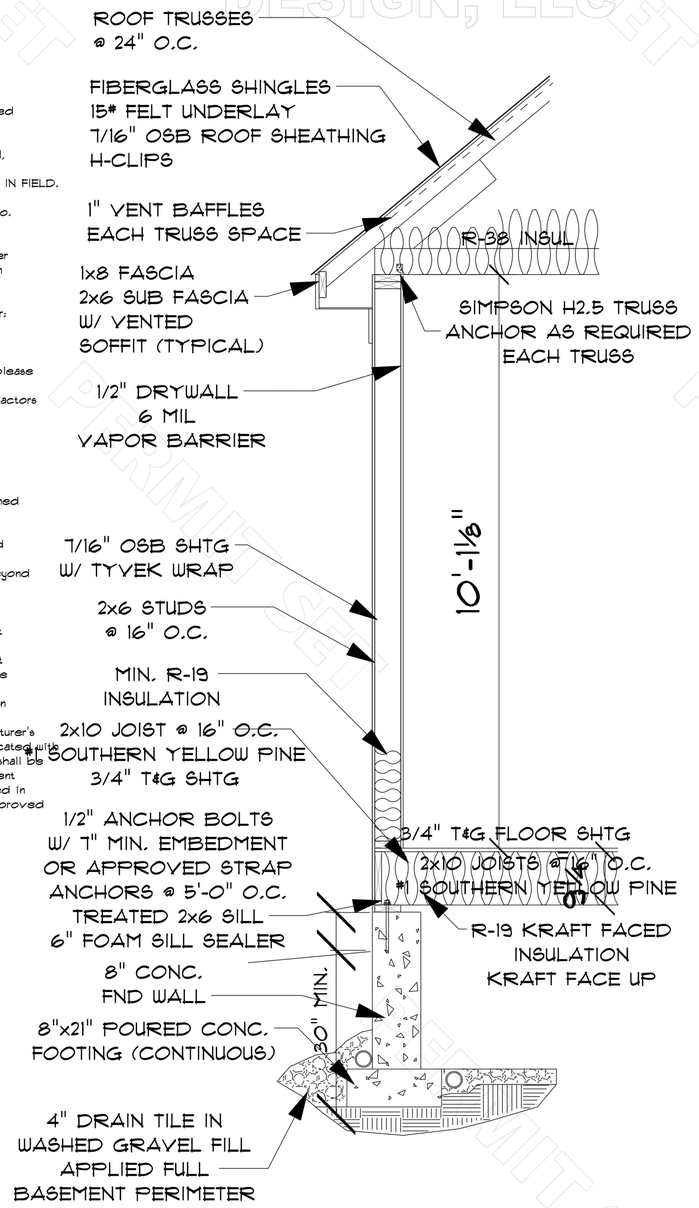
1401.1 HVAC installation. Heating and cooling equipment and appliances shall be installed in accordance with the manufacturer's installation instructions and the requirements of this code. 1401.2 Access. Heating and cooling equipment shall be located with respect to building construction and other equipment to permit maintenance, servicing and replacement. Clearances shall be maintained to permit cleaning of heating and cooling surfaces; replacement of filters, blowers, motors, controls and vent connections; lubrication of moving parts; and adjustments. 1401.3 Sizing. Heating and cooling equipment shall be sized in accordance with ACCA Manual S based on building loads calculated in accordance with ACCA Manual J or other approved heating and cooling calculation methodologies.

1501.1 Outdoor discharge. The air removed by every mechanical exhaust system shall be discharged to the outdoors in accordance with Section 1504.3. Air shall not be exhausted into an attic, soffit, ridge vent or crawl space.

1504.3 Exhaust openings. Air exhaust openings shall terminate as follows:

1. Not less than 3 feet from property lines.
2. Not less than 3 feet from gravity air intake openings, operable windows and doors.
3. Not less than 10 feet from mechanical air intake openings except where the exhaust opening is located not less than 3 feet above the air intake opening. Openings shall comply with Sections 303.5.2 and 303.6.

EXHIBIT H



WALL SECTION

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NOTES AND DETAILS

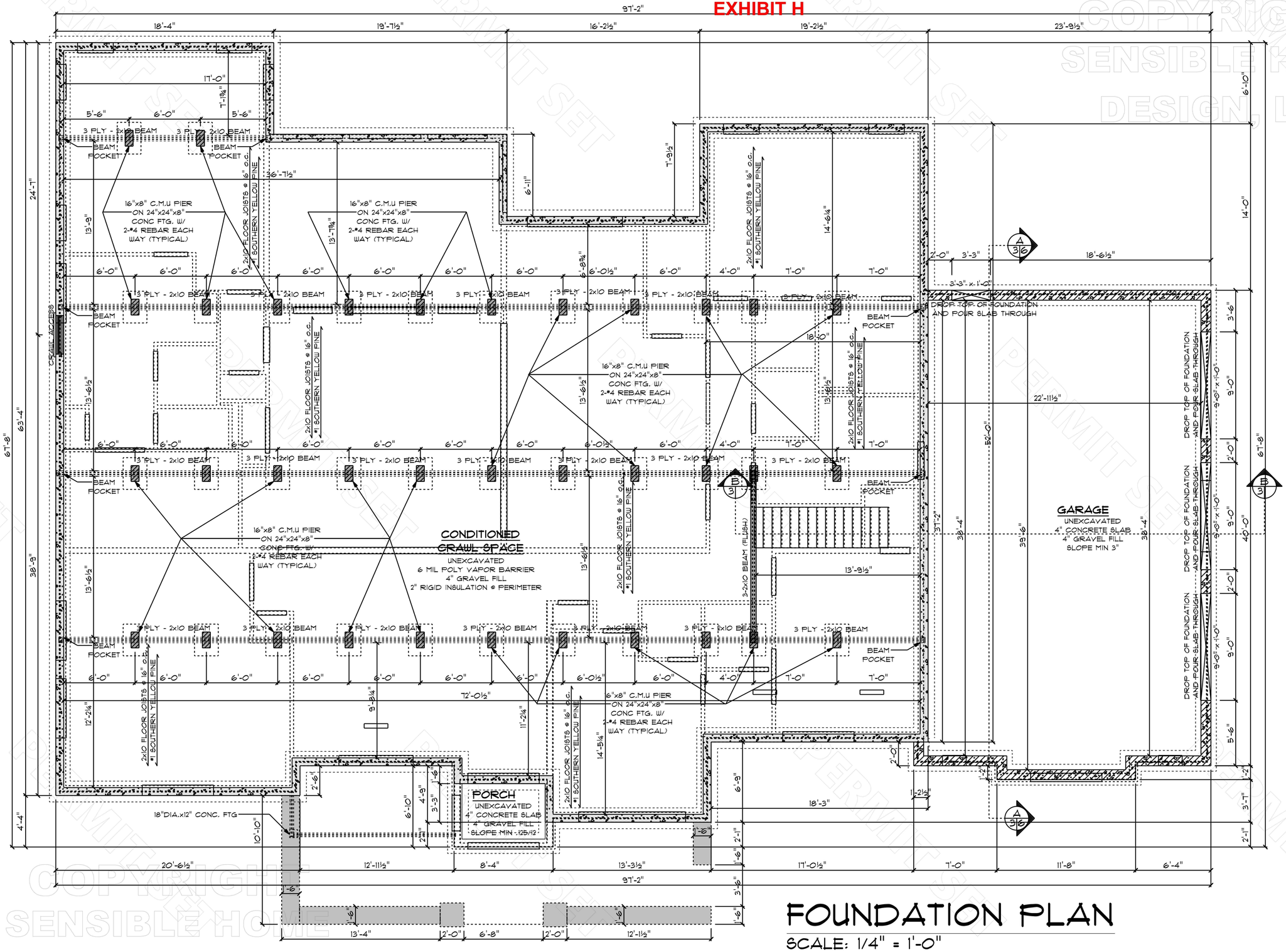
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NOTES AND DETAILS

PROJECT #:

PLAN SCALE:

EXHIBIT H



FOUNDATION PLAN

SCALE: 1/4" = 1'-0"

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PLAN DATE
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FOUNDATION PLAN

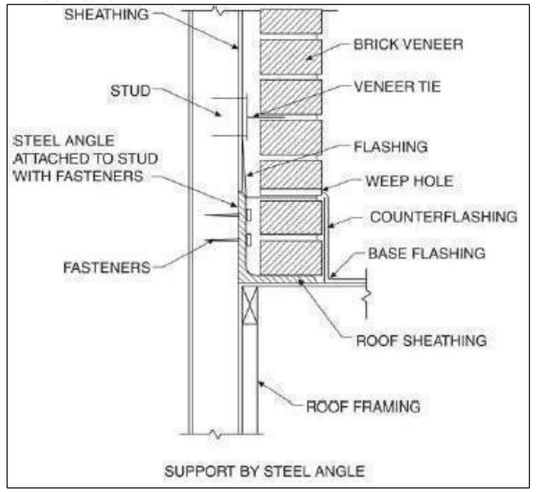
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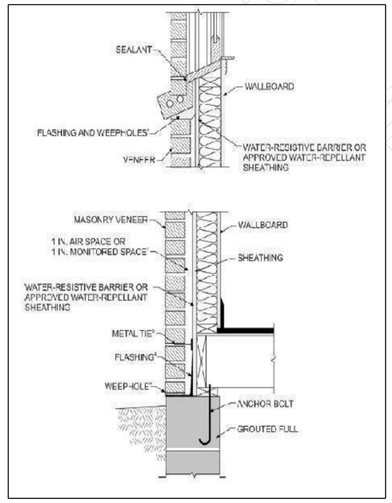
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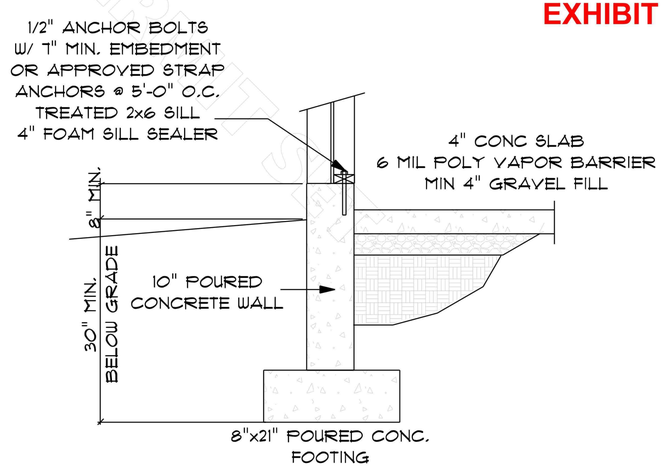
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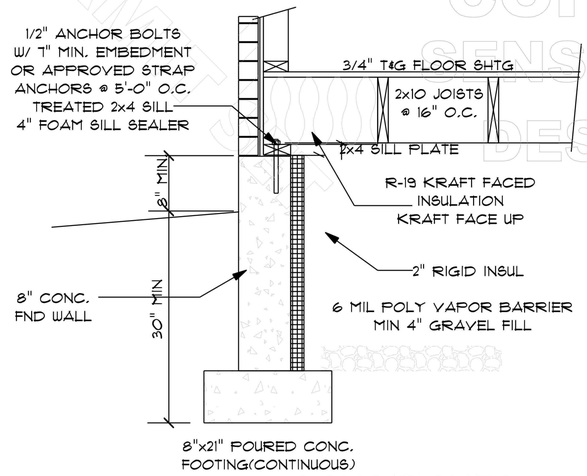
BRICK LINTEL DETAIL



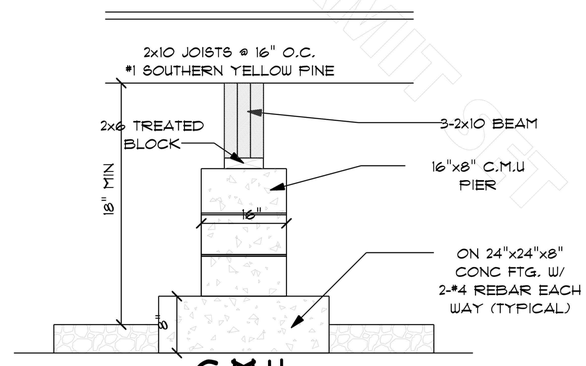
BRICK VENEER DETAIL



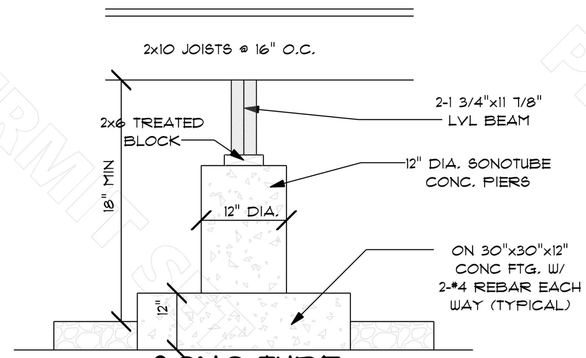
GARAGE WALL SECTION



CONDITIONED CRAWL SPACE SECTION



C.M.U. PIER DETAIL



SONO-TUBE PIER DETAIL

EGRESS NOTE:

R310.1 Emergency escape and rescue required.
Basements and Every sleeping room shall have at least one operable emergency and rescue opening. Such opening shall open directly into a public street, public alley, yard or court. Where basements contain one or more sleeping rooms, emergency egress and rescue openings shall be required in each sleeping room, but shall not be required in adjoining areas of the basement.

All emergency escape and rescue openings shall have a minimum:
Area. - 5.7 square feet/5.0 SF grade level(R310.1.1)
Height - 24 inches(R310.1.2)
Width 20 inches(R310.1.3)

Emergency escape and rescue openings shall be operational from
the inside of the room without the use of keys, tools or special knowledge. R310.1.4

CONSTRUCTION NOTES:

GENERAL NOTES:

1. DO NOT SCALE DRAWINGS.
2. THE CONTRACTOR SHALL VERIFY ALL CONDITIONS, PLAN LAYOUT AND DIMENSIONS. REPORT ANY DISCREPANCIES TO THE ARCHITECT BEFORE BEGINNING NEW WORK.
3. ALL EXTERIOR FRAME WALLS ARE DIMENSIONED FROM THE EXTERIOR FACE OF THE BRICK OR SHEATHING. TO THE INTERIOR FACE OF THE STUD. ALL INTERIOR STUD WALLS ARE DIMENSIONED FROM THE FACE OF THE STUD TO THE FACE OF THE STUD. ALL EXTERIOR BRICK WALLS ARE EXISTING
4. ALL ELECTRICAL, HVAC, AND PLUMBING SHALL BE COMPLETED BY LICENSED, COMPETANT CONTRACTORS WITH PAST EXPERIENCE ON THIS TYPE OF CONSTRUCTION.

FRAMING NOTES:

1. ALL WOOD PLATES AND FURRING IN CONTACT WITH CONCRETE OR MASONRY CONSTRUCTION SHALL BE PRESSURE PRESERVATIVE TREATED (PT).
2. NOTCHES IN WALL STUDS SHALL NOT EXCEED 25% OF THE STUD WIDTH, AND NO HOLES SHALL EXCEED ONE THIRD OF THE STUD DEPTH. NOTCHES IN THE TOP OR BOTTOM OF JOISTS SHALL NOT EXCEED ONE SIXTH OF JOISTS DEPTH, SHALL NOT BE LONGER THAN ONE THIRD OF THE DEPTH OF THE MEMBER, NOR SHALL BE LOCATED WITHIN THE MIDDLE THIRD OF THE JOIST'S SPAN. NO HOLES SHALL BE BORED LARGER THAN ONE THIRD OF THE JOIST DEPTH, WITHIN 2" OF THE TOP OR BOTTOM OF JOIST NOR WITHIN 2'-0" OF JOIST BEARING. NO NOTCHES OR HOLES ARE ALLOWED IN BEAMS.
3. ALL MULTIPLE 2x BEAMS AND HEADERS SHALL BE FASTENED TOGETHER TOP AND BOTTOM WITH 2 ROWS OF 16D NAILS AT 12" O.C.
4. ALL INTERIOR WALL THICKNESSES ARE 3 1/2" UNLESS OTHERWISE NOTED.

FINISHING NOTES:

1. ALL TYPICAL INTERIOR WOOD DOORS, WHERE INDICATED ON PLANS AS SWINGING, SHALL BE 1 3/4" THICK HOLLOW CORE WOOD DOORS, PREFINISHED AND READY TO HANG. SIZES AND SWINGS ARE INDICATED ON PLANS.
2. ALL WINDOWS SHALL BE VINYL CLAD WOOD WINDOWS, OR SIMILAR. WINDOW SIZES AND OPERATION (DOUBLE-HUNG, AWNING, CASEMENT) AS INDICATED ON PLANS. EXTERIOR COLOR SHALL BE WHITE. WINDOWS ARE EXISTING ON EXTERIOR WALLS INTERIOR PASS THRU WINDOWS SHALL BE A STANDARD UNIT W/ WOOD TRIM AROUND TO MATCH EXIST. TRIM.
3. DOOR HARDWARE - OPERATING DEVICES SHALL BE AT A MAXIMUM HEIGHT OF 48 INCHES ABOVE FINISHED FLOOR. ALL MEANS OF EGRESS DOORS SHALL BE OF A SIDE-SWINGING TYPE. ALL DOORS SHALL SWING IN THE DIRECTION OF EGRESS WHERE SERVING AN OCCUPANT LOAD OF 50 OR MORE PERSONS.
4. ALL INSULATION SHALL BE FIBERGLASS BATT OR BLOWN INSULATION IN THICKNESS' TO PROVIDE THE FOLLOWING VALUES:
   - R-15 2x4 STUD WALLS
   - R-19 2X6 WALLS
   - R-38 ROOF/CEILING ASSEMBLIES EXISTING
5. PROVIDE 4 MIL POLYETHYLENE VAPOR BARRIER ON INTERIOR FACE OF EXTERIOR WALL STUDS.

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A NEW HOME FOR:
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FOUNDATION DETAILS

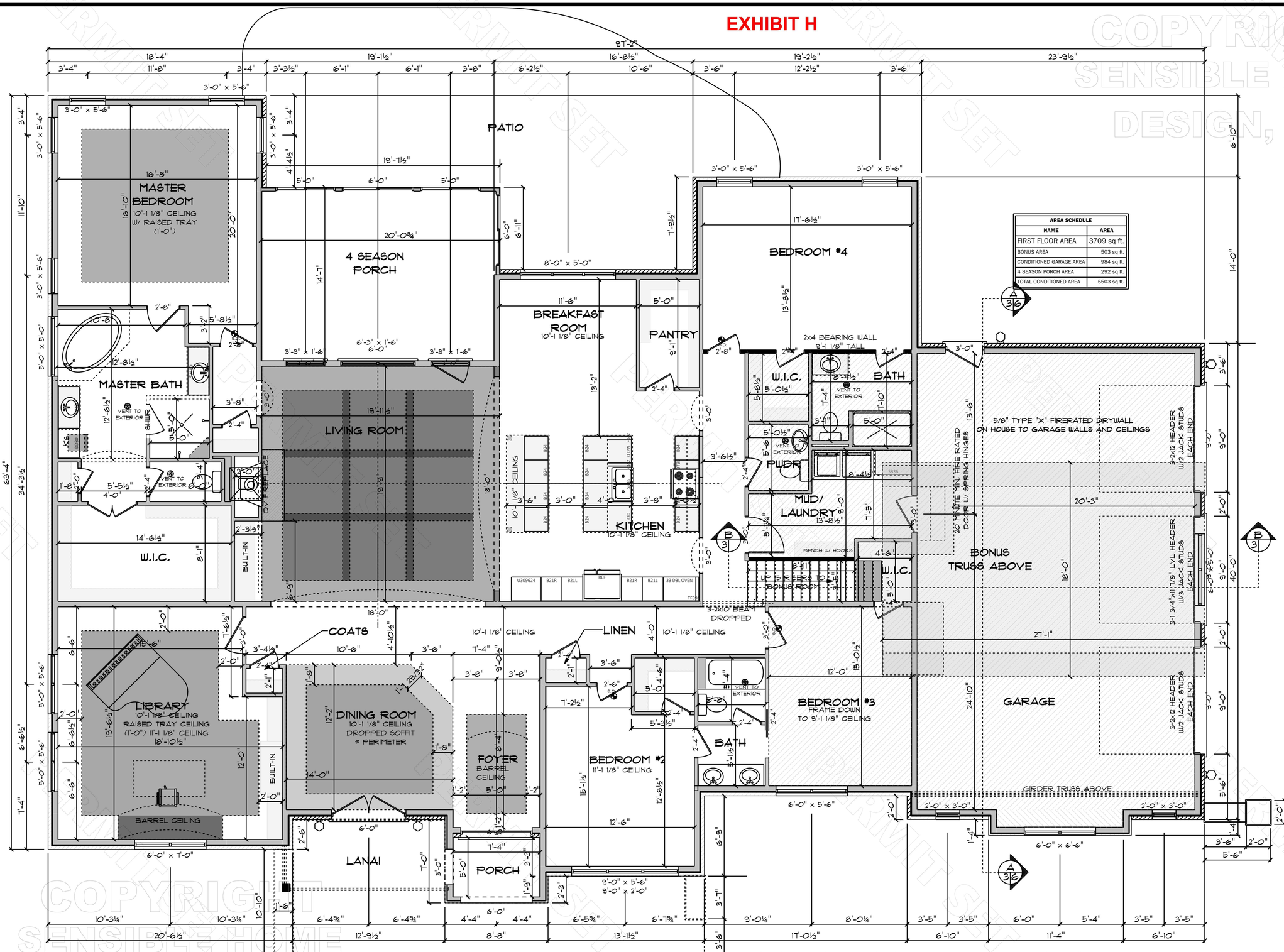
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FOUNDATION DETAILS

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EXHIBIT H



AREA SCHEDULE	
NAME	AREA
FIRST FLOOR AREA	3709 sq ft.
BONUS AREA	503 sq ft.
CONDITIONED GARAGE AREA	984 sq ft.
4 SEASON PORCH AREA	292 sq ft.
TOTAL CONDITIONED AREA	5503 sq ft.

FIRST FLOOR PLAN

SCALE: 1/4" = 1'-0"

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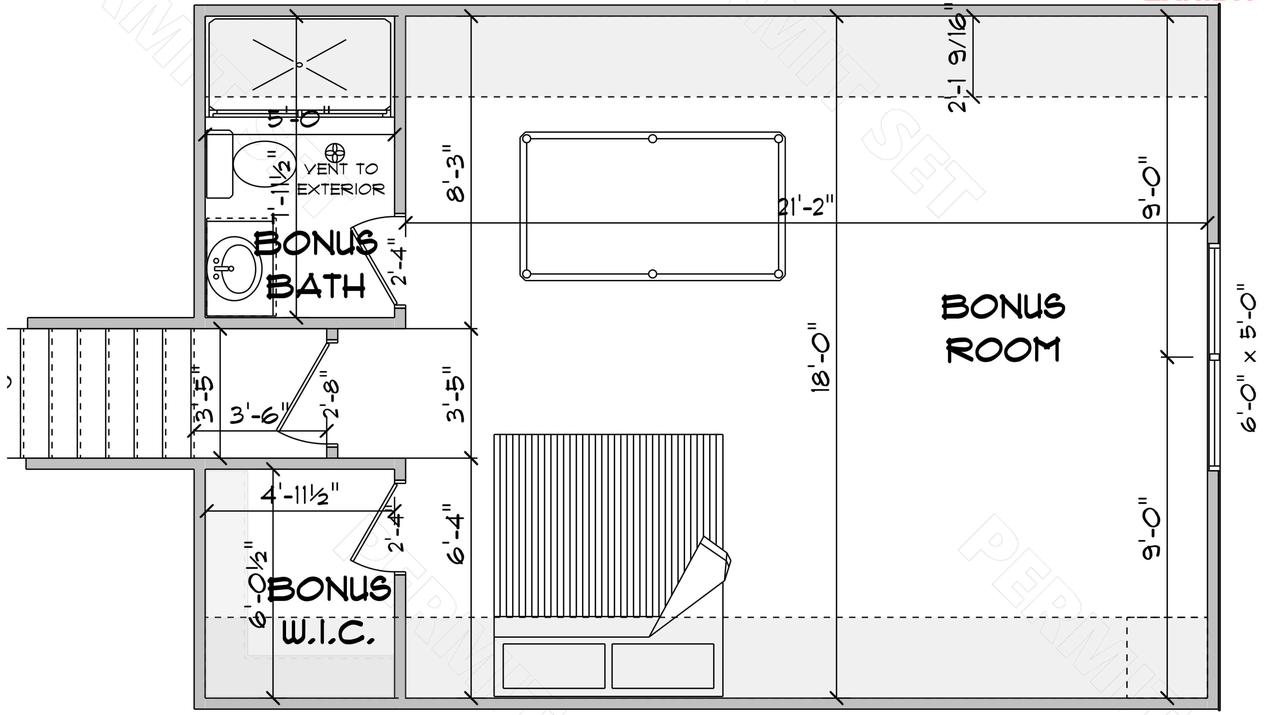
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FIRST FLOOR PLAN

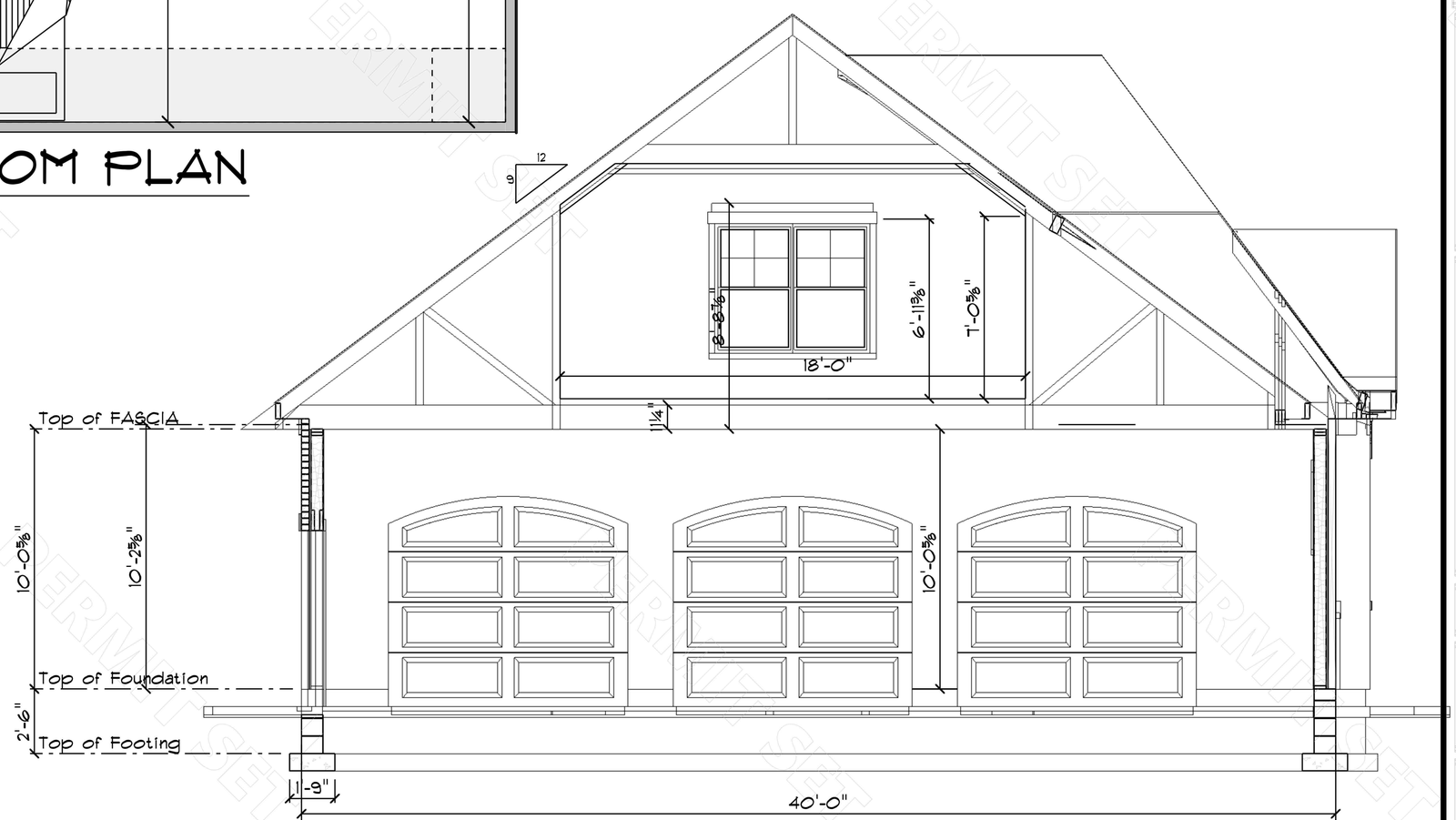
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EXHIBIT H



BONUS ROOM PLAN

SCALE: 1/2" = 1'-0"



A/3/6

CROSS SECTION A

SCALE: 3/8" = 1'-0"

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BONUS ROOM PLAN

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EXHIBIT H



FRONT ELEVATION

SCALE: 1/4" = 1'-0"



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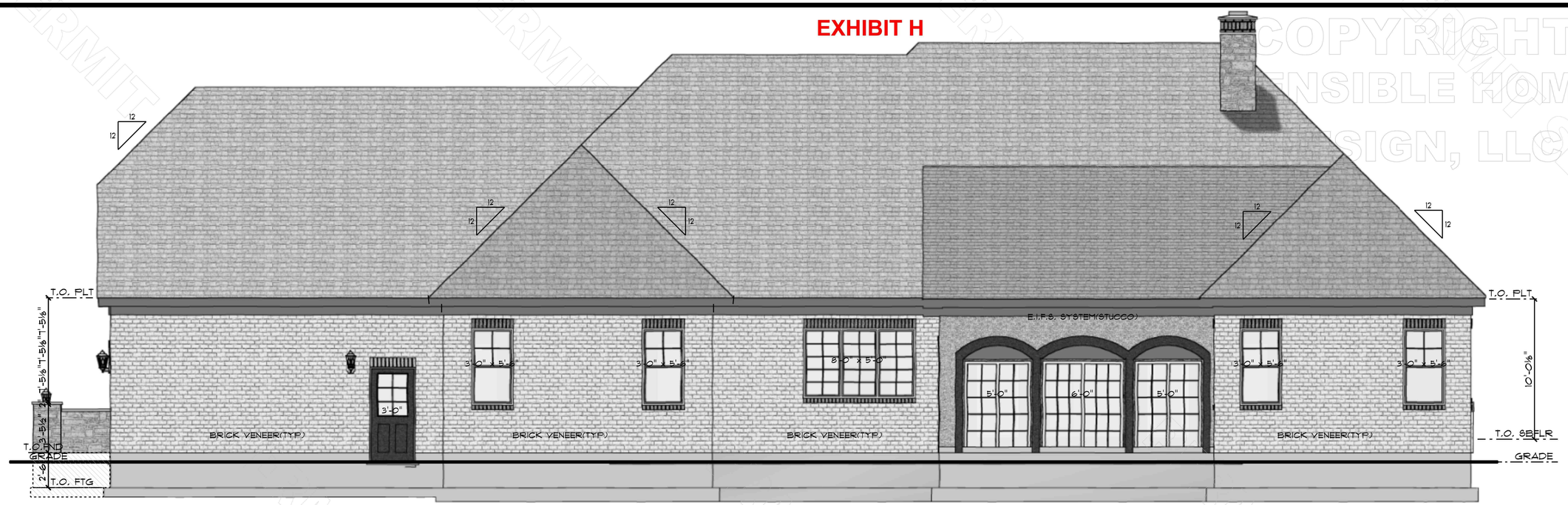
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ELEVATIONS

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EXHIBIT H



REAR ELEVATION

SCALE: 1/4" = 1'-0"



LEFT ELEVATION

SCALE: 1/4" = 1'-0"

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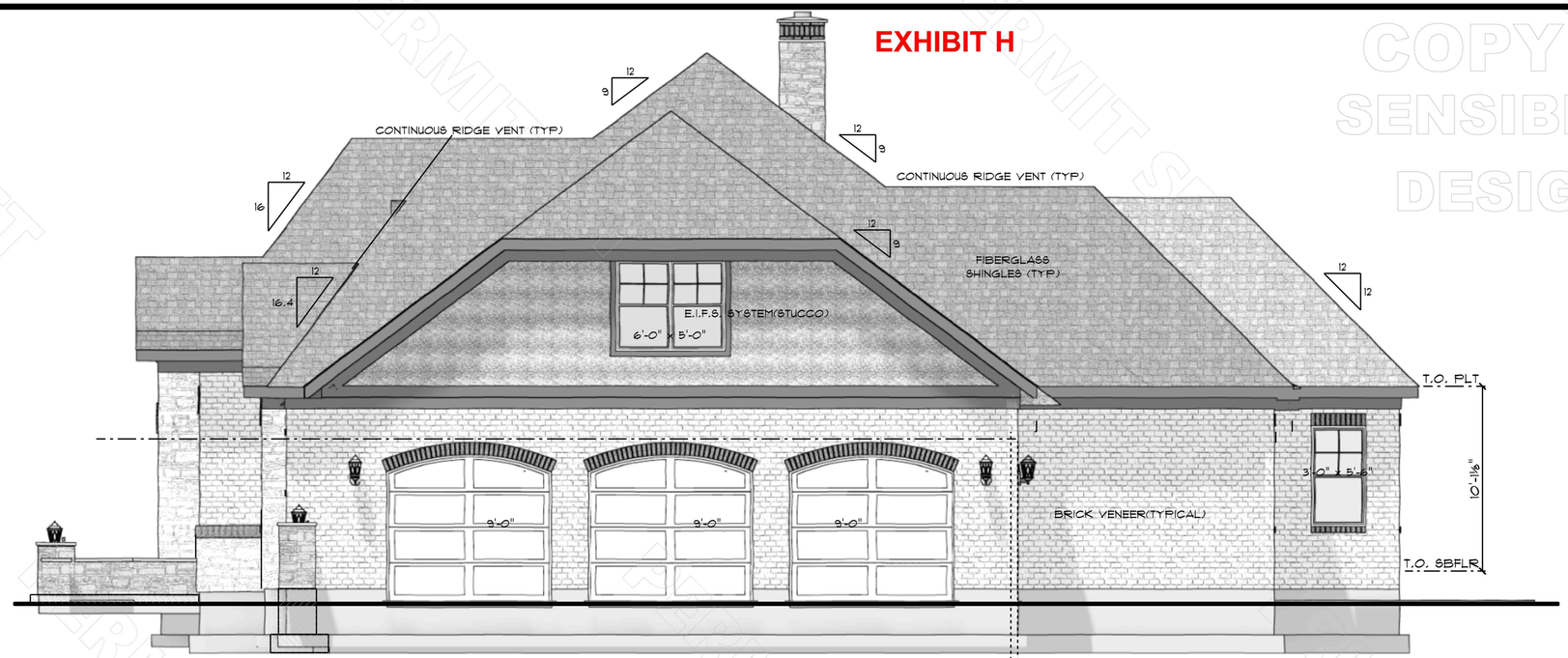
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PERMIT SET

EXHIBIT H



RIGHT ELEVATION

SCALE: 1/4" = 1'-0"



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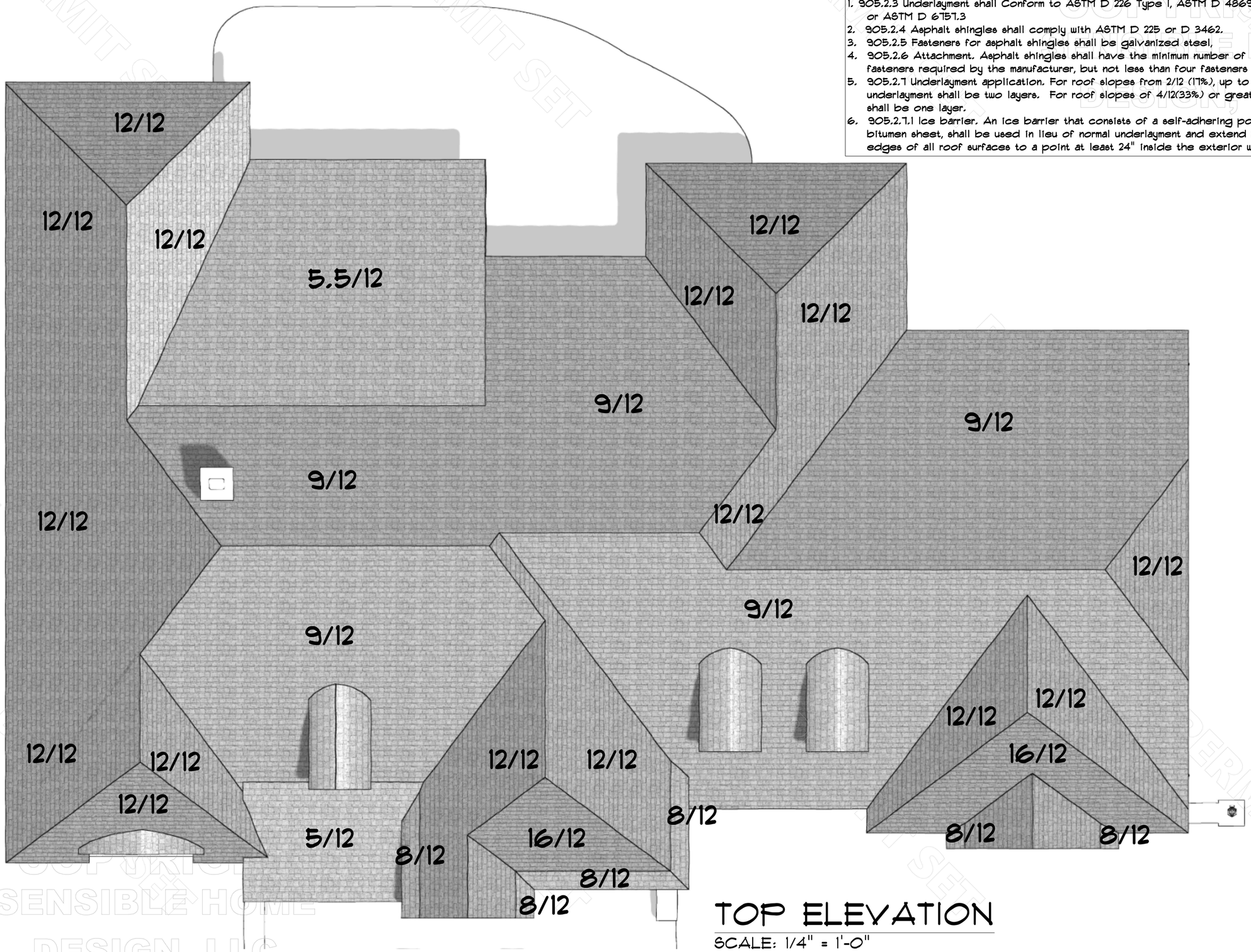
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ELEVATIONS

EXHIBIT H

ROOF NOTES (RCO 2013)

1. 905.2.3 Underlayment shall Conform to ASTM D 226 Type I, ASTM D 4869 Type I, or ASTM D 6757.3
2. 905.2.4 Asphalt shingles shall comply with ASTM D 225 or D 3462.
3. 905.2.5 Fasteners for asphalt shingles shall be galvanized steel,
4. 905.2.6 Attachment. Asphalt shingles shall have the minimum number of fasteners required by the manufacturer, but not less than four fasteners per.
5. 905.2.7 Underlayment application. For roof slopes from 2/12 (17%), up to 4/12(33%), underlayment shall be two layers. For roof slopes of 4/12(33%) or greater, underlayment shall be one layer.
6. 905.2.7.1 Ice barrier. An ice barrier that consists of a self-adhering polymer modified bitumen sheet, shall be used in lieu of normal underlayment and extend from the lowest edges of all roof surfaces to a point at least 24" inside the exterior wall line of the bldg.



TOP ELEVATION

SCALE: 1/4" = 1'-0"

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ROOF PLAN

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ROOF PLAN

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Village of Pinehurst Community Survey

Open Ended Comments

...helping organizations make better decisions since 1982

2020

Submitted to the Village of Pinehurst, NC
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

August 2020

ETC INSTITUTE

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Q11. Please check each of the following reasons that prevent you from shopping regularly in the Village Center (downtown).

Q11a-5. Other

- All shops are far too small.
- Attitude of salespeople if you are a resident rather than from out of town need sales training, sometimes sales are very snobbish.
- Confusing streets.
- Cost.
- Covid19.
- Do not items that I am interested in or need.
- Do not shop often.
- Don't have what I need.
- Don't need anything from available stores.
- Don’t shop.
- Don’t shop.
- Don't shop.
- Don't shop much, except discount stores.
- Don't shop much. When I do it is most likely over the internet.
- Expense very niche, geared towards wealthy.
- Expensive.
- Expensive.
- Expensive.
- Hard with kids who hate to shop.
- Health.
- High cost.
- High prices.
- I shop online most of the time.
- I would be more likely to shop in the village if I could get a golf cart there. I live in Pinewild and have no way to get to downtown by golf cart.
- Infrequent shopper and the governments covid 19 folly.
- Infrequent shopping.
- Just don't shop there regularly.
- Lack of a drug store convenience and deli store.
- Lifestyle, shop online.
- Malls, food, and clothing.
- Market/drug.
- Most offerings are higher priced than I am interested in.
- Need more stores like Southern Pines.
- No need.
- Not a shopper.
- Not a shopper.
- Not enough stores for middle age adults.
- Not enough variety.
- Not important location.
- Not in the vicinity consistently.

- Not interested.
- Not there often.
- Overpriced.
- Overpriced.
- Pandemic.
- Pandemic.
- Pandemic.
- Personal time restraints.
- Prefer department store and the mall.
- Price too high.
- Price/covid.
- Prices.
- Prices.
- Prices.
- Prices.
- Prices.
- Prices are too high it geared to tourist.
- Prices tend to be high compared to other options.
- Prices too high.
- Pricey.
- Primarily shop in other locations than Village Center.
- Publicity.
- Quality of customer service.
- Rents for tourist make expensive prices.
- Retailers that provide normal household goods - like drug store, meat market, grocery, drycleaners, etc.
- Shopping is not important to me, and personally I don't think it is a matter local government needs to concern itself with.
- Some stores are open only 3 days a week.
- Stores.
- There are mostly very high-priced items. OK for tourists but not ok for residents!
- There is not a lot that I want to buy from local shops.
- There is nothing available that meets my need. It's all in the other neighboring communities and the choices there a minimal.
- Too expensive.
- Too expensive.
- Too many banks and real estate offices.
- Too many businesses.
- Unnecessary for me.
- Unsure of what's there.
- Upper price point.
- We are a tourist place and we like it that way.
- We shop for basic items elsewhere-other stores like Belk and those in SP for clothes.

Q12. Please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library services.

Q12a-9. Other.

- A published calendar.
- Am pleased with all services of Given!
- Amount of content online.
- Busy on other things.
- Buy books online.
- Can't get most books I need.
- Care giver.
- Computer-use community center for programs.
- Covid mitigation measures have severely affected the use of/desire to explore public resources.
- Covid19.
- Covid19.
- Covid19.
- Covid19.
- Covid19.
- Didn't need to this year.
- Do my research at home.
- Do everything electronically.
- Don't have time.
- Don't need services or programs.
- Don't use the programs.
- eBooks and tutorial how to get them!
- Events are all for profit at high accounts.
- Eyesight.
- Family illness covid 19.
- Forget that it's there.
- Free horseback riding, more places to swim other than clubs.
- Handicap.
- Has been closed.
- Have been part time resident for the past 14 years, just this month became a permanent resident.
- Have not had a chance to visit the Givens library.
- Have not had a need this past year.
- Have other interests.
- Health.
- I am a frequent user of the book shop instead.
- I am not that interested.
- I buy my books.
- I can find all I need online and do not have to risk getting COVID-19.
- I get my library books online.
- I read on my kindle, but I support the Givens Memorial Library financially. Good libraries are very important to the Village.

- I think that using the library for the books & coffee shop are great. My furling is that the new Community Center should be maximized for other programs prior to doing anything major with the library.
- I use SP library.
- I use the 2nd bookstore only.
- Info easily accessed via internet.
- Internet.
- Internet and chrome books.
- Internet available for research needs. Have enough books to read for 20 years.
- It is time to build a new library that is better than Southern Pines, the village has had a forty-year gift from the Heinz family, it's time to pay up.
- It's easier for me to download books to my Kindle than go to Given. It is also easier to use Overdrive and download books from any library in NC (including Given) than to go to Given. Given is very nice, well-kept and an important part of the Village, but the Village's $150,000 annual supplement is sufficient government support.
- Just bought house in January 2020. Plan to do more when we retire here.
- Just haven't been there yet.
- Just moved to Pinehurst.
- Just recently moved here, I love local libraries.
- Kindle.
- Kindle and older children.
- Lack of eBooks.
- Large print books.
- Lazy me.
- Library available here.
- Library programs not well advertised.
- Limited collection.
- Limited quantity of older books.
- Little interest.
- Meets our needs.
- Moldy smell.
- My availability.
- My own time unavailable.
- Need for interesting programs.
- Need more books.
- Need more books.
- Need tables and reference books for study, schools, and computers. Offer parenting and computer classes. Enlarge area for young children and classes for people who do not read or speak English. Why does Pinehurst not have a public library?
- Never participated in programs.
- Never think about it.
- New to area.
- New to area/covid 19.
- New to Pinehurst, just learning about library.
- No current need for this.
- No interest.

- No need.
- No reason.
- No reason for it.
- No reason, just did not use.
- Not needed and too much money from taxpayers needed.
- Not an activity I need, however very important to the community to have the free service/library.
- Not enough books, we go to South Pines library.
- Not here fulltime year-round.
- Not in the vicinity consistently.
- Not interested.
- Not interested.
- Not interested in programs library and staff are wonderful.
- Not interested in the programs.
- Not library user.
- Not much time actually open so far this year.
- Not needed.
- Not needed, use computer at home.
- Participate in many country club activities and volunteering.
- Personal.
- Personal limitations.
- Programs are not important to me; materials and books are. I use the library app for most materials.
- Programs did not interest me.
- Read at home.
- Reading material.
- Rely on personal library and internet.
- Schedule usually prevents me.
- Services of more interest to me than programs.
- Should and will.
- Simply don't have a lot of time to get to the physical library, although I do use the digital services frequently. I know and value the library and think money supporting it is well spent. I donate, too.
- Small library.
- Staff, most events are priced out of my zone.
- Still work, no time.
- Suits my needs as I presently use.
- The library is for Pinehurst, not just the village!!
- The schools use the county library.
- This Spring and Summer the building have been closed due to the Covid-19 Pandemic.
- Time to participate in programs; do not have.
- Too busy.
- Too many tired old people, books.
- Topics didn't interest me, hard to me to get out and take advantage of many of the offerings.
- Use amazon/kindle.
- Use book mobile and private library.
- Use Boyd library.
- Use county library.

- Use kindle or community bookstore.
- Use mostly programs.
- Use other bookstore more. Love the archives and take visitors there.
- Use Sandhills and pay for S. Pines.
- Use the computer.
- Use the library but don't participate in programs.
- Usually do summer programs. Concerns for contagions.
- Virus.
- Virus limitations.
- We have access to books and online services now.
- We have access to tons of great books.
- We have more books than we can read.
- We still work and don't have that much time for programs.
- We use the Moore County Library system.

Q30. What are the most important issues facing Pinehurst today?

- (1) Preserving the qualities that make Pinehurst a pleasant place to live for current residents while developing Pinehurst as an attractive place to live for younger residents with smaller children.
  (2) Encouraging the growth of community spirit welcoming residents of a diversity of ethnic, racial, and cultural backgrounds.
- A final decision on whether to continue to work for maintaining the National Parks Service "Historic Place" certification, or not. This has been a continual debate for over 10 years, and has slowed/delayed decision making on numerous initiatives. So, is it important, or not? It's about time we decide this as a Village community, and then move forward with that decision. To continue to debate/reconsider this Parks designation will only continue to encumber the Village's decision-making capability.
- A lot of people have champagne taste and beer budgets. Just two simple examples are schools and a library. You are going to get what you pay for, if you want phantasmagorical library facilities, and trend setting schools, you will have to pay an awful lot more than you seem to be willing to accept, and taxes are obviously going to have to go up. There is really no other way, accept it. If that is unappealing, scale back your requirements list. Or you could go back up north or wherever you may have come from and pay anywhere from 5 to 20 times as much.
- A new library. Get rid of historical designation.
- Ability to keep it special but be innovative in efficiency for example lead in solar power or wind power now don't wait.
- Adjust Pinehurst community to better serve young families, infrastructure for increasing population.
- Adult daycare.
- Affordability of homes (rent and buy) for middle class families. Lack of diversity in population.
- Aging infrastructure system, population growth, traffic flow.
- Aging population, guided activities for aging population. VOP not as fun as downtown Southern Pines. Dead on Sunday.
- Appropriate development, both residential and commercial. Traffic abatement at main circle and Rte. 5, street maintenance.
- Appropriate growth, not allowing significant tax increase.
- As far as buying a home, no sidewalks, or streetlights.
- Attracting non golfers to area and having services/shopping etc. as a draw for them, having the infrastructure, lighting, streets, paths for the future.
- Balanced budget.
- Better and more shopping, less expensive restaurants.
- Between resort and downtown.
- Big circle is a traffic hazard, need walking path safety on 15/50, 211 and 5, library.
- Building a first-class new library.
- Bringing more businesses to the village like a bakery, butcher shop, small general store.
- Building Code Enforcement.
- Building small cheaper housing, traffic, tree removal.
- Cars driving too fast near pedestrians, shifting demographics. Need more playgrounds and pool.
- Circle traffic.
- Cleaning and cutting trees on Hwy 5, McKenzee Rd west to prepare for storms, control speeders down Midland McKenzee Rd west and 211 going to Canada.

- Code enforcement of receptacles, the time they are put out and taken in. Trashy properties with commercial vehicles, horse trailers, other refuse, undriveable cars, commercial vans, piles of yard waste. And the traffic circle. Illegal U-turns at the Midland Road entrance of Fairwoods on Seven.
- Communication with residents.
- Community involvement and activities for adults to foster a sense of community.
- Congested traffic.
- Congestion.
- Congestion, lighting on streets, lack of sidewalks, property in area neglected.
- Consideration to build new library, construct sidewalks.
- Continue to keep us safe from crime.
- Control growth.
- Control population growths to avoid expensive infrastructure expansions and congested intersections, roads, and highways. Change zoning codes to regulated residential and commercial constructions and preserve natural resources. Need turning lanes at busy intersections to increase traffic flow in straight lanes. Trim limbs or branches away from designated road signs for better visibility.
- Control type and extent of growth. Lack of everyday businesses in village.
- Controlled growth.
- Controlled growth and increased traffic demands.
- Controlling growth.
- Controlling growth.
- Controlling growth and quality of housing; stormwater runoff, fiscal responsibility.
- Controlling growth. Moving too fast. Cannot accommodate the growth. Village and local areas have grown too fast in the past 20 years.
- Controlling increase in residential construction and population.
- Covid being used as a tool to control citizens and local economies. Elitist attitude by some which discourages small business startups to make VOP competitive with sop.
- Covid, school construction, traffic at the circle.
- Covid19.
- Covid19.
- Covid19.
- Covid19.
- Covid-19 and housing.
- Covid19 related drop in revenue from tourism decline, do not raise taxes.
- Covid19 restrictions of family activities.
- Covid19, health facilities.
- Crime and traffic.
- Crime from nonresidents, control of expenses.
- Crime prevention.
- Crowded streets, need a library, need help with traffic.
- Demographic change.
- Development of restaurants, entertainment variety of shopping.
- Development, traffic patterns.
- Diverse industry, keep quality housing throughout all Pinehurst.
- Diversity in leadership.
- Do not defund the police!! Hwy 5 traffic.

- Don't know other than the pandemic, etc.
- Downtown parking and shopping.
- Draconian enforcement of "Thank you, Jesus," et al. signs on private property. Really?! Is this why my taxes are subsidizing Angel Smith's salary?! Do you realize that displaying personal sings on private property is a 1st Amendment-protected activity? I hope the VOP has great attorneys because I do! If your job involves purposefully seeking out VOP residents who are violating excessively Draconian ordinances, eventually you will find them. We need less VOP government, not more; you guys have become an inflated, elitist, and entitled bureaucracy.
- Educating youth effectively with the current Covid 19 dilemma.
- Education.
- Education, taxes.
- Effective collaboration with Aberdeen and Southern Pines to manage traffic (including speeding), growth and living costs.
- Enforcing the wearing of masks. Arresting protesters who trespass.
- ER too small, accountability.
- Excessive growth and quality of new buildings, maintain historic character of village. Traffic on Hwy 5.
- Expanded library space service and more books. Let's be a 2020 library.
- Expanding population and the roadways and ease of travel.
- Expanding shopping in village. Concern for the health and safety of people who live in Pinehurst.
- Expansion.
- Expansion of library, keep in mind many who want all the bells and whistles are military and not here long term.
- Exploding development.
- Failing public schools.
  Traffic.
  Good paying jobs.
- Few businesses to visit in village.
- Finalize decision on library now, fund it, flood map updates to reflect reality of recent hurricanes.
- First responsibility of government is to protect its citizens from harm including violence in the streets.
- Fixing issues with the traffic circle, funding our schools properly and maintaining roads.
- For me it is leaving Pinehurst trace and turning towards circle.
- For me:
  Safety.
  Less development.
  Historical preservation.
  Stricter building codes.
  Open greenspace.
  Preservation of trees.
  Storm drainage issues resolved.
  Landscaping.
  More green walkways.
- For safety reasons and others, there is a need for sidewalks along main thoroughfares, in particular Diamond Hood Dr.
- Forced school redistricting. I bought my house based on school ratings. Now we are being forced out of our school.
- Future growth of area more police officers senior public transportation.

- Getting higher quality teachers. I would pay higher taxes for better teacher pay.
- Getting too crowded, need to limit further development. No longer a peaceful village.
- Getting very crowded.
- Good.
- Good growth.
- Green space, too much development.
- Growing larger while still maintaining the charm of Pinehurst.
- Growing out of bounds.
- Growing population, huge amount of traffic and destruction of our natural habitat/environment thanks to the constant new construction of homes and businesses.
- Growing too fast.
- Growing, too many houses and malls.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth.
- Growth along Hwy 5.
- Growth and a lower age of population.
- Growth and highway congestion.
- Growth and impact on traffic.
- Growth and inability to accommodate demographic changes i.e. schools, children, younger people.
- Growth and infrastructure, new schools.
- Growth and lack of downtown shopping.
- Growth and losing charm, a balance is much needed.
- Growth and traffic.
- Growth and traffic.
- Growth and traffic congestion.
- Growth and traffic surrounding village.
- Growth, especially among younger residents.
- Growth especially those with young children, lack of oversight of codes, buildings.
- Growth, how to control while maintaining our pace of life and quality.
- Growth in housing and roads in and around VOP.
- Growth in new home building.

- Growth in population, Pinehurst traffic circle, traffic on all roads, lack of shops/restaurants in village proper.
- Growth in population, driving.
- Growth management.
- Growth more activities for younger families.
- Growth on traffic. Quality of housing being built.
- Growth, our police, we need them.
- Growth planning.
- Growth, population, and low quality of residential construction.
- Growth, too much.
- Growth, too much too fast, everything is cyclical, what you need now may not be true in 5 years.
- Growth which effects traffic, schools, shopping, and recreation.
- Growth with proper zoning, do not destroy integrity of Pinehurst.
- Growth, building. Houses in every available space.
- Growth, loss of green areas, type of housing being built on every empty lot, new people coming in and want to change the things many of us moved here for.
- Growth, over development, highway 5 congestion.
- Growth, quality of growth.
- Growth, safety.
- Growth, think more long term, and don't lose sight of what makes Pinehurst "Pinehurst".
- Growth, traffic.
- Growth, traffic.
- Growth, traffic.
- Growth, traffic.
- Growth, urban sprawl, traffic.
- Growth-multi unit housing.
- Having everyone follow what is required to mitigate the spread of the COVID 19 virus. Help everyone support the local businesses in any way we can so that they will be able to stay in business.
- Health and mental stability of residents. Maintaining the quality of village standards.
- High density housing stressing out infrastructure and natural resources.
- High taxes, traffic circle highway 5.
- Highway 5 traffic, 15/50 traffic, the need for a detour around business Rt 1. Rental property abuse of renters impacting quality of life here.
- Highway 5 traffic, code enforcement.
- Historic status of village, support businesses, police, fire, and storm water maintenance on Collett Ln.
- Housing growth & traffic control on NC 5 and large traffic circle.
- How to grow yet maintain the character and quality of life in the village.
- Human trafficking and short-term rentals. This is by far the greatest potential and maybe the current issue in Pinehurst.
- Hwy 5.
- Hwy 5.
- Hwy 5 poor quality of new housing on Murdocksville and Morganton, roads, and roadways outside of village center. Pinehurst should not cater to Ft Bragg staff; Pinehurst is a resort.
- Hwy 5 traffic circle and enforcement of building codes.
- Hwy 5, traffic circle.
- Hwy 5, traffic, and lack of restaurants.

- I am concerned about the amount of development in Moore County and in Pinehurst we don't want so much building and development.
- I have lived here for nine years. I continue to see a divide between those who think they deserve to live here and the working class of people.
- I like that the area is changing! Enjoy seeing younger families here! Need to make the town better for the next generation!
- I think it is community. We are good people, friendly.
- I think we need more stores to attract more shopping in village.
- Improving schools, improving solid waste pick up.
- Increased traffic load on main thoroughfares, maintaining historical village designation.
- Increase in population, traffic.
- Increase in traffic.
- Increase the amount of porous surface required on a building lot, decrease the amount of fill allowed so that a new home won't be built much higher than neighborhood. Height of new homes should be measured from prior level, not new fill level. Don't allow extension of bulkheads of lake Pinehurst, new home ends up blocking lake view of existing homes, building codes.
- Increase traffic adequate supply of drinking water. Availability of natural gas.
- Increased numbers of students, maintenance of roads, needs to be more prompt, vacant property maintenance.
- Increased population, traffic.
- Increasing crime in neighborhoods, safety of neighborhoods roads.
- Increasing population and how to manage it without losing the small village atmosphere. Increased traffic on Hwy 5.
- Increasing possibility of crime.
- Increasing stress on infrastructure.
- Increasing traffic.
- Influx of military, traffic issues and overcrowded schools.
- Influx of people from surrounding areas. Keep Pinehurst, Pinehurst. Don't be influenced by renters or short-term people.
- Infrastructure: buildings, roads, things for people to go and do.
- Infrastructure cannot support growth, need improvements for roads and schools.
- Infrastructure to handle the growth, water, sewer, sidewalks etc.
- Infrastructure, rental properties, traffic circle.
- Infrastructure, street maintenance, pedestrian walkways.
- Infrastructure. Sidewalks, bike paths, storm water and sewer. Poorly constructed streets.
- Integration of a younger population wanting to move into the area.
- It appears leadership has trouble making decisions and pays for endless studies. Costs increase as money is wasted on more studies that produce the same answers.
- It is a great place to live, but it is getting overpopulated.
- It's growing fast and I feel the town cannot keep up with the growth.
- Keep as an upscale retirement community.
- Keep police funded. More walkways and bike trails and lanes.
- Keep the tourists coming make it tourist friendly.
- Keeping budgets, personnel costs, and services in line with other villages that are the same size. Reducing expenditure on consultant services. Looking honestly at the value of having National Historic Site designation compared to what it costs and inhibits.

- Keeping businesses afloat. Keeping variety in the area of businesses.
- Keeping it a peaceful retirement community.
- Keeping it a village and keeping the charm.
- Keeping it attractive, excellent hospital.
- Keeping it rural, and not letting these new people change our bedroom community. Where we moved here, we loved the way everyone would wave to you, but now with all these people moving in, they don't adapt to our friendly way. My feeling is if you want to live here adapt to our ways that make this a special place to live.
- Keeping PH vibrant yet maintained its gentile, quaintness.
- Keeping Pinehurst a place that people want to call home and plan on being here for a long time.
- Keeping Pinehurst safe and clean.
- Keeping relevant.
- Keeping small town feeling, not growing too big.
- Keeping taxes down.
- Keeping the quality of life everyone enjoys for the future.
- Keeping the quality of the Village as a special place and making sure the "growth" is in keeping with this vision. No more 3 story apartment buildings like we see in the Rattlesnake Road area. Keep Pinehurst historical and beautiful and safe.
- Keeping the village feel.
- Keeping unwanted and unnecessary growth at bay. Physical limits prohibit more growth. Accept it, get over it, and make what we have and can support as good as it can be. This is not New York.
- Lack of entertainment and quality of shopping.
- Lack of hometown; we need more group things, not everyone plays golf; more places for adult swim.
- Lack of lighting in neighborhood, large traffic circle gets congested in Village Acres.
- Lack of parking for business.
- Lack of sidewalks to protect our children, schools keeping up with growth.
- Lack of streetlights in neighborhoods especially neighborhoods off St. Andrews Dr.
- Larger population, need to keep up with it.
- Leveling services growth and reducing taxes.
- Library.
- Library.
- Library and rapid growth.
- Library expansion, rental properties.
- Library growth.
- Library, improved village shopping.
- Library needs to be expanded on present site.
- Library services. With the proliferation of online books, magazines, etc. does it make any sense to expand library, which is arguably used by a low percentage of residents.
- Library, teen age activities, getting the job done, too much talk with no action.
- Library. I am strongly opposed to the possibility of building an expensive (multi-million dollar) library facility. In my opinion, there are much less expensive ways to meet the needs of the Village population for library services.
- Limiting growth, traffic planning.
- Litter. I am horrified at the ever-increasing amount of trash on our roads, highways, and streets. Even if the trash isn't in the village proper, it still affects perception.

- Long term planning for infrastructure, water, waste, solid and liquid, electricity, roadways, and traffic patterns.
- Losing the closeness we had.
- Loss of business due to covid 19, unfortunately.
- Loud vehicles with modified exhaust making constant noise, speeding.
- Maintain lifestyle, not over building, training.
- Maintain peace and security.
- Maintain the standard as the premiere community for this area, well done.
- Maintain village feel and appearance and not becoming another Cary or overcrowded site while respecting rights and needs of seniors.
- Maintaining.
- Maintaining a reasonable ad valorem tax rate. Increasing costs of operating and maintaining existing and new municipal facilities.
- Maintaining a safe beautiful family town in the face of a growing population.
- Maintaining an atmosphere of a "slower" pace of life in a world that is engulfed in life in the fast lane.
- Maintaining and reestablishing the quality of our neighborhoods, enforce codes and ordinances.
- Maintaining historic small community posture.
- Maintaining our image.
- Maintaining our quaintness.
- Maintaining our status with trust for historic preservation.
- Maintaining quality housing and Pinehurst community.
- Maintaining quality of living in PH while accommodating new challenges of growth. Making sure the village core remains viable, encouraging retail that draws residents as well as tourists.
- Maintaining quality of the village.
- Maintaining safety and security and quality of community life.
- Maintaining that small-town feel while growing.
- Maintaining the police dept. Continue street landscaping crews have code enforcement.
- Maintaining the quality of life with the growth.
- Maintaining the village atmosphere without expansion/housing type growth.
- Maintaining the village center and planning for growth to maintain a small-town atmosphere.
- Maintaining the village character, work to resurface paths with natural material and no concrete. Raise building standards.
- Maintaining the way of life.
- Maintenance of existing services, roads, parks, etc.
- Maintenance of heritage vs. modernization balance.
- Maintenance of roads and traffic control.
- Making sure growth is planned and controlled.
- Making sure PD is fully staffed and funded.
- Making up their minds on issues.
- Manage growth while not losing our charm or friendliness.
- Manage the growth by offering more that attracts families while maintaining safety and a low crime rate.
- Managed growth, keeping the small-town feel.
- Managing growth.
- Managing growth and traffic, especially NC 5.
- Managing growth in population with proper services and infrastructure.

- Managing growth w/o too much govt regulations, test "zipper merge" to improve the circle, it works in northern Virginia until Hwy 15-501 is bridged.
- Managing growth, infrastructure development/planning. Creating recreational/physical activities for those who can't afford PCC or other gated communities.
- Managing growth.
- Managing quality of growth. Don't allow development (residential) to occur at high density. Save trees. It's probably not possible to control but low-cost housing (low cost to the builder) is hurting Pinehurst.
- Managing residential growth. Maintaining historic aspect and quality of life.
- Managing traffic, free congestion, quality of the housing so far very poor.
- Many people can't use the traffic circle correctly, more shops are needed in the village.
- Merging the traffic circle.
- Monitor rate of growth/building new library.
- More housing is putting a strain on the schools. The schools are overcrowded.
- More lighting and sidewalks in the neighborhoods.
- More walking in neighborhoods, programs for kids will need more with school hardly being in session this year.
- My neighborhood is much too dark.
- Need a functioning downtown area. Better shopping.
- Need bigger library, village parking.
- Need for the western bypass and growth.
- Need more golf cart paths for streets and downtown.
- Need right turn lane from McKenzie Rd to go south on Rt 5, left turn lane seems unnecessary.
- Need sidewalks along Long Leaf Dr E between Sedgewick Dr and Forest.
- New library, neighborhood sidewalks and lights.
- New library. More retail in village center. Parking in village center and problem with retail and resort employees taking up space in center.
- New to the area.
- Next national election. Covid 19.
- No bike lanes or paved paths.
- No new library.
- No public swimming pools.
- No sidewalks.
- Noise pollution from Hwy 211. If I wanted to hear cars and motorcycles race, I would move to Charlotte and live by the speedway.
- Not allowing multi-housing to be built, we don't need it.
- Not enough funding for schools and overcrowded classrooms.
- Not getting too big. Great place to retire. Close to Fort Bragg.
- Not growing so big that we lose the quaint village life that makes us appreciate out little piece of heaven.
- Obey traffic codes.
- Opening up during covid19.
- Out of control development.
- Over building.
- Over building cookie cutter houses.
- Over building of the area. We need to keep the historical and quaint image of the area.

- Overcrowding.
- Overcrowding, no new parking garage.
- Over development.
- Over development. Monitoring traffic and activities of residents on Pinehurst dams and water ways including their do's and don'ts of these areas.
- Overgrowth, influx of transient homeowners.
- Overpopulated and road infrastructure.
- Over population.
- Over population.
- Over population.
- Over population.
- Over population no longer like a village. Heavy traffic. Catering for younger population. Seems expensive.
- Overspending for big projects-very large grade school, community center. Now library?
- Overall population growth.
- Overall security and moving forward.
- Overall, I'm very proud of our Village neighborhood, however there are a few homes/apartments that aren't in compliance with local codes regarding cleanliness and it makes our community look unkept. If we could gently let these tenants and homeowners know it would make a big difference to those living here and visiting.
- Overcrowded.
- Overcrowded.
- Overcrowding and parking.
- Overcrowding of schools with influx of military families. So much new construction of smaller, lower value homes will feed this growth. Consider increasing minimum lot sizes and minimum square footage of new construction.
- Overcrowding, traffic on Hwy 5.
- Overdevelopment and population growth in surrounding area.
- Overgrowth and up in poor people.
- Overgrowth not in the village but surrounding areas.
- Overpopulation, traffic.
- Page Rd re-pavement, pavement markings poor/weathered, traffic on Rte. 5.
- Paving the roads especially cul-de-sacs, traffic on Hwy 5.
- Percentage of tax coming to village verses county.
- Personal safety.
- Pinehurst faces a growth challenge they need to balance growth and maintaining the quality of life in Pinehurst.
- Plan and manage growth. It is going to happen. Quality of life (e.g. Harris teeter in Taylortown).
- Planning, growth is here but not he infrastructure. Trees need trimmed along major roads.
- Please put in more sidewalks.
- Police safety.
- Political infighting - putting politics ahead of progress for the people. Diversity and Inclusion. Availability of affordable housing for the working person. Managing traffic in and through Pinehurst.
- Population and traffic. Quality of housing, too much concrete by new builds.
- Population growing too much.
- Population growth.

- Population growth, stress on roads and changing image of the quaint village.
- Prefer funding of police and fire.
- Preservation of trees, wildlife, foliage and get the children back in school.
- Property water runoff, street repair.
- Provide economic strategy & incentives to draw more business to the Village Center.
- Providing adequate street and property condition.
- Public library to serve the whole community and surrounding areas for all citizens of all races and income.
- Quality expansion without losing its charm.
- Quality of life and safety.
- Quality of life.
  Traffic.
  Variety of cultural events.
  Keeping cost of living down.
- Quality of life, minimize traffic. Hwy 5 too much.
- Quality of roads to match residential developments and schools.
- Quality of roads, especially in the Pinehurst Lakes area. Many streets have not been paved in years. There are numerous rough spots from cutouts for water/sewer connections over the years, tree roots, etc. Highway 5 traffic flow is also an issue, but solutions are not easy.
- Rapid growth and traffic.
- Rapid growth detrimental to quality of life.
- Reducing auto traffic through and within Pinehurst. More walking and bike paths.
- Regulating short term rental property so our quaint village doesn't become a community of hotels with no owners present.
- Relevance to young families.
- Residential and traffic congestion.
- Resisting the temptation to over develop, avoiding overuse of zoning variances.
- Restricting the density of developments, traffic.
- Retain overall quality of historic feel of the area avoid physical cheap living areas like one near arboretum.
- Retiree resort meeting needs of changing population. Military young family creative ways to ensure safety of walkers bikers on Village Rd.
- Rev tac zinc, downtown village shops.
- Rising taxes, elected officials encouraging MCS to redistrict our neighborhoods, elected official calling us "cockroaches" on social media, raising taxes but not protecting our property values.
- Road congestion during week by service vehicles who ignore speed limits, no sidewalks.
- Roundabouts.
- Rt 5 congestion, population growth.
- Rt 5!
- Rte. 5 traffic circle.
- Rte. 5 traffic, neighborhood speeding.
- Run-away growth.
- Runoff from new homes contaminating the lakes the mess flows down into.
- Safe walking alone roadway; better maintenance of median on Midland Rd, eastern side. No grass seed in last 5 years. This could improve appearance of village 100 percent.
- Safety.

- Safety.
- Safety.
- Safety and Burning Tree needs sidewalks.
- Safety and growth.
- Safety and keep the "values" that made Pinehurst great-you want to change Pinehurst, go back from where you came from. Why did you leave the area you came from to come to Pinehurst-hopefully not to change it like the place you came from?
- Safety due to covid.
- Safety for children, bike paths, traffic.
- Safety maintenance (Police and Fire Departments). Quality of life maintenance in view of radical influences.
- Safety of older drivers, creating more family-oriented spaces and the high rent of commercial spaces.
- Safety of pedestrians.
- Safety of police force.
- Safety of residents.
- Safety, control growth.
- Safety, roads, and sidewalks.
- Safety, suggest given library/Tufts archives stay where it is, possibly enlarge.
- Safety, supporting more businesses. Restaurants downtown, more police patrol in neighborhoods.
- Safety/traffic.
- Same as the entire county equality.
- Schools.
- Schools.
- Schools and lack of diverse areas if activities for kids/families.
- Schools. Overcrowding too many people are moving here.
- Security.
- Short term rentals, traffic congestion.
- Short term rentals; more sidewalks; more public hearings on proposed developments.
- Sidewalks so people do not use golf courses as walking trail.
- Sidewalks, attracting younger families.
- Slowing down growth.
- Slowing population.
- Solid waste disposal method and cost.
- Speeding especially into and out of the village on Cherokee and Midland.
- Speeding in the village.
- Speeds at which vehicles drive through neighborhood, situation forced multiple homes to put out "slow" or "children at play" signs, all homes received violation letters for signs but when village offers no other alternative.
- Sprawl-zoning.
- Stop catering to older/retired citizens and embrace the younger demographic that has moved in.
- Stop speeders and give tickets on all roads not just Midland Road and Hwy 15-50.
- Stopping building of low-quality houses, any under $130 a square foot is too much development.
- Storm water improvements must be made in village. Widen Hwy 5 it is about to be a nightmare to travel.
- Street lighting and please resurface the streets, potholes throughout the village.
- Street lighting in surrounding neighborhoods.

- Streetlights and the upkeep of vacant property.
- Street maintenance! The streets in my area make it feel like I am driving off road! Every week there is a new hole or bump in the streets from my house to the village.
- Supporting families and children not just retirees.
- Tax revenue.
- The downtown should be developed as a destination place for residents and tourists, growth must be monitored to be sensible.
- The influx of new residents.
- The intelligent management of change and growth.
- The most important issue facing Pinehurst today is how to evolve. Although some would like Pinehurst to be frozen in time, that is not practical. Little by little the population is skewing a bit younger and wanting things that are not "quaint," such as diverse food choices, food delivery, and alternatives to driving. We need to maintain the desirability of the area (and property values) by being attractive to more than old golfers.
- The negative impacts that Covid has on interacting with neighbors, as a community, and the impact it has on local/small businesses.
- The roads all through the Lake Hills Lake Forest Burning Tree etc. are awful when digging new water lines and the times it takes to repair.
- The traffic on Hwy 5 and traffic circle new construction adding to congestion and school overcrowding.
- The village council needs to be more open to sustainable growth.
- They need to act quicker on issues and not keep delaying decisions which have been rehashed previously.
- To maintain the integrity of the village and to stop allowing construction like the homes near rattlesnake trail.
- To see that our Village don't grow much bigger in the future.
- Too much growth, too many cheap breeder huts being built.
- Too many cars on driveways instead of garages.
- Too many new residential homes, keeps existing home values low, traffic is getting worse.
- Too many people.
- Too many people for our small area, streets need to be resurfaced.
- Too many people moving here, increasing traffic, all of which deteriorate the area. I do not recommend others to live here, stay away.
- Too many people now.
- Too many restrictions on what I can do on my property.
- Too many young families moving in demanding services to their wants, expecting seniors on fixed income to pay more for facilities we won't use and never had before.
- Too much building resulting in losing the unique character of Pinehurst; traffic congestion especially on Route 5, managing growth and needs.
- Too much building. Everywhere empty lots and allowing building that are not in keeping with the overall atmosphere. On Rte. 2 across from Longleaf and putting up hideous clipboard houses that remind me of frontier towns in the 1800's.
- Too much development.
- Too much development of homes.
- Too much growth.

- Too much growth and associated traffic with overwhelmed road volumes. The proposed 12.68-acre development on Diamondhead Drive So (where I live) is also angering residents due to the serious increase in traffic on residential streets. This should not be approved.
- Too much growth and too much traffic.
- Too much growth in Pinehurst and surrounding areas.
- Too much growth! I hope that Pinehurst retains the small-town charm that entices people to move here. Uphold the quality of housing.
- Too much growth.
- Too much growth, road congestion.
- Too much home construction with not enough infrastructure to handle the growth.
- Too much inexpensive housing popping up.
- Too much new buildings.
- Too much traffic for the village skiing roads especially Hwy 5.
- Too many democrats who want to change everything.
- Traffic.
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- Traffic.
- Traffic.
- Traffic & overcrowding.
- Traffic and expanding the library.
- Traffic and growth.
- Traffic and growth of housing.
- Traffic and home construction.
- Traffic and managing growth and development.
- Traffic and new development.
- Traffic and planned growth.
- Traffic and road repair.
- Traffic and road surfaces are horrible.
- Traffic at circle.
- Traffic at circle and Rt 5.
- Traffic circle.
- Traffic circle.
- Traffic circle and Hwy 5.
- Traffic circle. Make sure the renters keep up their properties.
- Traffic congestion.
- Traffic congestion and speed enforcement.

- Traffic congestion at large traffic circle and Hwy 5.
- Traffic congestion. Use of highway 5 has made several major intersections dangerous. Not villages fault, but it is their problem.
- Traffic control, especially on Highway 5.
- Traffic covid19 development of Village Pl.
- Traffic especially at the circle.
- Traffic especially Hwy 5, library services, street lighting.
- Traffic flow on Rte. 5 and 15-501 during peak hours only 2 north-south roads and only 3 east-west roads.
- Traffic flow/street lighting, bike trails.
- Traffic going into the large traffic circle is burdensome. GPS will often route around the circle to avoid the congestion.
- Traffic issues especially on Hwy 5 and houses being built too close to each other e.g. Morganton area.
- Traffic law enforcement, loud mufflers, turn signals, speed.
- Traffic management.
- Traffic M-F, 8am-6pm.
- Traffic on Hwy 5.
- Traffic on 5 and 211.
- Traffic on Hwy 5 from Olmsted Village to Blake St.
- Traffic on Highway 5 and ensuring growth within the Village and the fringes is within the character of the area.
- Traffic on Hwy 5.
- Traffic on Hwy 5.
- Traffic on Hwy 5.
- Traffic on Hwy 5.
- Traffic on Hwy 5 and 211 lack of sidewalks and bike paths. Wish golf carts could be used more.
- Traffic on Hwy 5 and growth of population.
- Traffic on Hwy 5, over building.
- Traffic on Route 5, need more traffic lights.
- Traffic on Rte. 5, increase size of library at present site irregardless of historic building label.
- Traffic patterns.
- Traffic through the village.
- Traffic, both vehicle and pedestrian.
- Traffic, bypass and or re-routing.
- Traffic, growth.
- Traffic, lack of sidewalks and bike trails.
- Traffic, library needs, walking safety.
- Traffic, speeding enforcement in neighborhoods.
- Traffic, uncontrolled growth, do not permit trees to be removed.
- Traffic, uncontrolled development of commerce and residence.
- Traffic, unrestrained growth.
- Traffic. Preservation of housing standards.
- Transportation and crowded roads. Need more bike paths.
- Transportation-especially route 5. Need western connection moving ahead and building a new library.
- Uncontrolled growth (we don't want growth, let's preserve the heritage that we have, which is why me moved here). Allowing housing to be built that does not fit in with the quality, look, and feel of

the existing homes and neighborhoods. Cheap looking houses have sprung up and filled many of the open available lots. Are there not minimum standards for what a house should look like in Pinehurst?

- Understanding Pinehurst consists of areas other than the village. All we hear about is the village.
- Updating infrastructure.
- Vacant homes that are not maintained, yet do not meet strict noncompliance of codes.
- Village council can't make a decision.
- Village shopping is disappearing.
- Water drainage, Hwy 5 traffic, neighborhood street repair.
- We have enough parks, walkways, etc., when our HOA requested help w/traffic at our entrance they were told to there were not enough police.
- We have these codes and ordinances, but they are not enforced. Chickens are running all around the neighborhood and RV's, trailers, and boats all over the neighborhood. Trash cans left out all the time. nothing happens to repeat offenders and they don't care because they know the village is not strict other than warnings. The roads are not maintained with missing asphalt on Adams Circle. Road culverts are blocked and neglected. The sides of the roads are cracked and missing, and the village does not care about contractors blocking and destroying the neighborhood roads, water run offs, water wells at intersections and property damage. People walk in the middle of the streets and no kind of enforcement is given. Children drive golf carts in the neighborhood, and I see golf carts driving down 15-501. Dog attacks happen all the time and loose dogs are running all around the neighborhood. My dog has been attacked 5 times by loose dogs on Adams circle. Just constant warnings are given, and repeat offenders do not care about the rules.
- We need public swimming pool, need to restart outdoor activities concerts etc.
- We need to fund new library.
- Welcoming new residents but finding a balance with more homes to be built, but to be sure not to overrun PH with congested housing.
- Whether to build a library, not needed.
- Whitewash the #5 railroad tunnel underpass, and lines on roads so senior citizens can follow them.
- Widen road off main circle.
- Widening of major thoroughfares, Hwy 5.
- Would like to see the police start to enforce the speed limits as soon as it is safe for them to do, we lived on Juniper Creek Blvd and it has become a speedway since the start of the covid19.
- You are doing a good job. Keep doing what you are doing.
- Young families. I moved here because I wanted a quiet place for retirement.

Q31. Do you have any suggestions for how the Village could serve you better?

- Daily police drive through of Pinehurst manor.
- Absolutely. As a Pinewild resident, I have been fuming for years that the VOP sign on route 211 has not been moved to the beginning of the Pinewild entrance. Pinewild pays a substantial portion of the village taxes, yet our median and entrances are not supported by VOP signage and care.
- Activities on Sundays for 40-55-year olds.
- Add a pet park.
- Add trash pick-up date changes to the Village Newsletter. It's hard to find the info on the Village website!
- Additional dog waste disposal bag sites.
- Adequate street lighting.
- All is pretty good.
- Allow open portage of alcoholic beverages on downtown village streets like New Orleans does.
- Allow residents to remain in current schools.
- Allow residents to throw out more than one garbage cans worth of garbage. Allow residents to park trailers in their driveways.
- Allow scheduled waste pickups for any item. Enforce noise ordinance.
- Along with growing the business in the village, provide programs with incentives for locals to patronize a Village Center business, i.e. discount or loyalty programs that encourage going to the Village Center vs other establishments (Southern Pines or Aberdeen).
- Answer calls about neighborhood violations.
- Answer their emails that are posted on VOP website promptly.
- Answer you phones, we never seem able to get a person just a recording machines, bureaucrats sad.
- Attention to and fix drainage/flooding issue in neighborhood. Constant flooding after any amount of rain due to poor drainage and street resurfacing ineffectiveness.
- Be cautious don't rush into anything.
- Be happy with what we have. If people aren't happy, they can move on.
- Be more cautious about enforcement. Some are using the village to force others out who don't meet their standards. Calling the police because a board is off the fence and the dog might get out is harassment when the neighbor clearly knows there is two sets of fencing. This is one example of many.
- Be more open minded to change required because of rapid population growth.
  Provide more availability of access to the village by golf carts, bikes, and walking.
- Be proactive in stopping clear cutting and maintaining green space.
- Better and more restaurants.
- Better control limiting traffic on Rte. 5.
- Better control of short-term rentals.
- Better lighting at night.
- Better lit roads in neighborhoods would decrease break ins slow down service and vehicles in neighborhood and add walkways.
- Better nonvehicle lanes i.e. bike lanes.
- Better recycling glass and more plastic.
- Better relay of how residents can learn more about village activities and progress.
- Better service in reaching village offices by phone.
- Better support for community watch and better publicity on how PD is preventing crime. Better publicity on fire prevention and education.

- Bigger library and more activities services and programs. Farmers market needs more support and advertising.
- Bring back village shops, ice cream sandwiches, candy stores for kids and grandparents too many shops tailored/modeled for tourists our community demographics is changing.
- Build a library, help roads.
- Build a new library, keep the archives in current location.
- Build a new library.
- Build bike lanes and paved paths we've been asking for 5 years.
- Build sidewalks.
- Bus service to Harris Teeter.
- Bypasses.
- Care of right away we've had a big hole at the corner of Surry Circle Dr N and Pinto Ct since before we purchased home in 2017.
- Cater more to its residents than the tourist. Create a unique green village for people who don't play golf.
- Change all setbacks to 10 feet.
- Change backflow inspection to once every five years, annually is a rip off.
- Clarify what the national historical designation really means it was discussed prior to the last election but it still seems to be "cloudy". I believe that understanding its true meaning cold help in the library if Pinehurst goes forward with the designation then a better job should be done in promoting it to the benefit of local business issue.
- Communicate activities.
- Communication is overall excellent.
- Connecting greenway trails with Southern Pines greenway trails.
- Consider allowing hens, they would be no more noisy than all the barking dogs.
- Construct more neighborhood walkways, more neighborhood lighting.
- Continue making Pinehurst a desirable place for young people to live.
- Continue supporting police, great people.
- Continue the good job you are doing.
- Continue to disallow franchise retail, commercial retail at box stores.
- Continue to improve on everyday things.
- Continue working this a safe place to live and don't allow democrats to defund our police.
- Control overgrowth.
- Control growth.
- Control spending.
- Crack down on speeders and racing on residential streets.
- Deal with traffic issues on Rte. 5 traffic circle.
- Decrease amount of permit fees for village.
- Diversified public library.
- Develop a type of electric public transportation within the Pinehurst city limits.
- Develop better central spaces for young/middle aged adults to include bars/restaurants and gathering spaces, athletic fields, and recreational opportunities, as well as community programs and activities aimed at young, active adults.
- Disappointed that the village issued a fence permit for Mr. Randy Ackers at 45 Palmetto, fence is blocking one end of our 100-year alleyway between Village Green East and Laurel Roads.
- Do not defund the police.

- Do not make decision based on questionnaire. Too few people participate.
- Do not use park area for temporary school open parks for PH residents only with the 325% of my paid taxes.
- Do what you promised.
- Do not fund grandiose library, current properties at given and old post office should suffice for space with some creative thinking, the VOP staff is amazing keep up the great work.
- Don't worry about the national historic status, we have it, that's all we need.
- Downsize, starting with the Code Enforcement Section; reinvest in Solid Waste Management. There was a time when the trash, yard waste, recyclables' collectors would get their lazy asses out of their vehicles and pickup excess waste that will not fit in the containers; no more, and it stopped long before this COVID alarmism, so, don't use that excuse. Basic utility services have been curtailed; yet my property taxes have not gone down with the commensurate reduction in services. You guys have quite a racket going; perhaps you used to be involved in organized crime because I feel like I am getting extorted by innuendo.
- Elected Council members:
  Take a few courses in leadership and decision making. Learn to make difficult decisions and accept accountability for your actions or inaction. Do not always accept and respond to the minority opinions of the vocal few. You were elected because the public believed you had the intelligence to make informed decisions under stress so act that way and forget the endless use of consultants!
- Eliminate the large traffic circle. Improve shopping choices.
- Emphasize maintaining historic small community.
- Enforce codes and ordinances I get we have a new demographic, but the lack of enforcement is a serious detriment to my neighborhood and our neighborhood in general remind agents new buyers need to read ordinances.
- Enforce ordinance regarding pet owners picking up after pets.
- Enforce rule on parking RV in front yards.
- Enforce the noise ordinance of vehicles, reduce speeding.
- Enforce village codes. Couple homes in #6 are overgrown and absolutely terrible.
- Enforce zoning rules for rental use or regulate it!
- Enforcing the upkeep of yards in neighborhoods.
- Enjoy living in the area. I am starting to avoid highway 5 if possible.
- Every place I have lived in the U.S. has been negatively impacted by local governments permitted to allow builders to over build high density neighborhoods. It is happening here.
- Everyone here has been so nice, but walking in the neighborhoods is dangerous. No lights or sidewalks. Several cars have been broken into since we moved here last fall. Apparently, the break ins are not new.
- Expand recreation for seniors.
- Expand the curbside recycling program to include glass and plastics in addition to types 1 and 2. Neither the county nor Southern Pines excludes either of these categories.
- Faster decision-making planning and zoning changes.
- Find a more convenient and efficient way to dispose of glass.
- Find an economical sewage process. Focus on expanding for locals not tourist. Forget the national historic society. Tag bikes and use tag money for bike lanes.
- Fix drainage at Kings Crossing and Midland. Fix Kings Crossing Rd that is being damaged by tree roots.
- Fix Hwy 5.
- Fix more roads, too many side streets are rough, but also keep speed down.

- Fix NC Rt 5 traffic problem.
- Fix neighborhood roads.
- Fix the circle.
- Fix the inadequate too small library. Free lunch is over. Fix it! Get us a library we can be proud of. Staff is great! Facility is worst in area.
- Fix the roads, limit development, fund the library.
- Fix village center.
- Focus on growth and road infrastructure.
- Following up with issues when residents call with questions concerns.
- For a growing community, the services received are very good.
- Forget about historical.
- Forget the library and any other items you want to spend money on and get the streets fixed!
- Foster neighborhood togetherness.
- Get more shops in downtown.
- Getting job done, no mock staff studies, no action.
- Give speeding tickets on Juniper Creek Blvd north, people do 35 mph in a 25 lane, haven't seen blue lights in years, I talked to one officer and he said he was just slowing them down no tickets.
- Handle traffic and codes.
- Have someone drive around and take note of illegal fencing, outbuildings, additions, etc.
- Hwy 5, more golf crossings.
- I am happy and content here, 63 years in the same house.
- I am happy overall but would love to see VOP offer incentives for VOP business. Lower rent, advertise that we are open for business. There is not much for tourists to do in the village, more shops and activities needed.
- I am happy!
- I feel somewhat isolated from the village living in Pinewild. The existing paths are not in good repair - especially for biking because of erosion around driveways. Even though I am part of the village, I have no way to get from my house to the village via golf cart.
- I have family looking after me due to my age.
- I love the newsletter! Please continue to send that out.
- I should be able to walk home from Walmart w/o being killed or getting bitten by ticks, I can’t, and it makes me crazy.
- I tend to not shop nor eat outside the village due to handicap issues.
- I wish Pinehurst would do new building of patio homes. To own or rent. I think the older residents want to stay in Pinehurst but would like to have property maintained on the outside but not be in an apartment.
- I would like the resort to report to the pilot the list of tournaments playing each week to be printed in the Sunday paper. Many groups come to town and we don't know who they are.
- I would like to see the enforcement of traffic laws improved. The large traffic circle lanes are constantly abused. It would be nice to see a police car there once in a while.
- I would like to see village officials put in place and enforce region wide litter pickup on a regular basis, every month. It is getting embarrassing driving visitors around and it never used to be this bad. We need to get proactive.
- I would love to have a park/playground in my neighborhood.
- If we get shifted to lower quality schools, then Pinehurst loses part of its appeal.
- I'm happy as a clam.

- Improve drainage.
- Improve library.
- Improve library I love it in the village, but it needs to be larger.
- Improve repair of breaks in streets.
- Improve traffic flow. Improve the library.
- Improve water and sewer services, reduce water costs.
- In the pilot, the only source of information on village matters?
- Increase monitoring of new home construction to insure builders follow erosion and clean up during work.
- Individual property code enforcement.
- Industrial noise possibly from hospital HVAC towers that face community in their direction. Has been brought up but no confirmation or solution was taken. We live in Pinehurst #6.
- If we keep the Village growing too big.
- It would be nice to have indoor tennis courts for the cold months and the super-hot months.
- It's a real concern of very poor lighting and no sidewalks.
- I've never seen a community or business which investigates, studies, hires consultants for a study, etc., etc., and ultimately delays or postpones a decision - and in some cases never makes a decision based upon all those investigations/studies/consultant reports. Procrastination seems to be a top characteristic of Village decision making.
- Jeff Sanborn was useless in a regulations dispute over inside the house type furniture (a BED) in someone's front yard with regards to Doral Woods.
- Just keep doing a great job, thank you and let us know when the trees on McKenzee Road west will be cut back down.
- Keep title 8 housing out of Pinehurst. Send it to Raleigh, Baltimore, Chicago, etc.
- Keep costs down for retired people.
- Keep neighborhoods nicer-as in-no parking or dishes in front yard or outbuildings in back.
- Keep open minds and forget personal agendas you are here to serve all of Pinehurst.
- Keep taxes as is, freeze tax increases for elderly, the more children you enroll in schools the more that family should paying taxes, there is no pay it forward. Many in my subdivision are on fixed income they never had children in any school system yet expected to keep paying for others.
- Keep the importance and history of Pinehurst in mind.
- Keep up the good work.
- Keep up the good work I know you all are doing the best that you can. Proud to live in Pinehurst and proud of all Pinehurst employees (from the top to the bottom) and the Council and volunteers. Rah.
- Keep up the good work!
- Keep up the good work.
- Keeping our streets/Hwys clean of trash.
- Larger library.
- Let jazzercize hold classes in the rec fac.
- Library for Pinehurst-not just the village. No parking for it. You have a village library! We need on for Pinehurst!
- Lighting on streets with cul-de-sacs.
- Like the outdoor dining and extending compassion for our local businesses. Need to advertise this more.
- Like what they are doing.
- Limit development.

- Listen closely to the residents and remember why we all moved here.
- Limited taxes, live within budget especially on projects, increase speed limits.
- Local elementary school.
- Looking how to improve important issues in Pinehurst.
- Love and enjoy having the library in the village take over the old post office building and move the roost and used bookstore to and that location in the village.
- Maintain 211 all the way.
- Maintain historic preservation designation, stricter controls on growth the fewer zoning variances, increase code compliance.
- Maintain quality of life in the community.
- Maintain the "Village" character.
- Maintain the integrity of the area. Stop trying to make Pinehurst the next North Carolina metropolis. If people want to live in a large metro area, let them go elsewhere!! Stop catering to moneymen!
- Make builders who cut streets to connect utilities to repair street so not to leave a permanent bump to jar very important to me.
- Make progress on the issues facing Pinehurst today.
- Make the downtown more of a destination. Restaurant seating in the streets is a good step. Like the idea of really dressing up for Christmas, too.
- Make the Pinehurst village beach club more available to residents of Pinehurst.
- Meet needs of population.
- Monitor BEW Construction of housing in the village not just the historic area.
- More attention to caregivers.
- More bars, attract young people to live here that will invest in the village.
- More classes and offerings for working folks who don't get off work until 5.
- More commercial small business in village rather than real estate office space.
- More diverse retail in Olmsted village area.
- More diverse shopping in village.
- More downtown retail. The retail parking signs were a great idea! Too much parking was being dominated by office workers. The upkeep of downtown landscaping needs more attention!
- More efforts to make VOP pedestrian friendly i.e. more sidewalks and lower vehicle limits in vicinity of Regional Hospital/Memorial Dr.
- More footpaths and cycle paths to encourage residents to get out of their cars for short/medium journeys.
- More for people who do not belong to club houses use the fair barn for more events, concerts.
- More handrails or handrails outside stores, too many don't have any.
- More options for activities in the new community center for children.
- More police.
- More police patrol on the Lake Hills road roundabout.
- More police-according to population of residents in different areas.
- More programs for kids, open up splash pad.
- More shops in the village, more outdoor events.
- More sidewalks.
- More sidewalks of brick or clay or sand or gravel.
- More sidewalks, more lighting, access to call the police while walking trails or sidewalks. Also, enforcing the speed limit.
- More sidewalks, more street lighting! Golf cart education for people or kids operating them.

- More walking paths, better lighting.
- My neighborhood does not have natural gas. The Village could help by working with the utility to bring us this important resource.
- My neighborhood villages acres is considered the hood code enforcement doesn't seem to be a thing here.
- Need more activities available.
- Need six lane 400-meter all-weather track.
- Need streetlights in #6 and there should be a golf membership for people who live in #6 on #6 course.
- Need to provide more shopping and services for residents and increase the local tax base.
- Newcomers mailing or package? We have been here 3 months and I'm learning about services community communication and rec and facilities from this survey.
- No more fast food.
- No more sidewalks in Village Acres.
- No suggestions.
- No, continue keeping it a quaint golf village.
- None yet, great job.
- Not at this time.
- Not really.
- Not to over build and destroy all the pines.
- Open hockey rink at Rossie Wicker after dark for all and keep lights on please.
- Our driveway floods out several times a year and we keep putting more and more money into it. I think the Village should be responsible for the storm drainage (or lack of). We never had the problem until the woods were cleared and more houses built. The developers didn't care (though they saw what the clearing did to our driveway) as they were just out to make a quick buck. Maybe our codes should be updated and less development incentives passed.
- Overall pleasant.
- Overall VOP does a good job for residents and visitors to Pinehurst.
- Overcrowding which leads to more traffic as our roads cannot accommodate which leads to more speeding and crime! More law enforcement radar locations! Paving of Monticello Drive towards Morganton!
- Overhaul the downtown area so that it has more practical shopping/dining but stays walkable. Should be able to park out of the way for several hours. Embrace the idea that walking is not just for recreation.
- Pressure NCDOT to speed up commitments to make 15-501 pedestrian friendly.
- Page Rd re-pavement, pavement markings poor/weathered, traffic on Rte. 5.
- Pave the circle in front our home so the trash trucks don't have to drive through the plantings.
- Pay more attention to neighborhoods, instead of just Center Village-high rent district.
- Pay more attention to walkways and safety, I walk and always trip over roots.
- Perform fire inspection of vacant lot at 70 Torrey Pines lane.
- Petty... But I keep my home as if I am being judged. It is a reflection of the community. I hope all participate at the same level to ensure Pinehurst stays beautiful.
- Please bring back the hockey league. Our son enjoyed it when he was younger, but is now 13 and would love to get on a hockey team in a league.
- Please consider adding sidewalks and lights in areas outside of historic Pinehurst, many of our elderly and children cannot walk or ride bikes safely in our own neighborhood i.e. Monticello due to traffic

on the roads, driving to the greenways or the parks aren't always possible, parking for greenways are impossible to find in some areas.

- Please lower the speed limit in the village, consider speed bumps on some streets.
- Potholes resurfaced.
- Protect and preserve what we have. There is no need to allow more people to move in as we have the tax base, we need to well support the services Pinehurst has. When occupancy is full, that is it. Pinehurst is unfortunately a much different place than it was in the 80's when we started coming here. Do not pander to builders!
- Provide financial assistance for storm clean up.
- Provide more availability to neighborhood walk, sidewalks, lighting, and bicycles.
- Provide testing with accurate identification of Covid 19 in all residents.
- Providing better water pressure. Enforcement of cleanliness and condition of residence property.
- Public outdoor pool.
- Public outdoor swimming pool.
- Put lights in neighborhood in Village Acres, village community pool.
- Put more sidewalks in neighborhoods Juniper Creek Blvd and Deerwood.
- Put more streetlights up traffic lights at circle.
- Quit building on anything except individual owned lots. Do not allow multi home subdivisions which detract from the reasons people chose to move here to avoid those exact types of neighborhoods.
- Quit spending money on everyone that you disregard i.e. library.
- Raise taxes by 10 percent to improve streets.
- Reduce the speed limit for the large traffic circle to 25 mph strictly enforce this allows a better opportunity to be able to merge into the circle.
- Re-establish old town sidewalks.
- Regarding my answer to #30, working with Pinehurst Resort, Realtors, and hotel industry.
- Remember that this was built as a retirement community and senior services and a first-rate healthcare are extremely important to its survival.
- Repairing Pinehurst infrastructure is the most important task.
- Repave side streets. The street I live on is in bad shape and has not been repaved in more than 20 years.
- Replace 2 trees destroyed by the village over the last 7 years.
- Replace County health manager.
- Resolve problems rather than kick them down the street.
- Retain slower, more rural environment.
- Review existing building codes and consider revising.
- Save our long leaf pines. Make law not to cut them down in any front yard unless proven to have pest or lighting damage I mean it!
- Send the democrats back to NYC, so tired of "up north we..." go home.
- Serve and advise new residents.
- Should not allow pedestrians to walk in the middle of the roads, dangerous and stupid.
- Sidewalks.
- Sidewalks through Pinehurst #6 or strict enforcement of speeding. There are far too many families and children out walking in #6 for people to be driving 35 mph and up. Many of the people driving this fast are residents and not construction or landscaping. It will only take one tragic accident to open people’s eyes, but one tragic accident is one too many. I just selfishly hope the life of my wife and

child aren't the price that must be paid for people to take speeding in a residential neighborhood seriously.

- Sidewalks, lighting, and code enforcement.
- Signs on common streets that detail walking and biking etiquette. Walk on the Left. Bike on the right. Use sidewalks if available.
- Slow down building permits and density requirements.
- Slow down the growth or the traffic circle and Beulah Hills (Rt 5) is going to become a bigger problem than it already is.
- Slow down traffic on Linden, they go too fast.
- Solid waste services need to be more flexible in waste collection glass should be recyclable.
- Solve them.
- Speeding control on the streets is bad.
- Spend less money on "vanity" projects e.g. the Community Center.
- Stop bringing in and paying consultants to help solve our issues, we are a very intelligent community and can do it ourselves.
- Stop encouraging transgenes to make Pinehurst their short-term living place. Make decisions based on those who will live here to see those ideas carried out. Forget free day care.
- Stop excessive apartment building.
- Stop having rules that belong in a homeowners association community.
- Stop the building and encourage potential homebuyers and businesses to purchase existing homes/buildings. Also, create alternative routes for traffic.
- Stop wasting money on streetlights and sidewalks this is a rural area.
- Streetlights and sidewalks.
- Strengthen codes related to residential property maintenance.
- Stricter code enforcement, more patrolling and ticket people for walking in the middle of the road, loose dogs, and children driving carts. Bikes are ridden without helmets and I have never lived somewhere where the village just doesn't seem to care unless it is downtown Pinehurst. All roads need paved and fix the cracks on the sides of streets.
- Support police dept., they do a great service.
- Tax benefit for veterans.
- Teach people how to merge.
- Thank you for putting dog poop trash cans on walkways, it makes our walks so much more enjoyable.
- Thanks.
- The part time resident of 145 Adams Circle posted a no trespassing sign and it is ridiculous and unnecessary. She also has asked construction and other workers not to park on the easement. These workers are only trying to do their jobs. Does this resident have the authority to enforce self-imposed rules? Or does the village have the say regarding their property?
- The village council needs to listen to citizens of Pinehurst.
- The village has established ordinances, they should stick to them and not keep making exceptions.
- The Village should train and authorize the Citizen Patrol to identify significant code violations, such as those listed above and to either issue citations or report the violation and take pictures of the violation and give the information to the appropriate Village personnel. The Village should aggressively enforce its codes by allowing Village legal counsel to file liens for violations. The Village should notify residents of the enhanced enforcement and that fines will be issues.

- The water that builds up at the corner of Rattlesnake and Medlin Rd is awful!! It's like a pond after it rains, and it's been that way for over 3 years! Please make this a priority and fix this problem for the residents on this street!
- They do a good job.
- Tighter codes on housing, creating buffer spaces fix drainage so my drive doesn't wash away in every heavy storm.
- Tougher and more specific rules/regulations around rental properties.
- Use signs in the neighborhood to announce village meetings and board meetings activities etc.
- Vacant properties upkeep to be enforced at all times.
- Vetting developers with a view to ascertaining the past performances versus past promises.
- Village is good about soliciting ideas and opinions, but not so good in telling folks what has been done with the data it collects. Gives sense of powerlessness to the people. Overall, the Village staff does a good job.
- Village parking - find a way to get retail/services employees from parking in the center, reducing curbside parking access to shoppers. Easing parking for Village Green and central Village events. Need to improve side street shoulders so that more can be used for parking. (And preventing residents from roping these off during big events like the Holly Festival.)
- Village Pinehurst needs to grow with the change.
- Walkways in lake area and bike paths.
- We are in serious need of several dog parks.
- We are weekenders, so don't have a lot of opinions or thoughts.
- We could use more upscale restaurants and shopping.
- We don't need a new library facility! Need better businesses for shopping.
- We need a Target and a Home Depot, why should Lowe’s/Walmart have a monopoly?
- What happened to community watch?
- When we call take care of the weeds, they said they can't take care of it.
- Widen Hwy 5, slow down construction in areas that cannot support traffic growth.
- Widen roads each time you repave and more bike ways.
- Wish builders and contractors would follow codes. I have had a mess across the street going on the past 2 years.
- Work on our traffic problem.
- Worry more about the residents than Pinehurst country club.
- You are doing a great job; I am glad I live here now compared to any other areas in USA.
- You are doing fine.
- You mention the newsletter--we don't have curbside mail delivery but depend on a PO Box, and those newsletters don't always make it into ours. Typically I get about 2 of them a year. I doubt there's anything to be done, but just saying

Village of Pinehurst Community Survey

Findings Report

...helping organizations make better decisions since 1982

2020

Submitted to the Village of Pinehurst, NC
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

August 2020

ETC INSTITUTE

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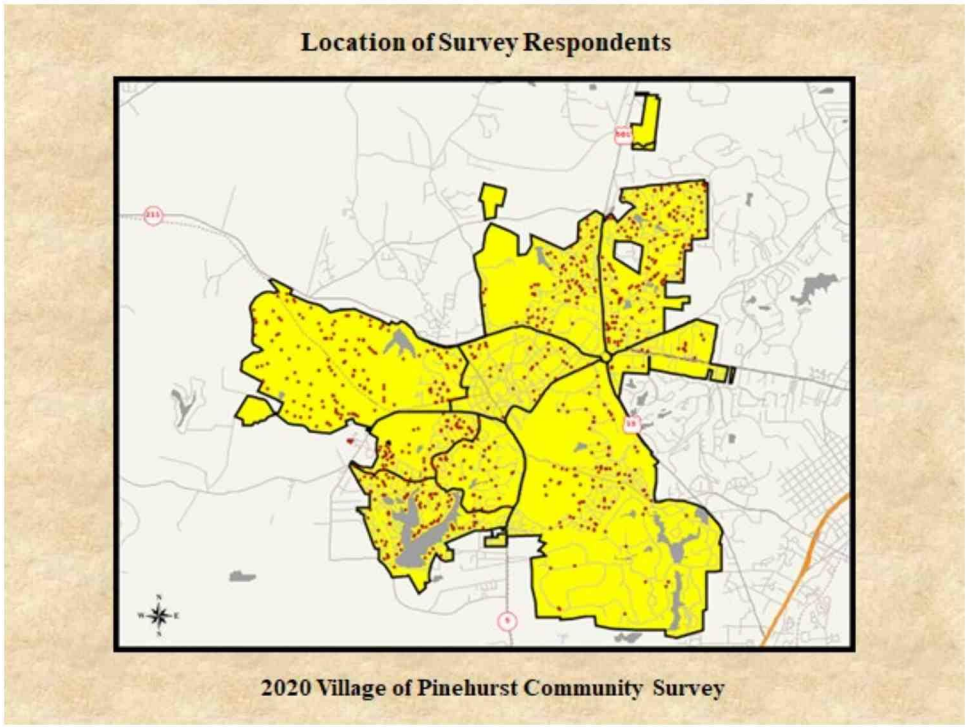
2020 Village of Pinehurst Community Survey
Executive Summary Report

Purpose and Methodology

ETC Institute administered a survey to residents of the Village of Pinehurst during the summer of 2020. 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 ninth 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. 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.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Pinehurst from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.



The goal was to obtain completed surveys from at least 700 residents. The goal was far exceeded, with a total of 803 residents completing the survey. The overall results for the sample of 803 households have a precision of at least +/-3.4% at the 95% level of confidence. To better understand how well services are being delivered by the Village. ETC institute geocoded the home address of respondents to the survey. The map on the previous page shows the physical distribution of survey respondents based on the location of their home.

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).

Overall Perceptions of the Village

Ninety-five percent (95%) of the residents surveyed, *who had an opinion,* indicated that the village is either an "excellent" or "good" place to live, which is 24% higher than the national average. Ninety-five percent (95%) of those surveyed, *who had an opinion,* indicated the overall quality of life in the Village is either "excellent" or "good," which is 23% 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 (91%), and solid waste services (90%). For all 12 major categories of Village services that were rated, 62% or more of residents *who had an opinion* were "very satisfied" or "satisfied." 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) police services, and (3) street and right-of-way maintenance.

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 97% 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 services, based upon the combined percentage of "very satisfied" and "satisfied" responses among residents *who had an opinion*, were: efforts to prevent crimes (90%), how quickly police respond to emergencies (89%), and how quickly fire personnel respond to emergencies (86%). 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 (89%), the number of Village parks (85%), the availability of walking/greenway trails (82%), 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 quality of Village parks, (2) village sponsored cultural arts events, and (3) the availability of walking/greenway trails.

- **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 (71%), enforcing sign regulations (66%), and enforcing the cleanup of litter and debris on private property (64%). Sixty-three percent (63%) of respondents described the effort the Village applies to enforce its codes and ordinances as "about right," 6% indicated it was "too much," and 20% indicated it was "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 (88%) and the maintenance of street signs and pavement markings (79%). 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 (93%) and the cleanliness of streets and other public areas (92%). The quality of the stormwater runoff/management system and the 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-five percent (95%) of residents *who had an opinion* were satisfied with residential trash collection services; 91% were satisfied with yard waste collection services, and 87% 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 (81%), the quality of information on Village programs and services (79%), and efforts to keep residents informed about local issues (75%).
    - The Village Newsletter (79%) and The Pilot newspaper (74%) and are the two most used sources for information about the Village of Pinehurst.
    - Ninety-five percent (95%) of respondents indicated they read the Village Newsletter either "all the time" or "sometimes."

- **Village Leadership.** Seventy-six percent (76%) of residents *who had an opinion* were satisfied with the effectiveness of the Village Manager and appointed staff; 75% were satisfied with the quality of leadership provided by elected officials, and % were satisfied with the effectiveness of appointed boards and commissions.

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 service that is recommended as the top priority for investment over the next two years in order to raise the Village's overall satisfaction rating is listed below:

- Village efforts at maintaining the quality of neighborhoods (IS Rating=0.1116)

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

2020 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)						
Efforts at maintaining quality of neighborhoods	40%	1	72%	9	0.1116	1
Medium Priority (IS <.10)						
Enforcement of Village codes & ordinances	29%	4	62%	12	0.1090	2
Street & right-of-way maintenance	35%	3	73%	8	0.0932	3
Level of public involvement in local decisions	20%	6	63%	11	0.0747	4
Promotion of natural resource conservation	18%	7	65%	10	0.0618	5
Police services	40%	2	91%	2	0.0356	6
Parks & recreation facilities	13%	10	79%	7	0.0279	7
Village communication with residents	15%	8	81%	6	0.0277	8
Parks & recreation programs	13%	11	83%	4	0.0213	9
Solid waste services	14%	9	90%	3	0.0144	10
Fire services	23%	5	96%	1	0.0103	11
Customer service provided by Village employees	5%	12	82%	5	0.0089	12

Priorities Within Specific Areas. The second level of analysis reviewed the importance of and satisfaction with Public Safety Services, Cultural and Recreation Services, and other Public Services offered by the Village. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that were found to be top priorities are listed below.

- **Public Safety:** none of the public safety services were considered a high priority
- **Cultural and Recreation Services**: none of the cultural and recreation services were considered a high priority
- **Transportation Services:** ease of travel on NC Highway 5 and ease of travel through the large traffic circle
- **Public Services:** quality of stormwater runoff/management system

How the Village Compares to Other Communities Nationally

Satisfaction ratings for The Village of Pinehurst **rated the same as or above the U.S. average in 49 of the 52 areas** that were assessed. The Village of Pinehurst rated significantly higher than the U.S. average (difference of 5% or more) in 47 of these areas. Listed below are the comparisons between the Village of Pinehurst and the U.S. average:

Service	Pinehurst	U.S.	Difference	Category
Landscaping in medians & other public areas	93%	50%	43%	Public Services
Maintenance of main Village street thoroughfares	88%	48%	40%	Transportation Services
Effectiveness of Village Manager & appointed staff	76%	36%	40%	Village Leadership
Customer service provided by Village employees	82%	42%	40%	Overall Satisfaction with Village Services
As a place to retire	96%	56%	40%	Perceptions of Pinehurst
Quality of info about programs/services	79%	42%	37%	Public Communication and Outreach
Quality of leadership provided by elected officials	75%	38%	37%	Village Leadership
Village communication with residents	81%	46%	35%	Overall Satisfaction with Village Services
Efforts to prevent crimes	90%	55%	35%	Public Safety Services
Overall image of Village	96%	61%	35%	Perceptions of Pinehurst
Opportunities to participate in local government	65%	31%	34%	Public Communication and Outreach
Cleanliness of streets & other public areas	92%	59%	33%	Public Services
Level of public involvement in local decisions	63%	31%	32%	Overall Satisfaction with Village Services
Efforts to keep you informed about local issues	75%	43%	32%	Public Communication and Outreach
Street & right-of-way maintenance	73%	42%	31%	Overall Satisfaction with Village Services
Overall feeling of safety in Village	97%	66%	31%	Perceptions of Pinehurst
Overall appearance of Village	95%	64%	31%	Perceptions of Pinehurst
Maintenance/preservation of Downtown	91%	63%	28%	Public Services
Maintenance of streets in your neighborhood	73%	45%	28%	Transportation Services
How quickly police respond to emergencies	89%	62%	27%	Public Safety Services
Enforcing mowing/cutting of weeds/grass	61%	36%	25%	Code Enforcement
As a place to live	95%	71%	24%	Perceptions of Pinehurst
Yard waste collection services	91%	67%	24%	Solid Waste Services
Police services	91%	68%	23%	Overall Satisfaction with Village Services
Residential trash collection services	95%	72%	23%	Solid Waste Services
Overall quality of life in Village	95%	72%	23%	Perceptions of Pinehurst
Condition of existing walkways	65%	43%	22%	Transportation Services
Solid waste services	90%	68%	22%	Overall Satisfaction with Village Services
Enforcing cleanup of litter & debris	64%	42%	22%	Code Enforcement
Condition of walking/greenway trails	78%	58%	20%	Cultural and Recreation Services
Availability of walking/greenway trails	82%	63%	19%	Cultural and Recreation Services
Quality of Village parks	89%	70%	19%	Cultural and Recreation Services
Number of Village parks	85%	67%	18%	Cultural and Recreation Services
Curbside recycling services	87%	69%	18%	Solid Waste Services
Enforcing sign regulations	66%	50%	16%	Code Enforcement
Frequency police officers patrol your neighborhood	72%	56%	16%	Public Safety Services
Fire services	96%	81%	15%	Overall Satisfaction with Village Services
Winter weather response on Village streets	72%	60%	12%	Public Services
Village website (vopnc.org)	70%	59%	11%	Public Communication and Outreach
Maintenance of street signs/pavement markings	79%	68%	11%	Transportation Services
Enforcement of local traffic laws	76%	65%	11%	Public Safety Services
Village social media	62%	53%	9%	Public Communication and Outreach
Enforcement of Village codes & ordinances	62%	53%	9%	Overall Satisfaction with Village Services
Quality of stormwater runoff/management system	63%	54%	9%	Public Services
As a place to raise children	79%	70%	9%	Perceptions of Pinehurst
How quickly fire personnel respond to emergencies	86%	79%	7%	Public Safety Services
Quality of adult recreation programs	60%	55%	5%	Cultural and Recreation Services
Fire prevention & education programs	66%	62%	4%	Public Safety Services
Quality of outdoor athletic fields & facilities	68%	64%	4%	Cultural and Recreation Services
Quality of recreation indoor facilities	65%	66%	-1%	Cultural and Recreation Services
Adequacy of street lighting	53%	57%	-4%	Transportation Services
Quality of youth recreation programs	54%	62%	-8%	Cultural and Recreation Services

How the Village Compares to Other Communities Regionally

Satisfaction ratings for The Village of Pinehurst **rated the same or above the Atlantic regional average in 48 of the 52 areas** that were assessed. The Village of Pinehurst rated significantly higher than this average (difference of 5% or more) in 46 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
Quality of leadership provided by elected officials	75%	32%	43%	Village Leadership
Maintenance of main Village street thoroughfares	88%	46%	42%	Transportation Services
Customer service provided by Village employees	82%	40%	42%	Overall Satisfaction with Village Services
Effectiveness of Village Manager & appointed staff	76%	37%	39%	Village Leadership
Landscaping in medians & other public areas	93%	55%	38%	Public Services
Maintenance/preservation of Downtown	91%	54%	37%	Public Services
As a place to retire	96%	59%	37%	Perceptions of Pinehurst
Cleanliness of streets & other public areas	92%	60%	32%	Public Services
Village communication with residents	81%	50%	31%	Overall Satisfaction with Village Services
Efforts to prevent crimes	90%	59%	31%	Public Safety Services
Overall appearance of Village	95%	64%	31%	Perceptions of Pinehurst
Level of public involvement in local decisions	63%	33%	30%	Overall Satisfaction with Village Services
Overall feeling of safety in Village	97%	67%	30%	Perceptions of Pinehurst
Overall image of Village	96%	66%	30%	Perceptions of Pinehurst
Enforcing mowing/cutting of weeds/grass	61%	32%	29%	Code Enforcement
Quality of info about programs/services	79%	50%	29%	Public Communication and Outreach
Opportunities to participate in local government	65%	36%	29%	Public Communication and Outreach
Street & right-of-way maintenance	73%	45%	28%	Overall Satisfaction with Village Services
Efforts to keep you informed about local issues	75%	48%	27%	Public Communication and Outreach
Enforcing cleanup of litter & debris	64%	38%	26%	Code Enforcement
As a place to live	95%	70%	25%	Perceptions of Pinehurst
Maintenance of streets in your neighborhood	73%	48%	25%	Transportation Services
Yard waste collection services	91%	67%	24%	Solid Waste Services
How quickly police respond to emergencies	89%	67%	22%	Public Safety Services
Residential trash collection services	95%	73%	22%	Solid Waste Services
Solid waste services	90%	69%	21%	Overall Satisfaction with Village Services
Police services	91%	71%	20%	Overall Satisfaction with Village Services
Overall quality of life in Village	95%	75%	20%	Perceptions of Pinehurst
Condition of existing walkways	65%	46%	19%	Transportation Services
Curbside recycling services	87%	68%	19%	Solid Waste Services
Condition of walking/greenway trails	78%	60%	18%	Cultural and Recreation Services
Enforcing sign regulations	66%	49%	17%	Code Enforcement
Enforcement of local traffic laws	76%	59%	17%	Public Safety Services
Number of Village parks	85%	69%	16%	Cultural and Recreation Services
Quality of stormwater runoff/management system	63%	48%	15%	Public Services
Availability of walking/greenway trails	82%	67%	15%	Cultural and Recreation Services
Quality of Village parks	89%	74%	15%	Cultural and Recreation Services
As a place to raise children	79%	65%	14%	Perceptions of Pinehurst
Fire services	96%	84%	12%	Overall Satisfaction with Village Services
Frequency police officers patrol your neighborhood	72%	62%	10%	Public Safety Services
Village social media	62%	53%	9%	Public Communication and Outreach
Maintenance of street signs/pavement markings	79%	70%	9%	Transportation Services
Village website (vopnc.org)	70%	62%	8%	Public Communication and Outreach
Enforcement of Village codes & ordinances	62%	54%	8%	Overall Satisfaction with Village Services
Winter weather response on Village streets	72%	64%	8%	Public Services
Quality of outdoor athletic fields & facilities	68%	61%	7%	Cultural and Recreation Services
Quality of adult recreation programs	60%	59%	1%	Cultural and Recreation Services
Adequacy of street lighting	53%	53%	0%	Transportation Services
How quickly fire personnel respond to emergencies	86%	87%	-1%	Public Safety Services
Fire prevention & education programs	66%	70%	-4%	Public Safety Services
Quality of youth recreation programs	54%	60%	-6%	Cultural and Recreation Services
Quality of recreation indoor facilities	65%	72%	-7%	Cultural and Recreation Services

Short-Term Trend Analysis

From 2019 to 2020, satisfaction ratings have increased or stayed the same in 65 of the 87 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 15 of these areas. The 65 areas that have increased or stayed the same since 2019 are listed below.

Service	2020	2019	Difference	Category
Quality of recreation indoor facilities	65%	49%	16%	Cultural and Recreation Services
Availability of recreation indoor facilities	61%	46%	15%	Cultural and Recreation Services
Quality of leadership provided by elected officials	75%	60%	15%	Village Leadership
Quality of stormwater runoff/management system	63%	53%	10%	Public Services
Effectiveness of appointed boards & commissions	68%	58%	10%	Village Leadership
Effectiveness of Village Manager & appointed staff	76%	66%	10%	Village Leadership
Efforts at maintaining quality of neighborhoods	72%	65%	8%	Overall Satisfaction with City Services
Curbside recycling services	87%	79%	8%	Solid Waste Services
Street & right-of-way maintenance	73%	66%	8%	Overall Satisfaction with City Services
Solid waste services	90%	82%	7%	Overall Satisfaction with City Services
Promotion of natural resource conservation	65%	60%	5%	Overall Satisfaction with City Services
Quality of new development in Village	55%	50%	5%	Perceptions of the Village
Planning & Inspections services	81%	76%	5%	Village Services and Facilities
Enforcing mowing/cutting of weeds/grass on private property	61%	56%	5%	Code Enforcement
Prohibiting oversized vehicles in residential neighborhoods	63%	58%	5%	Code Enforcement
Enforcement of Village codes & ordinances	62%	58%	4%	Overall Satisfaction with City Services
Maintenance/preservation of Downtown	91%	87%	4%	Public Services
Level of public involvement in local decisions	63%	59%	4%	Overall Satisfaction with City Services
As a place to raise children	79%	75%	4%	Perceptions of the Village
Monthly Village e-News updates	70%	66%	4%	Public Communication and Outreach
As a place to retire	96%	92%	4%	Perceptions of the Village
Landscaping in medians/other public areas	93%	90%	4%	Public Services
Maintenance of streets in your neighborhood	73%	69%	3%	Transportation Services
Village social media	62%	59%	3%	Public Communication and Outreach
Online Engagement Portals	50%	47%	3%	Public Communication and Outreach
Fire services	96%	93%	3%	Overall Satisfaction with City Services
Yard waste collection services	91%	88%	3%	Solid Waste Services
Village communication with residents	81%	79%	3%	Overall Satisfaction with City Services
Overall appearance of Village	95%	92%	2%	Perceptions of the Village
Given Memorial Library programs	88%	86%	2%	Given Memorial Library
Overall image of Village	96%	94%	2%	Perceptions of the Village
Overall quality of life in Village	95%	93%	2%	Perceptions of the Village
Availability of affordable housing	66%	65%	2%	Perceptions of the Village
Frequency police officers patrol your neighborhood	72%	70%	2%	Public Safety Services
As a place to live	95%	93%	2%	Perceptions of the Village
Availability of walking/greenway trails	82%	80%	2%	Cultural and Recreation Services
Enforcement of local traffic laws	76%	74%	2%	Public Safety Services
Condition of walking/greenway trails	78%	77%	2%	Cultural and Recreation Services
Village newsletter	81%	80%	2%	Public Communication and Outreach
Parks & recreation programs	83%	81%	2%	Overall Satisfaction with City Services
Efforts to keep you informed about local issues	75%	74%	2%	Public Communication and Outreach
In Village parks & recreation facilities	85%	84%	1%	Perceptions of Safety and Security
How quickly police respond to emergencies	89%	88%	1%	Public Safety Services
Enforcing solid waste cart regulations	71%	70%	1%	Code Enforcement
Enforcing sign regulations	66%	65%	1%	Code Enforcement
Village website (vopnc.org)	70%	69%	1%	Public Communication and Outreach
Cleanliness of streets & other public areas	92%	90%	1%	Public Services
Quality of info about Village programs/services	79%	78%	1%	Public Communication and Outreach
Parks & recreation facilities	79%	78%	1%	Overall Satisfaction with City Services
Overall feeling of safety in Village	97%	96%	1%	Perceptions of the Village
Availability of walkways	52%	51%	1%	Transportation Services
Customer service provided by Village employees	82%	81%	1%	Overall Satisfaction with City Services
Variety of cultural arts events & programs	70%	69%	1%	Cultural and Recreation Services
Opportunities to participate in local government	65%	64%	1%	Public Communication and Outreach
Police services	91%	90%	1%	Overall Satisfaction with City Services
Quality of Village parks	89%	88%	1%	Cultural and Recreation Services
Walking alone in your neighborhood during the day	98%	98%	0%	Perceptions of Safety and Security
Walking alone in your neighborhood after dark	79%	79%	0%	Perceptions of Safety and Security
Enforcing cleanup of litter & debris on private property	64%	63%	0%	Code Enforcement
Residential trash collection services	95%	95%	0%	Solid Waste Services
Recreation program registration	87%	88%	0%	Village Services and Facilities
In business areas of Village during the day	97%	97%	0%	Perceptions of Safety and Security
Efforts to prevent crimes	90%	91%	0%	Public Safety Services
Number of Village parks	85%	86%	0%	Cultural and Recreation Services
Police services	92%	92%	0%	Village Services and Facilities

Long-Term Trend Analysis

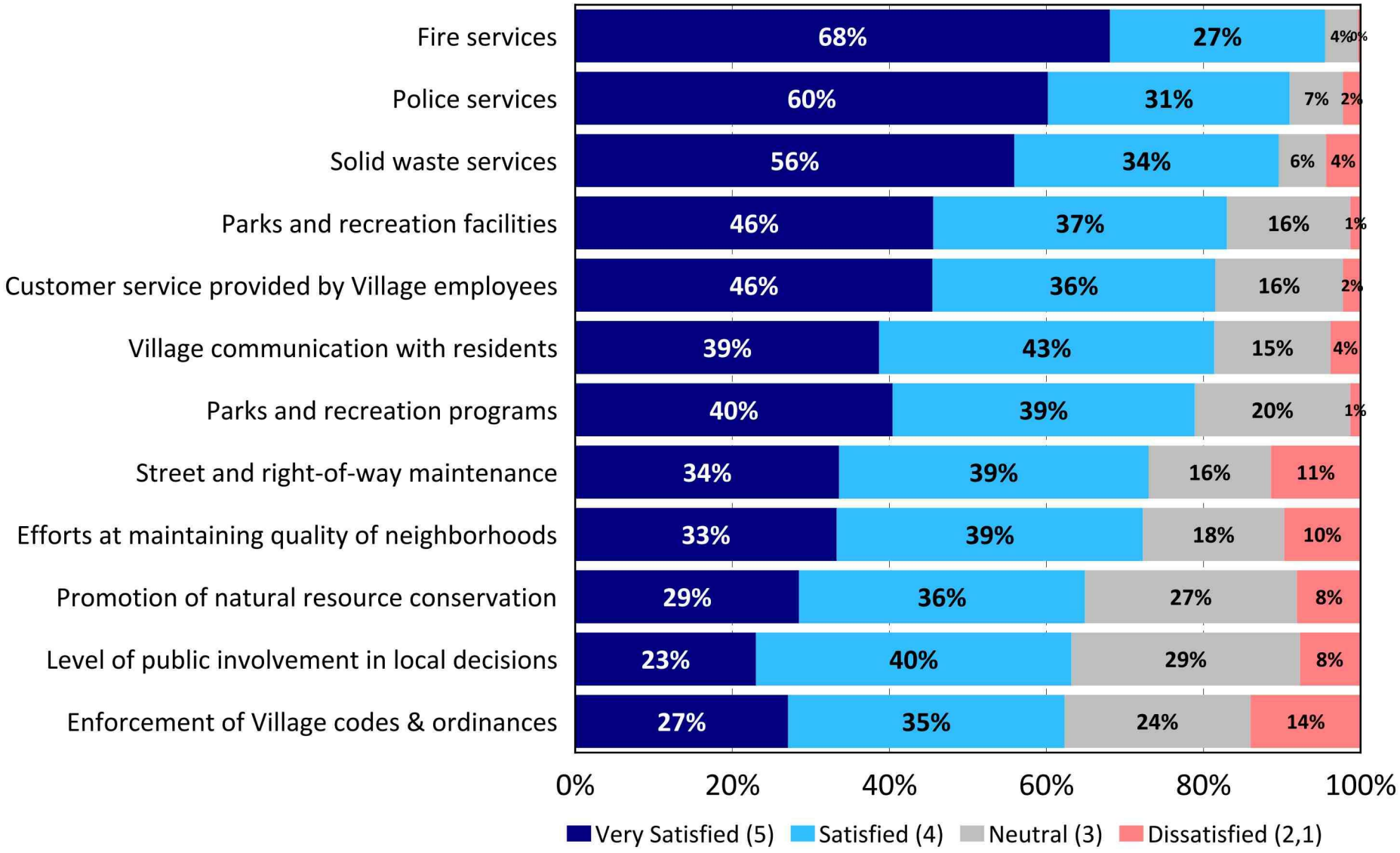
From 2013 to 2020, satisfaction ratings have increased or stayed the same in 70 of the 80 areas that were assessed. There have been significant increases (5% or more) in satisfaction in 37 of these areas. The 70 areas that have increased or stayed the same since 2013 are listed below.

Service	2020	2013	Difference	Category
Availability of recreation indoor facilities	61%	35%	26%	Cultural and Recreation Services
Quality of recreation indoor facilities	65%	41%	24%	Cultural and Recreation Services
Level of public involvement in local decisions	63%	40%	23%	Overall Satisfaction with Village Services
Given Memorial Library programs	88%	70%	18%	Given Memorial Library
Condition of existing walkways	65%	47%	18%	Transportation Services
Availability of walkways	52%	34%	18%	Transportation Services
Effectiveness of appointed boards & commissions	68%	52%	16%	Village Leadership
Quality of stormwater runoff/management system	63%	48%	15%	Public Services
Quality of leadership provided by elected officials	75%	60%	15%	Village Leadership
Availability of information about recreation programs	66%	55%	11%	Cultural and Recreation Services
Parks & recreation programs	83%	72%	11%	Overall Satisfaction with Village Services
Range of amenities at parks & rec. facilities	61%	50%	11%	Cultural and Recreation Services
Adequacy of street lighting	53%	42%	11%	Transportation Services
Landscaping in medians/other public areas	93%	83%	10%	Public Services
Quality of info about Village programs/services	79%	69%	10%	Public Communication and Outreach
Quality of adult recreation programs	60%	51%	9%	Cultural and Recreation Services
Planning & Inspections services	81%	72%	9%	Village Services and Facilities
Effectiveness of Village Manager & appointed staff	76%	67%	9%	Village Leadership
Enforcing mowing/cutting of weeds/grass on private property	61%	53%	8%	Code Enforcement
Monthly Village e-News updates	70%	62%	8%	Public Communication and Outreach
As a place to raise children	79%	71%	8%	Perceptions of the Village
Prohibiting oversized vehicles in residential neighborhoods	63%	55%	8%	Code Enforcement
Opportunities to participate in local government	65%	58%	7%	Public Communication and Outreach
Efforts to keep you informed about local issues	75%	69%	6%	Public Communication and Outreach
Yard waste collection services	91%	85%	6%	Solid Waste Services
Village sponsored cultural arts events	69%	63%	6%	Cultural and Recreation Services
Availability of walking/greenway trails	82%	76%	6%	Cultural and Recreation Services
Quality of Village parks	89%	83%	6%	Cultural and Recreation Services
Village newsletter	81%	76%	5%	Public Communication and Outreach
In Village parks & recreation facilities	85%	80%	5%	Perceptions of Safety and Security
Quality of youth recreation programs	54%	49%	5%	Cultural and Recreation Services
Maintenance/preservation of Downtown	91%	86%	5%	Public Services
Given Memorial Library services	88%	83%	5%	Given Memorial Library
Walking alone in your neighborhood after dark	79%	74%	5%	Perceptions of Safety and Security
Cleanliness of streets & other public areas	92%	87%	5%	Public Services
Frequency police officers patrol your neighborhood	72%	67%	5%	Public Safety Services
Enforcing cleanup of litter & debris on private property	64%	59%	5%	Code Enforcement
How quickly fire personnel respond to emergencies	86%	82%	4%	Public Safety Services
Progress toward strategic vision & mission	53%	49%	4%	Public Communication and Outreach
As a place to retire	96%	92%	3%	Perceptions of the Village
Overall quality of life in Village	95%	91%	3%	Perceptions of the Village
Enforcing sign regulations	66%	63%	3%	Code Enforcement
Village communication with residents	81%	78%	3%	Overall Satisfaction with Village Services
Enforcement of Village codes & ordinances	62%	59%	3%	Overall Satisfaction with Village Services
Number of Village parks	85%	82%	3%	Cultural and Recreation Services
How quickly police respond to emergencies	89%	86%	3%	Public Safety Services
Police services	91%	88%	3%	Overall Satisfaction with Village Services
Fire services	96%	93%	3%	Overall Satisfaction with Village Services
Overall appearance of Village	95%	92%	3%	Perceptions of the Village
Overall image of Village	96%	93%	3%	Perceptions of the Village
Quality of new development in Village	55%	52%	3%	Perceptions of the Village
Police services	92%	89%	3%	Village Services and Facilities
Condition of walking/greenway trails	78%	76%	2%	Cultural and Recreation Services
Village website (vopnc.org)	70%	68%	2%	Public Communication and Outreach
Efforts at maintaining quality of neighborhoods	72%	70%	2%	Overall Satisfaction with Village Services
Street & right-of-way maintenance	73%	71%	2%	Overall Satisfaction with Village Services
Enforcement of local traffic laws	76%	74%	2%	Public Safety Services
Customer service provided by Village employees	82%	80%	1%	Overall Satisfaction with Village Services
As a place to live	95%	94%	1%	Perceptions of the Village
Fire services	95%	94%	1%	Village Services and Facilities
In business areas of Village after dark	81%	80%	1%	Perceptions of Safety and Security
Efforts to prevent crimes	90%	89%	1%	Public Safety Services
Overall feeling of safety in Village	97%	96%	1%	Perceptions of the Village
Walking alone in your neighborhood during the day	98%	97%	1%	Perceptions of Safety and Security
Parks & recreation facilities	79%	78%	1%	Overall Satisfaction with Village Services
Residential trash collection services	95%	94%	1%	Solid Waste Services
Solid waste services	90%	89%	1%	Overall Satisfaction with Village Services
Maintenance of streets in your neighborhood	73%	72%	1%	Transportation Services
Recreation program registration	87%	87%	0%	Village Services and Facilities
In business areas of Village during the day	97%	97%	0%	Perceptions of Safety and Security

Section 1
Charts and Graphs

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

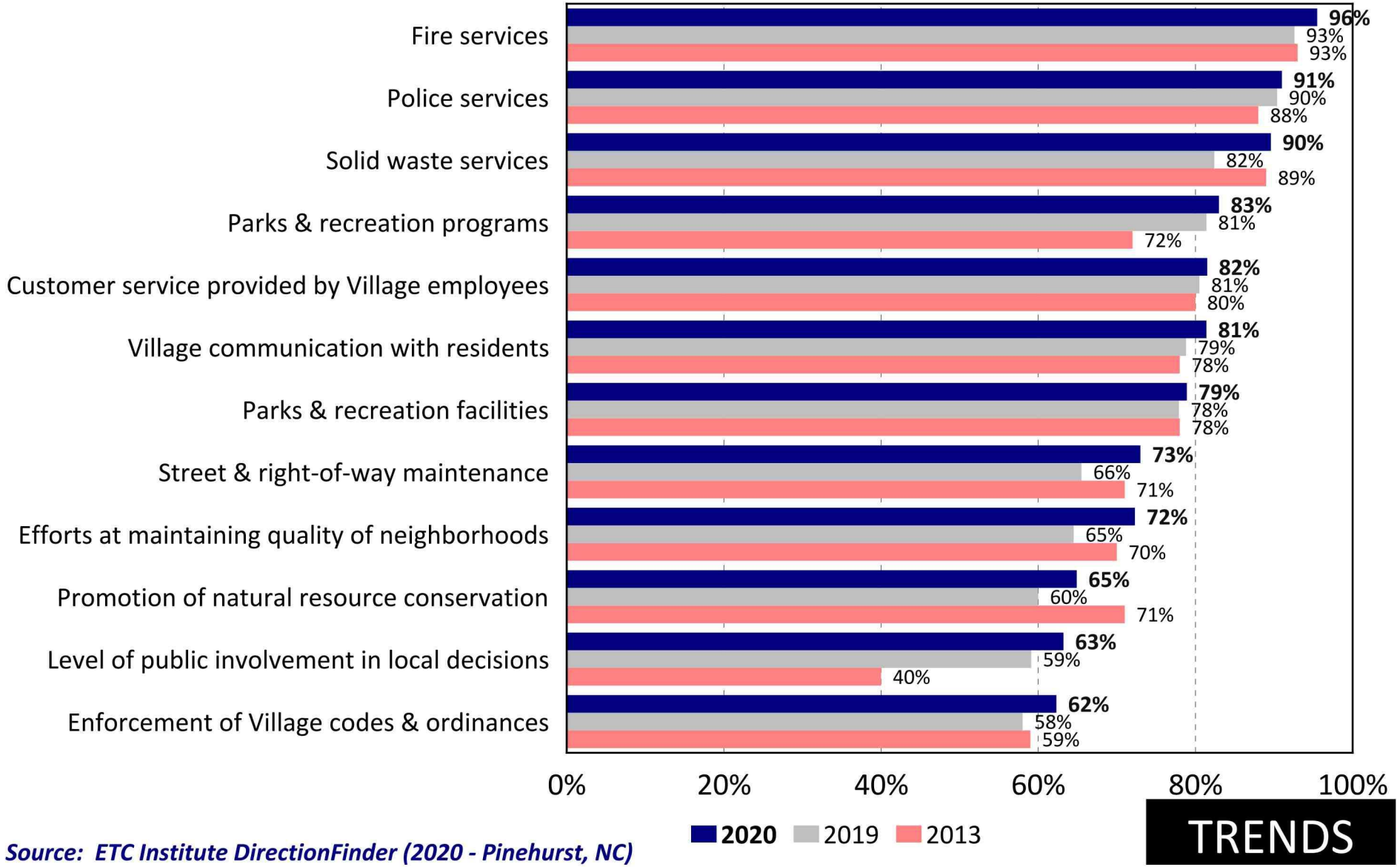
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category - *2020, 2019 & 2013*

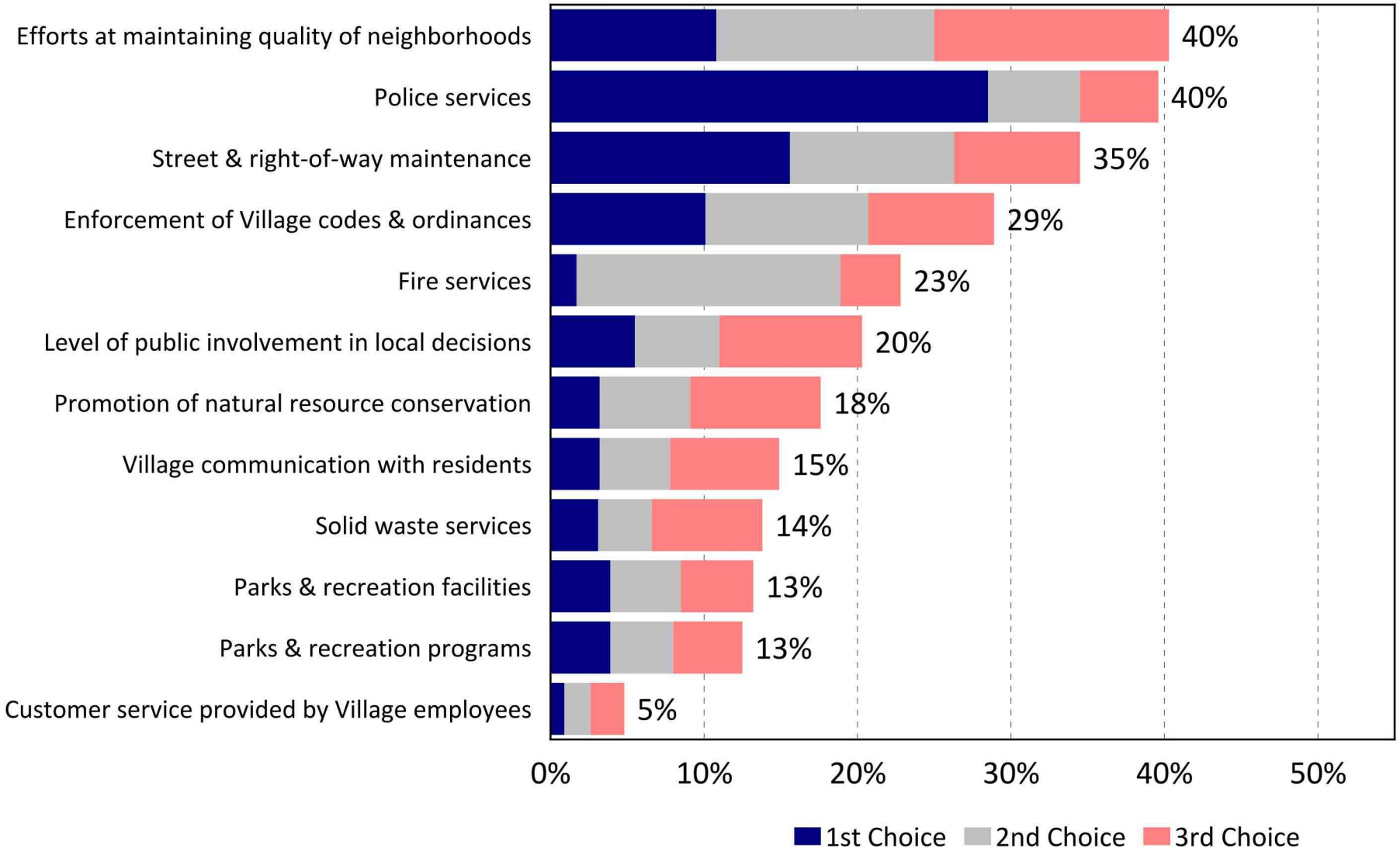
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

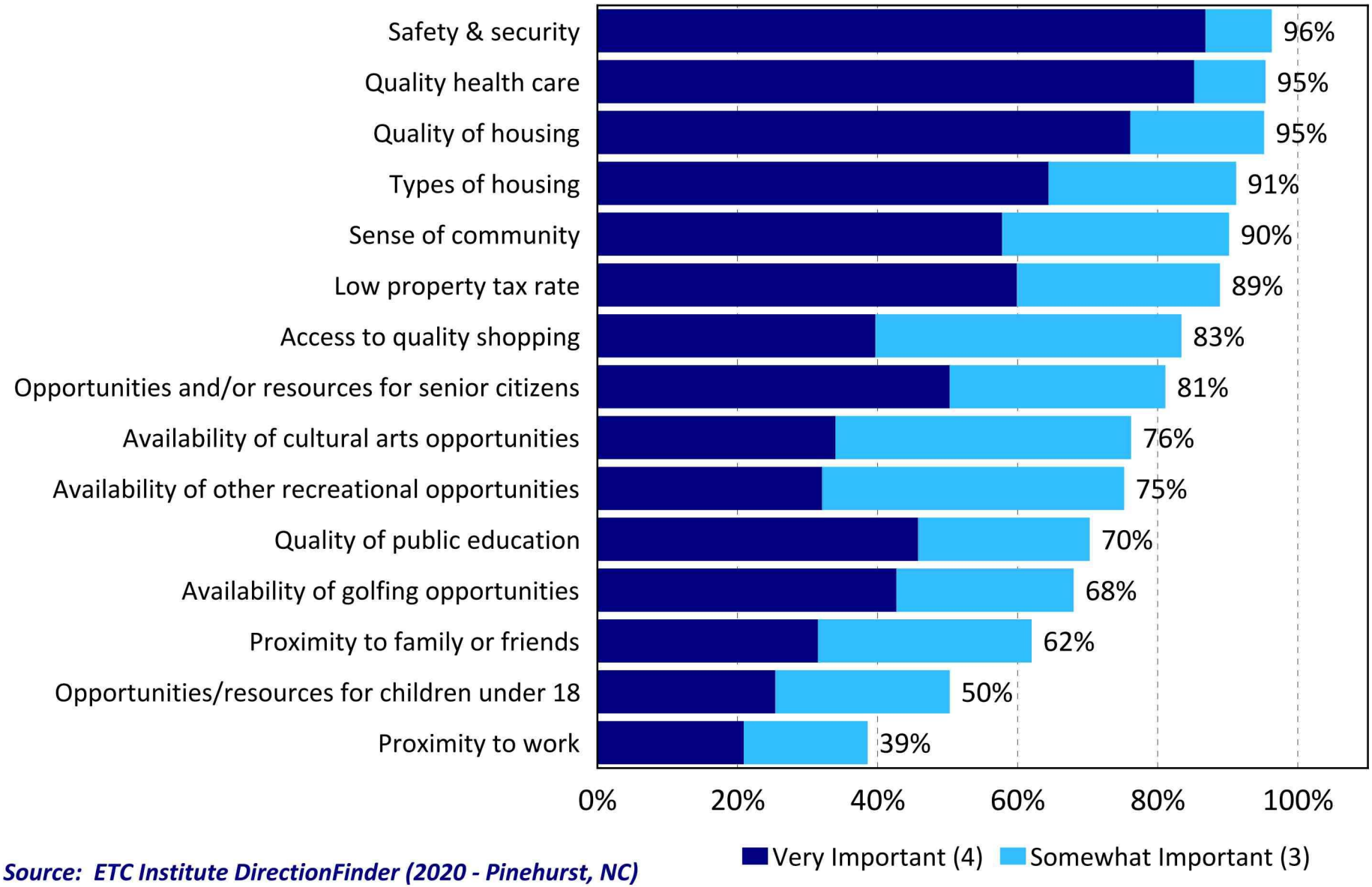
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

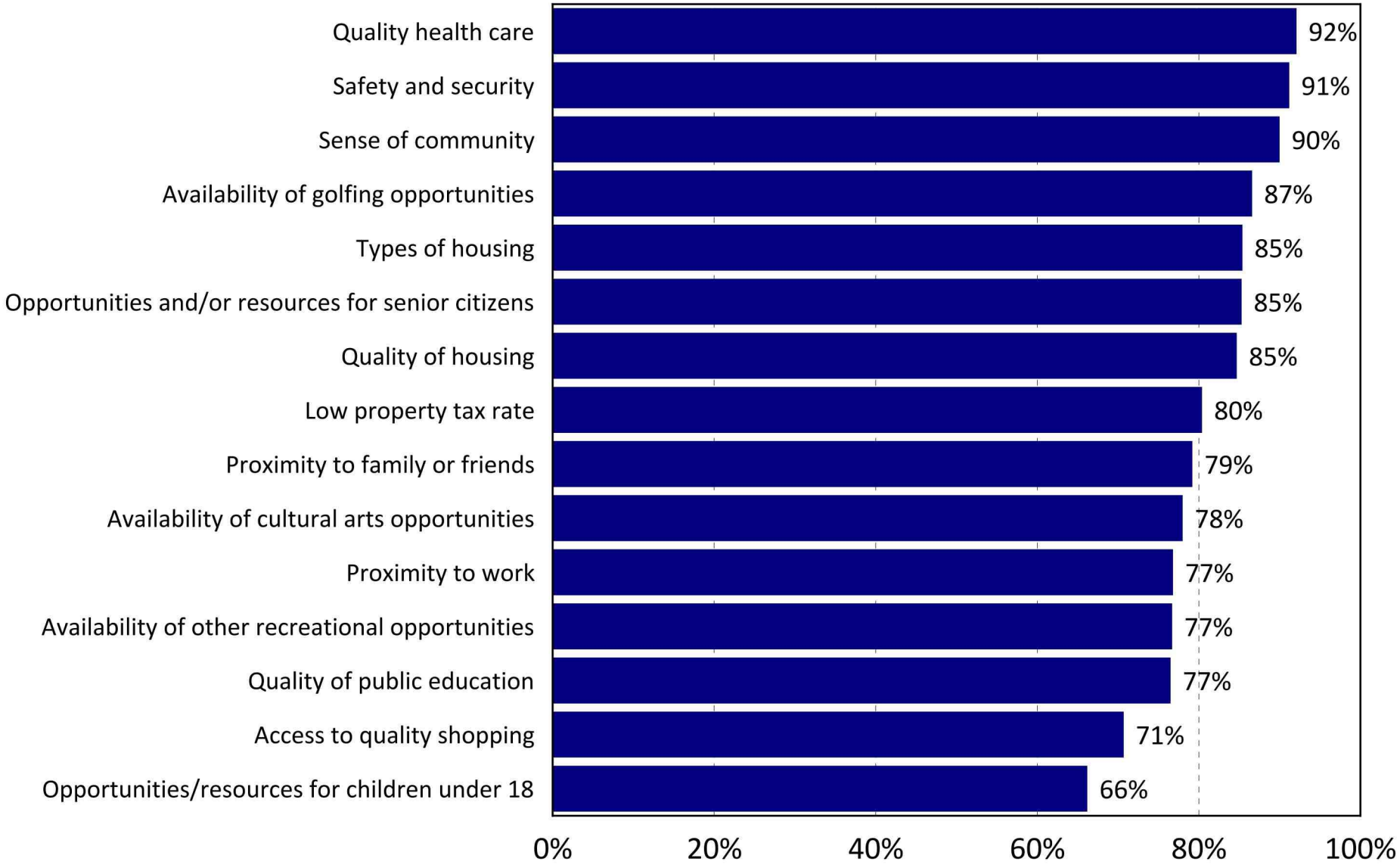
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

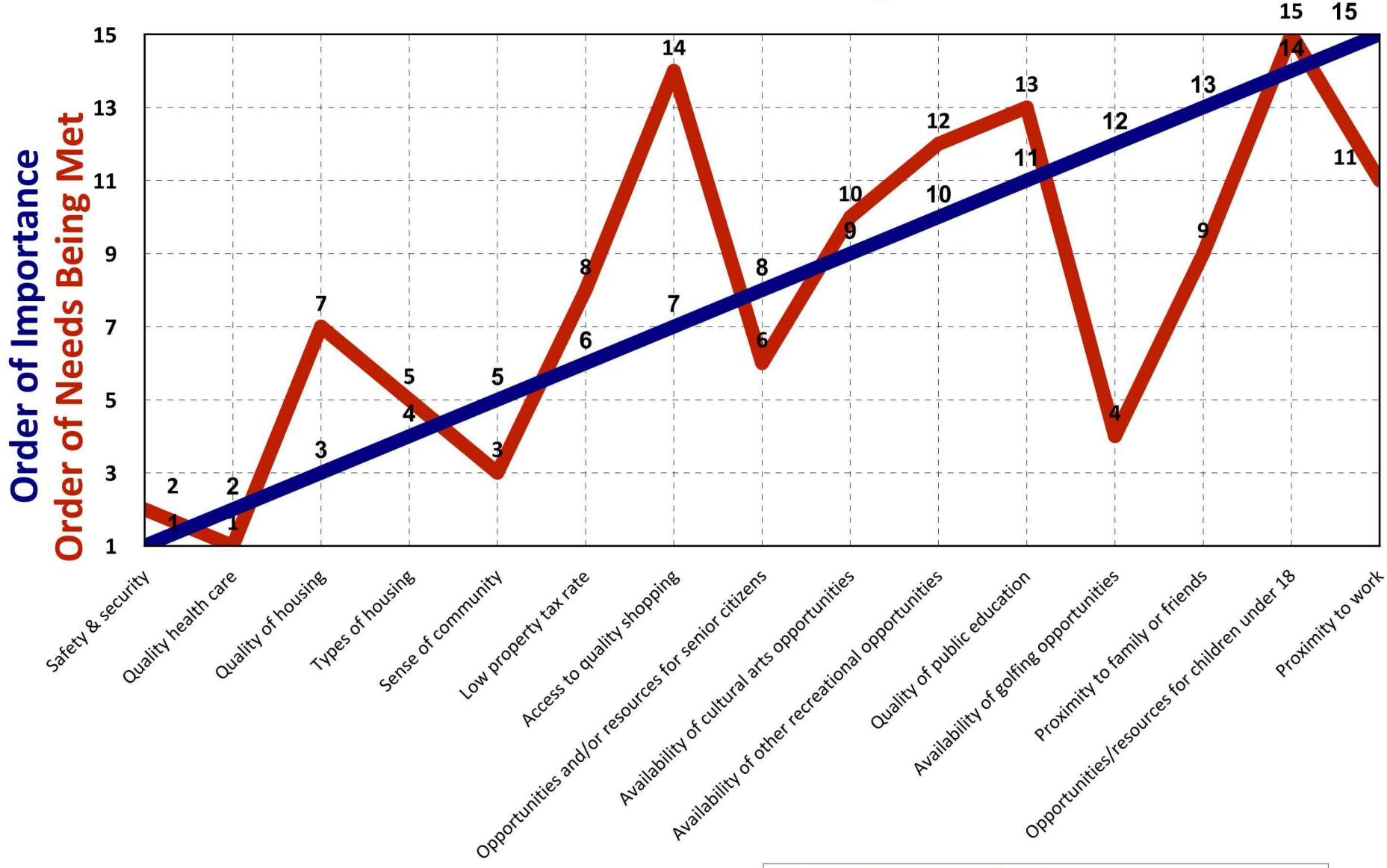
Q3b. Are your needs being met in Pinehurst?

by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

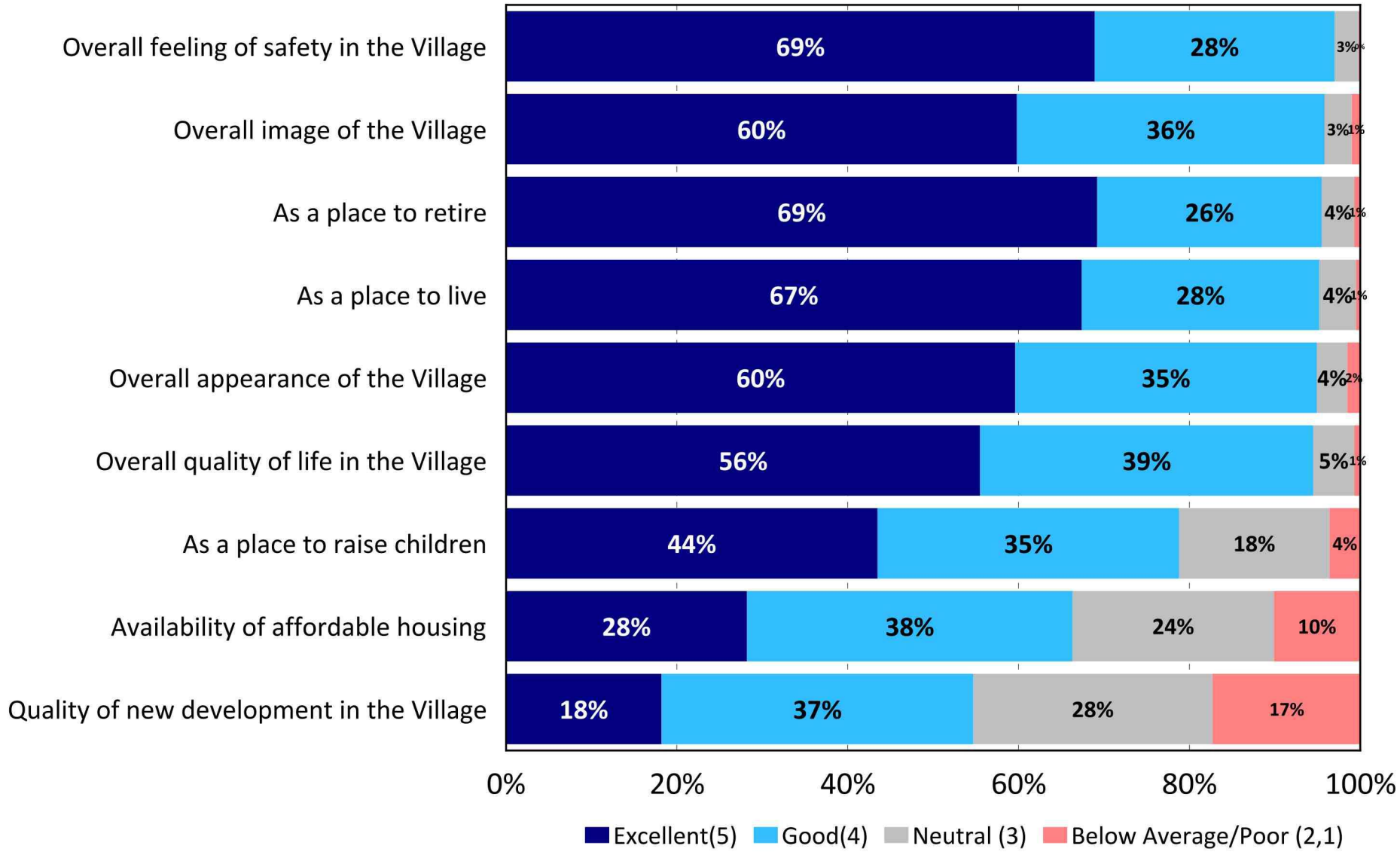


Red points above the blue line are needs that are not being met relative to their importance

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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")

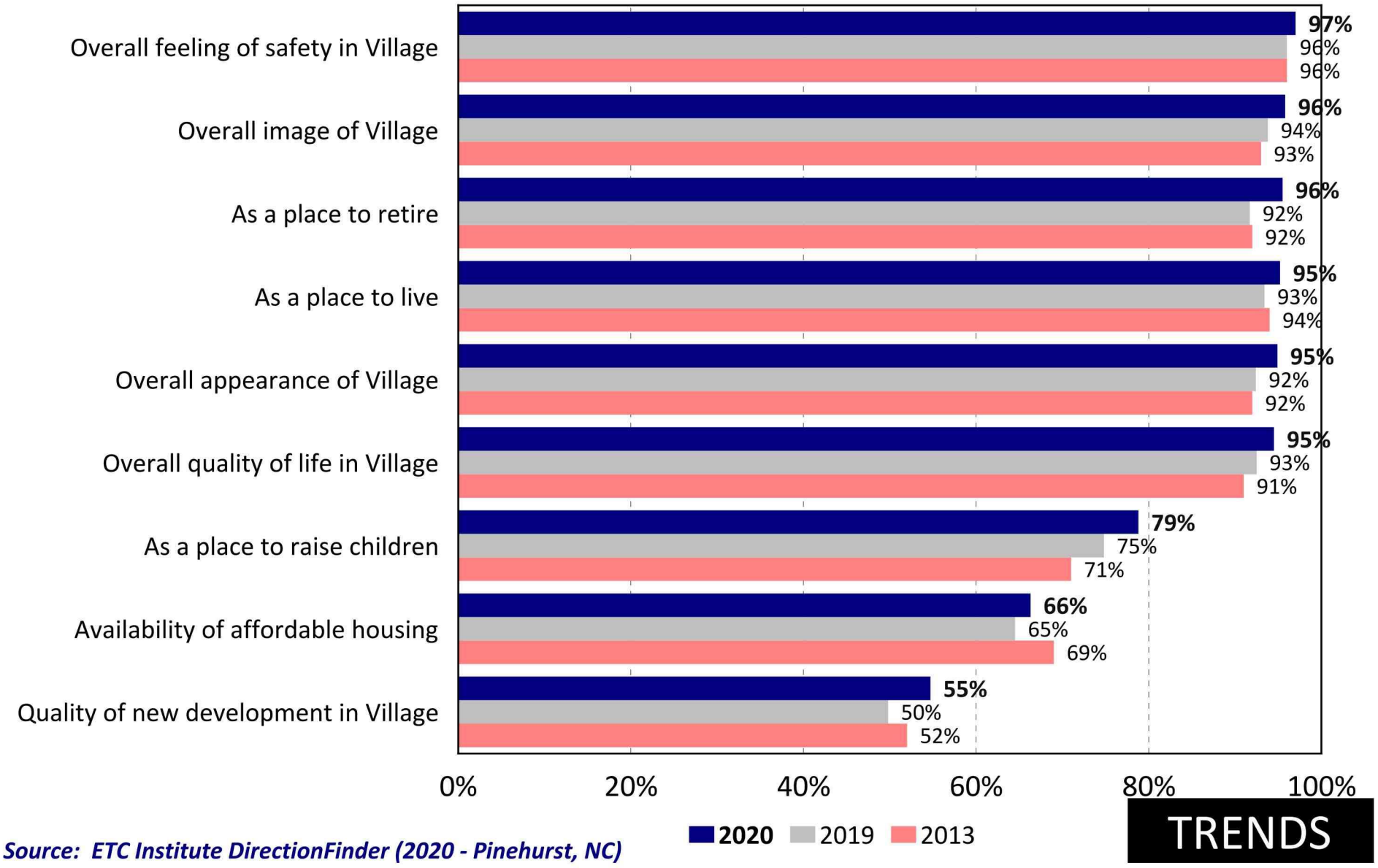


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q4. Perception Residents Have of Pinehurst as a Community

2020, 2019 & 2013

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

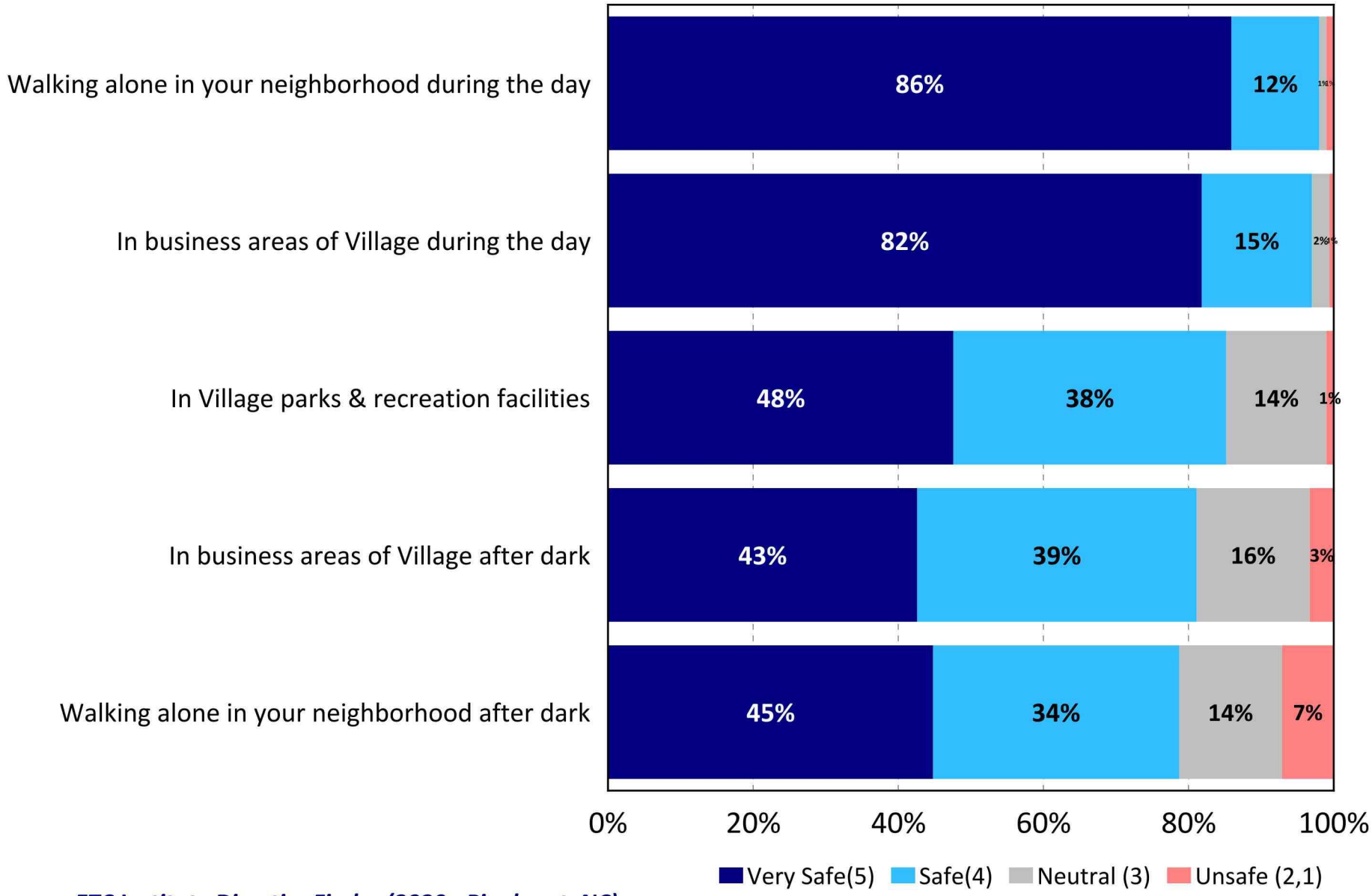


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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")

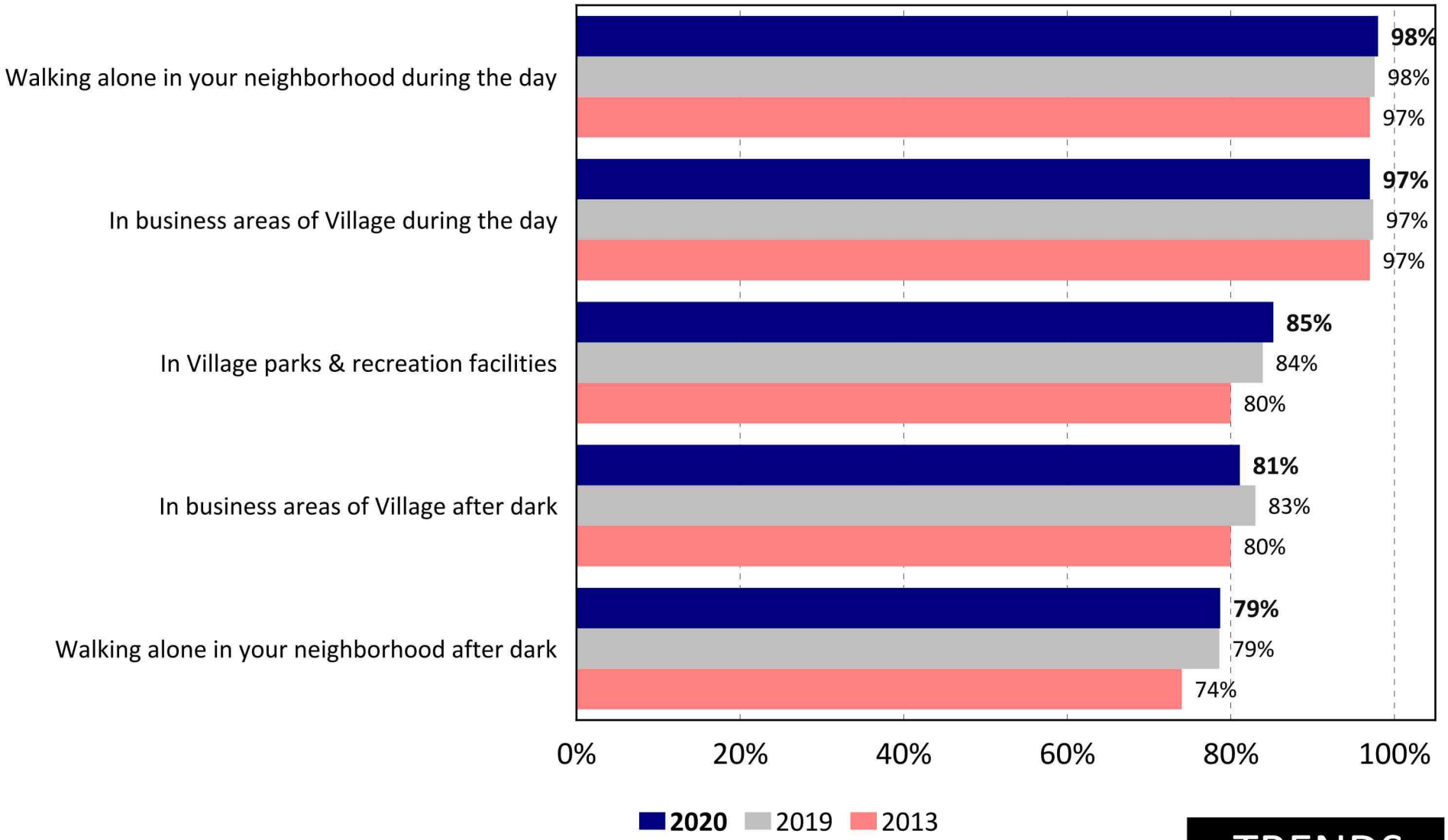


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q5. Perceptions of Safety and Security in Pinehurst

2020, 2019 & 2013

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

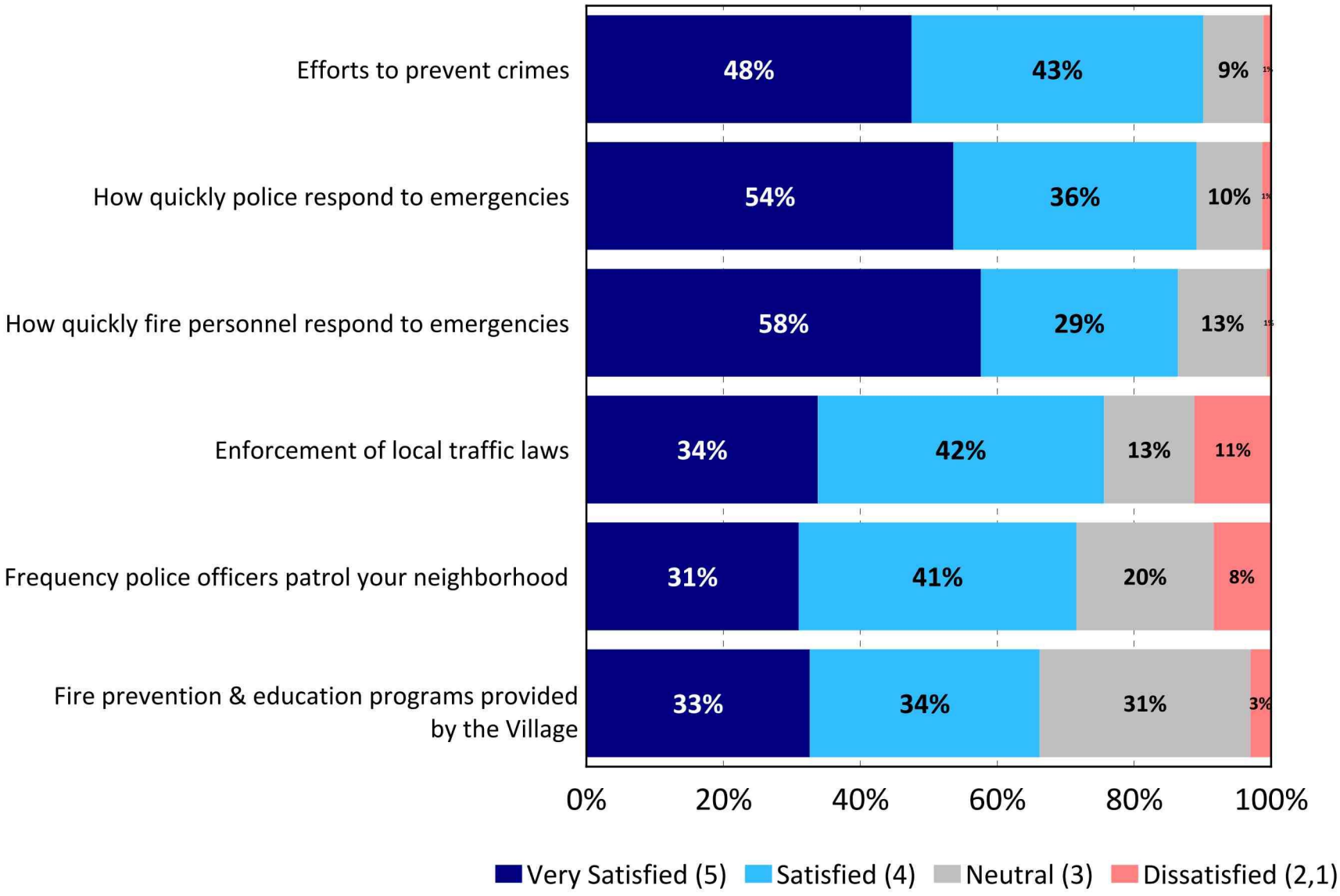


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q6. Satisfaction with Various Aspects of Public Safety

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

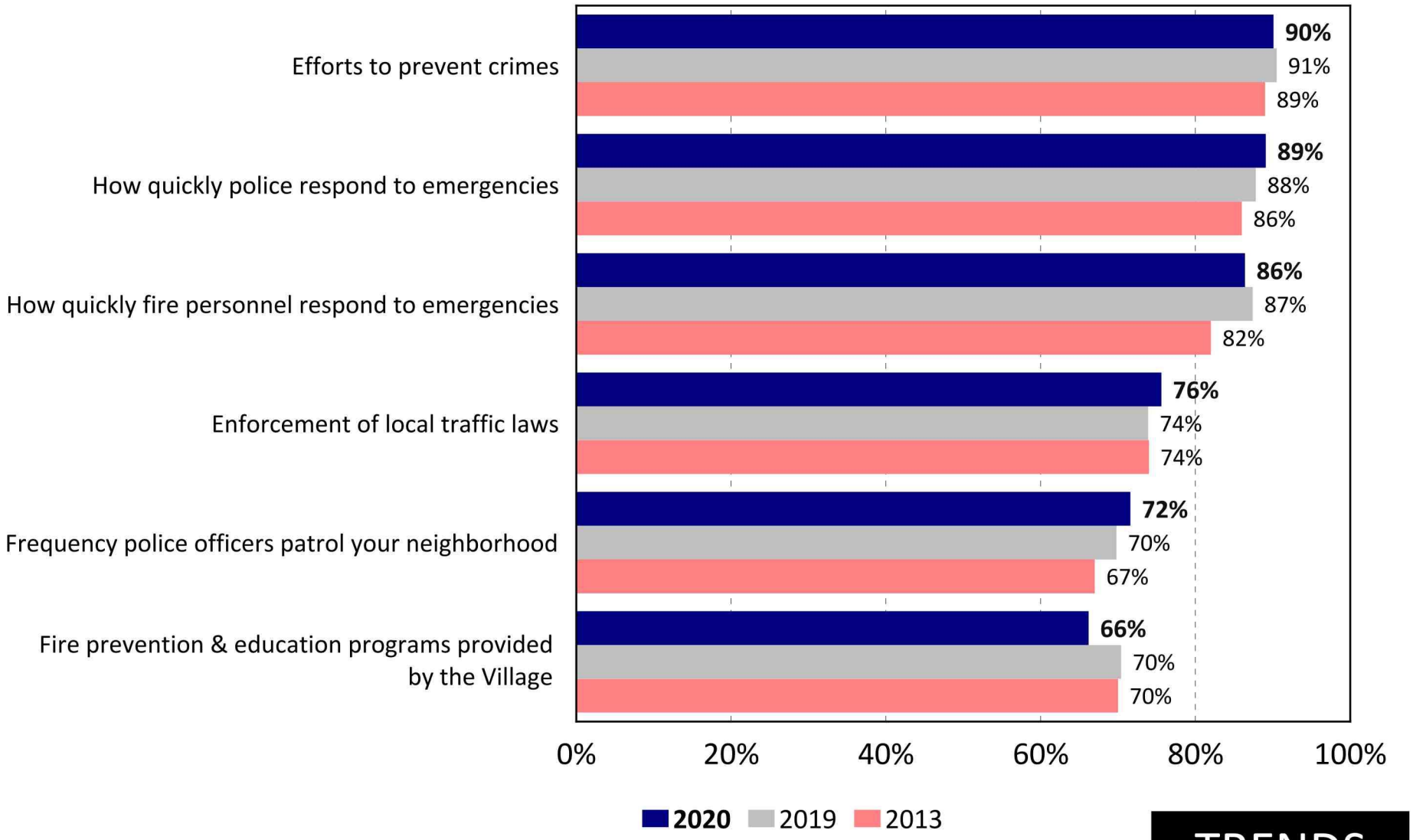


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q6. Satisfaction with Various Aspects of Public Safety

2020, 2019 & 2013

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

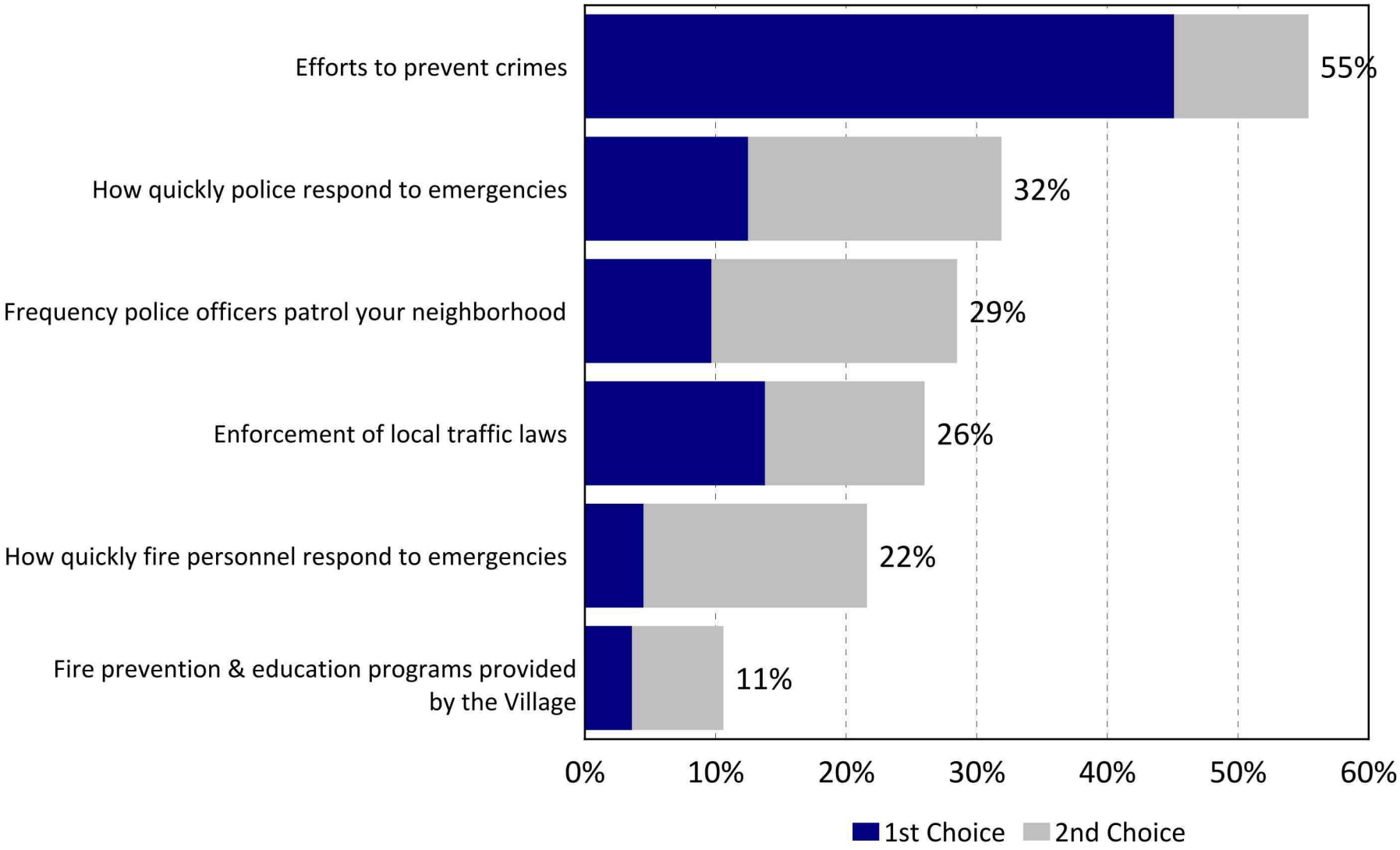


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

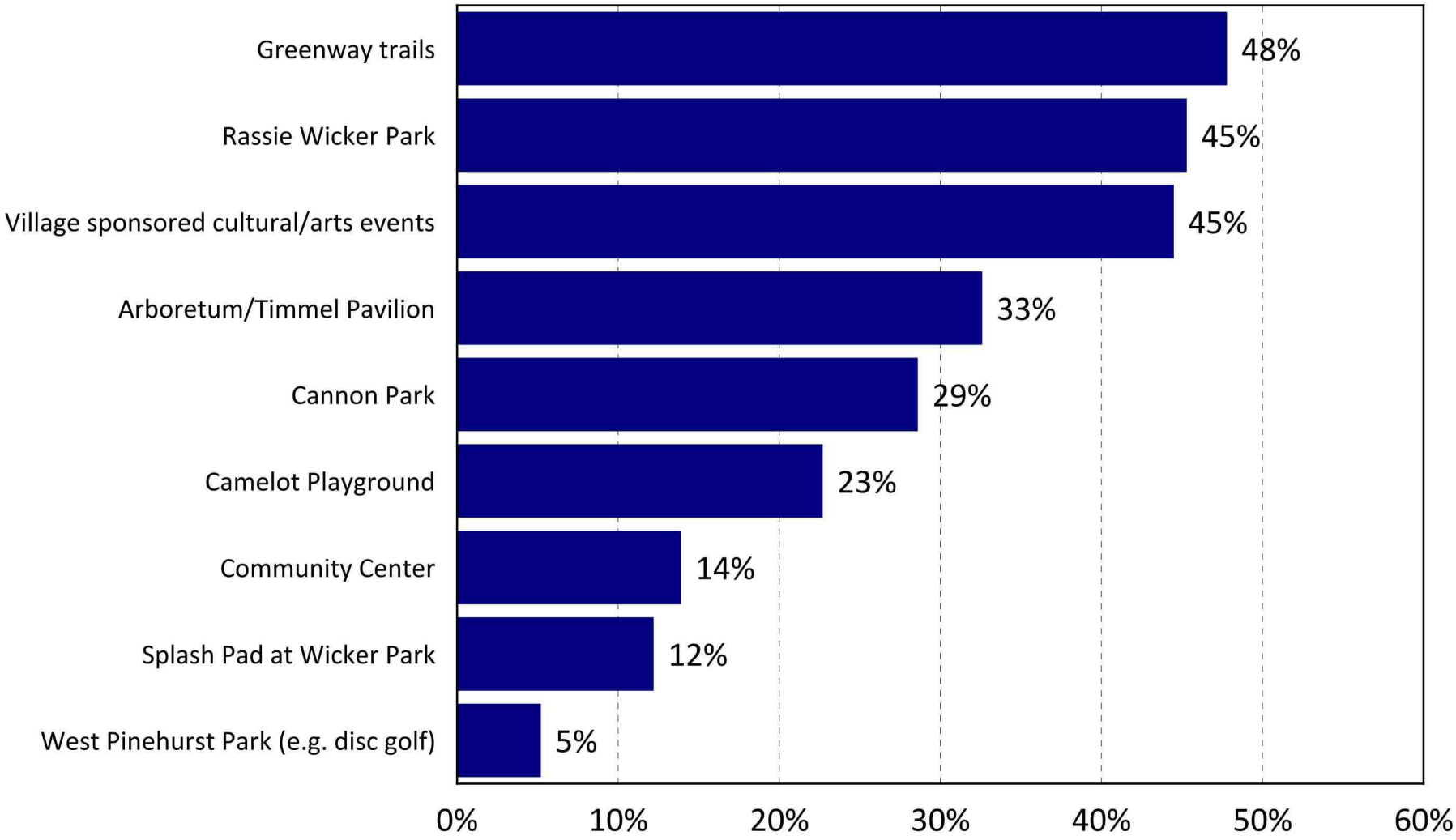
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

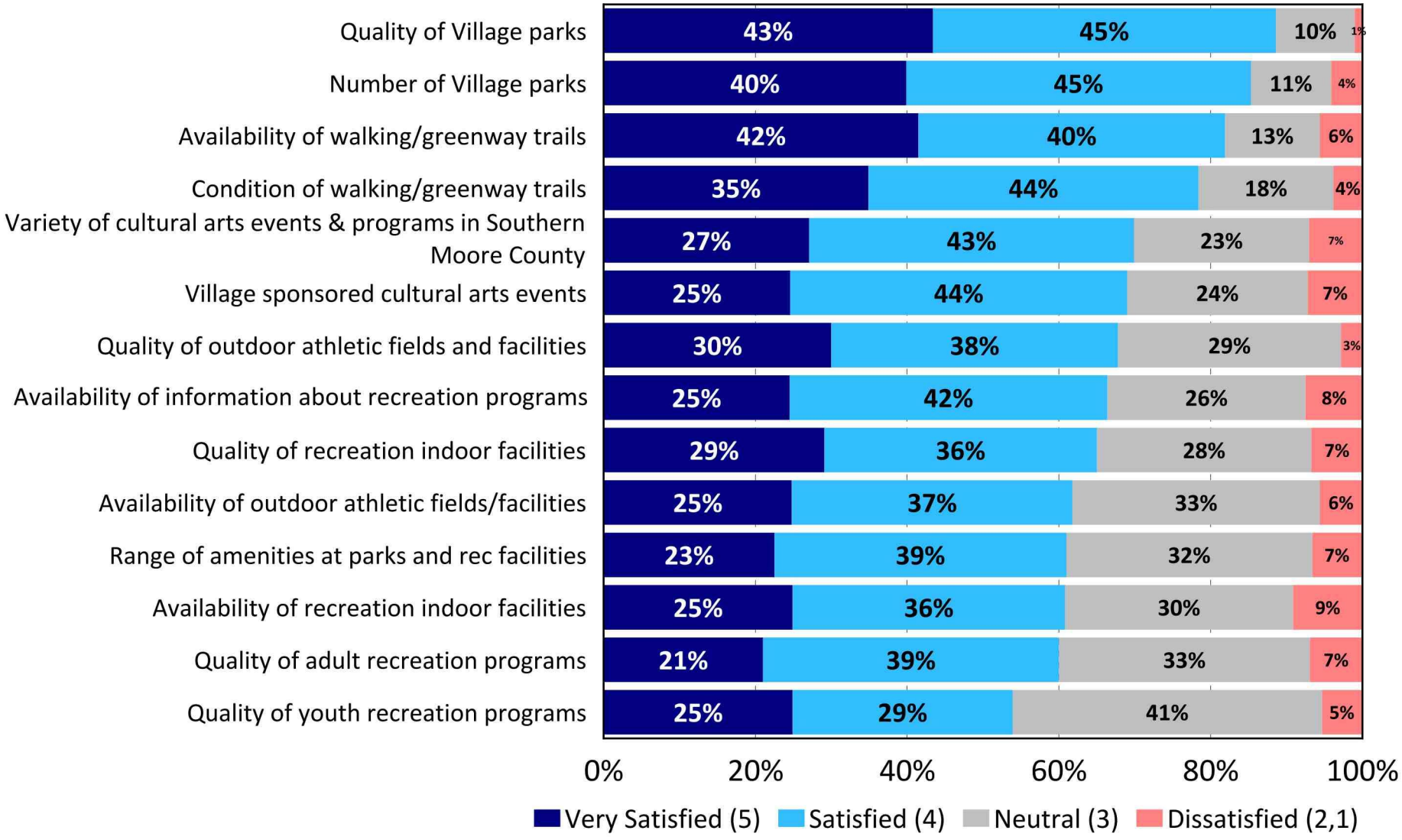
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q9. Satisfaction with Various Aspects of Cultural and Recreation Services

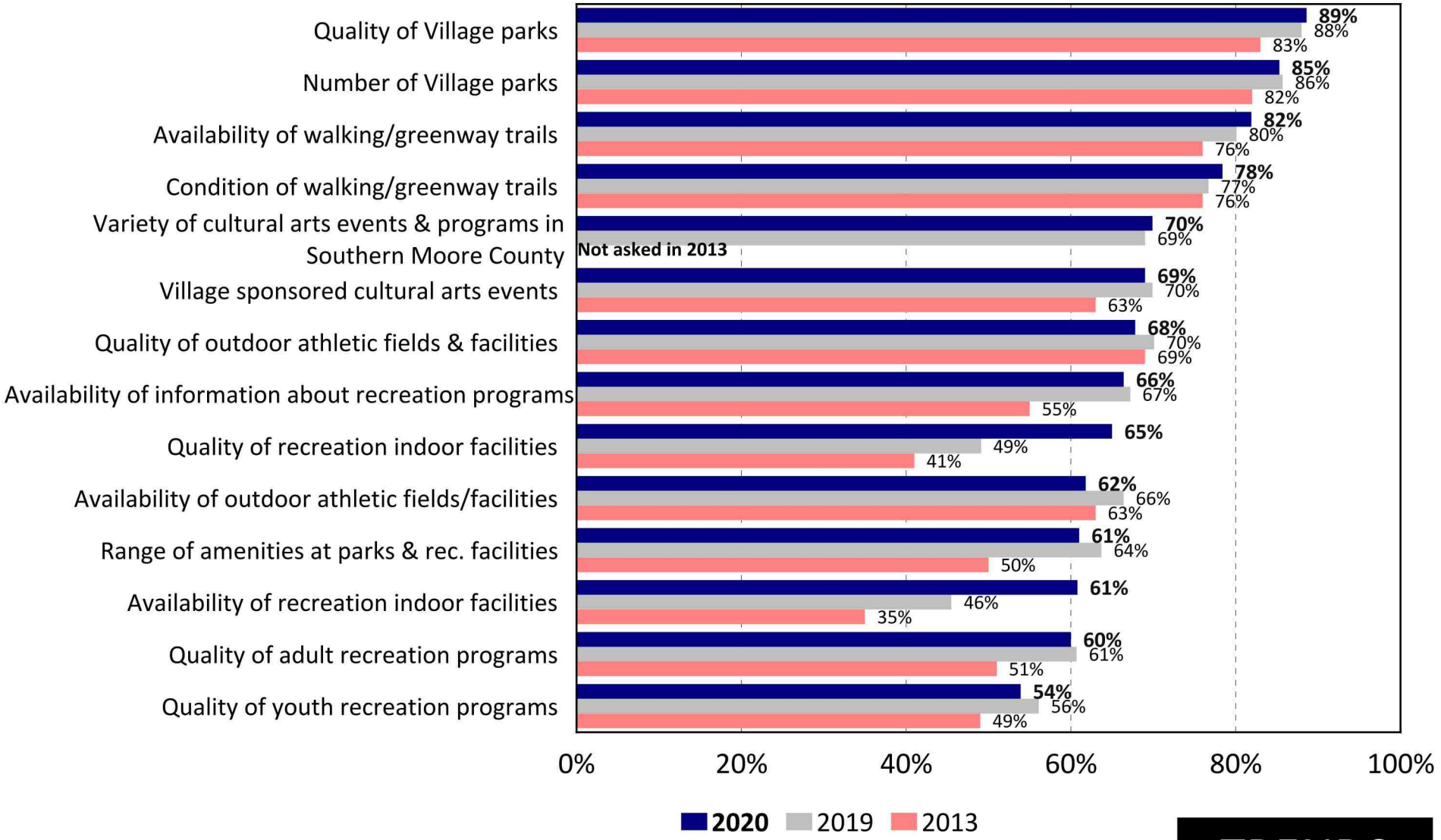
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q9. Satisfaction with Various Aspects of Cultural and Recreation Services - *2020, 2019 & 2013*

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

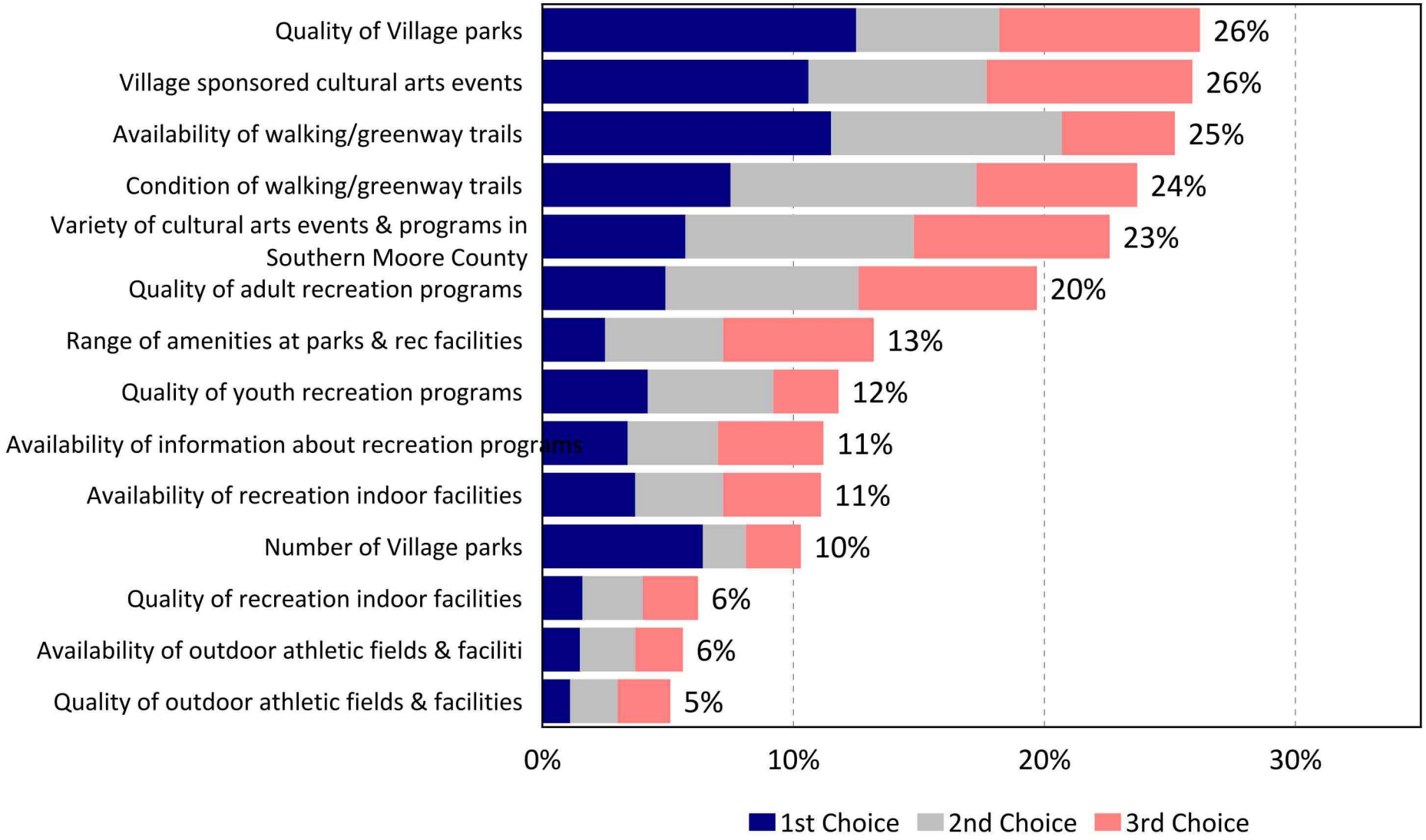


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

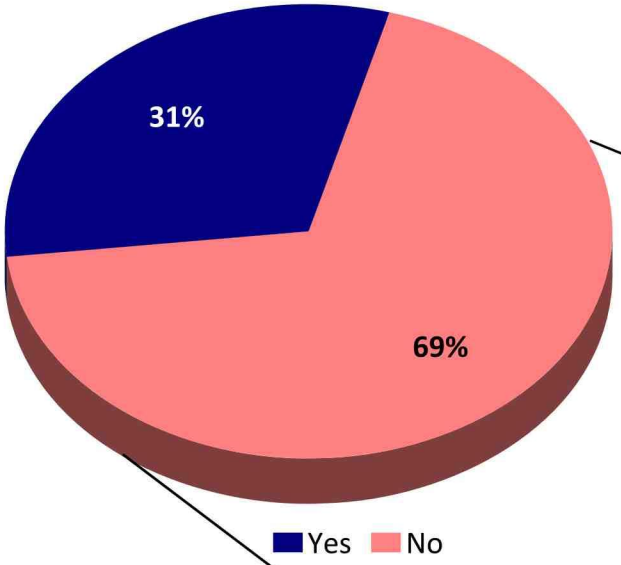
by percentage of respondents who selected the item as one of their top three choices



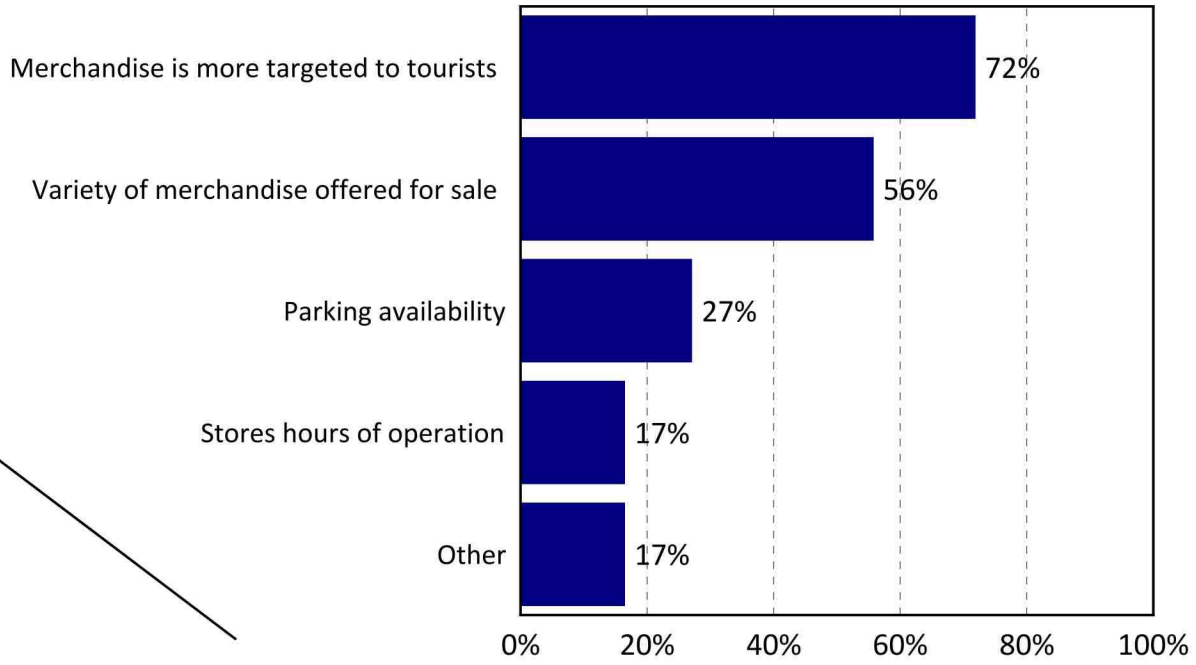
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

by percentage of respondents (excluding "not provided")



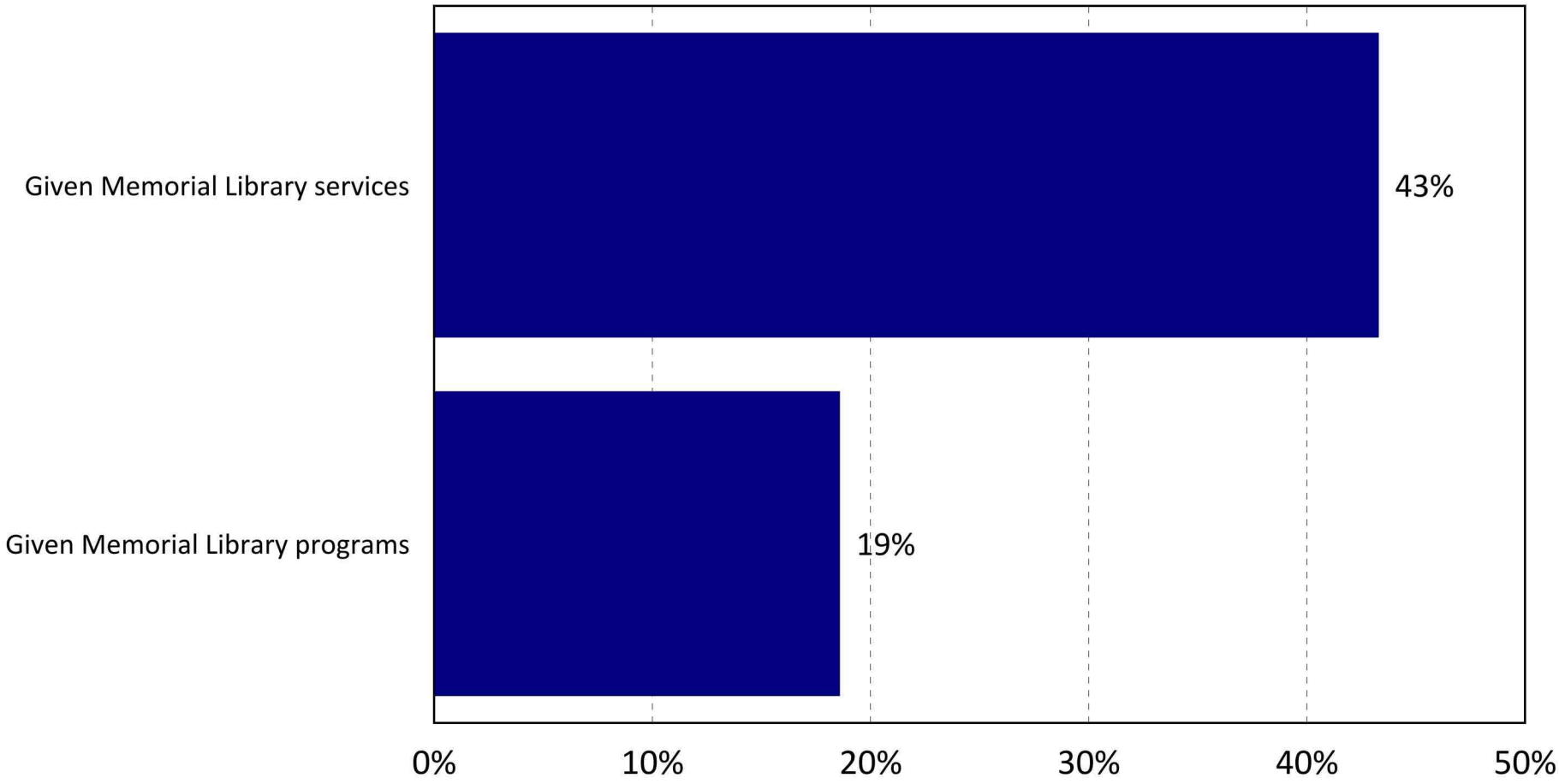
Q11a. Reasons that prevent you from shopping regularly in the Village Center:



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q12-1. Have you used these Given Memorial Library services?

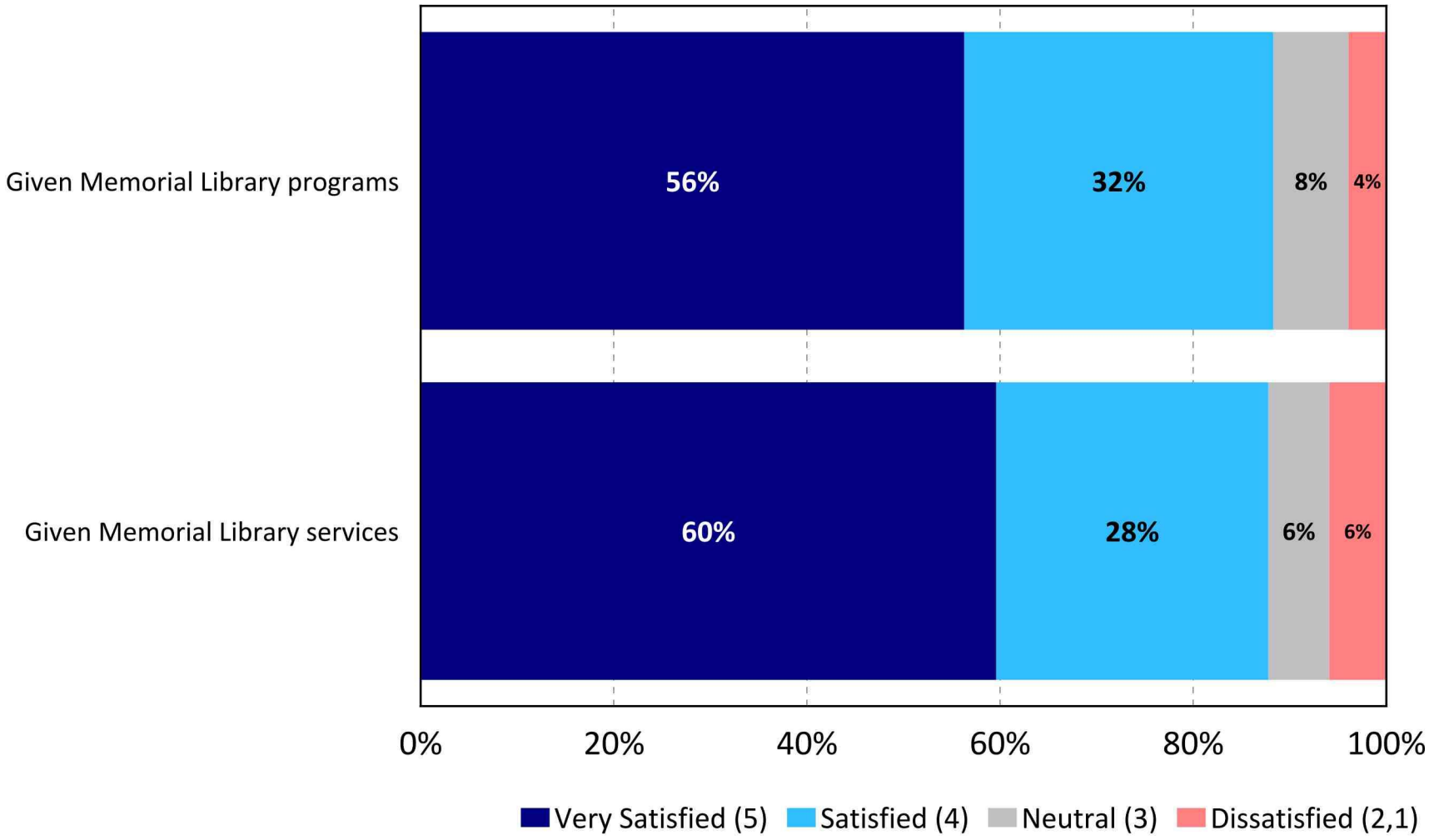
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q12-2. Satisfaction with Various Aspects of the Given Memorial Library

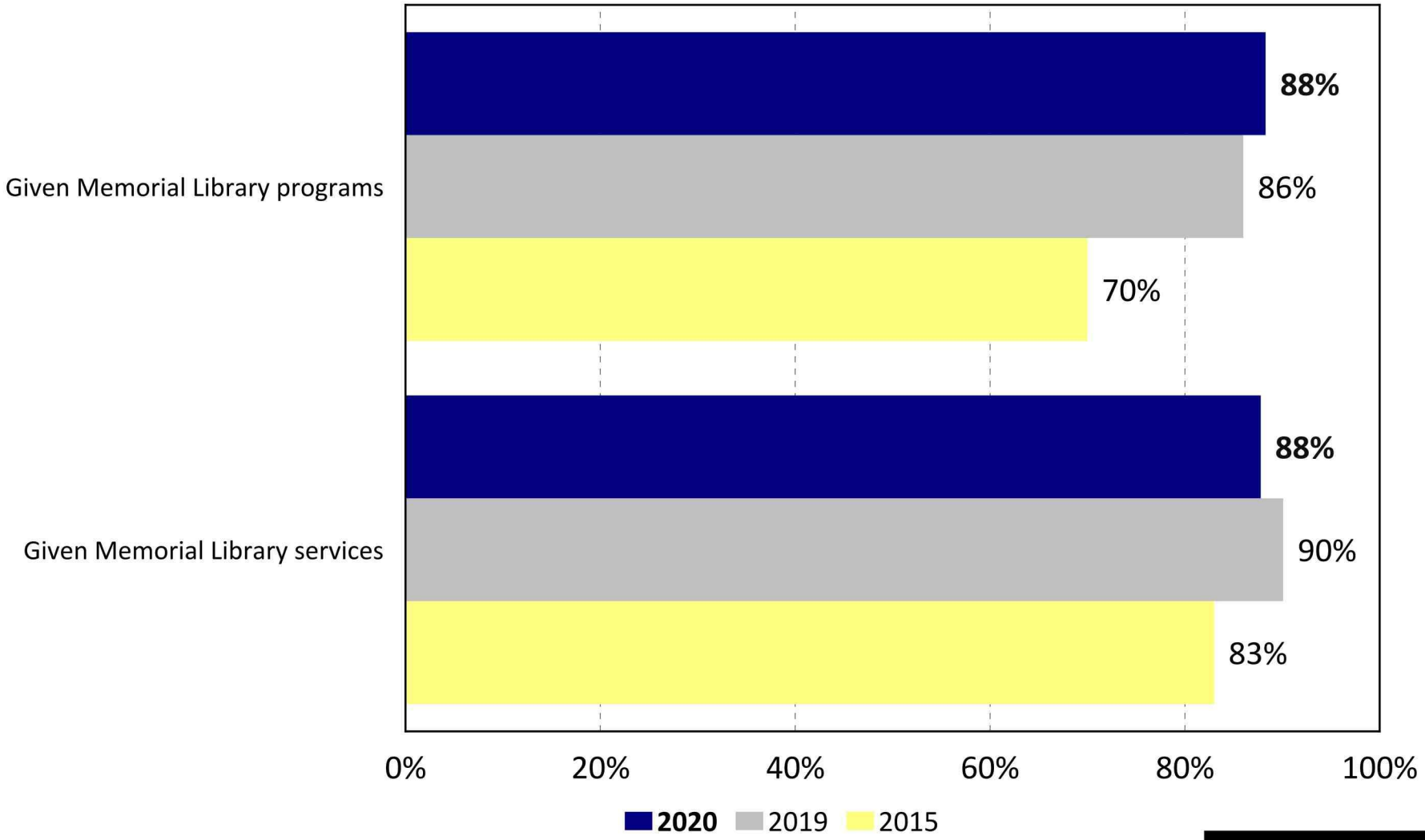
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q12-2. Satisfaction with Various Aspects of Given Memorial Library - *2020, 2019 & 2015*

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

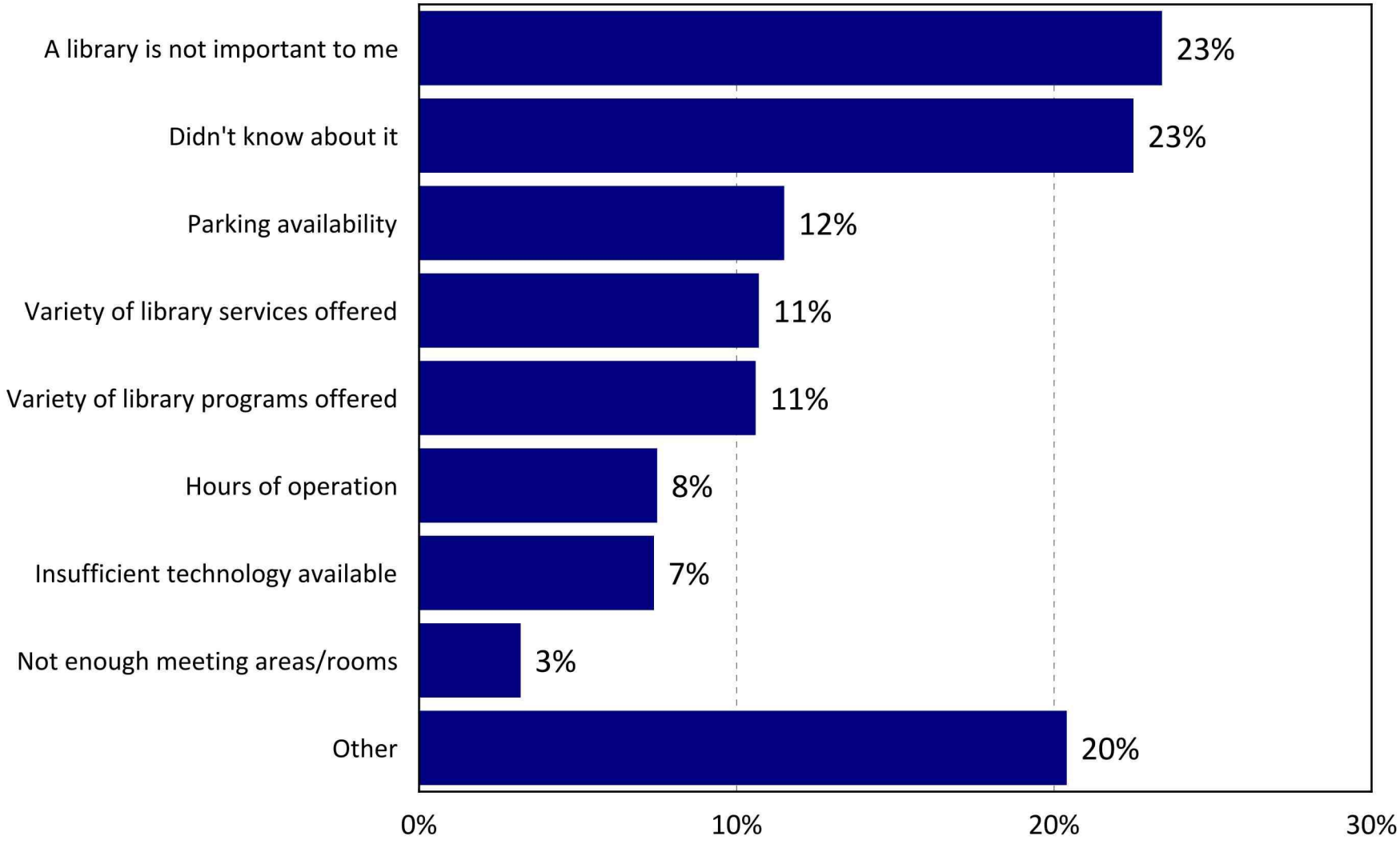


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q12a. Reasons that Prevent Respondents from Using the Given Memorial Library Services

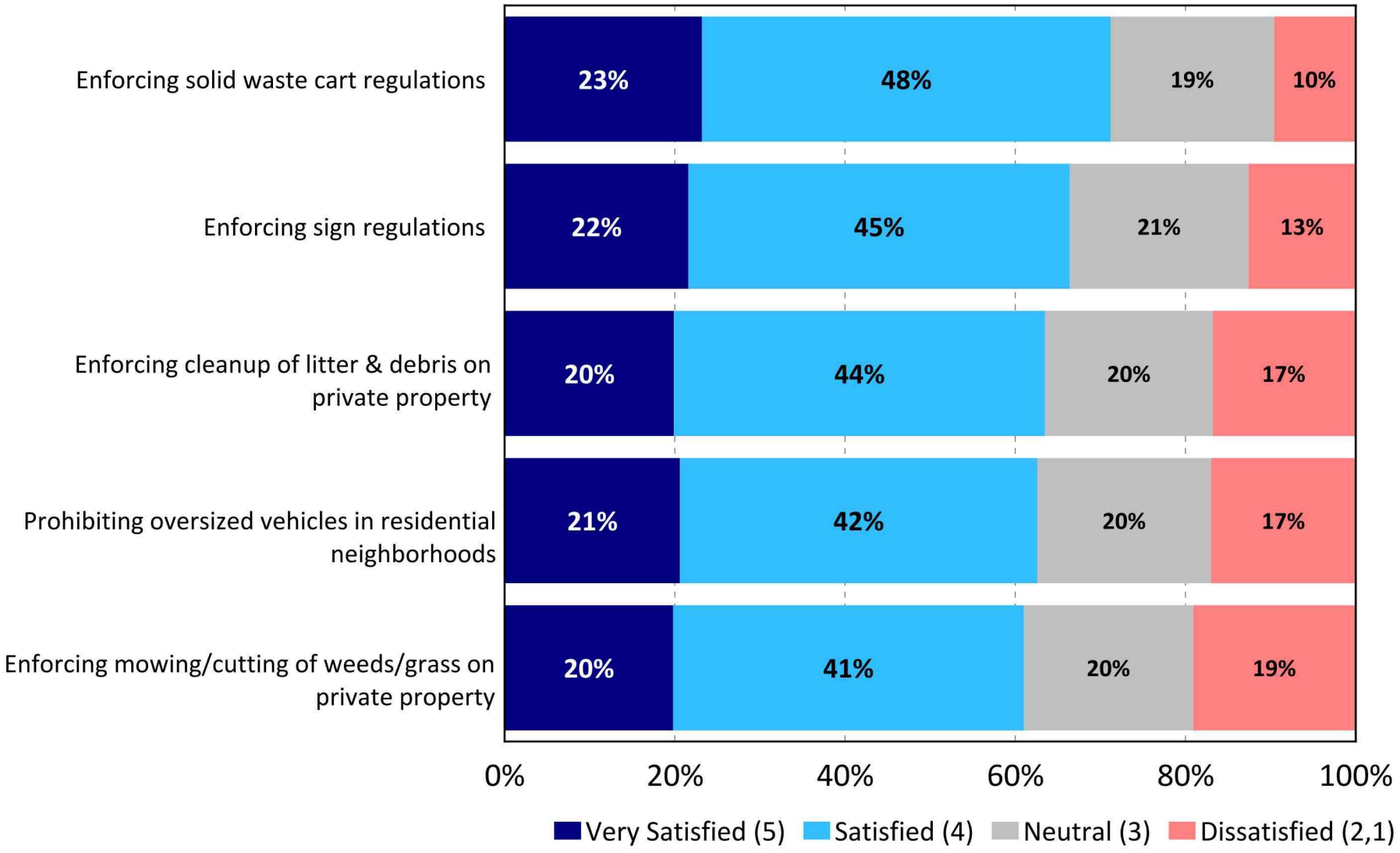
by percentage of respondents who answered "No" to Question 12



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q13. Satisfaction with Various Aspects of Code Enforcement

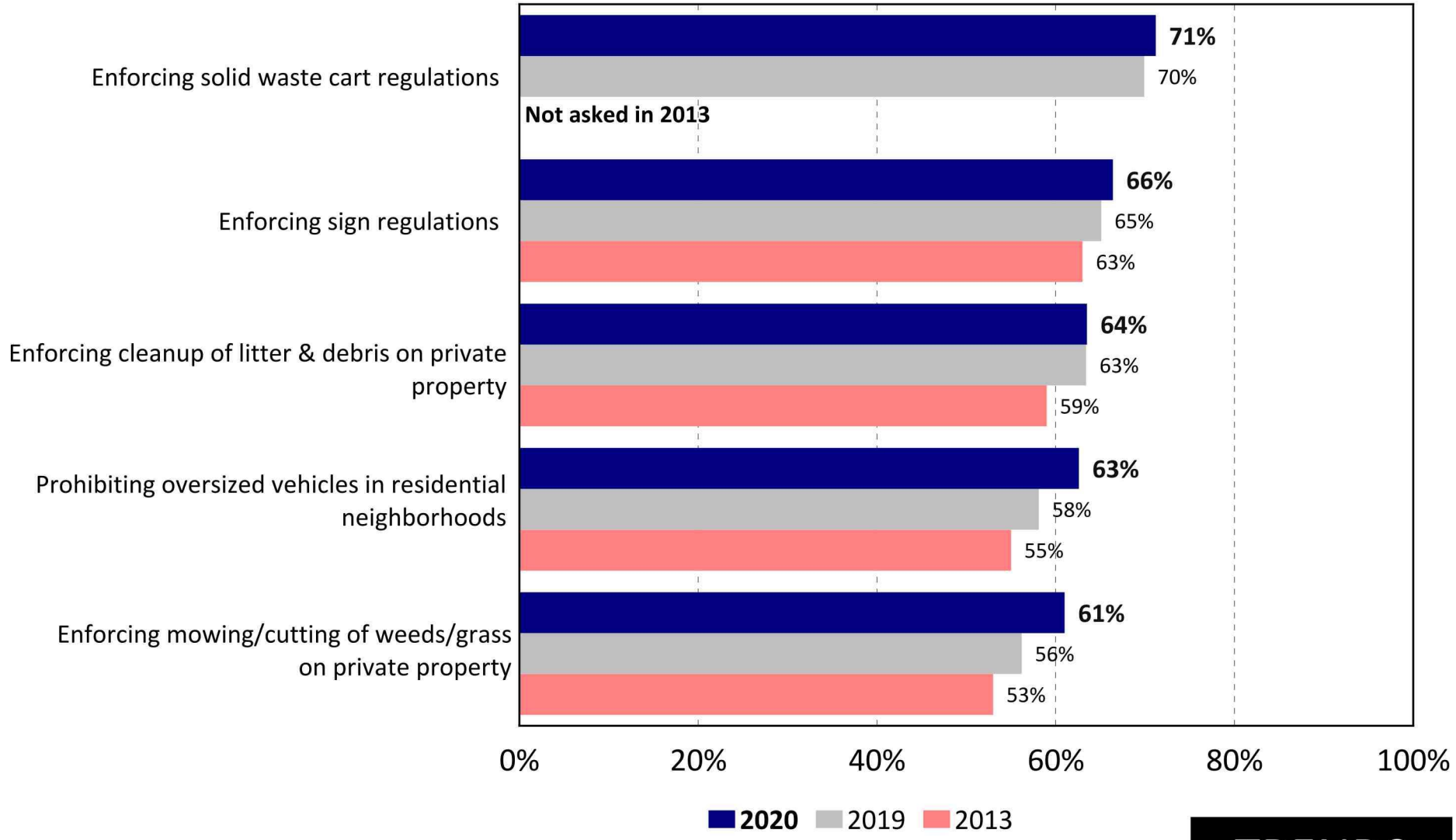
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q13. Satisfaction with Various Aspects of Code Enforcement *2020, 2019 & 2013*

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

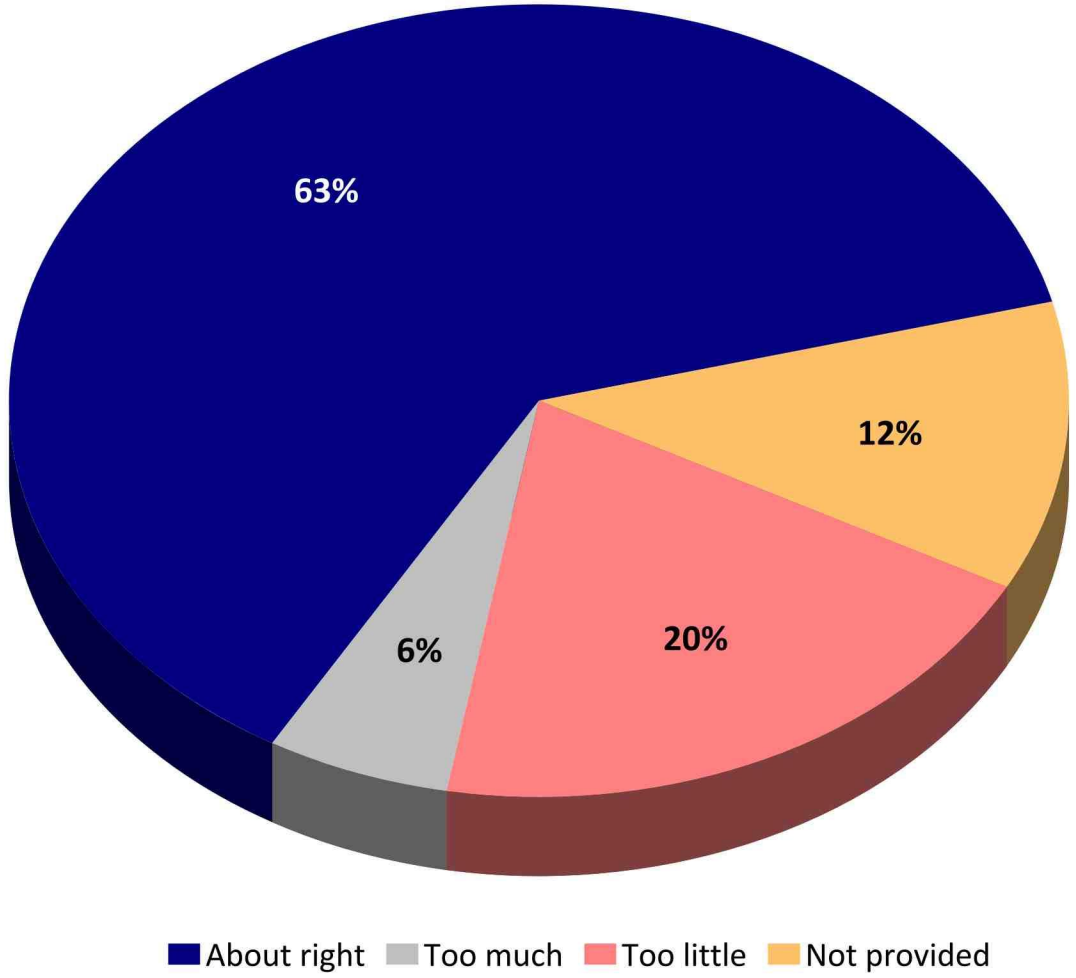


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q14. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

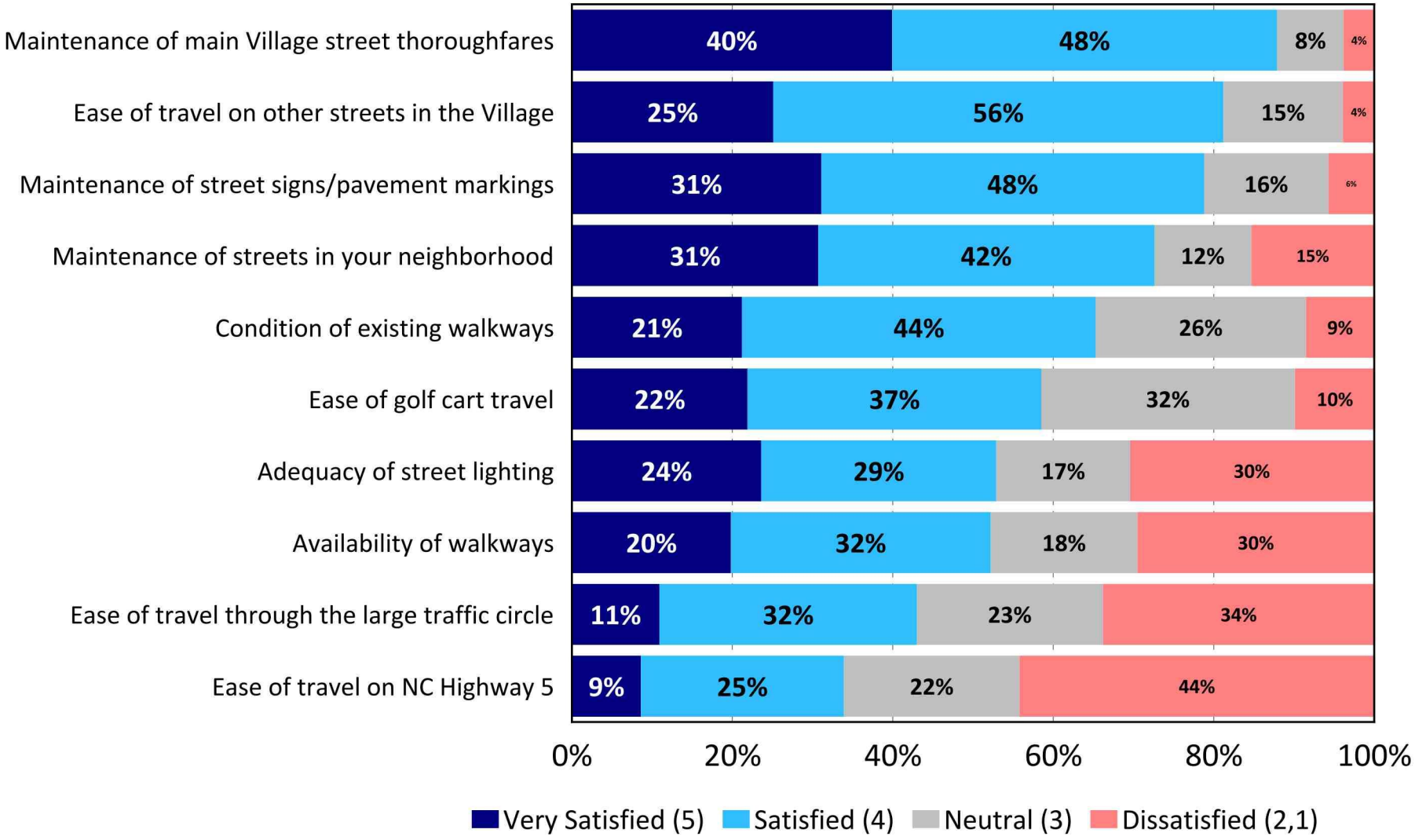
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q15. Satisfaction with Various Aspects of Transportation Services

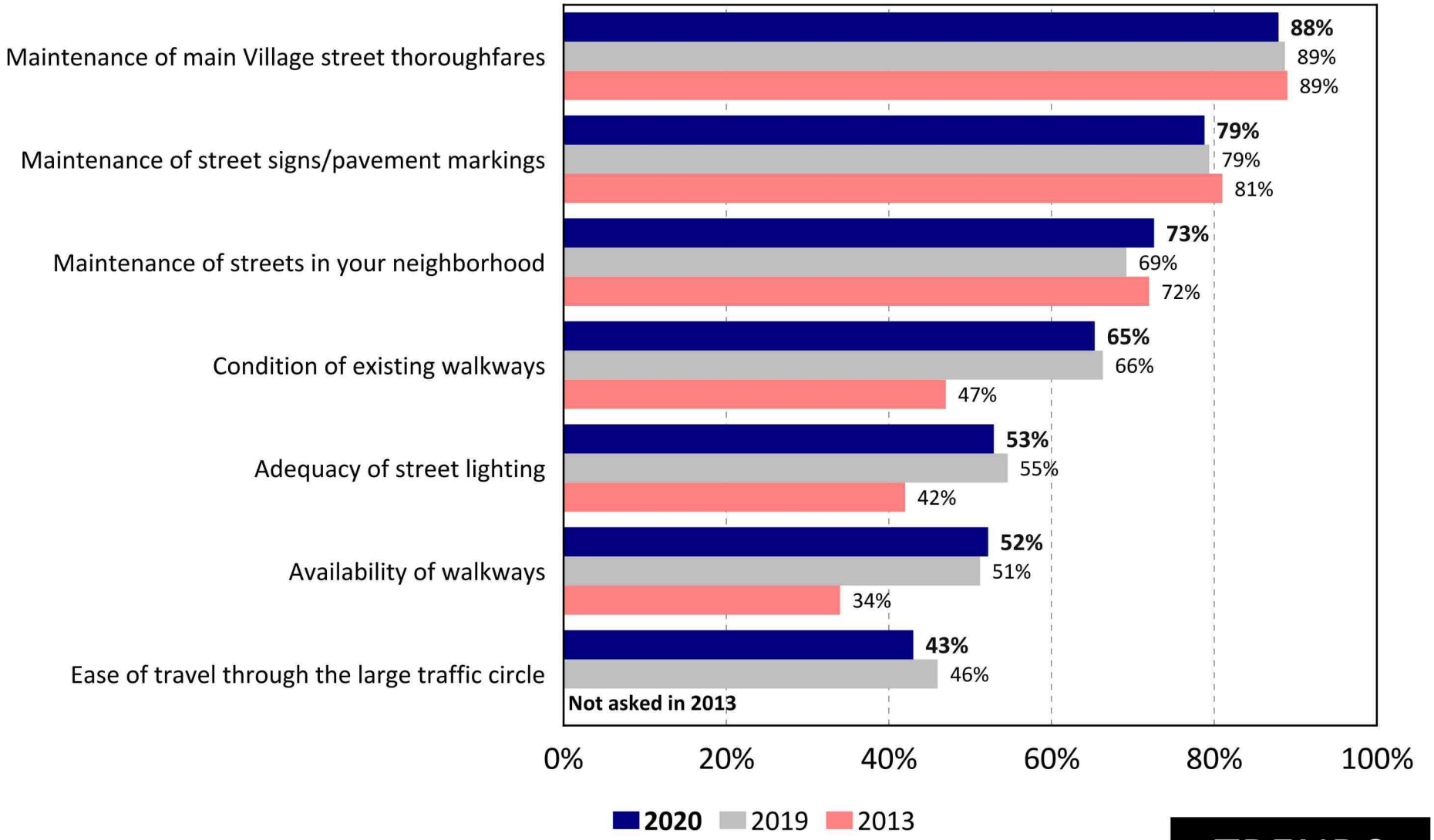
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q15. Satisfaction with Various Aspects of Transportation Services - *2020, 2019 & 2013*

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

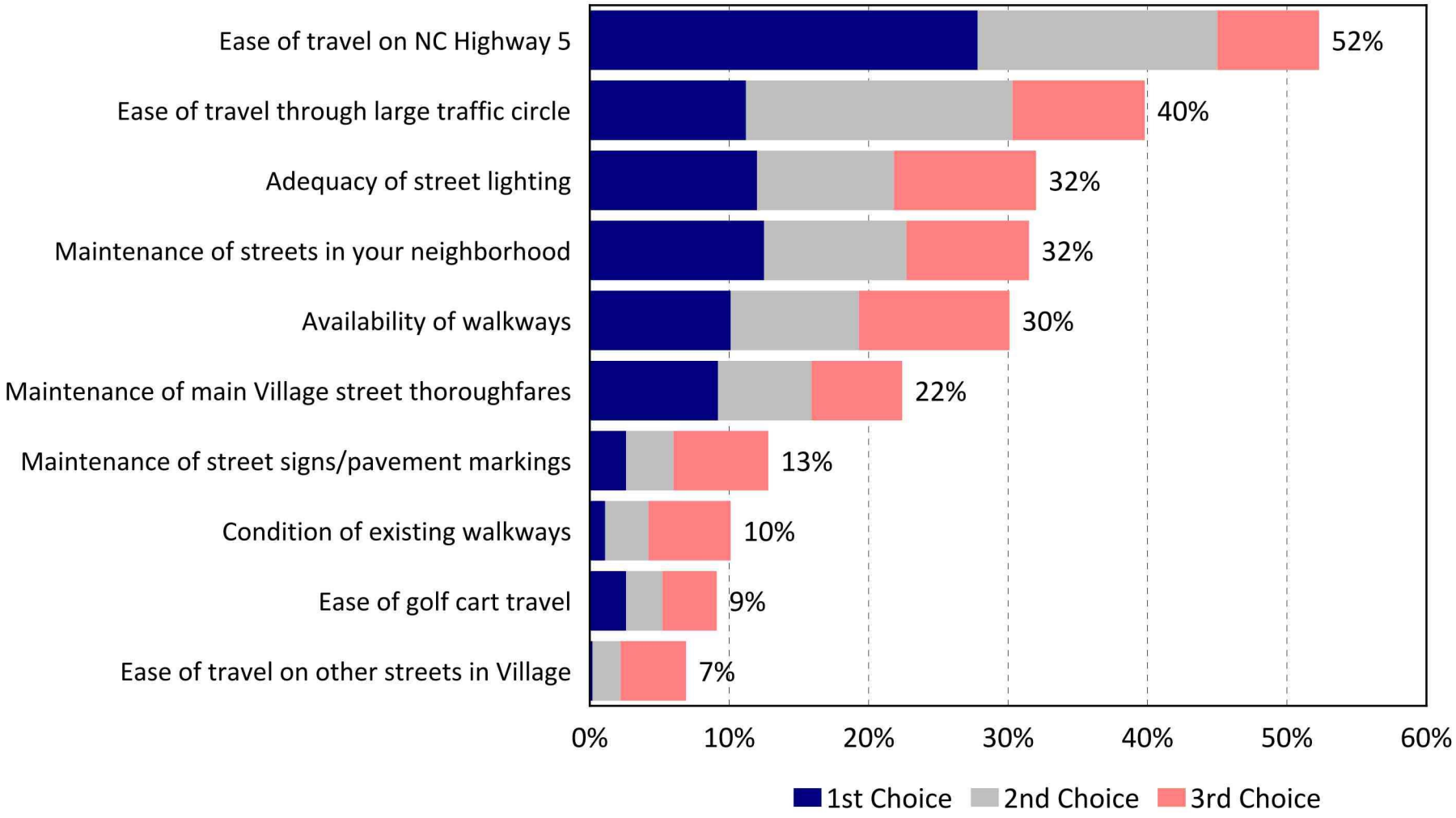


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q16. Which three of the Transportation Services items should receive the most emphasis from Village leaders over the next TWO Years?

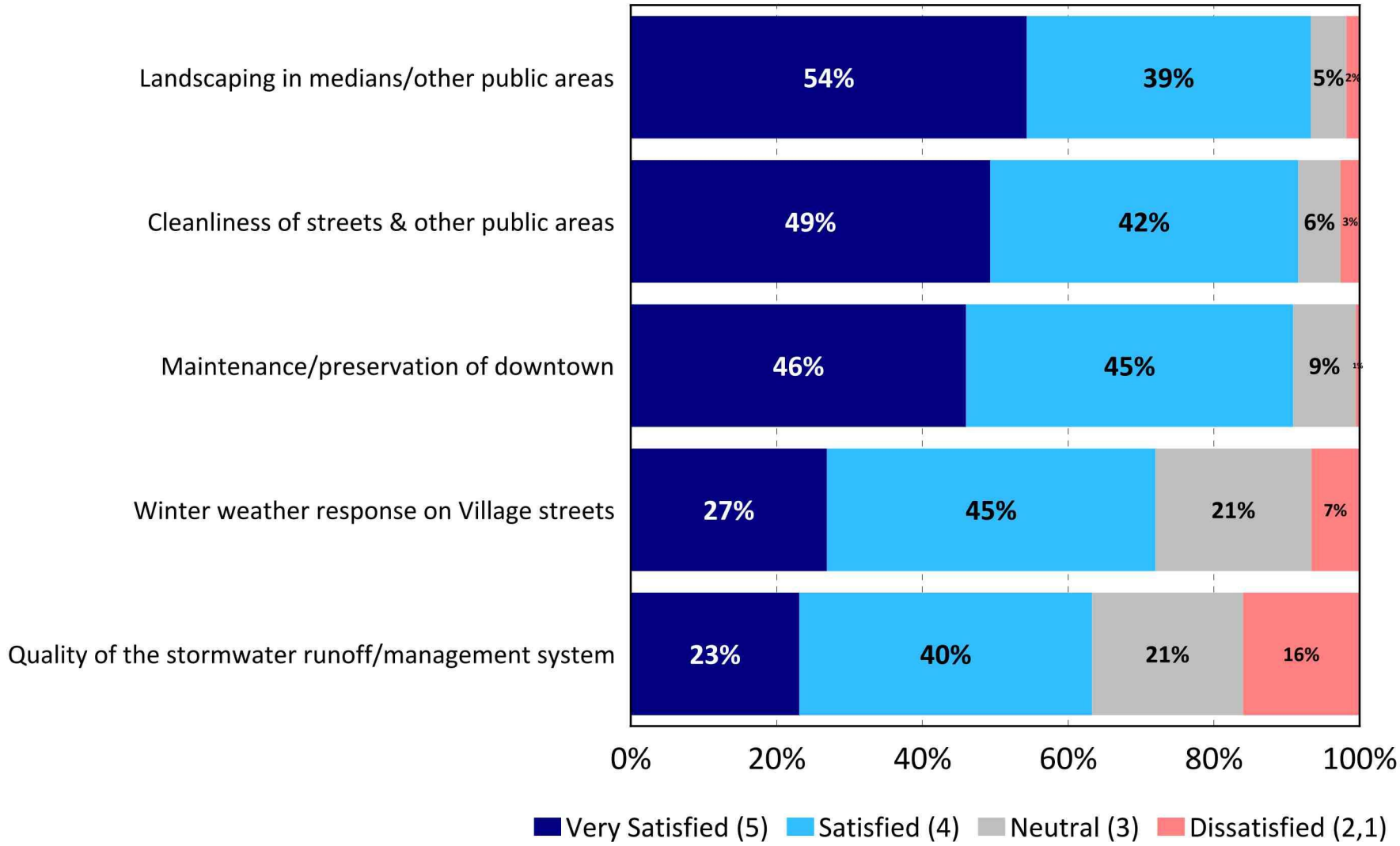
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q17. Satisfaction with Various Aspects of Public Services

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

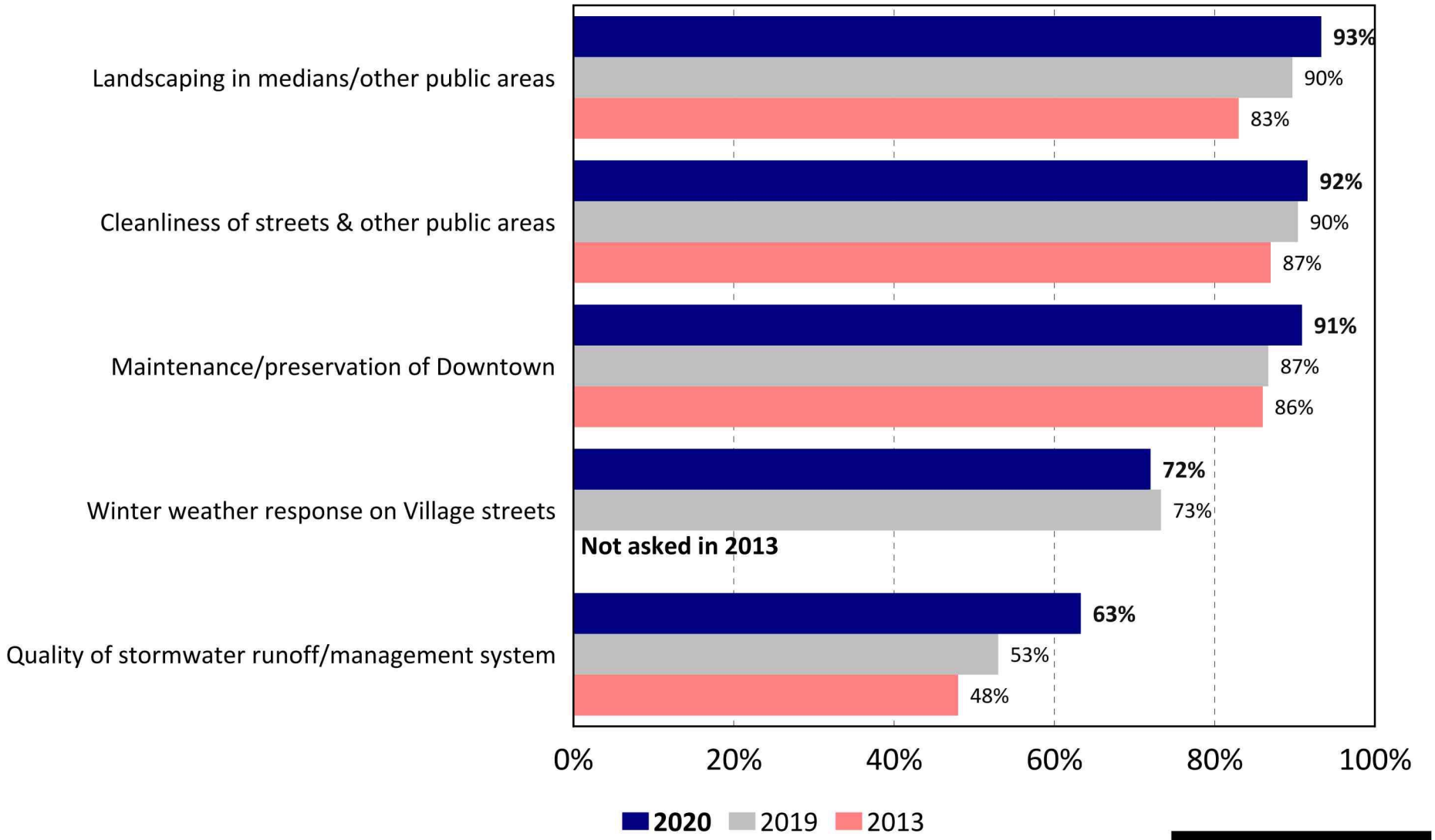


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q17. Satisfaction with Various Aspects of Public Services

2020, 2019 & 2013

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

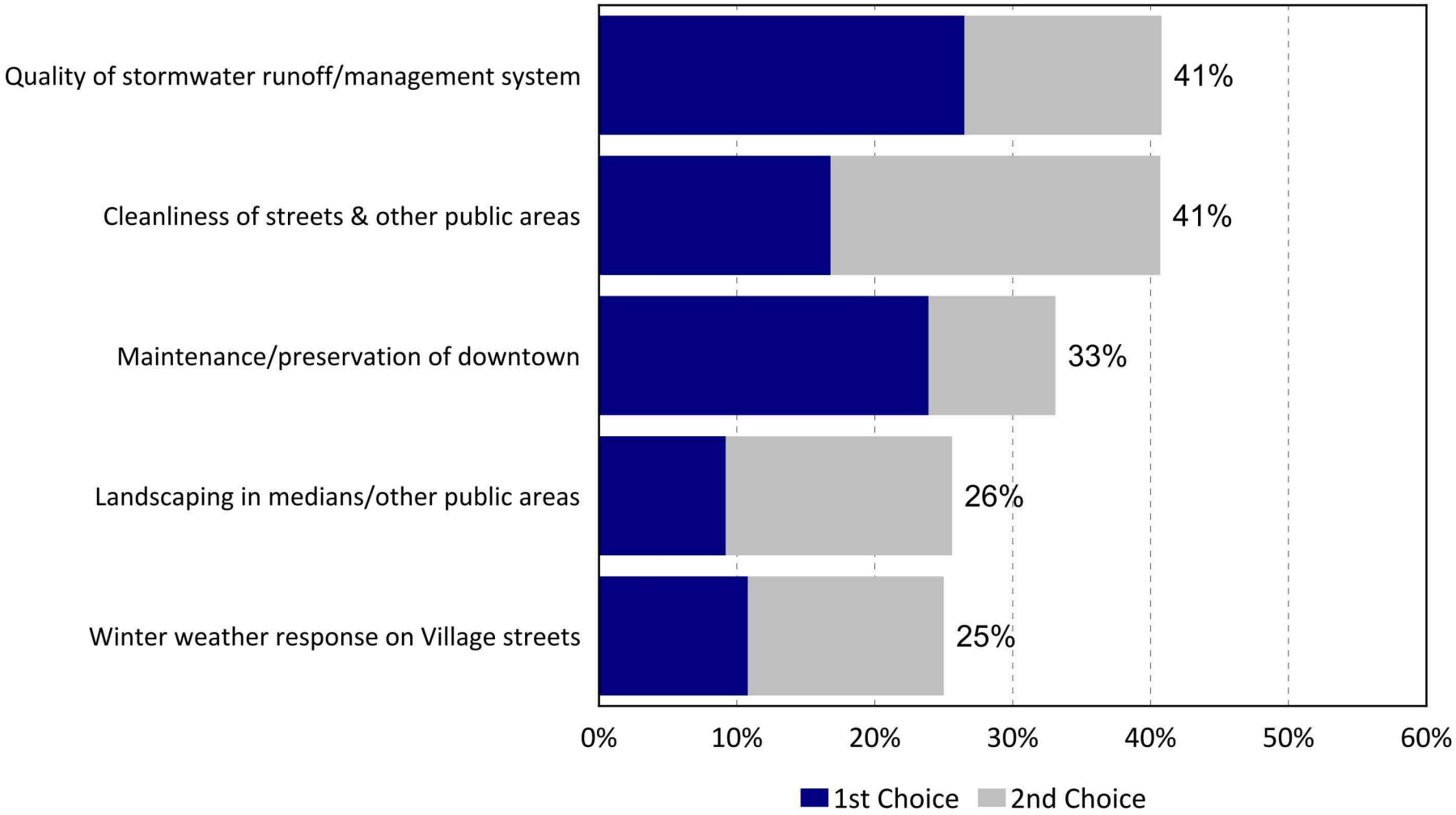


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

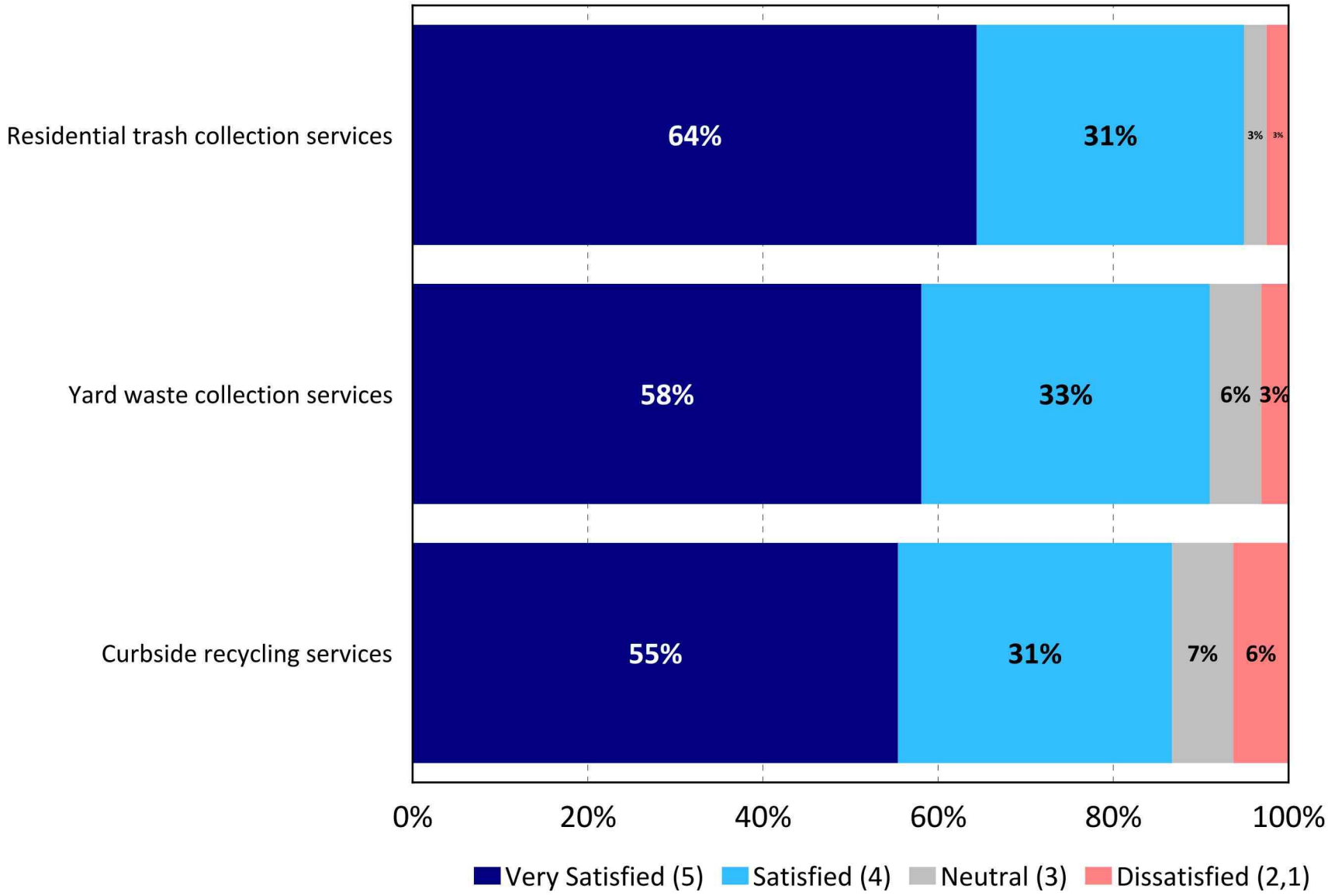
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q19. 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")

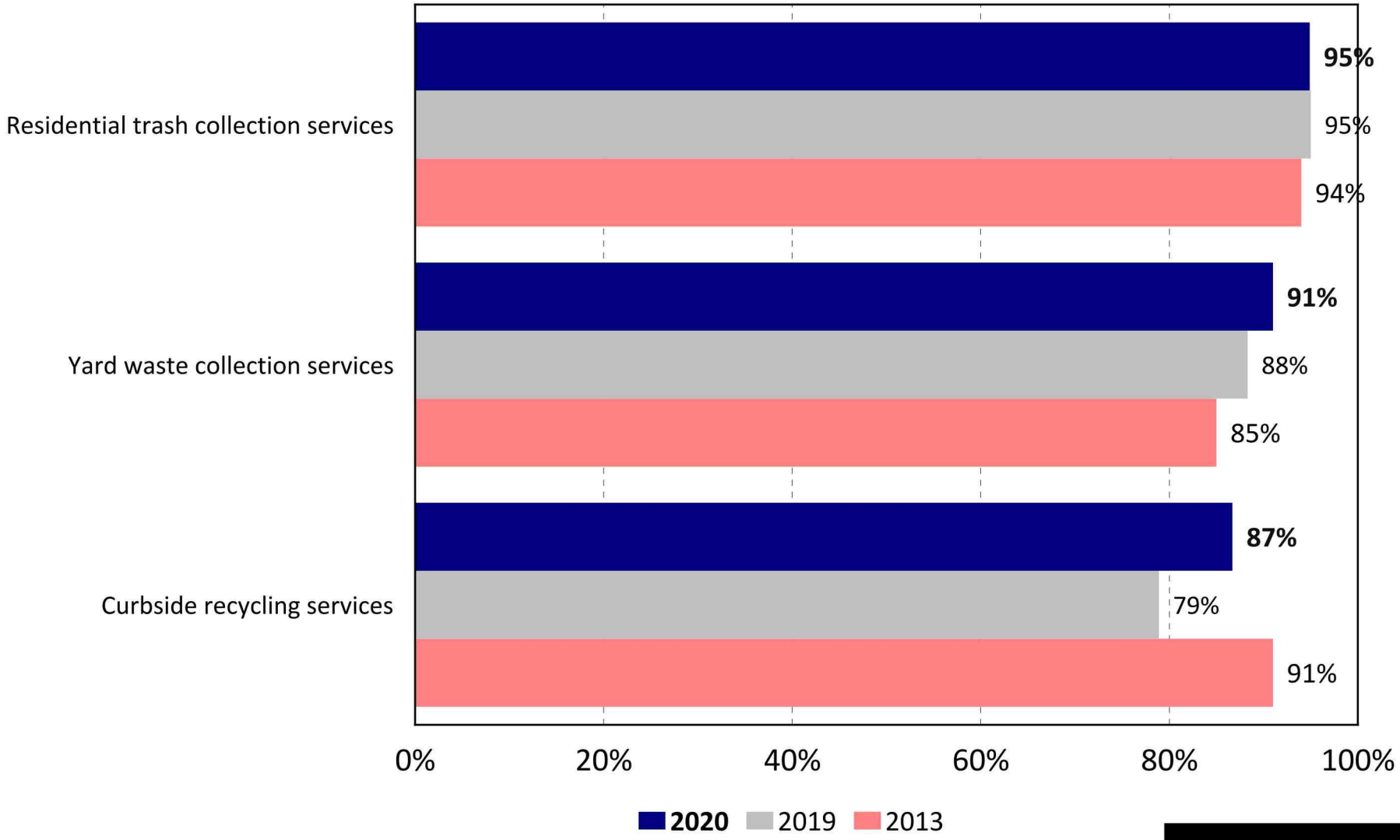


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q19. Satisfaction with Solid Waste Services

2020, 2019 & 2013

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

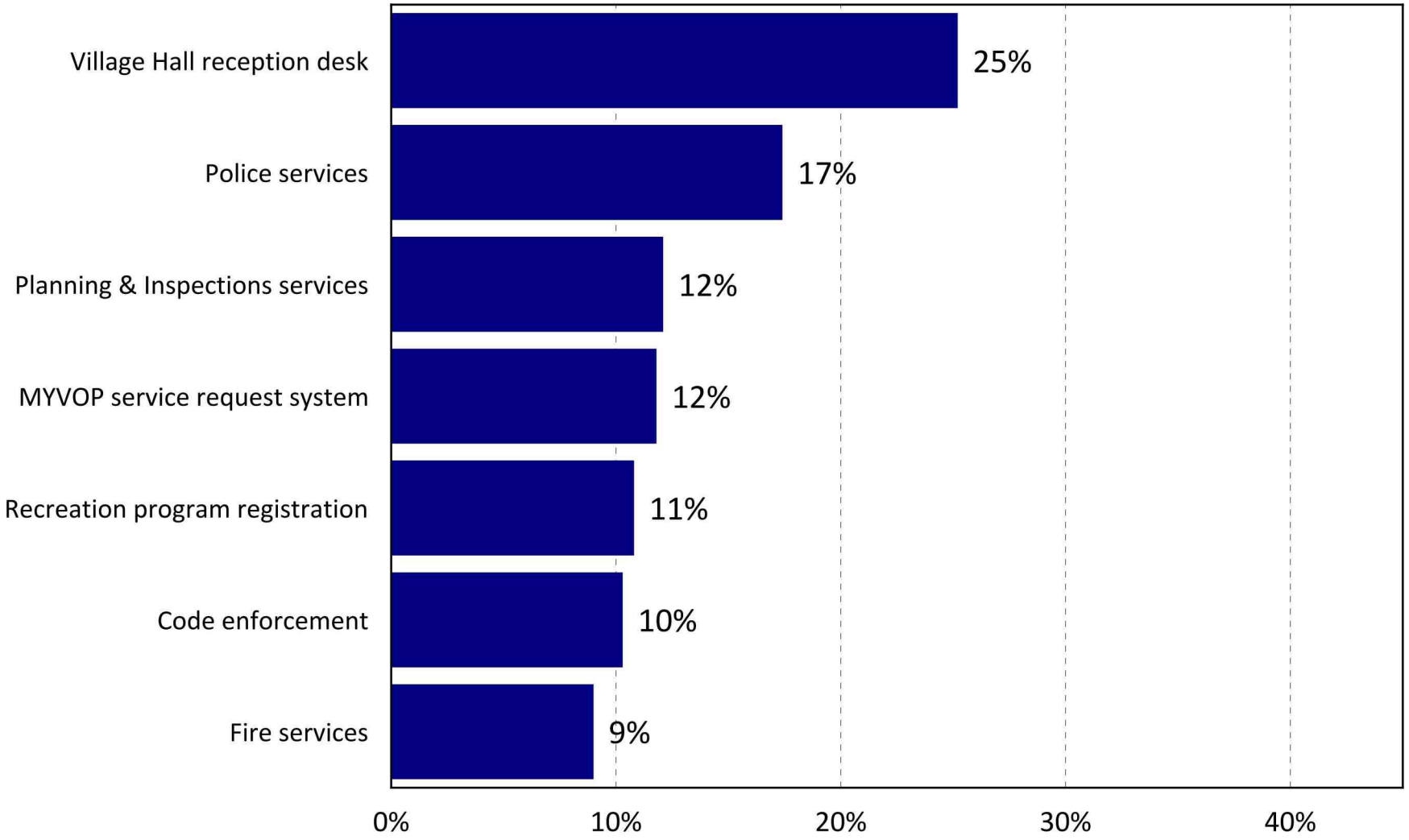


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q20. Do you or other members of your household use Village services and facilities?

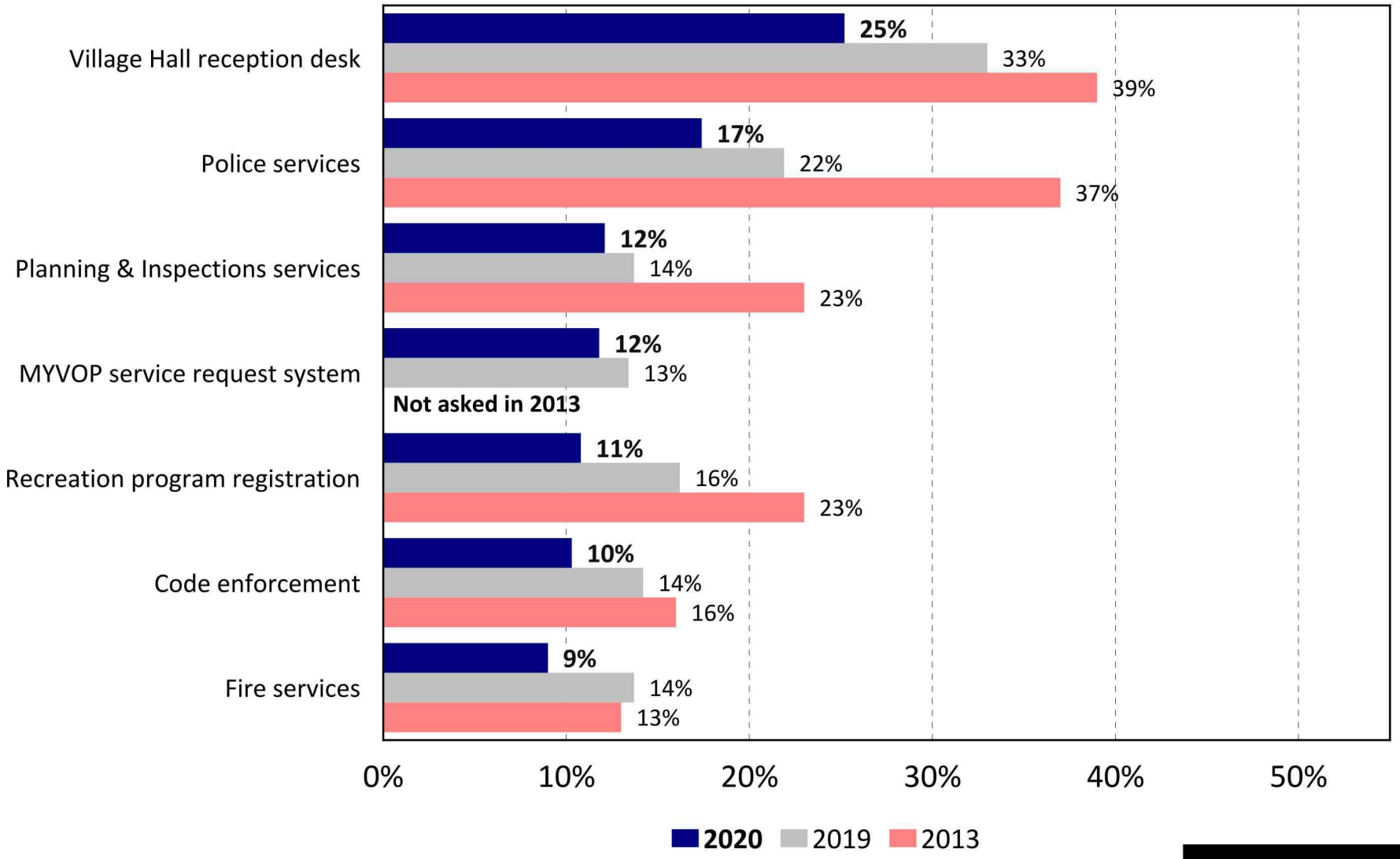
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q20. Households That Use Village Services and Facilities
2020, 2019 & 2013

by percentage of respondents who answered "yes"

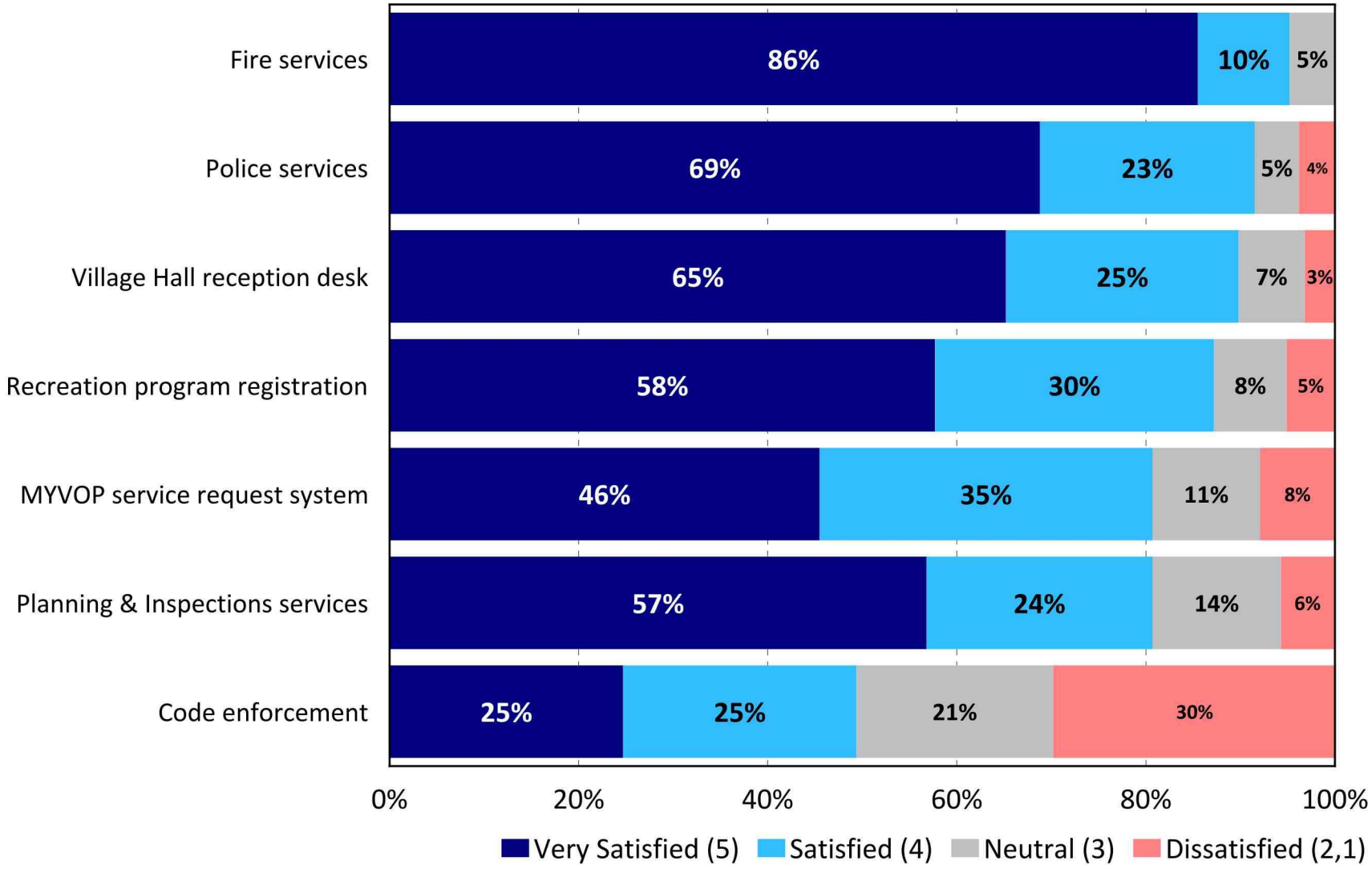


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q20a. Satisfaction with Village Services and Facilities That Households Have Used

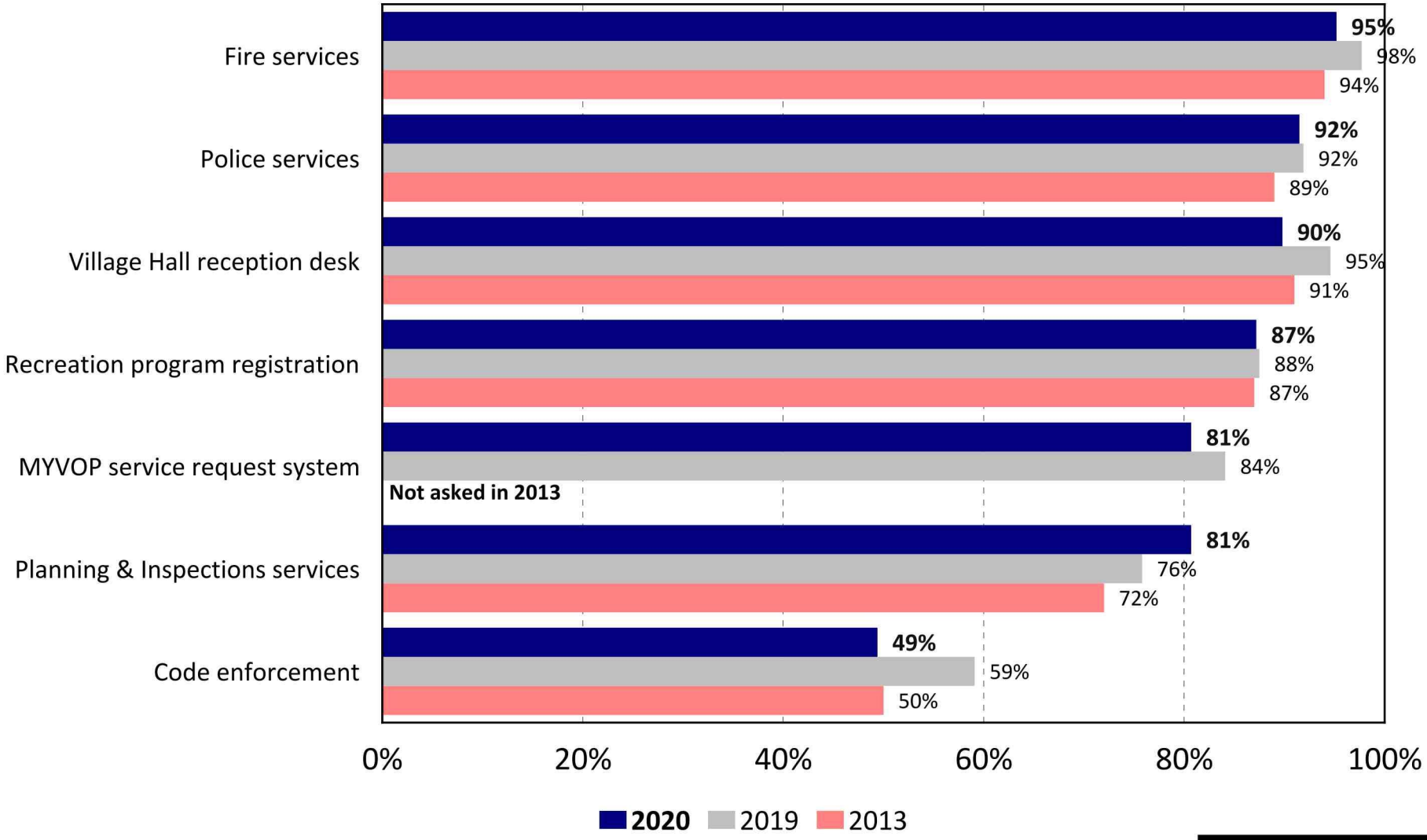
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q20a. Satisfaction With Village Services and Facilities
2020, 2019 & 2013

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

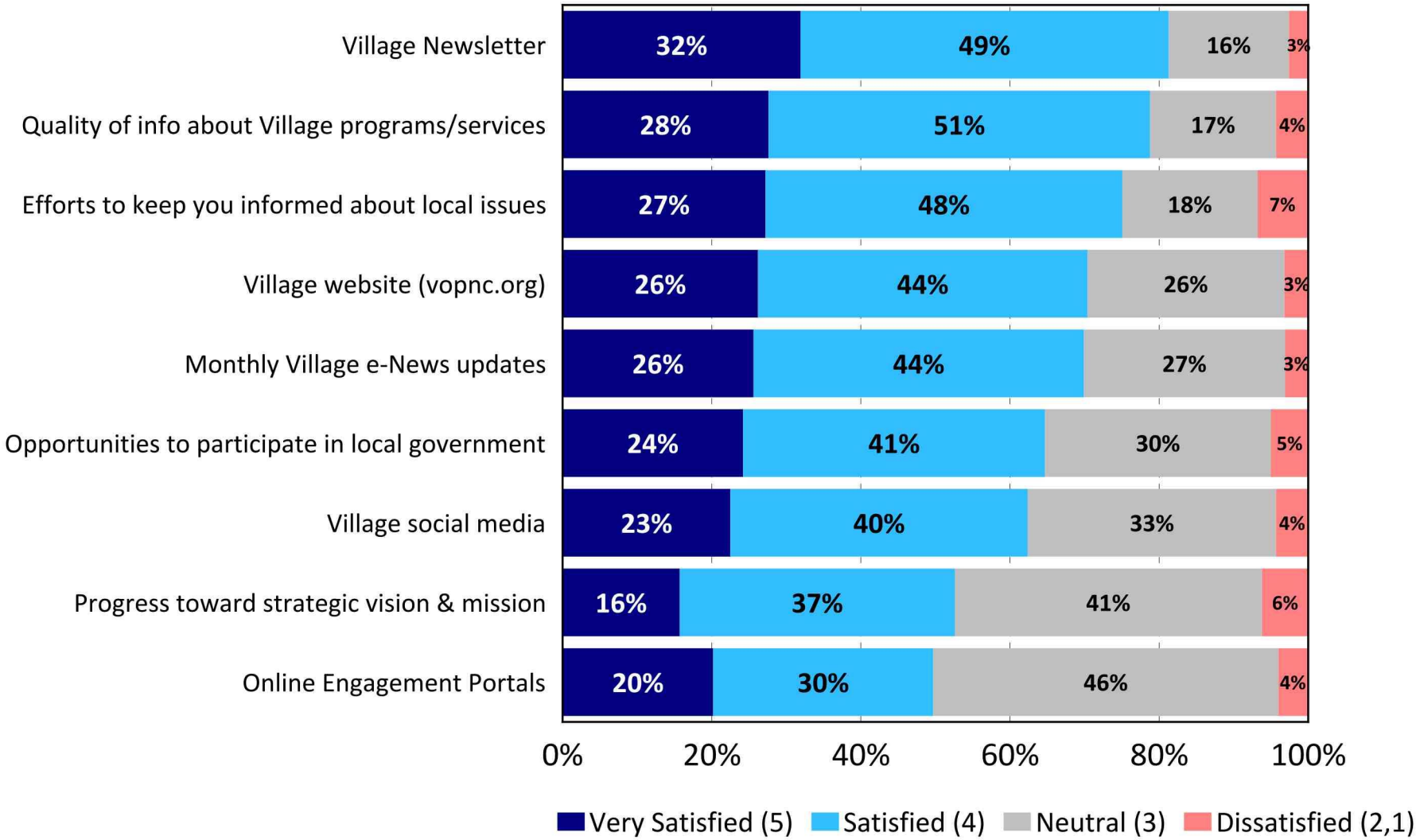


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q21. Satisfaction with Public Communication and Outreach

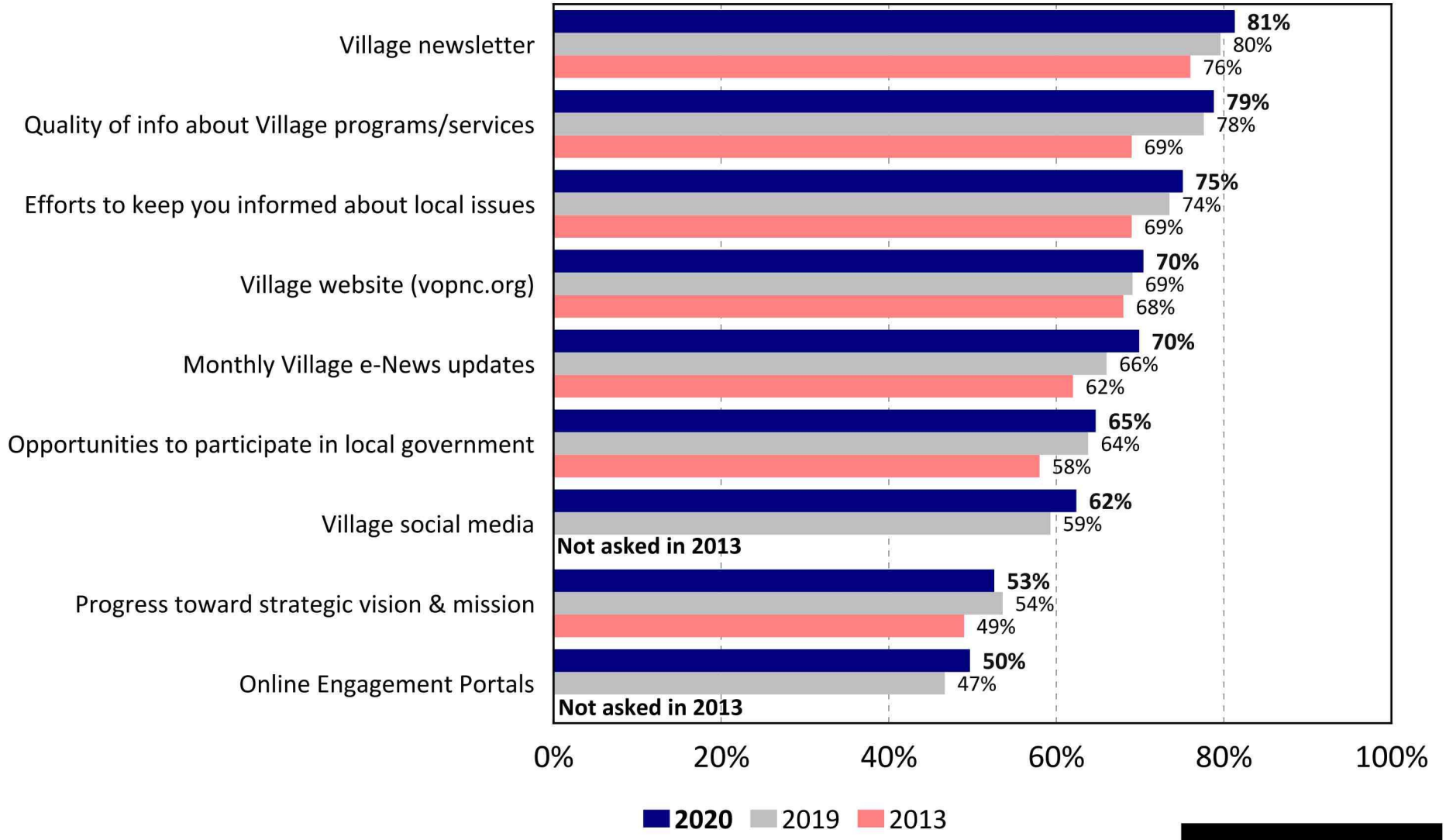
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q21. Satisfaction with Public Communication and Outreach 2020, 2019 & 2013

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

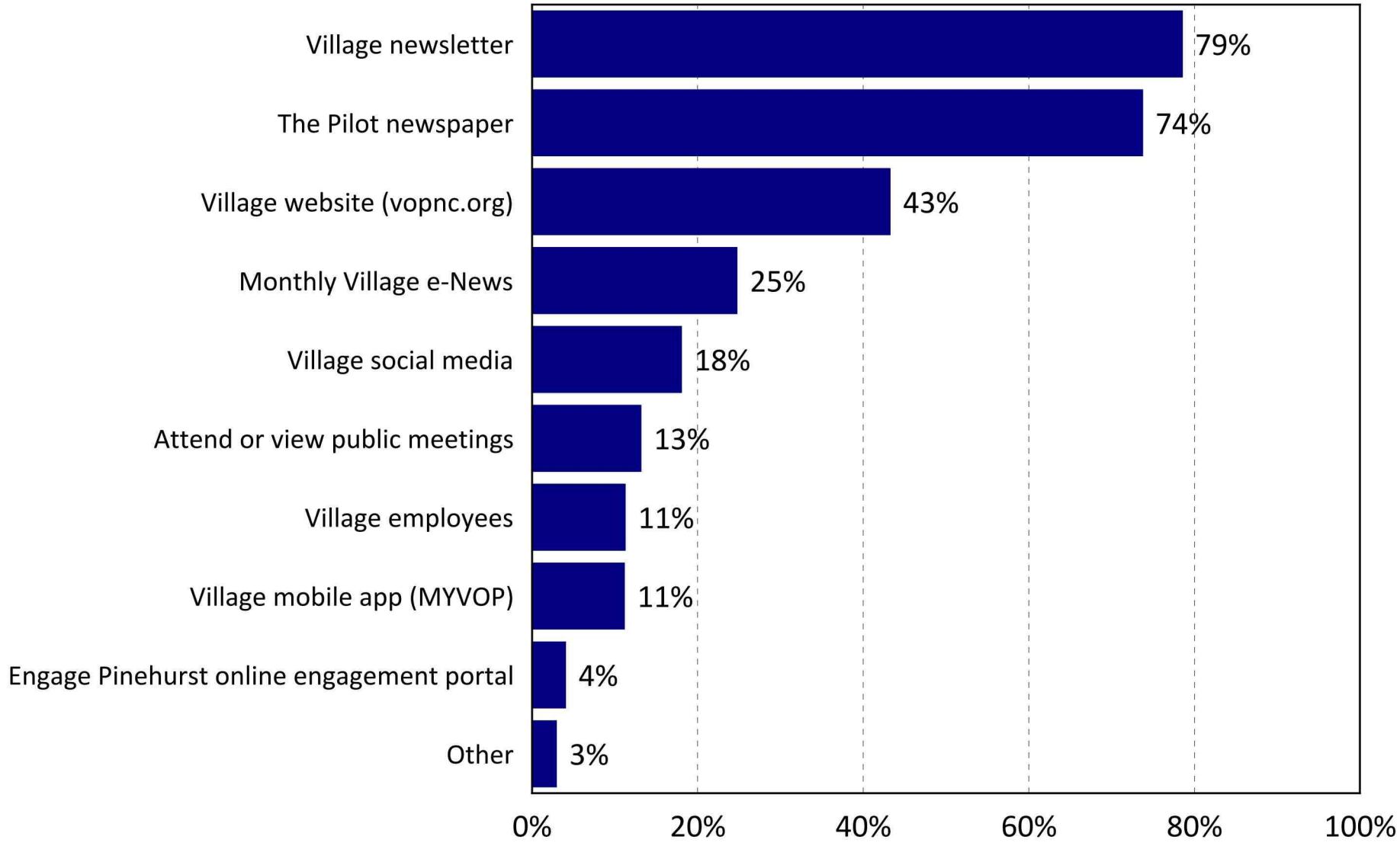


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q22. Which of the following do you use to get information about the Village of Pinehurst?

by percentage of respondents (multiple selections could be made)

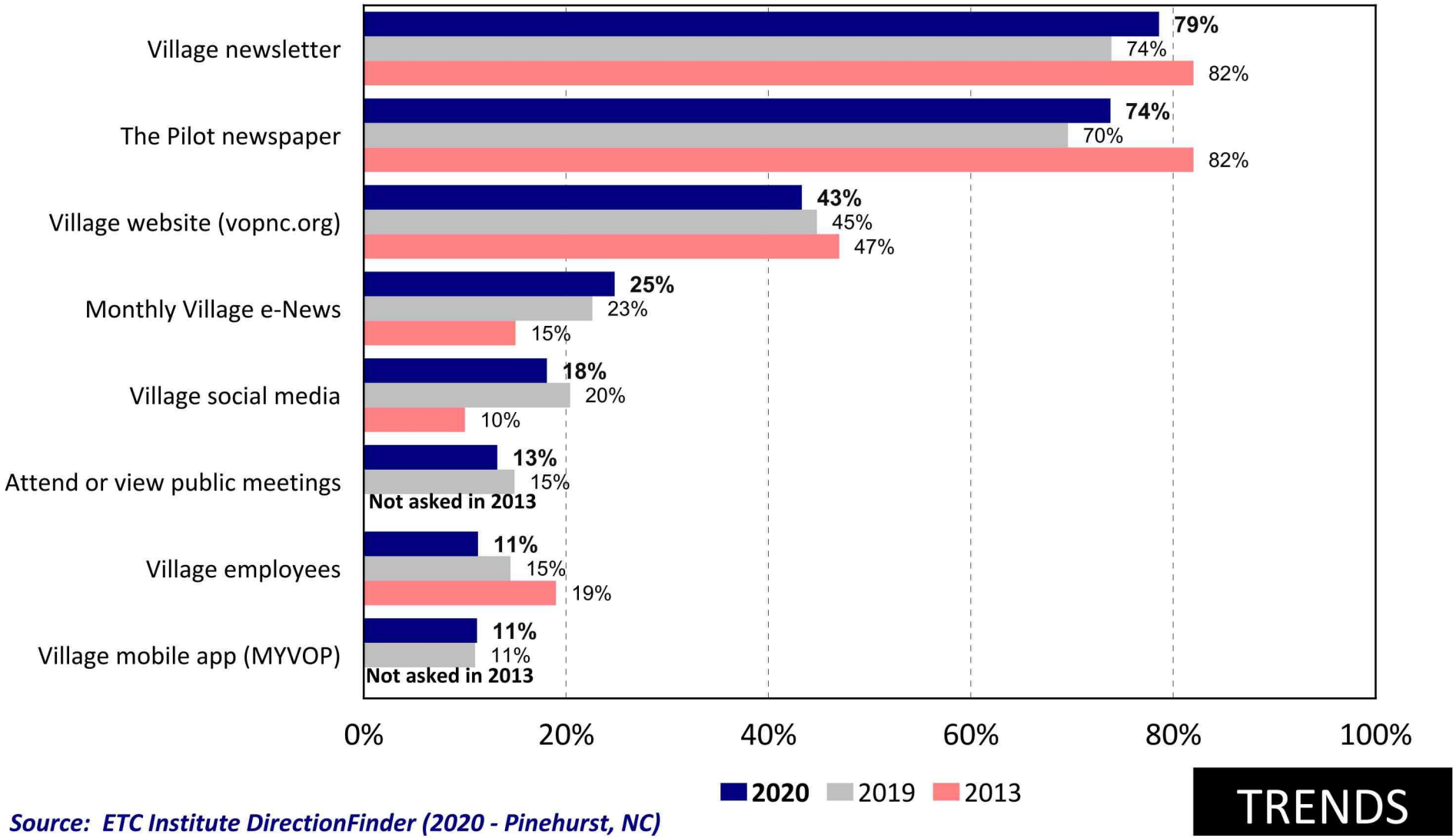


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q22. Which of the following do you use to get information about the Village of Pinehurst?

2020, 2019 & 2013

by percentage of respondents (multiple selections could be made)

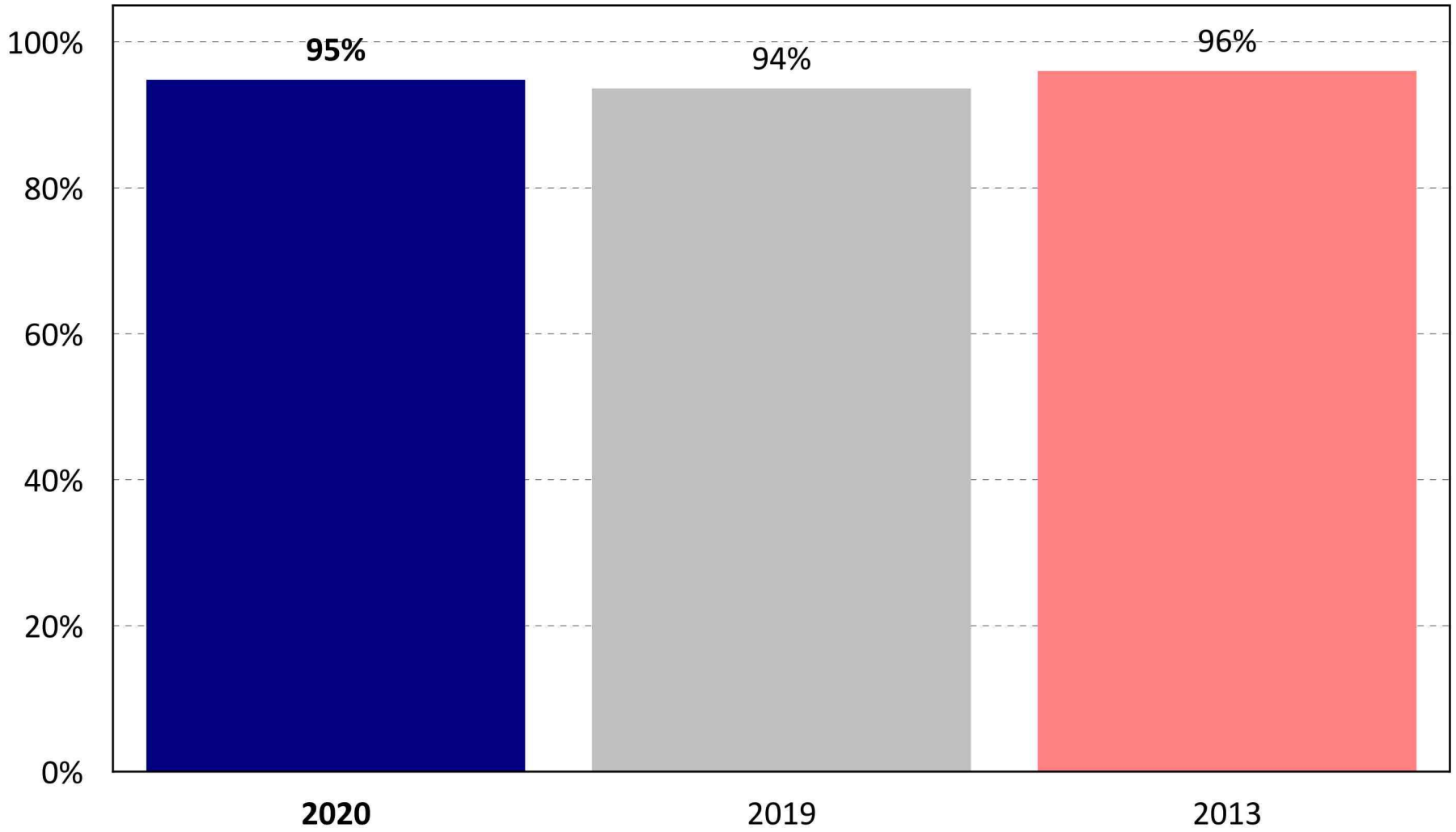


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q23. 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")

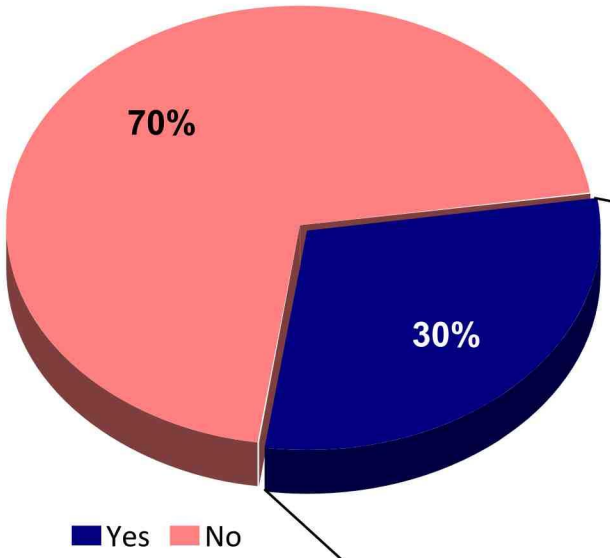


TRENDS

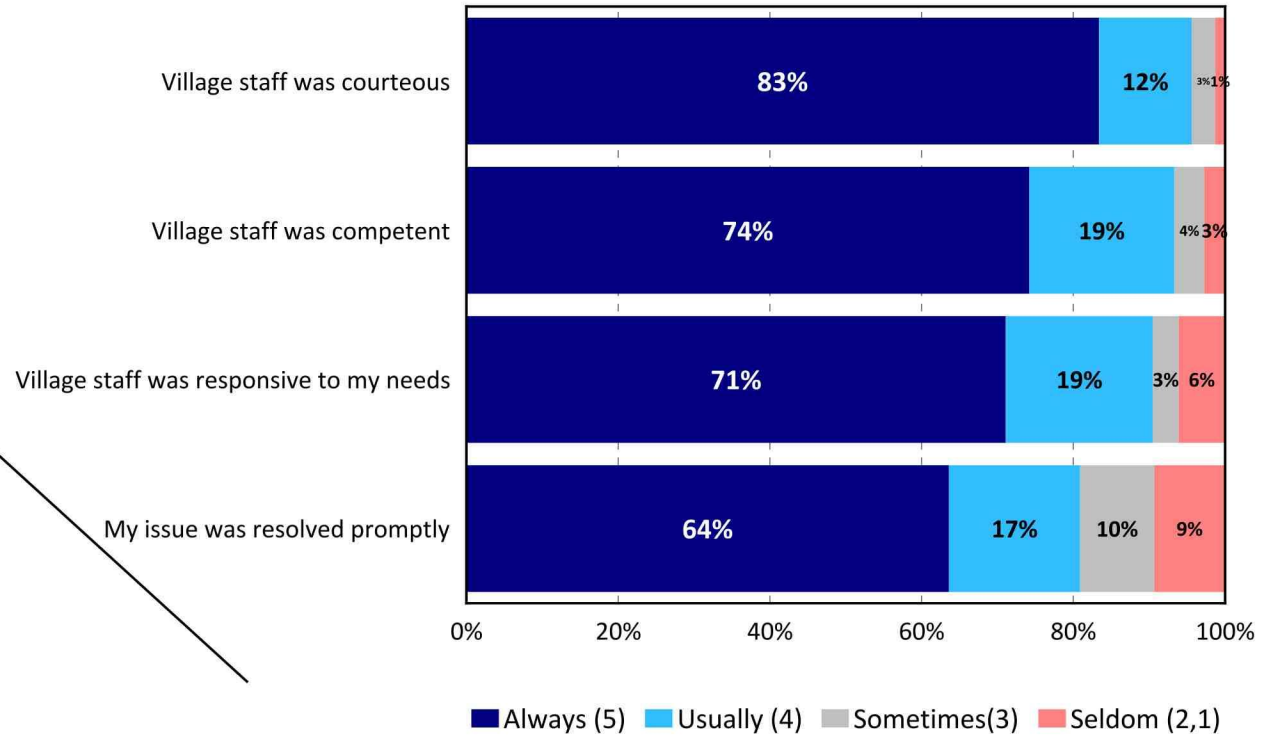
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q24. Have you contacted the Village during the past year?

by percentage of respondents



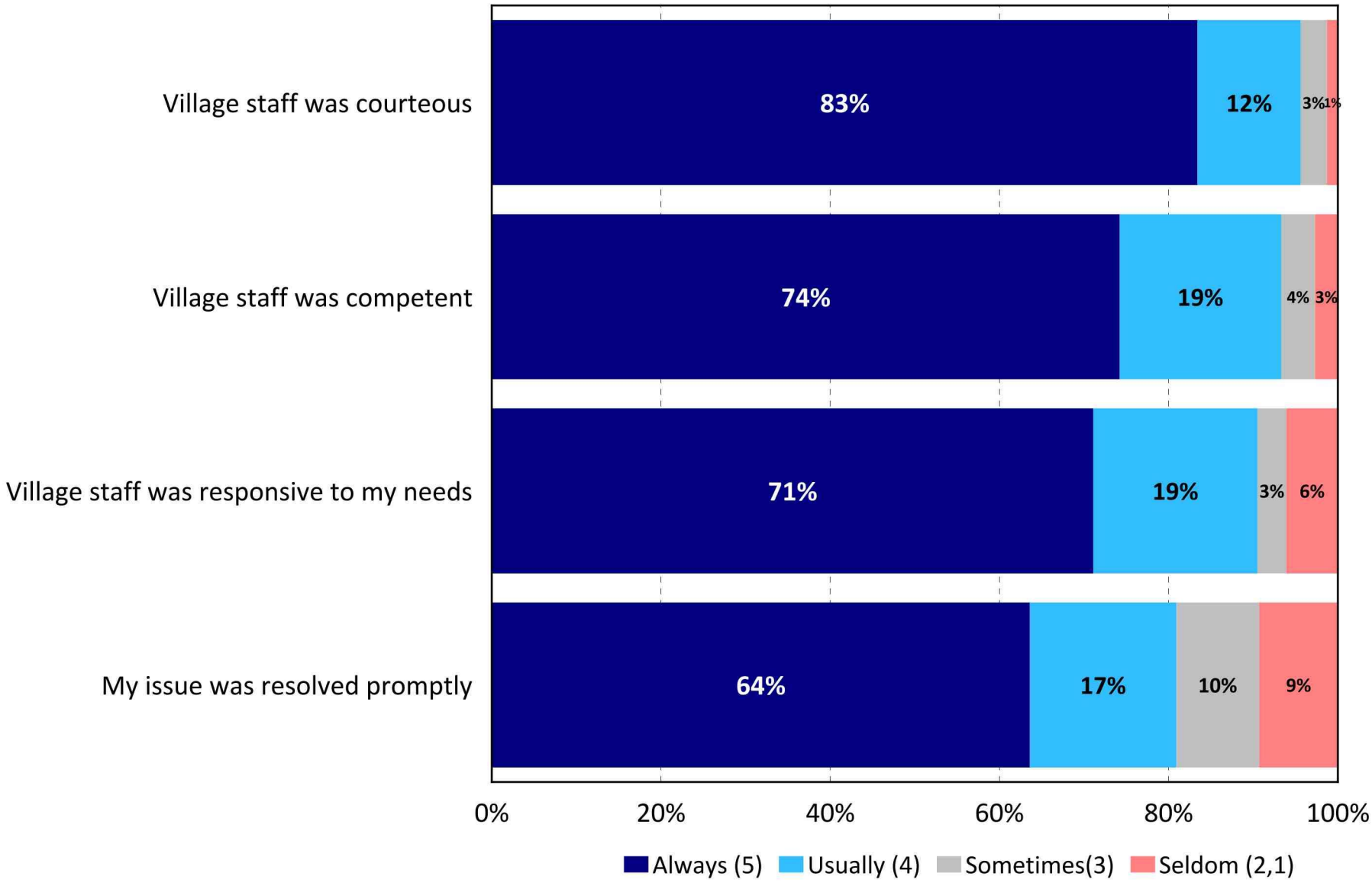
Q24a-d. Only if you have contacted the Village during the past year



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q24a-d. Rating Your Experience with Village Employees

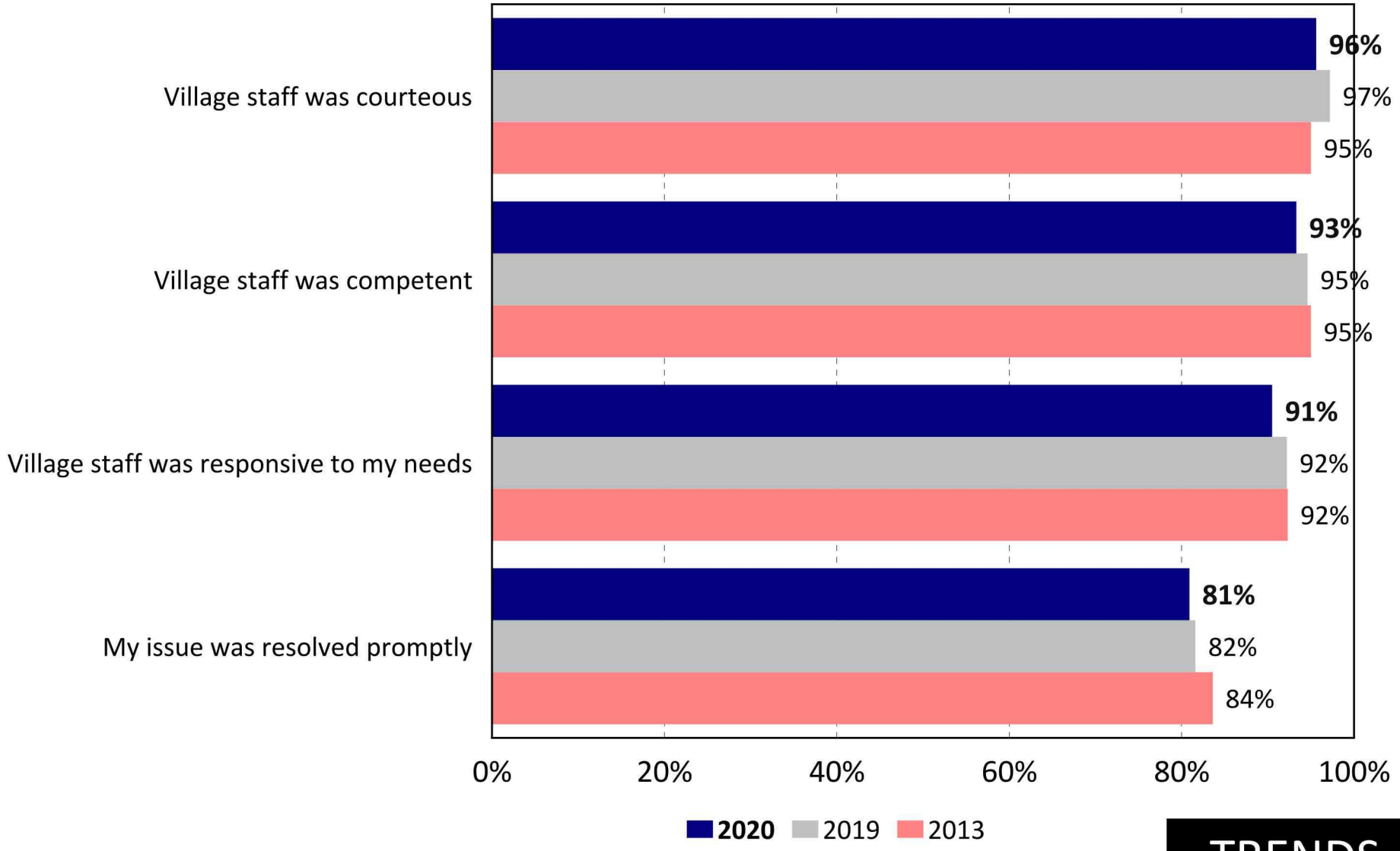
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q24a-d. Experience with Village Employees
2020, 2019 & 2013

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

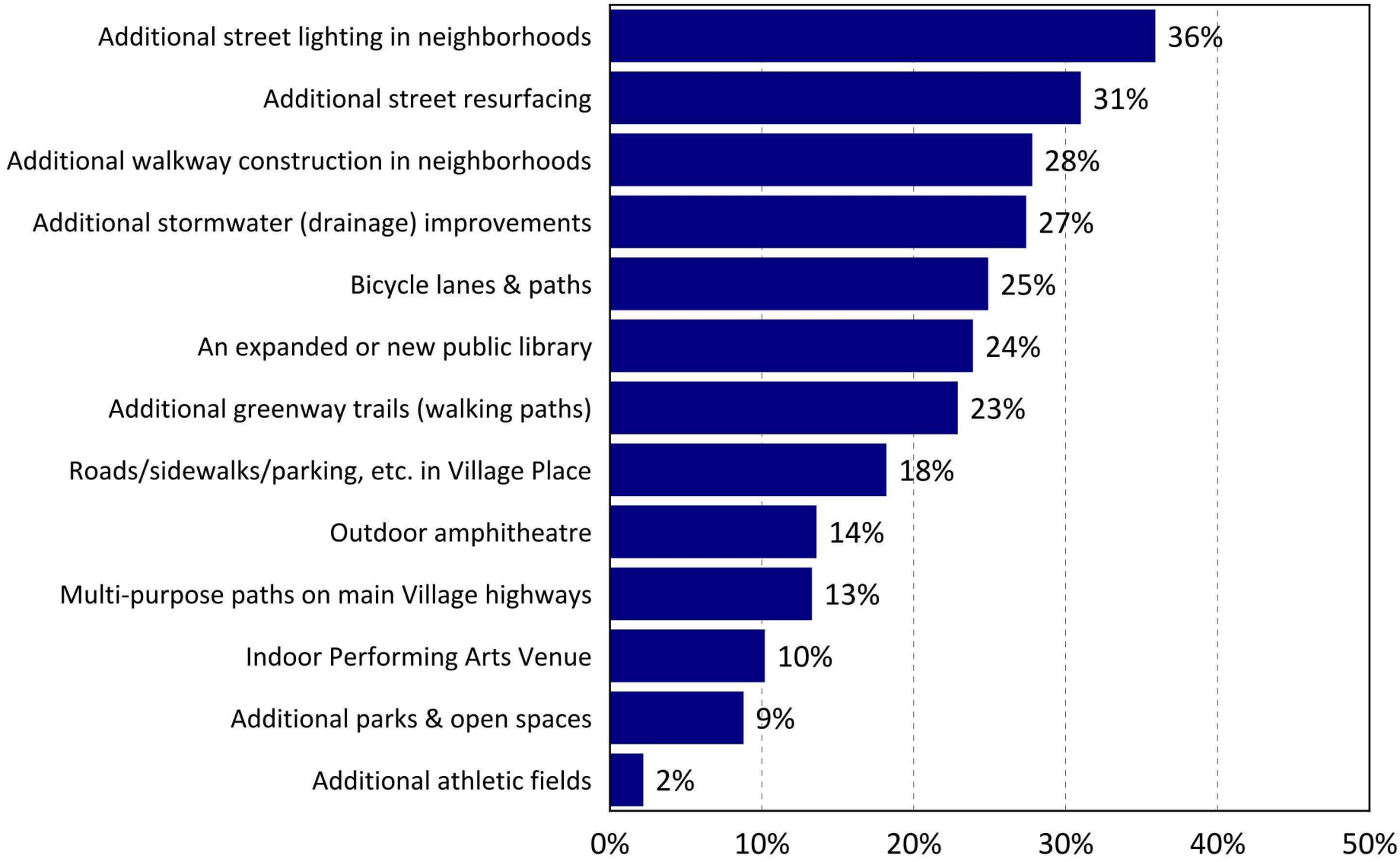


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q25. Community Improvements That Residents Feel Are Most Important

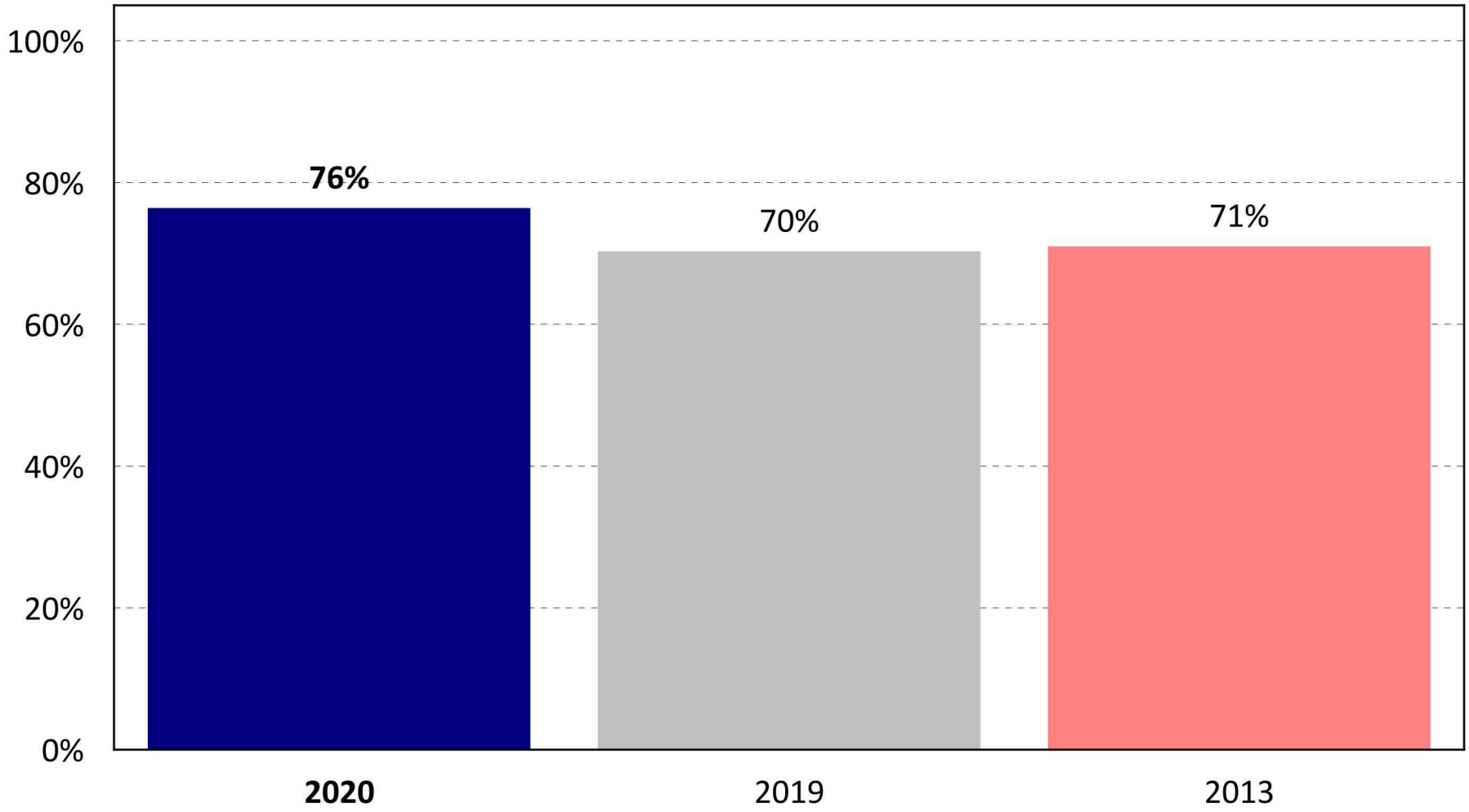
by percentage of respondents (3 selections could be made)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q26. 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")

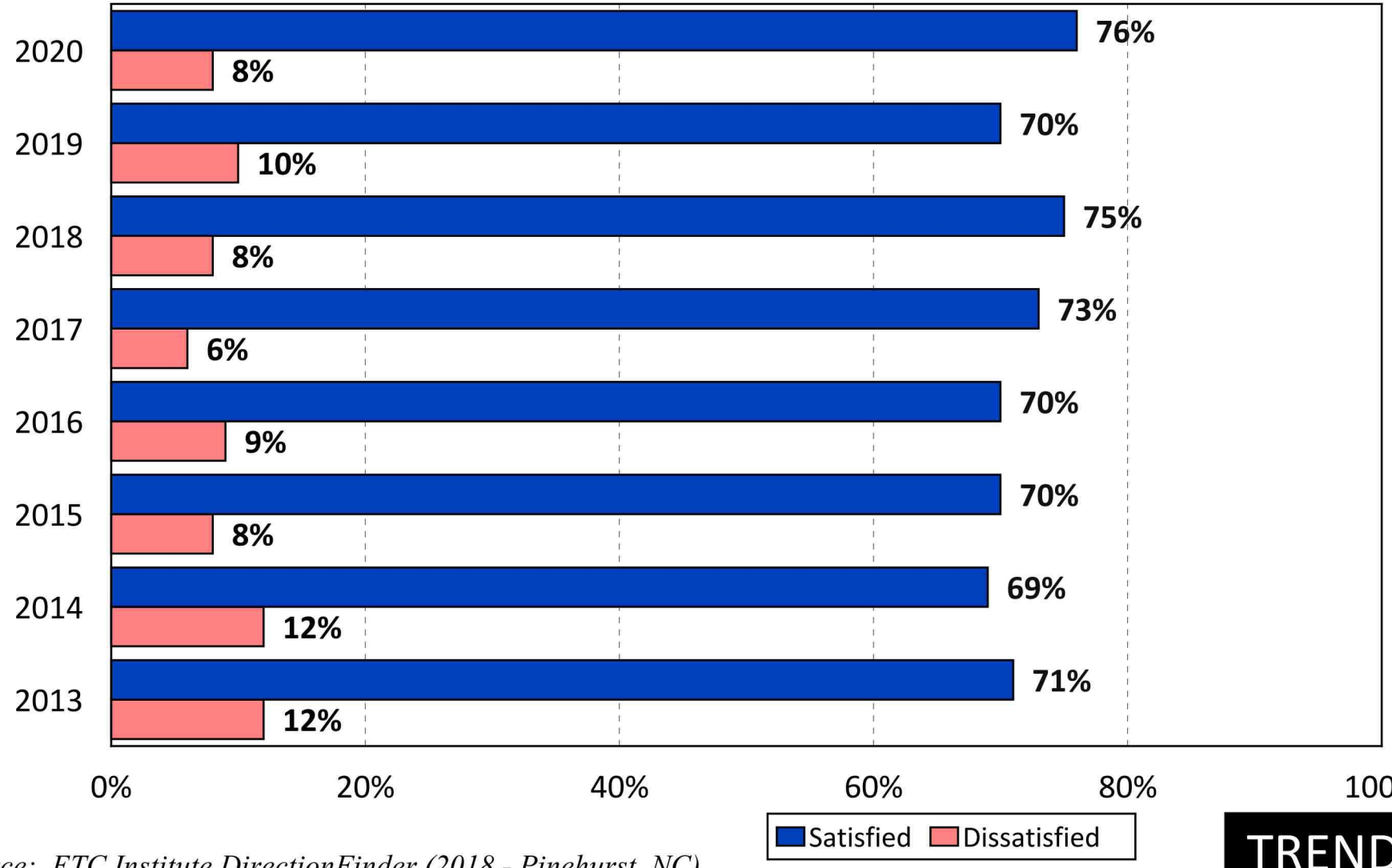


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q26. 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")

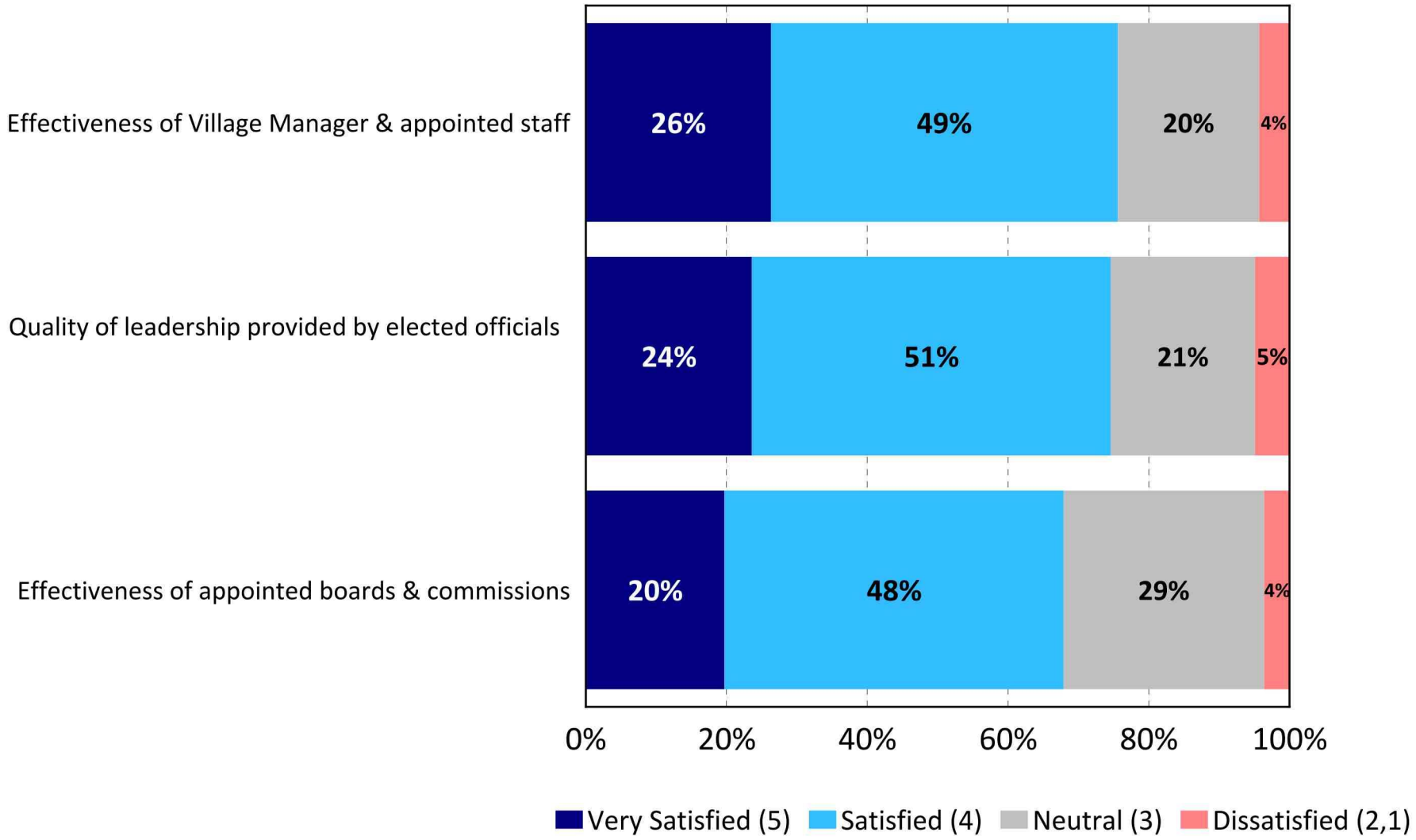


Source: ETC Institute DirectionFinder (2018 - Pinehurst, NC)

TRENDS

Q27. Please rate your satisfaction with the following aspects of Village leadership:

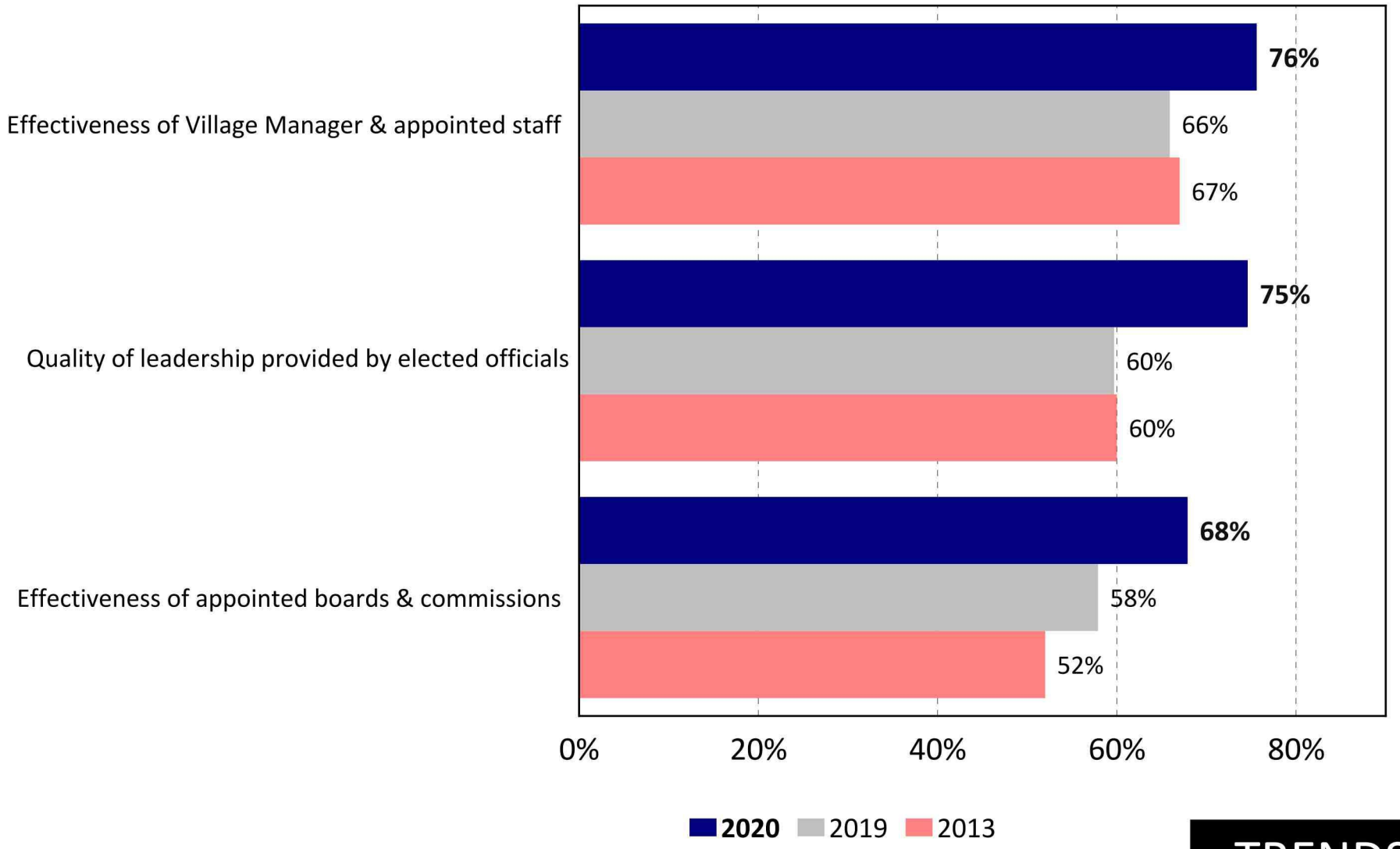
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q27. Satisfaction with Village Leadership
2020, 2019 & 2013

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

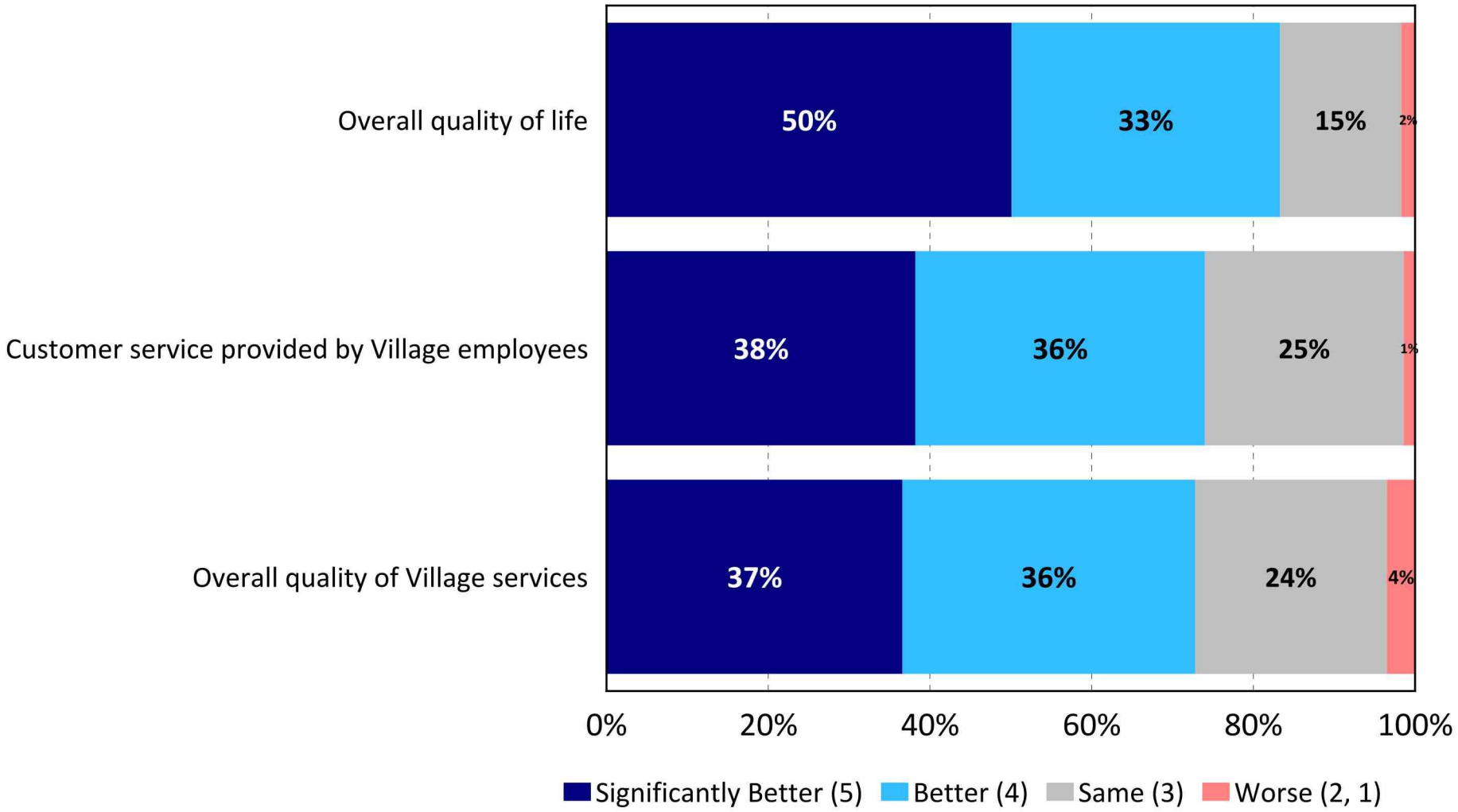


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q28. How would you rate your satisfaction with the following in Pinehurst compared to other places you have lived in the past?

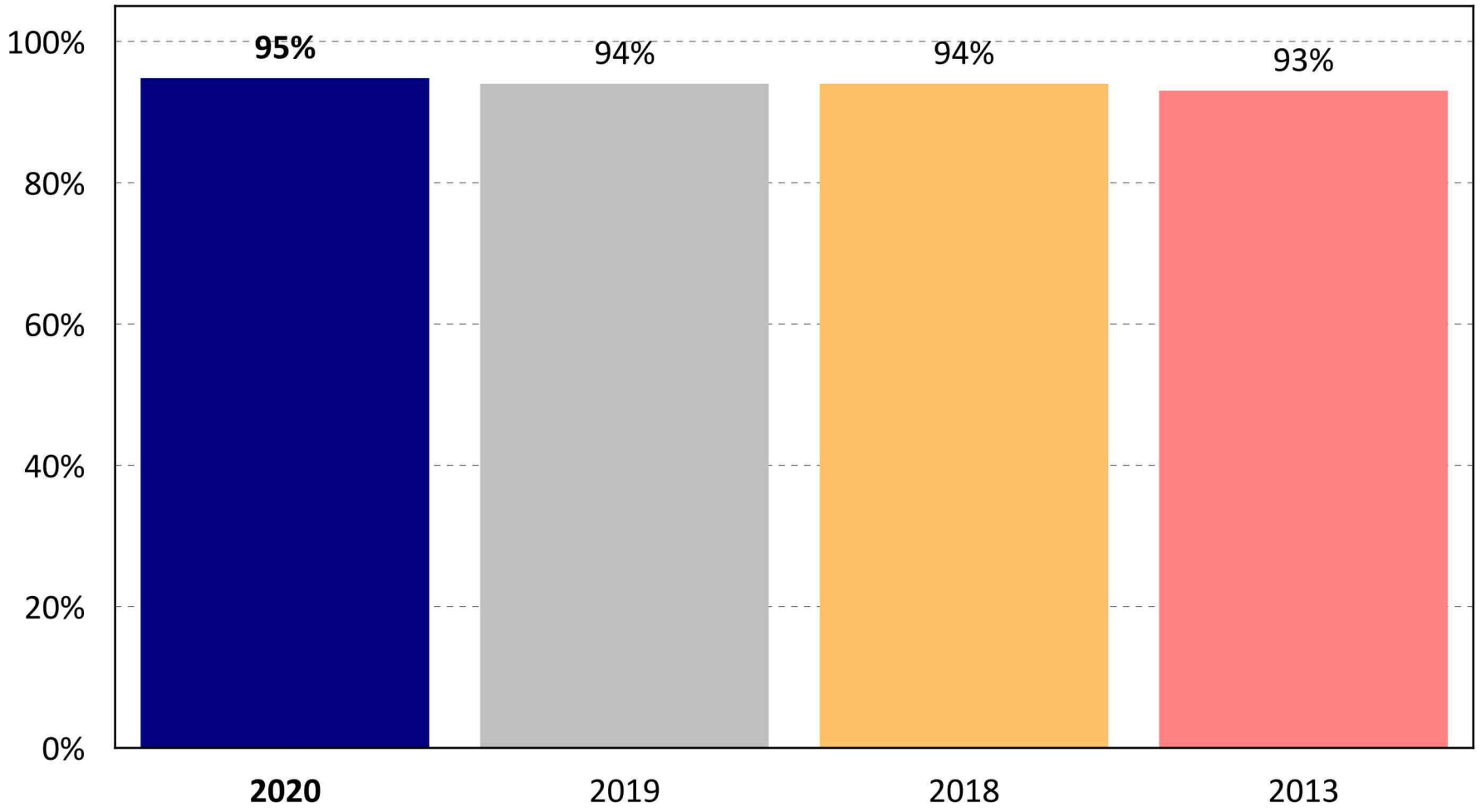
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q29. Would you recommend Pinehurst to others as a place to live?

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

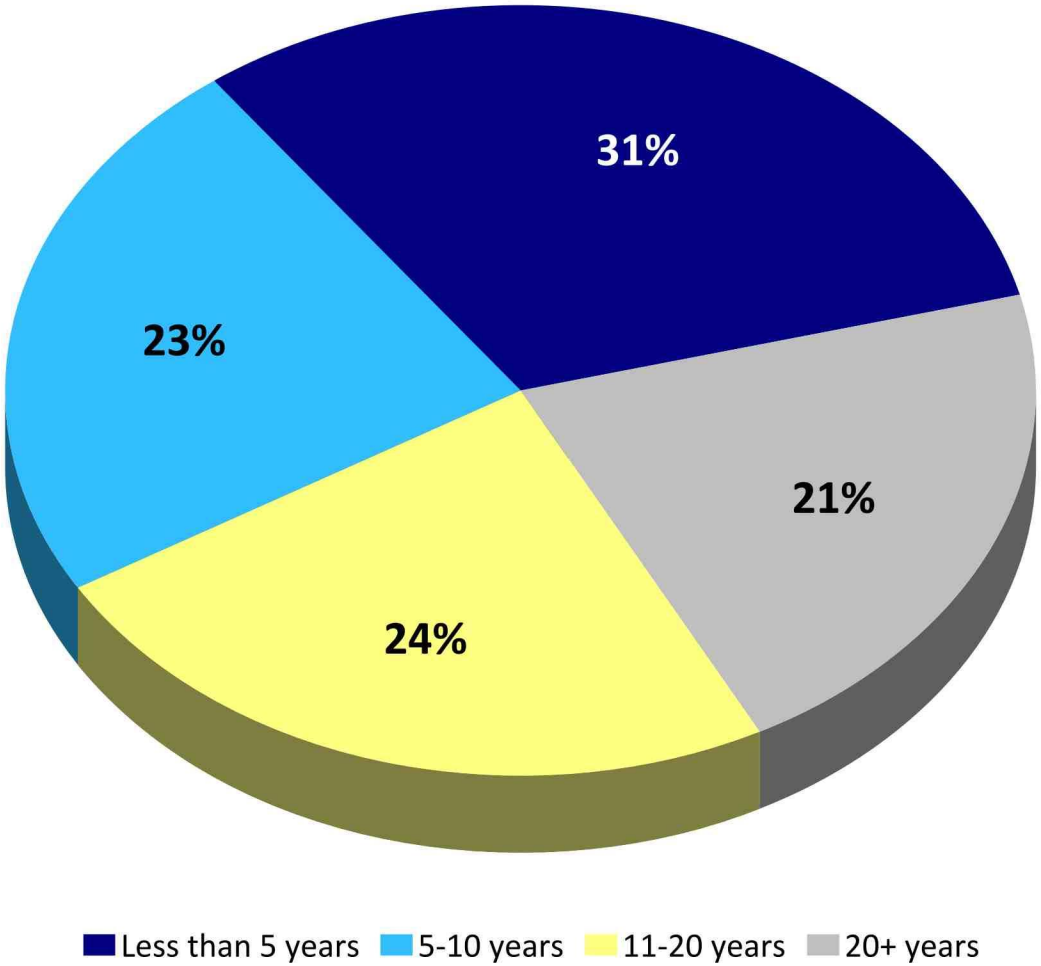


TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

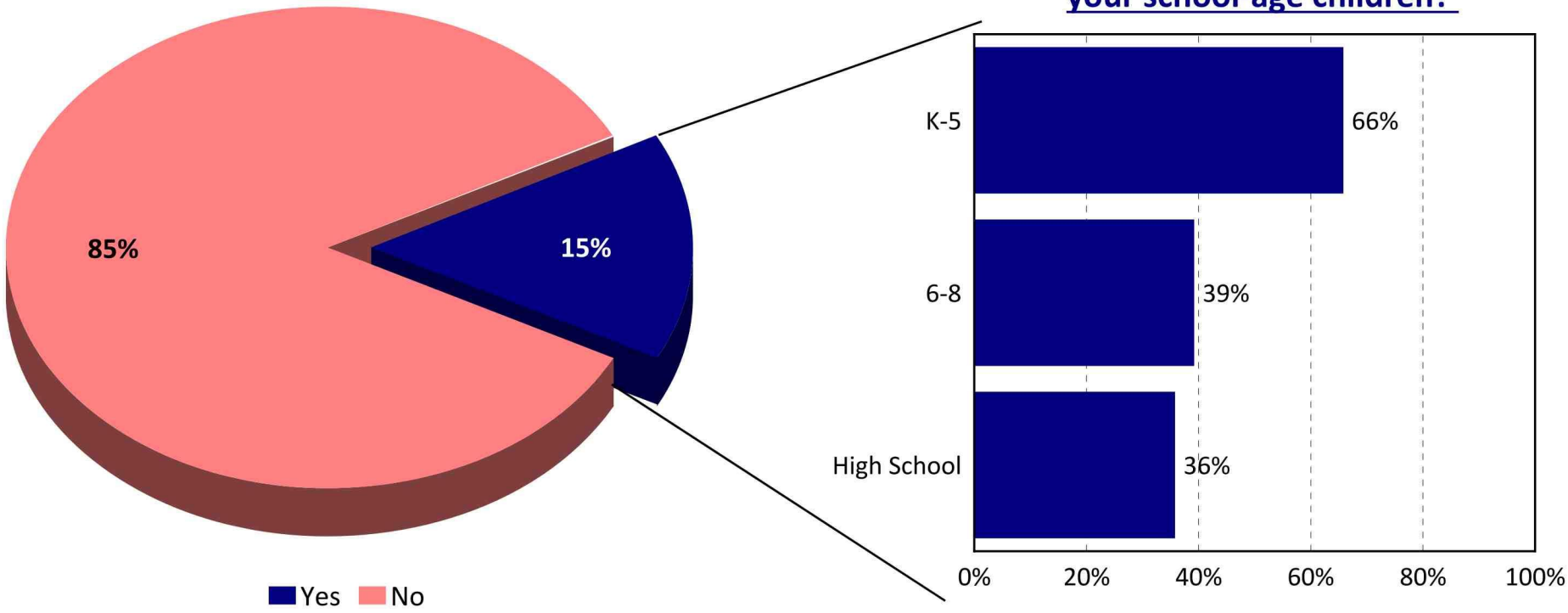
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

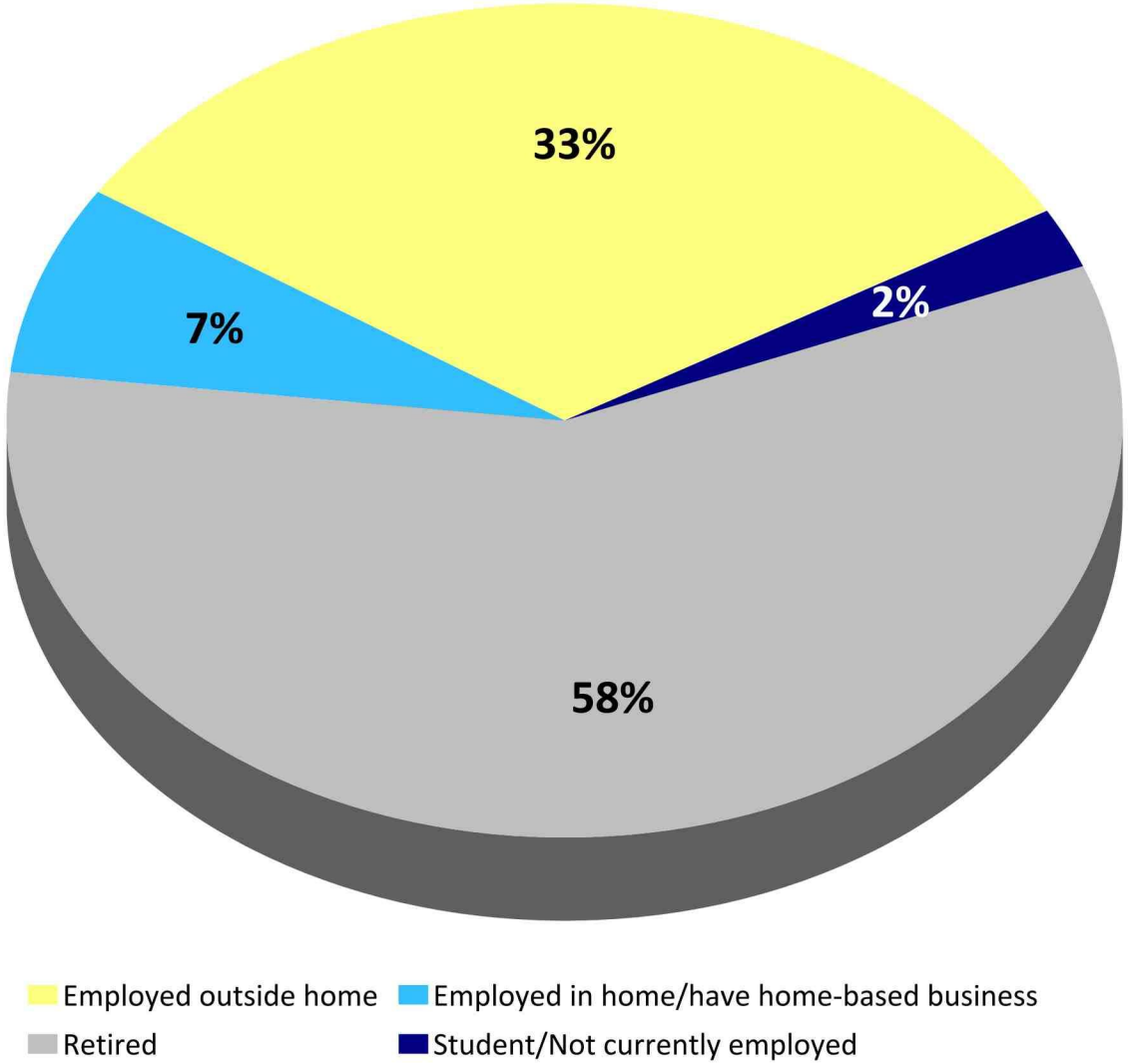
by percentage of respondents



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Demographics: Current Employment Status

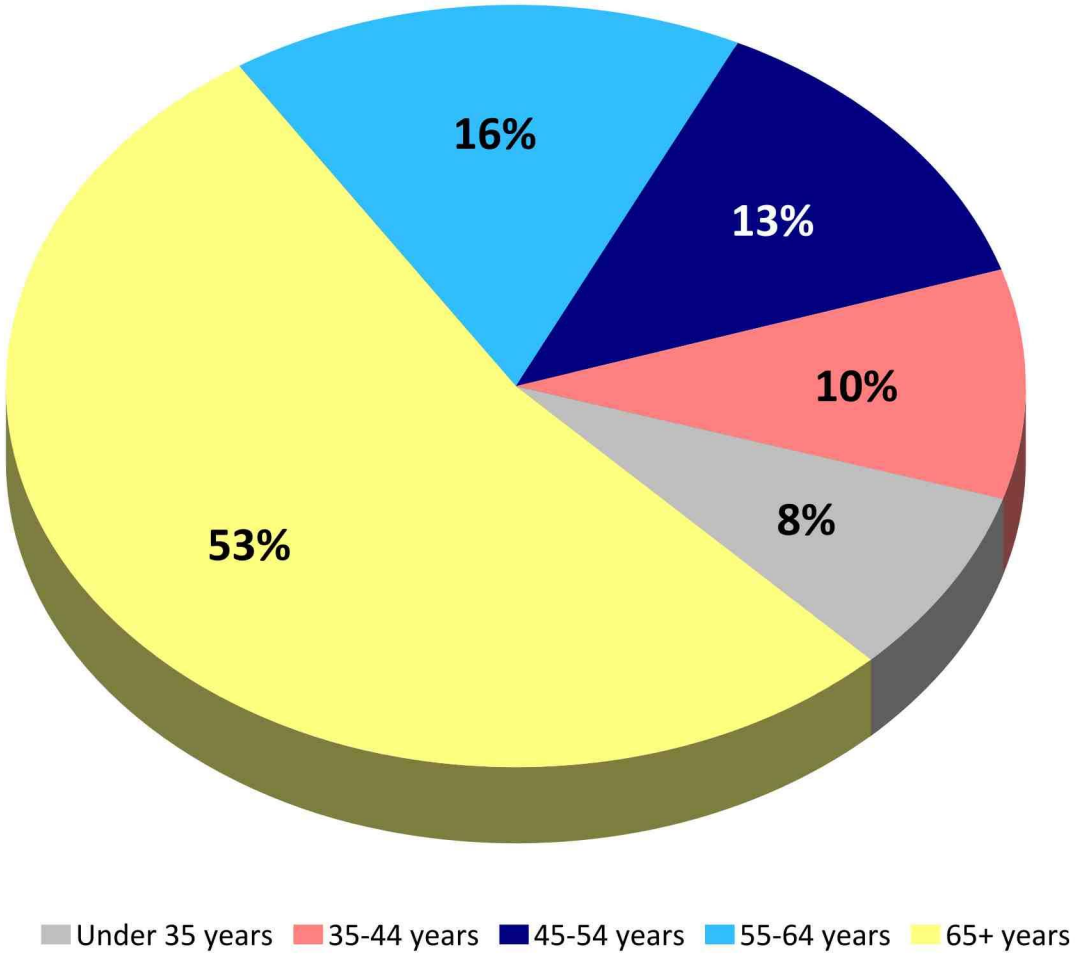
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Demographics: Age of Respondents

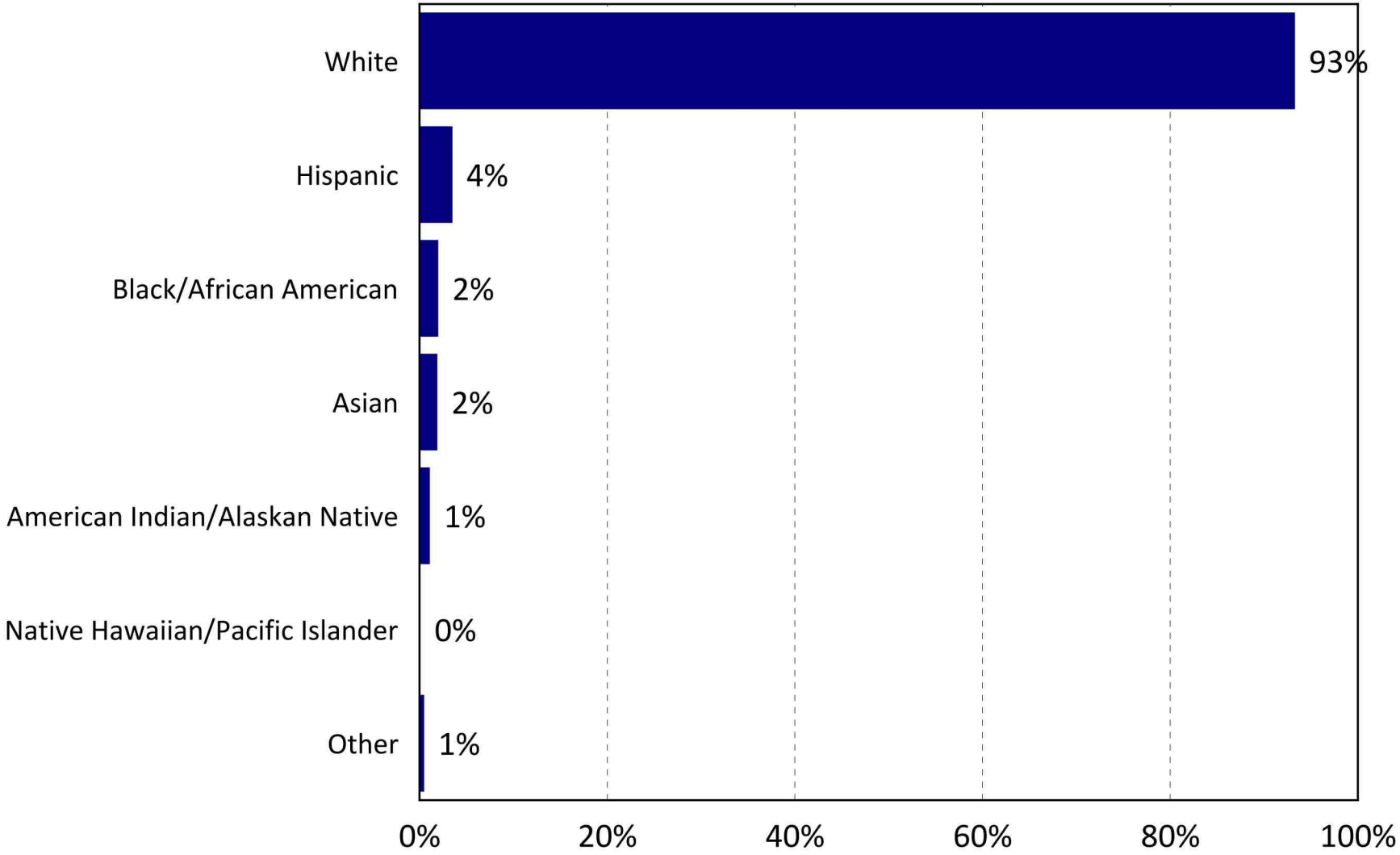
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Demographics: Which of the following best describes your race?

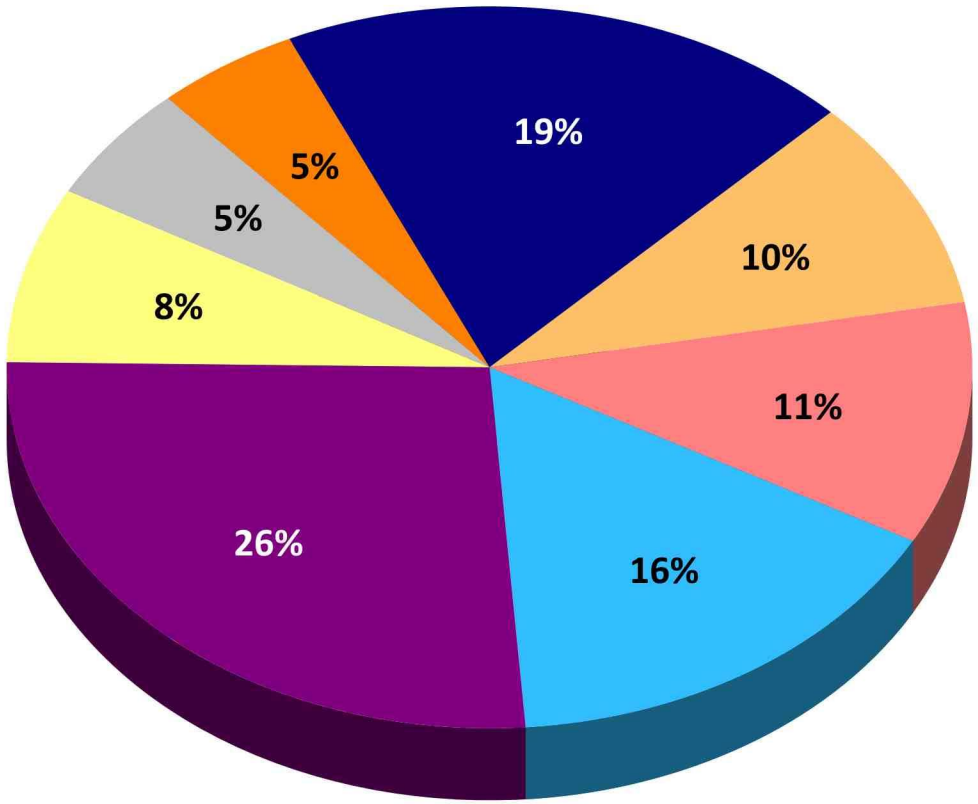
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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

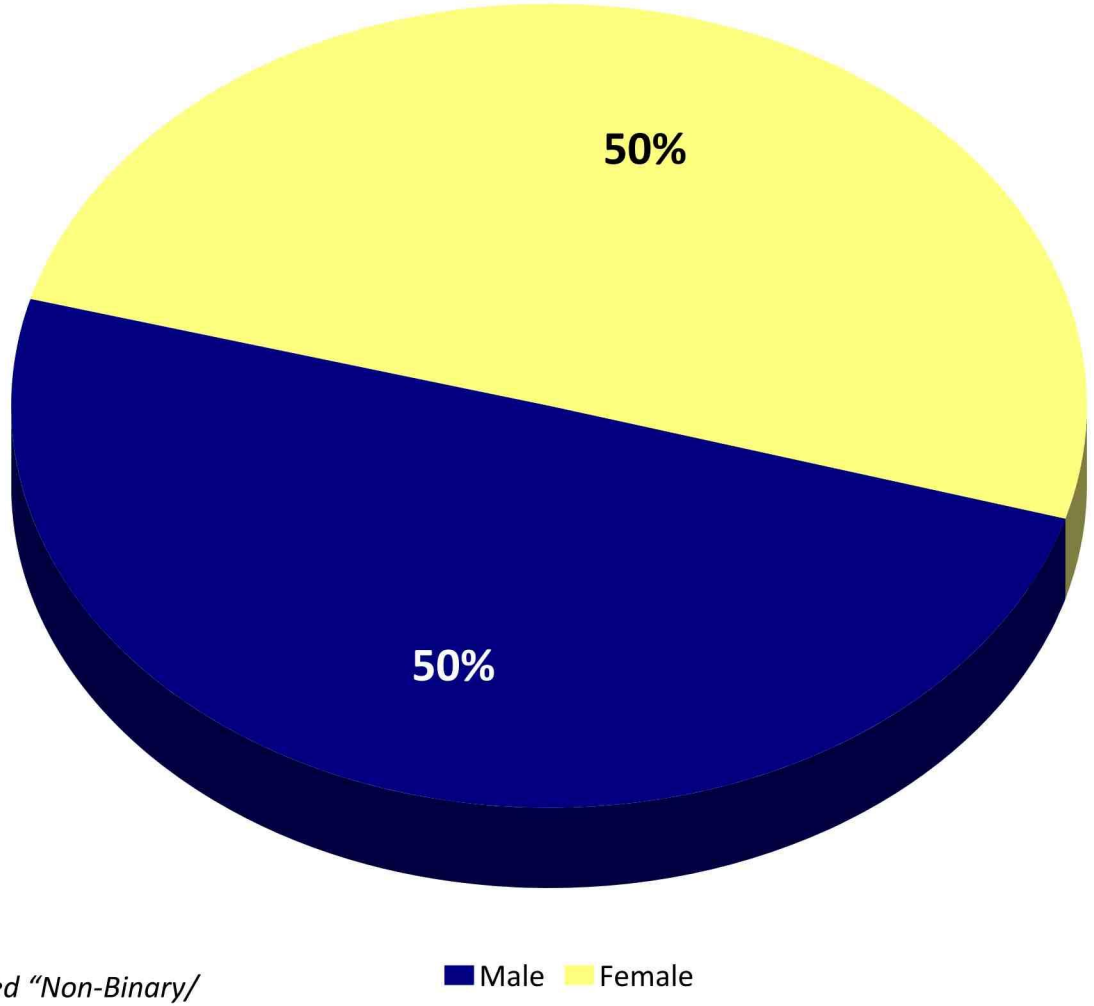
by percentage of respondents (excluding "not provided")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Demographics: Gender

by percentage of respondents (excluding "not provided")



0.3% of respondents selected "Non-Binary/ Third Gender" or "Prefer to self-describe"

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Section 2
Benchmarking Analysis

Benchmarking Summary Report

Village of Pinehurst, North Carolina

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 300 cities in 49 states. Most participating cities 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 summer of 2019 to a random sample of more than 4,000 residents across the United States, (2) a regional survey administered to a random sample of 358 residents in the Atlantic region of the United States during the summer of 2019, and (3) individual communities with a population of less than 50,000 where ETC Institute had administered the *DirectionFinder Survey* between January 2019 and August 2020; the communities included in this comparison are listed below.

- Basehor, KS
- Buchanan, WI
- Camas, WA
- Cedar Hill, TX
- Clayton, MO
- Edgerton, KS
- Fairway, KS
- Gallatin, TN
- Glencoe, IL
- Glenview, IL
- Grandview, MO
- Maryland Heights, MO
- Mooresville, NC
- Newcastle, WA
- North Kansas City, MO
- Pinehurst, NC
- Platte City, MO
- Pleasant Hill, IA
- Raymore, MO
- Roeland Park, KS
- Rolla, MO
- Schertz, TX
- Smithville, MO
- Spring Hill, KS
- St. Charles, IL
- Trussville, AL
- University City, MO
- Washougal, WA
- Wauwatosa, WI

Interpreting the Charts

National Benchmarks. The first set of charts on the following pages show how the overall results for Pinehurst compare to the national average based on the results of an annual survey that was administered by ETC Institute to a random sample of more than 4,000 U.S. and 358 Atlantic region residents.

Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for these communities. The actual ratings for Pinehurst are listed to the right of each chart. The dot on each bar shows how the results for Pinehurst compare to the other communities with a population of less than 50,000 where the DirectionFinder® survey has been administered since 2019.

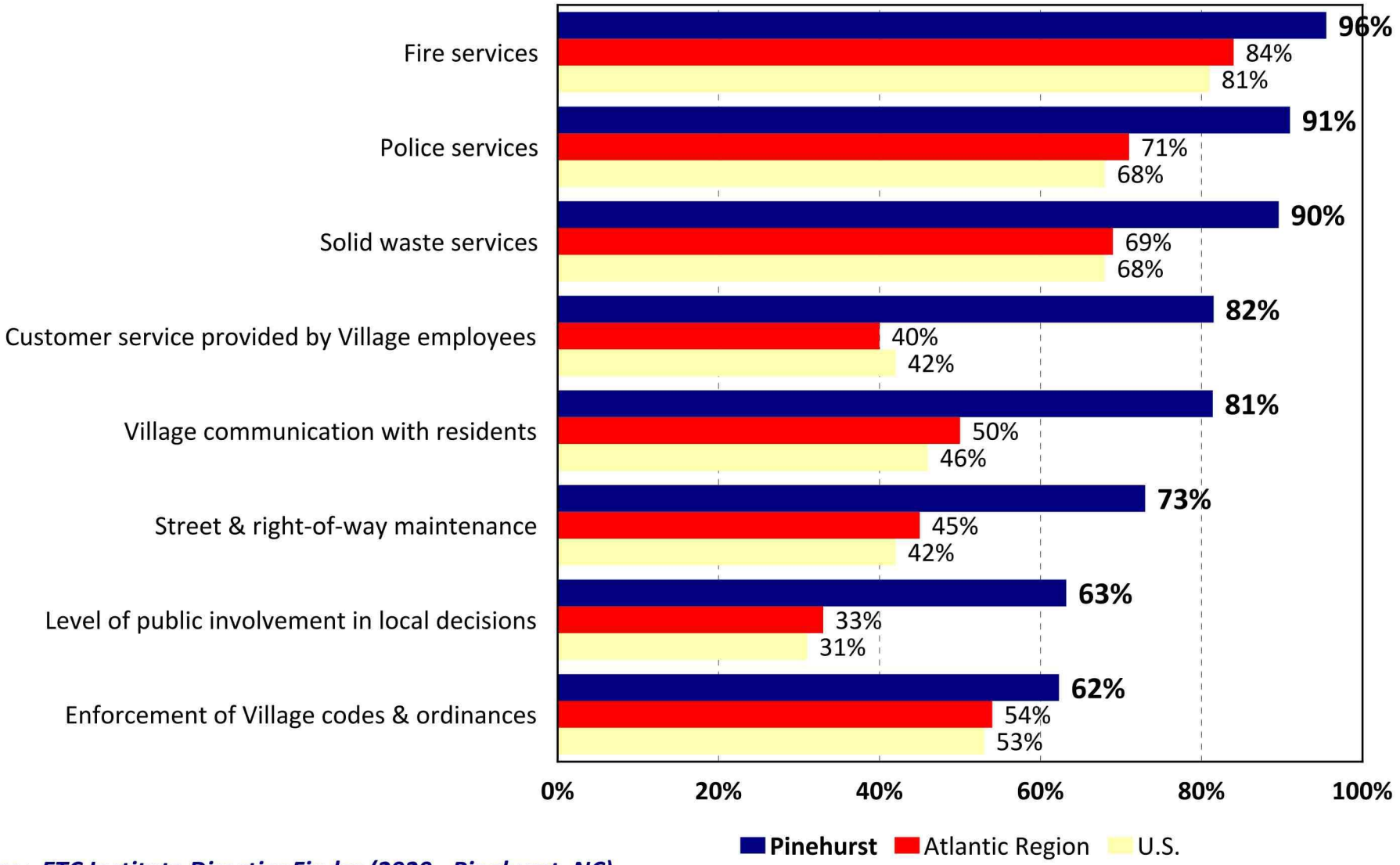
National Benchmarks

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)

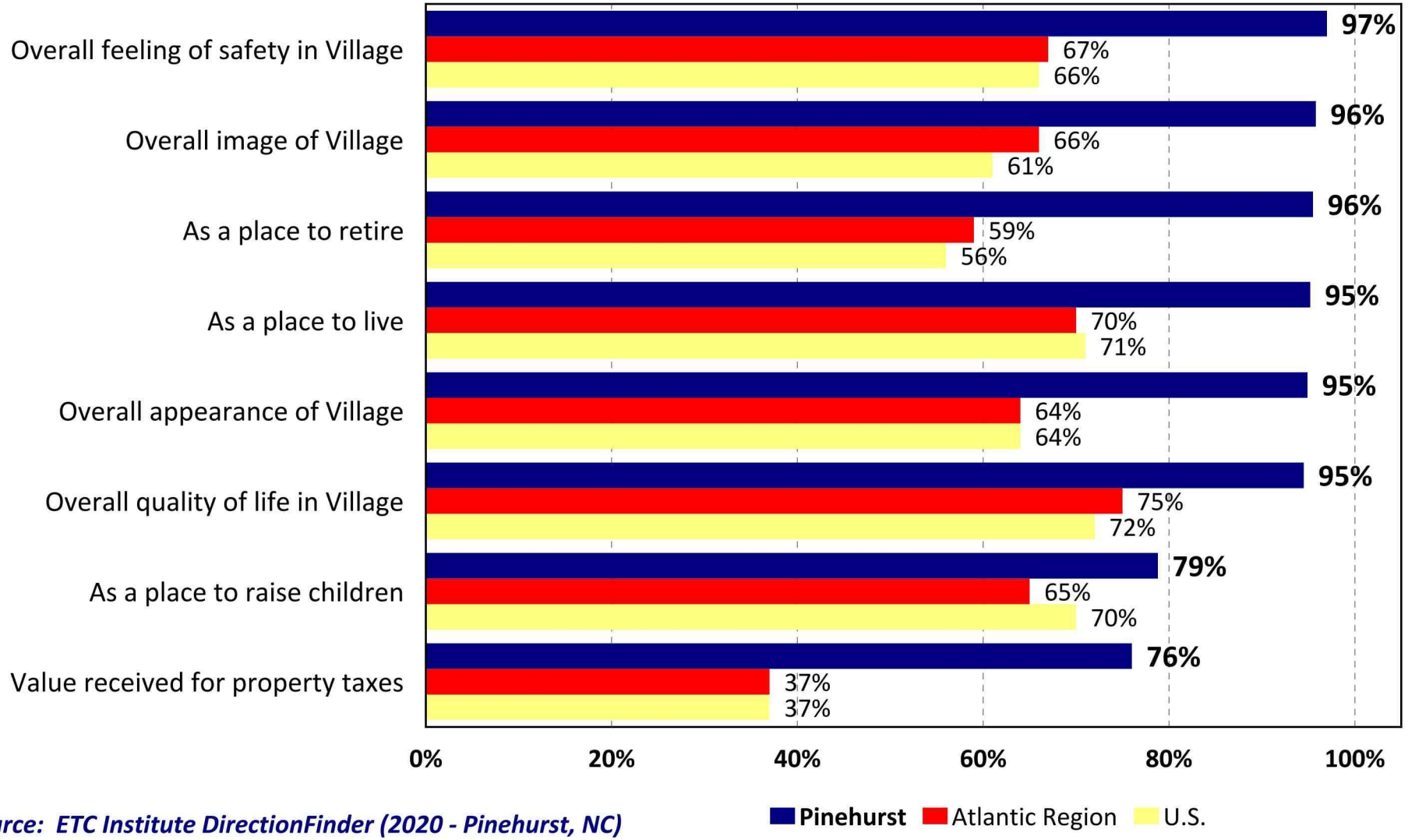


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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 "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)

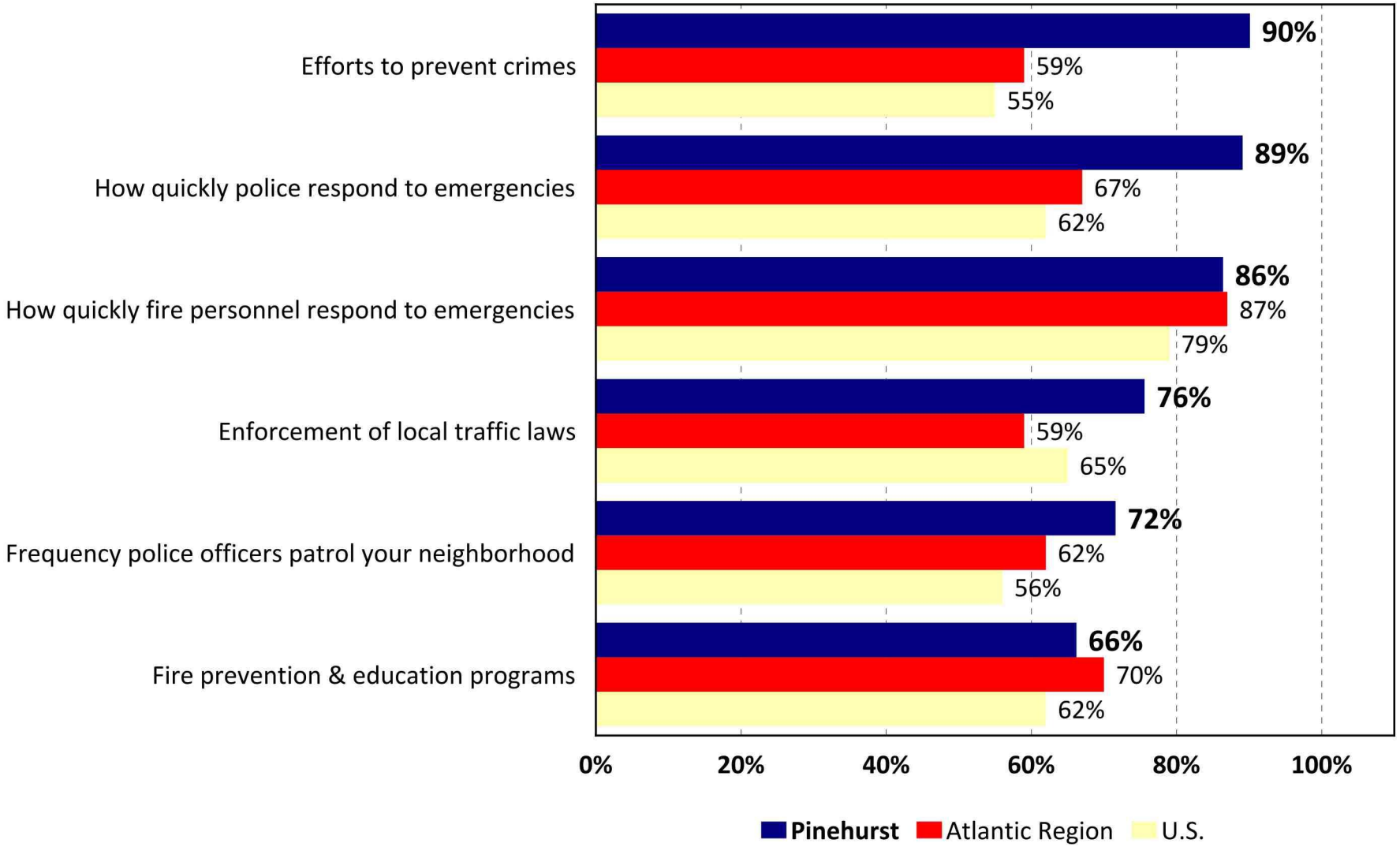


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

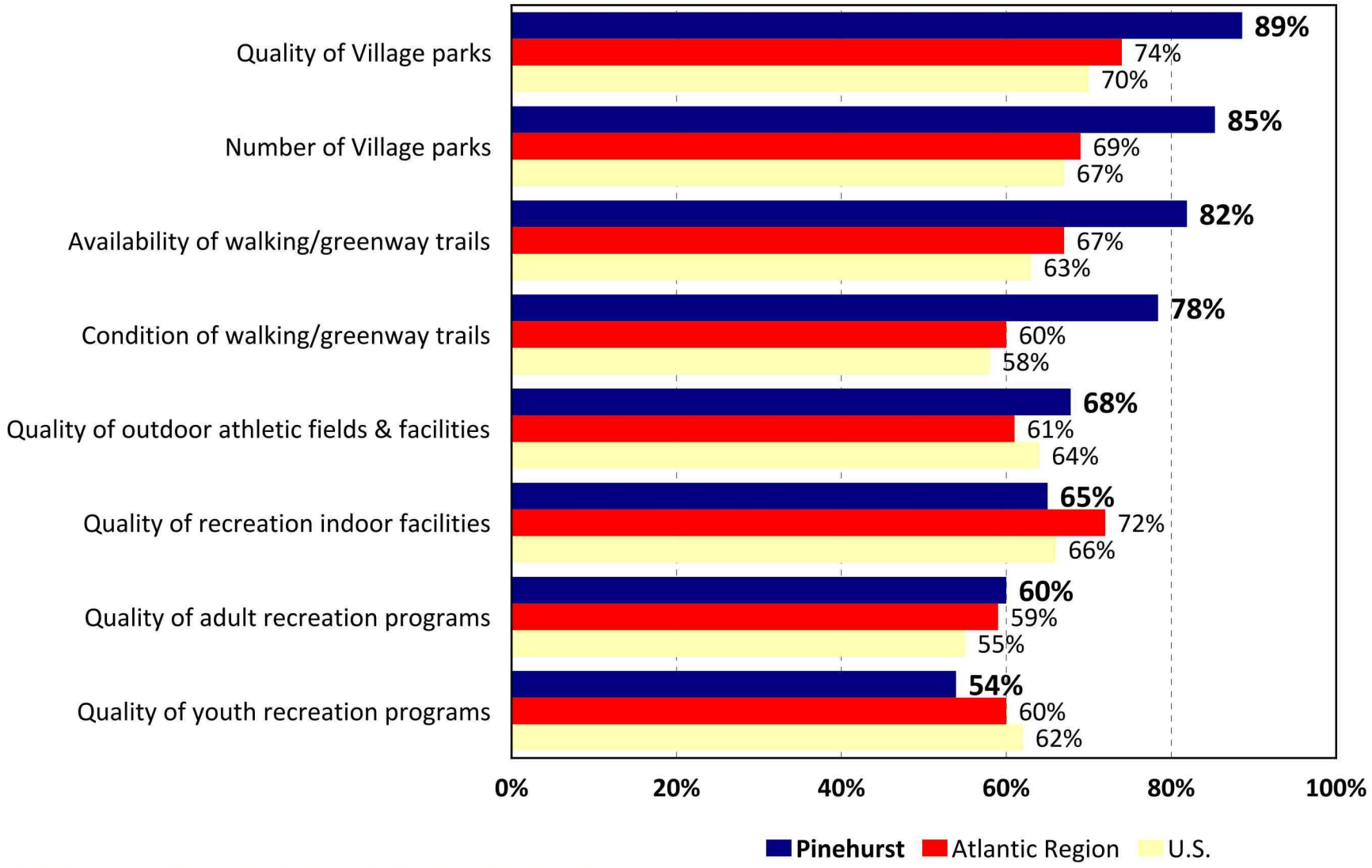


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

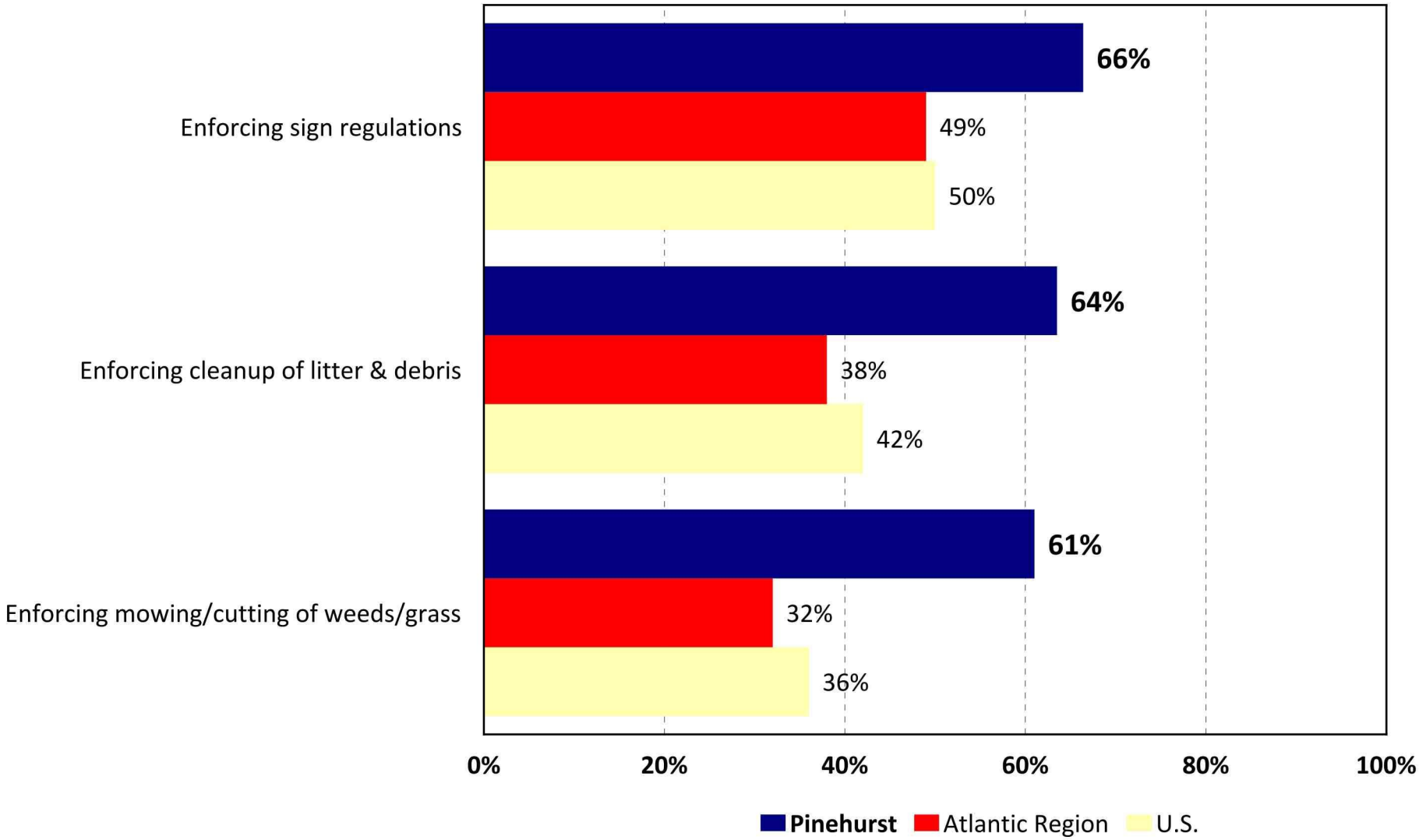


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

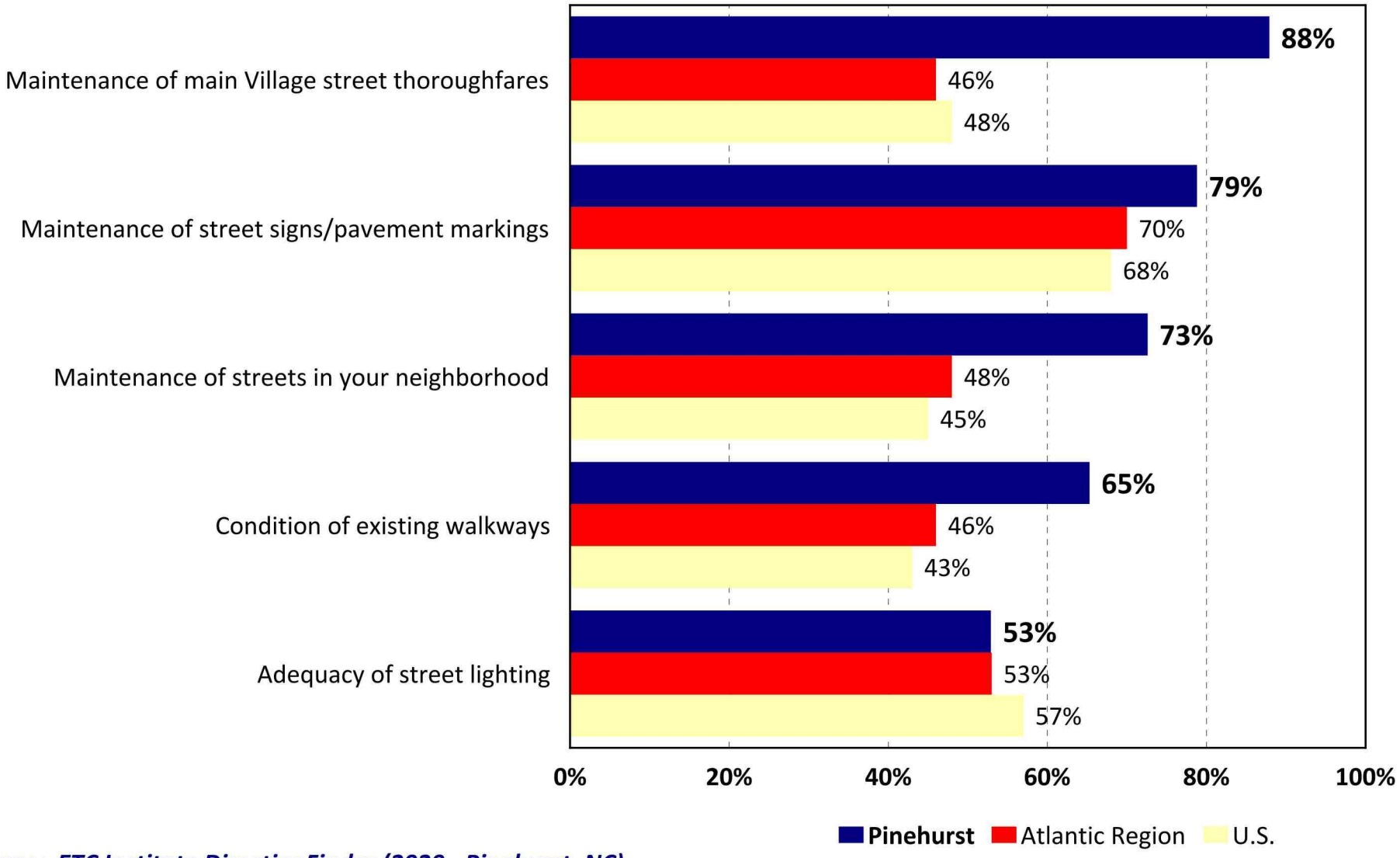


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

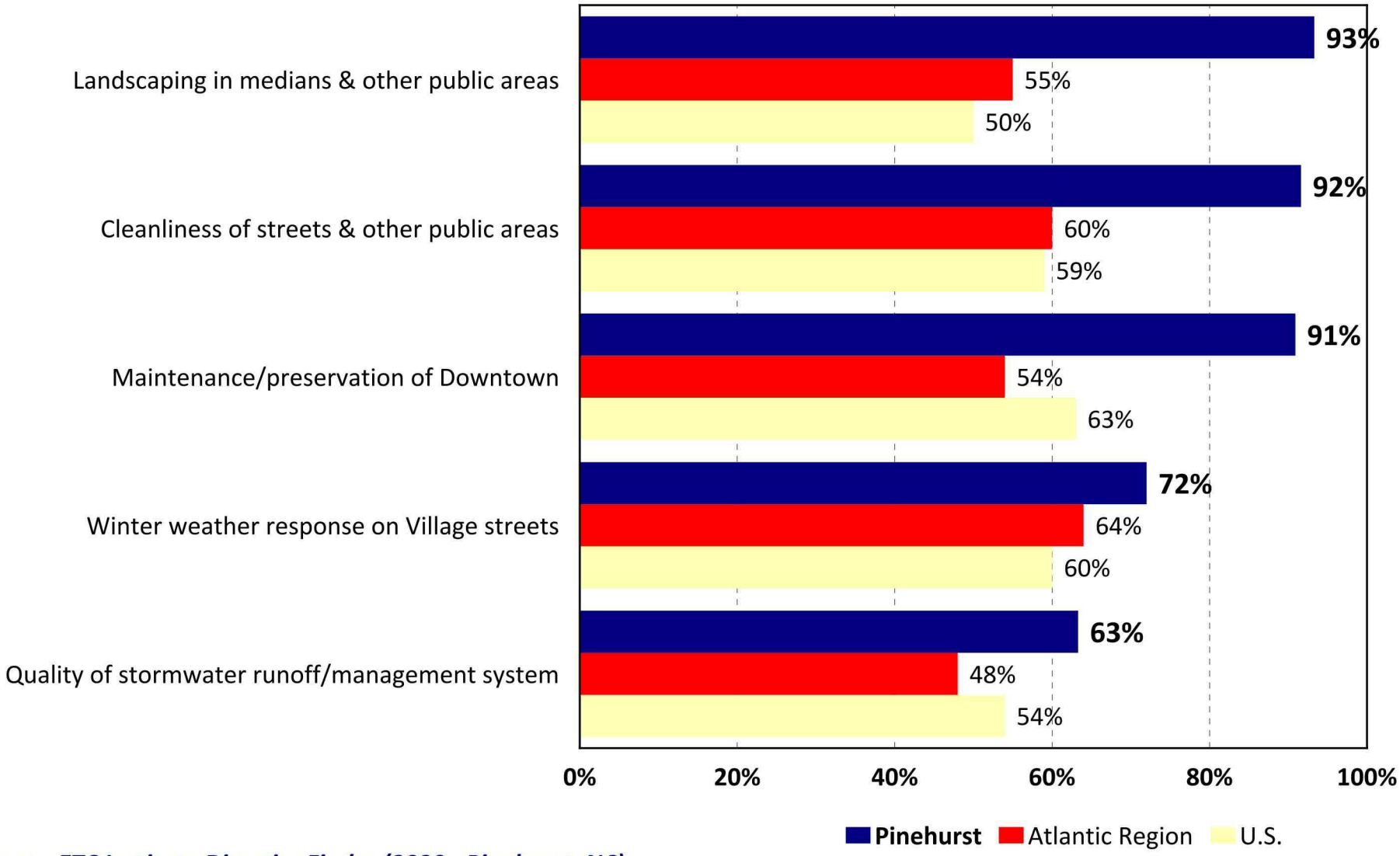


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

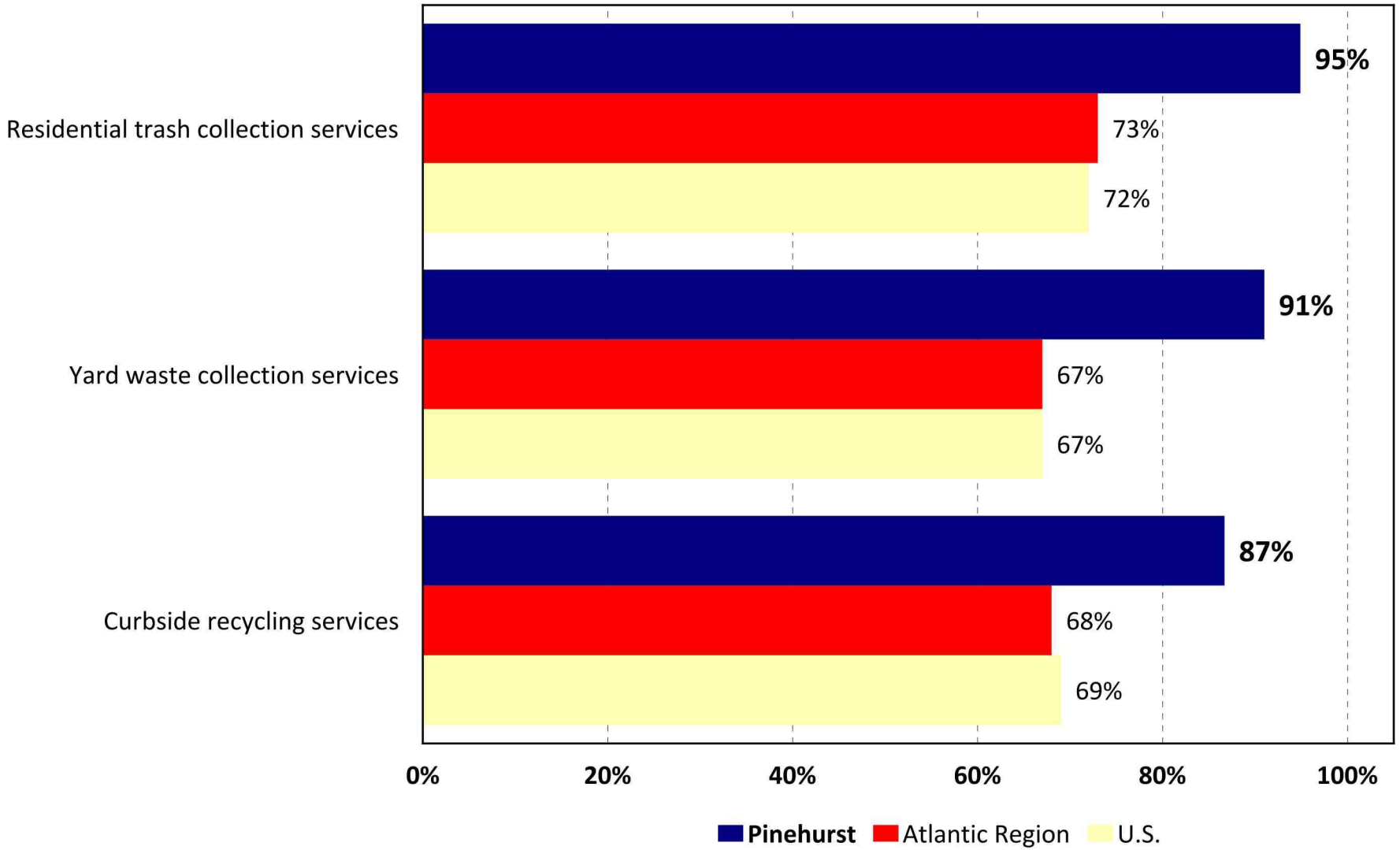


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

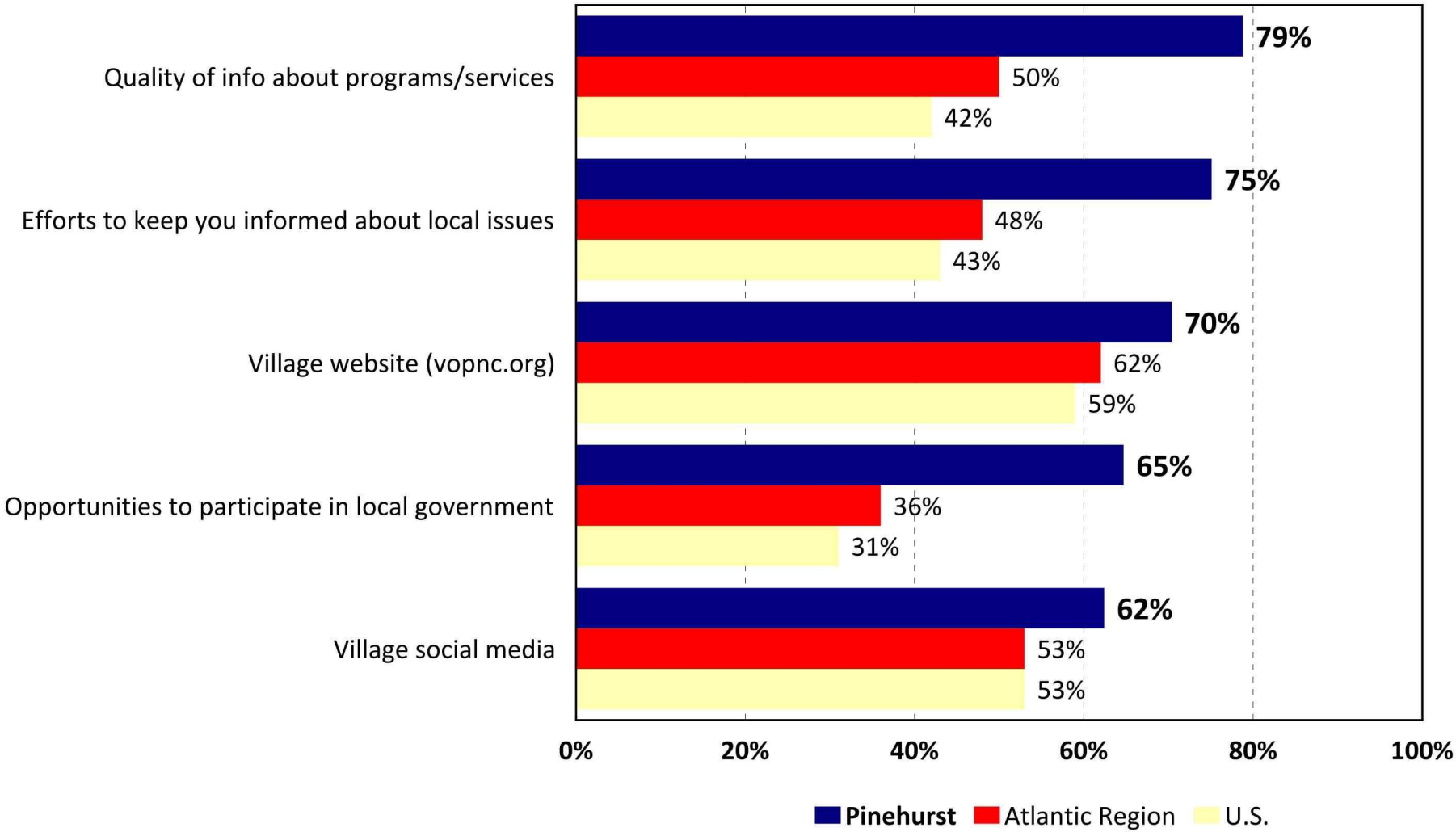


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)

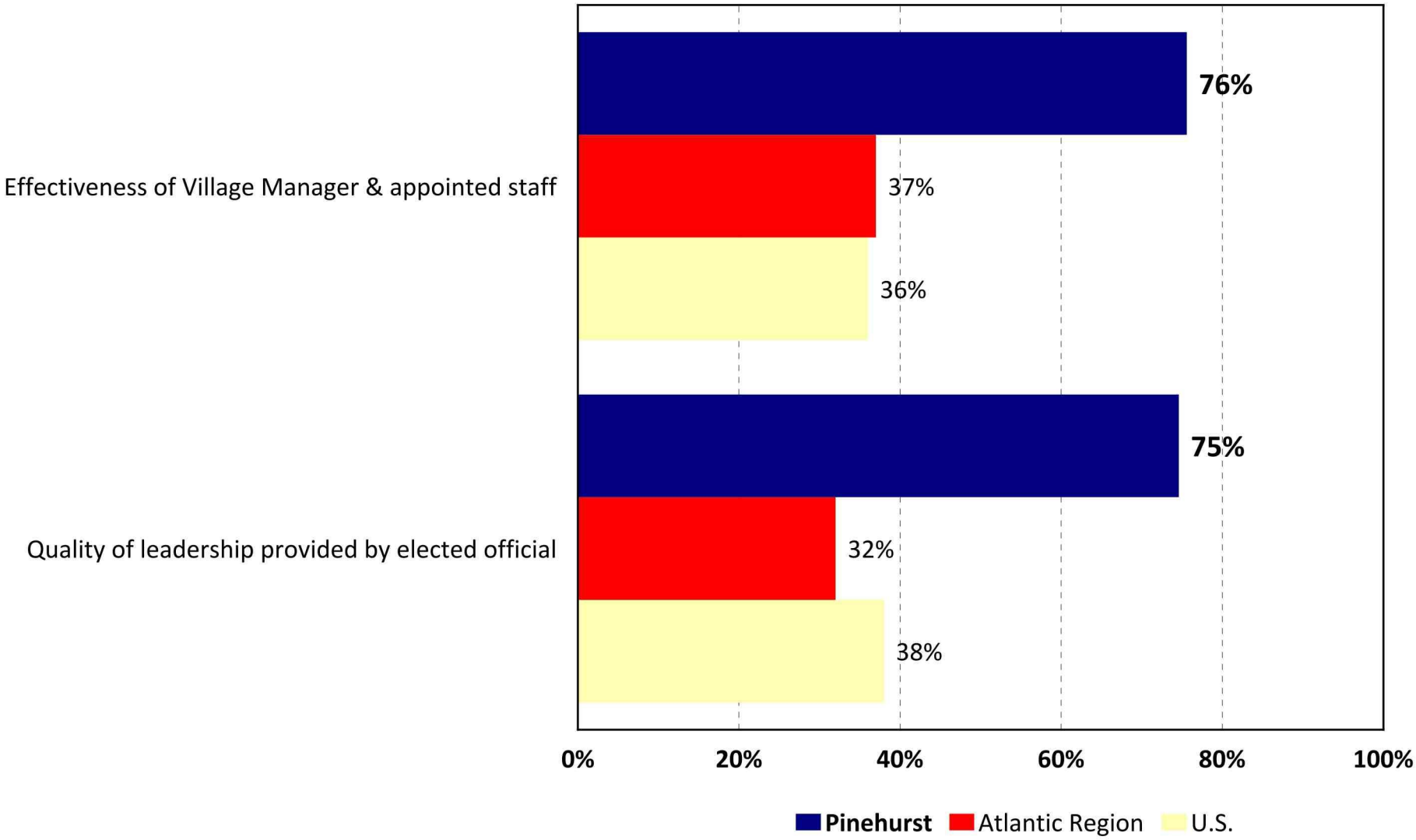


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Village Leadership

Pinehurst vs. Atlantic Region vs. the U.S.

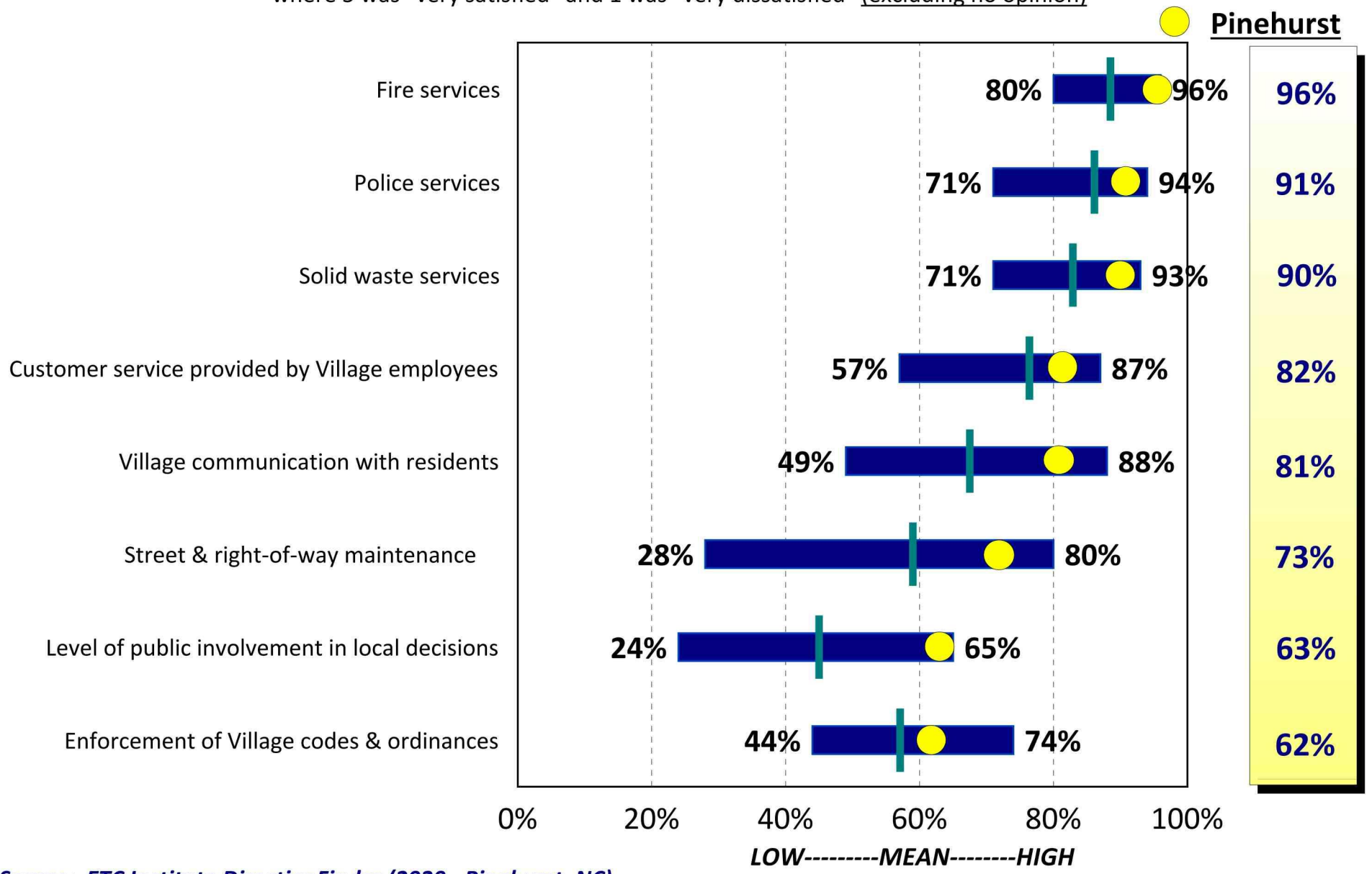
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Various Village Services

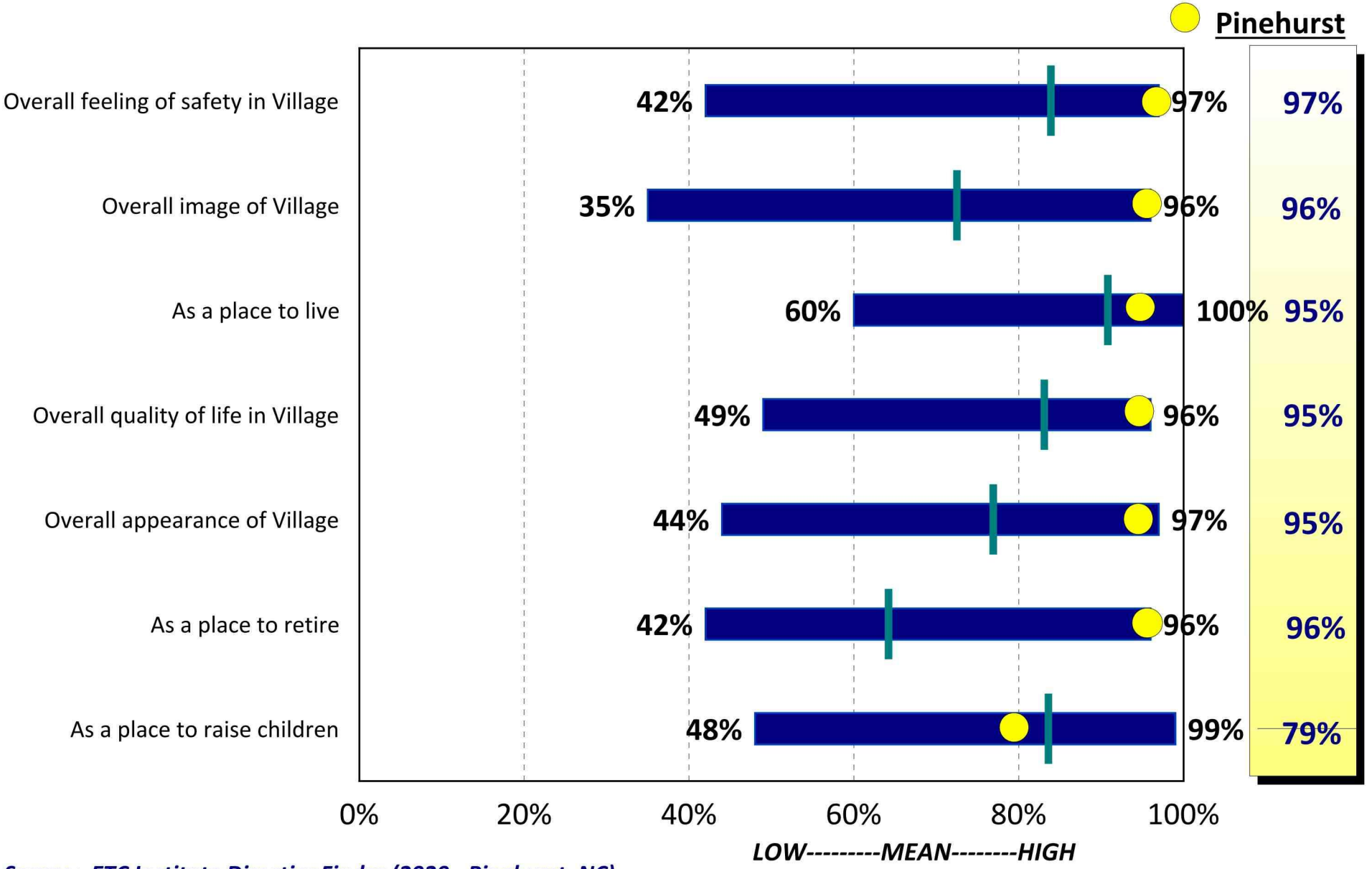
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Perceptions of the Village

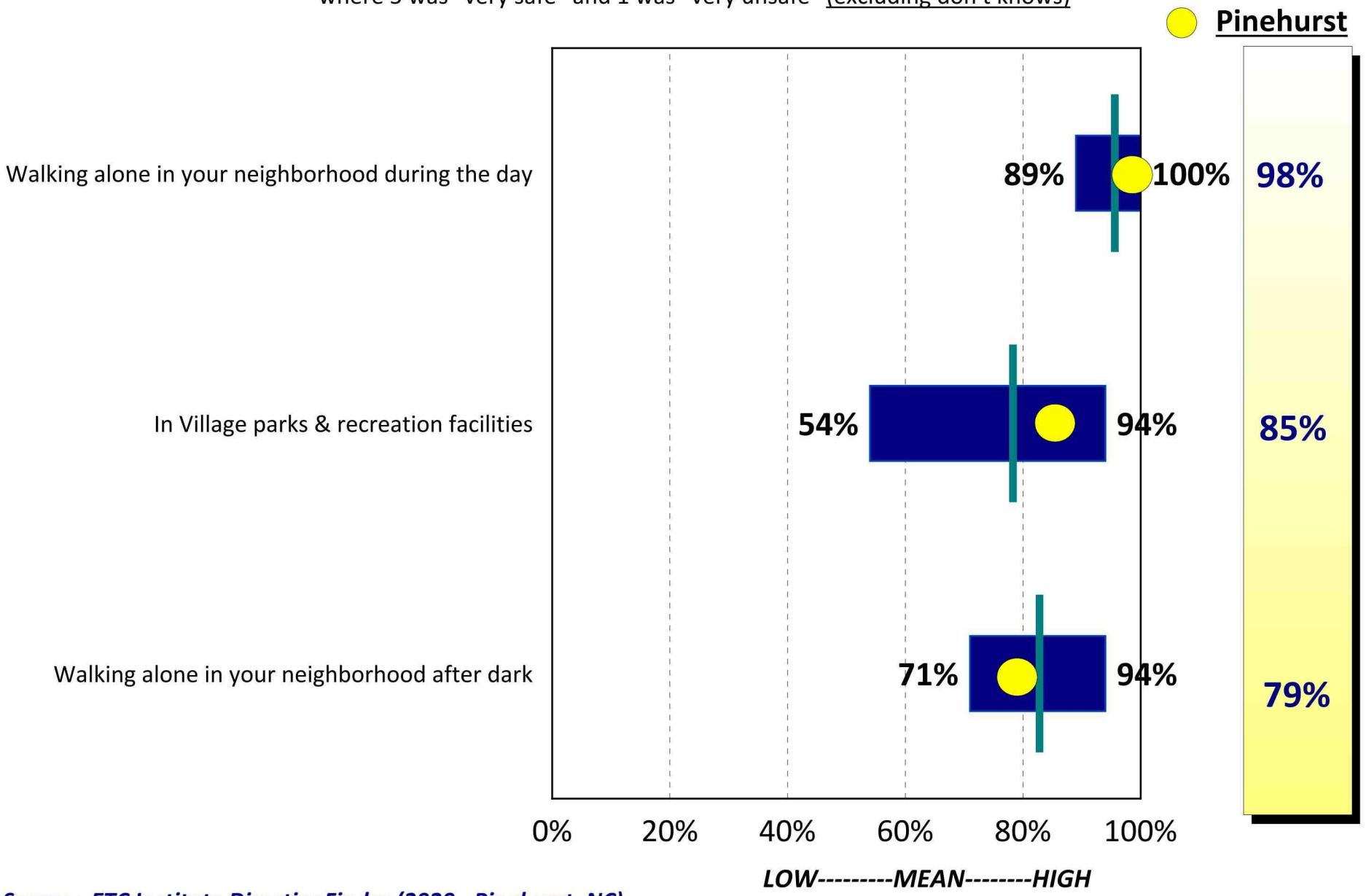
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

How Safe Residents Feel in Their Community

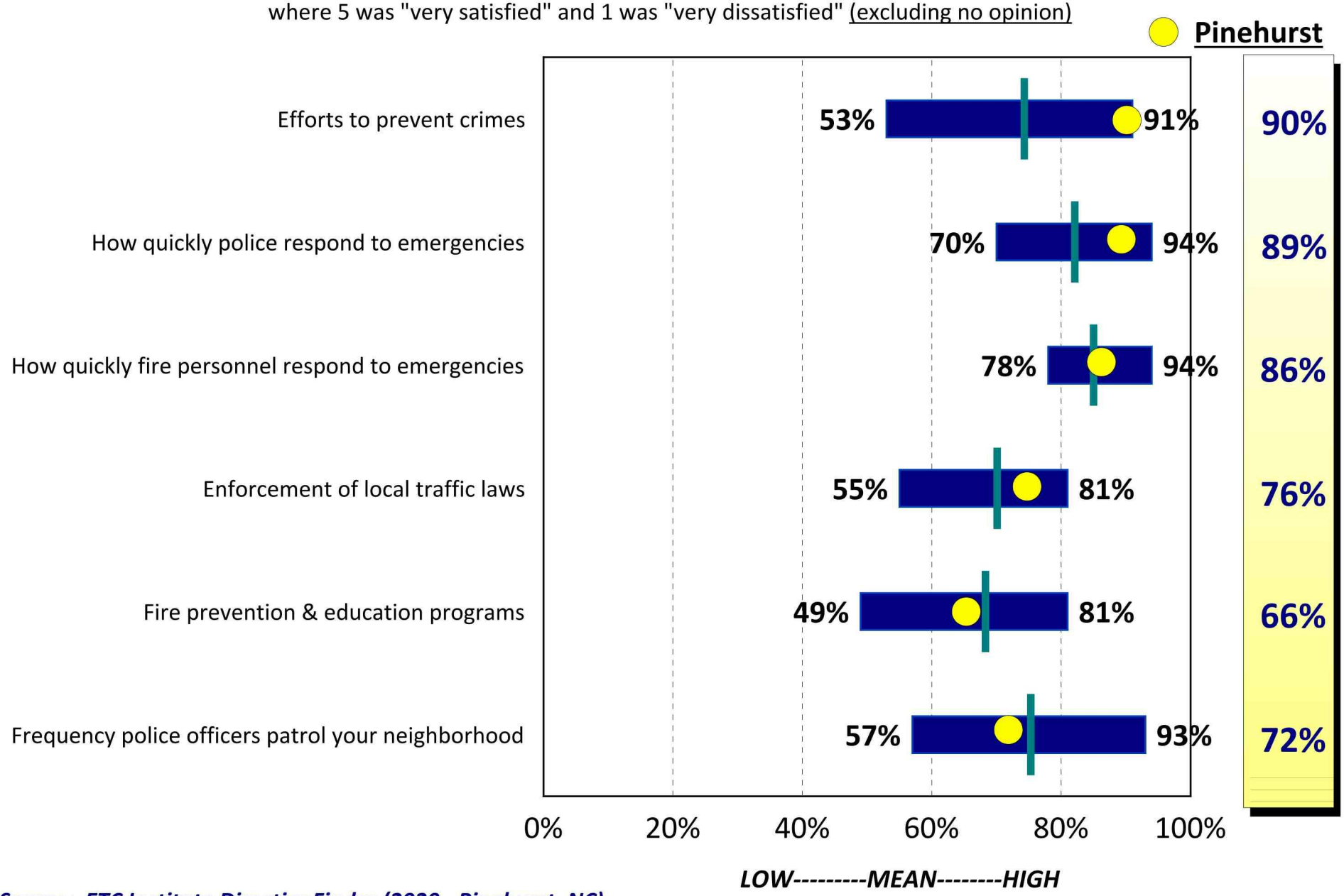
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Satisfaction with Public Safety

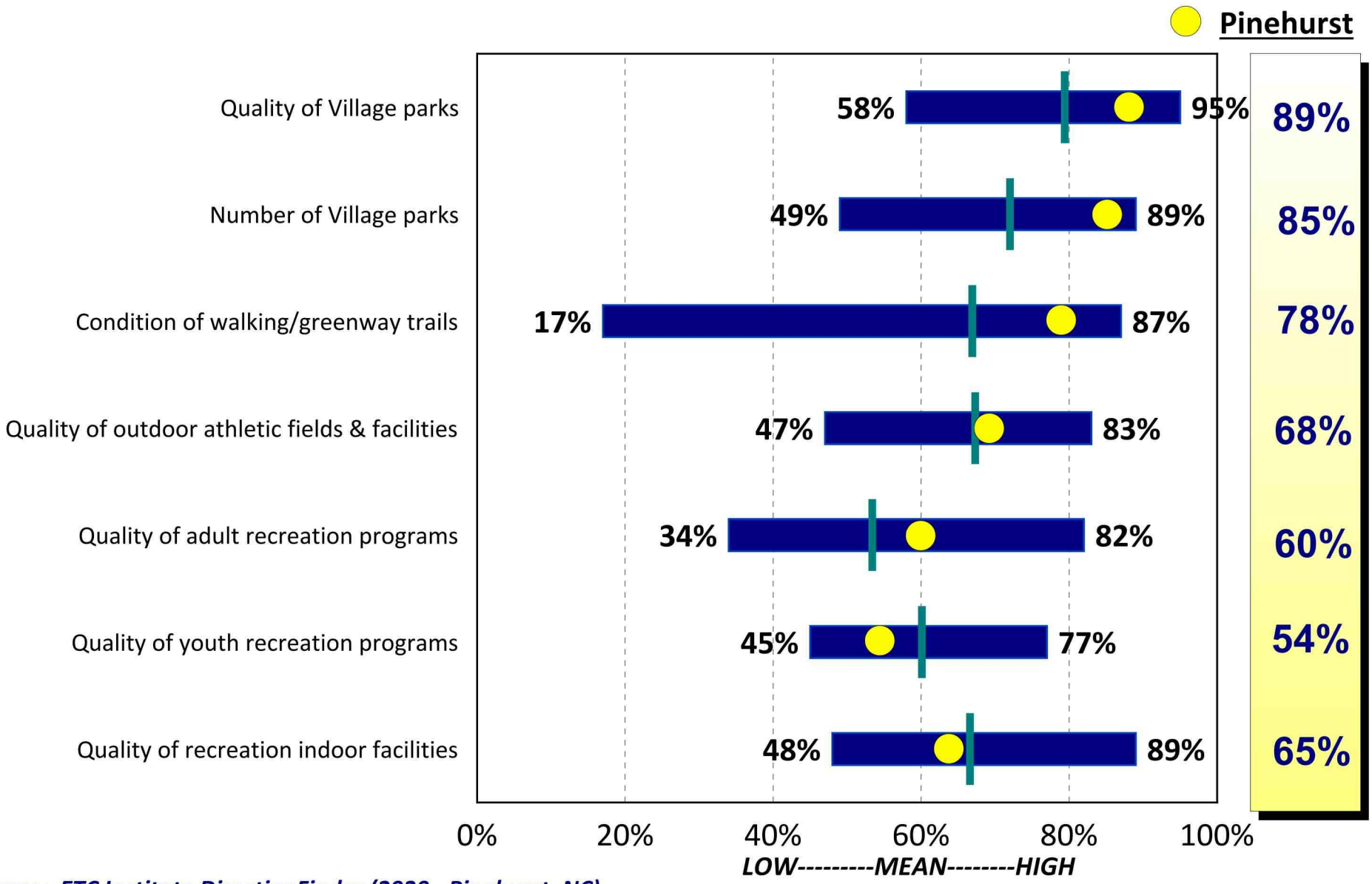
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Cultural and Recreation Services

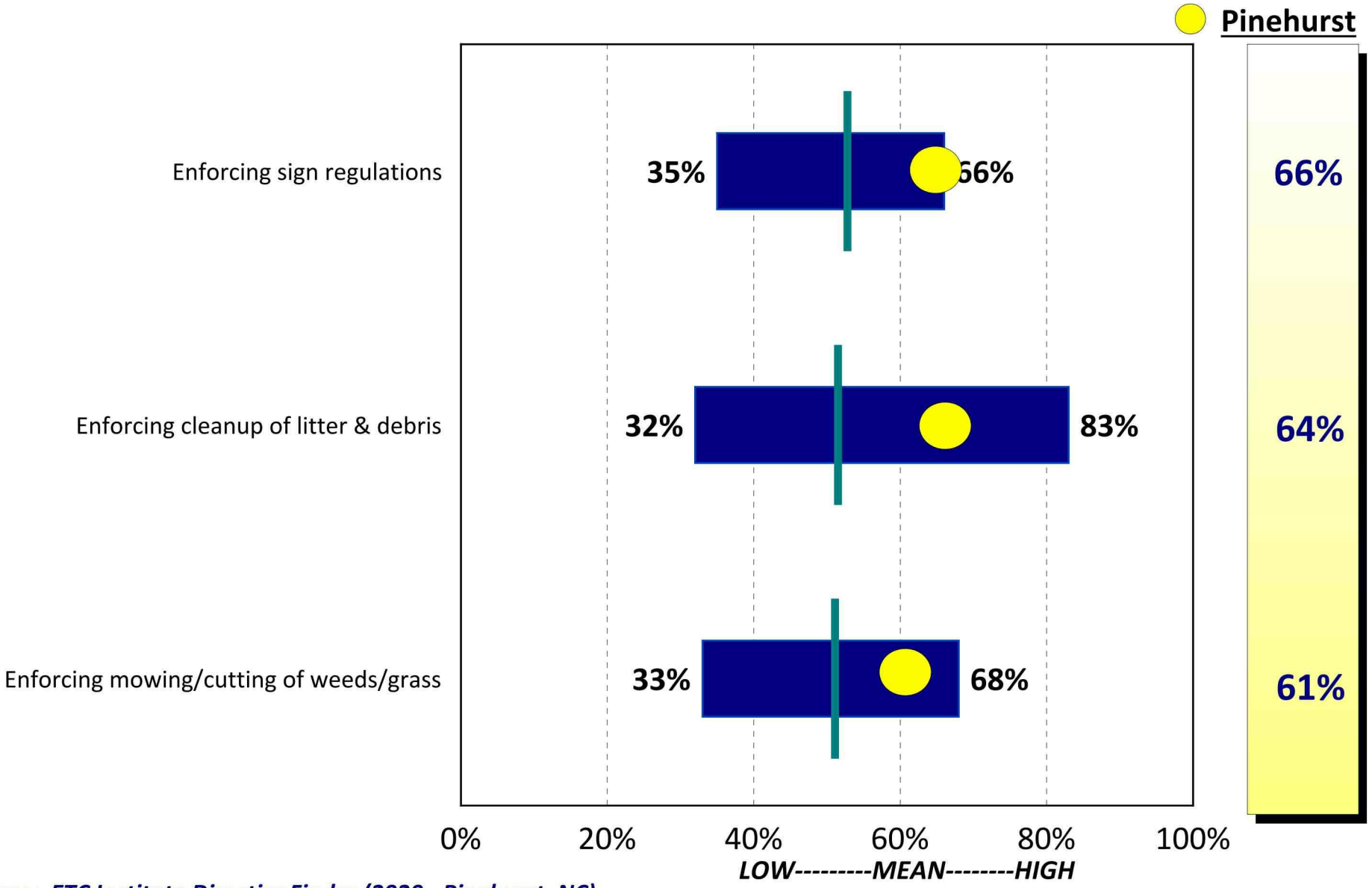
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Code Enforcement

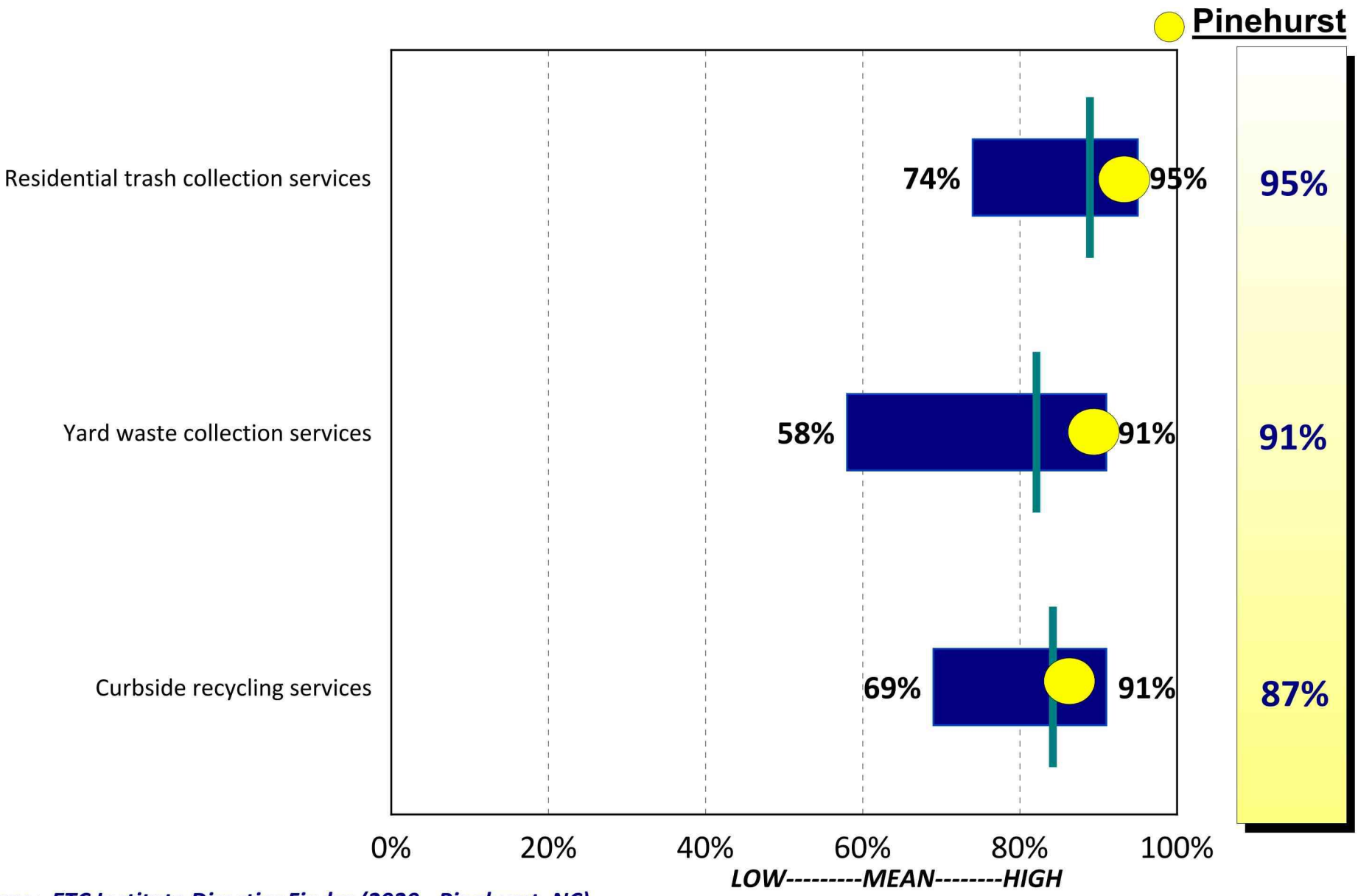
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Solid Waste Services

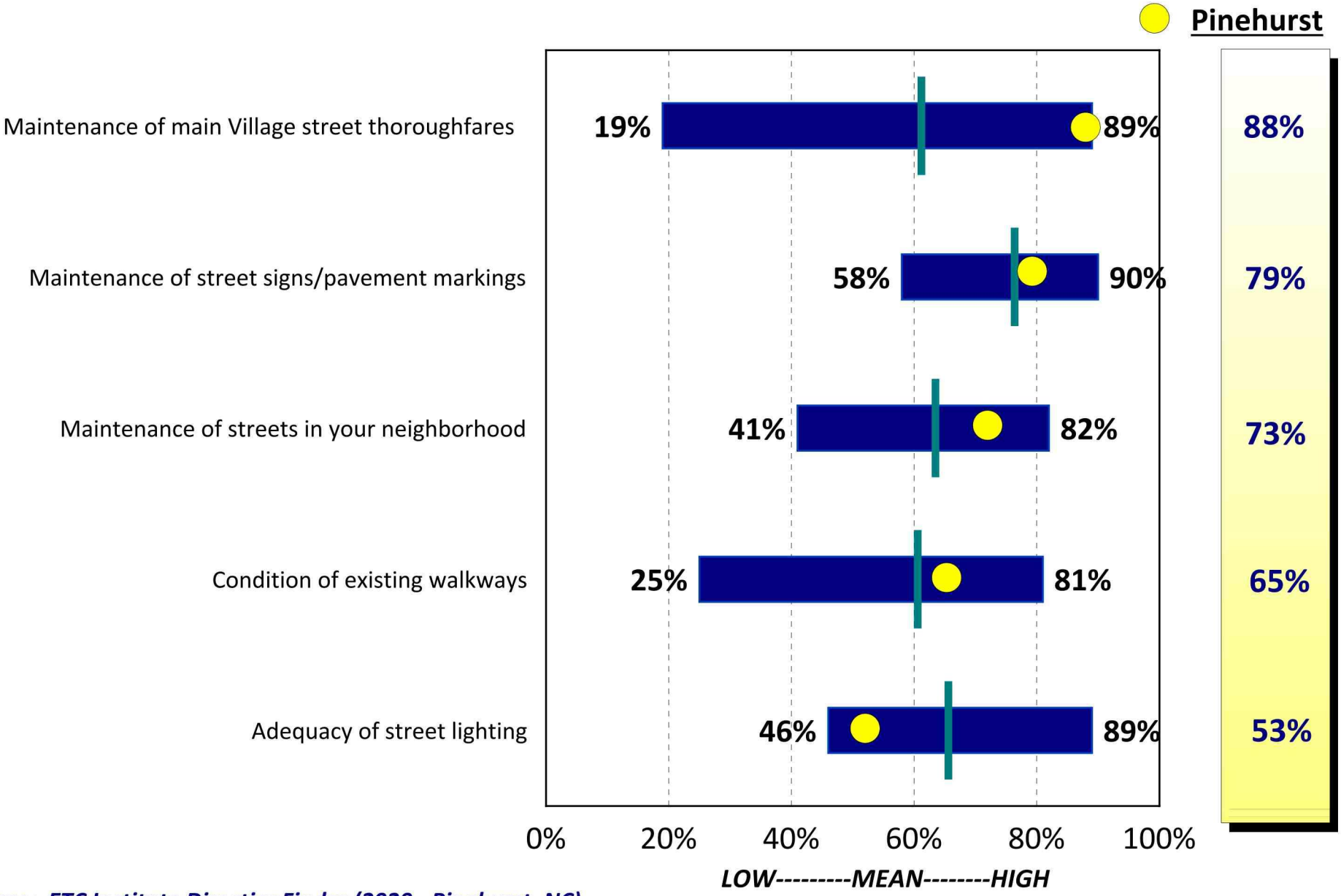
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Transportation Services

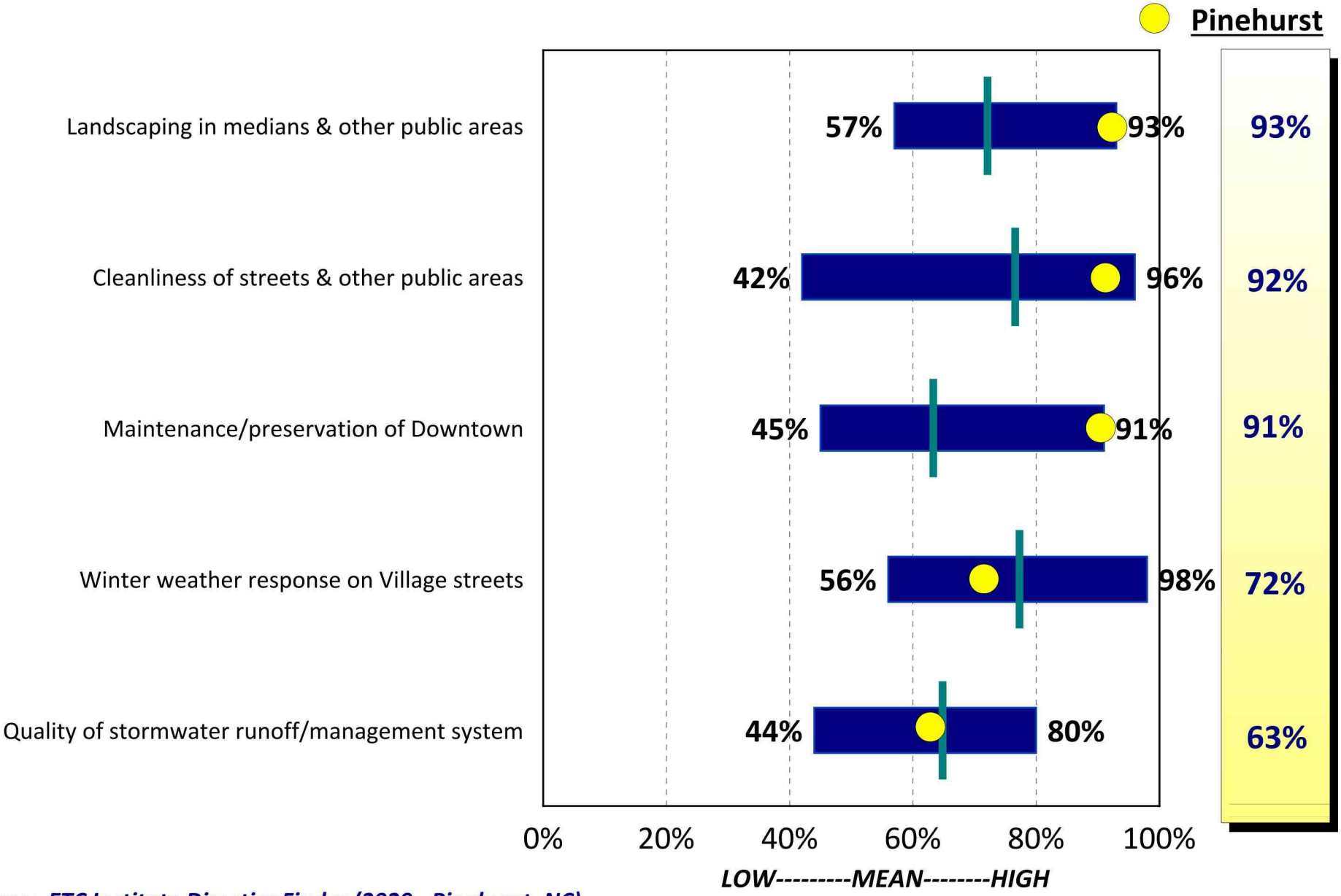
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Public Services

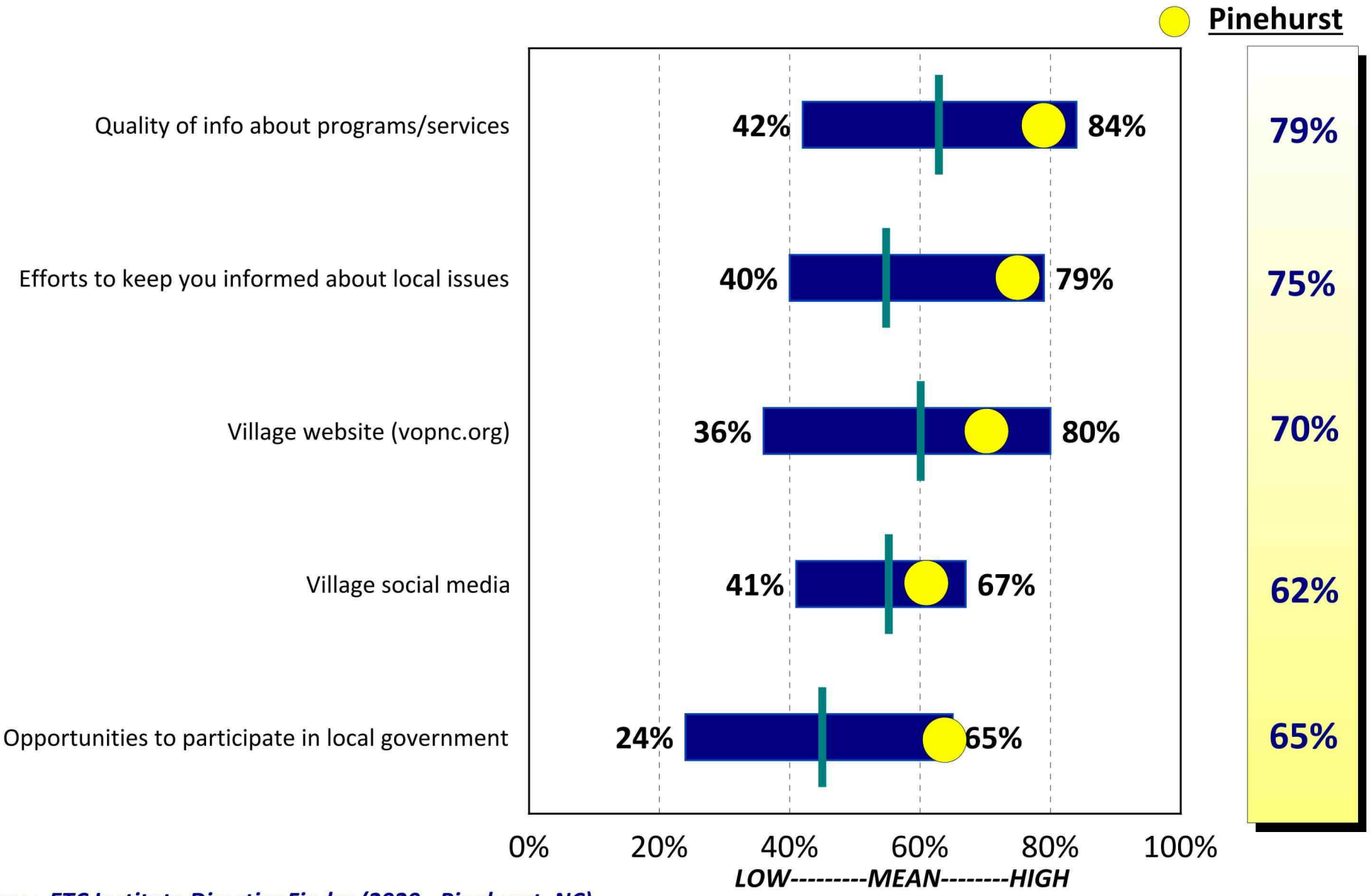
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Overall Satisfaction with Public Communication and Outreach

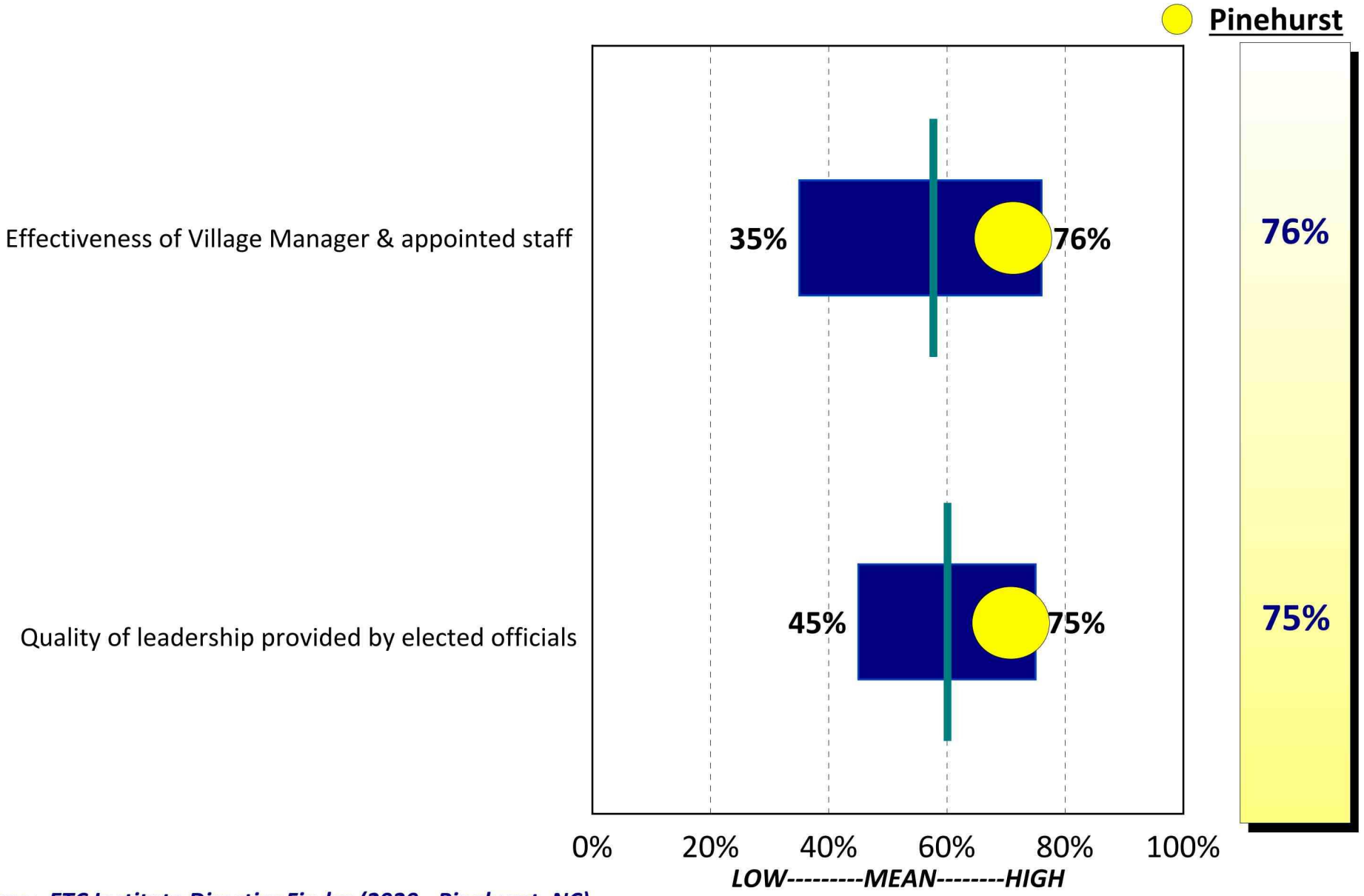
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

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)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Section 3
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Village of Pinehurst, North Carolina

Overview

Today, Village officials 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 (IS) 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 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.

Methodology

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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the major categories of Village services they thought should receive the most emphasis over the next two years. Approximately forty percent (40.3%) of respondents selected *efforts at maintaining the quality of neighborhoods* as one of the most important services for the Village to provide.

With regard to satisfaction, 72.3% of respondents surveyed rated *efforts at maintaining the quality of neighborhoods* 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 1 minus the sum of the satisfaction percentages. In this example 40.3% was multiplied by 27.7% (1-0.723). This calculation yielded an I-S rating of 0.1116, which ranked first out of 12 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

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* (IS>=0.20)
- *Increase Current Emphasis* (0.10<=IS<0.20)
- *Maintain Current Emphasis* (IS<0.10)

The results for the Village of Pinehurst are provided on the following pages.

2020 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)						
Efforts at maintaining quality of neighborhoods	40%	1	72%	9	0.1116	1
Medium Priority (IS <.10)						
Enforcement of Village codes & ordinances	29%	4	62%	12	0.1090	2
Street & right-of-way maintenance	35%	3	73%	8	0.0932	3
Level of public involvement in local decisions	20%	6	63%	11	0.0747	4
Promotion of natural resource conservation	18%	7	65%	10	0.0618	5
Police services	40%	2	91%	2	0.0356	6
Parks & recreation facilities	13%	10	79%	7	0.0279	7
Village communication with residents	15%	8	81%	6	0.0277	8
Parks & recreation programs	13%	11	83%	4	0.0213	9
Solid waste services	14%	9	90%	3	0.0144	10
Fire services	23%	5	96%	1	0.0103	11
Customer service provided by Village employees	5%	12	82%	5	0.0089	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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2020 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%	3	72%	5	0.0809	1
Enforcement of local traffic laws	26%	4	76%	4	0.0634	2
Efforts to prevent crimes	55%	1	90%	1	0.0548	3
Fire prevention & education programs provided by the Village	11%	6	66%	6	0.0358	4
How quickly police respond to emergencies	32%	2	89%	2	0.0348	5
How quickly fire personnel respond to emergencies	22%	5	86%	3	0.0294	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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2020 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	26%	2	69%	6	0.0803	1
Quality of adult recreation programs	20%	6	60%	13	0.0788	2
Variety of cultural events & programs in Southern Moore	23%	5	70%	5	0.0680	3
Quality of youth recreation programs	12%	8	54%	14	0.0544	4
Range of amenities at parks & rec. facilities	13%	7	61%	11	0.0515	5
Condition of walking/greenway trails	24%	4	78%	4	0.0512	6
Availability of walking/greenway trails	25%	3	82%	3	0.0456	7
Availability of recreation indoor facilities	11%	10	61%	12	0.0435	8
Availability of information about recreation programs	11%	9	66%	8	0.0376	9
Quality of Village parks	26%	1	89%	1	0.0299	10
Quality of recreation indoor facilities	6%	12	65%	9	0.0217	11
Availability of outdoor athletic fields/facilities	6%	13	62%	10	0.0214	12
Quality of outdoor athletic fields & facilities	5%	14	68%	7	0.0164	13
Number of Village parks	10%	11	85%	2	0.0151	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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2020 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	52%	1	34%	10	0.3457	1
Ease of travel through the large traffic circle	40%	2	43%	9	0.2269	2
High Priority (IS .10-.20)						
Adequacy of street lighting	32%	3	53%	7	0.1507	3
Availability of walkways	30%	5	52%	8	0.1439	4
Medium Priority (IS <.10)						
Maintenance of streets in your neighborhood	32%	4	73%	4	0.0863	5
Ease of golf cart travel	9%	9	59%	6	0.0378	6
Condition of existing walkways	10%	8	65%	5	0.0350	7
Maintenance of street signs/pavement markings	13%	7	79%	3	0.0271	8
Maintenance of main Village street thoroughfares	22%	6	88%	1	0.0271	9
Ease of travel on other streets in the Village	7%	10	81%	2	0.0130	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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2020 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	41%	1	63%	5	0.1497	1
Medium Priority (IS <.10)						
Winter weather response on Village streets	25%	5	72%	4	0.0700	2
Cleanliness of streets & other public areas	41%	2	92%	2	0.0342	3
Maintenance/preservation of Downtown	33%	3	91%	3	0.0301	4
Landscaping in medians/other public areas	26%	4	93%	1	0.0172	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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Section 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q1-1. Police services	56.5%	28.9%	6.4%	1.2%	0.9%	6.1%
Q1-2. Fire services	60.6%	24.4%	3.7%	0.1%	0.1%	11.0%
Q1-3. Parks & recreation programs	30.8%	29.3%	15.1%	0.6%	0.4%	23.9%
Q1-4. Parks & recreation facilities	37.4%	30.6%	12.8%	0.6%	0.5%	18.1%
Q1-5. Solid waste services	53.4%	32.3%	5.7%	3.2%	1.0%	4.4%
Q1-6. Street & right-of-way maintenance	32.3%	37.9%	14.9%	7.8%	3.1%	4.0%
Q1-7. Enforcement of Village codes & ordinances	24.0%	31.3%	21.0%	8.8%	3.6%	11.2%
Q1-8. Customer service provided by Village employees	37.6%	29.8%	13.4%	1.0%	0.9%	17.3%
Q1-9. Village communication with residents	36.5%	40.2%	13.9%	3.2%	0.4%	5.7%
Q1-10. Village efforts at maintaining quality of your neighborhoods	30.9%	36.1%	16.7%	6.6%	2.4%	7.3%
Q1-11. Promotion of natural resource conservation	23.0%	29.4%	21.8%	5.0%	1.6%	19.2%
Q1-12. Level of public involvement in local decisions	19.8%	34.6%	25.0%	5.1%	1.5%	13.9%

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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	60.2%	30.8%	6.8%	1.3%	0.9%
Q1-2. Fire services	68.1%	27.4%	4.2%	0.1%	0.1%
Q1-3. Parks & recreation programs	40.4%	38.5%	19.8%	0.8%	0.5%
Q1-4. Parks & recreation facilities	45.6%	37.4%	15.7%	0.8%	0.6%
Q1-5. Solid waste services	55.9%	33.7%	6.0%	3.4%	1.0%
Q1-6. Street & right-of-way maintenance	33.6%	39.4%	15.6%	8.2%	3.2%
Q1-7. Enforcement of Village codes & ordinances	27.1%	35.2%	23.7%	10.0%	4.1%
Q1-8. Customer service provided by Village employees	45.5%	36.0%	16.3%	1.2%	1.1%
Q1-9. Village communication with residents	38.7%	42.7%	14.8%	3.4%	0.4%
Q1-10. Village efforts at maintaining quality of your neighborhoods	33.3%	39.0%	18.0%	7.1%	2.6%
Q1-11. Promotion of natural resource conservation	28.5%	36.4%	27.0%	6.2%	2.0%
Q1-12. Level of public involvement in local decisions	23.0%	40.2%	29.1%	5.9%	1.7%

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	229	28.5 %
Fire services	14	1.7 %
Parks & recreation programs	31	3.9 %
Parks & recreation facilities	31	3.9 %
Solid waste services	25	3.1 %
Street & right-of-way maintenance	125	15.6 %
Enforcement of Village codes & ordinances	81	10.1 %
Customer service provided by Village employees	7	0.9 %
Village communication with residents	26	3.2 %
Village efforts at maintaining quality of your neighborhoods	87	10.8 %
Promotion of natural resource conservation	26	3.2 %
Level of public involvement in local decisions	44	5.5 %
None chosen	77	9.6 %
Total	803	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	48	6.0 %
Fire services	138	17.2 %
Parks & recreation programs	33	4.1 %
Parks & recreation facilities	37	4.6 %
Solid waste services	28	3.5 %
Street & right-of-way maintenance	86	10.7 %
Enforcement of Village codes & ordinances	85	10.6 %
Customer service provided by Village employees	14	1.7 %
Village communication with residents	37	4.6 %
Village efforts at maintaining quality of your neighborhoods	114	14.2 %
Promotion of natural resource conservation	47	5.9 %
Level of public involvement in local decisions	44	5.5 %
None chosen	92	11.5 %
Total	803	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	41	5.1 %
Fire services	31	3.9 %
Parks & recreation programs	36	4.5 %
Parks & recreation facilities	38	4.7 %
Solid waste services	58	7.2 %
Street & right-of-way maintenance	66	8.2 %
Enforcement of Village codes & ordinances	66	8.2 %
Customer service provided by Village employees	18	2.2 %
Village communication with residents	57	7.1 %
Village efforts at maintaining quality of your neighborhoods	123	15.3 %
Promotion of natural resource conservation	68	8.5 %
Level of public involvement in local decisions	75	9.3 %
None chosen	126	15.7 %
Total	803	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	318	39.6 %
Fire services	183	22.8 %
Parks & recreation programs	100	12.5 %
Parks & recreation facilities	106	13.2 %
Solid waste services	111	13.8 %
Street & right-of-way maintenance	277	34.5 %
Enforcement of Village codes & ordinances	232	28.9 %
Customer service provided by Village employees	39	4.9 %
Village communication with residents	120	14.9 %
Village efforts at maintaining quality of your neighborhoods	324	40.3 %
Promotion of natural resource conservation	141	17.6 %
Level of public involvement in local decisions	163	20.3 %
None chosen	77	9.6 %
Total	2191	

Q3. Reasons to Live in Pinehurst. Several reasons for deciding where to live 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 was in your decision to live where you live.

(N=803)

	Very important	Somewhat important	Not sure	Unimportant
Q3-1. Sense of community	57.8%	32.4%	7.0%	2.9%
Q3-2. Quality of public education	45.8%	24.5%	12.1%	17.6%
Q3-3. Types of housing	64.4%	26.8%	6.2%	2.6%
Q3-4. Quality of housing	76.1%	19.1%	4.0%	0.9%
Q3-5. Access to quality shopping	39.7%	43.7%	10.3%	6.2%
Q3-6. Availability of cultural arts opportunities	34.0%	42.2%	13.2%	10.6%
Q3-7. Availability of golfing opportunities	42.7%	25.3%	7.6%	24.4%
Q3-8. Availability of other recreational opportunities	32.1%	43.1%	13.1%	11.7%
Q3-9. Proximity to family or friends	31.5%	30.5%	13.0%	25.0%
Q3-10. Proximity to wor	20.9%	17.7%	11.8%	49.6%
Q3-11. Safety & security	86.8%	9.5%	2.6%	1.1%
Q3-12. Quality health care	85.2%	10.2%	3.2%	1.4%
Q3-13. Opportunities and/or resources for senior citizens	50.3%	30.8%	8.7%	10.2%
Q3-14. Opportunities and/or resources for children under 18	25.4%	24.9%	15.8%	33.9%
Q3-15. Low property tax rate	59.9%	29.0%	5.7%	5.4%

Q3. Then, please indicate if your needs are being met in Pinehurst.

(N=803)

	Yes	No
Q3-1. Sense of community	90.0%	10.0%
Q3-2. Quality of public education	76.5%	23.5%
Q3-3. Types of housing	85.4%	14.6%
Q3-4. Quality of housing	84.7%	15.3%
Q3-5. Access to quality shopping	70.7%	29.3%
Q3-6. Availability of cultural arts opportunities	78.0%	22.0%
Q3-7. Availability of golfing opportunities	86.6%	13.4%
Q3-8. Availability of other recreational opportunities	76.7%	23.3%
Q3-9. Proximity to family or friends	79.2%	20.8%
Q3-10. Proximity to wor	76.8%	23.2%
Q3-11. Safety & security	91.2%	8.8%
Q3-12. Quality health care	92.1%	7.9%
Q3-13. Opportunities and/or resources for senior citizens	85.3%	14.7%
Q3-14. Opportunities and/or resources for children under 18	66.2%	33.8%
Q3-15. Low property tax rate	80.4%	19.6%

Q4. Perception of Pinehurst. Several items that may influence your perception 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=803)

	Excellent	Good	Neutral	Below average	Poor	No opinion
Q4-1. Overall image of Village	58.2%	35.0%	3.1%	0.6%	0.4%	2.7%
Q4-2. Overall quality of life in Village	53.7%	37.7%	4.6%	0.7%	0.0%	3.2%
Q4-3. Overall feeling of safety in Village	67.5%	27.5%	2.7%	0.2%	0.0%	2.0%
Q4-4. Quality of new development in Village	16.8%	33.7%	25.9%	12.8%	3.2%	7.5%
Q4-5. As a place to live	65.1%	26.9%	4.1%	0.2%	0.2%	3.4%
Q4-6. As a place to raise children	31.8%	25.8%	12.8%	2.1%	0.5%	27.0%
Q4-7. As a place to retire	65.8%	25.0%	3.6%	0.2%	0.4%	5.0%
Q4-8. Overall appearance of Village	58.3%	34.5%	3.5%	1.4%	0.1%	2.2%
Q4-9. Availability of affordable housing	24.7%	33.4%	20.7%	7.3%	1.5%	12.5%

WITHOUT "NO OPINION"

Q4. Perception of Pinehurst. Several items that may influence your perception 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=803)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall image of Village	59.8%	36.0%	3.2%	0.6%	0.4%
Q4-2. Overall quality of life in Village	55.5%	39.0%	4.8%	0.8%	0.0%
Q4-3. Overall feeling of safety in Village	68.9%	28.1%	2.8%	0.3%	0.0%
Q4-4. Quality of new development in Village	18.2%	36.5%	28.0%	13.9%	3.5%
Q4-5. As a place to live	67.4%	27.8%	4.3%	0.3%	0.3%
Q4-6. As a place to raise children	43.5%	35.3%	17.6%	2.9%	0.7%
Q4-7. As a place to retire	69.2%	26.3%	3.8%	0.3%	0.4%
Q4-8. Overall appearance of Village	59.6%	35.3%	3.6%	1.4%	0.1%
Q4-9. Availability of affordable housing	28.2%	38.1%	23.6%	8.4%	1.7%

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=803)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	No opinion
Q5-1. Walking alone in your neighborhood during the day	84.3%	11.8%	1.0%	0.6%	0.4%	1.9%
Q5-2. Walking alone in your neighborhood after dark	41.6%	31.5%	13.2%	5.4%	1.2%	7.1%
Q5-3. In Village parks & recreation facilities	40.2%	31.8%	11.7%	0.7%	0.1%	15.4%
Q5-4. In business areas of Village during the day	79.6%	14.8%	2.4%	0.2%	0.2%	2.7%
Q5-5. In business areas of Village after dark	38.1%	34.5%	13.9%	2.5%	0.5%	10.5%

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=803)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking alone in your neighborhood during the day	85.9%	12.1%	1.0%	0.6%	0.4%
Q5-2. Walking alone in your neighborhood after dark	44.8%	33.9%	14.2%	5.8%	1.3%
Q5-3. In Village parks & recreation facilities	47.6%	37.6%	13.8%	0.9%	0.1%
Q5-4. In business areas of Village during the day	81.8%	15.2%	2.4%	0.3%	0.3%
Q5-5. In business areas of Village after dark	42.6%	38.5%	15.6%	2.8%	0.6%

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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q6-1. Efforts to prevent crimes	44.5%	39.9%	8.2%	1.1%	0.0%	6.4%
Q6-2. Enforcement of local traffic laws	32.4%	40.1%	12.7%	8.0%	2.7%	4.1%
Q6-3. How quickly police respond to emergencies	41.7%	27.6%	7.5%	0.7%	0.2%	22.2%
Q6-4. Frequency that police officers patrol your neighborhood	28.8%	37.6%	18.6%	6.1%	1.6%	7.3%
Q6-5. Fire prevention & education programs provided by Village	22.7%	23.4%	21.4%	1.7%	0.4%	30.4%
Q6-6. How quickly fire personnel respond to emergencies	41.8%	20.9%	9.5%	0.2%	0.1%	27.4%

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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Efforts to prevent crimes	47.5%	42.6%	8.8%	1.2%	0.0%
Q6-2. Enforcement of local traffic laws	33.8%	41.8%	13.2%	8.3%	2.9%
Q6-3. How quickly police respond to emergencies	53.6%	35.5%	9.6%	1.0%	0.3%
Q6-4. Frequency that police officers patrol your neighborhood	31.0%	40.6%	20.0%	6.6%	1.7%
Q6-5. Fire prevention & education programs provided by Village	32.6%	33.6%	30.8%	2.5%	0.5%
Q6-6. How quickly fire personnel respond to emergencies	57.6%	28.8%	13.0%	0.3%	0.2%

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	362	45.1 %
Enforcement of local traffic laws	111	13.8 %
How quickly police respond to emergencies	100	12.5 %
Frequency that police officers patrol your neighborhood	78	9.7 %
Fire prevention & education programs provided by Village	29	3.6 %
How quickly fire personnel respond to emergencies	36	4.5 %
None chosen	87	10.8 %
Total	803	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	83	10.3 %
Enforcement of local traffic laws	98	12.2 %
How quickly police respond to emergencies	156	19.4 %
Frequency that police officers patrol your neighborhood	151	18.8 %
Fire prevention & education programs provided by Village	56	7.0 %
How quickly fire personnel respond to emergencies	137	17.1 %
None chosen	122	15.2 %
Total	803	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	445	55.4 %
Enforcement of local traffic laws	209	26.0 %
How quickly police respond to emergencies	256	31.9 %
Frequency that police officers patrol your neighborhood	229	28.5 %
Fire prevention & education programs provided by Village	85	10.6 %
How quickly fire personnel respond to emergencies	173	21.5 %
None chosen	87	10.8 %
Total	1484	

Q8. Cultural and Recreation Services. Which of the following parks and recreation programs and facilities have you used in the Village of Pinehurst during the past year?

Q8. Which following parks & recreation programs & facilities have you used during past year	Number	Percent
Greenway trails	384	47.8 %
Village sponsored cultural/arts events	357	44.5 %
Cannon Park	230	28.6 %
Arboretum/Timmel Pavilion	262	32.6 %
Rassie Wicker Park	364	45.3 %
Camelot Playground	182	22.7 %
Splash pad at Wicker Park	98	12.2 %
West Pinehurst Park (e.g. disc golf)	42	5.2 %
Community Center	112	13.9 %
Total	2031	

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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q9-1. Number of Village parks	34.1%	38.9%	9.1%	3.0%	0.5%	14.4%
Q9-2. Quality of Village parks	36.9%	38.4%	8.8%	0.7%	0.1%	15.1%
Q9-3. Quality of recreation indoor facilities	17.2%	21.2%	16.7%	3.9%	0.1%	41.0%
Q9-4. Availability of recreation indoor facilities	14.9%	21.5%	18.1%	5.0%	0.5%	40.0%
Q9-5. Availability of walking/ greenway trails	34.2%	33.4%	10.3%	3.9%	0.7%	17.4%
Q9-6. Condition of walking/ greenway trails	27.3%	34.0%	13.9%	2.5%	0.5%	21.8%
Q9-7. Quality of outdoor athletic fields & facilities	17.4%	21.9%	17.1%	1.4%	0.2%	42.0%
Q9-8. Availability of outdoor athletic fields & facilities	14.7%	21.9%	19.3%	2.9%	0.5%	40.7%
Q9-9. Availability of information about recreation programs	17.3%	29.6%	18.4%	4.2%	1.1%	29.3%
Q9-10. Quality of youth recreation programs	11.3%	13.2%	18.6%	2.0%	0.4%	54.5%
Q9-11. Quality of adult recreation programs	12.6%	23.3%	19.8%	3.2%	0.9%	40.2%
Q9-12. Range of amenities at parks & recreation facilities	15.1%	25.8%	21.7%	3.4%	1.0%	33.1%
Q9-13. Village sponsored cultural arts events	18.7%	33.7%	18.1%	5.2%	0.2%	24.0%
Q9-14. Variety of cultural arts events & programs in Southern Moore County	20.3%	32.0%	17.3%	4.5%	0.7%	25.2%

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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Number of Village parks	39.9%	45.4%	10.6%	3.5%	0.6%
Q9-2. Quality of Village parks	43.4%	45.2%	10.4%	0.9%	0.1%
Q9-3. Quality of recreation indoor facilities	29.1%	35.9%	28.3%	6.5%	0.2%
Q9-4. Availability of recreation indoor facilities	24.9%	35.9%	30.1%	8.3%	0.8%
Q9-5. Availability of walking/greenway trails	41.5%	40.4%	12.5%	4.7%	0.9%
Q9-6. Condition of walking/greenway trails	34.9%	43.5%	17.8%	3.2%	0.6%
Q9-7. Quality of outdoor athletic fields & facilities	30.0%	37.8%	29.4%	2.4%	0.4%
Q9-8. Availability of outdoor athletic fields & facilities	24.8%	37.0%	32.6%	4.8%	0.8%
Q9-9. Availability of information about recreation programs	24.5%	41.9%	26.1%	6.0%	1.6%
Q9-10. Quality of youth recreation programs	24.9%	29.0%	40.8%	4.4%	0.8%
Q9-11. Quality of adult recreation programs	21.0%	39.0%	33.1%	5.4%	1.5%
Q9-12. Range of amenities at parks & recreation facilities	22.5%	38.5%	32.4%	5.0%	1.5%
Q9-13. Village sponsored cultural arts events	24.6%	44.4%	23.8%	6.9%	0.3%
Q9-14. Variety of cultural arts events & programs in Southern Moore County	27.1%	42.8%	23.1%	6.0%	1.0%

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. Top choice	Number	Percent
Number of Village parks	51	6.4 %
Quality of Village parks	100	12.5 %
Quality of recreation indoor facilities	13	1.6 %
Availability of recreation indoor facilities	30	3.7 %
Availability of walking/greenway trails	92	11.5 %
Condition of walking/greenway trails	60	7.5 %
Quality of outdoor athletic fields & facilities	9	1.1 %
Availability of outdoor athletic fields & facilities	12	1.5 %
Availability of information about recreation programs	27	3.4 %
Quality of youth recreation programs	34	4.2 %
Quality of adult recreation programs	39	4.9 %
Range of amenities at parks & recreation facilities	20	2.5 %
Village sponsored cultural arts events	85	10.6 %
Variety of cultural arts events & programs in Southern Moore County	46	5.7 %
None chosen	185	23.0 %
Total	803	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	14	1.7 %
Quality of Village parks	46	5.7 %
Quality of recreation indoor facilities	19	2.4 %
Availability of recreation indoor facilities	28	3.5 %
Availability of walking/greenway trails	74	9.2 %
Condition of walking/greenway trails	79	9.8 %
Quality of outdoor athletic fields & facilities	15	1.9 %
Availability of outdoor athletic fields & facilities	18	2.2 %
Availability of information about recreation programs	29	3.6 %
Quality of youth recreation programs	40	5.0 %
Quality of adult recreation programs	62	7.7 %
Range of amenities at parks & recreation facilities	38	4.7 %
Village sponsored cultural arts events	57	7.1 %
Variety of cultural arts events & programs in Southern Moore County	73	9.1 %
None chosen	211	26.3 %
Total	803	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	18	2.2 %
Quality of Village parks	64	8.0 %
Quality of recreation indoor facilities	18	2.2 %
Availability of recreation indoor facilities	31	3.9 %
Availability of walking/greenway trails	36	4.5 %
Condition of walking/greenway trails	51	6.4 %
Quality of outdoor athletic fields & facilities	17	2.1 %
Availability of outdoor athletic fields & facilities	15	1.9 %
Availability of information about recreation programs	34	4.2 %
Quality of youth recreation programs	21	2.6 %
Quality of adult recreation programs	57	7.1 %
Range of amenities at parks & recreation facilities	48	6.0 %
Village sponsored cultural arts events	66	8.2 %
Variety of cultural arts events & programs in Southern Moore County	63	7.8 %
None chosen	264	32.9 %
Total	803	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	83	10.3 %
Quality of Village parks	210	26.2 %
Quality of recreation indoor facilities	50	6.2 %
Availability of recreation indoor facilities	89	11.1 %
Availability of walking/greenway trails	202	25.2 %
Condition of walking/greenway trails	190	23.7 %
Quality of outdoor athletic fields & facilities	41	5.1 %
Availability of outdoor athletic fields & facilities	45	5.6 %
Availability of information about recreation programs	90	11.2 %
Quality of youth recreation programs	95	11.8 %
Quality of adult recreation programs	158	19.7 %
Range of amenities at parks & recreation facilities	106	13.2 %
Village sponsored cultural arts events	208	25.9 %
Variety of cultural arts events & programs in Southern Moore County	182	22.7 %
None chosen	185	23.0 %
Total	1934	

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

Q11. Do you shop regularly in Village Center (downtown)	Number	Percent
Yes	216	26.9 %
No	484	60.3 %
Not provided	103	12.8 %
Total	803	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	216	30.9 %
No	484	69.1 %
Total	700	100.0 %

Q11a. Please check each of the following reasons that prevent you from shopping regularly in the Village Center (downtown).

Q11a. What are reasons that prevent you from shopping regularly in Village Center (downtown)	Number	Percent
Store hours of operation	80	16.5 %
Variety of merchandise offered for sale	270	55.8 %
Merchandise is more targeted to tourists than local shoppers	348	71.9 %
Parking availability	131	27.1 %
Other	80	16.5 %
Total	909	

Q12. Public Library Services. Through a cooperative agreement with the Given Memorial Library, a private 501c(3) non-profit organization, the Village augments private funding with a $150,000 annual contribution to help provide free library services. Please indicate whether you or other members of your household have used the Given Memorial Library during the past year.

(N=803)

	Yes	No
Q12-1. Given Memorial Library services	43.3%	56.7%
Q12-2. Given Memorial Library programs	18.6%	81.4%

Q12. Then, please rate your satisfaction with services or programs you have used on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=357)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q12-1. Given Memorial Library services	58.5%	27.7%	6.2%	4.9%	0.9%	1.8%
Q12-2. Given Memorial Library programs	55.0%	31.3%	7.6%	3.8%	0.0%	2.3%

WITHOUT "NO OPINION"

Q12. Then, please rate your satisfaction with services or programs you have used on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=357)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q12-1. Given Memorial Library services	59.6%	28.2%	6.3%	5.0%	0.9%
Q12-2. Given Memorial Library programs	56.3%	32.0%	7.8%	3.9%	0.0%

Q12a. If you answered "No" to either part of Question 12, please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library services.

Q12a. What are reasons that prevent you from using Given Memorial Library services	Number	Percent
Didn't know about it	149	22.5 %
Hours of operation	50	7.5 %
Variety of library services offered	71	10.7 %
Variety of library programs offered	70	10.6 %
Parking availability	76	11.5 %
Insufficient technology available	49	7.4 %
Not enough meeting areas/rooms	21	3.2 %
A library is not important to me	155	23.4 %
Other	135	20.4 %
Total	776	

Q13. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q13-1. Enforcing cleanup of litter & debris on private property	16.8%	36.9%	16.7%	11.7%	2.5%	15.4%
Q13-2. Enforcing mowing/cutting of weeds/grass on private property	16.4%	34.2%	16.6%	12.8%	3.1%	16.8%
Q13-3. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	16.6%	33.7%	16.4%	9.6%	4.1%	19.6%
Q13-4. Enforcing sign regulations	17.4%	36.2%	16.9%	6.5%	3.7%	19.2%
Q13-5. Enforcing solid waste cart regulations	19.1%	39.5%	15.8%	5.4%	2.5%	17.8%

WITHOUT "NO OPINION"

Q13. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Enforcing cleanup of litter & debris on private property	19.9%	43.6%	19.7%	13.8%	2.9%
Q13-2. Enforcing mowing/cutting of weeds/ grass on private property	19.8%	41.2%	19.9%	15.4%	3.7%
Q13-3. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	20.6%	42.0%	20.4%	11.9%	5.1%
Q13-4. Enforcing sign regulations	21.6%	44.8%	21.0%	8.0%	4.6%
Q13-5. Enforcing solid waste cart regulations	23.2%	48.0%	19.2%	6.5%	3.0%

Q14. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

Q14. How would you describe amount of effort Village applies to enforce its codes & ordinances	Number	Percent
About right	504	62.8 %
Too much	45	5.6 %
Too little	161	20.0 %
Not provided	93	11.6 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q14. How would you describe the amount of effort the Village applies to enforce its codes and ordinances? (without "not provided")

Q14. How would you describe amount of effort Village applies to enforce its codes & ordinances	Number	Percent
About right	504	71.0 %
Too much	45	6.3 %
Too little	161	22.7 %
Total	710	100.0 %

Q15. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q15-1. Maintenance of main Village street thoroughfares	37.7%	45.3%	7.8%	2.9%	0.7%	5.5%
Q15-2. Maintenance of streets in your neighborhood	27.9%	38.1%	11.0%	11.2%	2.7%	9.1%
Q15-3. Maintenance of street signs/pavement markings	29.3%	44.8%	14.6%	4.6%	0.7%	6.0%
Q15-4. Adequacy of street lighting	21.7%	26.9%	15.3%	19.4%	8.3%	8.3%
Q15-5. Ease of travel on NC Highway 5	8.2%	24.2%	20.9%	26.8%	15.3%	4.6%
Q15-6. Ease of travel through large traffic circle	10.5%	30.9%	22.3%	22.7%	10.0%	3.7%
Q15-7. Ease of travel on other streets in Village	23.8%	53.1%	14.1%	2.9%	0.9%	5.4%
Q15-8. Availability of walkways	17.9%	29.3%	16.6%	18.1%	8.6%	9.6%
Q15-9. Condition of existing walkways	17.7%	36.9%	21.9%	5.4%	1.7%	16.4%
Q15-10. Ease of golf cart travel	11.5%	19.2%	16.6%	3.2%	2.0%	47.6%

WITHOUT "NO OPINION"

Q15. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Maintenance of main Village street thoroughfares	39.9%	48.0%	8.3%	3.0%	0.8%
Q15-2. Maintenance of streets in your neighborhood	30.7%	41.9%	12.1%	12.3%	3.0%
Q15-3. Maintenance of street signs/pavement markings	31.1%	47.7%	15.5%	4.9%	0.8%
Q15-4. Adequacy of street lighting	23.6%	29.3%	16.7%	21.2%	9.1%
Q15-5. Ease of travel on NC Highway 5	8.6%	25.3%	21.9%	28.1%	16.1%
Q15-6. Ease of travel through large traffic circle	10.9%	32.1%	23.2%	23.5%	10.3%
Q15-7. Ease of travel on other streets in Village	25.1%	56.1%	14.9%	3.0%	0.9%
Q15-8. Availability of walkways	19.8%	32.4%	18.3%	20.0%	9.5%
Q15-9. Condition of existing walkways	21.2%	44.1%	26.2%	6.4%	2.1%
Q15-10. Ease of golf cart travel	21.9%	36.6%	31.6%	6.2%	3.8%

Q16. 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?

Q16. Top choice	Number	Percent
Maintenance of main Village street thoroughfares	74	9.2 %
Maintenance of streets in your neighborhood	100	12.5 %
Maintenance of street signs/pavement markings	21	2.6 %
Adequacy of street lighting	96	12.0 %
Ease of travel on NC Highway 5	223	27.8 %
Ease of travel through large traffic circle	90	11.2 %
Ease of travel on other streets in Vill	2	0.2 %
Availability of walkways	81	10.1 %
Condition of existing walkways	9	1.1 %
Ease of golf cart travel	21	2.6 %
None chosen	86	10.7 %
Total	803	100.0 %

Q16. 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?

Q16. 2nd choice	Number	Percent
Maintenance of main Village street thoroughfares	54	6.7 %
Maintenance of streets in your neighborhood	82	10.2 %
Maintenance of street signs/pavement markings	27	3.4 %
Adequacy of street lighting	79	9.8 %
Ease of travel on NC Highway 5	138	17.2 %
Ease of travel through large traffic circle	153	19.1 %
Ease of travel on other streets in Vill	16	2.0 %
Availability of walkways	74	9.2 %
Condition of existing walkways	25	3.1 %
Ease of golf cart travel	21	2.6 %
None chosen	134	16.7 %
Total	803	100.0 %

Q16. 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?

Q16. 3rd choice	Number	Percent
Maintenance of main Village street thoroughfares	52	6.5 %
Maintenance of streets in your neighborhood	71	8.8 %
Maintenance of street signs/pavement markings	55	6.8 %
Adequacy of street lighting	82	10.2 %
Ease of travel on NC Highway 5	59	7.3 %
Ease of travel through large traffic circle	76	9.5 %
Ease of travel on other streets in Vill	38	4.7 %
Availability of walkways	87	10.8 %
Condition of existing walkways	47	5.9 %
Ease of golf cart travel	31	3.9 %
None chosen	205	25.5 %
Total	803	100.0 %

SUM OF TOP 3 CHOICES

Q16. 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)

Q16. Sum of top 3 choices	Number	Percent
Maintenance of main Village street thoroughfares	180	22.4 %
Maintenance of streets in your neighborhood	253	31.5 %
Maintenance of street signs/pavement markings	103	12.8 %
Adequacy of street lighting	257	32.0 %
Ease of travel on NC Highway 5	420	52.3 %
Ease of travel through large traffic circle	319	39.7 %
Ease of travel on other streets in Vill	56	7.0 %
Availability of walkways	242	30.1 %
Condition of existing walkways	81	10.1 %
Ease of golf cart travel	73	9.1 %
None chosen	86	10.7 %
Total	2070	

Q17. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q17-1. Maintenance/ preservation of downtown	43.3%	42.3%	8.1%	0.4%	0.1%	5.7%
Q17-2. Quality of landscaping in medians & other public areas	52.4%	37.6%	4.7%	1.6%	0.1%	3.5%
Q17-3. Overall cleanliness of streets & other public areas	47.6%	40.8%	5.6%	2.2%	0.2%	3.5%
Q17-4. Quality of stormwater runoff/management system	19.8%	34.4%	17.7%	9.3%	4.4%	14.4%
Q17-5. Winter weather response on Village streets (snow/ice)	23.9%	40.1%	19.1%	4.9%	1.0%	11.1%

WITHOUT "NO OPINION"

Q17. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance/preservation of downtown	46.0%	44.9%	8.6%	0.4%	0.1%
Q17-2. Quality of landscaping in medians & other public areas	54.3%	39.0%	4.9%	1.7%	0.1%
Q17-3. Overall cleanliness of streets & other public areas	49.3%	42.3%	5.8%	2.3%	0.3%
Q17-4. Quality of stormwater runoff/ management system	23.1%	40.2%	20.7%	10.9%	5.1%
Q17-5. Winter weather response on Village streets (snow/ice)	26.9%	45.1%	21.4%	5.5%	1.1%

Q18. 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?

Q18. Top choice	Number	Percent
Maintenance/preservation of downtown	192	23.9 %
Quality of landscaping in medians & other public areas	74	9.2 %
Overall cleanliness of streets & other public areas	135	16.8 %
Quality of stormwater runoff/management system	213	26.5 %
Winter weather response on Village streets (snow/ice)	87	10.8 %
None chosen	102	12.7 %
Total	803	100.0 %

Q18. 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?

Q18. 2nd choice	Number	Percent
Maintenance/preservation of downtown	74	9.2 %
Quality of landscaping in medians & other public areas	132	16.4 %
Overall cleanliness of streets & other public areas	192	23.9 %
Quality of stormwater runoff/management system	115	14.3 %
Winter weather response on Village streets (snow/ice)	114	14.2 %
None chosen	176	21.9 %
Total	803	100.0 %

SUM OF TOP 2 CHOICES

Q18. 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)

Q18. Sum of top 2 choices	Number	Percent
Maintenance/preservation of downtown	266	33.1 %
Quality of landscaping in medians & other public areas	206	25.7 %
Overall cleanliness of streets & other public areas	327	40.7 %
Quality of stormwater runoff/management system	328	40.8 %
Winter weather response on Village streets (snow/ice)	201	25.0 %
None chosen	102	12.7 %
Total	1430	

Q19. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q19-1. Residential trash collection services	62.1%	29.4%	2.5%	1.7%	0.7%	3.5%
Q19-2. Curbside recycling services	52.4%	29.6%	6.6%	4.6%	1.4%	5.4%
Q19-3. Yard waste collection services	52.6%	29.8%	5.4%	2.4%	0.4%	9.6%

WITHOUT "NO OPINION"

Q19. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Residential trash collection services	64.4%	30.5%	2.6%	1.8%	0.8%
Q19-2. Curbside recycling services	55.4%	31.3%	7.0%	4.9%	1.4%
Q19-3. Yard waste collection services	58.1%	32.9%	5.9%	2.6%	0.4%

Q20. Please indicate whether you or other members of your household have used these Village services and facilities during the past year.

(N=803)

	Yes	No
Q20-1. Fire services	9.0%	91.0%
Q20-2. Police services	17.4%	82.6%
Q20-3. Village Hall reception desk	25.2%	74.8%
Q20-4. MyVOP service request system	11.8%	88.2%
Q20-5. Code enforcement	10.3%	89.7%
Q20-6. Recreation program registration	10.8%	89.2%
Q20-7. Planning & inspections services	12.1%	87.9%

Q20. 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=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q20-1. Fire services	85.5%	9.7%	4.8%	0.0%	0.0%	0.0%
Q20-2. Police services	67.2%	22.1%	4.6%	2.3%	1.5%	2.3%
Q20-3. Village Hall reception desk	64.6%	24.3%	6.9%	2.1%	1.1%	1.1%
Q20-4. MyVOP service request system	44.9%	34.8%	11.2%	4.5%	3.4%	1.1%
Q20-5. Code enforcement	24.1%	24.1%	20.3%	16.5%	12.7%	2.5%
Q20-6. Recreation program registration	57.7%	29.5%	7.7%	3.8%	1.3%	0.0%
Q20-7. Planning & inspections services	56.8%	23.9%	13.6%	4.5%	1.1%	0.0%

WITHOUT "NO OPINION"

Q20. 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=414)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q20-1. Fire services	85.5%	9.7%	4.8%	0.0%	0.0%
Q20-2. Police services	68.8%	22.7%	4.7%	2.3%	1.6%
Q20-3. Village Hall reception desk	65.2%	24.6%	7.0%	2.1%	1.1%
Q20-4. MyVOP service request system	45.5%	35.2%	11.4%	4.5%	3.4%
Q20-5. Code enforcement	24.7%	24.7%	20.8%	16.9%	13.0%
Q20-6. Recreation program registration	57.7%	29.5%	7.7%	3.8%	1.3%
Q20-7. Planning & inspections services	56.8%	23.9%	13.6%	4.5%	1.1%

Q21. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q21-1. Quality of information about Village programs/services	24.8%	46.0%	15.2%	3.6%	0.2%	10.2%
Q21-2. Village efforts to keep you informed about local issues	25.3%	44.5%	16.8%	5.6%	0.6%	7.2%
Q21-3. Opportunities to participate in local government (advisory boards, volunteering)	19.3%	32.3%	24.2%	3.6%	0.4%	20.3%
Q21-4. Village social media	16.2%	28.6%	23.9%	2.9%	0.2%	28.1%
Q21-5. Village website (vopnc.org)	20.3%	34.2%	20.4%	1.7%	0.7%	22.5%
Q21-6. Village newsletter	28.1%	43.6%	14.2%	2.0%	0.4%	11.7%
Q21-7. Monthly Village e-News updates	18.7%	32.3%	19.7%	2.0%	0.2%	27.1%
Q21-8. Online engagement portals (engage.vopnc.org)	10.8%	15.8%	24.8%	1.6%	0.5%	46.5%
Q21-9. Community's progress toward meeting its strategic vision & mission	11.2%	26.4%	29.5%	3.7%	0.7%	28.4%

WITHOUT "NO OPINION"

Q21. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Quality of information about Village programs/services	27.6%	51.2%	16.9%	4.0%	0.3%
Q21-2. Village efforts to keep you informed about local issues	27.2%	47.9%	18.1%	6.0%	0.7%
Q21-3. Opportunities to participate in local government (advisory boards, volunteering)	24.2%	40.5%	30.3%	4.5%	0.5%
Q21-4. Village social media	22.5%	39.9%	33.3%	4.0%	0.3%
Q21-5. Village website (vopnc.org)	26.2%	44.2%	26.4%	2.3%	1.0%
Q21-6. Village newsletter	31.9%	49.4%	16.1%	2.3%	0.4%
Q21-7. Monthly Village e-News updates	25.6%	44.3%	27.0%	2.7%	0.3%
Q21-8. Online engagement portals (engage. vopnc.org)	20.2%	29.5%	46.3%	3.0%	0.9%
Q21-9. Community's progress toward meeting its strategic vision & mission	15.7%	36.9%	41.2%	5.2%	1.0%

Q22. Which of the following do you use to get information about the Village of Pinehurst?

Q22. Which following do you use to get information about Village of Pinehurst	Number	Percent
Village employees	91	11.3 %
Village newsletter	631	78.6 %
Village website (vopnc.org)	348	43.3 %
Monthly Village e-News	199	24.8 %
Village mobile app (MYVOP)	90	11.2 %
Engage Pinehurst online engagement portal (engage.vopnc.org)	33	4.1 %
Village social media (e.g. Facebook, Twitter)	145	18.1 %
The Pilot newspaper	593	73.8 %
Attend or view public meetings	106	13.2 %
Other	24	3.0 %
Total	2260	

Q22-10. Other

Q22-10. Other	Number	Percent
WORD OF MOUTH	5	20.8 %
I call or email the Mayor	1	4.2 %
WALKING ON THE STREET FROM OTHER PEOPLE	1	4.2 %
visiting and supporting local bars and eating establishments	1	4.2 %
NEXTDOOR.COM	1	4.2 %
LOCAL NEIGHBORHOOD HOT SHEETS	1	4.2 %
VILLAGE AREAS PROPERTY ASSOCIATION	1	4.2 %
PINE STRAW MAGAZINE	1	4.2 %
FAMILY AND FRIENDS	1	4.2 %
GOOGLE	1	4.2 %
OTHER LOCAL NEWS	1	4.2 %
Pinehurst CC newsletter	1	4.2 %
FRIENDS	1	4.2 %
CONVERSATIONS WITH COUNCIL MEMBERS	1	4.2 %
LOCAL MAGAZINE	1	4.2 %
Lake Pinehurst Association representative that reports on Village issues/activities	1	4.2 %
SWAY	1	4.2 %
Neighbors	1	4.2 %
COUNCIL MEMBERS	1	4.2 %
PILOT NEWSPAPER	1	4.2 %
Total	24	100.0 %

Q23. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

Q23. How often do you read Village newsletter	Number	Percent
All the time	580	72.2 %
Sometimes	148	18.4 %
Seldom	25	3.1 %
Never	15	1.9 %
Don't know	35	4.4 %
Total	803	100.0 %

WITHOUT "DON'T KNOW"

Q23. Please indicate how often you read the Village Newsletter, which is mailed to all residents. (without "don't know")

Q23. How often do you read Village newsletter	Number	Percent
All the time	580	75.5 %
Sometimes	148	19.3 %
Seldom	25	3.3 %
Never	15	2.0 %
Total	768	100.0 %

Q24. Customer Service. Have you contacted the Village during the past year for customer support?

Q24. Have you contacted Village during past year for customer support	Number	Percent
Yes	237	29.5 %
No	566	70.5 %
Total	803	100.0 %

Q24a. 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=237)

	Always	Usually	Sometimes	Seldom	Never	No opnion
Q24a-1. Village staff was responsive to my needs	69.6%	19.0%	3.4%	3.8%	2.1%	2.1%
Q24a-2. Village staff was competent	70.5%	18.1%	3.8%	1.7%	0.8%	5.1%
Q24a-3. Village staff was courteous	80.6%	11.8%	3.0%	0.4%	0.8%	3.4%
Q24a-4. My issue was resolved promptly	60.3%	16.5%	9.3%	4.2%	4.6%	5.1%

WITHOUT "NO OPINION"

Q24a. 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=237)

	Always	Usually	Sometimes	Seldom	Never
Q24a-1. Village staff was responsive to my needs	71.1%	19.4%	3.4%	3.9%	2.2%
Q24a-2. Village staff was competent	74.2%	19.1%	4.0%	1.8%	0.9%
Q24a-3. Village staff was courteous	83.4%	12.2%	3.1%	0.4%	0.9%
Q24a-4. My issue was resolved promptly	63.6%	17.3%	9.8%	4.4%	4.9%

Q25. Capital Improvements. Of the community improvements listed below, which THREE would you select as the MOST IMPORTANT?

Q25. Which community improvements are most important	Number	Percent
Additional street lighting in neighborhoods	288	35.9 %
Additional street resurfacing	249	31.0 %
Additional walkway construction in neighborhoods	223	27.8 %
Additional stormwater (drainage) improvements	220	27.4 %
Bicycle lanes & paths	200	24.9 %
An expanded or new public library	192	23.9 %
Additional greenway trails (walking paths)	184	22.9 %
Roads, sidewalks, parking, etc. in Village Place (around Pinehurst Brewery)	146	18.2 %
Outdoor amphitheatre	109	13.6 %
Multi-purpose paths on main Village highways	107	13.3 %
Indoor Performing Arts Venue	82	10.2 %
Additional parks & open spaces	71	8.8 %
Additional athletic fields	18	2.2 %
Total	2089	

Q26. If you own a home in Pinehurst, 35% 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 (65%). 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?

Q26. How satisfied are you with the value you receive for the portion of your property taxes that funds Village's operating budget	Number	Percent
Very satisfied	235	29.3 %
Satisfied	339	42.2 %
Neutral	121	15.1 %
Dissatisfied	51	6.4 %
Very dissatisfied	6	0.7 %
Don't know	51	6.4 %
Total	803	100.0 %

WITHOUT "DON'T KNOW"

Q26. If you own a home in Pinehurst, 35% 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 (65%). 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")

Q26. How satisfied are you with the value you receive for the portion of your property taxes that funds Village's operating budget	Number	Percent
Very satisfied	235	31.3 %
Satisfied	339	45.1 %
Neutral	121	16.1 %
Dissatisfied	51	6.8 %
Very dissatisfied	6	0.8 %
Total	752	100.0 %

Q27. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q27-1. Overall quality of leadership provided by Village's elected officials	20.4%	44.2%	17.8%	3.1%	1.1%	13.3%
Q27-2. Overall effectiveness of appointed boards & commissions	16.3%	39.9%	23.5%	2.1%	0.9%	17.3%
Q27-3. Overall effectiveness of Village Manager & appointed staff	22.3%	41.8%	17.1%	2.7%	0.9%	15.2%

WITHOUT "NO OPINION"

Q27. 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=803)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q27-1. Overall quality of leadership provided by Village's elected officials	23.6%	51.0%	20.5%	3.6%	1.3%
Q27-2. Overall effectiveness of appointed boards & commissions	19.7%	48.2%	28.5%	2.6%	1.1%
Q27-3. Overall effectiveness of Village Manager & appointed staff	26.3%	49.3%	20.1%	3.2%	1.0%

Q28. How would you rate your satisfaction with the following in Pinehurst compared to other places you have lived in the past?

(N=803)

	Significantly better	Better	Same	Worse	Significantly worse	No opinion
Q28-1. Overall quality of life	48.1%	31.9%	14.4%	1.6%	0.0%	4.0%
Q28-2. Overall quality of Village services	34.6%	34.2%	22.4%	3.4%	0.0%	5.4%
Q28-3. Customer service provided by Village employees	31.8%	29.8%	20.4%	0.6%	0.6%	16.8%

WITHOUT "NO OPINION"

Q28. How would you rate your satisfaction with the following in Pinehurst compared to other places you have lived in the past? (without "no opinion")

(N=803)

	Significantly better	Better	Same	Worse	Significantly worse
Q28-1. Overall quality of life	50.1%	33.2%	15.0%	1.7%	0.0%
Q28-2. Overall quality of Village services	36.6%	36.2%	23.7%	3.6%	0.0%
Q28-3. Customer service provided by Village employees	38.2%	35.8%	24.6%	0.7%	0.7%

Q29. Would you recommend Pinehurst to others as a place to live?

Q29. Would you recommend Pinehurst to others as a place to live	Number	Percent
Yes	735	91.5 %
No	40	5.0 %
Not provided	28	3.5 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q29. Would you recommend Pinehurst to others as a place to live? (without "not provided")

Q29. Would you recommend Pinehurst to others as a place to live	Number	Percent
Yes	735	94.8 %
No	40	5.2 %
Total	775	100.0 %

Q32. Approximately how many years have you lived in the Village of Pinehurst?

Q32. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	249	31.0 %
5-10 years	187	23.3 %
11-20 years	192	23.9 %
20+ years	170	21.2 %
Not provided	5	0.6 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q32. Approximately how many years have you lived in the Village of Pinehurst? (without "not provided")

Q32. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	249	31.2 %
5-10 years	187	23.4 %
11-20 years	192	24.1 %
20+ years	170	21.3 %
Total	798	100.0 %

Q33. Do you have school-age children (grades K-12) living at home?

Q33. Do you have school-age children (grades K-12) living at home	Number	Percent
Yes	120	14.9 %
No	676	84.2 %
Not provided	7	0.9 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q33. Do you have school-age children (grades K-12) living at home? (without "not provided")

Q33. Do you have school-age children (grades K-12) living at home	Number	Percent
Yes	120	15.1 %
No	676	84.9 %
Total	796	100.0 %

Q33a. What grade level(s) are your school-age children?

Q33a. What grade levels are your school-age children	Number	Percent
K-5	79	65.8 %
6-8	47	39.2 %
High school	43	35.8 %
Total	169	

Q34. Which of the following best describes your current employment status?

Q34. What best describes your current employment status	Number	Percent
Employed outside home	249	31.0 %
Employed in home/have a home-based business	57	7.1 %
Student	3	0.4 %
Retired	442	55.0 %
Not currently employed	15	1.9 %
Not provided	37	4.6 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q34. Which of the following best describes your current employment status? (without "not provided")

Q34. What best describes your current employment status	Number	Percent
Employed outside home	249	32.5 %
Employed in home/have a home-based business	57	7.4 %
Student	3	0.4 %
Retired	442	57.7 %
Not currently employed	15	2.0 %
Total	766	100.0 %

Q34-1. "If employed outside home," what is the zip code where you work?

Q34-1. Zip code where you work	Number	Percent
28374	100	44.8 %
28387	27	12.1 %
28327	15	6.7 %
28310	15	6.7 %
28307	9	4.0 %
27376	8	3.6 %
28315	6	2.7 %
28303	5	2.2 %
27560	4	1.8 %
28376	3	1.3 %
28345	3	1.3 %
28312	2	0.9 %
28304	2	0.9 %
28105	2	0.9 %
27617	2	0.9 %
28308	2	0.9 %
28358	2	0.9 %
27534	1	0.4 %
28379	1	0.4 %
20005	1	0.4 %
28352	1	0.4 %
27229	1	0.4 %
28373	1	0.4 %
28208	1	0.4 %
27330	1	0.4 %
27211	1	0.4 %
27511	1	0.4 %
28323	1	0.4 %
28603	1	0.4 %
27209	1	0.4 %
24060	1	0.4 %
28390	1	0.4 %
28314	1	0.4 %
Total	223	100.0 %

Q35. Which of the following best describes your age?

Q35. What best describes your age	Number	Percent
Under 35 years	63	7.8 %
35-44 years	74	9.2 %
45-54 years	102	12.7 %
55-64 years	125	15.6 %
65+years	413	51.4 %
Not provided	26	3.2 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q35. Which of the following best describes your age? (without "not provided")

Q35. What best describes your age	Number	Percent
Under 35 years	63	8.1 %
35-44 years	74	9.5 %
45-54 years	102	13.1 %
55-64 years	125	16.1 %
65+years	413	53.2 %
Total	777	100.0 %

Q36. Which of the following best describes your race?

Q36. What best describes your race	Number	Percent
Asian	15	1.9 %
White	749	93.3 %
American Indian/Alaskan Native	9	1.1 %
Native Hawaiian/Pacific Islander	1	0.1 %
Black/African American	16	2.0 %
Hispanic	28	3.5 %
Other	4	0.5 %
Total	822	

Q36-7. Other

Q36-7. Other	Number	Percent
Mixed	3	75.0 %
Multiple race	1	25.0 %
Total	4	100.0 %

Q37. Which of the following best describes the general neighborhood areas where you live?

Q37. What best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	150	18.7 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	38	4.7 %
Pinehurst No. 7/Lawn & Tennis/CCNC	42	5.2 %
Morganton/Monticello Rd.	61	7.6 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	207	25.8 %
Pinewild	125	15.6 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	84	10.5 %
Village Acres/Murdocksville Rd.	76	9.5 %
Not provided	20	2.5 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q37. Which of the following best describes the general neighborhood areas where you live? (without "not provided")

Q37. What best describes the general neighborhood areas where you live	Number	Percent
Pinehurst No. 6	150	19.2 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	38	4.9 %
Pinehurst No. 7/Lawn & Tennis/CCNC	42	5.4 %
Morganton/Monticello Rd.	61	7.8 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	207	26.4 %
Pinewild	125	16.0 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	84	10.7 %
Village Acres/Murdocksville Rd.	76	9.7 %
Total	783	100.0 %

Q38. What is your gender?

Q38. Your gender	Number	Percent
Male	397	49.4 %
Female	401	49.9 %
Non-Binary/Third Gender	1	0.1 %
Prefer to self-describe	2	0.2 %
Not provided	2	0.2 %
Total	803	100.0 %

WITHOUT "NOT PROVIDED"

Q38. What is your gender? (without "not provided")

Q38. Your gender	Number	Percent
Male	397	49.6 %
Female	401	50.1 %
Non-Binary/Third Gender	1	0.1 %
Prefer to self-describe	2	0.2 %
Total	801	100.0 %

Section 5
Survey Instrument

July 2020

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 *www.2020PinehurstCommunitySurvey.com*.

The survey data will be collected and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present the results to the Pinehurst Village Council at a public meeting in September. 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 2020 Community Survey.

Sincerely,



Jeffrey M. Sanborn
Village Manager

2020 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*.

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 & 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 Live in Pinehurst.</u> Several reasons for deciding where to live 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 was in your decision to live 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

4. <u>Perception of Pinehurst.</u> Several items that may influence your perception 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
1.	Overall image of the Village	5	4	3	2	1	9
2.	Overall quality of life in the Village	5	4	3	2	1	9
3.	Overall feeling of safety in the Village	5	4	3	2	1	9
4.	Quality of new development in the Village	5	4	3	2	1	9
5.	As a place to live	5	4	3	2	1	9
6.	As a place to raise children	5	4	3	2	1	9
7.	As a place to retire	5	4	3	2	1	9
8.	Overall appearance of the Village	5	4	3	2	1	9
9.	Availability of affordable housing	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.

	How safe do you feel...	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> Which of the following Parks and Recreation programs and facilities have you used in the Village of Pinehurst during the past year? *[Check all that apply.]*

____(1) Greenway trails
____(2) Village sponsored cultural/arts events
____(3) Cannon Park
____(4) Arboretum/Timmel Pavilion
____(5) Rassie Wicker Park
____(6) Camelot Playground
____(7) Splash Pad at Wicker Park
____(8) West Pinehurst Park (e.g. disc golf)
____(9) Community Center

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)? ____(01) Yes *[Skip to Q12.]* ____(02) No

11a. Please check each of the following reasons that prevent you from shopping regularly in the Village Center (downtown). *[Check all that apply.]*

____(1) Stores hours of operation
____(2) Variety of merchandise offered for sale
____(3) Merchandise is more targeted to tourists than local shoppers
____(4) Parking availability
____(5) Other: _____

12. <u>Public Library Services & Programs.</u> Through a cooperative agreement with the Given Memorial Library, a private 501c(3) non-profit organization, the Village augments private funding with a $150,000 annual contribution to help provide free library services. Please indicate whether you or other members of your household have used the Given Memorial Library during the past year by circling either "Yes" or "No." Then, please rate your satisfaction with services or programs you have used on 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 services	Yes	No	5	4	3	2	1	9
2.	Given Memorial Library programs	Yes	No	5	4	3	2	1	9

12a. *If you answered "No" to either part of Question 12,* please CHECK ALL of the following reasons that prevent you from using the Given Memorial Library services.

____(1) Didn't know about it
____(2) Hours of operation
____(3) Variety of library services offered
____(4) Variety of library programs offered
____(5) Parking availability
____(6) Insufficient technology available
____(7) Not enough meeting areas/rooms
____(8) A library is not important to me
____(9) Other: _____

13. <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

14. 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

15. <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

16. 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? *[Write in your answers below using the numbers from the list in Question 15.]*

1st: ____ 2nd: ____ 3rd: ____

17. <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

18. 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? *[Write in your answers below using the numbers from the list in Question 17.]*

1st: ____ 2nd: ____

19. <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

20. 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

21. <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 (*<u>vopnc.org</u>*)	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 (*<u>engage.vopnc.org</u>*)	5	4	3	2	1	9
9.	Community's progress toward meeting its strategic vision and mission	5	4	3	2	1	9

22. 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 (*<u>engage.vopnc.org</u>*)
____(07) Village social media (e.g. Facebook, Twitter)
____(08) The Pilot newspaper
____(09) Attend or view public meetings
____(10) Other: _____

23. 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

24. <u>Customer Service.</u> Have you contacted the Village during the past year for customer support?

____(1) Yes ____(2) No *[Skip to Q25.]*

24a. 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

25. <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) An expanded or new public library
____(11) Roads, sidewalks, parking, etc. in Village Place (around Pinehurst Brewery)
____(12) Indoor Performing Arts Venue
____(13) Outdoor Amphitheatre

26. If you own a home in Pinehurst, 35% 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 (65%). 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?

____(1) Very satisfied ____(3) Neutral ____(5) Very Dissatisfied
____(2) Satisfied ____(4) Dissatisfied ____(9) Don't know

27. <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

28. How would you rate your satisfaction with the following in 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

29. Would you recommend Pinehurst to others as a place to live? ____(1) Yes ____(2) No

30. What are the most important issues facing Pinehurst today?

_____

_____

31. Do you have any suggestions for how the Village could serve you better?

_____

_____

Demographics

32. 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

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

____(1) Yes ____(2) No *[Skip to Q34.]*

33a. What grade level(s) are your school-age children? *[Check all that apply.]*

____(1) K - 5 ____(2) 6 - 8 ____(3) High School

34. 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

35. Which of the following best describes your age?

____(1) Under 25 years
____(2) 25-34 years
____(3) 35-44 years
____(4) 45-54 years
____(5) 55-64 years
____(6) 65+ years

36. Which of the following best describes your race? *[Check all that apply.]*

____(1) Asian
____(2) White
____(3) American Indian/Alaskan Native
____(4) Native Hawaiian/Pacific Islander
____(5) Black/African American
____(6) Hispanic
____(7) Other: _____

37. 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.

38. What is your gender?

____(1) Male ____(2) Female ____(3) Non-binary/Third Gender ____(4) Prefer to self-describe

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

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.

Village of Pinehurst Business Survey

Findings Report

…helping organizations make better decisions since 1982

2020

Submitted to the Village of Pinehurst, North Carolina
By:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas 66061

September 2020

2020 Village of Pinehurst Business Survey Executive Summary Report

Purpose and Methodology

ETC Institute administered a business survey to businesses in the Village of Pinehurst during the summer of 2020. The survey was administered for the eighth time as part of the Village's efforts to assess how well they are meeting the needs of its businesses. The survey results 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.

The four-page survey and cover letter were mailed to a sample of businesses in the Village of Pinehurst. The cover letter explained the purpose of the survey and encouraged business leaders to either return their survey by mail or complete the survey online. Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the businesses that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for businesses to complete the survey. A total of 75 completed surveys were collected from businesses in the Village of Pinehurst.

The percentage of "don't know" responses has been excluded from many of the graphs shown in this report to be consistent with the presentation of the resident responses. 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)
- importance-satisfaction analysis; this analysis was done to determine priority actions for the Village to address based upon the survey results (section 2),
- tables that show the results of the random sample for each question on the survey (section 3),
- a copy of the survey instrument (section 4).

Major Findings

- **Use of Village Services.** The Village services that the highest percentage of businesses have used in the past year were: fire inspections (65%), streets and grounds (35%), police patrol (32%), and building inspections.

- **Satisfaction with Village Services and Departments.** The services that had the highest levels of satisfaction from businesses *who had an opinion* were: fire emergency response (100%), code enforcement (100%), Village Hall (100%), fire inspections (98%), and police patrol (92%).

- **Most Important Village Services.** Based on the sum of the top three choices, areas that businesses rated as the most important were: 1) police patrol (61%), 2) fire emergency response (44%), 3) streets and grounds (40%), and 4) police emergency response (39%).

- **Satisfaction with the Overall Quality of Village Services.** Over half of the businesses surveyed (55%) feel the overall quality of services provided by the Village meets their expectations; 34% feel the overall quality of Village services is higher or significantly higher than their expectations. Only 3% feel the overall quality of Village services is below their expectations.

- **Satisfaction with Various Village Services.** Most (90%) of the businesses surveyed *who had an opinion* indicated that they were satisfied with the cleanliness of streets and public areas; 90% were satisfied with the landscape and maintenance in right of ways and public areas, and 79% were satisfied with historic preservation efforts.

- **Perceptions of the Village.** Nearly all (99%) of the businesses surveyed *who had an opinion* indicated that they were satisfied with the overall feeling of safety in the Village; 93% were satisfied with the overall quality of life, and 90% were satisfied with the overall image of the Village.

- **Likelihood of Recommending the Village as a Business Location.** Three-fourths (75%) of businesses would be very likely or likely to recommend the Village as a business location to friends, family and co-workers; 16% would be somewhat likely to recommend the Village as a business location to friends, family and co-workers, and only 9% would not be likely to recommend the Village as a business location.

- **Business Atmosphere Compared to Two Years Ago.** Twenty-nine percent (29%) of businesses feel the overall business atmosphere in the Village is better than two years ago; 40% feel there has been no change, but the atmosphere is good; 8% feel there has been no change, but the atmosphere is poor, and 8% feel the atmosphere is worse.

- **Village Customer Service.** Seventy-two percent (72%) of businesses rated the customer service from the Village as very good or good, compared to only 3% rated the customer service from the Village as poor.

- **Level of Agreement with Statements About Customer Service from Village Staff.** Eighty-six percent (86%) of the businesses surveyed *who had an opinion* agreed that the Village staff was courteous during their most recent interaction with them; 82% agreed that Village staff was competent, 82% also agreed that Village staff was responsive to their needs, and 76% agreed that their issue was resolved promptly.

- **Satisfaction with Village Communications with Businesses.** Over two-thirds (69%) of businesses were satisfied with the job the Village does communicating with business owners, compared to only 8% who were dissatisfied.

- **Village Website.** Of the 53% of business that visited the Village's website (www.vopnc.org) during the past 12 months, 83% *who had an opinion* felt the website was easy to navigate, and 75% rated the availability of information on Village services on the website as "very good" or "good". Overall, 80% of those who have visited the Village's website indicated they were either "very satisfied" or "satisfied" with the website.

- **Village Mobile App.** Eleven percent (11%) of businesses indicated they used the Village's mobile app (MY VOP) during the past 12 months; 86% of those who have used it indicated they were "very satisfied" or "satisfied."

- **Best Ways to Communicate with Businesses.** Seventy-two percent (72%) of businesses indicated that email is one of the most important ways for the Village to communicate with them.

- **Community Development (Codes and Ordinances).** Seventy-one percent (71%) of the businesses *who had an opinion* were satisfied with historic district guidelines; 70% were satisfied with zoning ordinances, and 61% were satisfied with business signage and regulations.

- **Impact of Various Cultural and Entertainment Opportunities.** Sixty-five percent (65%) of the businesses surveyed feel the Holly Arts and Crafts Festival has a positive impact on their business; 59% feel cultural activities have a positive impact on their business; 55% feel parades have a positive impact, and 55% feel the Farmer's Markets have a positive impact on their business.

- **Satisfaction with the Way the Village handles Events That Attract Large Crowds.** Seventy percent (70%) of businesses are satisfied with the way the Village handles events that attract large crowds, compared to only 5% who are dissatisfied.

- **Reasons Influencing Decision to Locate Business in the Village of Pinehurst.** Eighty-eight percent (88%) of businesses surveyed indicated safety and security of the Village was either "extremely important" or "very important" in their decision to locate their business in the Village of Pinehurst. The other top reasons included: overall quality of life in the Village (84%) and overall image of the Village (79%).

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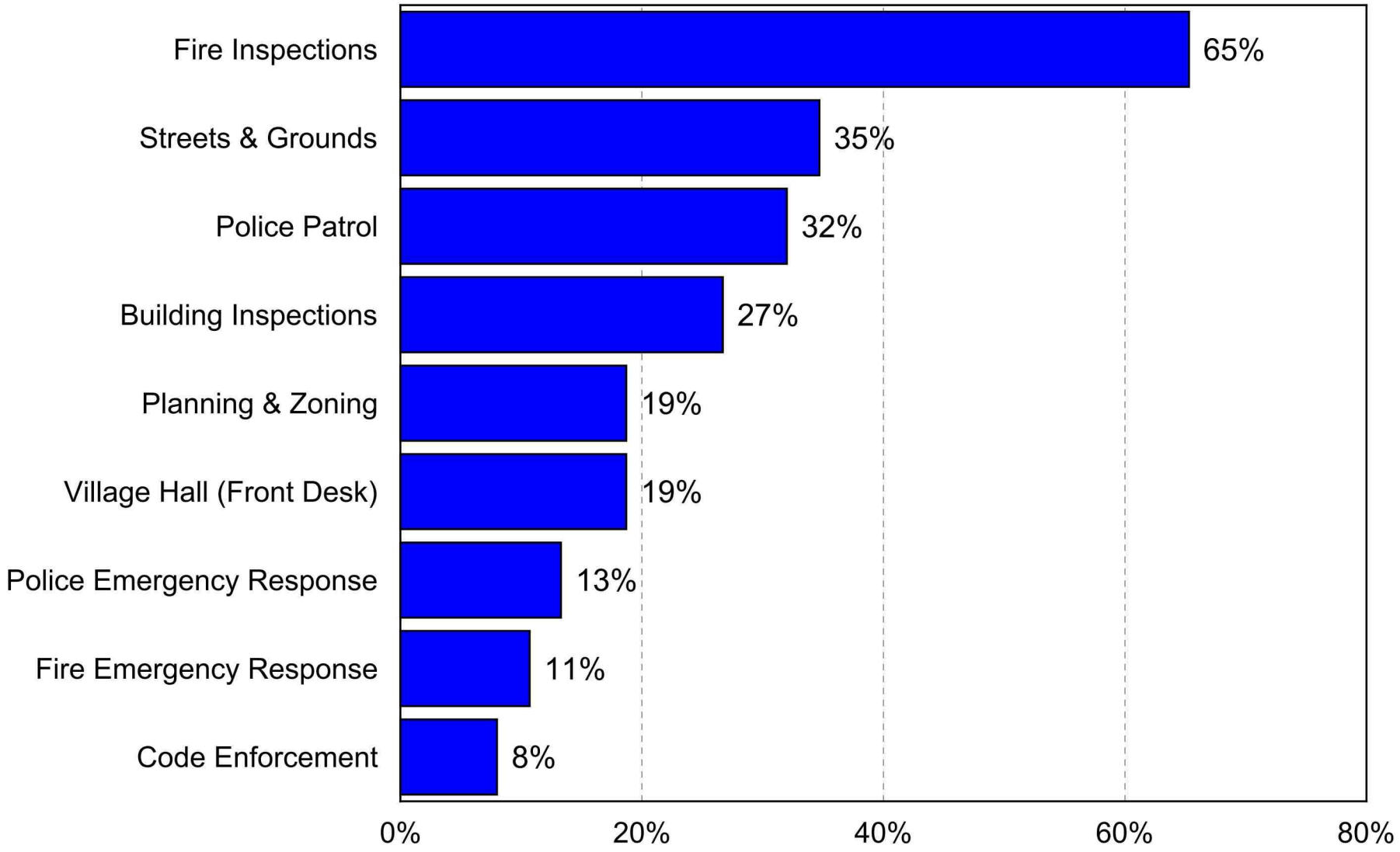
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Section 1
Charts and Graphs

Q1. Have you used this service or department in the past year?

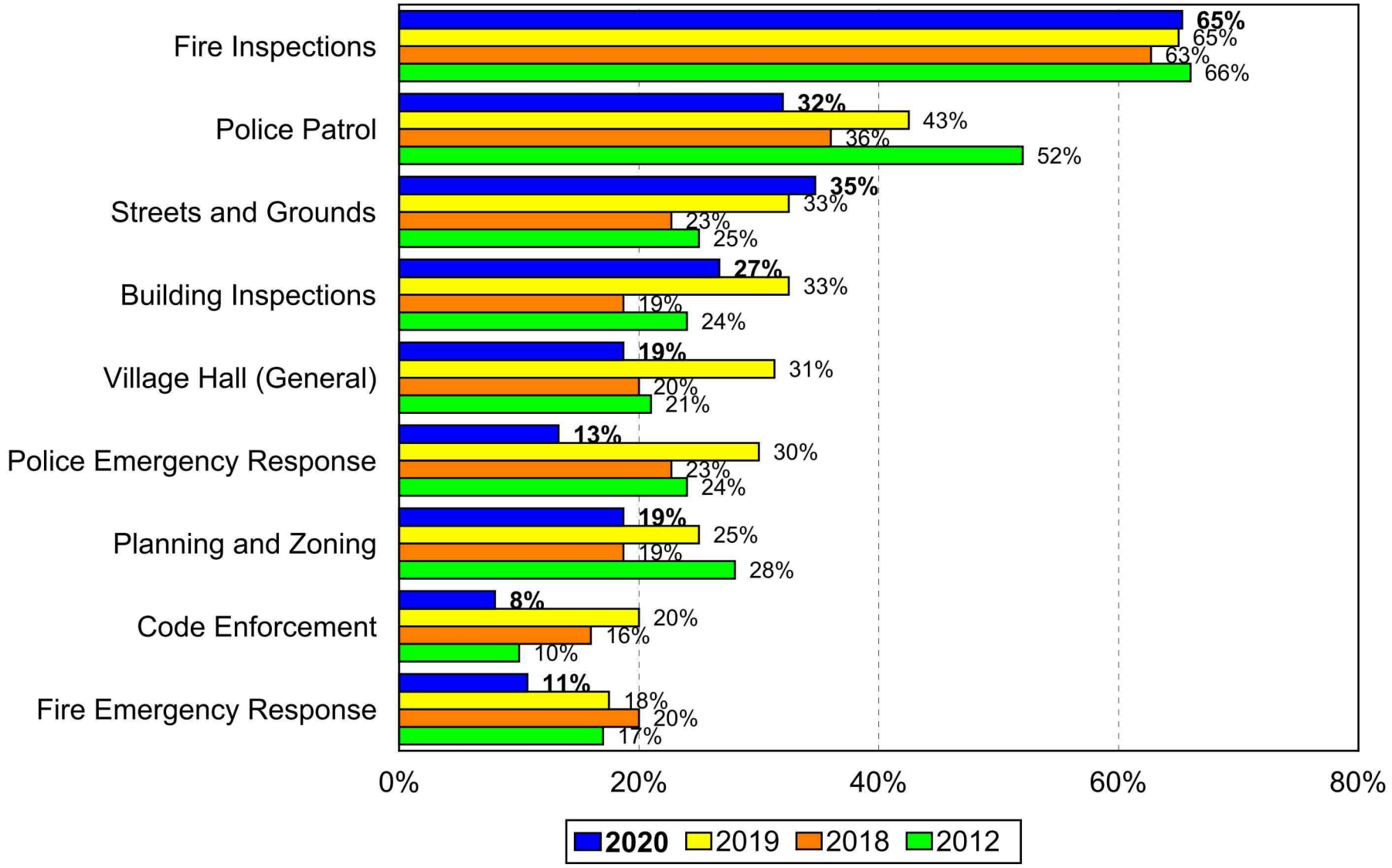
by percentage of respondents who answered "yes"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q1. Have you used this service or department in the past year? - 2012 to 2020

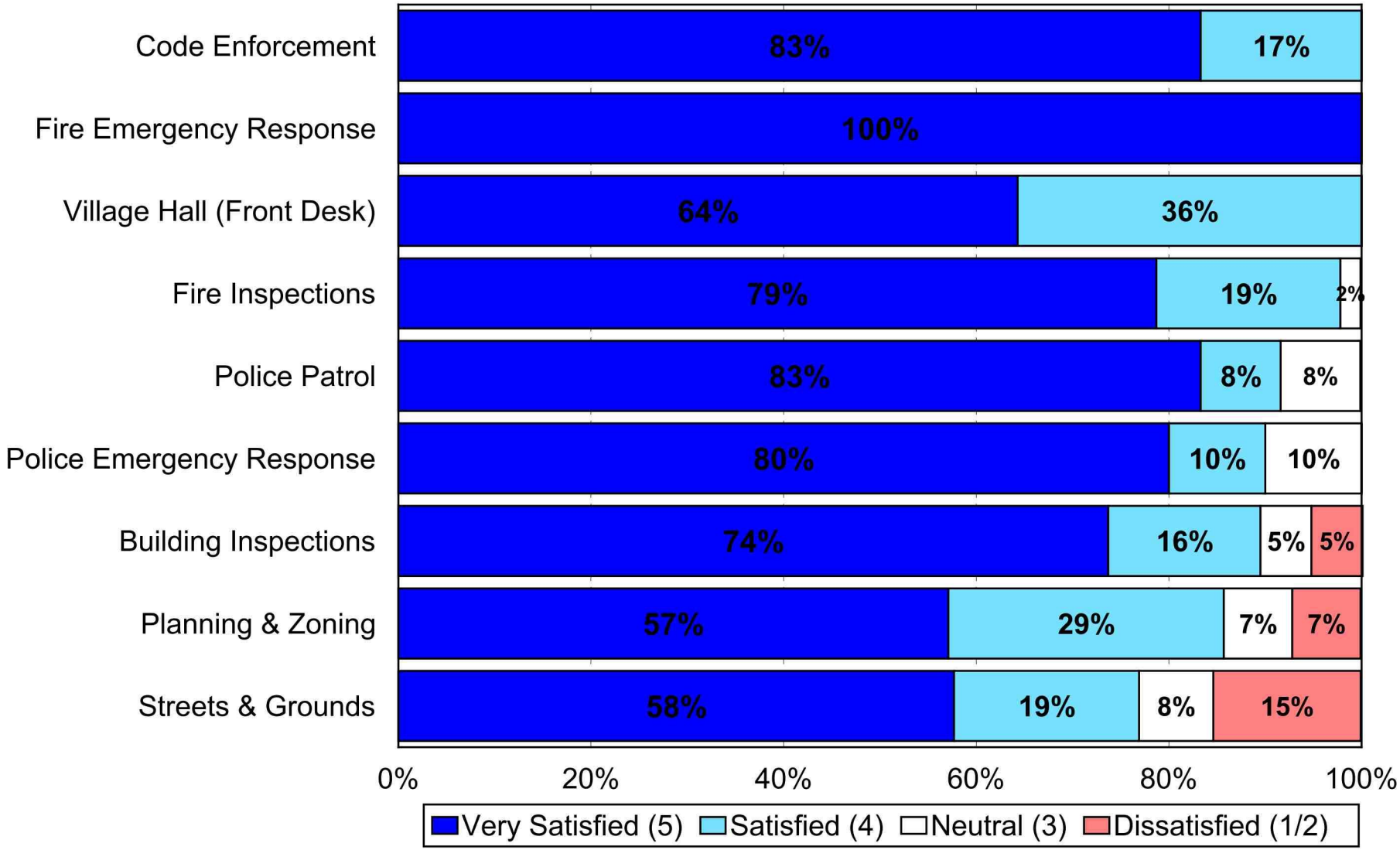
by percentage of respondents who answered “yes”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q1. Overall Satisfaction with Pinehurst Services or Departments Used in the Past Year

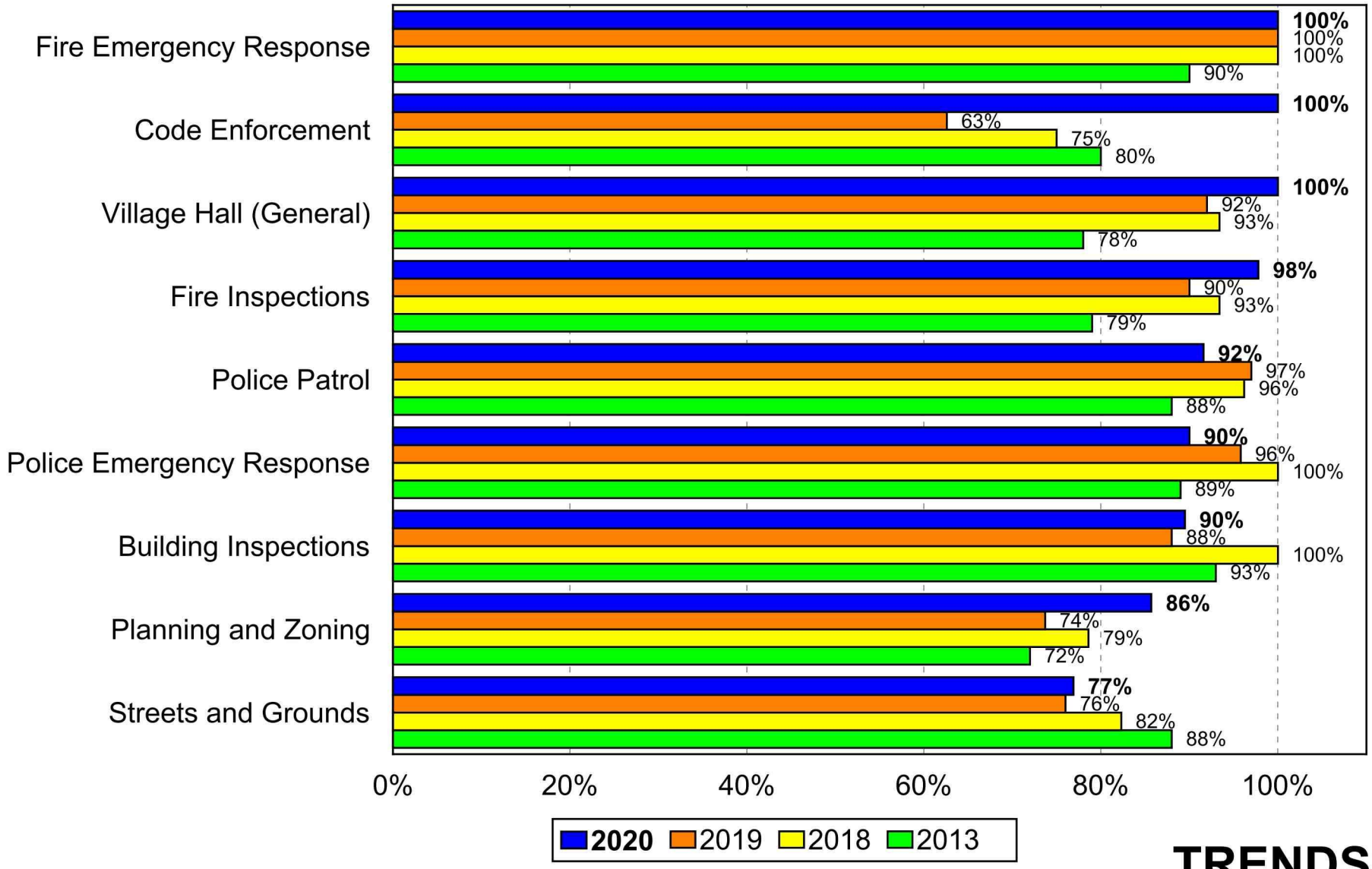
by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q1. Overall Satisfaction with Pinehurst Services or Departments Used in the Past Year - 2013 to 2020

by percentage of respondents who answered “very satisfied" or “satisfied”

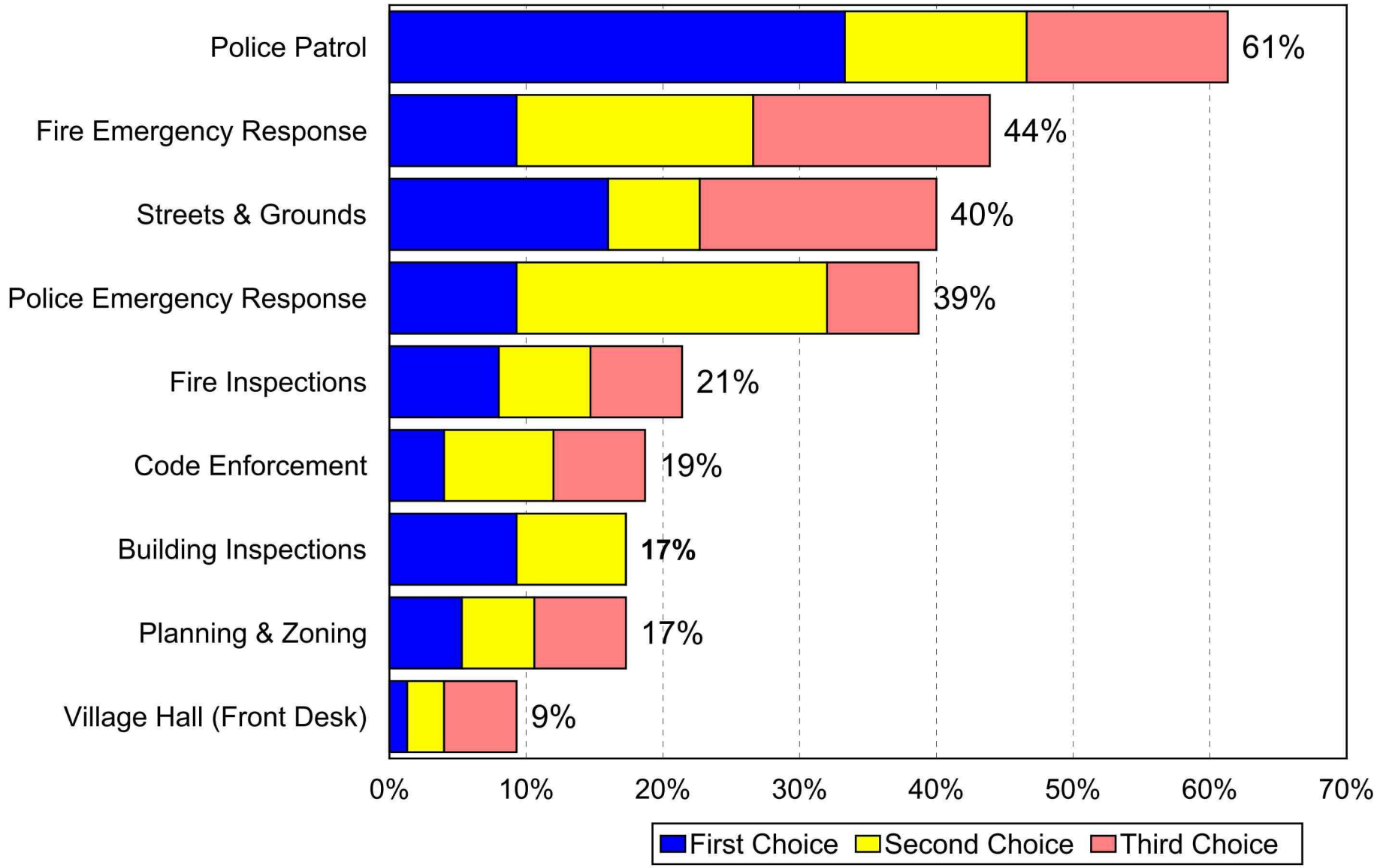


TRENDS

Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q2. Village Services or Departments Rated as the Most Important to Their Business

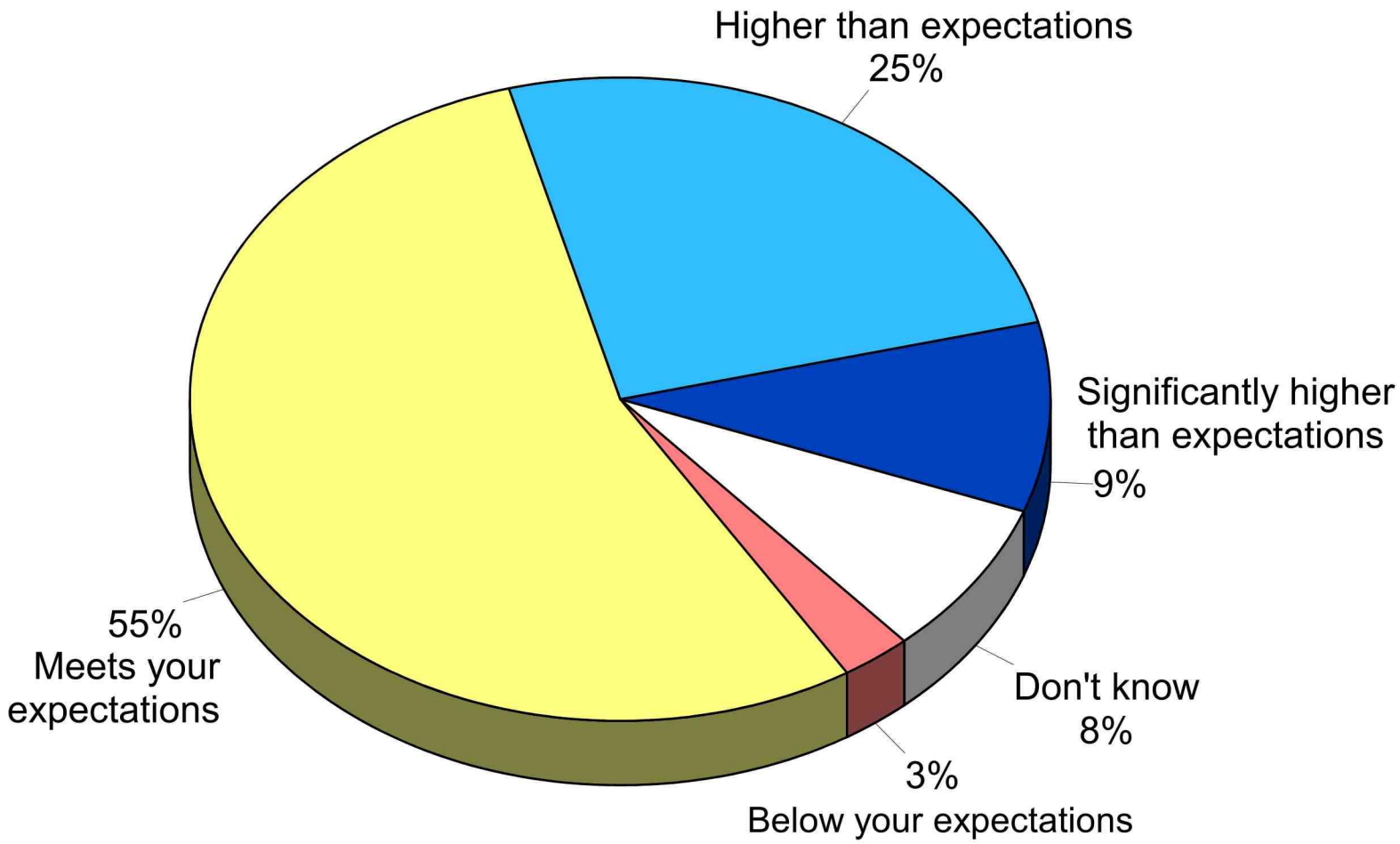
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q3. Satisfaction with the Overall Quality of Services Provided to Your Business by the Village of Pinehurst

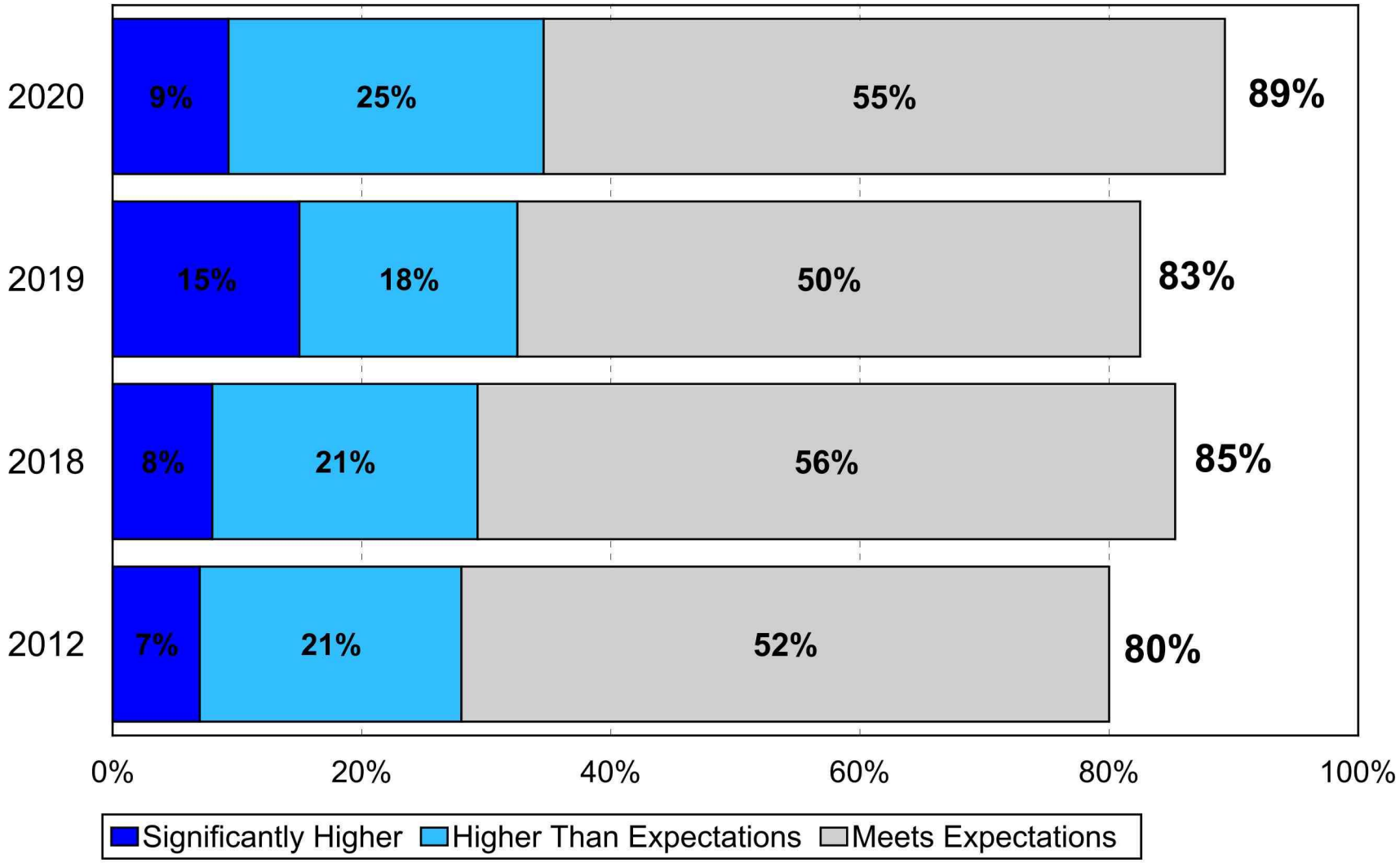
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q3. Satisfaction with the overall quality of services provided to your business by the Village of Pinehurst 2012 to 2020

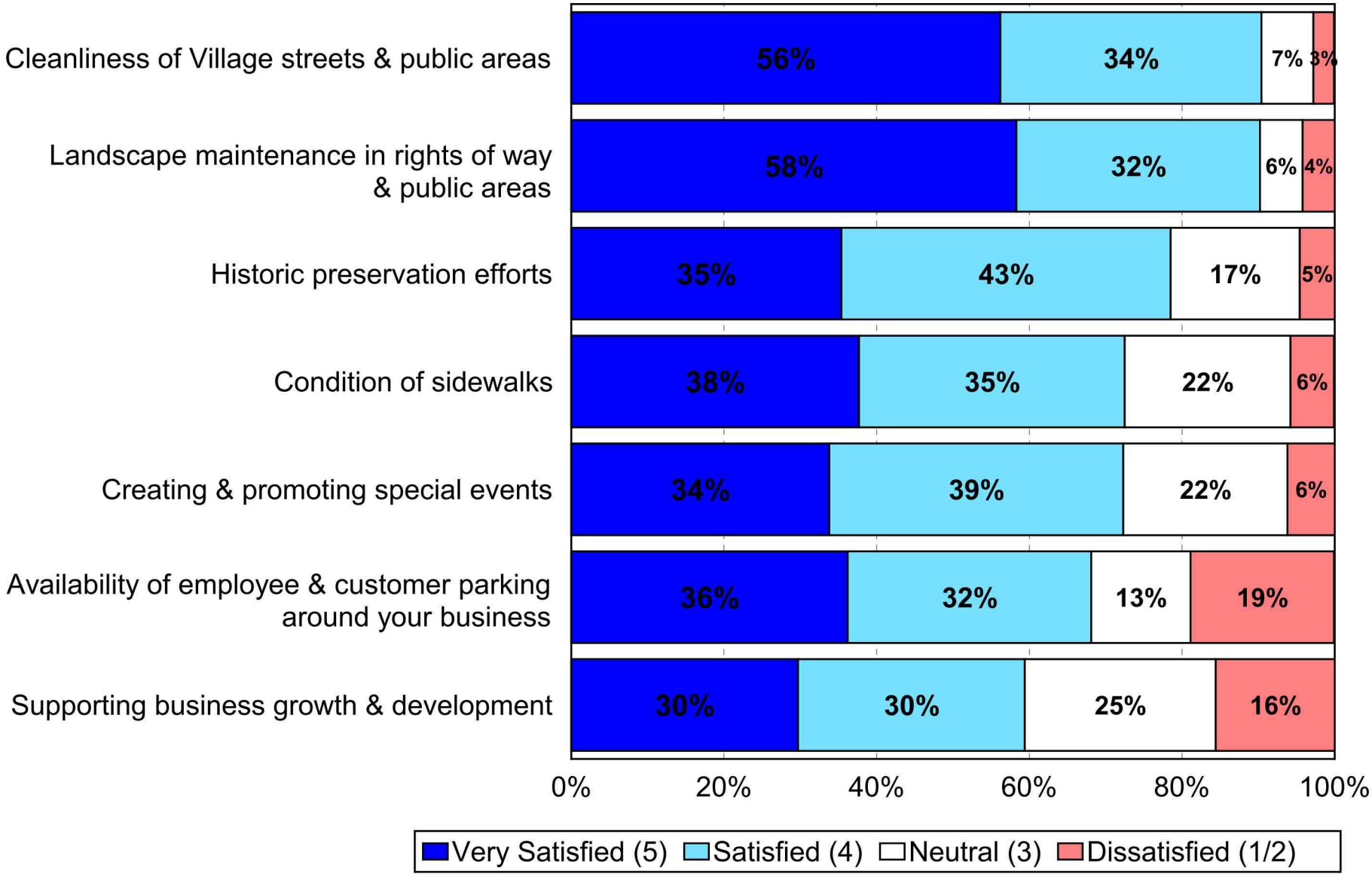
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q4. Level of Satisfaction with the Village in Various Areas

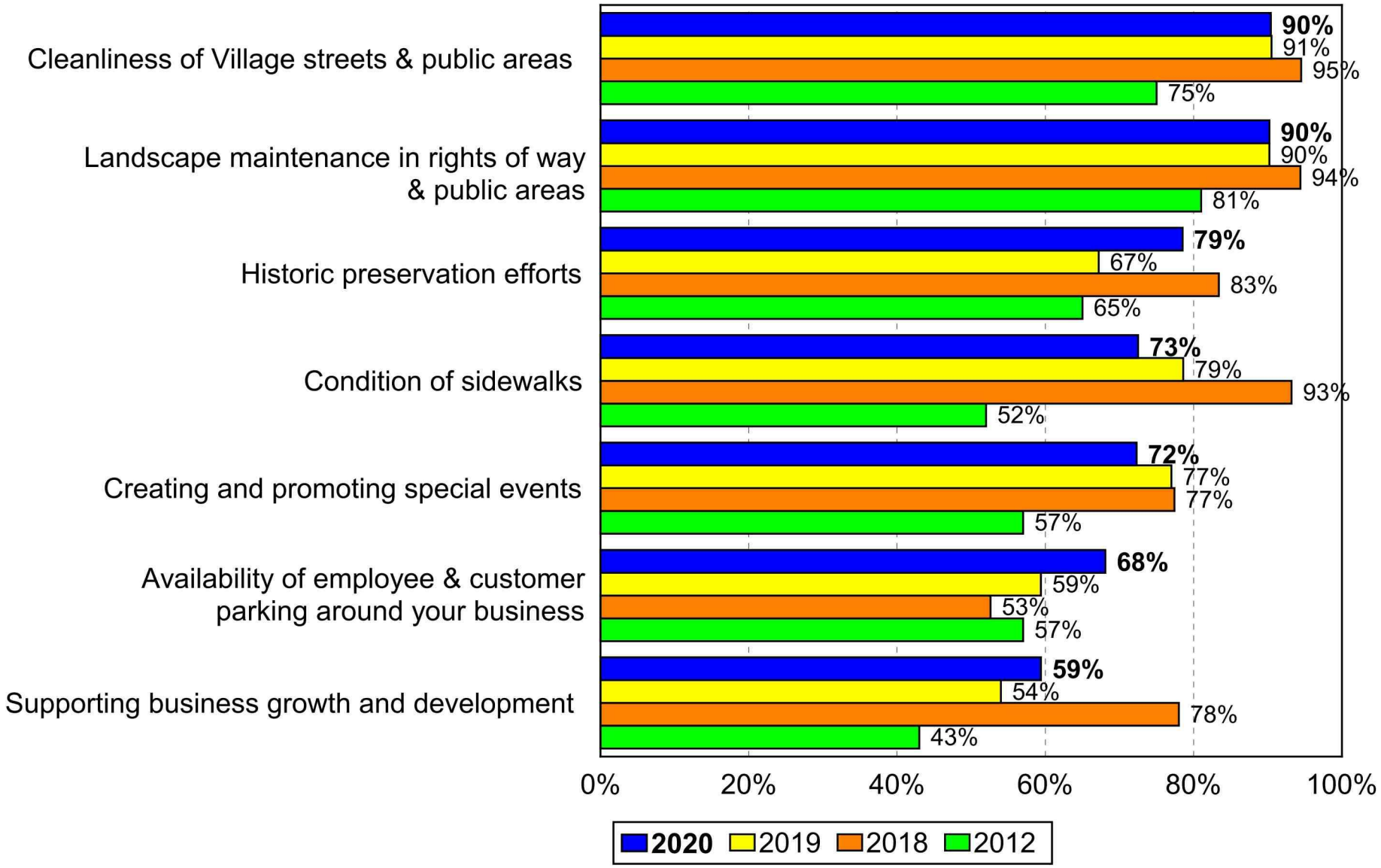
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q4. Level of Satisfaction with the Village in Various Areas 2012 to 2020

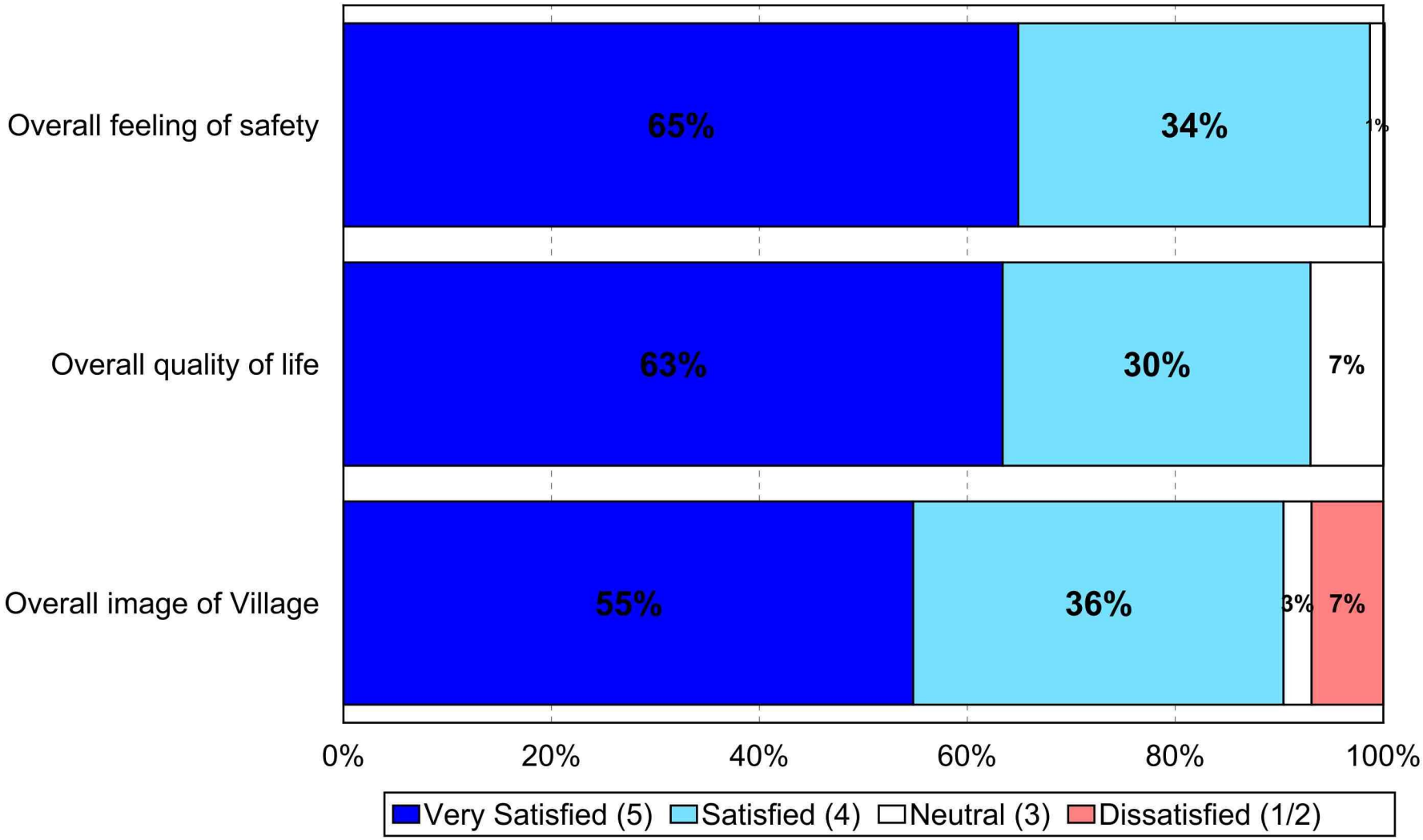
by percentage of respondents who answered “very satisfied” or “satisfied”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q5. Overall Satisfaction with Various Perceptions of the Village of Pinehurst

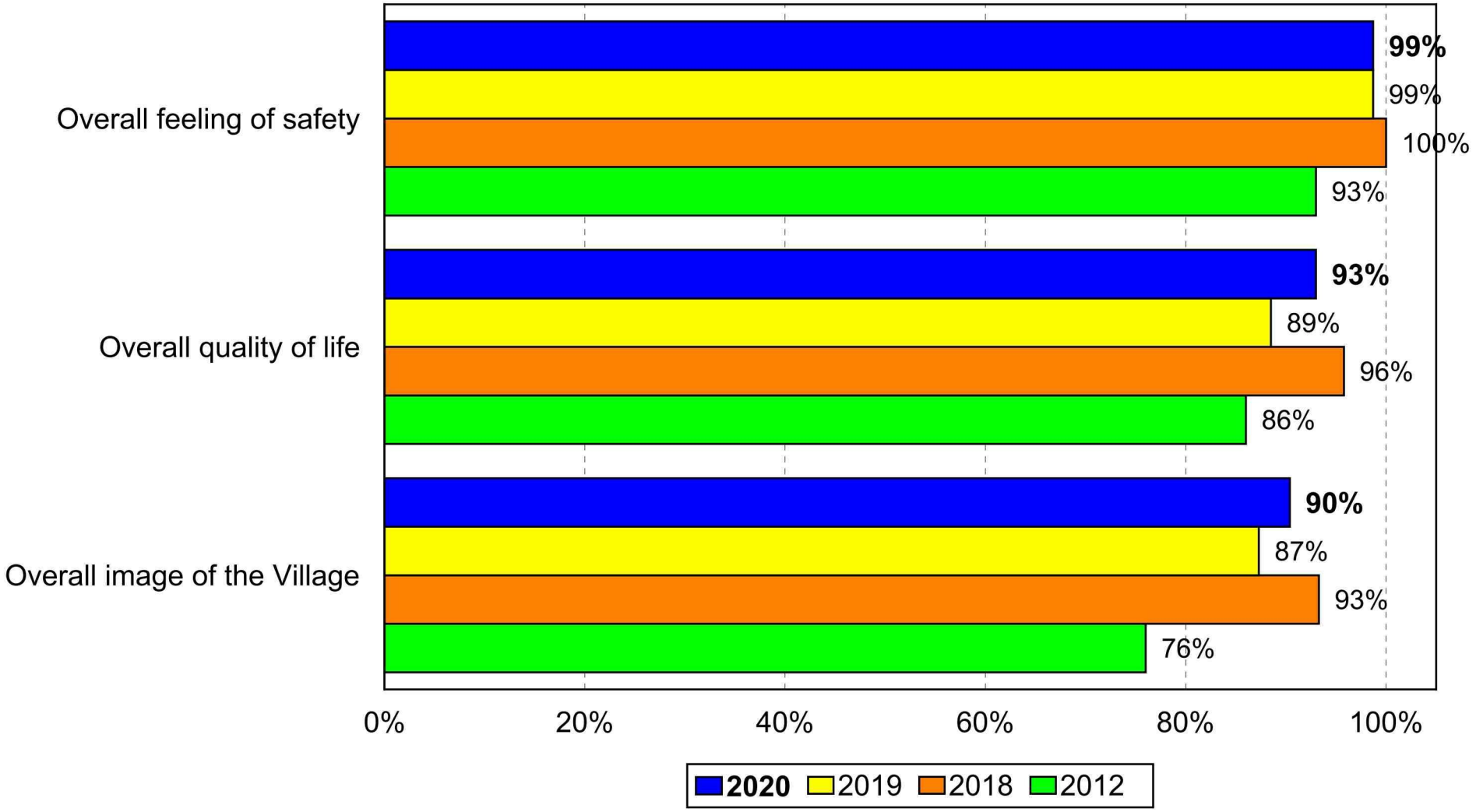
by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q5. Overall Satisfaction with Various Perceptions of the Village of Pinehurst - 2012 to 2020

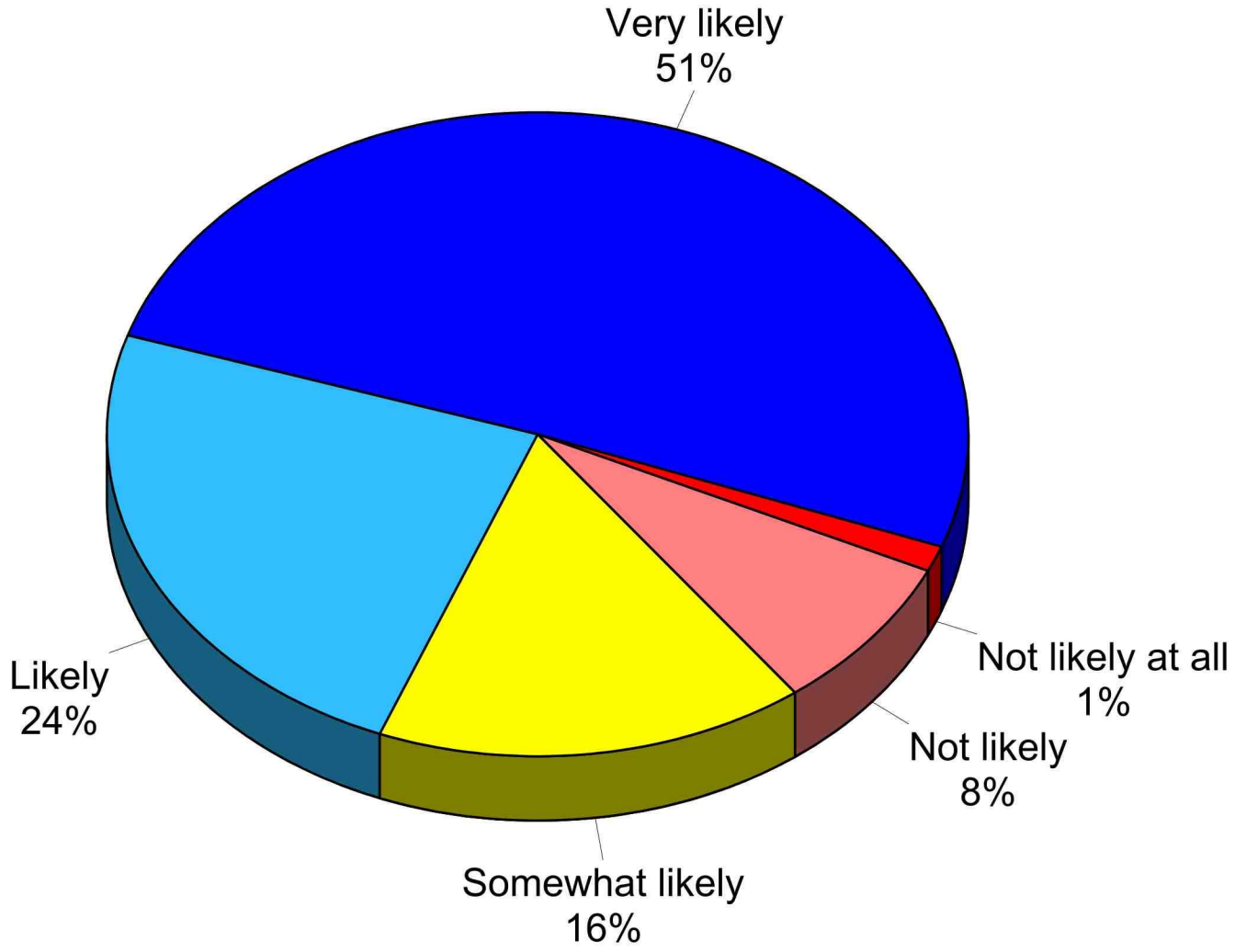
by percentage of respondents who had used the service or department and rated the item as a 4 or 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q6. How likely would you be to recommend the Village as a business location to friends, family, and co-workers?

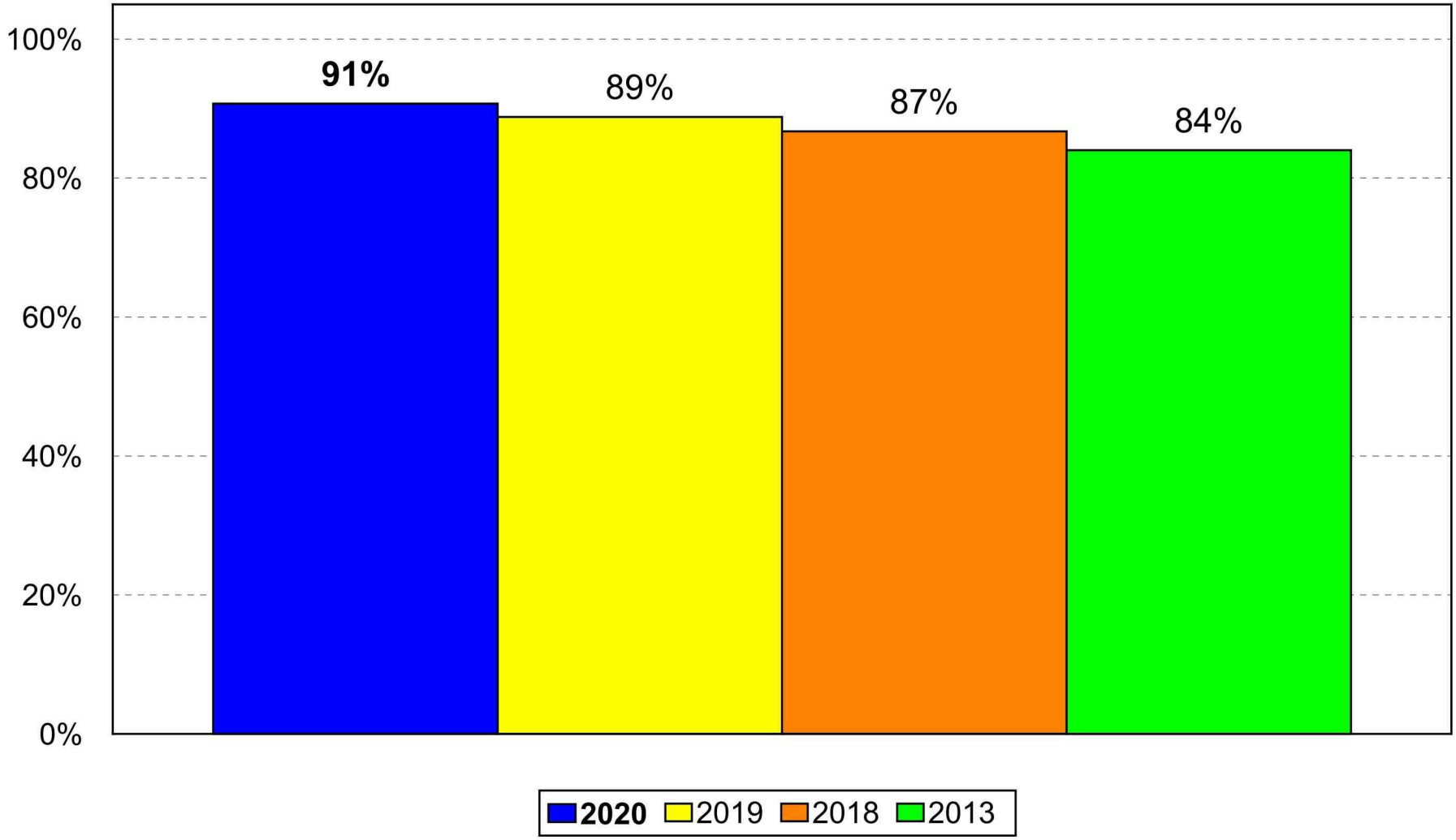
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q6. How likely would you be to recommend the Village as a business location to friends, family, and co-workers? 2013 to 2020

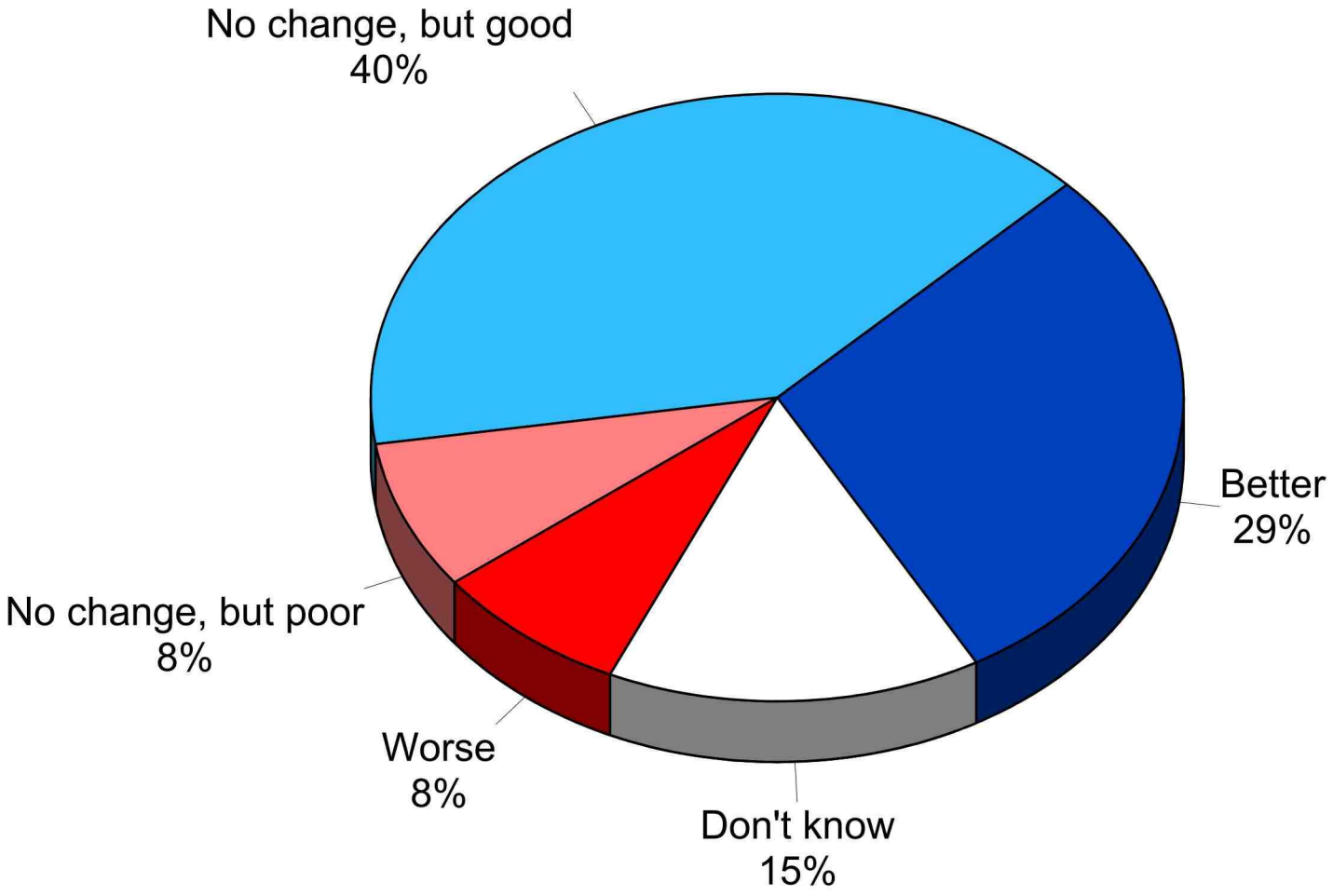
by percentage of respondents who answered “very likely,” “likely,” or "somewhat likely"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q7. How would you rate the overall business atmosphere in the Village of Pinehurst today, compared to two years ago?

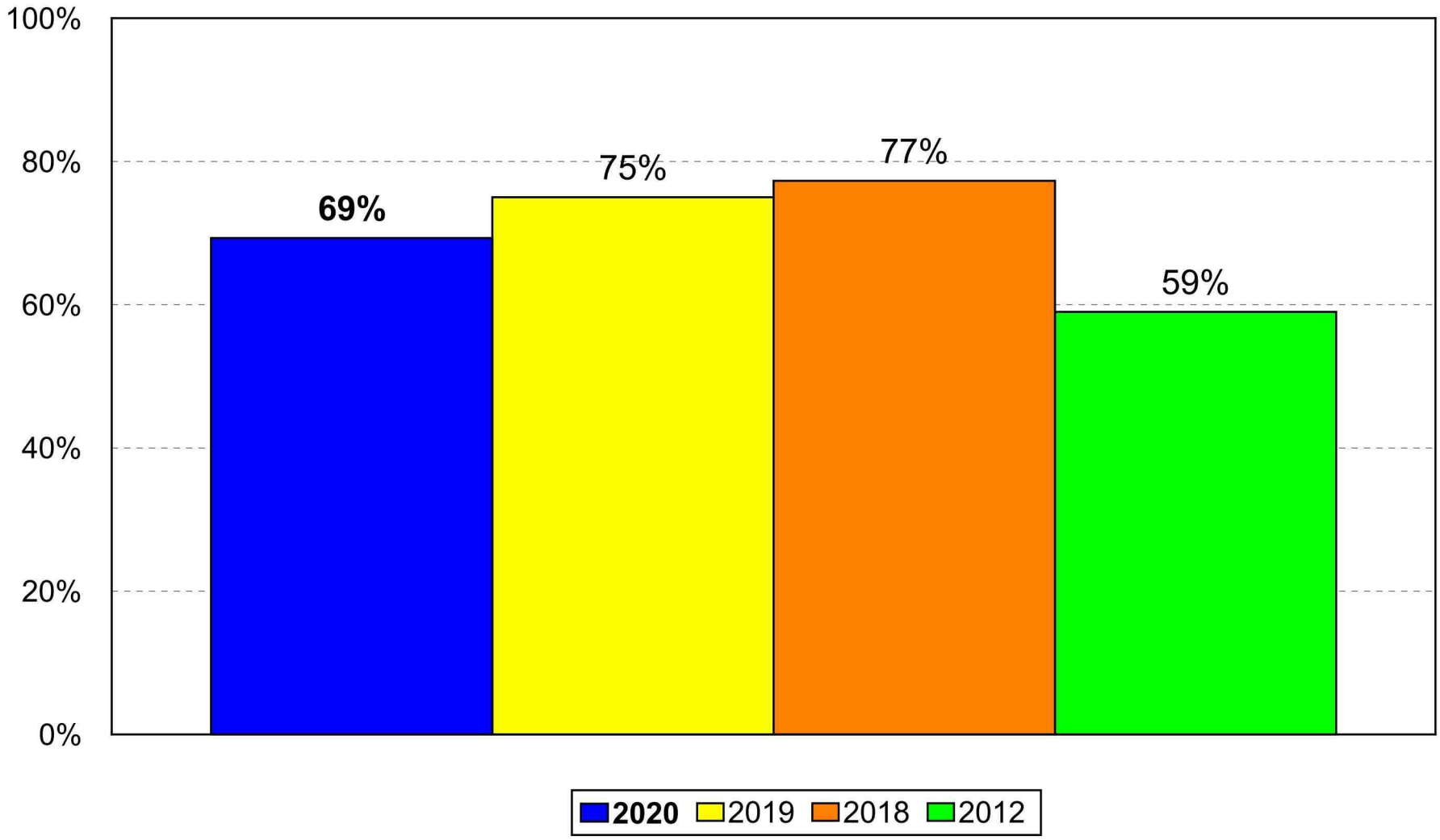
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q7. How would you rate the overall business atmosphere in the Village of Pinehurst today, compared to two years ago? 2012 to 2020

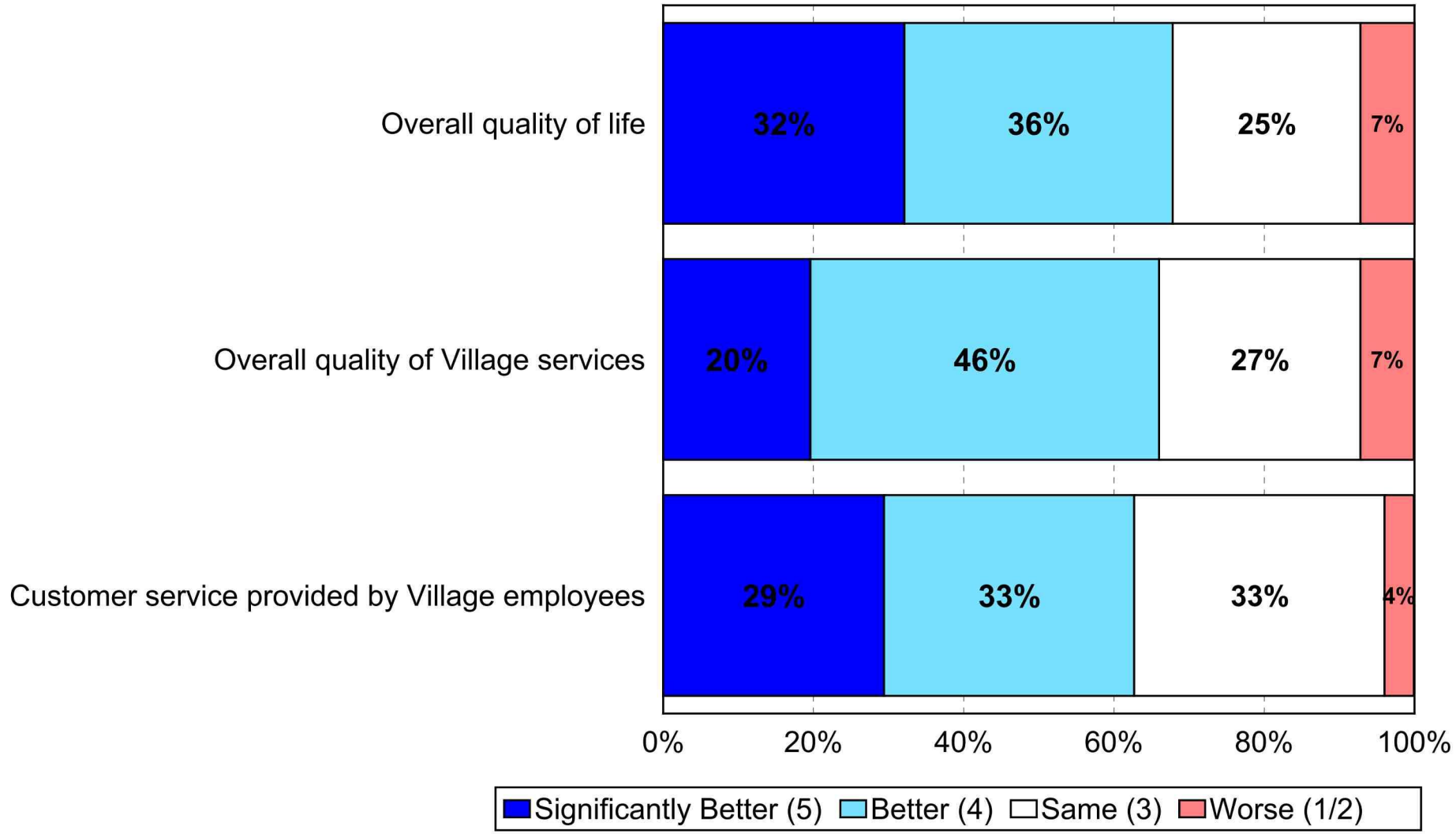
by percentage of respondents who answered “better" or “no change, but good”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q8. Satisfaction with various aspects of Pinehurst compared to other places businesses have operated in the past

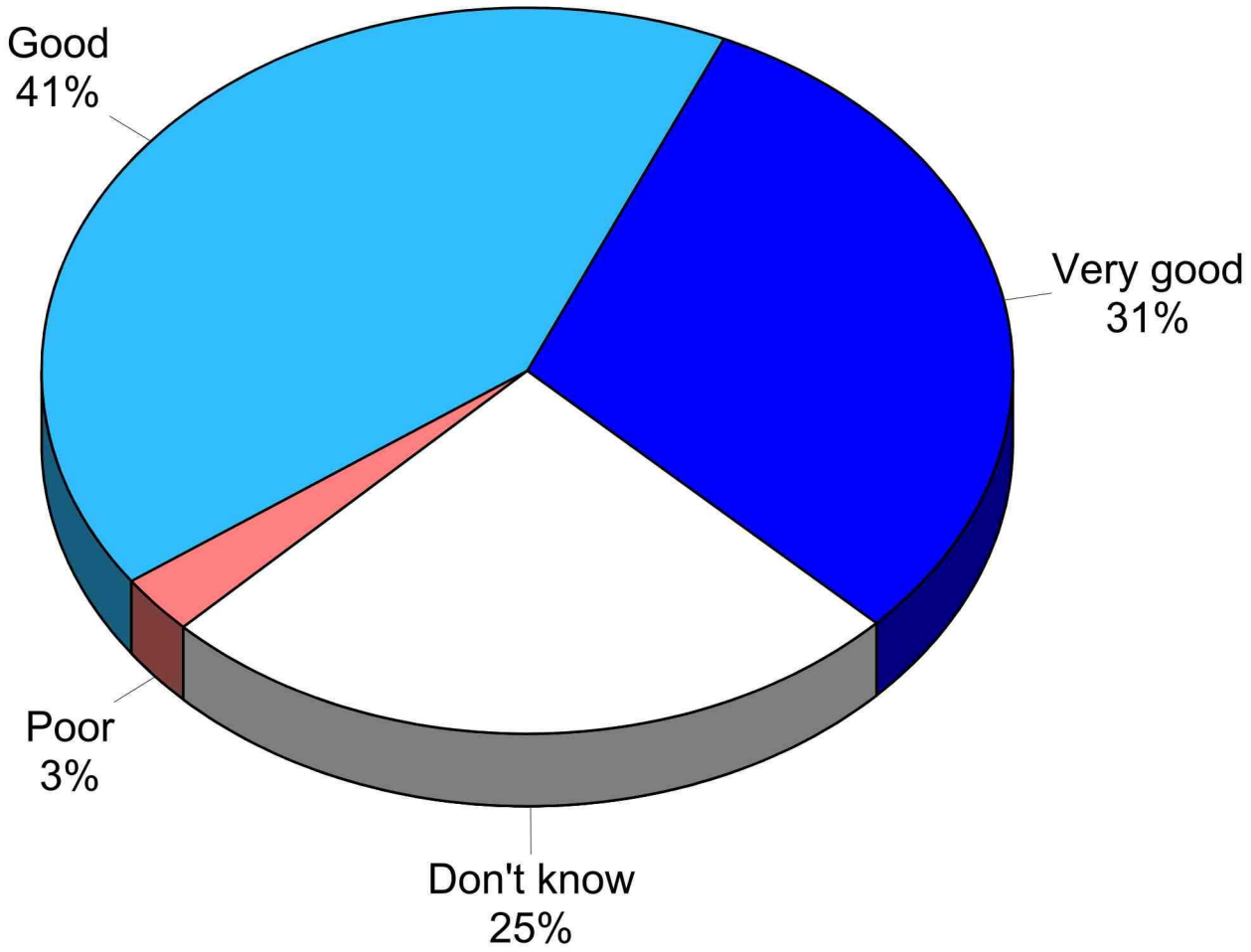
by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q9. How would you rate the Village of Pinehurst customer service?

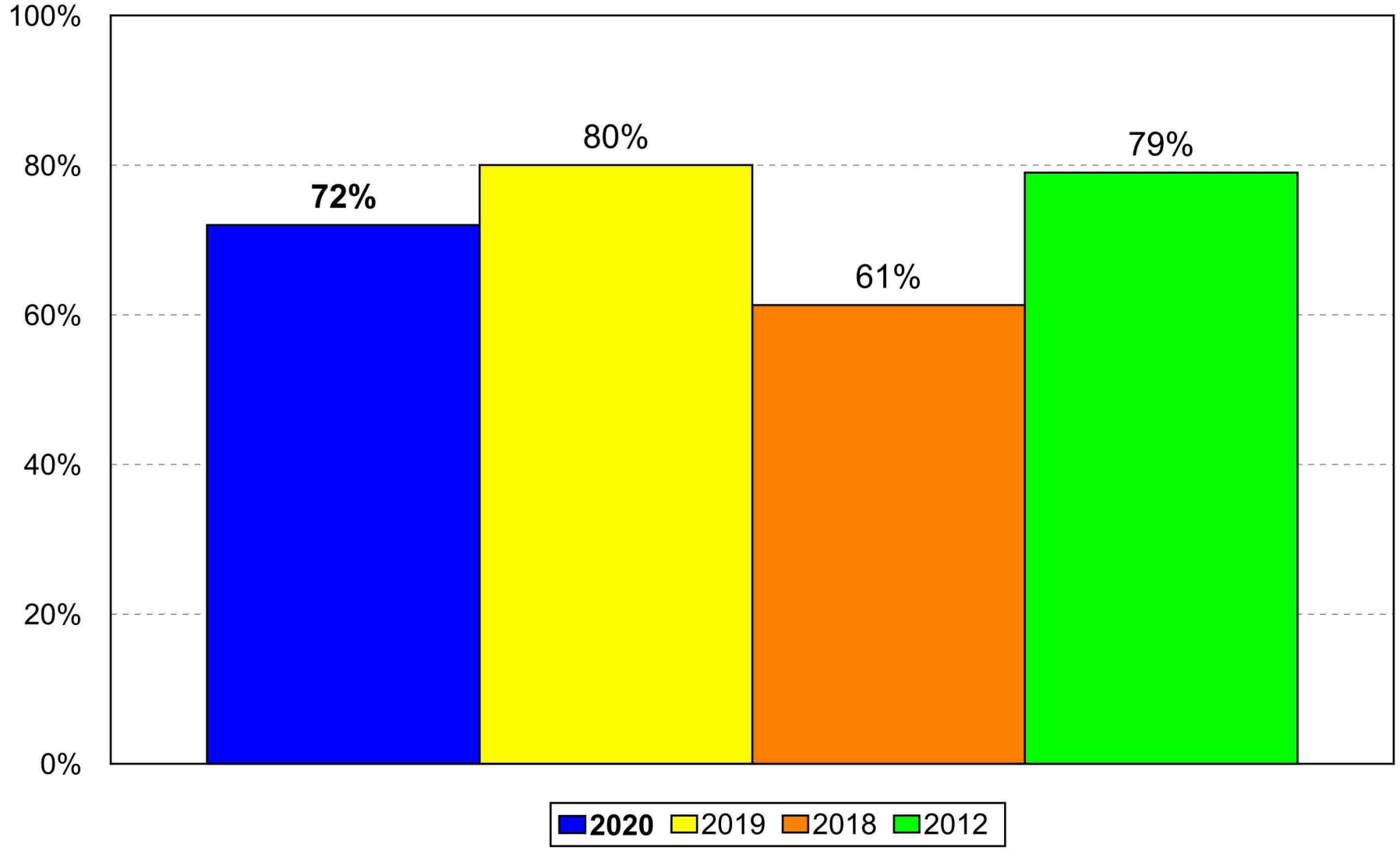
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q9. How would you rate the Village of Pinehurst customer service? - 2012 to 2020

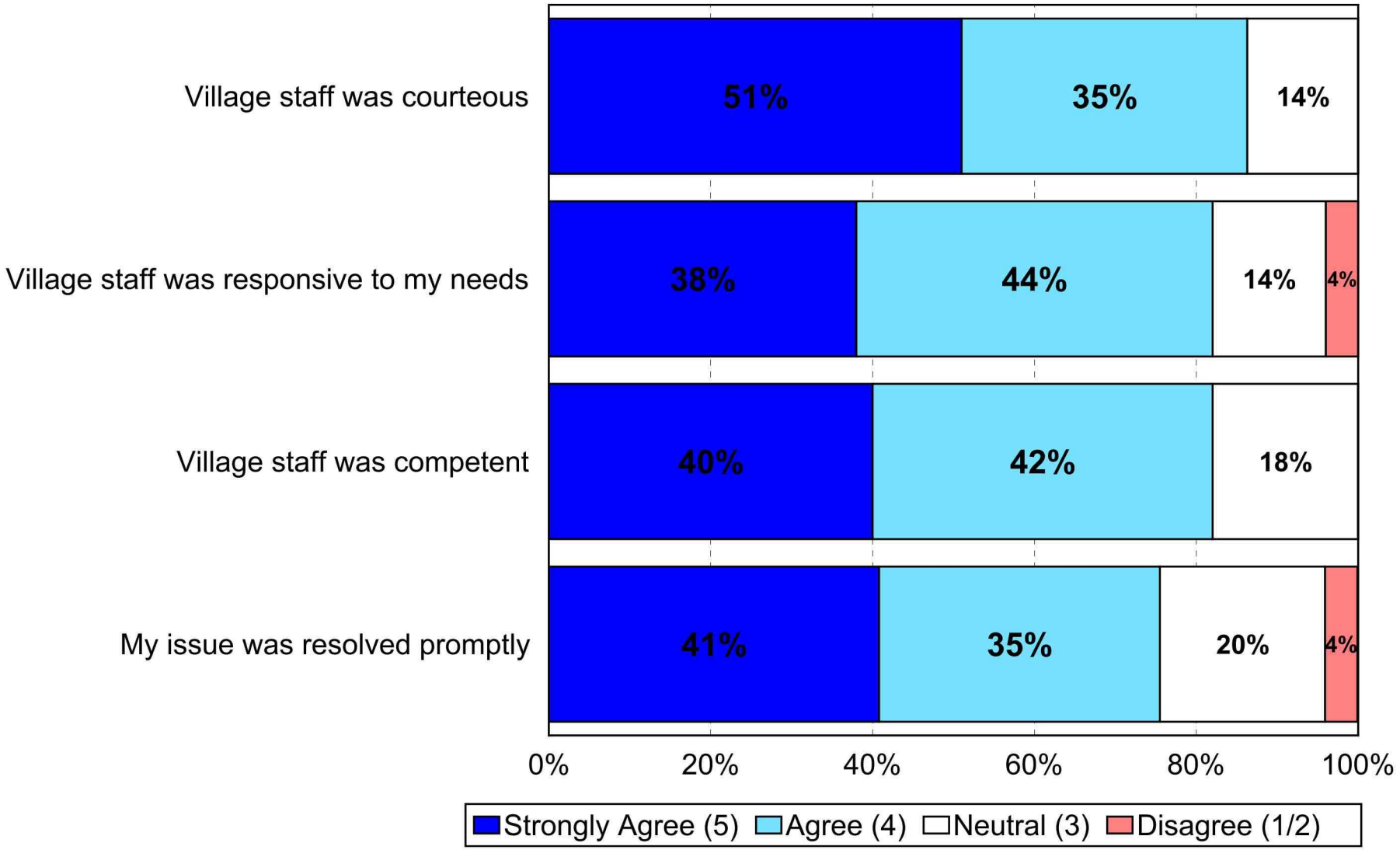
by percentage of respondents who answered “very good" or “good”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q10. Level of Agreement with Statements About Your Most Recent Contact with the Village Government Staff

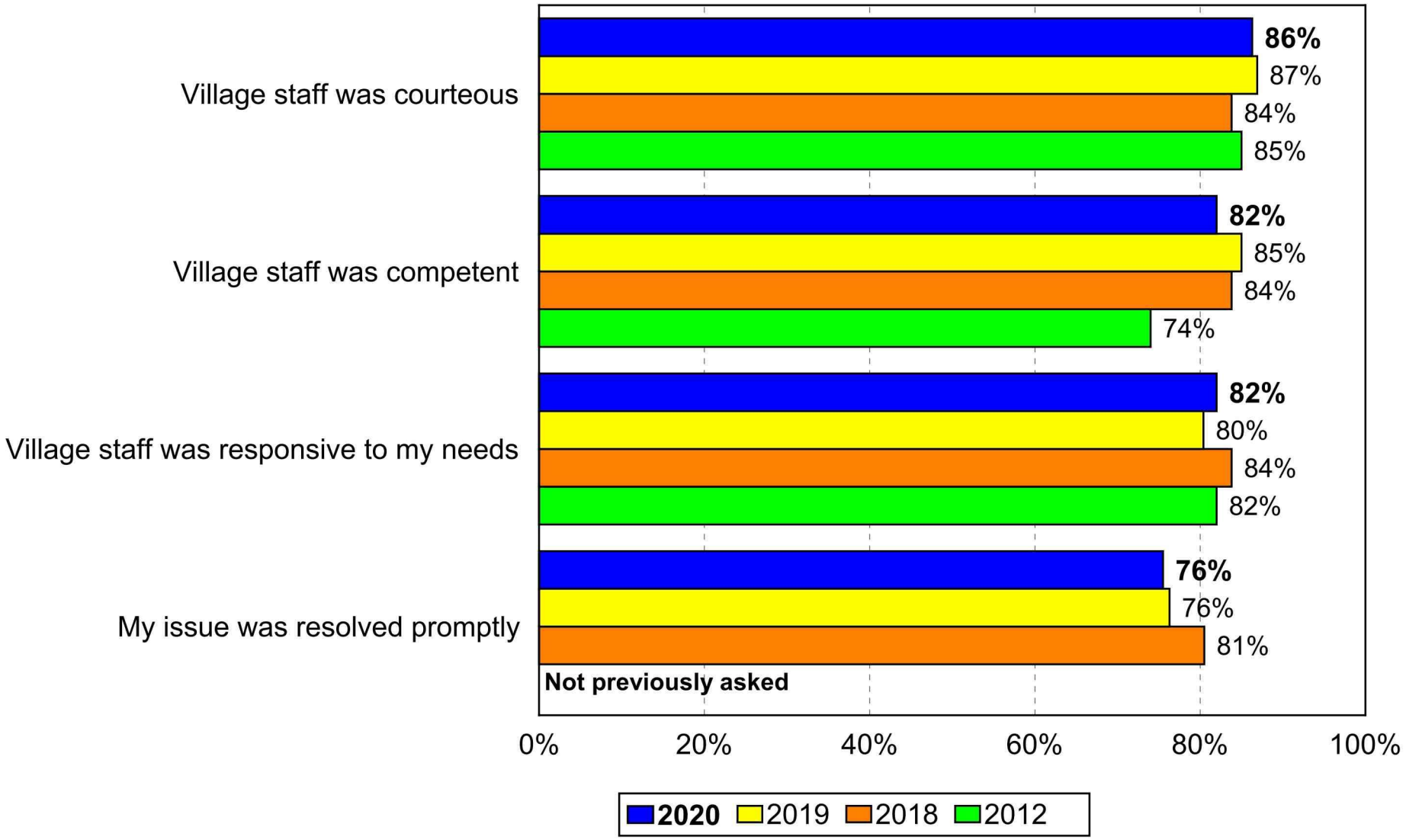
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q10. Level of Agreement with Statements About Your Most Recent Contact with the Village - 2012 to 2020

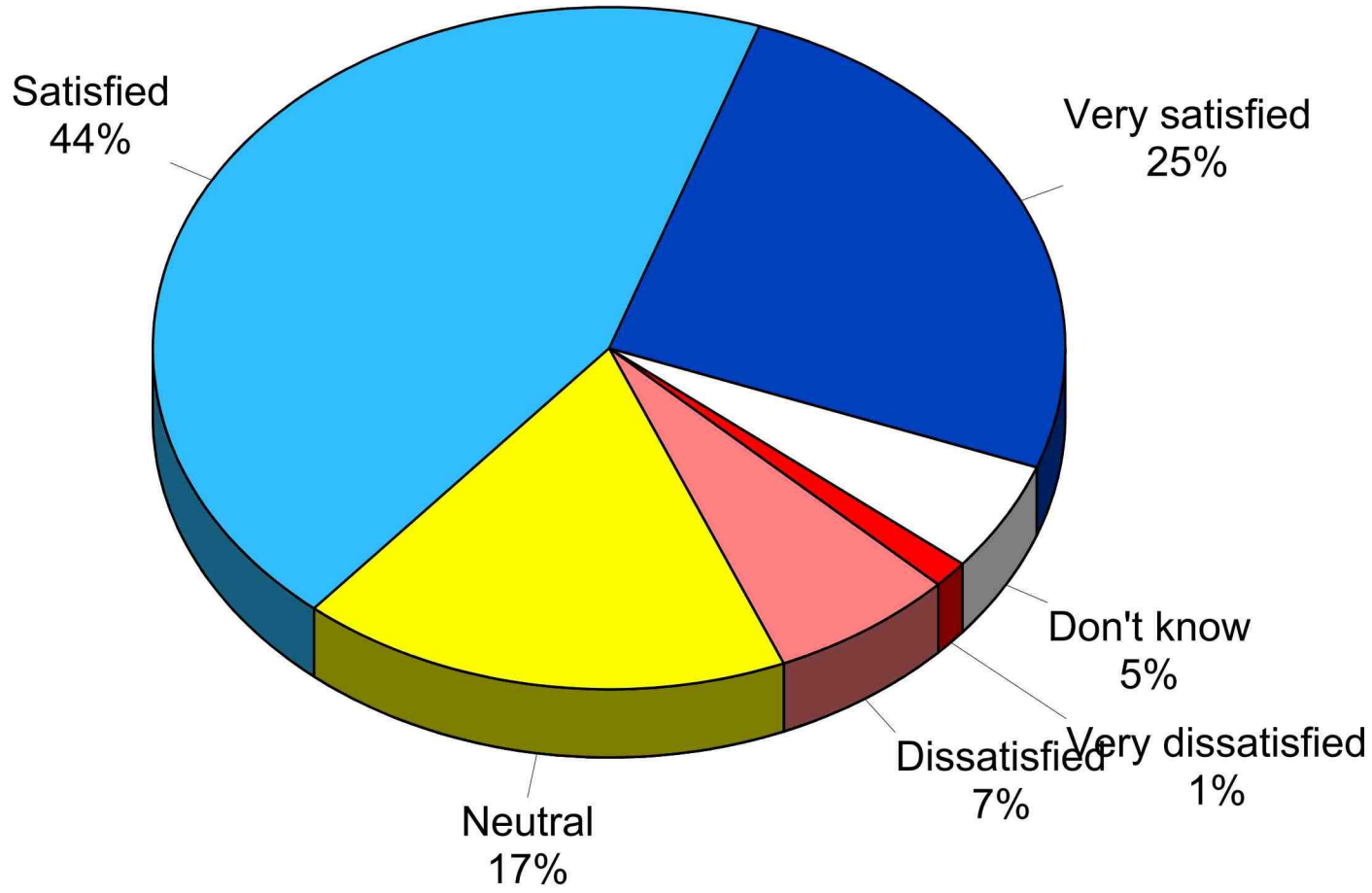
by percentage of respondents who answered "strongly agree" or "agree" (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q11. How satisfied are you with the job the Village of Pinehurst does communicating with business owners?

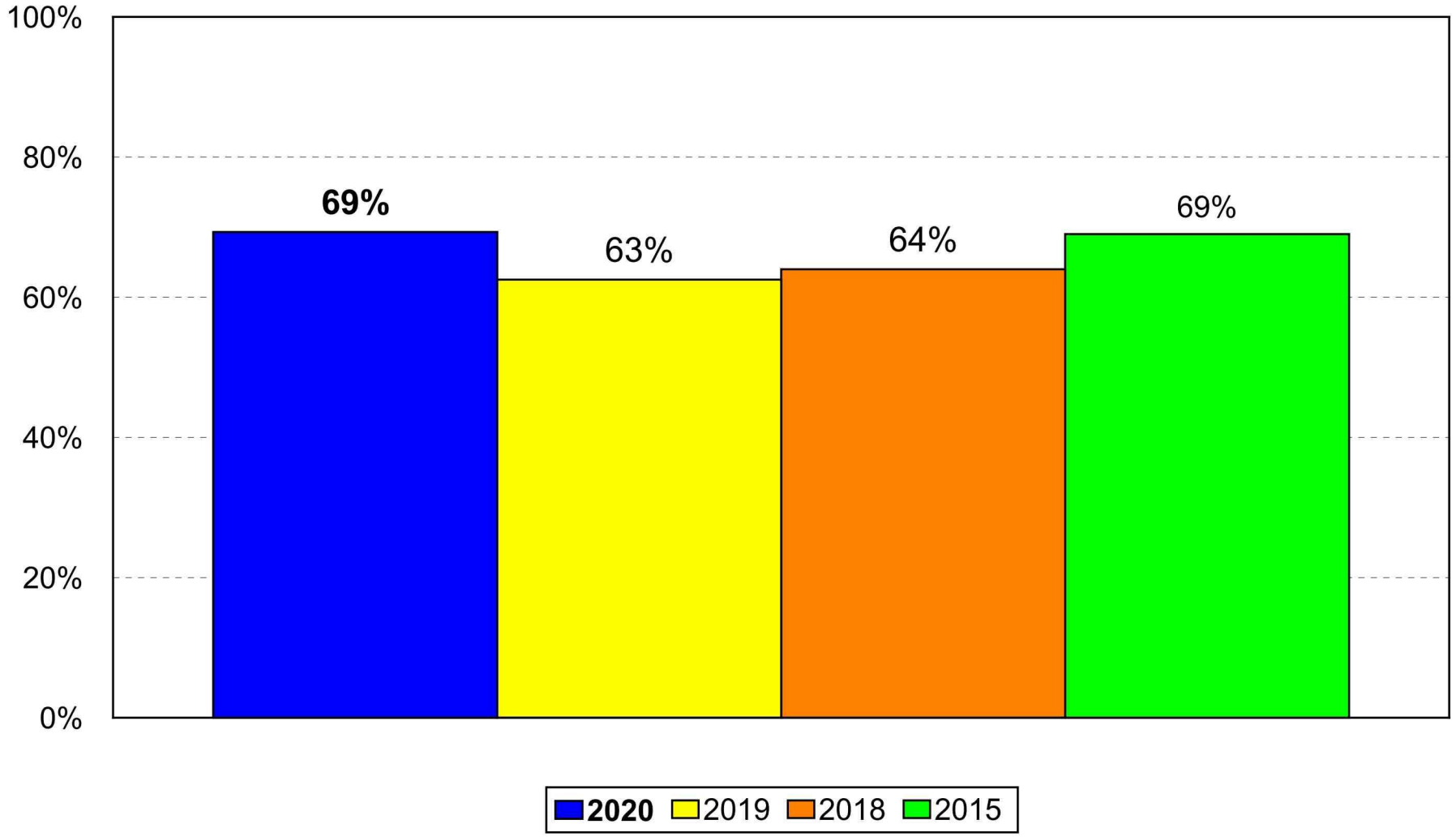
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q11. How satisfied are you with the job the Village of Pinehurst does communicating with business owners? 2015 to 2020

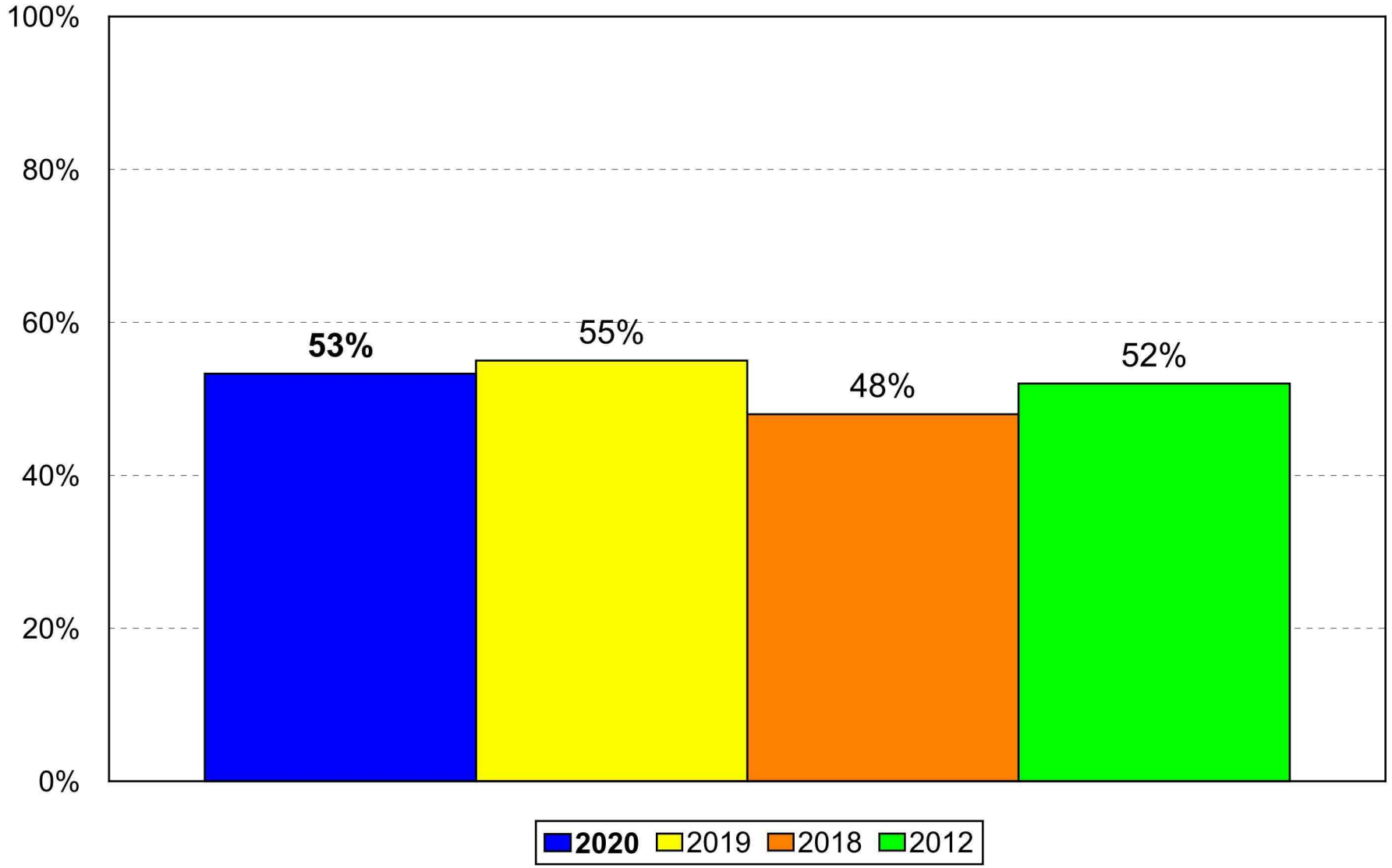
by percentage of respondents who answered "very satisfied" or "satisfied"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q12. Have you visited the Village's website (www.vopnc.org) during the past 12 months? - 2012 to 2020

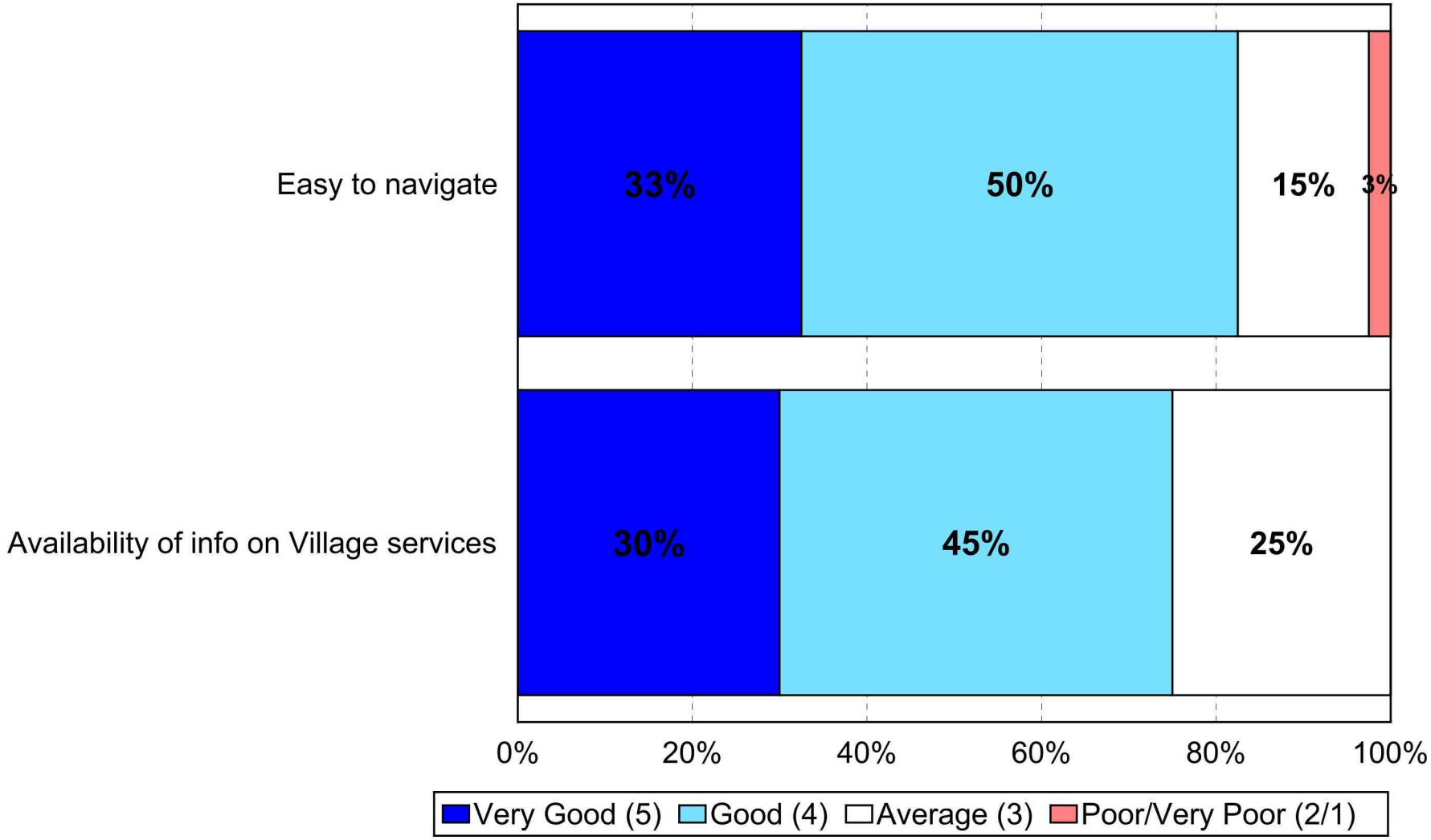
by percentage of respondents who answered "yes"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q12a. How would you rate the following characteristics of the Village website?

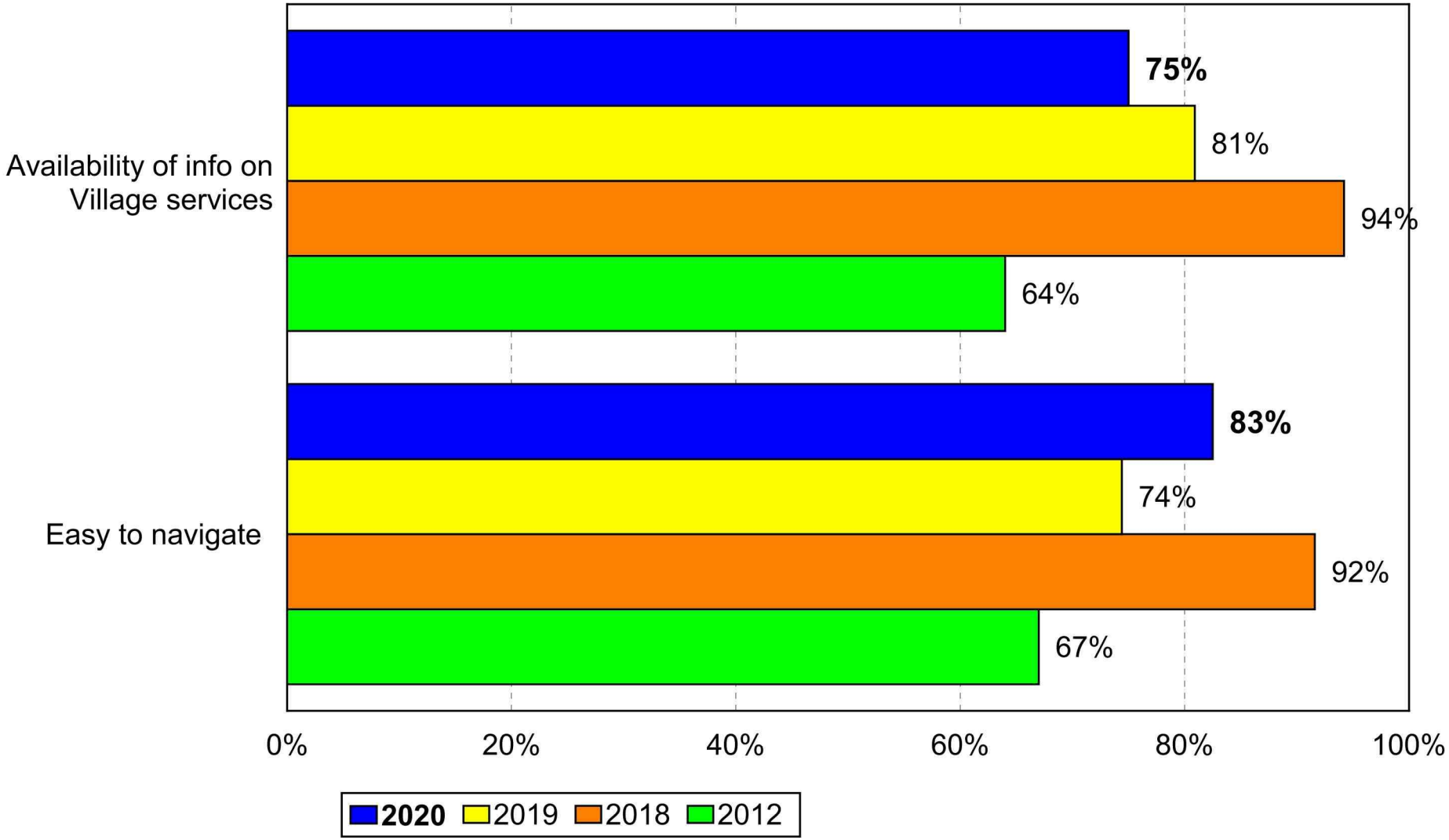
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q12a. How would you rate the following characteristics of the Village website? - 2012 to 2020

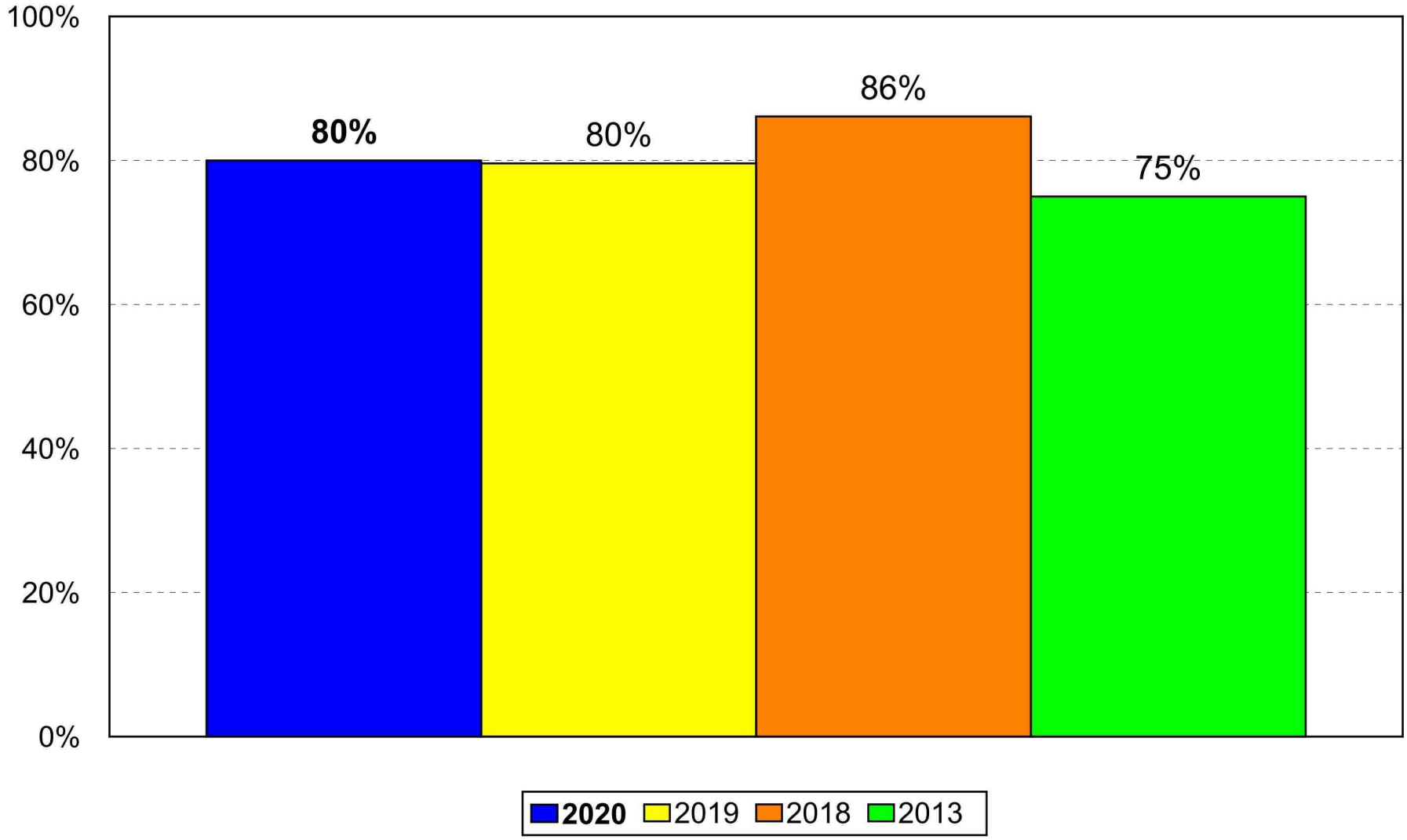
by percentage of respondents who answered "very good" or "good"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q12b. How satisfied are you with the Village's website? 2013 to 2020

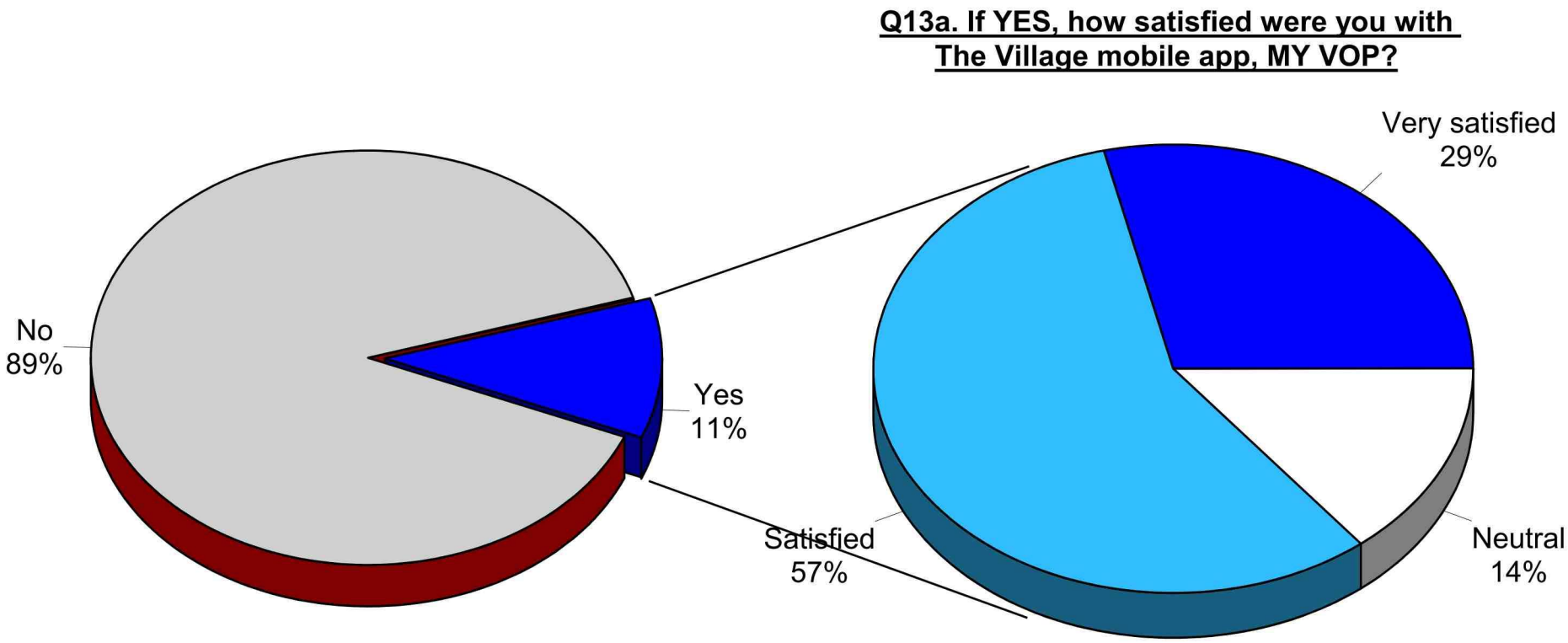
by percentage of respondents who responded “very satisfied" or "satisfied”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q13. Have you used the Village's mobile app ("MY VOP") during the past 12 months?

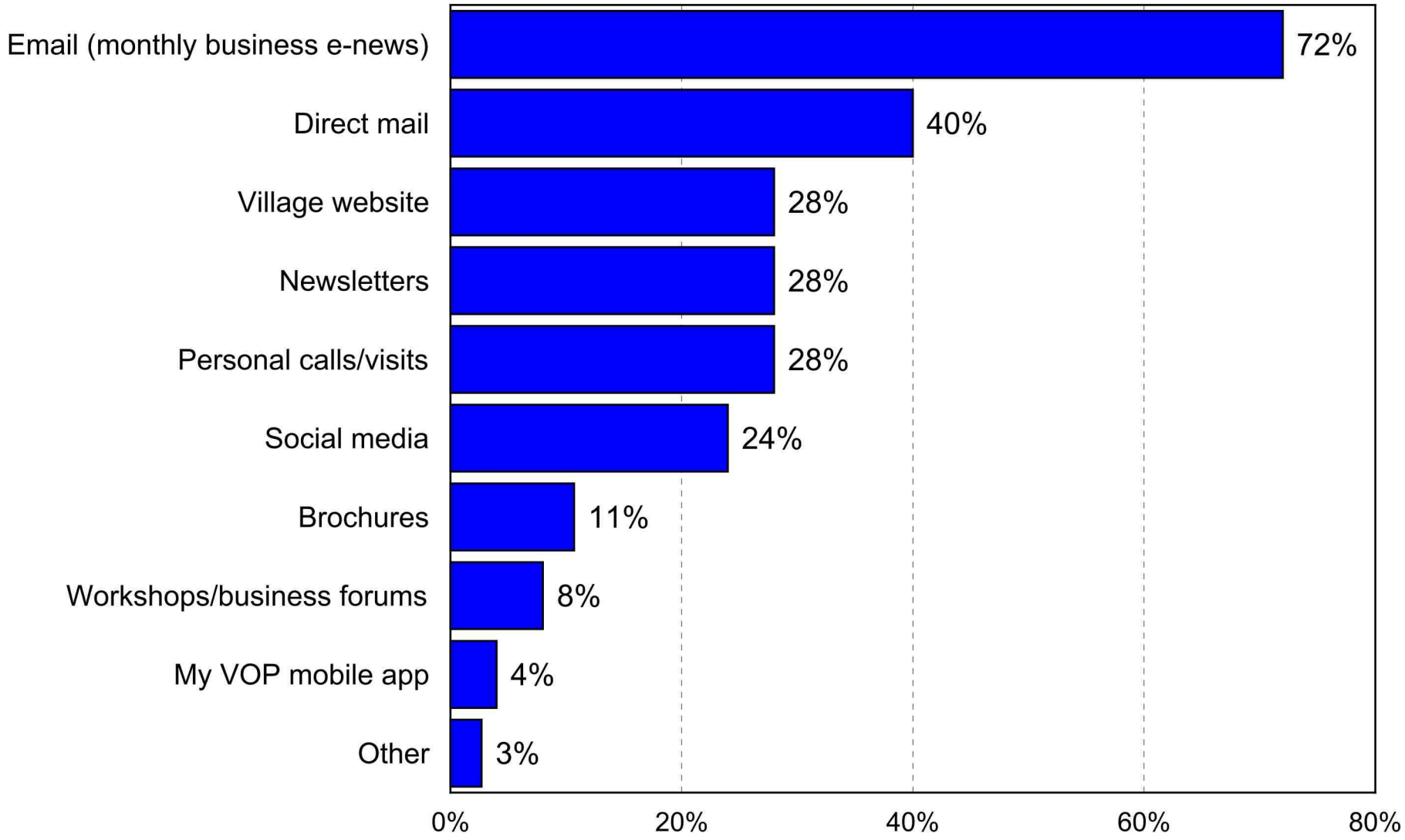
by percentage of respondents (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q14. Which of the following are the best ways for the Village to communicate important information to your business?

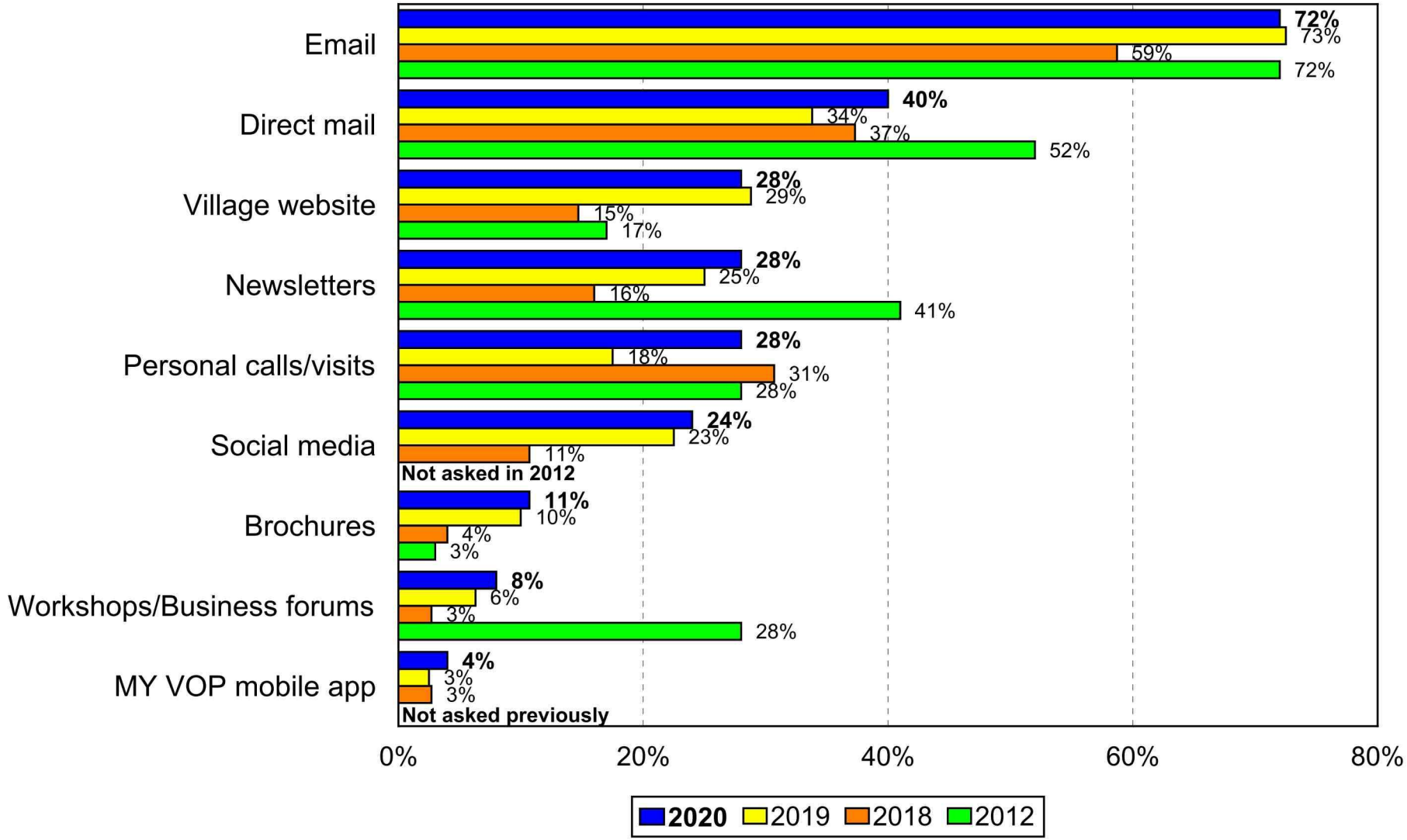
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q14. Which of the following are the best ways for the Village to communicate important information to your business? 2012 to 2020

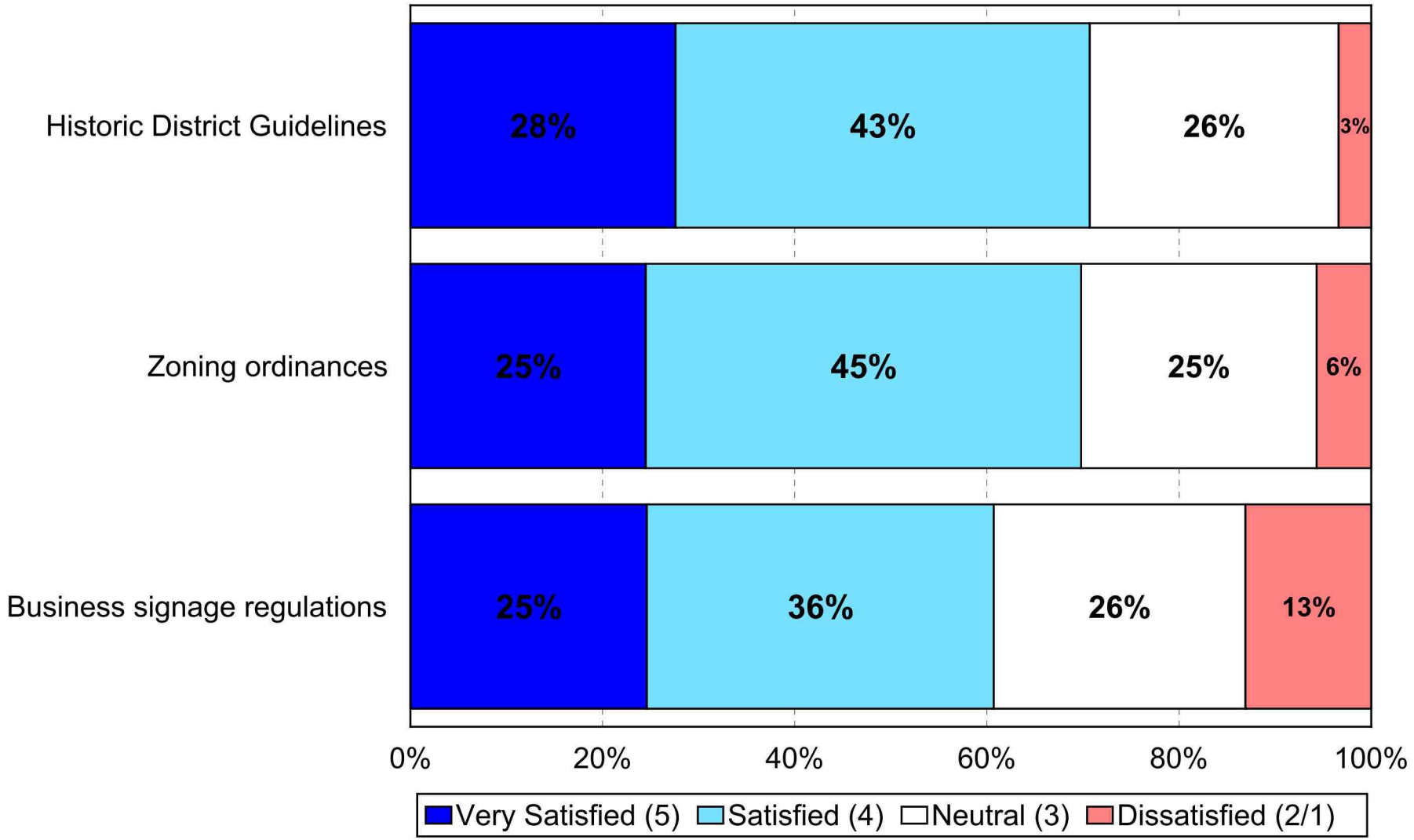
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q15. Level of Satisfaction with Community Development (Village Codes and Ordinances)

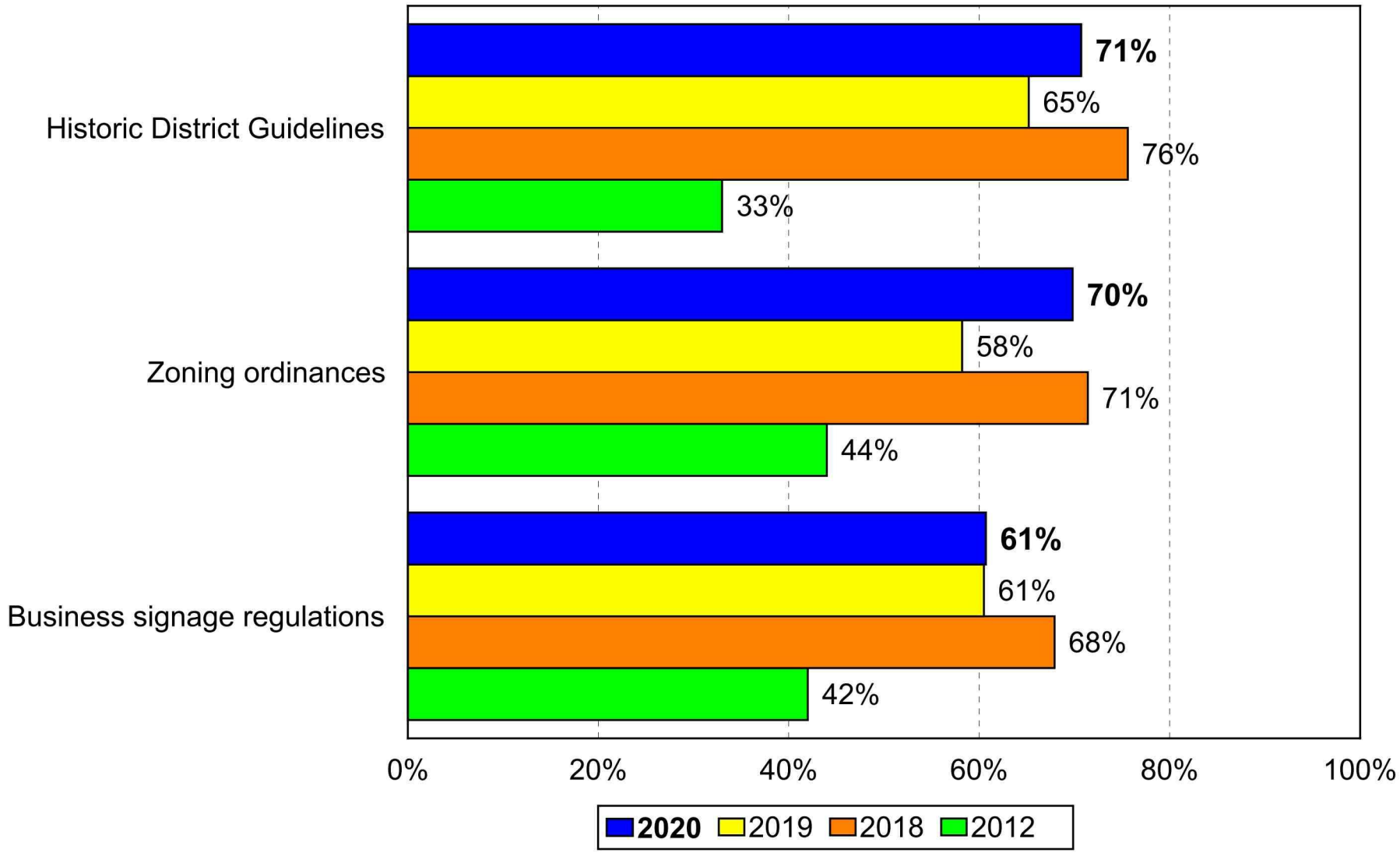
by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q15. Level of Satisfaction with Community Development (Village Codes and Ordinances) - 2012 to 2020

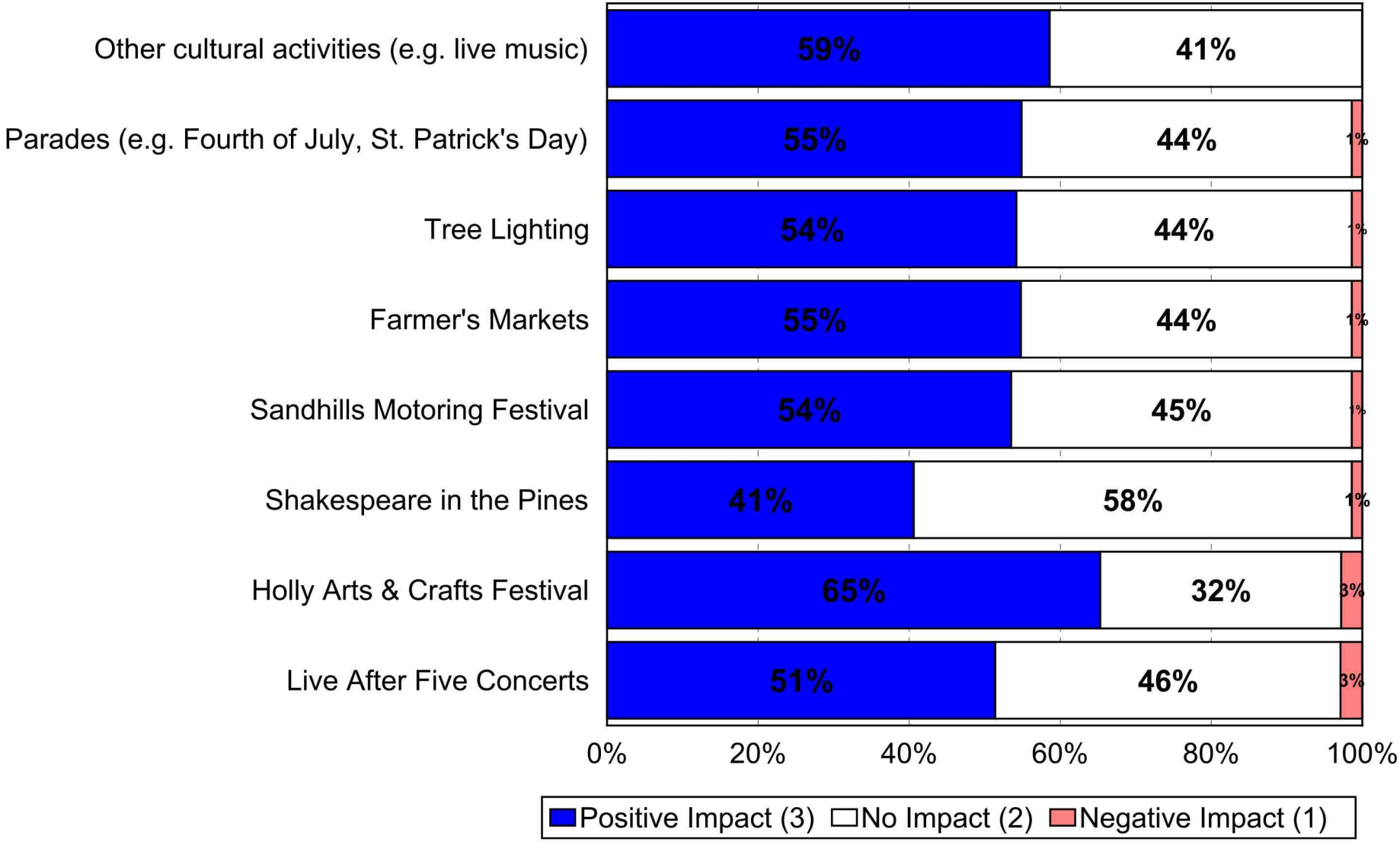
by percentage of respondents who had used the service or department and answered "very satisfied" or "satisfied"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q16. How Businesses Feel About the Impact the Following Events in the Village Center Have on Their Business

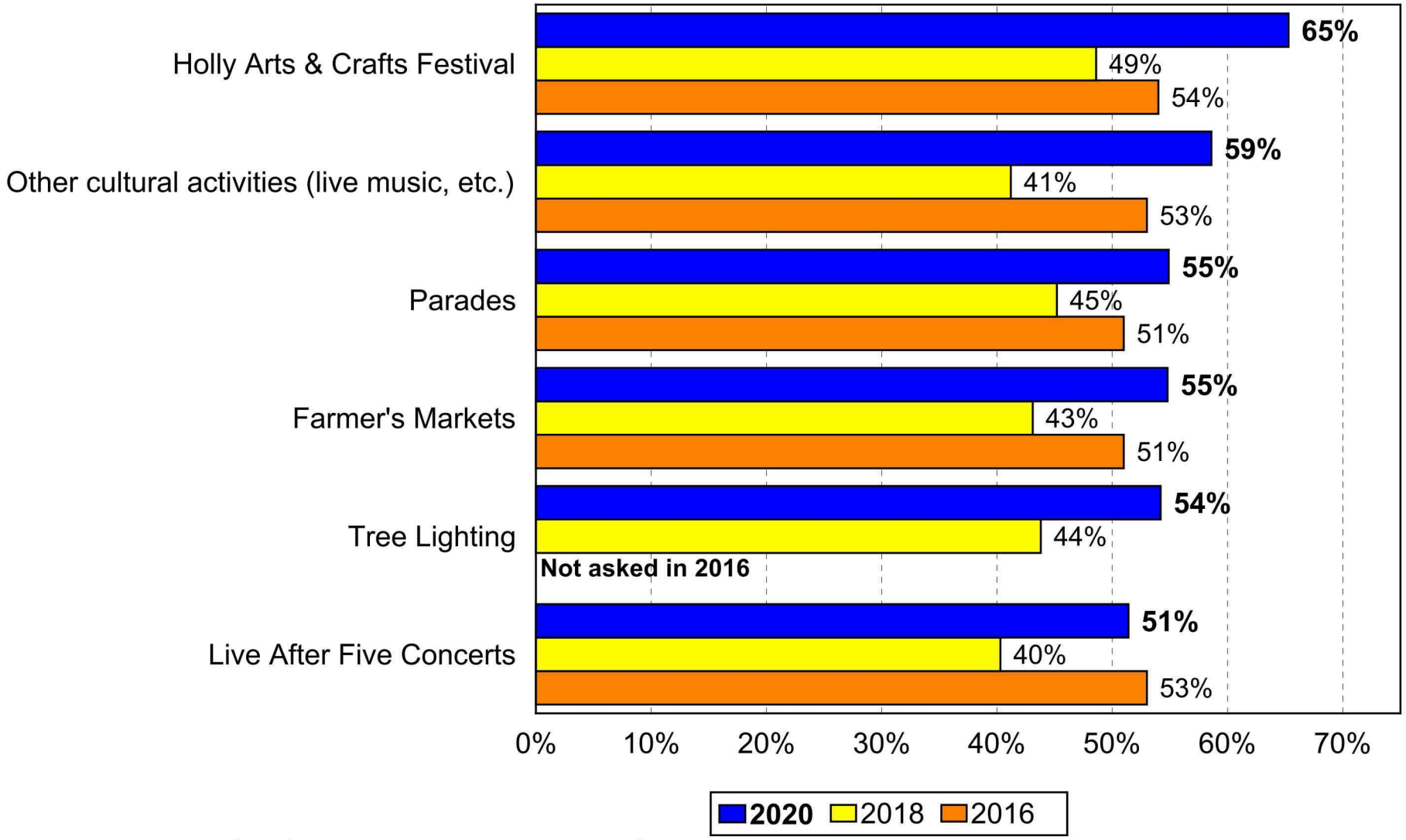
by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q16. How Businesses Feel About the Impact the Following Events in the Village Center Have on Their Business 2016 to 2020

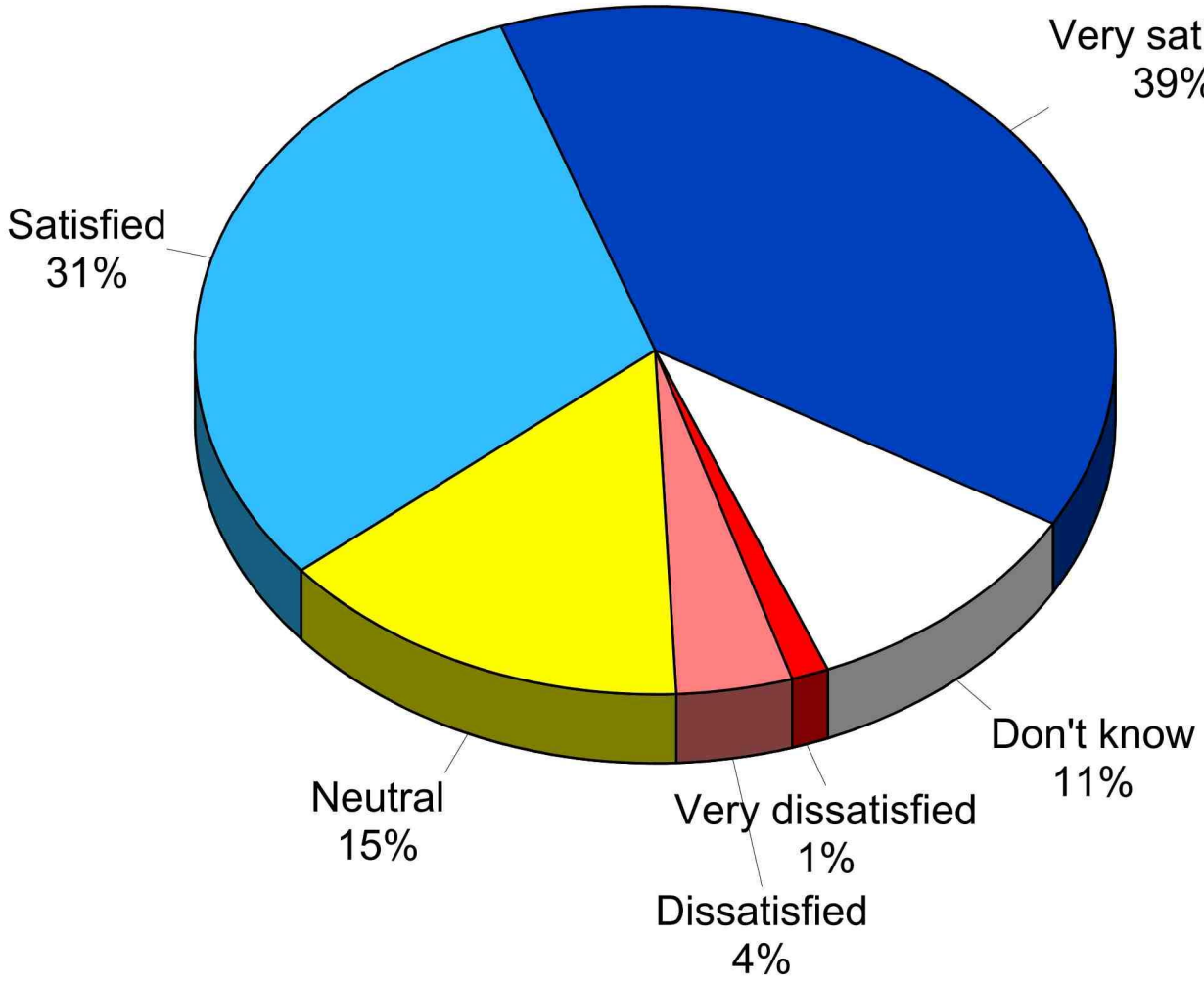
by percentage of respondents who felt the event had a "positive impact" on their business



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q17. How satisfied are you with the way the Village handles events that attract large crowds to the Village?

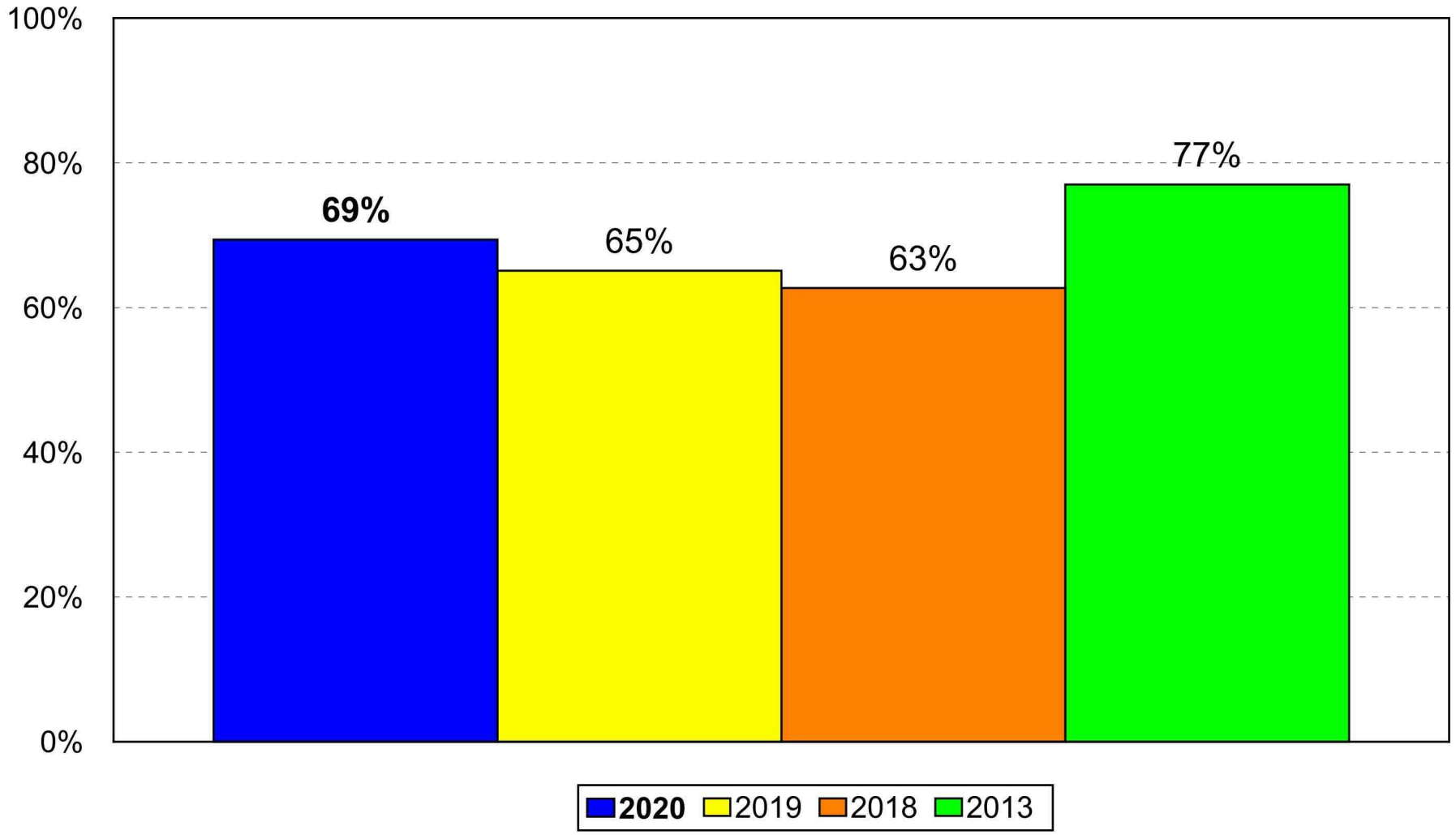
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q17. How satisfied are you with the way the Village handles events that attract large crowds to the Village? 2013 to 2020

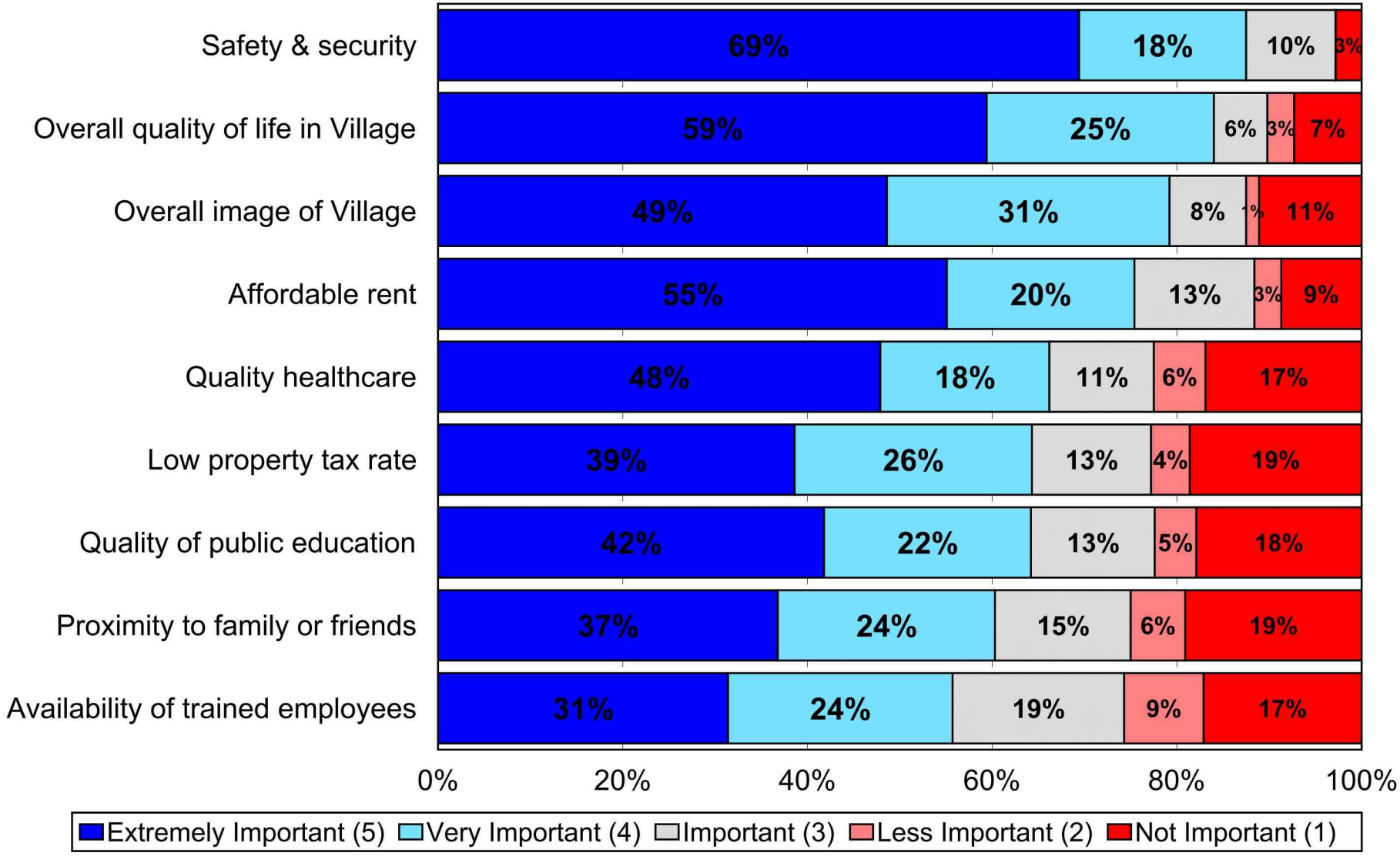
by percentage of respondents who answered “very satisfied” or “satisfied”



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q18. Importance of Various Reasons in Your Decision to Locate Your Business in the Village of Pinehurst

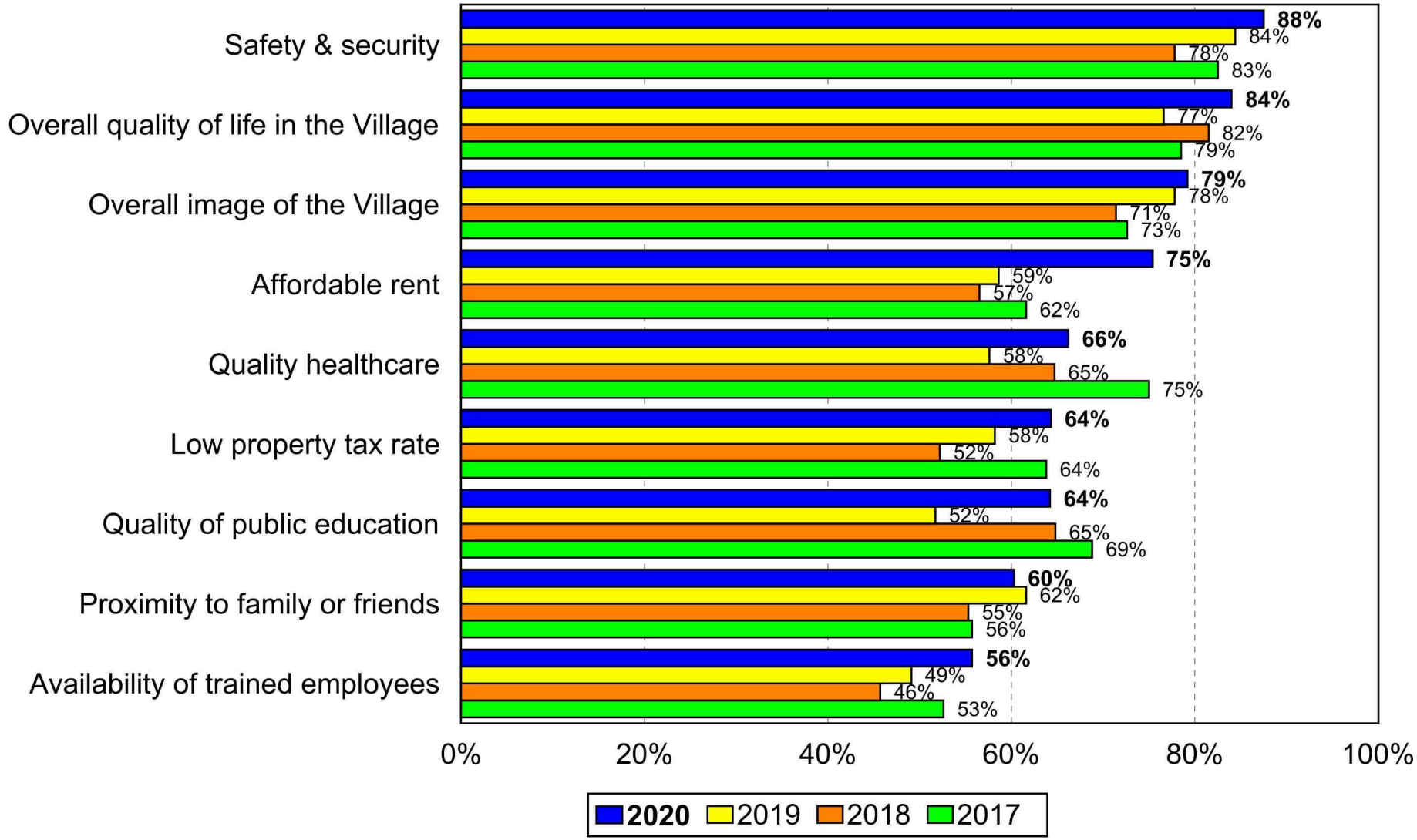
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "not provided")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q18. Importance of Various Reasons in Your Decision to Locate Your Business in the Village of Pinehurst 2017 to 2020

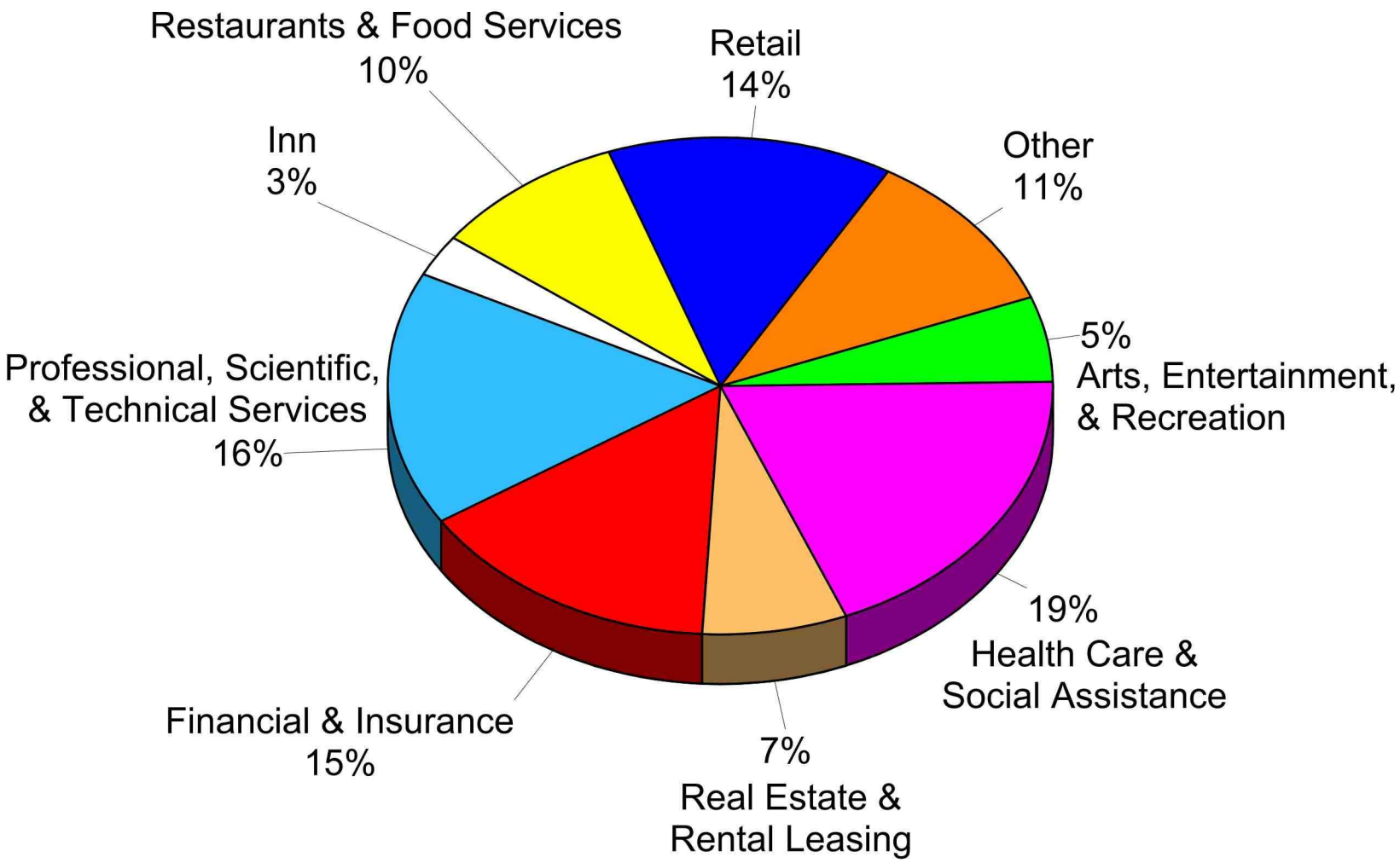
by percentage of respondents who felt the reason was "extremely important" or "very important"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q21. Primary Business Category for Your Business

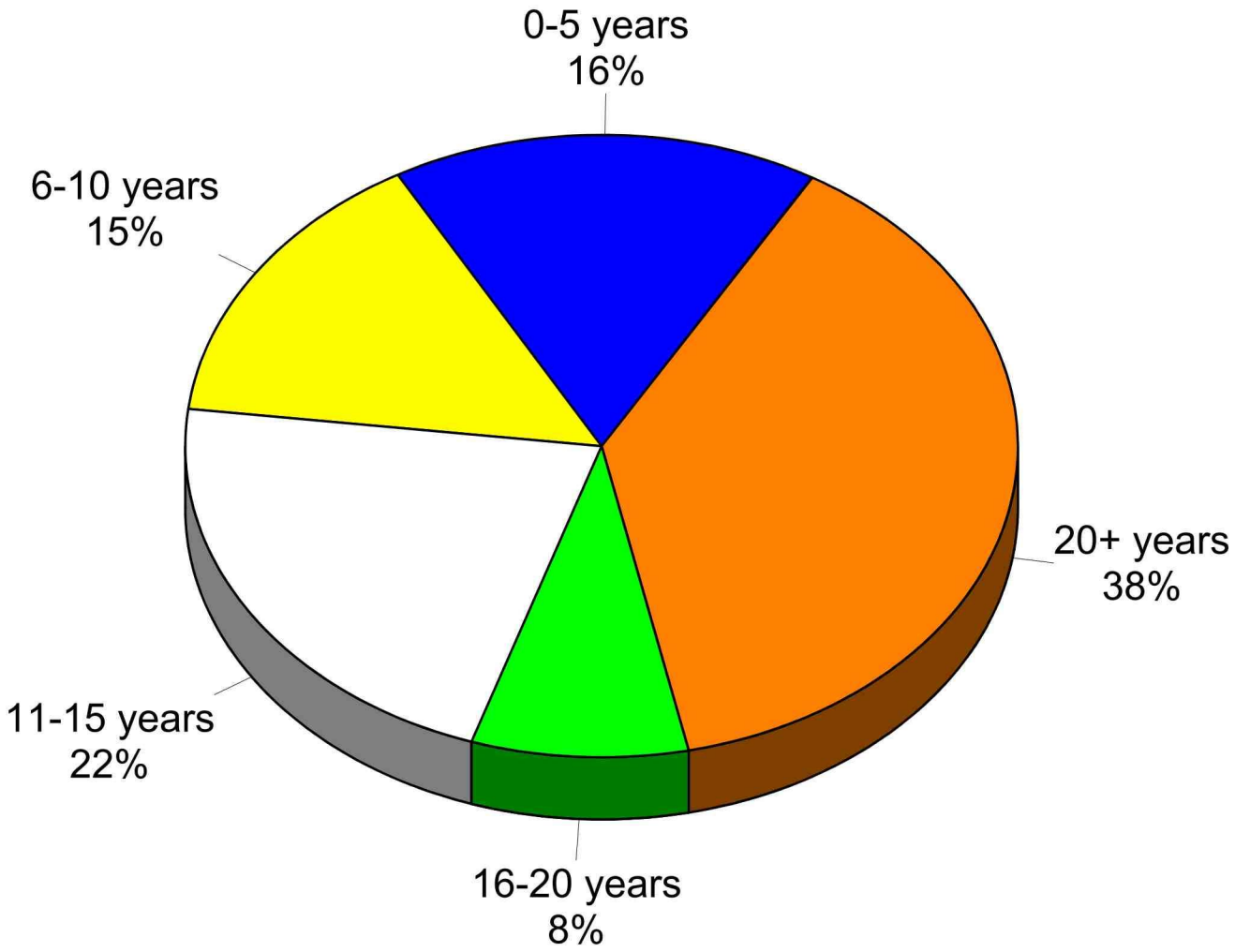
by percentage of respondents



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q22. How many years have you been in operation in the Village?

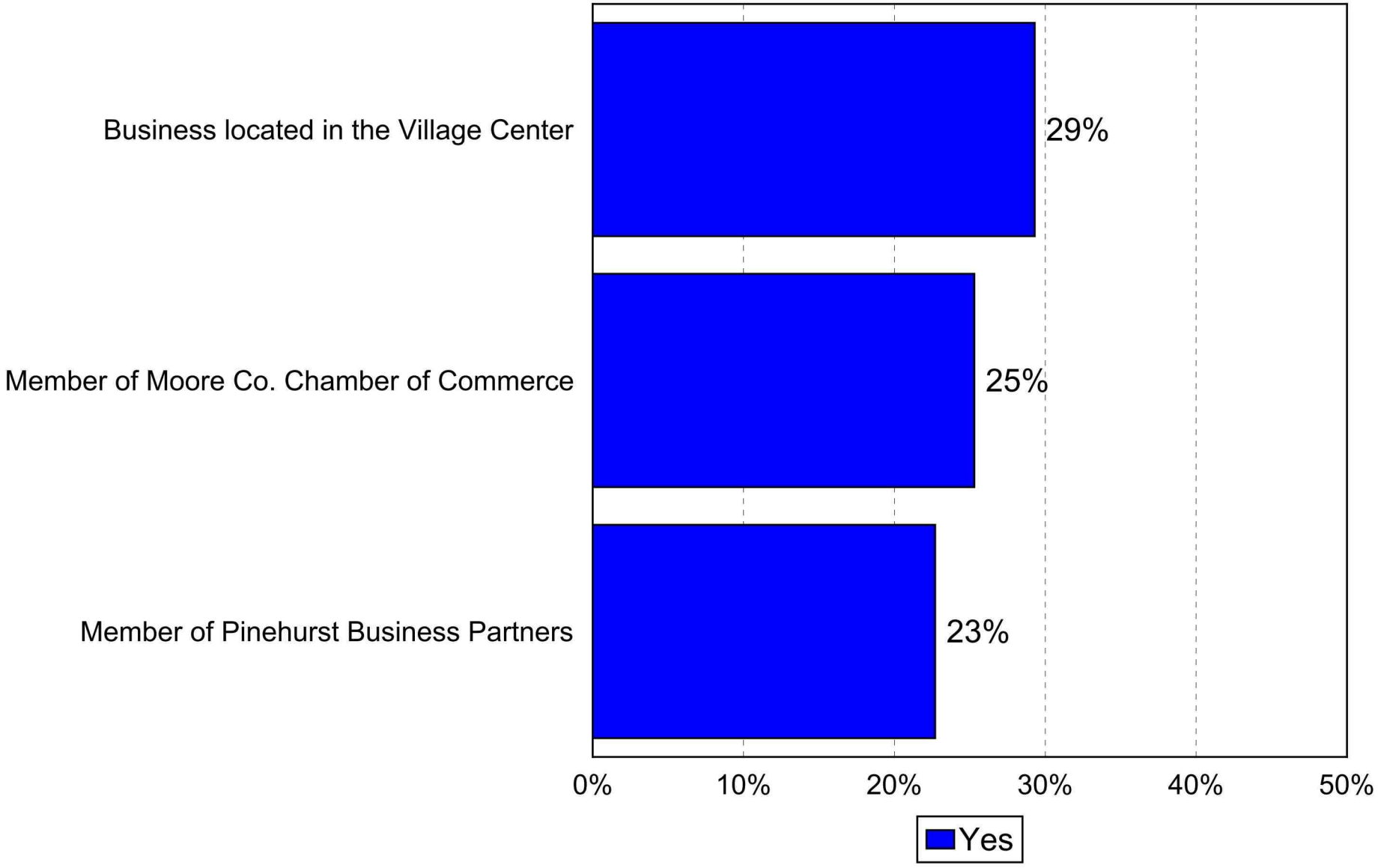
by percentage of respondents (excluding "not provided")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q23. Is Your Business Any of the Following:

by percentage of respondents who answered "yes"



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Section 2
Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Village of Pinehurst, North Carolina

Overview

Today, Village officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens and businesses. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to businesses; and (2) to target resources toward those services where businesses are the least satisfied.

The Importance-Satisfaction (IS) 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 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.

Methodology

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. [IS=Importance x (1-Satisfaction)].

Example of the Calculation: Respondents were asked to identify the major categories of Village services they think are most important to their business. Approximately thirty-nine percent (38.8%) of respondents selected *Streets and Grounds* as one of the most important services for the Village to provide.

With regard to satisfaction, 76.9% of respondents surveyed rated the Village's overall performance in *Streets and Grounds* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *Streets and Grounds* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 40% was multiplied by 23.1% (1-0.769). This yielded an I-S rating of 0.0924, which ranked 1st out of 9 major service categories.

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 to emphasize over the next two years 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 for the three most important areas for the City to emphasize over the next two years.

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* (IS>=0.20)
- *Increase Current Emphasis* (0.10<=IS<0.20)
- *Maintain Current Emphasis* (IS<0.10)

The results for the Village of Pinehurst are provided on the following pages.

2020 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina Business Survey
Overall Satisfaction with Village Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Streets and Grounds	40%	3	77%	9	0.0924	**1**
Police Patrol	61%	1	92%	5	0.0515	**2**
Police Emergency Response	44%	4	90%	6	0.0439	**3**
Planning and Zoning	17%	8	86%	8	0.0247	**4**
Building Inspections	17%	7	90%	7	0.0182	**5**
Fire Inspections	21%	5	98%	4	0.0047	**6**
Code Enforcement	19%	6	100%	2	0.0000	**7**
Village Hall (General)	9%	9	100%	3	0.0000	**8**
Fire Emergency Response	44%	2	100%	1	0.0000	**9**

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 Village'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 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).

- **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 the Village 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.

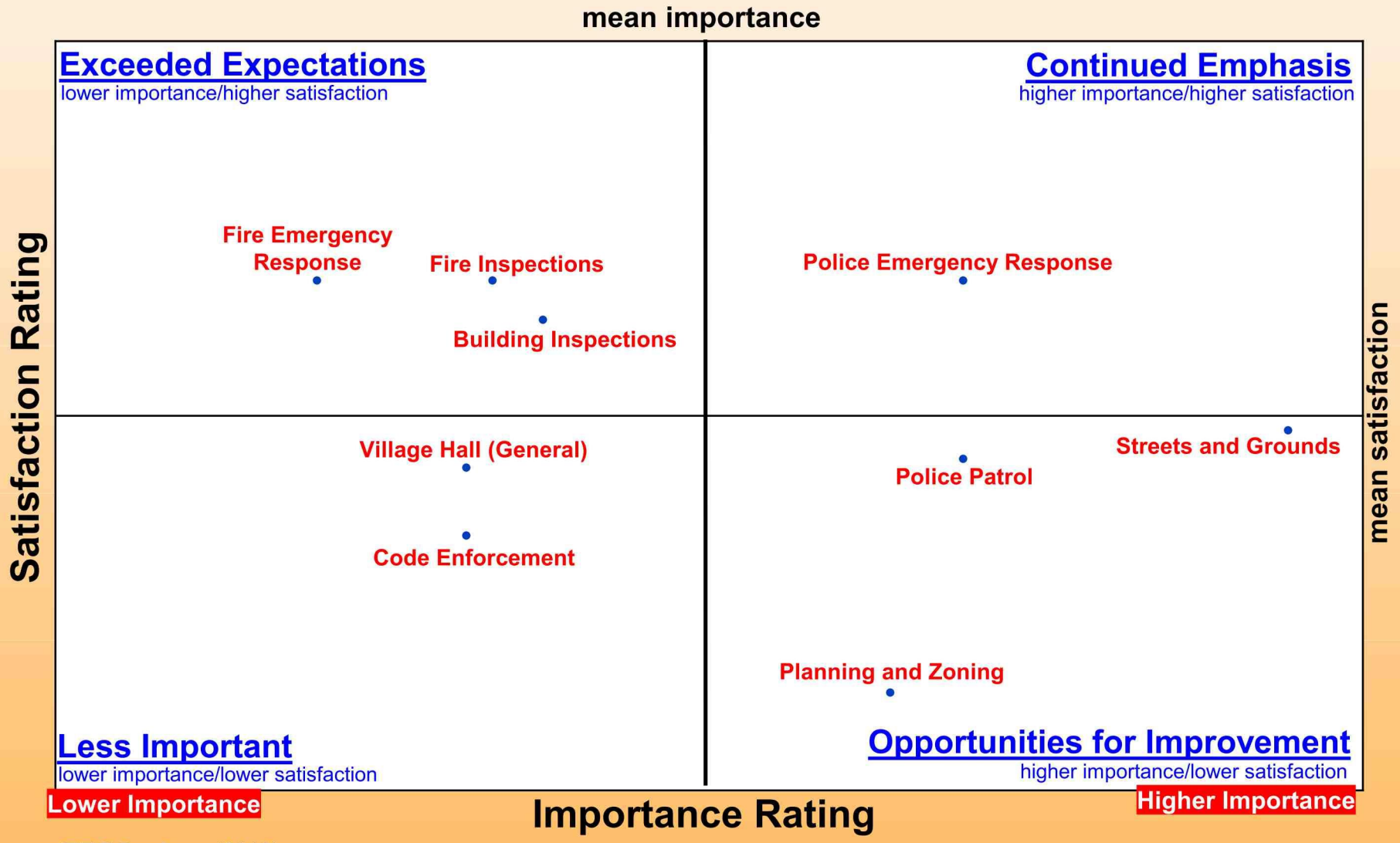
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as customers expect the Village to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase 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 the Village's 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.

The matrix for the Village of Pinehurst is provided on the following page.

2020 Village of Pinehurst Business 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)



Source: ETC Institute (2019)

Section 3
Tabular Data

Q1. Community Service Satisfaction. Please indicate if your business has used each of the services or departments listed below.

(N=75)

	Yes	No
Q1-1. Building Inspections	26.7%	73.3%
Q1-2. Fire Inspections	65.3%	34.7%
Q1-3. Planning & Zoning	18.7%	81.3%
Q1-4. Code Enforcement	8.0%	92.0%
Q1-5. Police Patrol	32.0%	68.0%
Q1-6. Police Emergency Response	13.3%	86.7%
Q1-7. Fire Emergency Response	10.7%	89.3%
Q1-8. Village Hall (Front Desk)	18.7%	81.3%
Q1-9. Streets & Grounds	34.7%	65.3%

Q1. If "Yes," please rate the service or department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfi-ed	Very dissatisfi-ed	Don't know
Q1-1. Building Inspections	70.0%	15.0%	5.0%	5.0%	0.0%	5.0%
Q1-2. Fire Inspections	77.1%	18.8%	2.1%	0.0%	0.0%	2.1%
Q1-3. Planning & Zoning	57.1%	28.6%	7.1%	7.1%	0.0%	0.0%
Q1-4. Code Enforcement	83.3%	16.7%	0.0%	0.0%	0.0%	0.0%
Q1-5. Police Patrol	83.3%	8.3%	8.3%	0.0%	0.0%	0.0%
Q1-6. Police Emergency Response	80.0%	10.0%	10.0%	0.0%	0.0%	0.0%
Q1-7. Fire Emergency Response	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Q1-8. Village Hall (Front Desk)	64.3%	35.7%	0.0%	0.0%	0.0%	0.0%
Q1-9. Streets & Grounds	57.7%	19.2%	7.7%	3.8%	11.5%	0.0%

WITHOUT DON'T KNOW

Q1. If "Yes," please rate the service or department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=64)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Building Inspections	73.7%	15.8%	5.3%	5.3%	0.0%
Q1-2. Fire Inspections	78.7%	19.1%	2.1%	0.0%	0.0%
Q1-3. Planning & Zoning	57.1%	28.6%	7.1%	7.1%	0.0%
Q1-4. Code Enforcement	83.3%	16.7%	0.0%	0.0%	0.0%
Q1-5. Police Patrol	83.3%	8.3%	8.3%	0.0%	0.0%
Q1-6. Police Emergency Response	80.0%	10.0%	10.0%	0.0%	0.0%
Q1-7. Fire Emergency Response	100.0%	0.0%	0.0%	0.0%	0.0%
Q1-8. Village Hall (Front Desk)	64.3%	35.7%	0.0%	0.0%	0.0%
Q1-9. Streets & Grounds	57.7%	19.2%	7.7%	3.8%	11.5%

Q2. Which THREE of the Village services or departments listed in Question 1 are the MOST IMPORTANT to your business?

Q2. Top choice	Number	Percent
Building Inspections	7	9.3 %
Fire Inspections	6	8.0 %
Planning & Zoning	4	5.3 %
Code Enforcement	3	4.0 %
Police Patrol	25	33.3 %
Police Emergency Response	7	9.3 %
Fire Emergency Response	7	9.3 %
Village Hall (Front Desk)	1	1.3 %
Streets & Grounds	12	16.0 %
None chosen	3	4.0 %
Total	75	100.0 %

Q2. Which THREE of the Village services or departments listed in Question 1 are the MOST IMPORTANT to your business?

Q2. 2nd choice	Number	Percent
Building Inspections	6	8.0 %
Fire Inspections	5	6.7 %
Planning & Zoning	4	5.3 %
Code Enforcement	6	8.0 %
Police Patrol	10	13.3 %
Police Emergency Response	17	22.7 %
Fire Emergency Response	13	17.3 %
Village Hall (Front Desk)	2	2.7 %
Streets & Grounds	5	6.7 %
None chosen	7	9.3 %
Total	75	100.0 %

Q2. Which THREE of the Village services or departments listed in Question 1 are the MOST IMPORTANT to your business?

Q2. 3rd choice	Number	Percent
Fire Inspections	5	6.7 %
Planning & Zoning	5	6.7 %
Code Enforcement	5	6.7 %
Police Patrol	11	14.7 %
Police Emergency Response	5	6.7 %
Fire Emergency Response	13	17.3 %
Village Hall (Front Desk)	4	5.3 %
Streets & Grounds	13	17.3 %
None chosen	14	18.7 %
Total	75	100.0 %

SUM OF TOP 3 CHOICES

Q2. Which THREE of the Village services or departments listed in Question 1 are the MOST IMPORTANT to your business? (top 3)

Q2. Sum of Top 3 Choices	Number	Percent
Building Inspections	13	17.3 %
Fire Inspections	16	21.3 %
Planning & Zoning	13	17.3 %
Code Enforcement	14	18.7 %
Police Patrol	46	61.3 %
Police Emergency Response	29	38.7 %
Fire Emergency Response	33	44.0 %
Village Hall (Front Desk)	7	9.3 %
Streets & Grounds	30	40.0 %
None chosen	3	4.0 %
Total	204	

Q3. In general, how satisfied are you with the overall quality of services provided to your business by the Village of Pinehurst? Would you say the quality of services provided is...

Q3. How satisfied are you with overall quality of services provided to your business by Village	Number	Percent
Significantly higher than your expectations	7	9.3 %
Higher than your expectations	19	25.3 %
Meets your expectations	41	54.7 %
Below your expectations	2	2.7 %
Don't know	6	8.0 %
Total	75	100.0 %

WITHOUT DON'T KNOW

Q3. In general, how satisfied are you with the overall quality of services provided to your business by the Village of Pinehurst? Would you say the quality of services provided is... (without "don't know")

Q3. How satisfied are you with overall quality of services provided to your business by Village	Number	Percent
Significantly higher than your expectations	7	10.1 %
Higher than your expectations	19	27.5 %
Meets your expectations	41	59.4 %
Below your expectations	2	2.9 %
Total	69	100.0 %

Q4. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the Village in the following areas.

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfi-ed	Very dissatisfied	Don't know
Q4-1. Supporting business growth & development	25.3%	25.3%	21.3%	6.7%	6.7%	14.7%
Q4-2. Availability of employee & customer parking around your business	33.3%	29.3%	12.0%	9.3%	8.0%	8.0%
Q4-3. Condition of sidewalks	34.7%	32.0%	20.0%	4.0%	1.3%	8.0%
Q4-4. Creating & promoting special events	29.3%	33.3%	18.7%	2.7%	2.7%	13.3%
Q4-5. Historic preservation efforts	30.7%	37.3%	14.7%	2.7%	1.3%	13.3%
Q4-6. Cleanliness of Village streets & public areas	54.7%	33.3%	6.7%	2.7%	0.0%	2.7%
Q4-7. Landscape maintenance in rights of way & public areas	56.0%	30.7%	5.3%	1.3%	2.7%	4.0%

WITHOUT DON'T KNOW

Q4. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the Village in the following areas. (without "don't know")

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q4-1. Supporting business growth & development	29.7%	29.7%	25.0%	7.8%	7.8%
Q4-2. Availability of employee & customer parking around your business	36.2%	31.9%	13.0%	10.1%	8.7%
Q4-3. Condition of sidewalks	37.7%	34.8%	21.7%	4.3%	1.4%
Q4-4. Creating & promoting special events	33.8%	38.5%	21.5%	3.1%	3.1%
Q4-5. Historic preservation efforts	35.4%	43.1%	16.9%	3.1%	1.5%
Q4-6. Cleanliness of Village streets & public areas	56.2%	34.2%	6.8%	2.7%	0.0%
Q4-7. Landscape maintenance in rights of way & public areas	58.3%	31.9%	5.6%	1.4%	2.8%

Q5. Perceptions of the Village. Several items that may influence your business's perception of the Village of Pinehurst are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfi-ed	Very dissatisfied	Don't know
Q5-1. Overall image of Village	53.3%	34.7%	2.7%	5.3%	1.3%	2.7%
Q5-2. Overall quality of life	60.0%	28.0%	6.7%	0.0%	0.0%	5.3%
Q5-3. Overall feeling of safety	64.0%	33.3%	1.3%	0.0%	0.0%	1.3%

WITHOUT DON'T KNOW

Q5. Perceptions of the Village. Several items that may influence your business's perception of the Village of Pinehurst are listed below. Please rate each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q5-1. Overall image of Village	54.8%	35.6%	2.7%	5.5%	1.4%
Q5-2. Overall quality of life	63.4%	29.6%	7.0%	0.0%	0.0%
Q5-3. Overall feeling of safety	64.9%	33.8%	1.4%	0.0%	0.0%

Q6. Thinking generally about the Village of Pinehurst, how likely would you be to recommend the Village as a business location to friends, family, and co-workers?

Q6. How likely would you be to recommend Village as a business location to friends, family, & co-workers	Number	Percent
Very likely	38	50.7 %
Likely	18	24.0 %
Somewhat likely	12	16.0 %
Not likely	6	8.0 %
Not likely at all	1	1.3 %
Total	75	100.0 %

Q7. Which of the following best describes the overall business atmosphere in the Village of Pinehurst today, compared to two years ago?

Q7. What best describes overall business atmosphere in Village today, compared to two years ago	Number	Percent
Better	22	29.3 %
No change, but good	30	40.0 %
No change, but poor	6	8.0 %
Worse	6	8.0 %
Don't know	11	14.7 %
Total	75	100.0 %

WITHOUT DON'T KNOW

Q7. Which of the following best describes the overall business atmosphere in the Village of Pinehurst today, compared to two years ago? (without "don't know")

Q7. What best describes overall business atmosphere in Village today, compared to two years ago	Number	Percent
Better	22	34.4 %
No change, but good	30	46.9 %
No change, but poor	6	9.4 %
Worse	6	9.4 %
Total	64	100.0 %

Q8. How would you rate your satisfaction with the following in Pinehurst compared to other places you have operated a business in the past?

(N=75)

	Significant-ly better	Better	Same	Worse	Significant-ly worse	No opinion
Q8-1. Overall quality of life	24.0%	26.7%	18.7%	2.7%	2.7%	25.3%
Q8-2. Overall quality of Village services	14.7%	34.7%	20.0%	5.3%	0.0%	25.3%
Q8-3. Customer service provided by Village employees	20.0%	22.7%	22.7%	2.7%	0.0%	32.0%

WITHOUT NO OPINION

Q8. How would you rate your satisfaction with the following in Pinehurst compared to other places you have operated a business in the past? (without "no opinion")

(N=75)

	Significantl-y better	Better	Same	Worse	Significantl-y worse
Q8-1. Overall quality of life	32.1%	35.7%	25.0%	3.6%	3.6%
Q8-2. Overall quality of Village services	19.6%	46.4%	26.8%	7.1%	0.0%
Q8-3. Customer service provided by Village employees	29.4%	33.3%	33.3%	3.9%	0.0%

Q9. Customer Service. Overall, how would you rate the Village of Pinehurst customer service? Would you say it is...

Q9. How would you rate overall Village customer service	Number	Percent
Very good	23	30.7 %
Good	31	41.3 %
Poor	2	2.7 %
Don't know	19	25.3 %
Total	75	100.0 %

WITHOUT DON'T KNOW

Q9. Customer Service. Overall, how would you rate the Village of Pinehurst customer service? Would you say it is... (without "don't know")

Q9. How would you rate overall Village customer service	Number	Percent
Very good	23	41.1 %
Good	31	55.4 %
Poor	2	3.6 %
Total	56	100.0 %

Q10. Thinking about your MOST RECENT contact with Village government staff, please rate your experience using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."

(N=75)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q10-1. Village staff was responsive to my needs	25.3%	29.3%	9.3%	2.7%	0.0%	33.3%
Q10-2. Village staff was competent	26.7%	28.0%	12.0%	0.0%	0.0%	33.3%
Q10-3. Village staff was courteous	34.7%	24.0%	9.3%	0.0%	0.0%	32.0%
Q10-4. My issue was resolved promptly	26.7%	22.7%	13.3%	1.3%	1.3%	34.7%

WITHOUT DON'T KNOW

Q10. Thinking about your MOST RECENT contact with Village government staff, please rate your experience using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree." (without "don't know")

(N=75)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q10-1. Village staff was responsive to my needs	38.0%	44.0%	14.0%	4.0%	0.0%
Q10-2. Village staff was competent	40.0%	42.0%	18.0%	0.0%	0.0%
Q10-3. Village staff was courteous	51.0%	35.3%	13.7%	0.0%	0.0%
Q10-4. My issue was resolved promptly	40.8%	34.7%	20.4%	2.0%	2.0%

Q11. Communication. Overall, how satisfied are you with the job the Village of Pinehurst does communicating with business owners? Would you say you are...

Q11. How satisfied are you with overall job

Village does communicating with business owners	Number	Percent
Very satisfied	19	25.3 %
Satisfied	33	44.0 %
Neutral	13	17.3 %
Dissatisfied	5	6.7 %
Very dissatisfied	1	1.3 %
Don't know	4	5.3 %
Total	75	100.0 %

WITHOUT DON'T KNOW

Q11. Communication. Overall, how satisfied are you with the job the Village of Pinehurst does communicating with business owners? Would you say you are... (without "don't know")

Q11. How satisfied are you with overall job

Village does communicating with business owners	Number	Percent
Very satisfied	19	26.8 %
Satisfied	33	46.5 %
Neutral	13	18.3 %
Dissatisfied	5	7.0 %
Very dissatisfied	1	1.4 %
Total	71	100.0 %

Q12. Have you visited the Village's website (vopnc.org) during the last 12 months?

Q12. Have you visited Village's website (vopnc. org) during last 12 months	Number	Percent
Yes	40	53.3 %
No	35	46.7 %
Total	75	100.0 %

Q12a. Using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor," please rate the Village website with regard to each of the following characteristics.

(N=40)

	Very good	Good	Average	Very poor
Q12a-1. Easy to navigate	32.5%	50.0%	15.0%	2.5%
Q12a-2. Availability of information about Village services	30.0%	45.0%	25.0%	0.0%

Q12b. Overall, how satisfied would you say you were with the Village of Pinehurst Website? Would you say you were...

Q12b. How satisfied were you with Village website	Number	Percent
Very satisfied	10	25.0 %
Satisfied	22	55.0 %
Neutral	6	15.0 %
Dissatisfied	2	5.0 %
Total	40	100.0 %

Q13. Have you used the Village's mobile app (MY VOP) during the last 12 months?

Q13. Have you used Village's mobile app (MY VOP) during last 12 months	Number	Percent
Yes	8	10.7 %
No	67	89.3 %
Total	75	100.0 %

Q13a. Overall, how satisfied would you say you were with the Village mobile app, MY VOP? Would you say you were...

Q13a. How satisfied were you with Village mobile app, MY VOP	Number	Percent
Very satisfied	2	25.0 %
Satisfied	4	50.0 %
Neutral	1	12.5 %
Don't know	1	12.5 %
Total	8	100.0 %

WITHOUT DON'T KNOW

Q13a. Overall, how satisfied would you say you were with the Village mobile app, MY VOP? Would you say you were... (without "don't know")

Q13a. How satisfied were you with Village mobile app, MY VOP	Number	Percent
Very satisfied	2	28.6 %
Satisfied	4	57.1 %
Neutral	1	14.3 %
Total	7	100.0 %

Q14. Please indicate which of the following are the best ways for the Village to communicate with you to get important information to your business.

Q14. What are best ways for Village to communicate with you to get important information to your business	Number	Percent
Direct mail	30	40.0 %
Village website	21	28.0 %
Email (monthly business e-news)	54	72.0 %
Workshops/business forums	6	8.0 %
Social media	18	24.0 %
Personal calls/visits	21	28.0 %
Newsletters	21	28.0 %
Brochures	8	10.7 %
MY VOP mobile app	3	4.0 %
Other	2	2.7 %
Total	184	

Q14-10. Other

Q14-10. Other	Number	Percent
Direct emails	1	50.0 %
Text	1	50.0 %
Total	2	100.0 %

Q15. Community Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the following Village codes and ordinances.

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfi-ed	Very dissatisfied	Don't know
Q15-1. Zoning ordinances	17.3%	32.0%	17.3%	2.7%	1.3%	29.3%
Q15-2. Business signage regulations	20.0%	29.3%	21.3%	5.3%	5.3%	18.7%
Q15-3. Historic district guidelines	21.3%	33.3%	20.0%	2.7%	0.0%	22.7%

WITHOUT DON'T KNOW

Q15. Community Development. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the following Village codes and ordinances. (without "don't know")

(N=75)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Zoning ordinances	24.5%	45.3%	24.5%	3.8%	1.9%
Q15-2. Business signage regulations	24.6%	36.1%	26.2%	6.6%	6.6%
Q15-3. Historic district guidelines	27.6%	43.1%	25.9%	3.4%	0.0%

Q16. Village Events. Using a scale of 1 to 3, where 3 means "Positive Impact" and 1 means "Negative Impact," please indicate the impact the following events in the Village Center have on your business.

(N=75)

	Positive impact	No impact	Negative impact	Don't know
Q16-1. Farmer's Markets	53.3%	42.7%	1.3%	2.7%
Q16-2. Live After Five Concerts	48.0%	42.7%	2.7%	6.7%
Q16-3. Parades (e.g. Fourth of July, St. Patrick's Day, US Kids)	52.0%	41.3%	1.3%	5.3%
Q16-4. Holly Arts & Crafts Festival	62.7%	30.7%	2.7%	4.0%
Q16-5. Tree Lighting	52.0%	42.7%	1.3%	4.0%
Q16-6. Shakespeare in the Pines	37.3%	53.3%	1.3%	8.0%
Q16-7. Sandhills Motoring Festival	50.7%	42.7%	1.3%	5.3%
Q16-8. Other cultural activities (e.g. performing arts)	54.7%	38.7%	0.0%	6.7%

WITHOUT DON'T KNOW

Q16. Village Events. Using a scale of 1 to 3, where 3 means "Positive Impact" and 1 means "Negative Impact," please indicate the impact the following events in the Village Center have on your business. (without "don't know")

(N=75)

	Positive impact	No impact	Negative impact
Q16-1. Farmer's Markets	54.8%	43.8%	1.4%
Q16-2. Live After Five Concerts	51.4%	45.7%	2.9%
Q16-3. Parades (e.g. Fourth of July, St. Patrick's Day, US Kids)	54.9%	43.7%	1.4%
Q16-4. Holly Arts & Crafts Festival	65.3%	31.9%	2.8%
Q16-5. Tree Lighting	54.2%	44.4%	1.4%
Q16-6. Shakespeare in the Pines	40.6%	58.0%	1.4%
Q16-7. Sandhills Motoring Festival	53.5%	45.1%	1.4%
Q16-8. Other cultural activities (e.g. performing arts)	58.6%	41.4%	0.0%

Q17. Please indicate how satisfied you are with the way the Village handles events that attract large crowds to the Village (e.g. considering the needs of businesses, addressing noise and disturbance issues)?

Q17. How satisfied are you with the way Village handles events that attract large crowds to Village	Number	Percent
Very satisfied	29	38.7 %
Satisfied	23	30.7 %
Neutral	11	14.7 %
Dissatisfied	3	4.0 %
Very dissatisfied	1	1.3 %
Don't know	8	10.7 %
Total	75	100.0 %

WITHOUT DON'T KNOW

Q17. Please indicate how satisfied you are with the way the Village handles events that attract large crowds to the Village (e.g. considering the needs of businesses, addressing noise and disturbance issues)? (without "don't know")

Q17. How satisfied are you with the way Village handles events that attract large crowds to Village	Number	Percent
Very satisfied	29	43.3 %
Satisfied	23	34.3 %
Neutral	11	16.4 %
Dissatisfied	3	4.5 %
Very dissatisfied	1	1.5 %
Total	67	100.0 %

Q18. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in the Village of Pinehurst.

(N=75)

	Extremely important	Very important	Important	Less important	Not important	Not provided
Q18-1. Overall image of Village	46.7%	29.3%	8.0%	1.3%	10.7%	4.0%
Q18-2. Safety & security	66.7%	17.3%	9.3%	0.0%	2.7%	4.0%
Q18-3. Availability of trained employees	29.3%	22.7%	17.3%	8.0%	16.0%	6.7%
Q18-4. Low property tax rate	36.0%	24.0%	12.0%	4.0%	17.3%	6.7%
Q18-5. Quality healthcare	45.3%	17.3%	10.7%	5.3%	16.0%	5.3%
Q18-6. Affordable rent	50.7%	18.7%	12.0%	2.7%	8.0%	8.0%
Q18-7. Proximity to family or friends	33.3%	21.3%	13.3%	5.3%	17.3%	9.3%
Q18-8. Quality of public education	37.3%	20.0%	12.0%	4.0%	16.0%	10.7%
Q18-9. Overall quality of life in Village	54.7%	22.7%	5.3%	2.7%	6.7%	8.0%

WITHOUT DON'T KNOW

Q18. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in the Village of Pinehurst. (without "not provided")

(N=75)

	Extremely important	Very important	Important	Less important	Not important
Q18-1. Overall image of Village	48.6%	30.6%	8.3%	1.4%	11.1%
Q18-2. Safety & security	69.4%	18.1%	9.7%	0.0%	2.8%
Q18-3. Availability of trained employees	31.4%	24.3%	18.6%	8.6%	17.1%
Q18-4. Low property tax rate	38.6%	25.7%	12.9%	4.3%	18.6%
Q18-5. Quality healthcare	47.9%	18.3%	11.3%	5.6%	16.9%
Q18-6. Affordable rent	55.1%	20.3%	13.0%	2.9%	8.7%
Q18-7. Proximity to family or friends	36.8%	23.5%	14.7%	5.9%	19.1%
Q18-8. Quality of public education	41.8%	22.4%	13.4%	4.5%	17.9%
Q18-9. Overall quality of life in Village	59.4%	24.6%	5.8%	2.9%	7.2%

Q19. What are the most important issues facing Pinehurst today?

- Balancing need for growth and keeping history. Forward thinking i.e. food trucks.
- Changing demographics and meeting the needs of all community members.
- Controlling traffic.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19, transparency of confirmed cases, hospitalizations, deaths.
- COVID-19 and masks. Everyone on the same page; City, business, and customers.
- Creating more business and operating after 5pm.
- Government.
- Growing responsibility, managing traffic.
- Growth and traffic at times is too heavy.
- High rents keep out small businesses.
- I object to the recent signage reserving certain parking areas for retail and/or restaurant patrons only. Very discriminatory.
- Infrastructure and growth.
- Isolation to rest of the country and what is going on, is a positive.
- Keep sense of community but do it safely.
- Losing my business to COVID, outdoor dining should have happened months ago for every day.
- Maintaining the balance between a historic, quaint village, and modern business needs. We are moving in the right direction by all counts.
- Managing growth and traffic while staying competitive with other resort areas. Keeping the quaintness of the village while providing products and services demanded by customers.
- Near parking garage facility in Village.
- No motivation to create an "unforgettable" experience for those coming to the area. It's cute, it's so quaint, are referring to the buildings that have no life.
- Over population.
- Parking.
- Parking.
- Parking downtown. Tell the workforce to use the lot and not the parking spaces.
- Parking for large events.
- Parking in the village.
- Parking, lack of retail stores, COVID-19.
- Stuck on the historic. We also need to embrace growth and progress.
- Too much build up and construction in area population and expansion. Not quaint village anymore.
- Traffic flow into area.
- Traffic on Hwy 5 and Morganton and parking in the Village.

Q20. Do you have any suggestions for how the Village could serve your business better?

- Be more pro-development. Do not resist change.
- Better communication via social media and via the VOP website. Trying to find information on events on the website is near impossible as the calendar does not reflect much else beside the farmers market. Better coverage of what's going on in and around the village via social media goes a long way too, on a lot of important events and topics, your social media falls silent.
- Broadcast text of important information on a weekly basis or in response to an emergency situation.
- Can't drive down Hwy 5.
- Commercial trash pickup needed, I don't understand why I need to pay for a private service or take items to the dump myself.
- Education, business specific.
- Embrace progress like Charleston.
- Fair Barn communication for events.
- Finally making strides in 2020.
- Have business employees park outside Chinquapin, Market, Magnolia.
- I am a new business and would like to know ways to promote my business.
- Make all parking "first come, first served".
- Make traffic flow better by my business.
- More business opportunities.
- My clients have trouble finding parking and they are not retail shopping. New signs block spaces.
- Need more retail, enforce visitor sign parking.
- Parking.
- Pursue business growth, stop letting Southern Pines and Aberdeen capture all new business ventures.
- Return to public events as soon as COVID is contained. My marketing depends largely on face to face interactions with locals.
- The village is far removed from us. They only are geared to retail.
- They need to interact more with small business.
- Timely code applications acceptance reviews for tree removal.
- Use local sign shops for events. The one behind the police station.
- Yes, no politics. Meet with the owners/managers of the shops and ask this question. Better yet, give them some authority to create positive change.
- Yes, street dining Monday-Sunday.

Q21. Business Category. Please indicate the primary business category of your business.

Q21. Primary business category of your business	Number	Percent
Retail	10	13.3 %
Restaurants & food services	7	9.3 %
Inn	2	2.7 %
Professional, scientific, & technical services	12	16.0 %
Financial & insurance	11	14.7 %
Real estate & rental leasing	5	6.7 %
Health care & social assistance	14	18.7 %
Arts, entertainment, & recreation	4	5.3 %
Other	8	10.7 %
Not provided	2	2.7 %
Total	75	100.0 %

WITHOUT NOT PROVIDED

Q21. Business Category. Please indicate the primary business category of your business. (without "not provided")

Q21. Primary business category of your business	Number	Percent
Retail	10	13.7 %
Restaurants & food services	7	9.6 %
Inn	2	2.7 %
Professional, scientific, & technical services	12	16.4 %
Financial & insurance	11	15.1 %
Real estate & rental leasing	5	6.8 %
Health care & social assistance	14	19.2 %
Arts, entertainment, & recreation	4	5.5 %
Other	8	11.0 %
Total	73	100.0 %

Q21-9. Other

Q21-9. Other	Number	Percent
CHARITY FOUNDATION	1	12.5 %
CONSTRUCTION	1	12.5 %
CONSTRUCTION TREE SERVICE	1	12.5 %
Estate liquidation	1	12.5 %
LAUNDRY SERVICE	1	12.5 %
Non-profit cultural organization	2	25.0 %
Travel sales business	1	12.5 %
Total	8	100.0 %

Q22. How many years have you been in operation in the Village of Pinehurst?

Q22. How many years have you been in operation in Pinehurst	Number	Percent
0-5 years	12	16.0 %
6-10 years	11	14.7 %
11-15 years	16	21.3 %
16-20 years	6	8.0 %
20+ years	28	37.3 %
Not provided	2	2.7 %
Total	75	100.0 %

WITHOUT NOT PROVIDED

Q22. How many years have you been in operation in the Village of Pinehurst? (without "not provided")

Q22. How many years have you been in operation in Pinehurst	Number	Percent
0-5 years	12	16.4 %
6-10 years	11	15.1 %
11-15 years	16	21.9 %
16-20 years	6	8.2 %
20+ years	28	38.4 %
Total	73	100.0 %

Q23. Please answer the following questions.

(N=75)

	Yes	No
Q23-1. Are you a member of Pinehurst Business Partners	22.7%	77.3%
Q23-2. Are you a member of Moore County Chamber of Commerce	25.3%	74.7%
Q23-3. Is your business located in Village Center	29.3%	70.7%

Section 4
Survey Instrument

1895
VILLAGE OF
PINEHURST

HISTORY, CHARM, AND SOUTHERN HOSPITALITY

July 2020

Dear Village of Pinehurst Business Owner,

Each year, the Village of Pinehurst surveys its business owners to obtain feedback on how the Village is meeting the needs of its businesses. We invite you to participate in this year's Business Survey by providing your personal opinion. By taking approximately 10 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 *www.2020PinehurstBusinessSurvey.com*.

The survey data will be collected and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present the results to the Pinehurst Village Council at a public meeting in September. 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 2020 Business 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

2020 Village of Pinehurst Business 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 business 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>Community Service Satisfaction.</u> Please indicate if your business has used each of the services or departments listed below in the past year. *If "Yes,"* please rate the service or department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

		Has your business used this service or department in the past year?		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Building Inspections	Yes	No	5	4	3	2	1	9
2.	Fire Inspections	Yes	No	5	4	3	2	1	9
3.	Planning and Zoning	Yes	No	5	4	3	2	1	9
4.	Code Enforcement	Yes	No	5	4	3	2	1	9
5.	Police Patrol	Yes	No	5	4	3	2	1	9
6.	Police Emergency Response	Yes	No	5	4	3	2	1	9
7.	Fire Emergency Response	Yes	No	5	4	3	2	1	9
8.	Village Hall (Front Desk)	Yes	No	5	4	3	2	1	9
9.	Streets and Grounds	Yes	No	5	4	3	2	1	9

2. Which THREE of the Village services or departments listed above are the MOST IMPORTANT to your business? *[Write in your answers below using the numbers from the list in Question 1.]*

1st: ____ 2nd: ____ 3rd: ____

3. In general, how satisfied are you with the overall quality of services provided to your business by the Village of Pinehurst? Would you say the quality of services provided is...

____(1) Significantly higher than your expectations
____(2) Higher than your expectations
____(3) Meets your expectations
____(4) Below your expectations
____(5) Significantly below your expectations
____(9) Don't know

4. Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the Village in the following areas.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Supporting business growth and development	5	4	3	2	1	9
2.	Availability of employee and customer parking around your business	5	4	3	2	1	9
3.	Condition of sidewalks	5	4	3	2	1	9
4.	Creating and promoting special events	5	4	3	2	1	9
5.	Historic preservation efforts	5	4	3	2	1	9
6.	Cleanliness of Village streets and public areas	5	4	3	2	1	9
7.	Landscape maintenance in rights of way and public areas	5	4	3	2	1	9

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5. **<u>Perceptions of the Village.</u> Several items that may influence your business's perception of the Village of Pinehurst are listed below. Please rate 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	Don't Know
1.	Overall image of the Village	5	4	3	2	1	9
2.	Overall quality of life	5	4	3	2	1	9
3.	Overall feeling of safety	5	4	3	2	1	9

6. **Thinking generally about the Village of Pinehurst, how likely would you be to recommend the Village as a business location to friends, family, and co-workers?**

____(1) Very likely ____(3) Somewhat likely ____(5) Not likely at all
____(2) Likely ____(4) Not likely ____(9) Don't know

7. **Which of the following best describes the overall business atmosphere in the Village of Pinehurst today, compared to two years ago?**

____(1) Better ____(3) No change, but poor ____(9) Don't know
____(2) No change, but good ____(4) Worse

8. **How would you rate your satisfaction with the following in Pinehurst compared to other places you have operated a business 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

9. **<u>Customer Service.</u> Overall, how would you rate the Village of Pinehurst customer service? Would you say it is...**

____(1) Very good ____(3) Poor ____(9) Don't know
____(2) Good ____(4) Very poor

10. **Thinking about your MOST RECENT contact with Village government staff, please rate your experience using a scale of 1 to 5, where 5 means "Strongly Agree" and 1 means "Strongly Disagree."**

	Customer Service Characteristics	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
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

11. **<u>Communication.</u> Overall, how satisfied are you with the job the Village of Pinehurst does communicating with business owners? Would you say you are...**

____(1) Very satisfied ____(3) Neutral ____(5) Very dissatisfied
____(2) Satisfied ____(4) Dissatisfied ____(9) Don't know

12 **Have you visited the Village's website (*<u>vopnc.org</u>*) during the last 12 months?**

____(1) Yes [*Answer Q12a-b.]* ____(2) No *[Skip to Q13.]* ____(9) Don't know *[Skip to Q13.]*

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12a. Using a scale of 1 to 5, where 5 means "Very Good" and 1 means "Very Poor," please rate the Village website with regard to each of the following characteristics.

		Very Good	Good	Average	Poor	Very Poor	Don't Know
1.	Easy to navigate	5	4	3	2	1	9
2.	Availability of information about Village services	5	4	3	2	1	9

12b. Overall, how satisfied would you say you were with the Village of Pinehurst website? Would you say you were...

____(1) Very satisfied ____(3) Neutral ____(5) Very dissatisfied
____(2) Satisfied ____(4) Dissatisfied ____(9) Don't know

13. Have you used the Village's mobile app (MY VOP) during the last 12 months?

____(1) Yes *[Answer Q13a.]* ____(2) No *[Skip to Q14.]* ____(9) Don't know *[Skip to Q14.]*

13a. Overall, how satisfied would you say you were with the Village mobile app, MY VOP? Would you say you were...

____(1) Very satisfied ____(3) Neutral ____(5) Very dissatisfied
____(2) Satisfied ____(4) Dissatisfied ____(9) Don't know

14. Please indicate which of the following are the best ways for the Village to communicate with you to get important information to your business. *[Check all that apply.]*

____(01) Direct mail
____(02) Village website
____(03) Email (Monthly Business eNews)
____(04) Workshops/Business Forums
____(05) Social media
____(06) Personal calls/visits
____(07) Newsletters
____(08) Brochures
____(09) MY VOP mobile app
____(10) Other: _____

15. <u>Community Development.</u> Using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied," please indicate how satisfied your business is with the following Village codes and ordinances.

		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1.	Zoning ordinances	5	4	3	2	1	9
2.	Business signage regulations	5	4	3	2	1	9
3.	Historic District Guidelines	5	4	3	2	1	9

16. <u>Village Events.</u> Using a scale of 1 to 3, where 3 means "Positive Impact" and 1 means "Negative Impact," please indicate the impact the following events in the Village Center have on your business.

		Positive Impact	No Impact	Negative Impact	Don't Know
1.	Farmer's Markets	3	2	1	9
2.	Live After Five Concerts	3	2	1	9
3.	Parades (e.g. Fourth of July, St. Patrick's Day, US Kids)	3	2	1	9
4.	Holly Arts and Crafts Festival	3	2	1	9
5.	Tree Lighting	3	2	1	9
6.	Shakespeare in the Pines	3	2	1	9
7.	Sandhills Motoring Festival	3	2	1	9
8.	Other cultural activities (e.g. performing arts)	3	2	1	9

17. Please indicate how satisfied you are with the way the Village handles events that attract large crowds to the Village (e.g. considering the needs of businesses, addressing noise and disturbance issues)?

____(1) Very satisfied ____(3) Neutral ____(5) Very dissatisfied
____(2) Satisfied ____(4) Dissatisfied ____(9) Don't know

18. Using a scale of 1 to 5, where 5 means "Extremely Important" and 1 means "Not Important," please indicate how important each of the following reasons were in your decision to locate your business in the Village of Pinehurst.

		Extremely Important	Very Important	Important	Less Important	Not Important
1.	Overall image of the Village	5	4	3	2	1
2.	Safety and security	5	4	3	2	1
3.	Availability of trained employees	5	4	3	2	1
4.	Low property tax rate	5	4	3	2	1
5.	Quality healthcare	5	4	3	2	1
6.	Affordable rent	5	4	3	2	1
7.	Proximity to family or friends	5	4	3	2	1
8.	Quality of public education	5	4	3	2	1
9.	Overall quality of life in the Village	5	4	3	2	1

19. <u>Additional Feedback.</u> What are the most important issues facing Pinehurst today?

_____

_____

20. Do you have any suggestions for how the Village could serve your business better?

_____

_____

21. <u>Business Category.</u> Please indicate the primary business category for your business.

____(1) Retail
____(2) Restaurants and Food Services
____(3) Inn
____(4) Professional, Scientific, and Technical Services
____(5) Financial and Insurance
____(6) Real Estate and Rental Leasing
____(7) Health Care and Social Assistance
____(8) Arts, Entertainment, and Recreation
____(9) Other: _____

22. How many years have you been in operation in the Village of Pinehurst?

____(1) 0-5 years ____(2) 6-10 years ____(3) 11-15 years ____(4) 16-20 years ____(5) 20+ years

23. Please answer the following questions.

1.	Are you a member of Pinehurst Business Partners?	Yes	No
2.	Are you a member of the Moore County Chamber of Commerce?	Yes	No
3.	Is your business located in the Village Center?	Yes	No

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

Your responses will remain completely confidential. The information printed to 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.

©2020 ETC Institute for the Village of Pinehurst

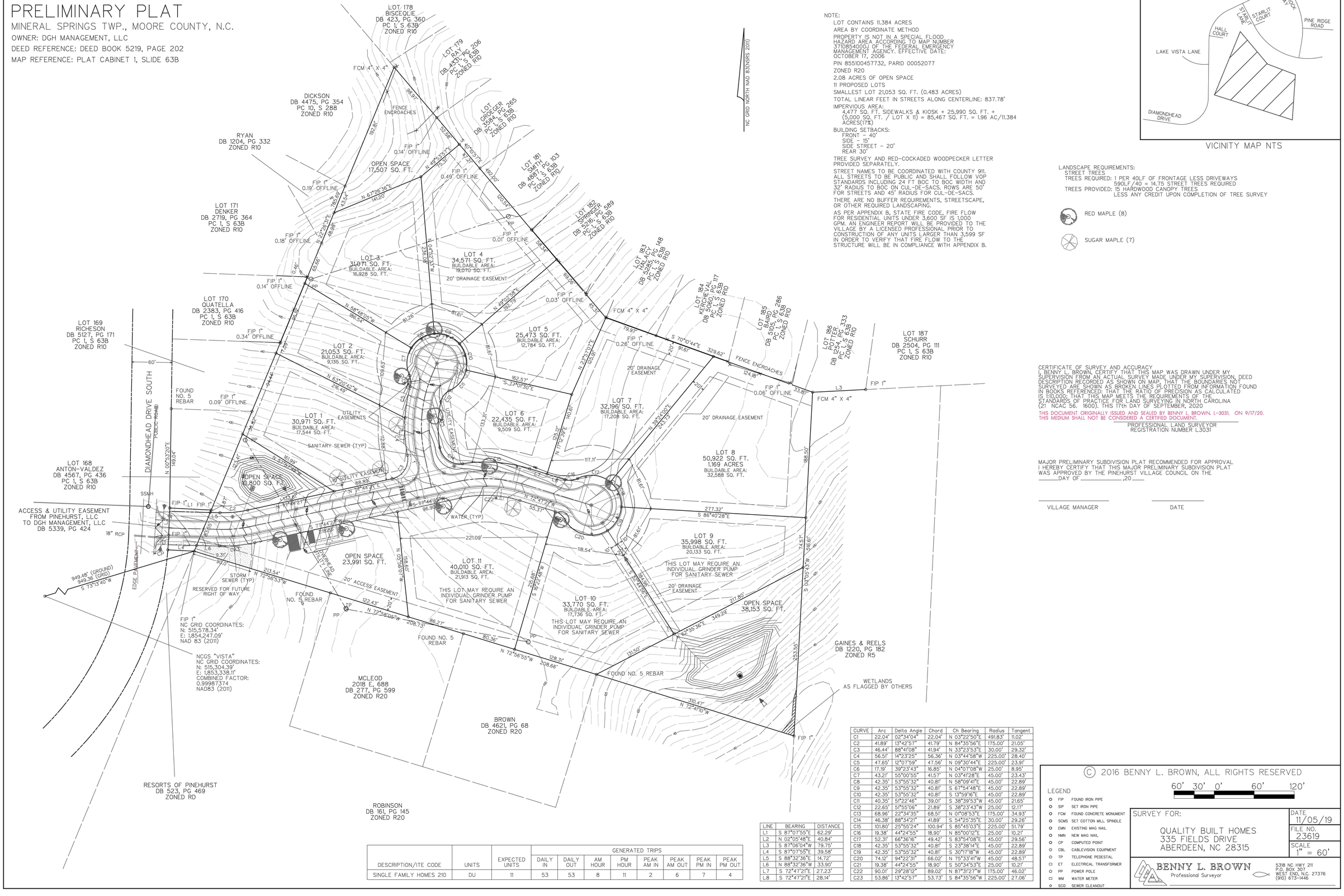
FLOYD WAY SUBDIVISION
PRELIMINARY PLAT

MINERAL SPRINGS TWP., MOORE COUNTY, N.C.

OWNER: DGH MANAGEMENT, LLC

DEED REFERENCE: DEED BOOK 5219, PAGE 202

MAP REFERENCE: PLAT CABINET 1, SLIDE 63B



VICINITY MAP NTS

NOTE:

LOT CONTAINS 11.384 ACRES

AREA BY COORDINATE METHOD

PROPERTY IS NOT IN A SPECIAL FLOOD HAZARD AREA ACCORDING TO MAP NUMBER 3710854000J OF THE FEDERAL EMERGENCY MANAGEMENT AGENCY. EFFECTIVE DATE: OCTOBER 17, 2006

PIN 855100457732, PARID 00052077

ZONED R20

2.08 ACRES OF OPEN SPACE

11 PROPOSED LOTS

SMALLEST LOT 21,053 SQ. FT. (0.483 ACRES)

TOTAL LINEAR FEET IN STREETS ALONG CENTERLINE: 837.78'

IMPERVIOUS AREA:
4,477 SQ. FT. SIDEWALKS & KIOSK + 25,990 SQ. FT. + (5,000 SQ. FT. / LOT X 11) = 85,467 SQ. FT. = 1.96 AC/11.384 ACRES(17%)

BUILDING SETBACKS:
FRONT - 40'
SIDE - 15'
SIDE STREET - 20'
REAR 30'

TREE SURVEY AND RED-COCKADED WOODPECKER LETTER PROVIDED SEPARATELY.

STREET NAMES TO BE COORDINATED WITH COUNTY 911. ALL STREETS TO BE PUBLIC AND SHALL FOLLOW VOP STANDARDS INCLUDING 24 FT BOC TO BOC WIDTH AND 32' RADIUS TO BOC IN CUL-DE-SACS. ROWS ARE 50' FOR STREETS AND 45' RADIUS FOR CUL-DE-SACS.

THERE ARE NO BUFFER REQUIREMENTS, STREETSCAPE, OR OTHER REQUIRED LANDSCAPING.

AS PER APPENDIX B, STATE FIRE CODE, FIRE FLOW FOR RESIDENTIAL UNITS UNDER 3,600 SF IS 1,000 GPM. AN ENGINEER REPORT WILL BE PROVIDED TO THE VILLAGE BY A LICENSED PROFESSIONAL PRIOR TO CONSTRUCTION OF ANY UNITS LARGER THAN 3,599 SF IN ORDER TO VERIFY THAT FIRE FLOW TO THE STRUCTURE WILL BE IN COMPLIANCE WITH APPENDIX B.

LANDSCAPE REQUIREMENTS:
STREET TREES
TREES REQUIRED: 1 PER 40LF OF FRONTAGE LESS DRIVEWAYS
590LF /40 = 14.75 STREET TREES REQUIRED
TREES PROVIDED: 15 HARDWOOD CANOPY TREES
LESS ANY CREDIT UPON COMPLETION OF TREE SURVEY

RED MAPLE (8)

SUGAR MAPLE (7)

CERTIFICATE OF SURVEY AND ACCURACY
I, BENNY L. BROWN, CERTIFY THAT THIS MAP WAS DRAWN UNDER MY SUPERVISION FROM AN ACTUAL SURVEY MADE UNDER MY SUPERVISION, DEED DESCRIPTION RECORDED AS SHOWN ON MAP, THAT THE BOUNDARIES NOT SURVEYED ARE SHOWN AS BROKEN LINES PLOTTED FROM INFORMATION FOUND IN BOOKS REFERENCED; THAT THE RATIO OF PRECISION AS CALCULATED IS 1:10,000; THAT THIS MAP MEETS THE REQUIREMENTS OF THE STANDARDS OF PRACTICE FOR LAND SURVEYING IN NORTH CAROLINA (21 NCAC 56. 1600). THIS 17th DAY OF SEPTEMBER, 2020

THIS DOCUMENT ORIGINALLY ISSUED AND SEALED BY BENNY L. BROWN, L-3031, ON 9/17/20. THIS MEDIUM SHALL NOT BE CONSIDERED A CERTIFIED DOCUMENT.

PROFESSIONAL LAND SURVEYOR
REGISTRATION NUMBER L.3031

MAJOR PRELIMINARY SUBDIVISION PLAT RECOMMENDED FOR APPROVAL
I HEREBY CERTIFY THAT THIS MAJOR PRELIMINARY SUBDIVISION PLAT WAS APPROVED BY THE PINEHURST VILLAGE COUNCIL ON THE _____DAY OF _____,20____

VILLAGE MANAGER

DATE

CURVE	Arc	Delta Angle	Chord	Ch Bearing	Radius	Tangent
C1	22.04'	02°34'04"	22.04'	N 03°22'50"E	491.83'	11.02'
C2	41.89'	13°42'57"	41.79'	N 84°35'56"E	175.00'	21.05'
C3	46.44'	88°41'08"	41.94'	N 33°23'53"E	30.00'	29.32'
C4	56.51'	14°23'25"	56.36'	N 03°44'58"W	225.00'	28.40'
C5	47.65'	12°07'59"	47.56'	N 09°30'44"E	225.00'	23.91'
C6	17.19'	39°23'43"	16.85'	N 04°07'08"W	25.00'	8.95'
C7	43.21'	55°00'55"	41.57'	N 03°41'28"E	45.00'	23.43'
C8	42.35'	53°55'32"	40.81'	N 58°09'41"E	45.00'	22.89'
C9	42.35'	53°55'32"	40.81'	S 67°54'48"E	45.00'	22.89'
C10	42.35'	53°55'32"	40.81'	S 13°59'16"E	45.00'	22.89'
C11	40.35'	51°22'46"	39.01'	S 38°39'53"W	45.00'	21.65'
C12	22.65'	51°55'06"	21.89'	S 38°23'43"W	25.00'	12.17'
C13	68.96'	22°34'35"	68.51'	N 01°08'53"E	175.00'	34.93'
C14	46.38'	88°34'21"	41.89'	S 54°25'35"E	30.00'	29.26'
C15	101.80'	25°55'24"	100.94'	S 85°45'03"E	225.00'	51.79'
C16	19.38'	44°24'55"	18.90'	N 85°00'12"E	25.00'	10.21'
C17	52.31'	66°36'16"	49.42'	S 83°54'08"E	45.00'	29.56'
C18	42.35'	53°55'32"	40.81'	S 23°38'14"E	45.00'	22.89'
C19	42.35'	53°55'32"	40.81'	S 30°17'18"W	45.00'	22.89'
C20	74.12'	94°22'31"	66.02'	N 75°33'41"W	45.00'	48.57'
C21	19.38'	44°24'55"	18.90'	S 50°34'53"E	25.00'	10.21'
C22	90.01'	29°28'12"	89.02'	N 87°31'27"W	175.00'	46.02'
C23	53.86'	13°42'57"	53.73'	S 84°35'56"W	225.00'	27.06'

LINE	BEARING	DISTANCE
L1	S 87°07'55"E	62.29'
L2	N 02°05'48"E	40.84'
L3	S 87°06'04"W	79.75'
L4	S 87°07'55"E	39.58'
L5	S 88°32'36"E	14.72'
L6	N 88°32'36"W	33.90'
L7	S 72°47'21"E	27.23'
L8	S 72°47'21"E	28.14'

DESCRIPTION/ITE CODE	UNITS	EXPECTED UNITS	GENERATED TRIPS							
			DAILY IN	DAILY OUT	AM HOUR	PM HOUR	PEAK AM IN	PEAK AM OUT	PEAK PM IN	PEAK PM OUT
SINGLE FAMILY HOMES 210	DU	11	53	53	8	11	2	6	7	4

© 2016 BENNY L. BROWN, ALL RIGHTS RESERVED

60' 30' 0' 60' 120'

LEGEND

O	FIP	FOUND IRON PIPE
O	SIP	SET IRON PIPE
O	FCM	FOUND CONCRETE MONUMENT
O	SCMS	SET COTTON MILL SPINDLE
O	EMN	EXISTING MAG NAIL
O	NMN	NEW MAG NAIL
O	CP	COMPUTED POINT
O	CBL	CABLEVISION EQUIPMENT
O	TP	TELEPHONE PEDESTAL
□	ET	ELECTRICAL TRANSFORMER
O	PP	POWER POLE
□	WM	WATER METER
O	SCO	SEWER CLEANOUT

SURVEY FOR:

QUALITY BUILT HOMES
335 FIELDS DRIVE
ABERDEEN, NC 28315

DATE 11/05/19

FILE NO. 23619

SCALE 1" = 60'

BENNY L. BROWN
Professional Surveyor
5318 NC HWY 211
P.O. BOX 307
WEST END, N.C. 27376
(910) 673-1446

2020 Business Survey
Village of Pinehurst, NC

Presented by



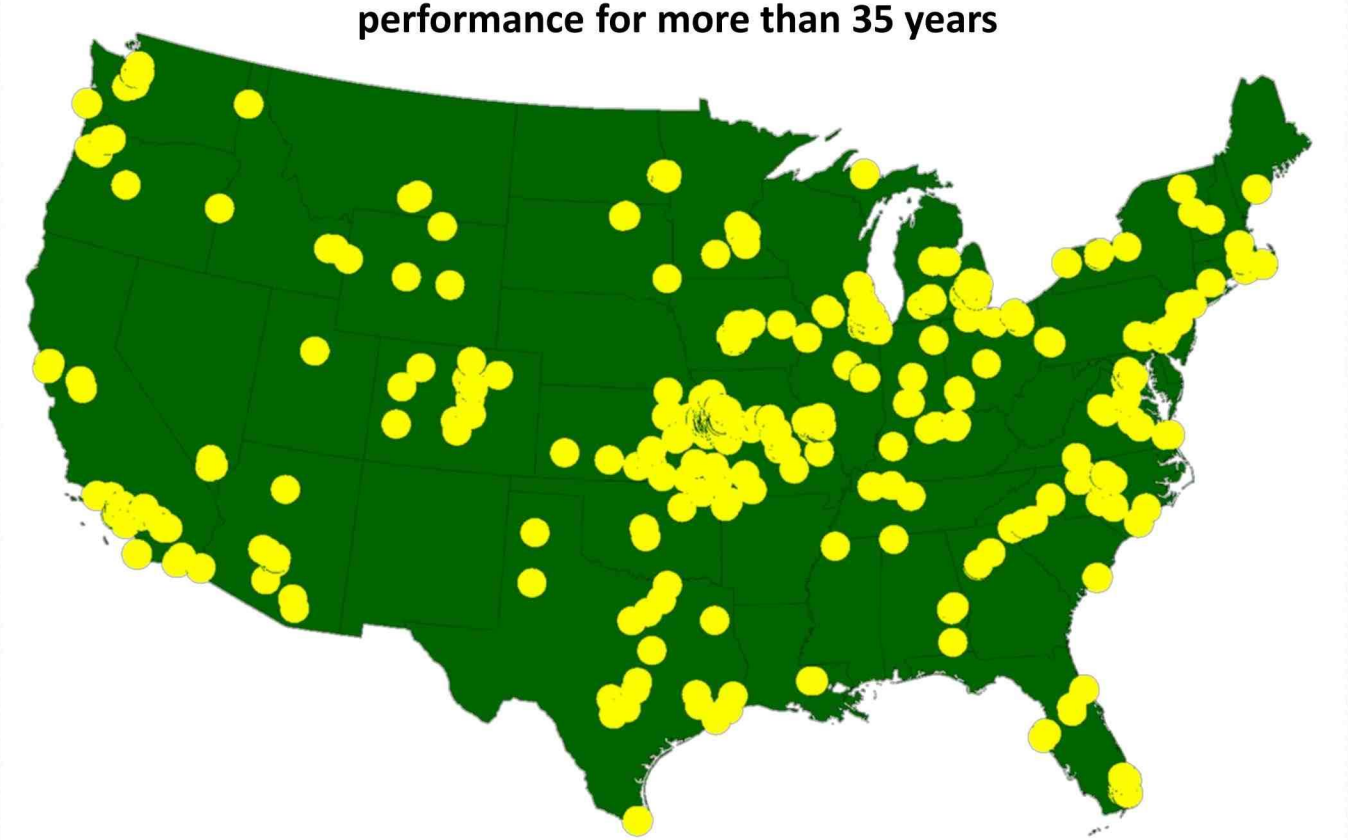


September 2020

ETC Institute

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
- Methodology
- Survey Topics
  - Characteristics of Businesses
  - Perceptions of the Village
  - Satisfaction with Village Services
  - Reasons Businesses Located in Pinehurst
  - Other Findings
- Summary
- Questions

Purpose

- To objectively assess the quality of Village services that are provided to businesses in Pinehurst
- To identify ways to improve the quality of Village services that are provided to businesses in the community
- To measure trends from previous surveys

Methodology

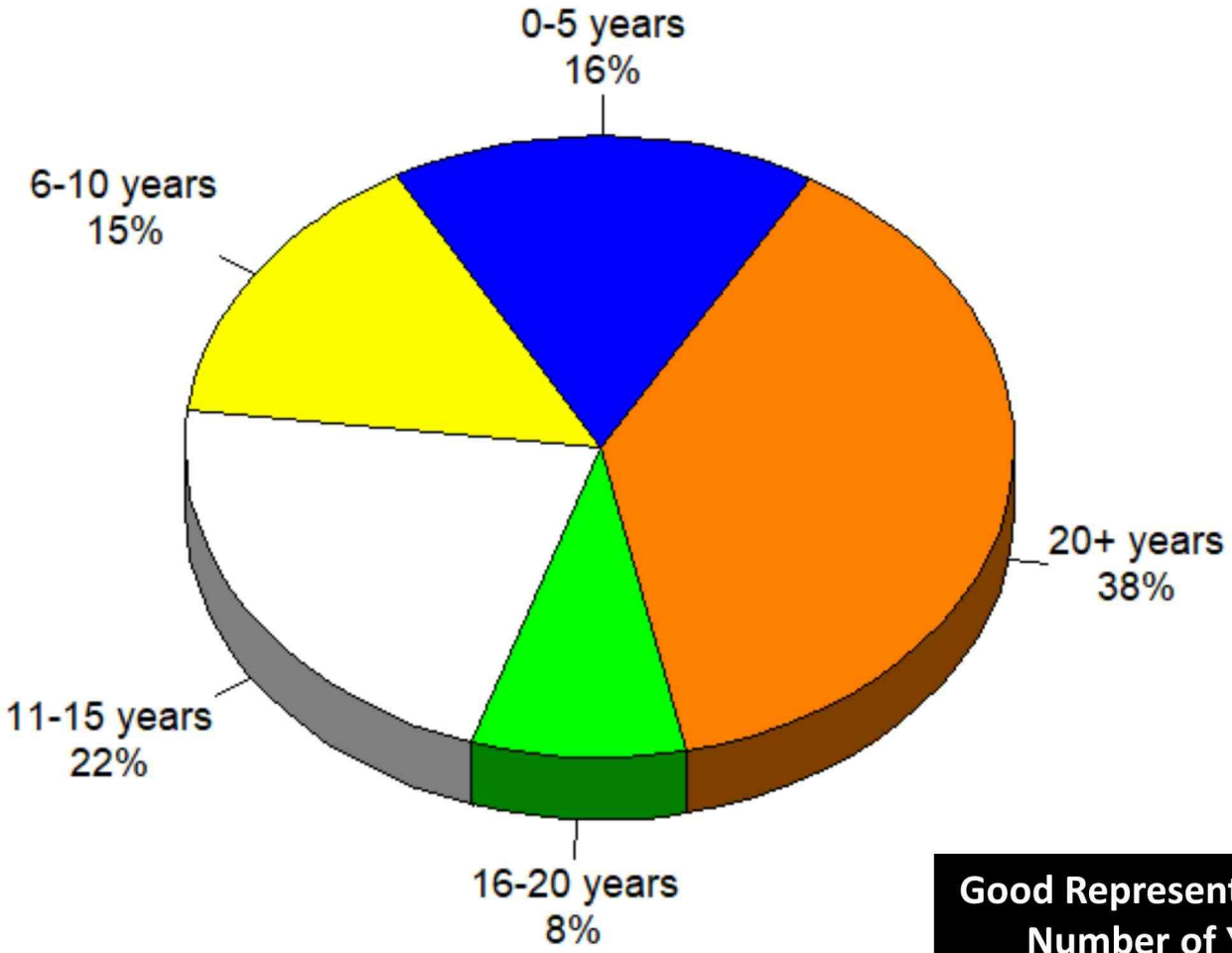
- Four-page survey
- Took average respondents about 10-15 minutes to complete
- Many of the questions were similar to those asked in previous surveys
- Administered by mail, online and phone
- A random sample of 75 business owners/senior managers completed the survey

Topic #1

Characteristics of the Business Community

Q22. How many years have you been in operation in the Village?

by percentage of respondents (excluding "not provided")

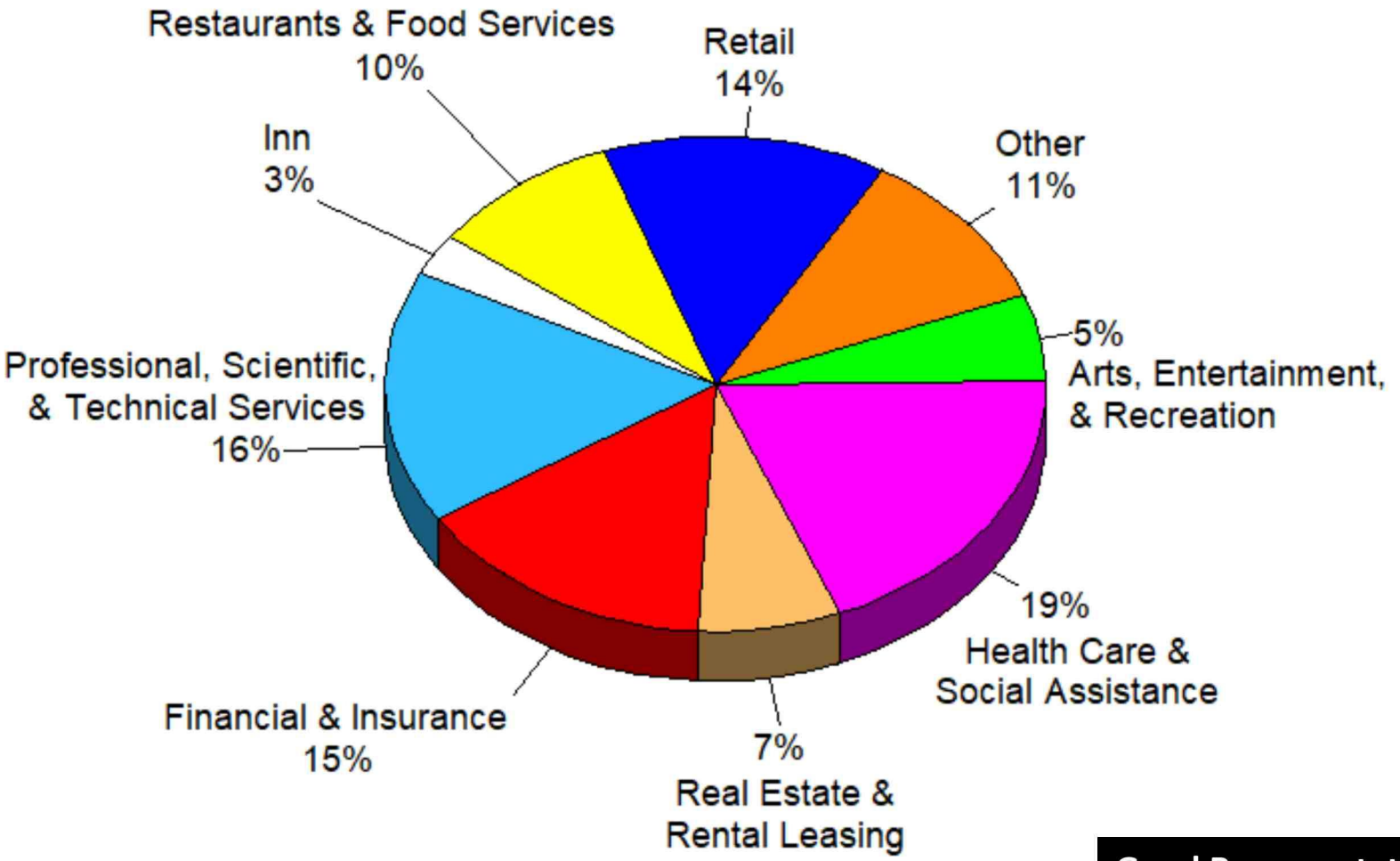


Good Representation by Number of Years Operating in Pinehurst

Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q21. Primary Business Category for Your Business

by percentage of respondents

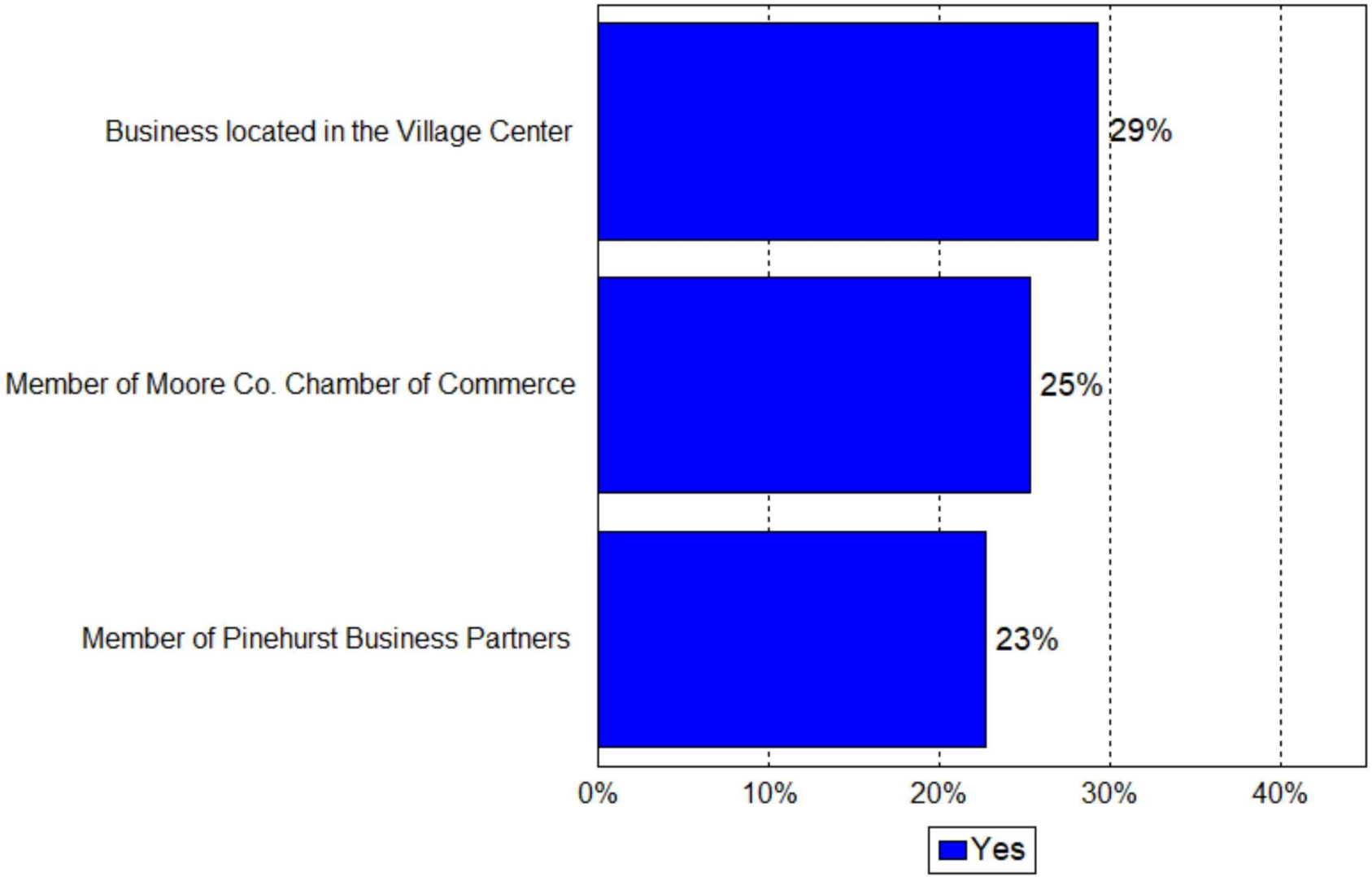


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Good Representation by Type of Business

Q23. Is Your Business Any of the Following:

by percentage of respondents who answered "yes"



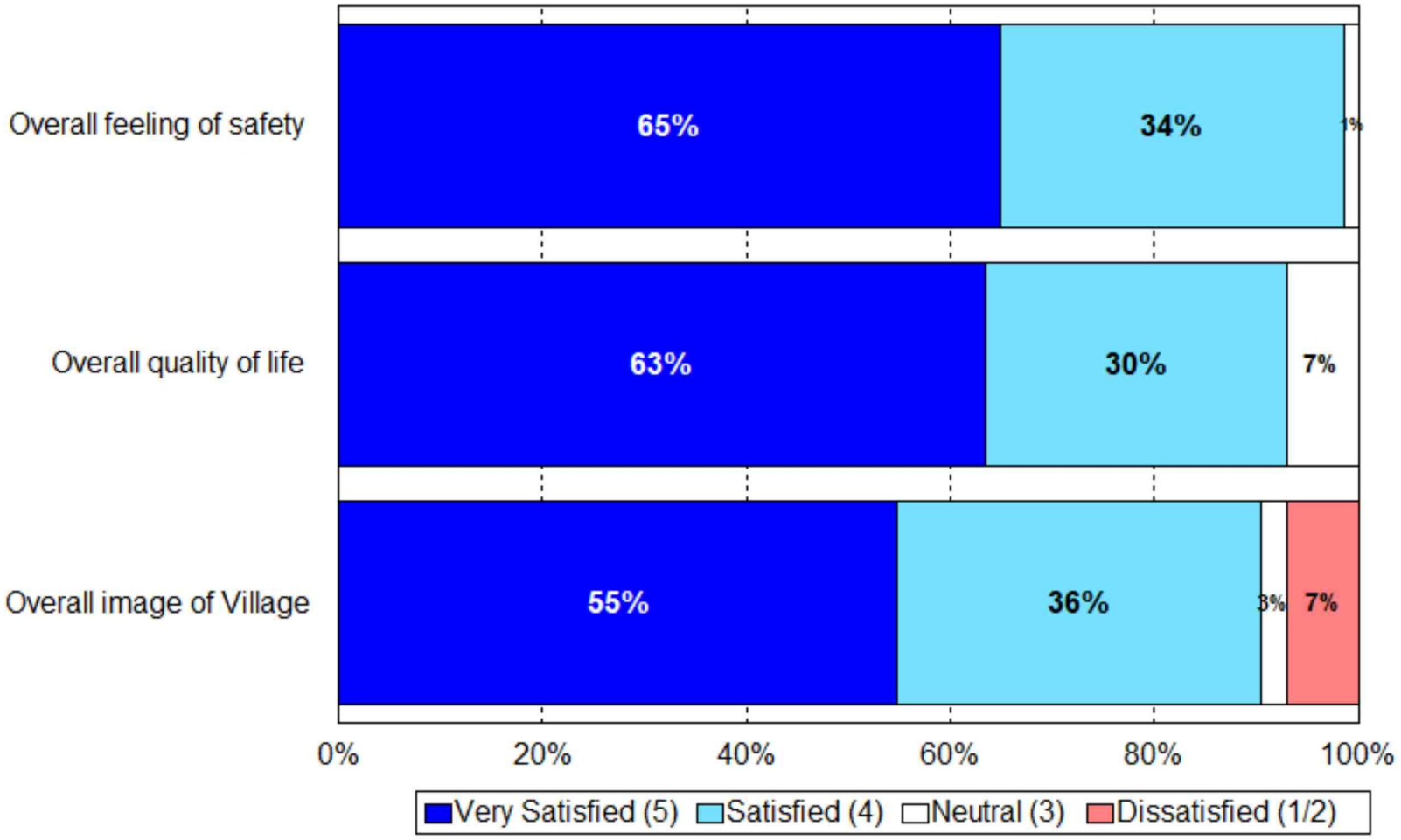
Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Topic #2

Perceptions of the Village

Q5. Overall Satisfaction with Various Perceptions of the Village of Pinehurst

by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

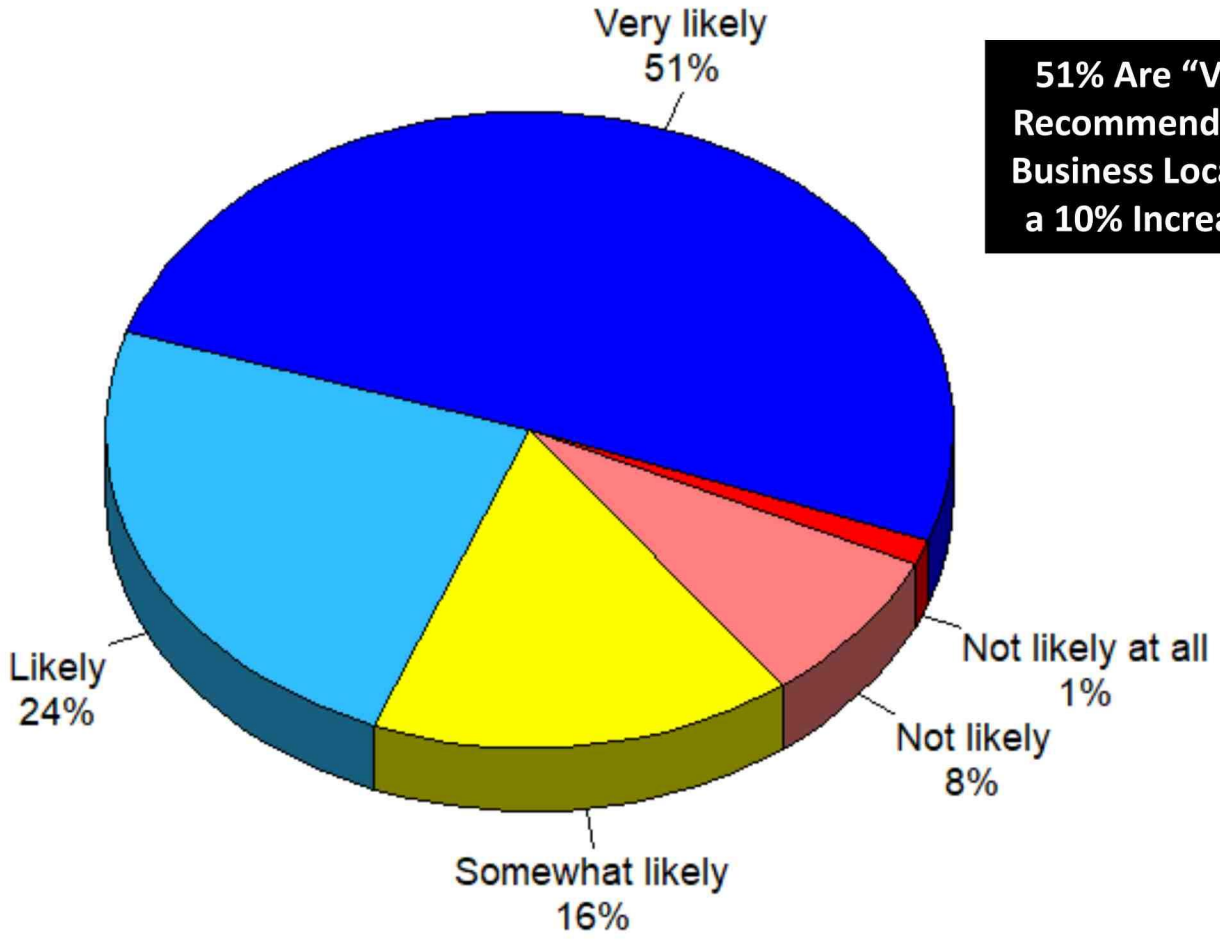


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Over 90% of Businesses Are Very Satisfied or Satisfied with the Feeling of Safety, Quality of Life, and Image of the Village

Q6. How likely would you be to recommend the Village as a business location to friends, family, and co-workers?

by percentage of respondents



51% Are "Very Likely" to Recommend Pinehurst as a Business Location, Which Is a 10% Increase from 2019

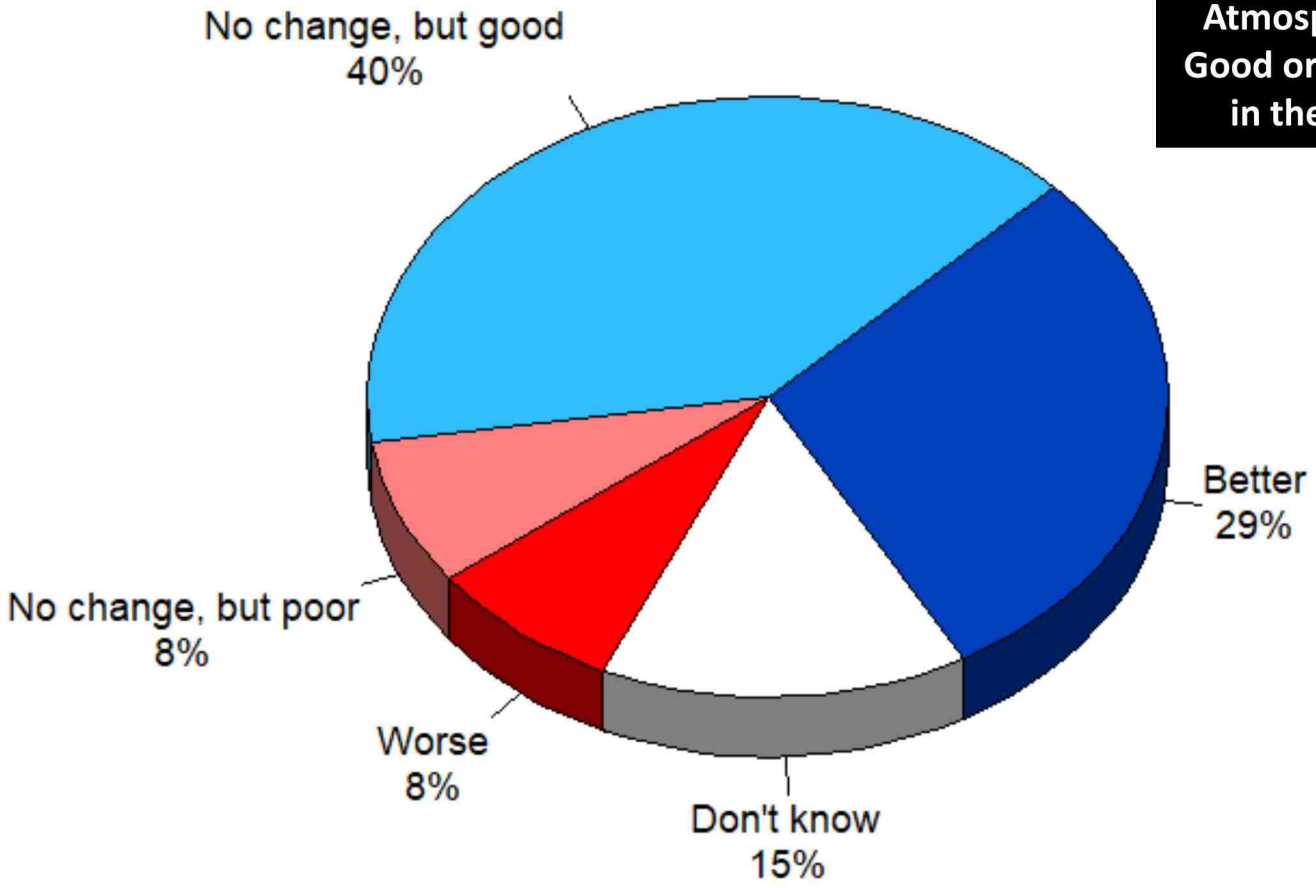
Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

More Than an 8-1 Ratio of Businesses That Would Be Very Likely/Likely vs. Not at All Likely/Not Likely to Recommend the Village as a Business Location (75% vs. 9%)

Q7. How would you rate the overall business atmosphere in the Village of Pinehurst today, compared to two years ago?

by percentage of respondents

69% Feel the Business Atmosphere Is Currently Good or Has Gotten Better in the Past Two Years



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

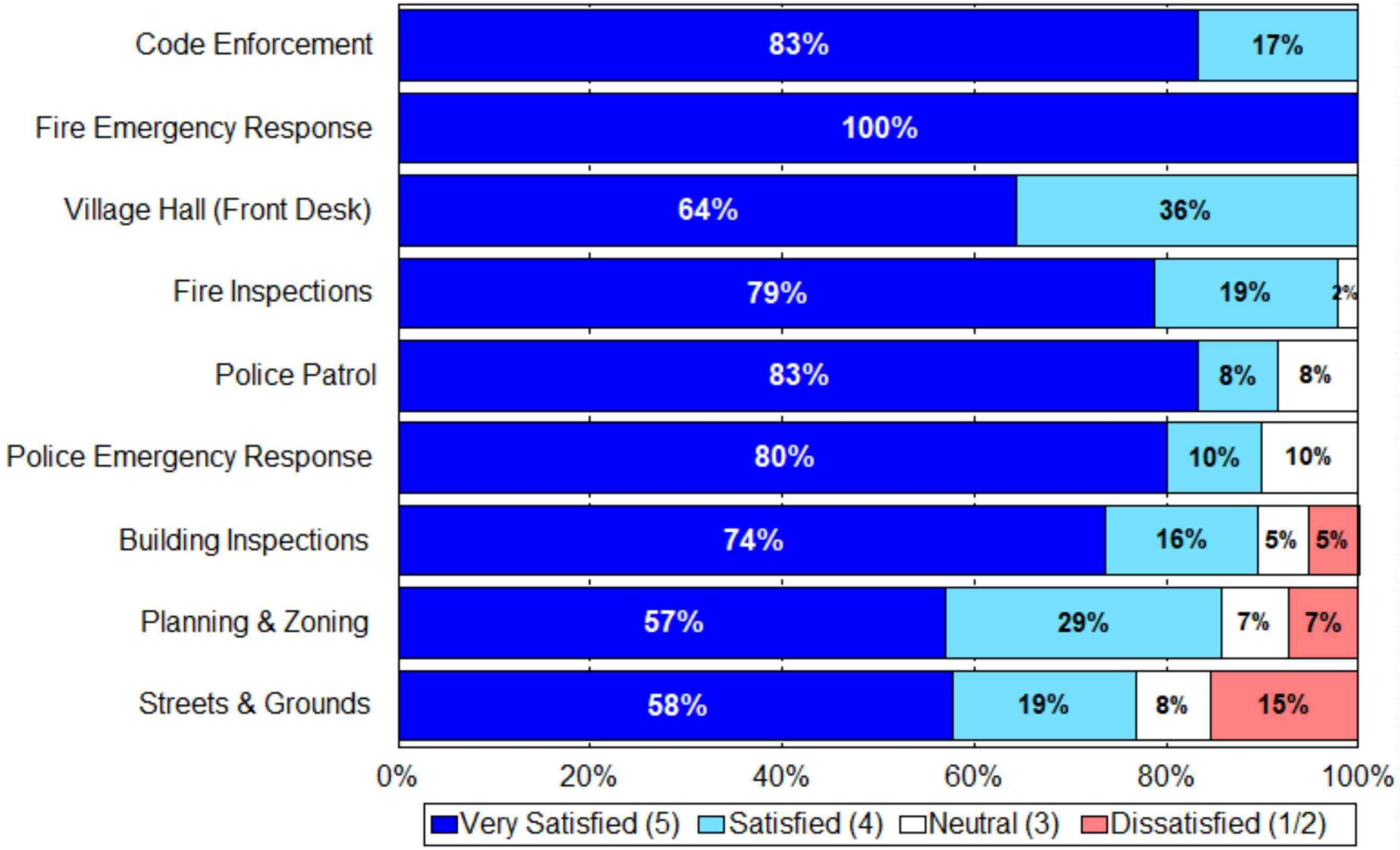
29% Feel the Overall Business Atmosphere in Pinehurst Has Gotten Better, Compared to Only 8% Who Feel It's Gotten Worse

Topic #3

Satisfaction with Village Services and Priorities for Improvement

Q1. Overall Satisfaction with Pinehurst Services or Departments Used in the Past Year

by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

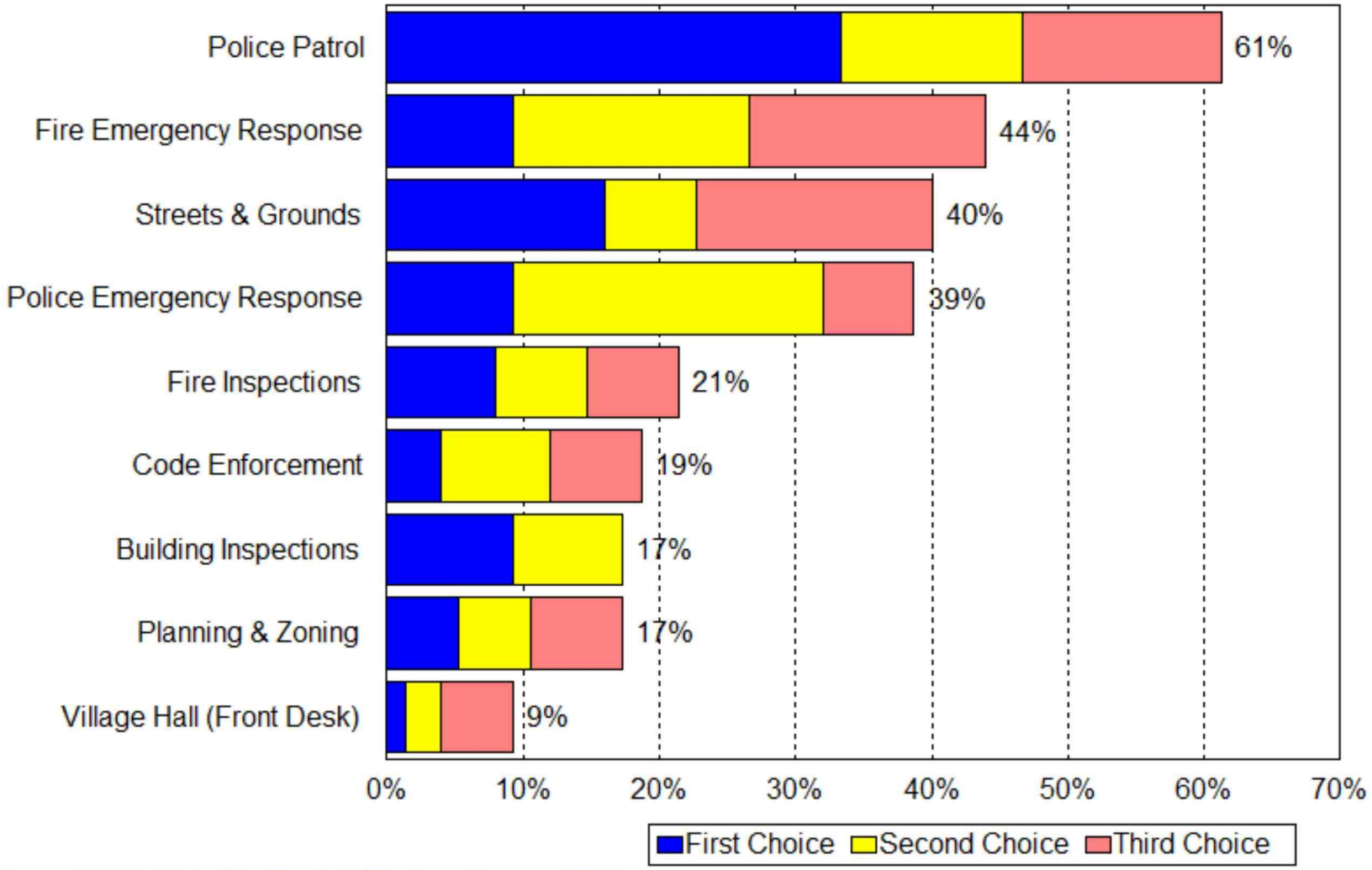


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Satisfaction Is High for All Village Departments/Services

Q2. Village Services or Departments Rated as the Most Important to Their Business

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

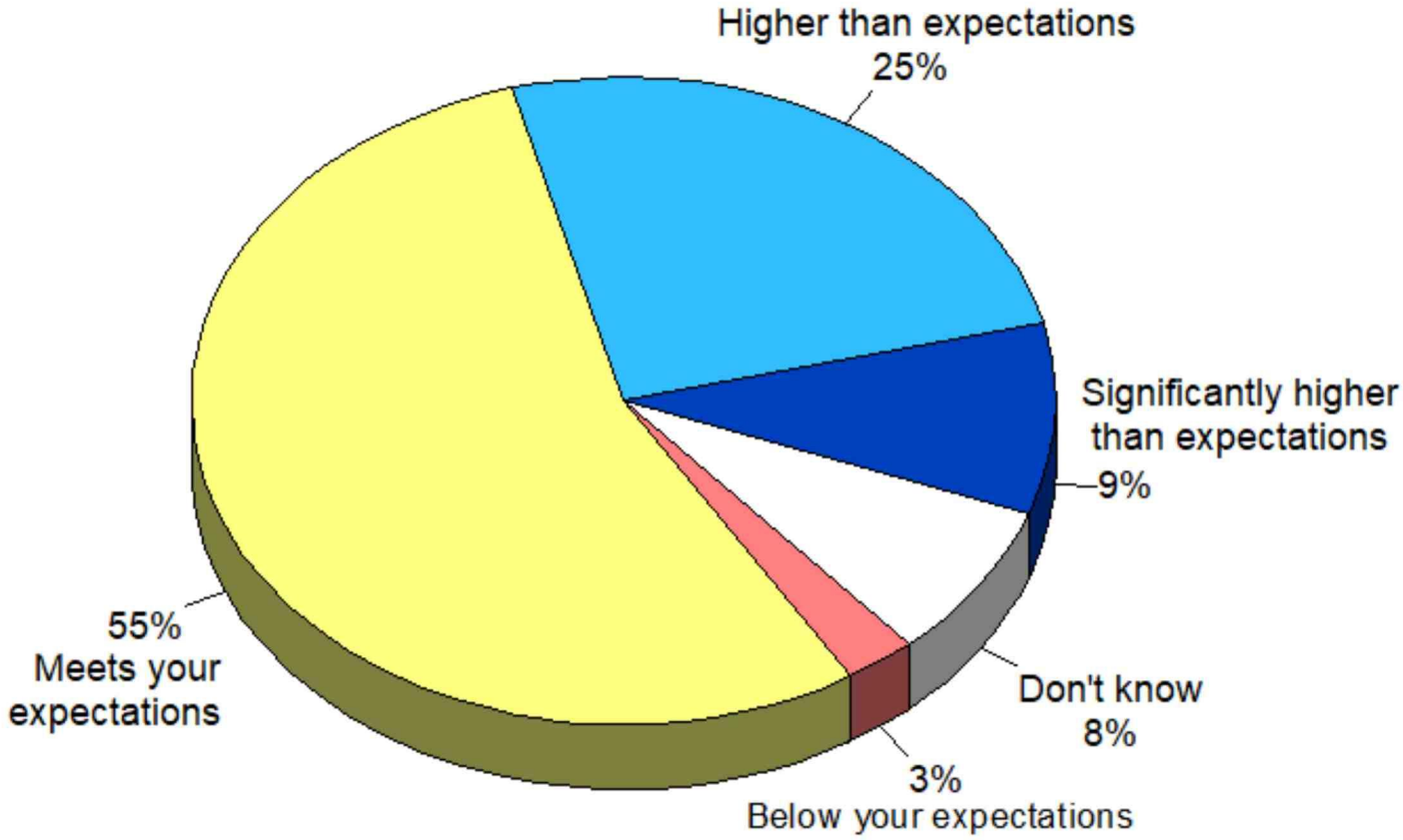


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Police Patrol, Fire Emergency Response, Streets and Grounds, and Police Emergency Response Were Rated as the Most Important Village Services

Q3. Satisfaction with the Overall Quality of Services Provided to Your Business by the Village of Pinehurst

by percentage of respondents

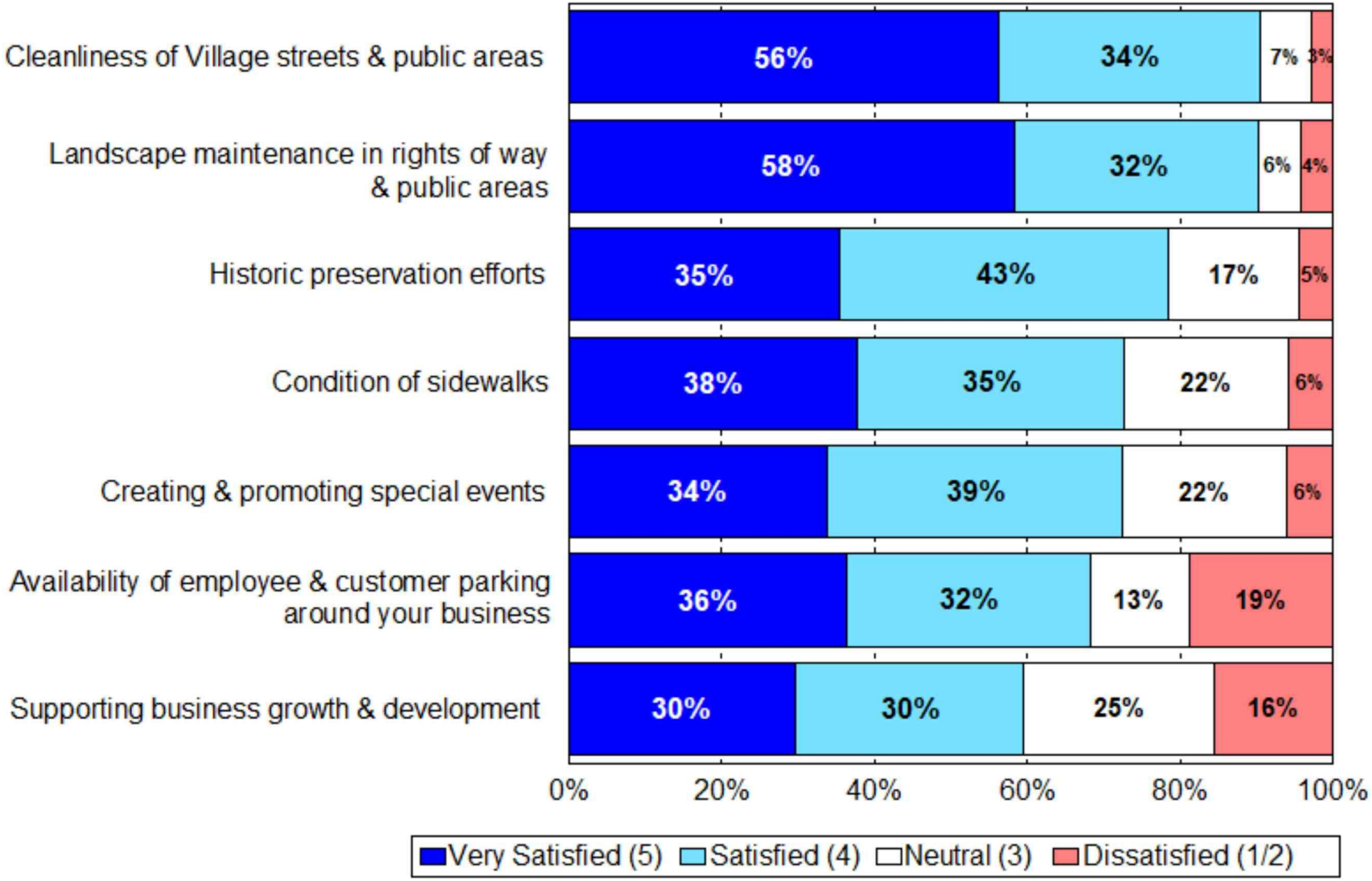


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

34% of Businesses Feel the Overall Quality of Village Services Is Higher Than Their Expectations; Only 3% Feel Village Services Are Below Their Expectations

Q4. Level of Satisfaction with the Village in Various Areas

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

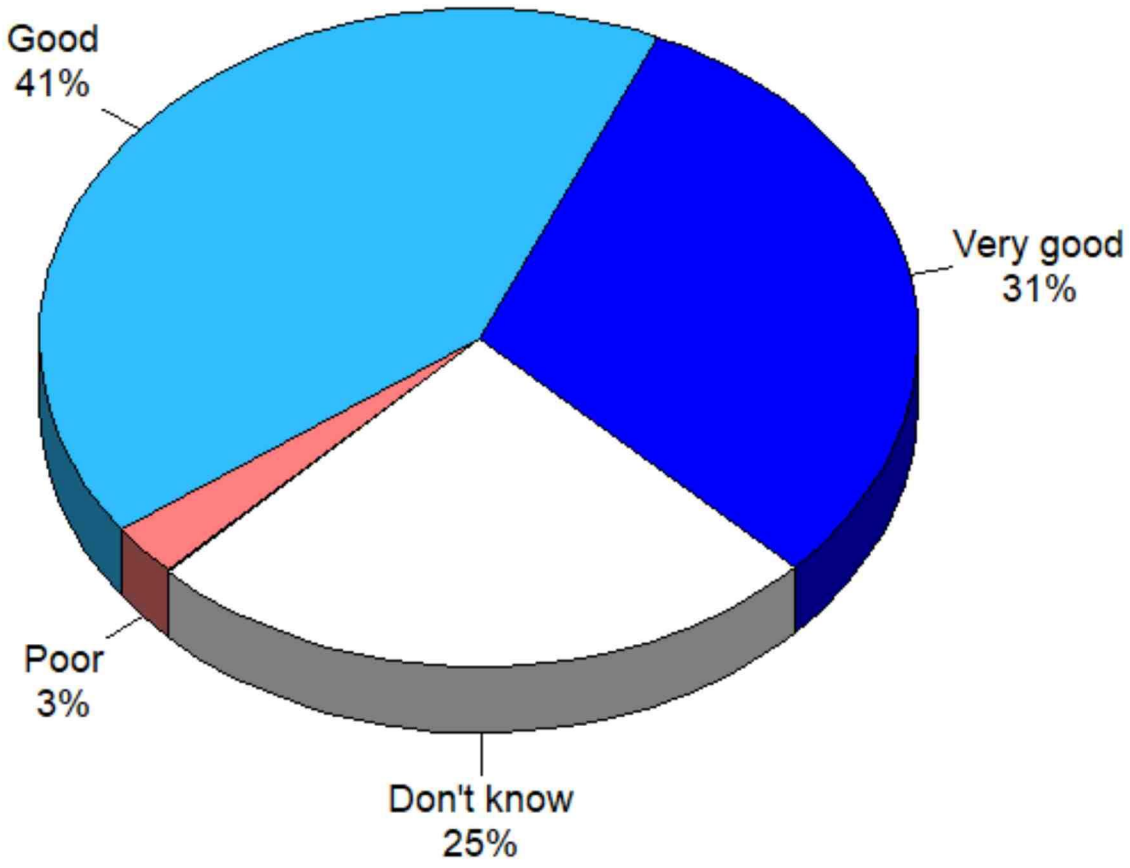


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Satisfaction Is High for All Village Services

Q9. How would you rate the Village of Pinehurst customer service?

by percentage of respondents

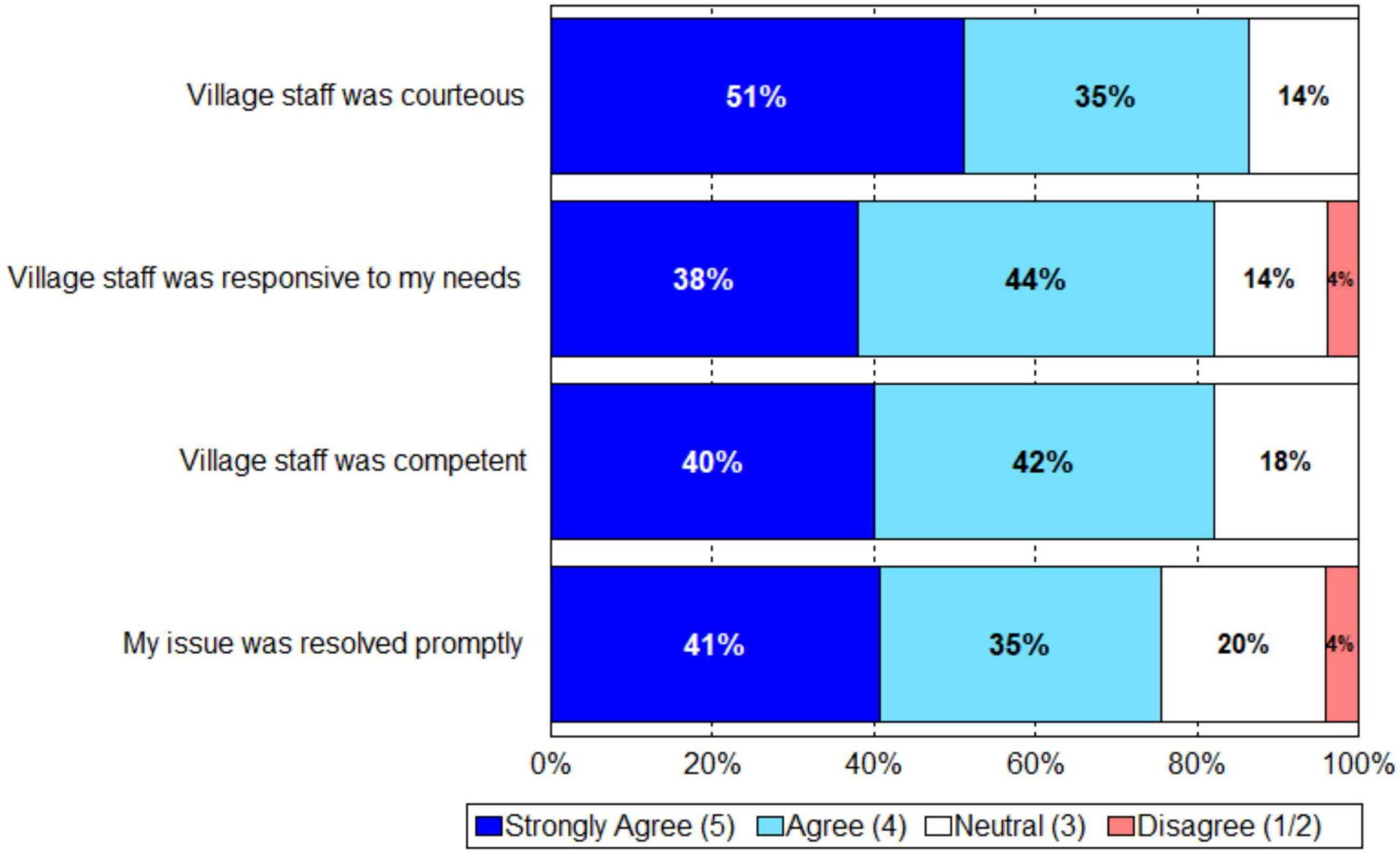


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

72% of Businesses Rated Village Customer Service as "Very Good" or "Good";
Only 3% Rated Village Services as "Poor"

Q10. Level of Agreement with Statements About Your Most Recent Contact with the Village Government Staff

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

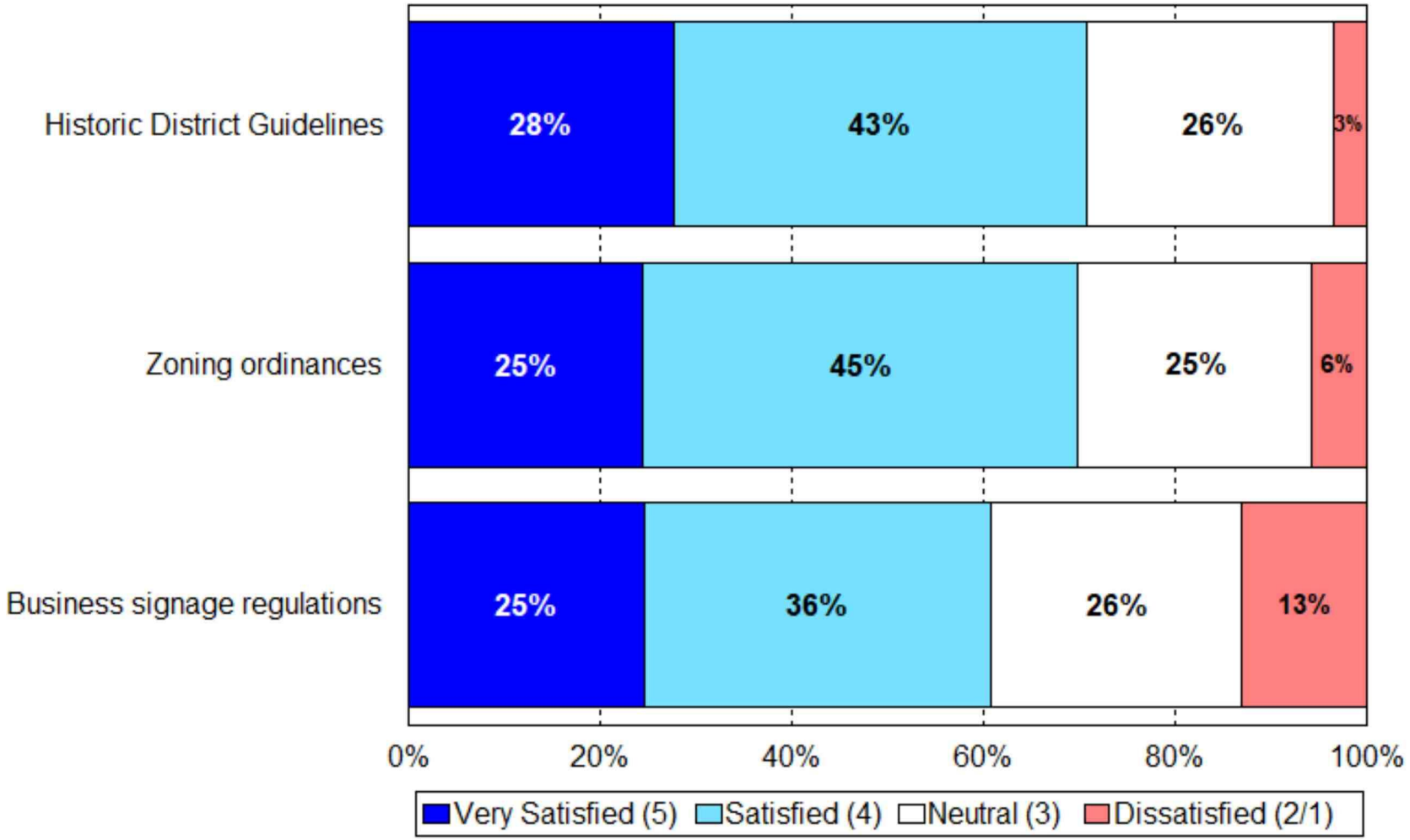


Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Satisfaction Is High for All Areas of Customer Service

Q15. Level of Satisfaction with Community Development (Village Codes and Ordinances)

by percentage of respondents who had used the service or department and rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

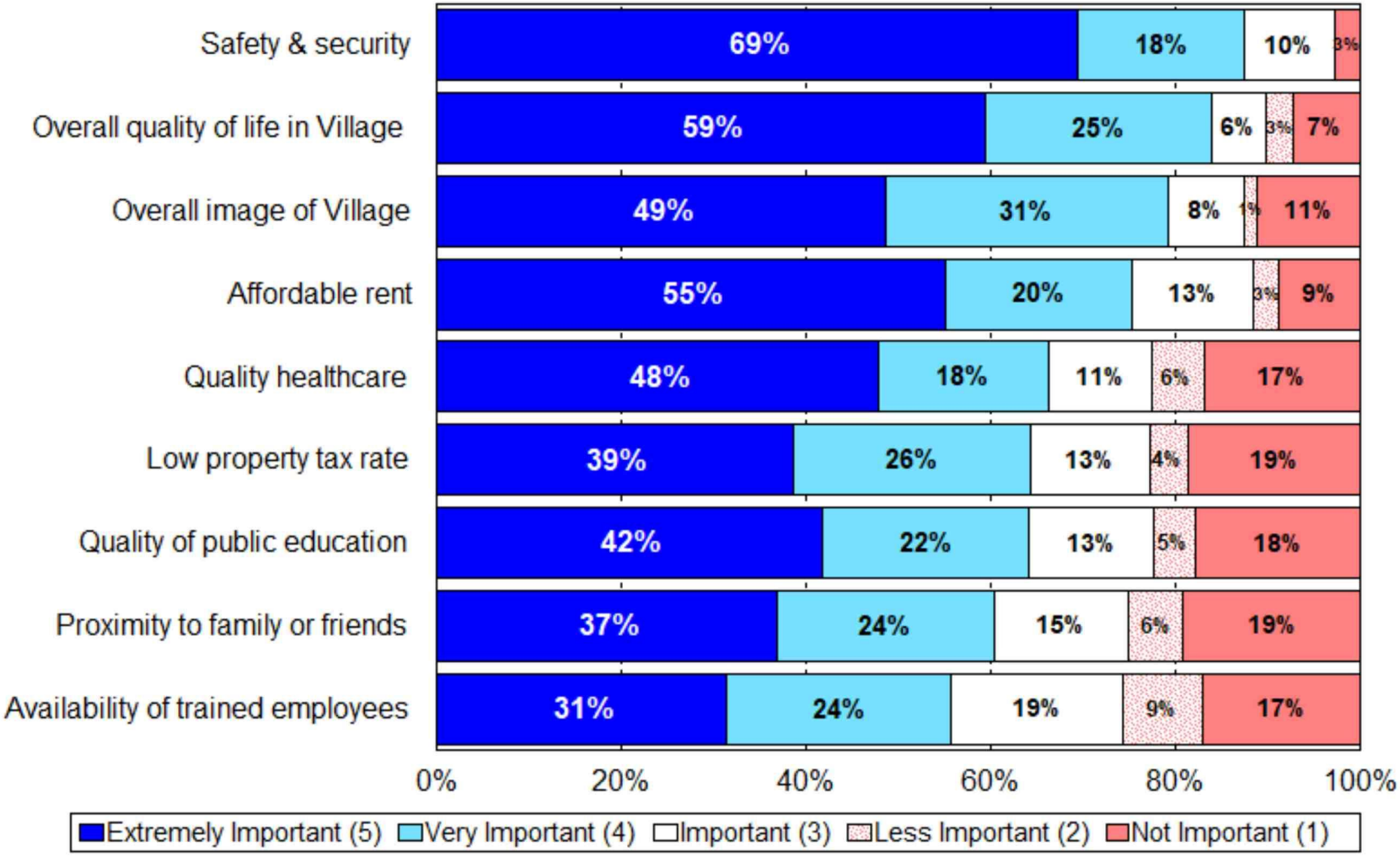
Satisfaction Is High in Areas of Community Development

Topic #4

Reasons Businesses Decided to Locate in Pinehurst

Q18. Importance of Various Reasons in Your Decision to Locate Your Business in the Village of Pinehurst

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "not provided")



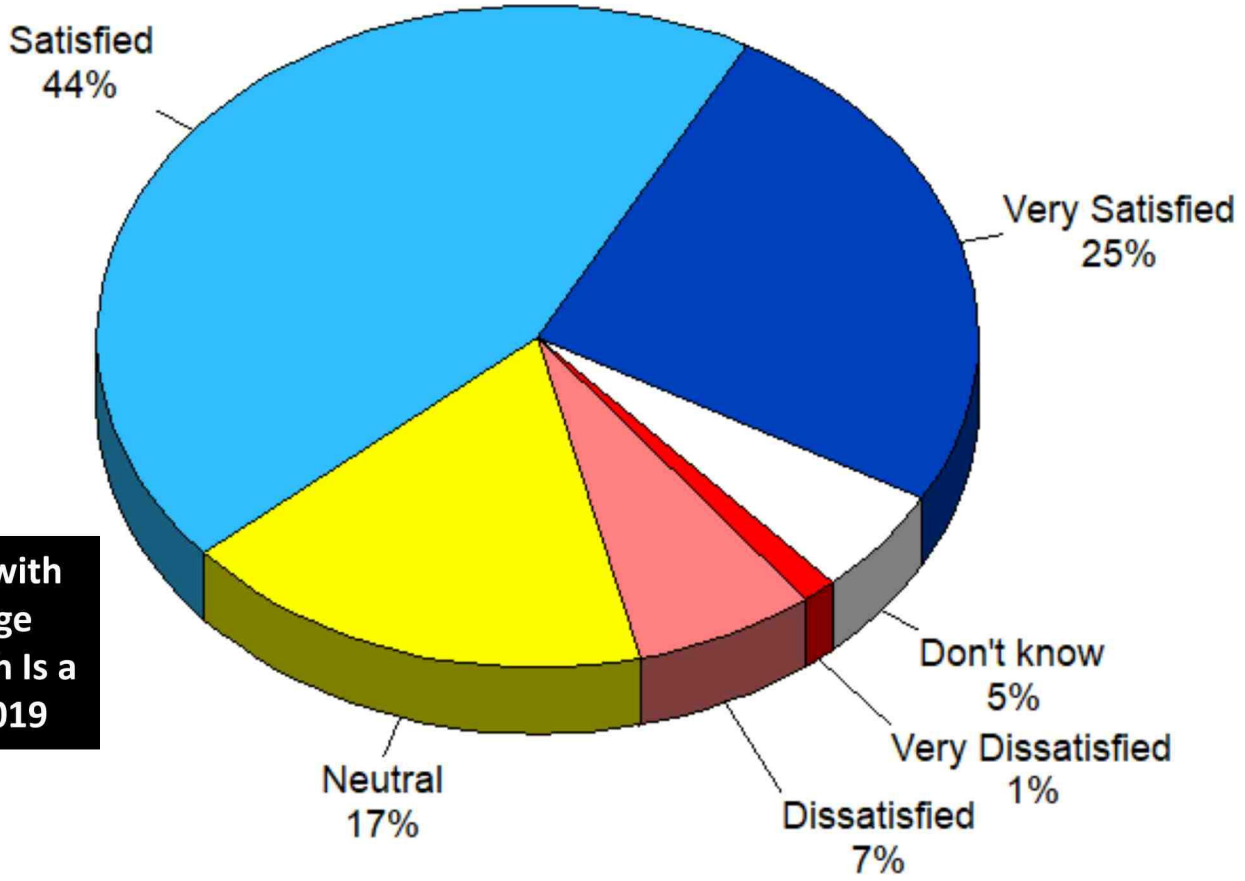
Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

The Most Important Reasons That Businesses Decided to Locate in Pinehurst Are: Safety and Security, Quality of Life in Village, Image of the Village, and Affordable Rent

Other Findings

Q11. How satisfied are you with the job the Village of Pinehurst does communicating with business owners?

by percentage of respondents



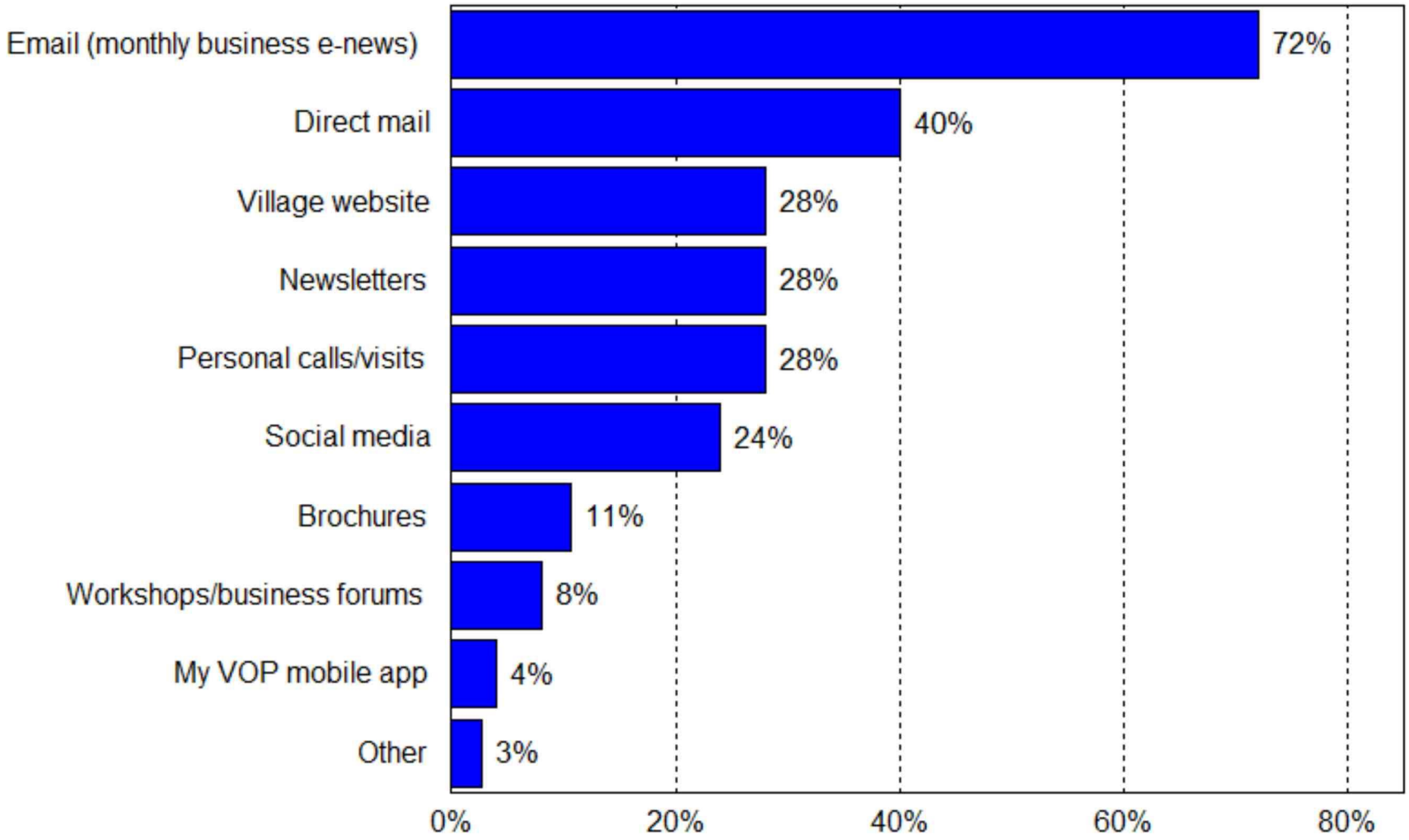
69% Are "Satisfied" with How Well the Village Communicates, Which Is a 6% Increase from 2019

Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Nearly an 9-1 Ratio of Respondents Who Are Satisfied vs. Dissatisfied (69% vs. 8%) with How Well the Village Communicates with Business Owners

Q14. Which of the following are the best ways for the Village to communicate important information to your business?

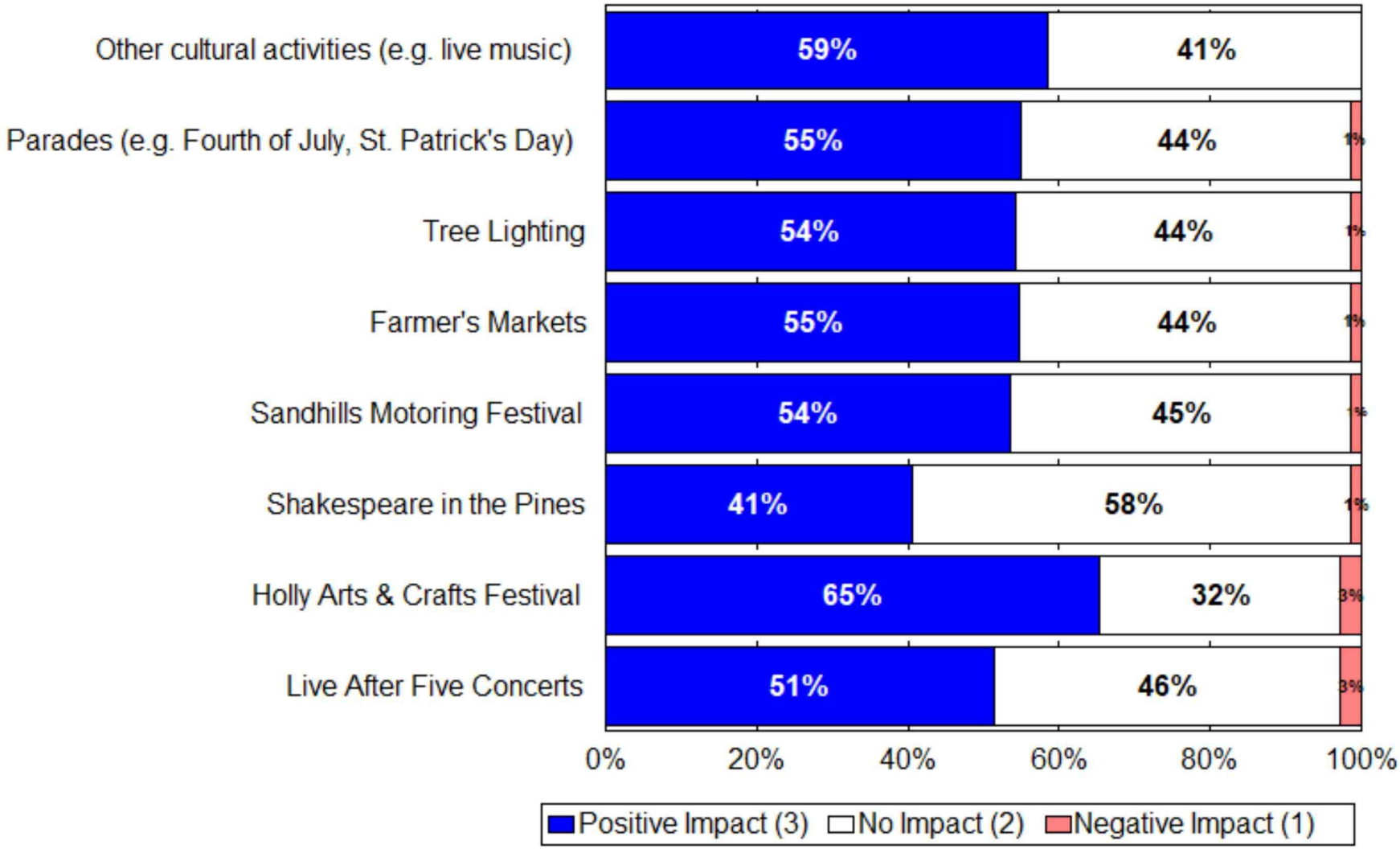
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Q16. How Businesses Feel About the Impact the Following Events in the Village Center Have on Their Business

by percentage of respondents who rated the item as a 1 to 3 on a 3-point scale



Source: ETC Institute (Pinehurst, NC Business Survey - 2020)

Summary

Summary

- The Village of Pinehurst has a very strong brand among businesses
- Businesses have a high level of satisfaction with Village services
- The majority of businesses are satisfied with the level of customer service and how well the Village communicates with their business
- The Village services that businesses rated as the most important are: police patrol, fire emergency response, streets and grounds, and police emergency response
- The most important reasons for businesses locating in Pinehurst are: safety and security, quality of life in the Village, image of the Village, and affordable rent

Questions?

THANK YOU!!

Q19. What are the most important issues facing Pinehurst today?

- Balancing need for growth and keeping history. Forward thinking i.e. food trucks.
- Changing demographics and meeting the needs of all community members.
- Controlling traffic.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19.
- COVID-19, transparency of confirmed cases, hospitalizations, deaths.
- COVID and masks. Everyone on the same page; City, business, and customers.
- Creating more business and operating after 5pm.
- Government.
- Growing responsibility, managing traffic.
- Growth and traffic at times is too heavy.
- High rents keep out small businesses.
- I object to the recent signage reserving certain parking areas for retail and/or restaurant patrons only. Very discriminatory.
- Infrastructure and growth.
- Isolation to rest of the country and what is going on, is a positive.
- Keep sense of community, but do it safely.
- Losing my business to COVID, outdoor dining should have happened months ago for every day.
- Maintaining the balance between a historic, quaint village, and modern business needs. We are moving in the right direction by all counts.
- Managing growth and traffic while staying competitive with other resort areas. Keeping the quaintness of the village while providing products and services demanded by customers.
- Near parking garage facility in Village.
- No motivation to create an "unforgettable" experience for those coming to the area. It's cute, it's so quaint, are referring to the buildings that have no life.
- Over population.
- Parking.
- Parking.
- Parking downtown, tell the workforce to use the lot and not the parking spaces.
- Parking for large events.
- Parking in the village.
- Parking, lack of retail stores, COVID.
- Stuck on the historic. We also need to embrace growth and progress.
- Too much build up and construction in area population and expansion. Not quaint village anymore.
- Traffic flow into area.
- Traffic on Hwy 5 and Morganton and parking in the Village.

Q20. Do you have any suggestions for how the Village could serve your business better?

- Be more pro-development. Do not resist change.
- Better communication via social media and via the VOP website. Trying to find information on events on the website is near impossible as the calendar does not reflect much else beside the farmers market. Better coverage of what's going on in and around the village via social media goes a long way too, on a lot of important events and topics, your social media falls silent.
- Broadcast text of important information on a weekly basis or in response to an emergency situation.
- Can't drive down Hwy 5.
- Commercial trash pickup needed, I don't understand why I need to pay for a private service or take items to the dump myself.
- Education, business specific.
- Embrace progress like Charleston.
- Fair Barn communication for events.
- Finally making strides in 2020.
- Have business employees park outside Chinquapin, Market, Magnolia.
- I am a new business and would like to know ways to promote my business.
- Make all parking "first come, first served".
- Make traffic flow better by my business.
- More business opportunities.
- My clients have trouble finding parking and they are not retail shopping. New signs block spaces.
- Need more retail, enforce visitor sign parking.
- Parking.
- Pursue business growth, stop letting Southern Pines and Aberdeen capture all new business ventures.
- Return to public events as soon as COVID is contained. My marketing depends largely on face to face interactions with locals.
- The village is far removed from us. They only are geared to retail.
- They need to interact more with small business.
- Timely code applications acceptance reviews for tree removal.
- Use local sign shops for events. The one behind the police station.
- Yes, no politics. Meet with the owners/managers of the shops and ask this question. Better yet, give them some authority to create positive change.
- Yes, street dining Monday-Sunday.

VILLAGE COUNCIL
MINUTES FOR REGULAR MEETING OF SEPTEMBER 8, 2020
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA
4:30 PM

The Pinehurst Village Council held a Regular Meeting at 4:30 p.m., Tuesday, September 8, 2020 in the Assembly Hall of Pinehurst Village Hall, 395 Magnolia Road, Pinehurst, North Carolina. The following were in attendance:

Mr. John C. Strickland, Mayor
Ms. Judy Davis, Mayor Pro Tem
Mr. Kevin Drum, Councilmember
Ms. Lydia Boesch, Councilmember
Ms. Jane Hogeman, Councilmember
Mr. Jeffrey M. Sanborn, Village Manager
Ms. Beth Dunn, Village Clerk

And approximately 65 attendees, 6 staff members, and 2 press.

1. **Call to Order.**
Mayor Strickland, called the Village Council meeting to order.

2. **Reports:**

Village Manager

- The Village was notified that we were selected for a site visit for our National Baldrige Award application, we are one of nine organizations selected in the nation. The site visit will be done virtually this year from October 1st through October 10th.

Village Council

- Mayor Strickland encouraged the public to continue to practice social distancing.
- Councilmember Hogeman stated the Beautification Committee is meeting next week, September 14th. Pinehurst Business Partners are trying to put together some type of Holly Arts festival this year, if they can work with the regulations.
- Councilmember Drum attended a Triangle J Council of Government meeting and noted it is wonderful to see how the different organizations in the region are dealing with all the issues of today.
- Councilmember Boesch stated that the National Association of Olmsted Parks has reached out to the Village to advise of "Olmsted 200" to celebrate the bicentennial birthday of Frederick Law Olmsted, which will be in the year 2022. Olmsted 200 will be a coordinated national and local celebration that will examine the principles of Olmsted's vision, values, and designs. Also, Olmsted 200 is promoting Olmsted heritage tourism in 2021, 2022 and beyond. The Association believes they may do some displays, exhibits, and tours. They have a wonder flyer available and all you have to do is Google "Olmsted 200" to see a brochure and get more information on what they are doing with this celebration.

Mayor Strickland stated that the applicant for the Floyd Way Subdivision requested to defer consideration of this project to the next Council meeting on September 22nd, so there will be no discussion tonight as it will be removed from the agenda. Mayor Strickland also suggested the work session item to discuss the public nuisance ordinance be moved to the regular meeting and Council agreed to move that item after the Special Intensity Allocation (SIA) agenda item.

DRAFT

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.

- Public Safety Reports
  - July, 2020 Police Report
  - July, 2020 Fire Report
- Approval of Village Council Meeting Minutes.
  - August 7, 2020 Special Meeting
  - August 7, 2020 Closed Session
  - August 11, 2020 Special Meeting
  - August 11, 2020 Closed Session
  - August 11, 2020 Regular Meeting
  - August 11, 2020 Work Session
  - August 11, 2020 Closed Session

End of Consent Agenda.
Upon a motion by Councilmember Drum, seconded by Councilmember Boesch, Council unanimously approved the consent agenda, by a vote of 5-0.

4. **Present Resolution to Molly Rowell Honoring Her Service as Chair of the Beautification Committee.**
Mayor Strickland presented Molly Rowell with a framed resolution honoring her for her service as the Chair of the Beautification Committee. Ms. Rowell served as the Chair since March 14, 2014. Ms. Rowell said it was a joy to work with everyone in the Village and when you have the support that they provide anything is possible.

5. **Discuss and Consider a Special Intensity Allocation for Huntley Design Build Office Project.**
Darryn Burich, Planning and Inspections Director, explained that this agenda item is for Council to consider a request for approval of a 1 acre Special Intensity Allocation (SIA) by Huntley Design Build, Inc. to allow for development of a vacant parcel in Trotter Hills, located at 8 Clark Court (Moore County Parcel ID 96000374), for an office building. Site improvements will include a 3,197 heated square foot office building, parking and landscaping. The proposed development includes approximately .26 acres of impervious area or 26% overall impervious coverage on the 1 acre site. Mr. Burich noted that it is the practice of the Planning and Inspections Department to bring requests for SIAs before Village Council for approval when site plan approval is imminent by the staff Technical Review Committee (TRC).

Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously approved the proposed Special Intensity Allocation as outlined in the staff memorandum dated September 4, 2020 for the proposed Huntley Design Build office building located 8 Clark Court, located in the Water Shed II District. If development approval shall expire, this SIA shall be rescinded and the allotted allocation shall be returned to the pool for future allocation, by a vote of 5-0.

6. **Public Nuisance Discussion.**
Jeff Sanborn, Village Manager, explained this item was to continue the discussion on drafting language for the revised noise ordinance. He noted after the last work session he took the feedback and made some changes to the draft. Mr. Sanborn stated the current standard of abatement is 30 days and explained this may be the time to shorten the time frame in regards to other code violations. He noted there is some history with this standard, as about five years ago it was changed to 30 days because it was hard for Council, the public, and staff to keep track of because of all the different offensives with various timelines.

Mr. Sanborn reviewed the new draft language and explained the focus of the new language was to come up with something that had more teeth and was enforceable. The language includes a measurement of decibel levels, standards set by the World Health Organization (WHO). Mr. Sanborn stated we have to decide what an appropriate penalty is for violation. North Carolina General Statute allows a maximum fine of $500. Mr. Sanborn reviewed current penalties in the Municipal Code ranging from $50 to $500. Councilmember Hogeman stated for the penalty she would like to see one high enough to penalize someone disturbing their neighbor. She suggested maybe a stepped increase of fines after the first offense. Council discussed the period in which to assess a penalty on the property owner and the amount of the fine, increasing in $100 increments per violation.

7. **Motion to Recess Regular Meeting and Enter into a Public Hearing.**
Upon a motion by Councilmember Boesch, seconded by Councilmember Drum, Council unanimously approved to recess the

regular meeting and enter into a public hearing, by a vote of 5-0.

8. Public Hearing No. 1

Mayor Strickland explained that for several months Council and staff and been engaged in a multifaceted development project (Project Woodpecker) with significant economic impact for North Carolina, Moore County, and the Village of Pinehurst. The plan is for the United States Golf Association (USGA) to move several of its key functions to Pinehurst and hold 5 U.S. Open Championships between 2024 and 2047 and also have the potential for other USGA tournaments, both professional and amateur, to be held across North Carolina in the future. Project Woodpecker has been a state wide initiative for NC, financial and other commitments have been made or proposed from the North Carolina Legislators, economic development funds from other state agencies, Moore County, and the Village of Pinehurst. There are wide ranging long term benefits that will evolve from this transaction. Among those are research relationship that will develop with NC State University, NC A&T University and Sandhills Community College. Mayor Strickland noted that both Pinehurst and USGA are jointly celebrating their 125th anniversary this year.

Jeff Sanborn, Village Manager, explained the purpose of this public hearing is to receive public comment on a proposed economic incentive agreement between the Village of Pinehurst and the USGA. Mr. Sanborn reviewed the legal frame work for economic incentives. Mr. Sanborn explained the commitments made by the USGA include to construct facilities that will employ approximately 50 full-time employees in the Village of Pinehurst, an initial direct investment in facilities and site of at least twenty-five (25) million, occupancy in those facilities by December 31, 2023, and bring five U.S. Open events to Pinehurst every five to seven years starting in 2024.

Mr. Sanborn stated the Village of Pinehurst incentives to USGA are part of a larger incentive program involving the State of North Carolina and Moore County. The Village's incentives include a tax grant incentive repayment of up to 90% of property taxes in each of the 10 years, which is the grant period. The incentive level is to be paid (up to 90%) in any given year of the grant period will depend on the number of full-time employees on the payroll as of the fourth quarter of the previous year. Annual tax grant incentive payments during the 10 year grant period will not be paid until after property taxes are collected. The Village of Pinehurst will also provide, at no cost, use of the Harness Tack and Fair Barn grounds for parking during each if the Men's U.S. Open events. Mr. Sanborn also explained the clawback provision in the agreement in which the USGA will return a specified percentage of the total incentive grant payments received if the promised five Men's U.S. Open events do not occur with a maximum interval between them of seven years.

Pat Corso, Moore County Partners in Progress, stated the USGA, which has successfully hosted 3 U.S. Open's and countless other tournaments, is interested in placing a 2nd headquarters in the Village of Pinehurst. The USGA will commit to employee 50 full-time employees in the Village, to establish a combined visitor center and museum, offices for the Foundations and Green Section, and a technologically advanced testing center to test golf balls and golf clubs. An independent economic impact study showed that the last U.S. Open in 2014 drove over five-hundred ($500) million to the State. Given all that the USGA intends to deliver the overall estimated impact is two (2) billion dollars over the course of the terms of this agreement. The USGA intends to bring 5 U.S. Open Championships to the Pinehurst area every five to seven years and a minimum of 13 additional championship events to venues across North Carolina. Through the Green Section, which is dedicated to turf grass management, they will also commit to advancing innovation and research with leading colleges such as NC State, NC A&T, and Sandhills Community College. The USGA has provided a written commitment to work with Moore County Partners in Progress to facilitate the recruitment of additional golf related companies to Moore County. Mr. Corso stated that this is a great opportunity for the Village and there cannot be a better suited project for our area.

Craig Annis, USGA Chief Brand Officer, stated they are thrilled to have the opportunity to partner with the Village of Pinehurst, Moore County, Pinehurst Resort, a number of other host clubs, and the state of North Carolina. Mr. Annis stated Pinehurst has always held a special appeal and place in the hearts of the USGA and golfers around the world and this project offers an opportunity to create a perfect marriage of a relationship that has been built over the last century.

Councilmember Drum stated as a kid that grew up here and told people he lived in the home of golf he is real excited to hear that every golf club that someone tries will be routed through Pinehurst. Councilmember Hogeman stated that Council is mindful that Pinehurst was attractive for its character and they are well aware of how important it is to protect, preserve, and maintain that character going forward so it remains a place where you would like to be. Councilmember Boesch stated she wished James Walker Tufts could be here right now and Council has worked really hard on this project and she sees this as an amazing opportunity.

Public Comments:

- John Hoffman, Everett Road, stated he is very happy to see what this project involves. He asked where the project will be located.
    - The Mayor stated at the moment they haven't seen a specific site plan. Once they do the project will go through normal planning and zoning process.
- Lynn Goldhammer, Pinehurst resident, inquired where would the project be and what will it look like.
    - Chris, USGA, sated they share the vision for the Village of Pinehurst. They have been working with a building consultant and plan to build something consistent and within the character of Pinehurst.
- Mary-Stewart Regensburg, Pinehurst resident, stated that the newspaper stated there would be a 25 million dollar facility or campus. She is wondering where in Pinehurst is there enough space to build a 25 million dollar campus.
    - Craig, USGA, the 25 million will be spent of facilities not just one facility and will not be a campus like the hospital.
- Molly Rowell, Pinehurst resident, stated she was so excited and thanked everyone that worked hard to make this happen. She welcomed the USGA to Pinehurst.
- Marty McKenzie, Pinehurst resident, stated he wish Richard Tufts, former USGA President, could be here to see this. He has worked with USGA for the last 20 years and they are a tremendous asset to our community.
- Jackie Curley, Pinehurst resident, asked will the 50 employees of USGA be transferred or will they be new jobs created.
    - Craig, stated it will be a mix. 15 members are here now and some new jobs will be created and some transferred from the headquarters in New Jersey.
- Richard Vincent, Pinehurst resident, so incredibly excited and is what the community and state needs.
- Leo Santowasso, Pinehurst resident, this is going to meaning to North Carolina, Moore County and Pinehurst. Suggested sharing the site in New Jersey because it is beautiful.
- Frank Pacifico, asked about the USGA museum and stated it could have an impact on a project the Council is working on and Council may want to take that into consideration moving forward.

9. Motion to Adjourn Public Hearing and Re-Enter Regular Meeting.

Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously approved to adjourn the public hearing and re-enter the regular meeting, by a vote of 5-0.

10. Discuss and Consider Economic Incentive Agreement

Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously agreed, to authorize the Mayor to execute the proposed economic incentive agreement with the United States Golf Association, which will increase the taxable property and increase employment opportunities in the Village of Pinehurst, by a vote of 5-0

Mr. Annis also stated that a public announcement will be made at 10:00 a.m. tomorrow, September 9th.

11. Other Business.

- Council and staff discussed reconvening the Neighborhood Advisory Committee (NAC) meetings in person. Beth Dunn, Village Clerk, noted that committee members were spilt on the decision to resume in person meetings, due to COVID. Mayor Strickland stated he would work with staff to come up with a plan to get the committee back together in some form.

12. Comments from Attendees.

- Frank Pacifico, McKenzie, stated there are speeding issues on McKenzie Road during school hours. He asked if the school could be notified to remind everyone to be mindful of the speed limit.
- Lynn Goldhammer, Pinehurst resident, asked what we are looking to get out of the Baldrige award. She is concerned that this will make the Village of Pinehurst one of the top 10 places to live. A building was built in Trotter Park that has lights that burn all night and she suggested looking at this issue going forward as that area is developed. She also suggested, in regards to a noise ordinance, giving the citation to the renter of the property and create an online site to enter violators that other property owners could see who the offenders are and know not to rent to them.
    - Jeff Sanborn explained the Village is looking for improvement in everything we do and the Village was already named the top place to live in North Carolina. Councilmember Drum explained the Baldrige Framework is about

the organization learning, growing, and improving.

13. Motion to Adjourn.

Upon a motion by Mayor Pro Tem Davis, seconded by Councilmember Drum, Council unanimously approved to adjourn the regular meeting, by a vote of 5-0, at 7:20 p.m.

Respectfully Submitted,

Beth Dunn,
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

RESOLUTION #20-29:

A RESOLUTION TO EXEMPT PROCUREMENT OF PROFESSIONAL ENGINEERING AND ARCHITECTUAL SERVICES FROM THE MODEL CODE FOR PROCUREMENT FOR ARCHITECTURAL, ENGINEERING, AND SURVEYING SERVICES. (NCGS 143-64.31 & 32)

WHEREAS, North Carolina General Statute 143-64.31 provides that "It is the public policy of this State and all public subdivisions and Local Governmental Units thereof, except in cases of special emergency involving the health and safety of the people or their property, to announce all requirements for architectural, engineering, surveying, construction management at risk services, design-build services, and public-private partnership construction services to select firms qualified to provide such services on the basis of demonstrated competence and qualification for the type of professional services required without regard to fee other than unit price information at this stage, and thereafter to negotiate a contract for those services at a fair and reasonable fee with the best qualified firm. If a contract cannot be negotiated with the best qualified firm, negotiations with that firm shall be terminated and initiated with the next best qualified firm."; and

WHEREAS, North Carolina General Statute 143-64.32 provides that "Units of local government or the North Carolina Department of Transportation may in writing exempt particular projects from the provisions of this Article in the case of proposed projects where an estimated professional fee is in an amount less than fifty thousand dollars ($50,000)."

NOW, THEREFORE, BE IT RESOLVED by the Village Council of Pinehurst, North Carolina, in session assembled this 22nd day of September, 2020 as follows:

SECTION 1. That Professional Architectural, Engineering, and Surveying Services associated with the acquisition and/or provision of services for intersection and traffic study data collection and analysis for specific intersections within the corporate limits of the Village of Pinehurst are hereby exempted from the provisions of North Carolina General Statute 143-64.31. The reasons therefore and circumstances attendant thereto are that this action has been determined by the Village Council to be in the best interest of the Village of Pinehurst and its citizens due to the historical utilization of CMS Engineering. They possess all baseline knowledge and understanding of the intersections which best positions them as the most qualified firm to conduct comparative analysis of previous intersection study results with current intersection performance.

SECTION 2. That this resolution shall be and the same is hereby effective from and after the date of its adoption.

THIS RESOLUTION passed and adopted this 22nd day of September, 2020.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
John C. Strickland, Mayor

DRAFT

Attest:

_____
Beth Dunn, Village Clerk

Approved as to Form:

_____
Michael J. Newman, Village Attorney

DRAFT

Village of Pinehurst Community Survey

GIS Maps

...helping organizations make better decisions since 1982

2020

Submitted to the Village of Pinehurst, NC
by:
ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

August 2020

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.

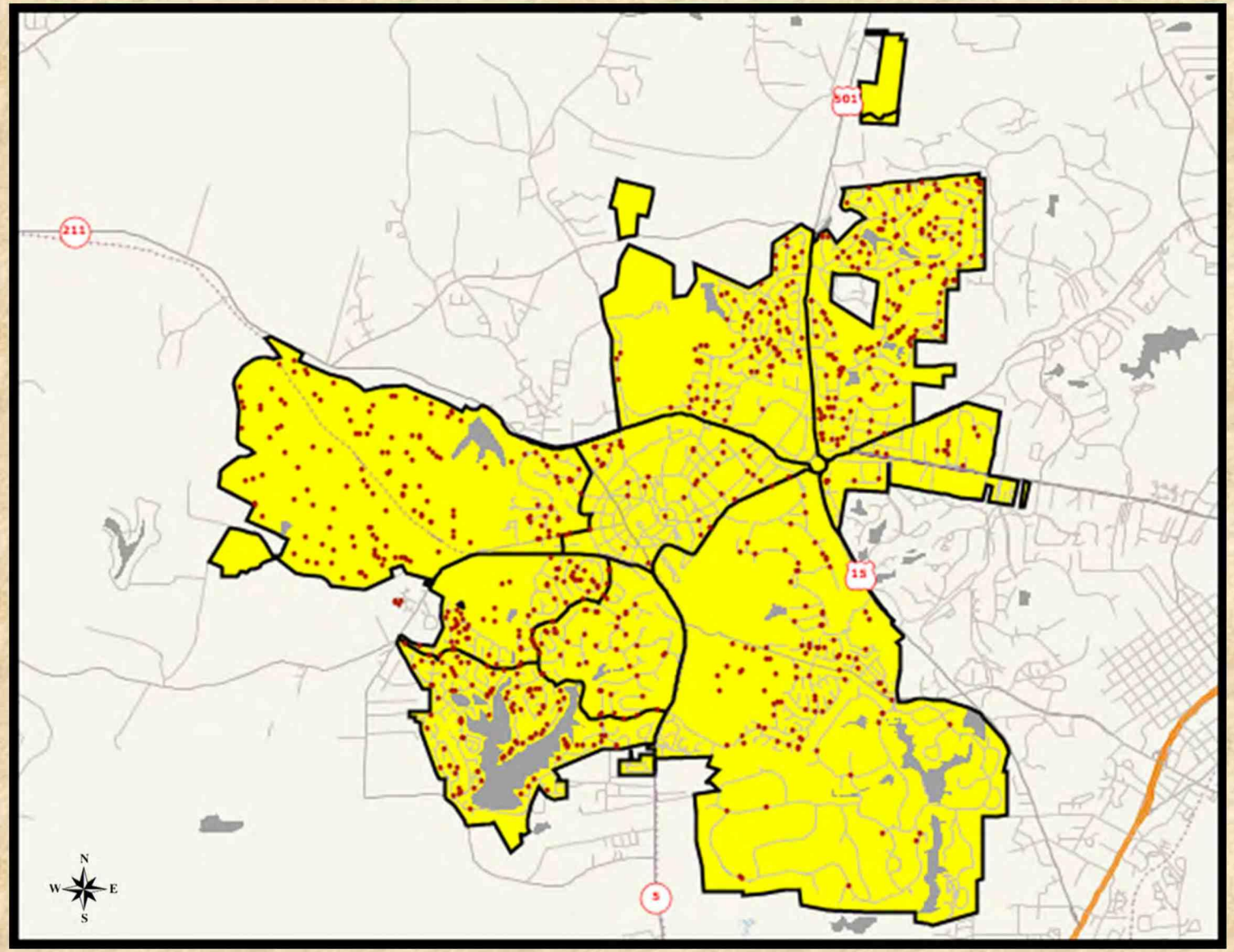
When reading the maps, please use the following color scheme as a guide:

- 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.

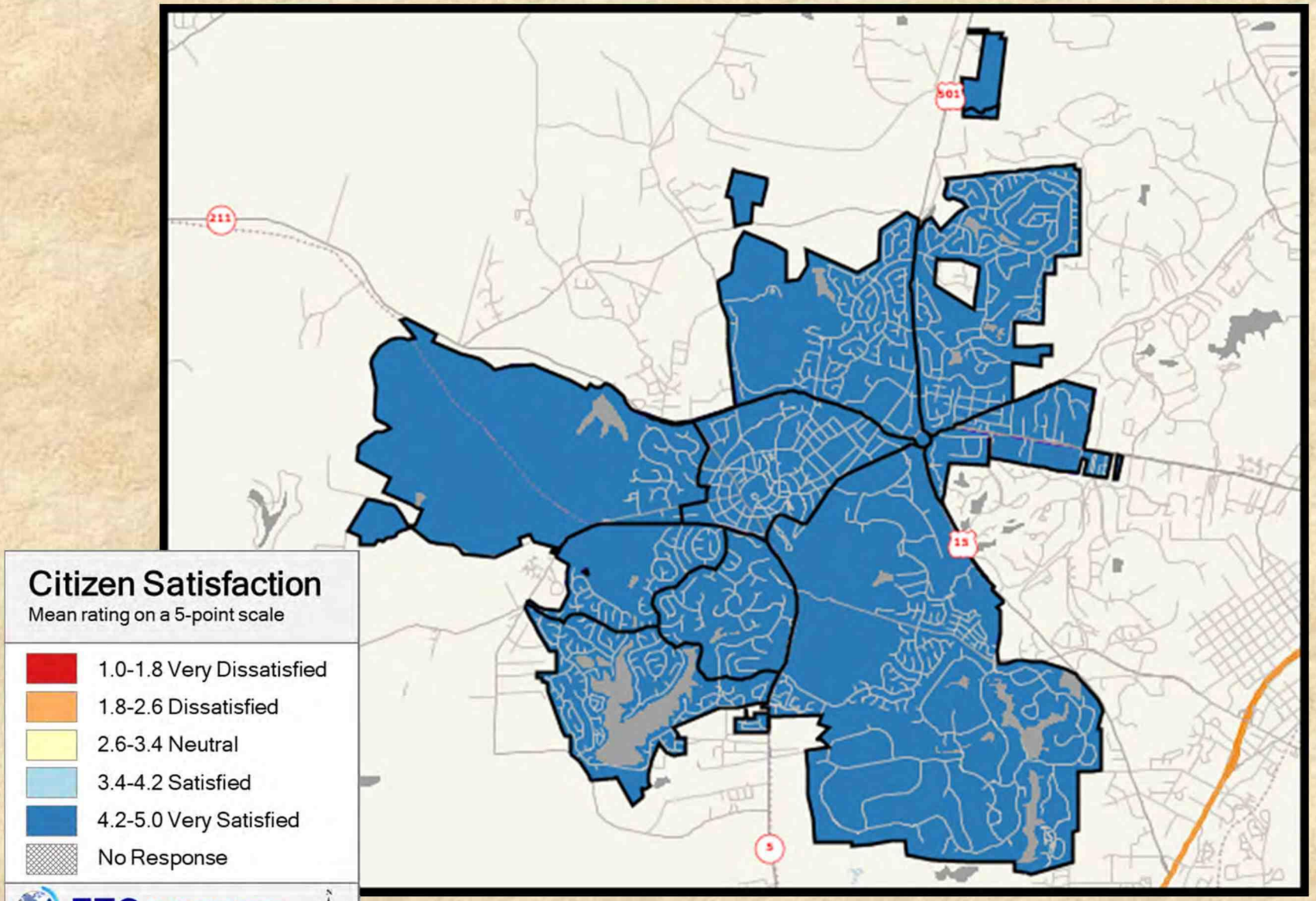
- ORANGE/RED shades indicate NEGATIVE ratings. Shades of orange/red generally indicate dissatisfaction with a service, ratings of "below average" or "poor" and ratings of "unsafe" or "very unsafe."

Location of Survey Respondents



2020 Village of Pinehurst Community Survey

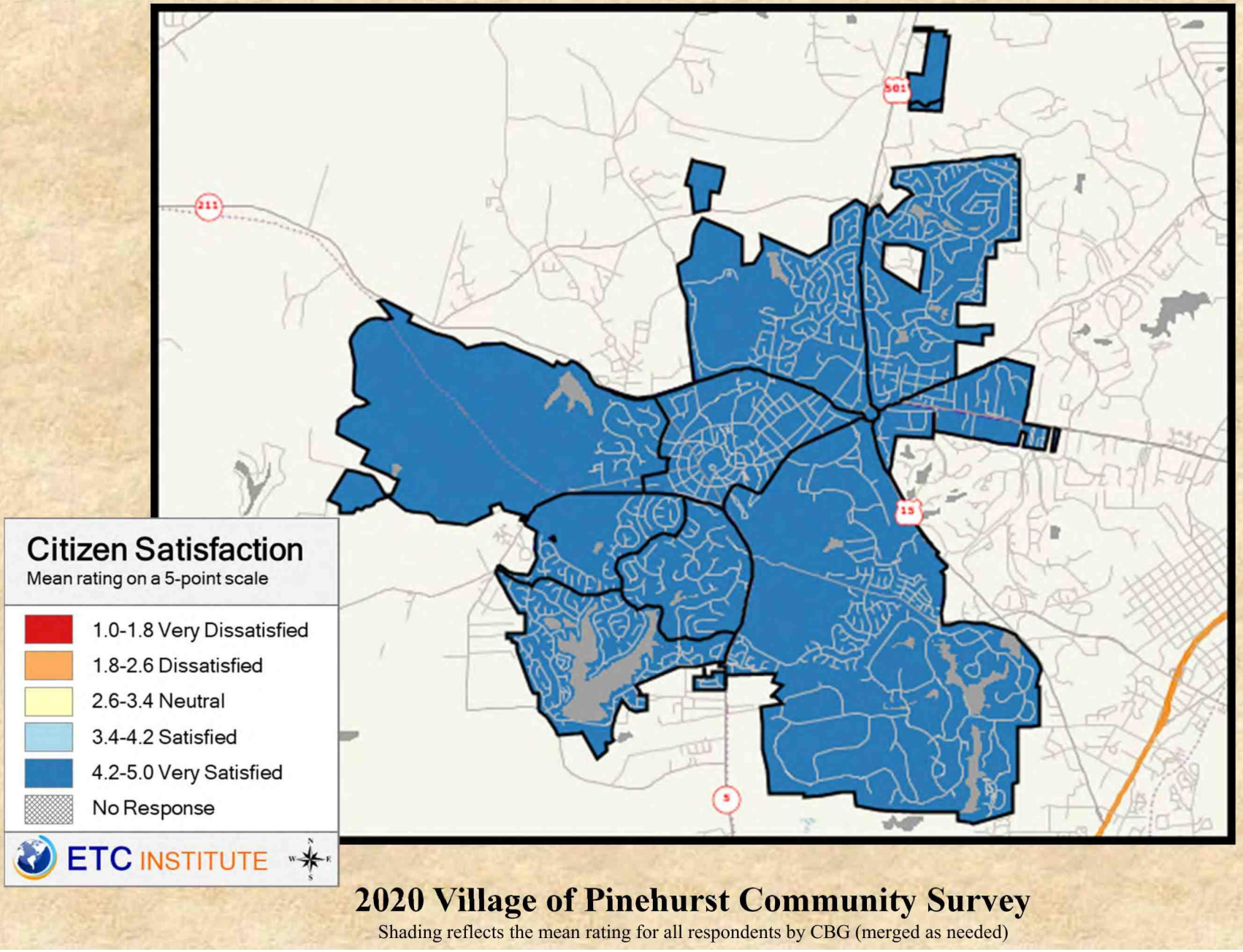
Q1-01 Level of satisfaction with: Police services



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

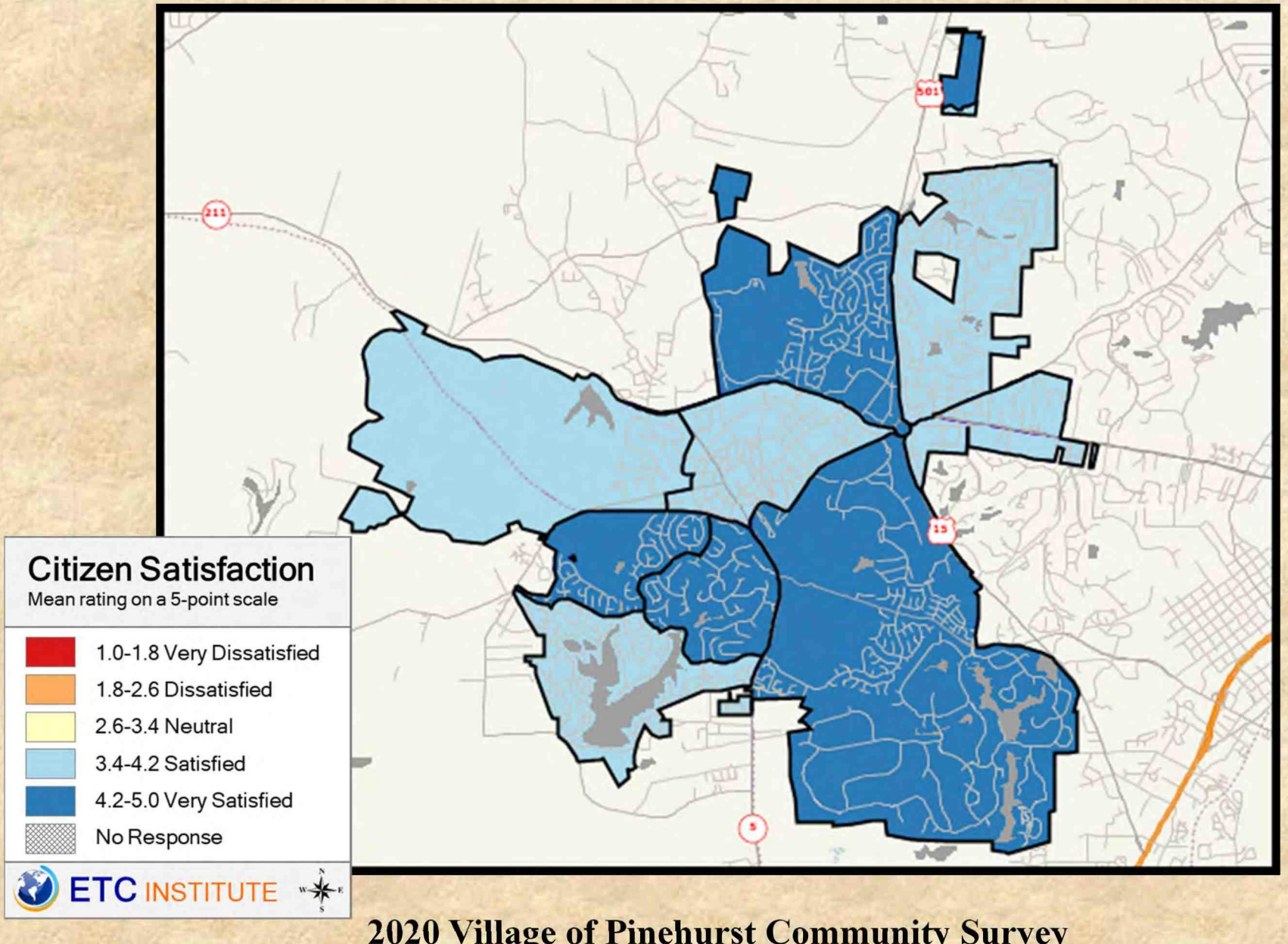
Q1-02 Level of satisfaction with: Fire Services



2020 Village of Pinehurst Community Survey

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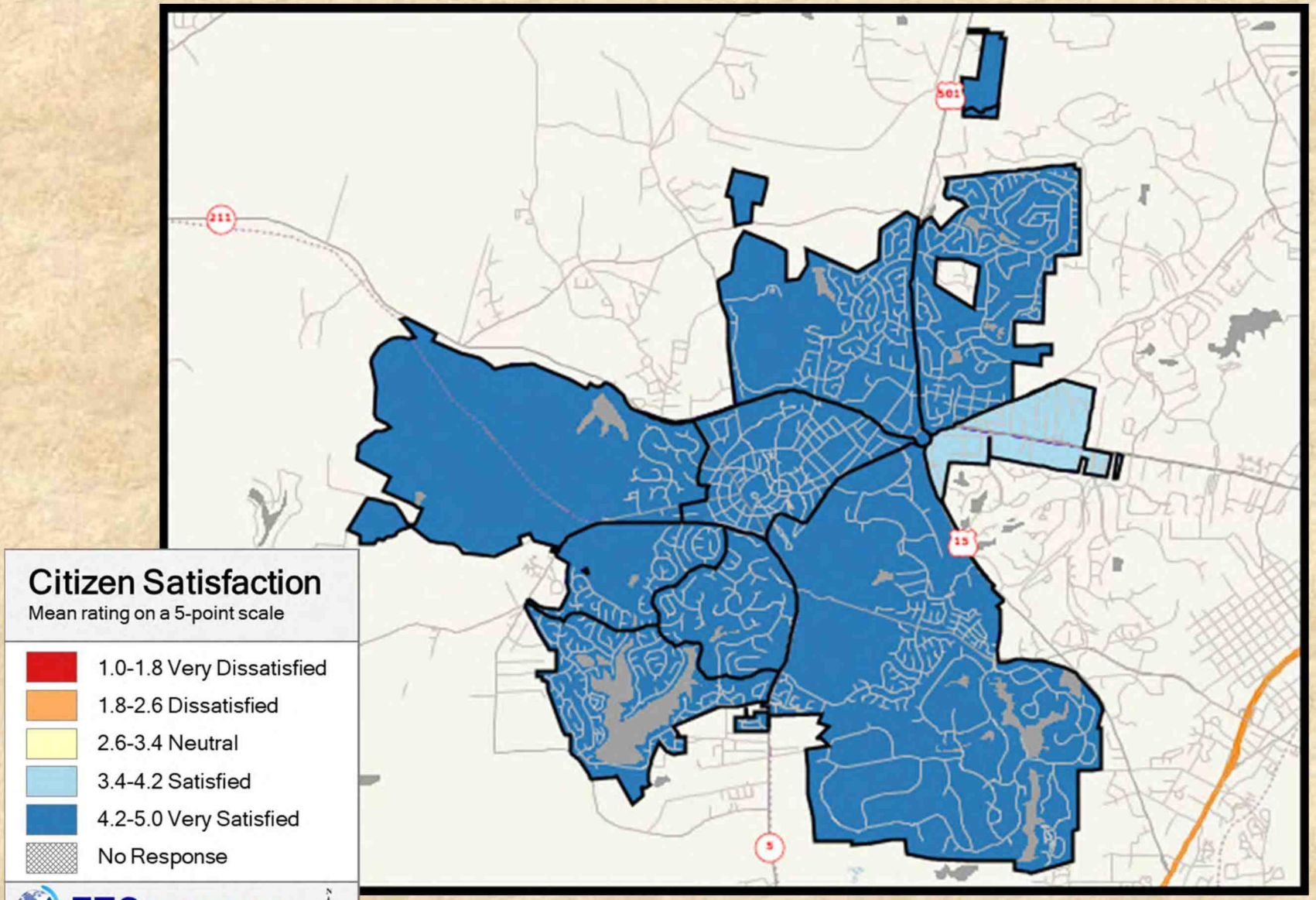
Q1-03 Level of satisfaction with: Parks and recreation programs



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

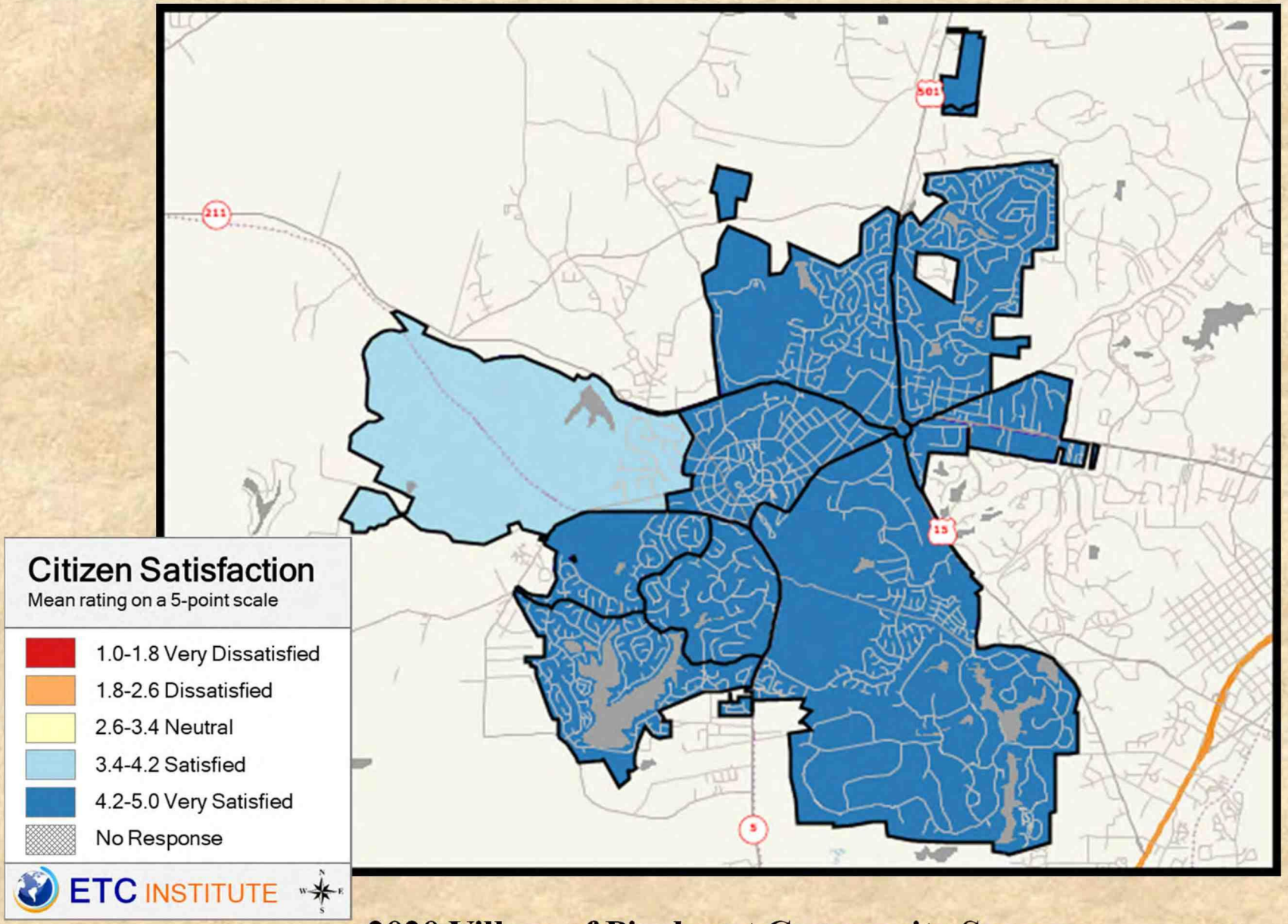
Q1-04 Level of satisfaction with: Parks and recreation facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

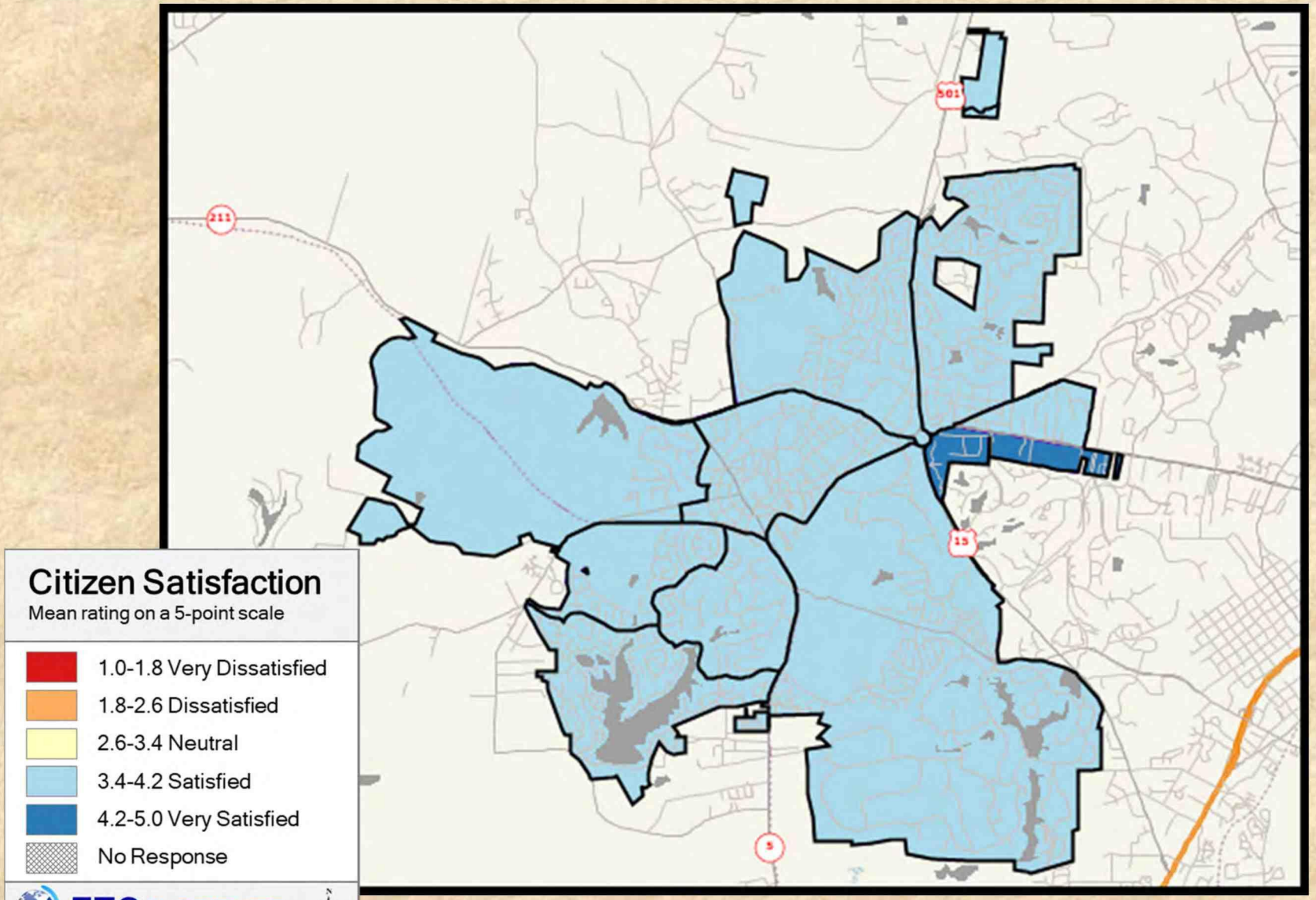
Q1-05 Level of satisfaction with: Solid waste services



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

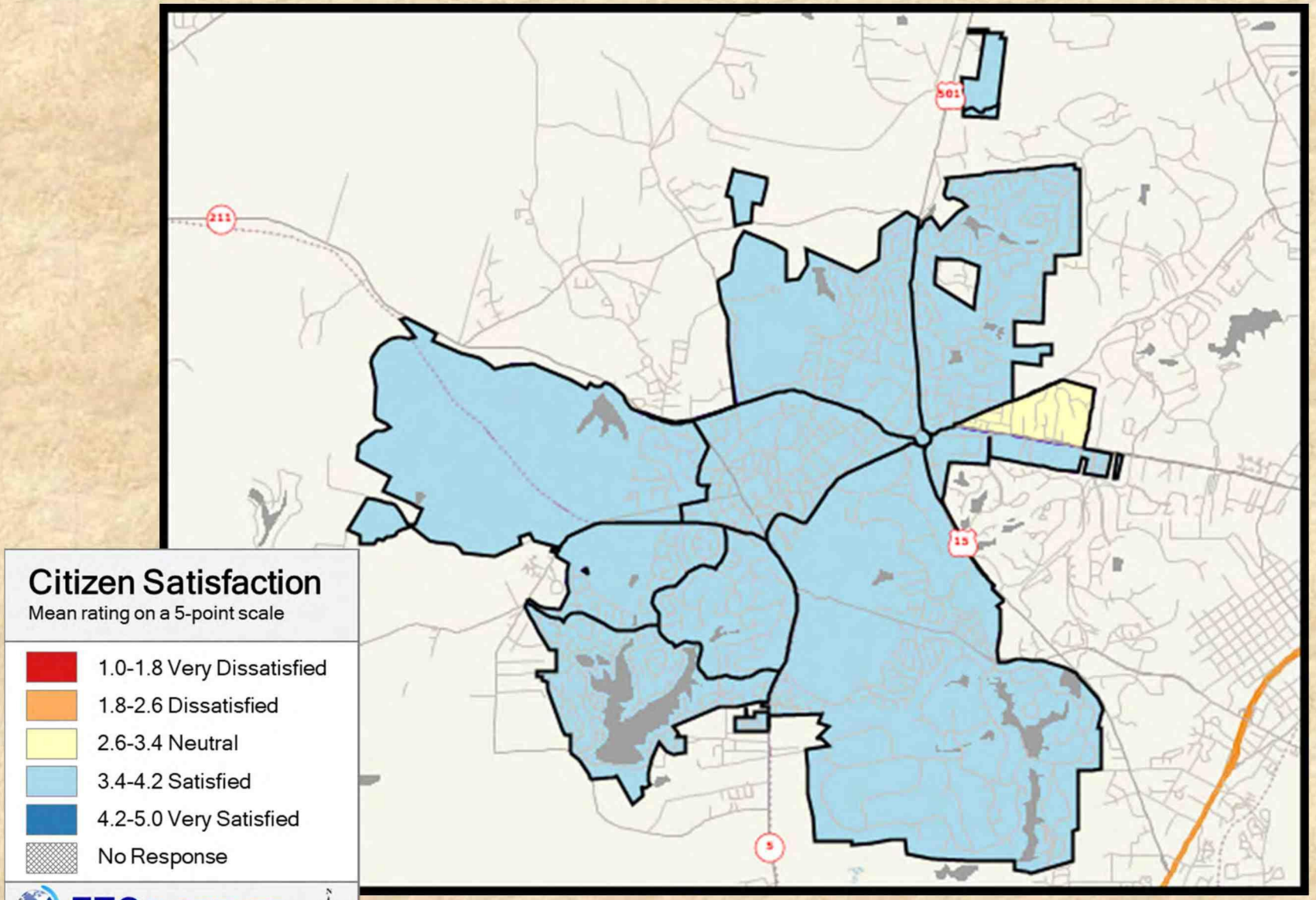
Q1-06 Level of satisfaction with: Street and right-of-way maintenance



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

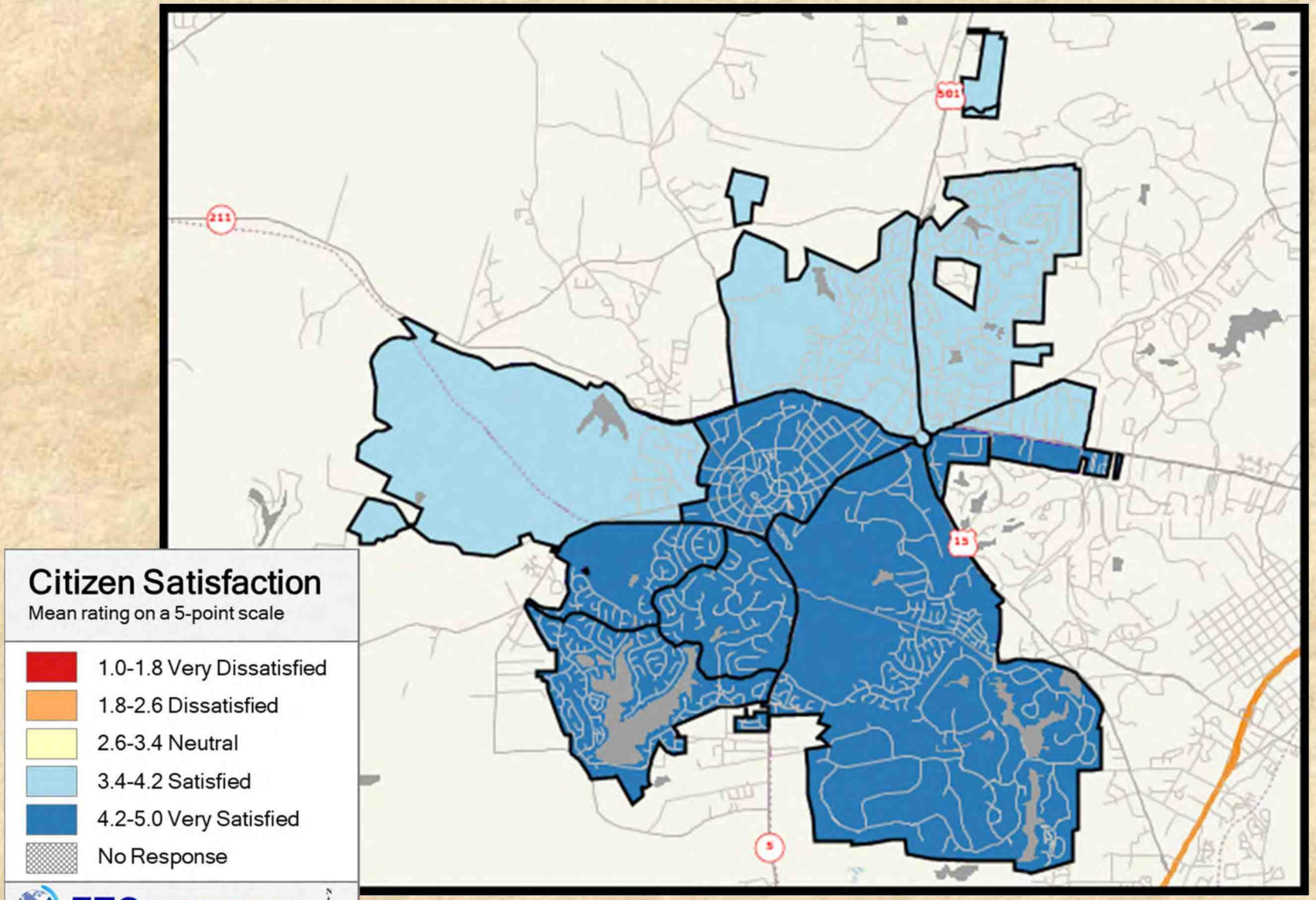
Q1-07 Level of satisfaction with: Enforcement of Village codes & ordinances



2020 Village of Pinehurst Community Survey

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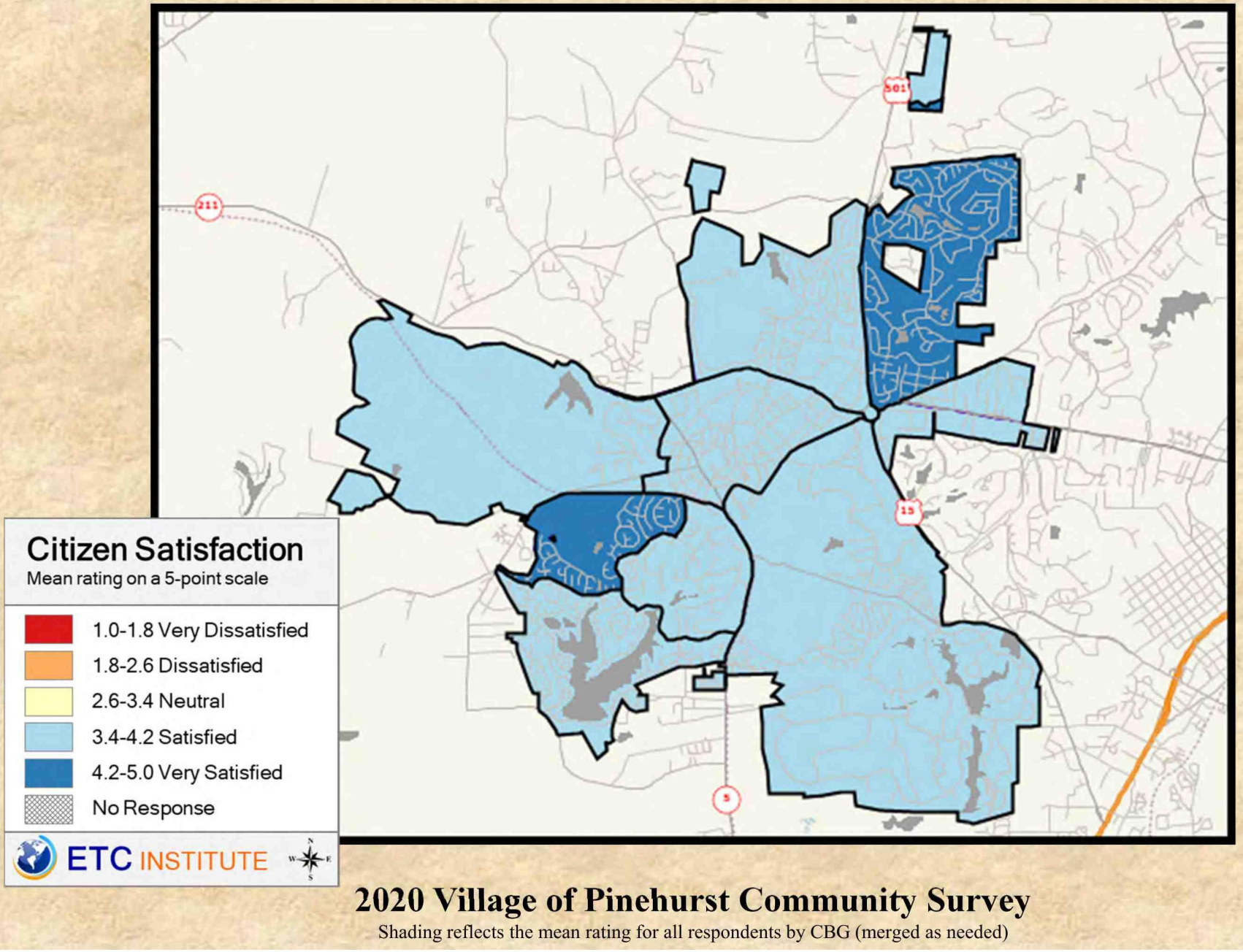
Q1-08 Level of satisfaction with: Customer service provided by Village employees



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

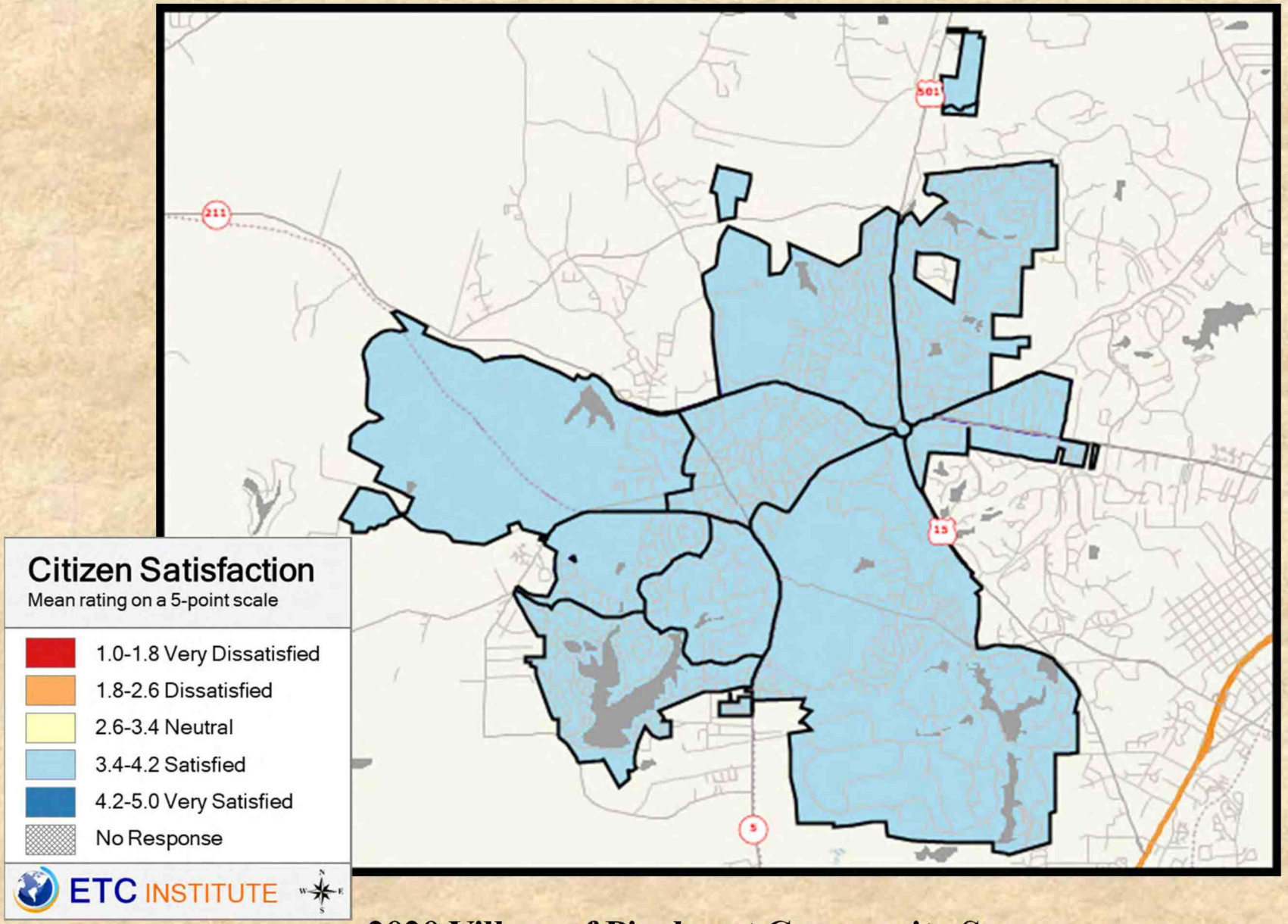
Q1-09 Level of satisfaction with: Village communication with residents



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

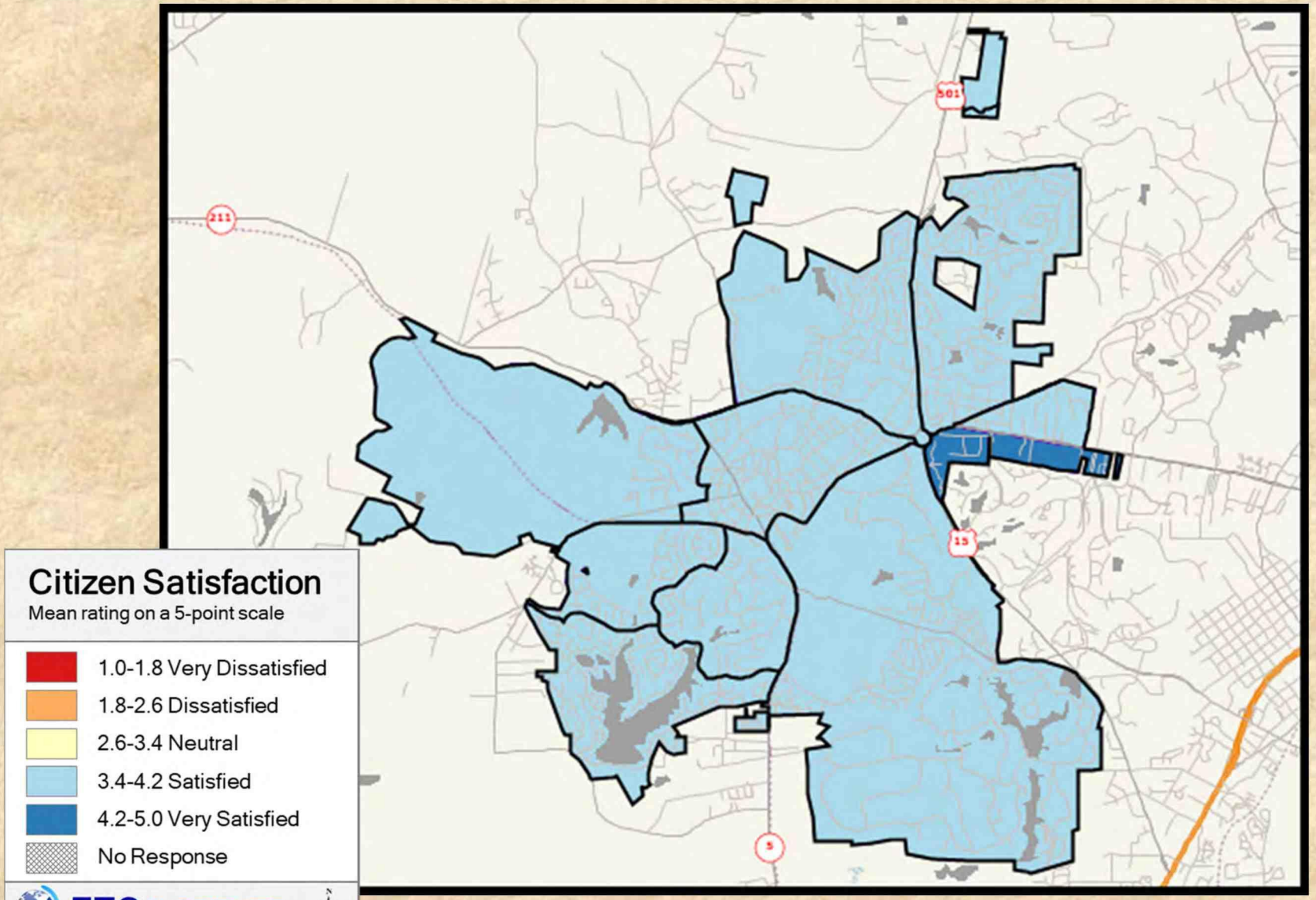
Q1-10 Level of satisfaction with: Village efforts at maintaining the quality of your neighborhoods



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

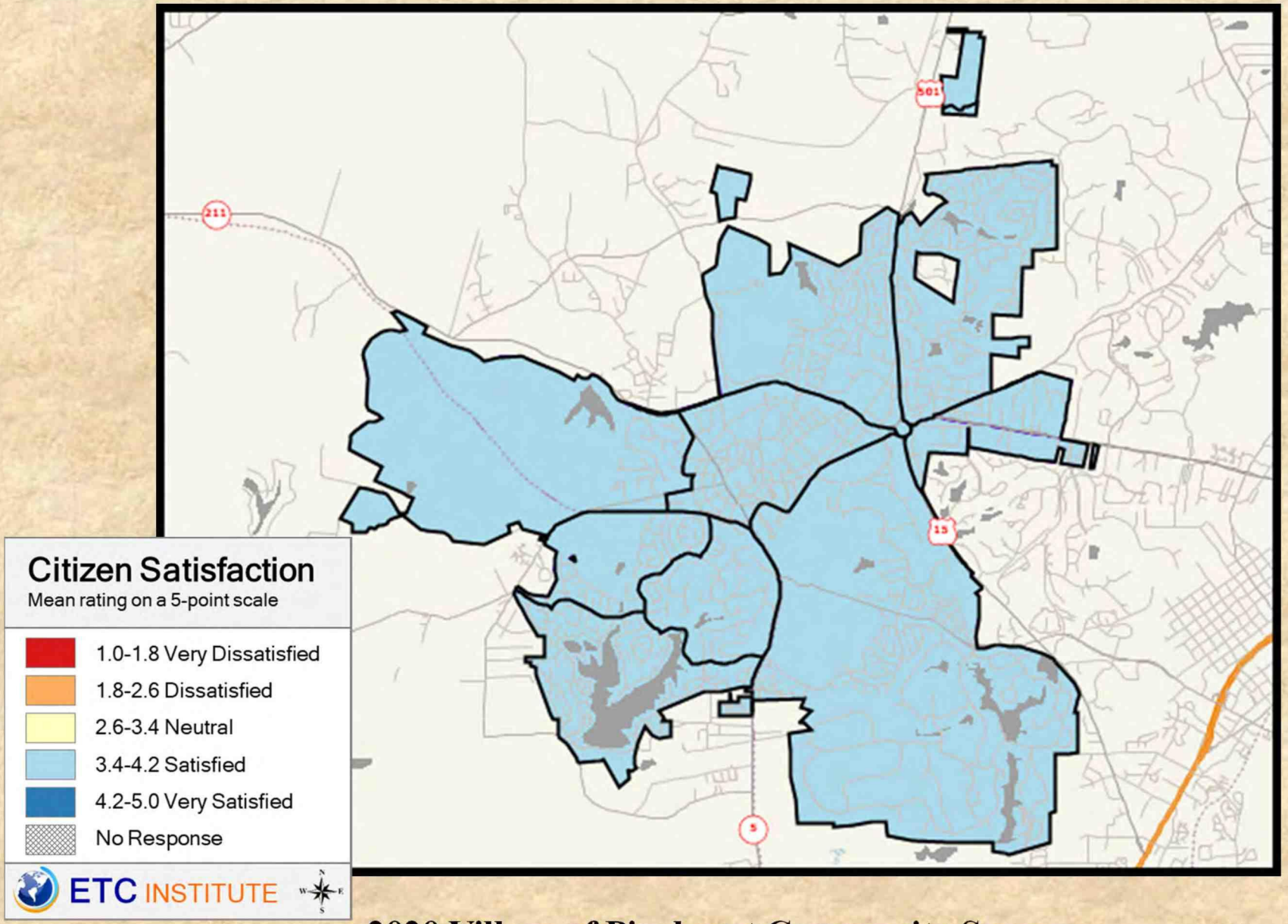
Q1-11 Level of satisfaction with: Promotion of natural resource conservation



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

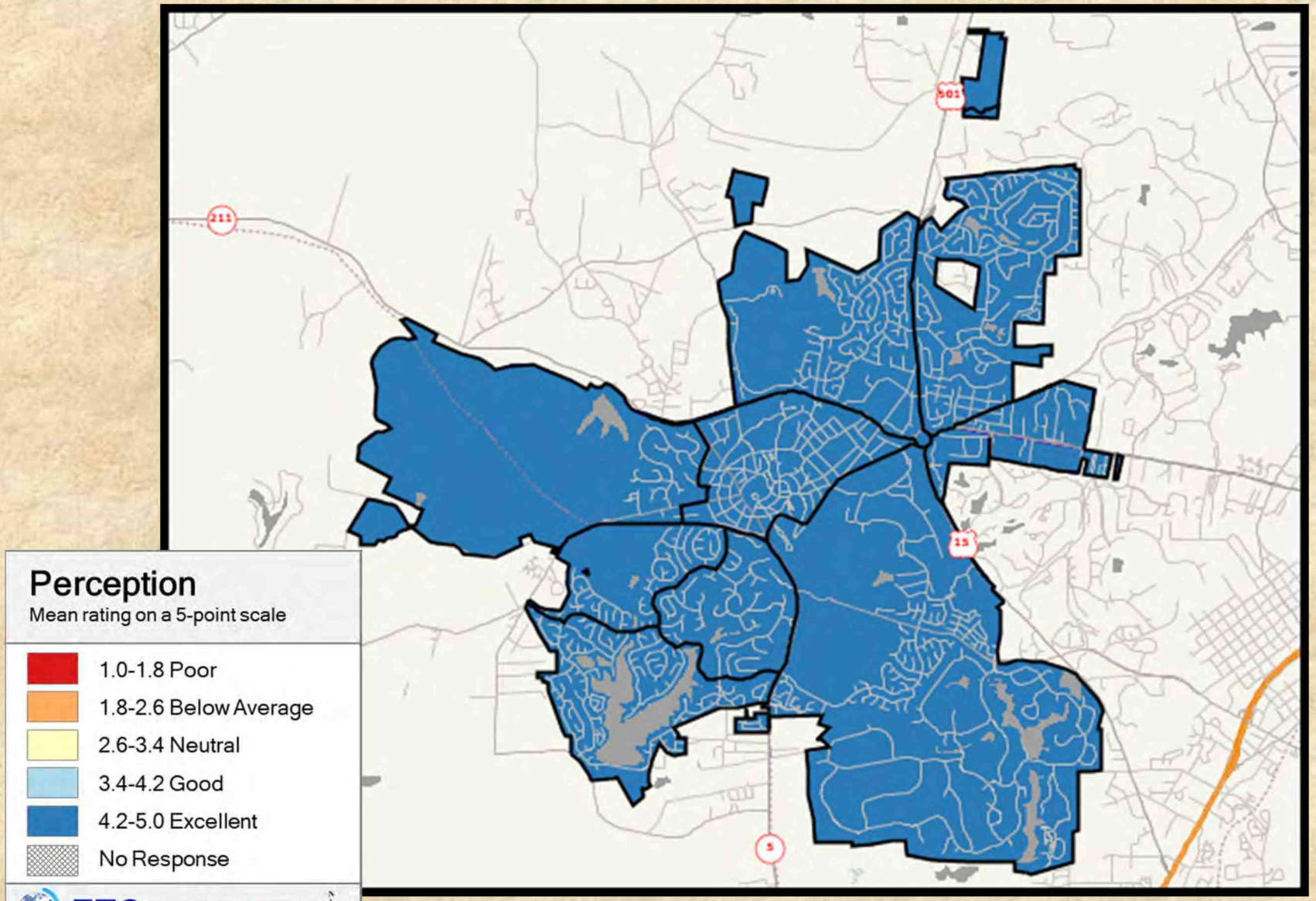
Q1-12 Level of satisfaction with: Level of public involvement in local decisions



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

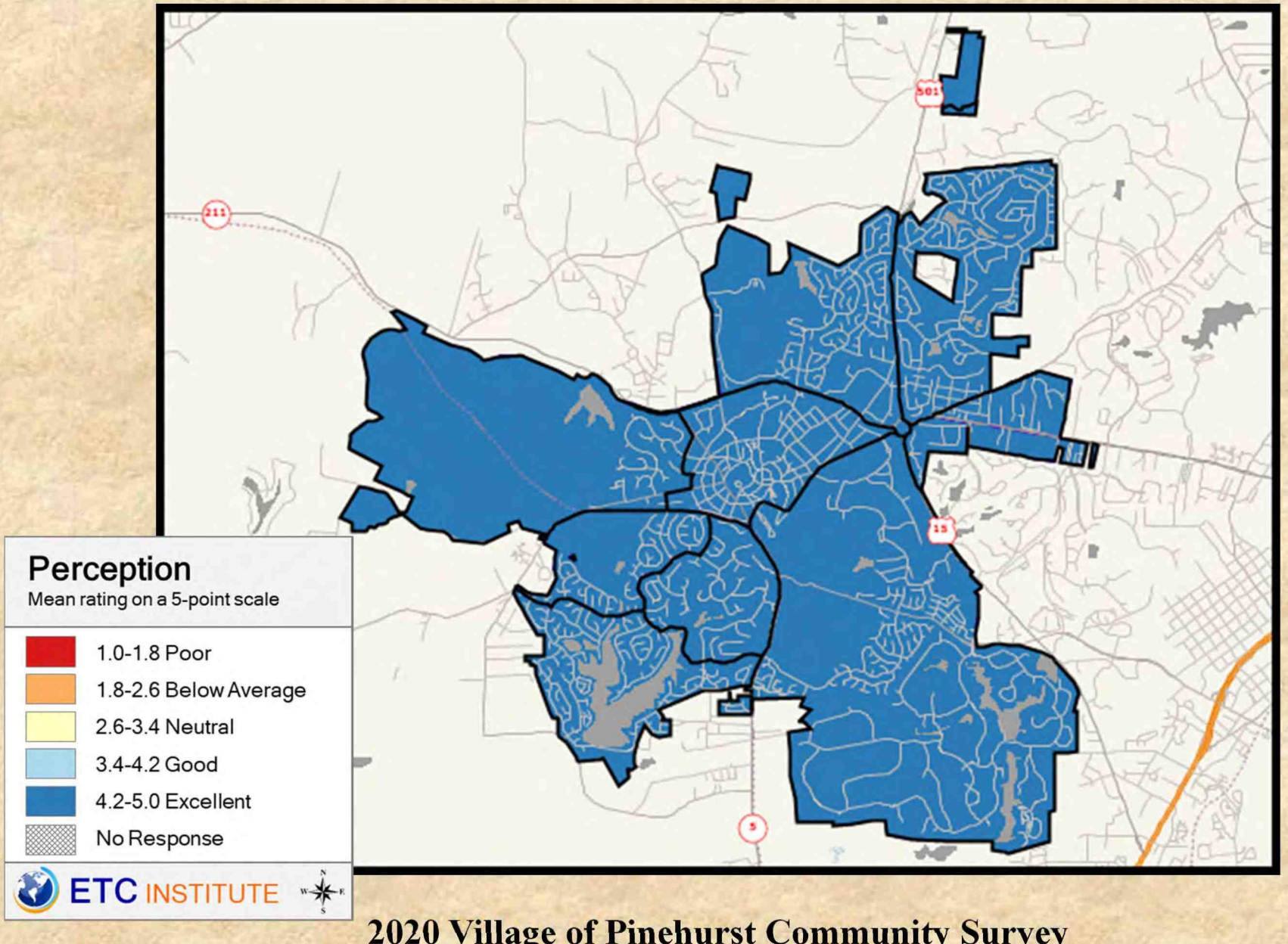
Q4-01 Pinehurst ratings: Overall image of the Village



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

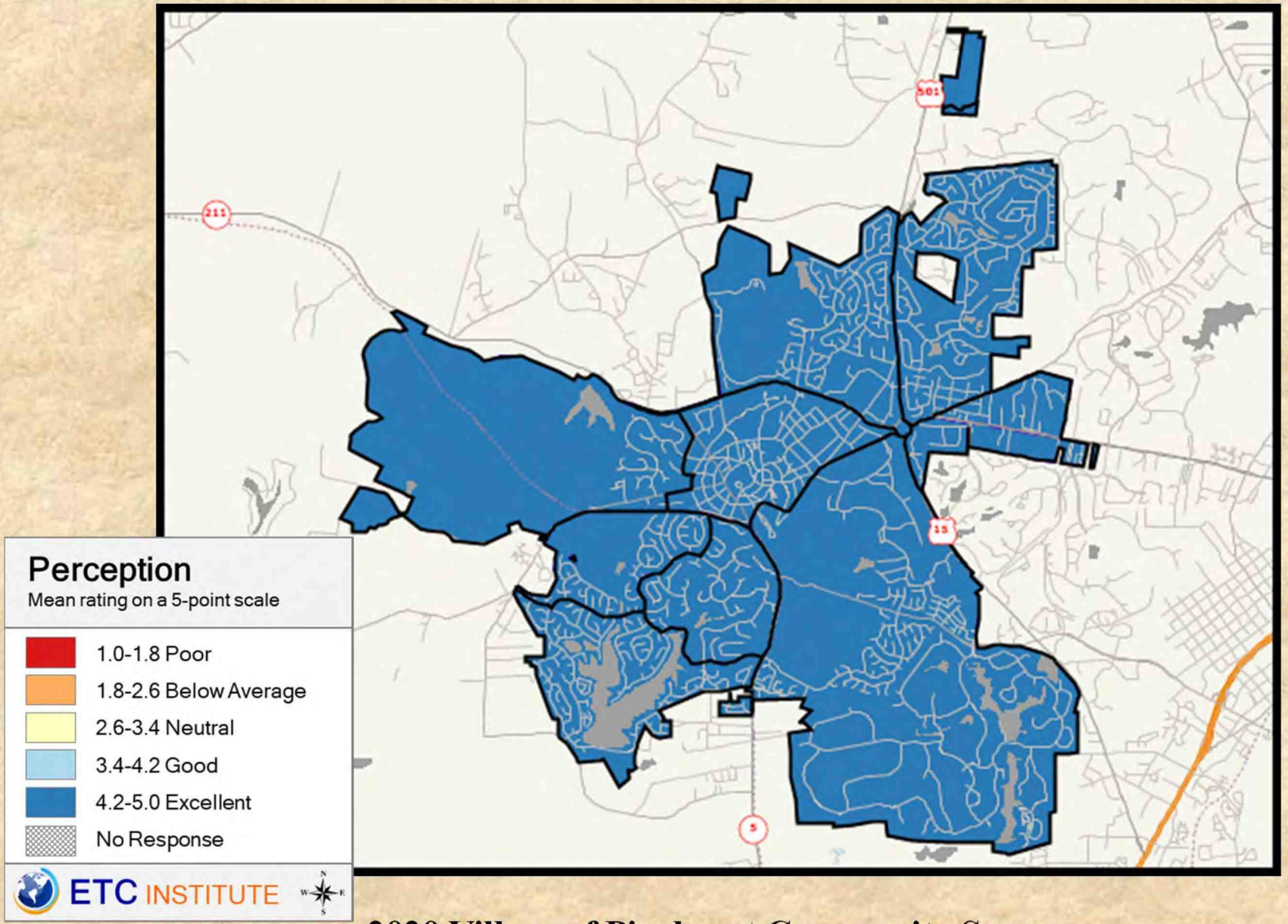
Q4-02 Pinehurst ratings: Overall quality of life in the Village



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

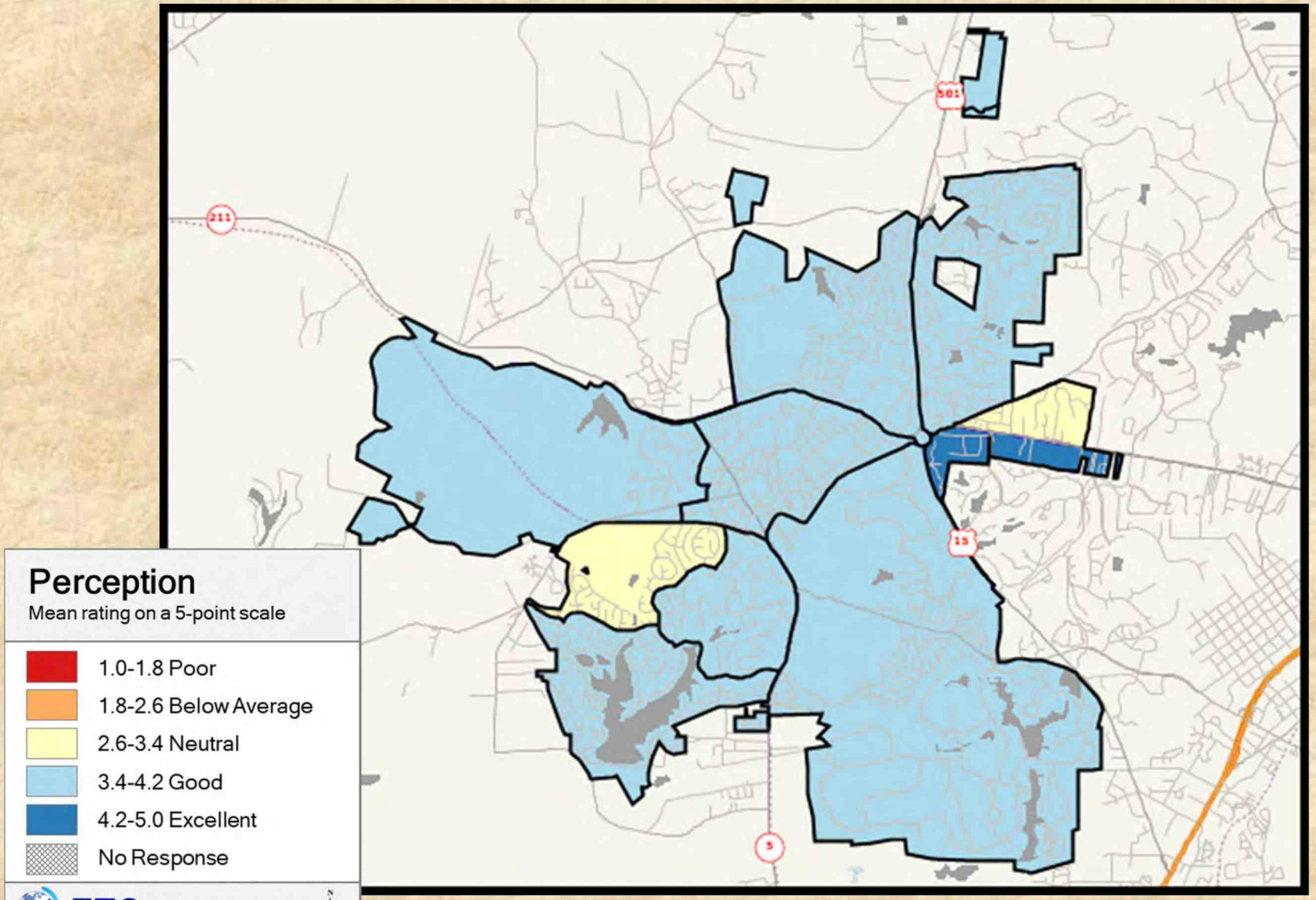
Q4-03 Pinehurst ratings: Overall feeling of safety in the Village



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q4-04 Pinehurst ratings: Quality of new development in the Village



Perception
Mean rating on a 5-point scale

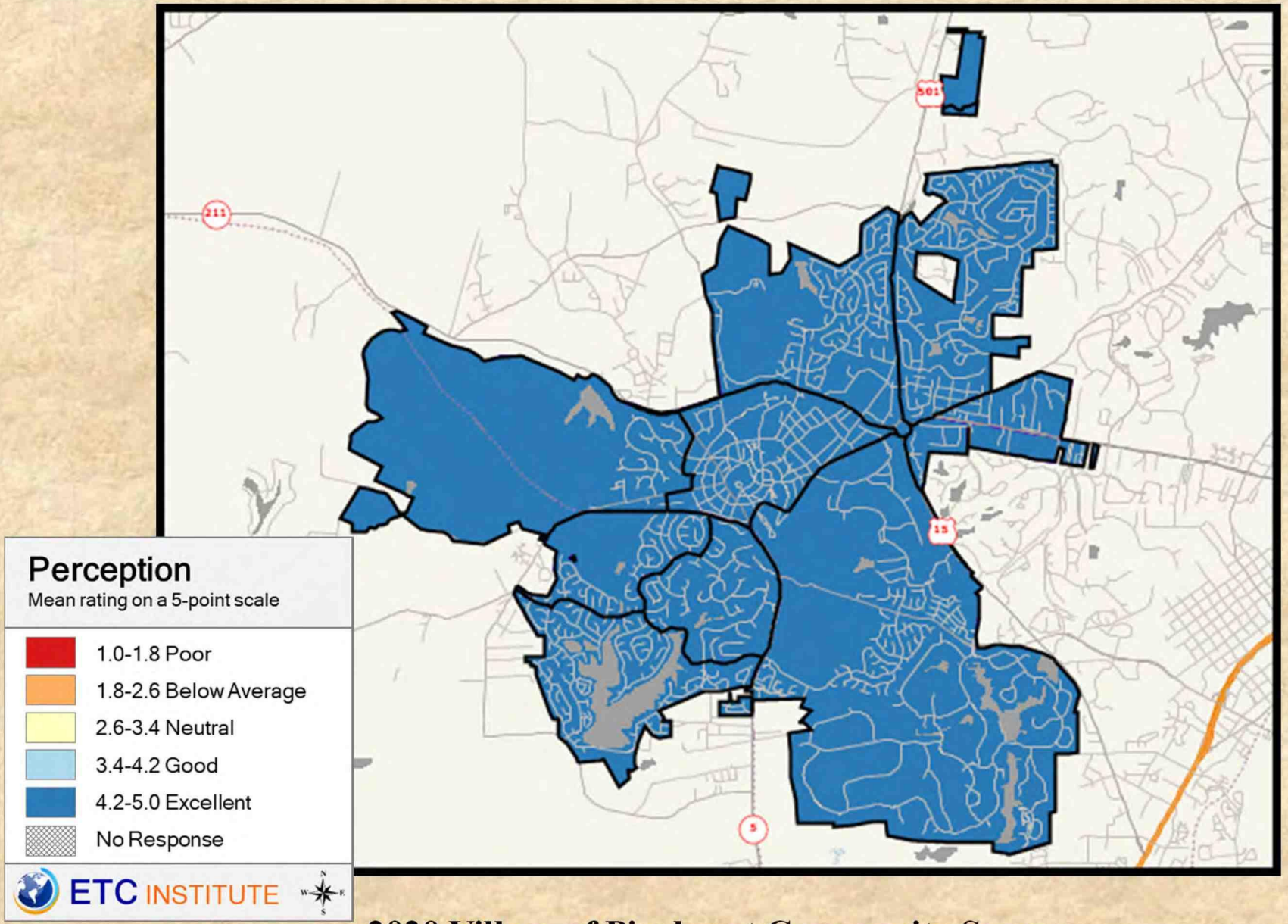
- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- No Response

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2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

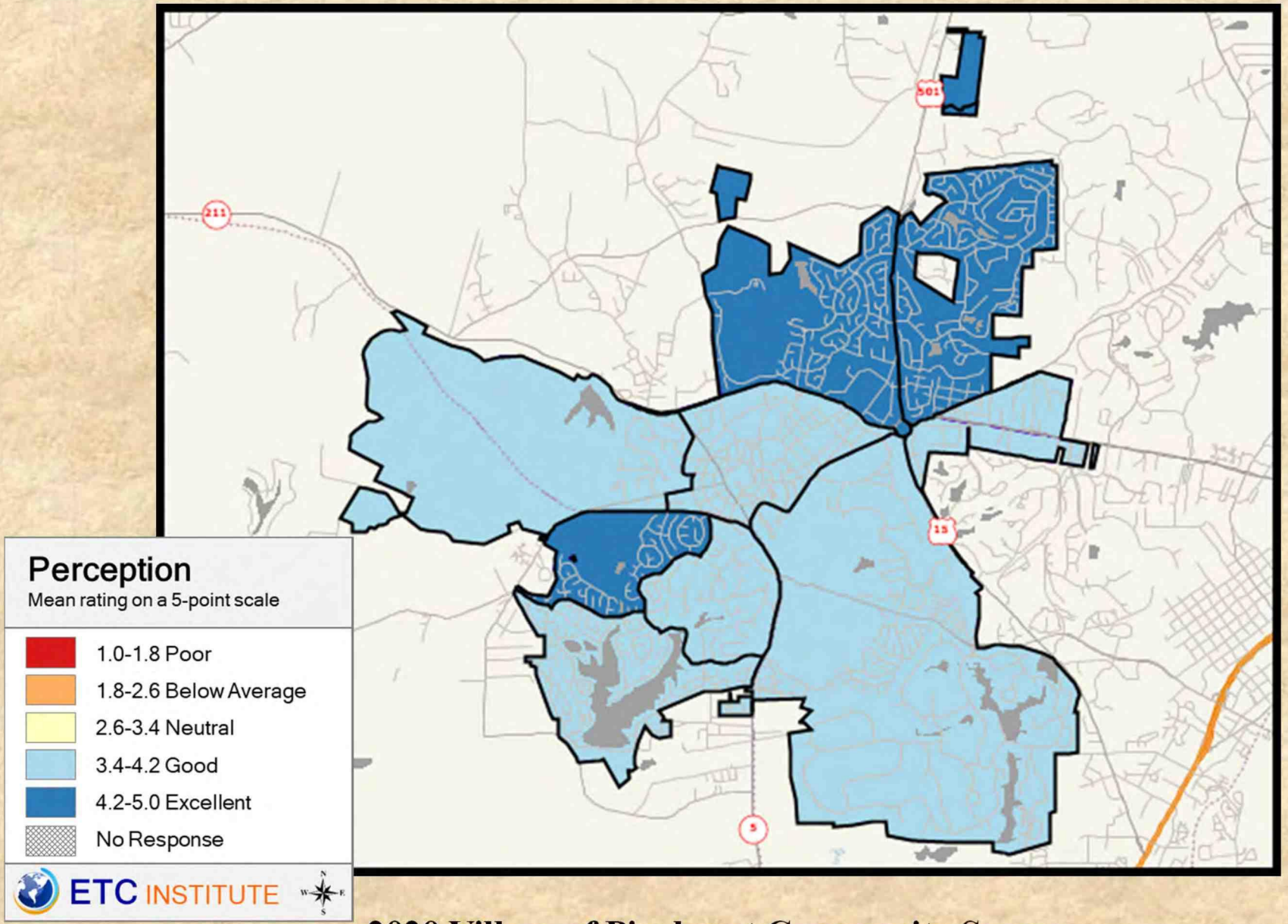
Q4-05 Pinehurst ratings: As a place to live



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

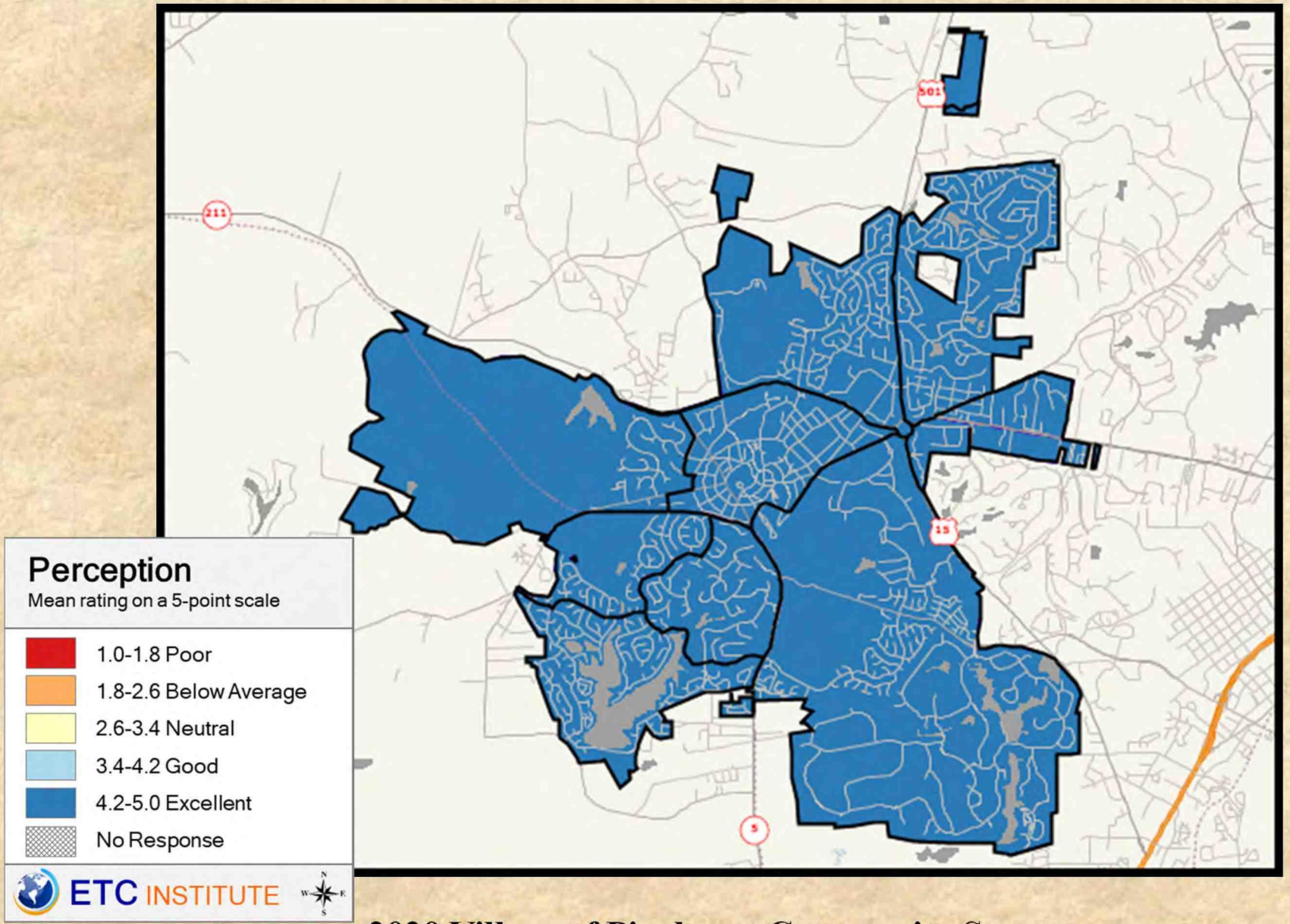
Q4-06 Pinehurst ratings: As a place to raise children



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

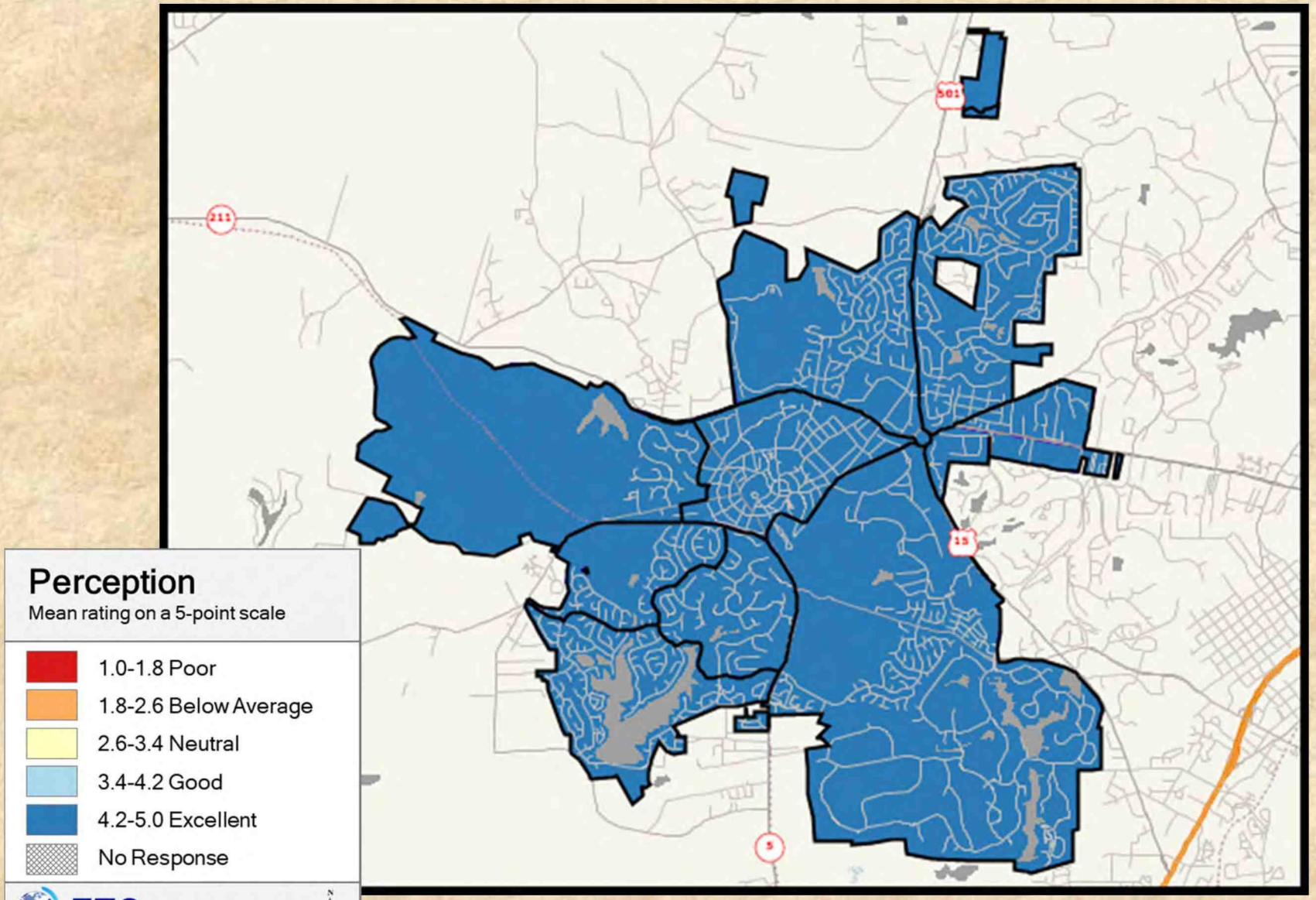
Q4-07 Pinehurst ratings: As a place to retire



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

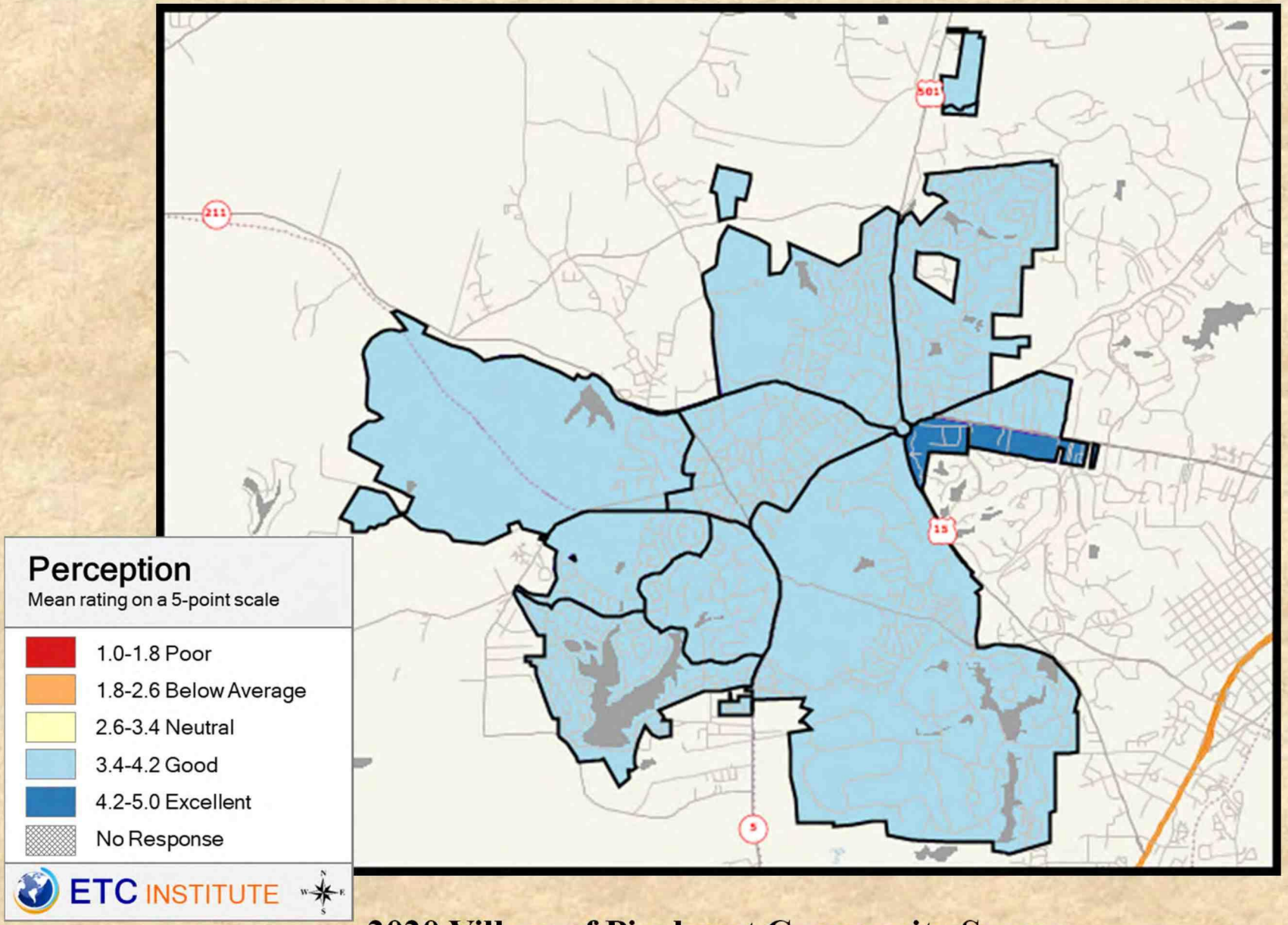
Q4-08 Pinehurst ratings: Overall appearance of the Village



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

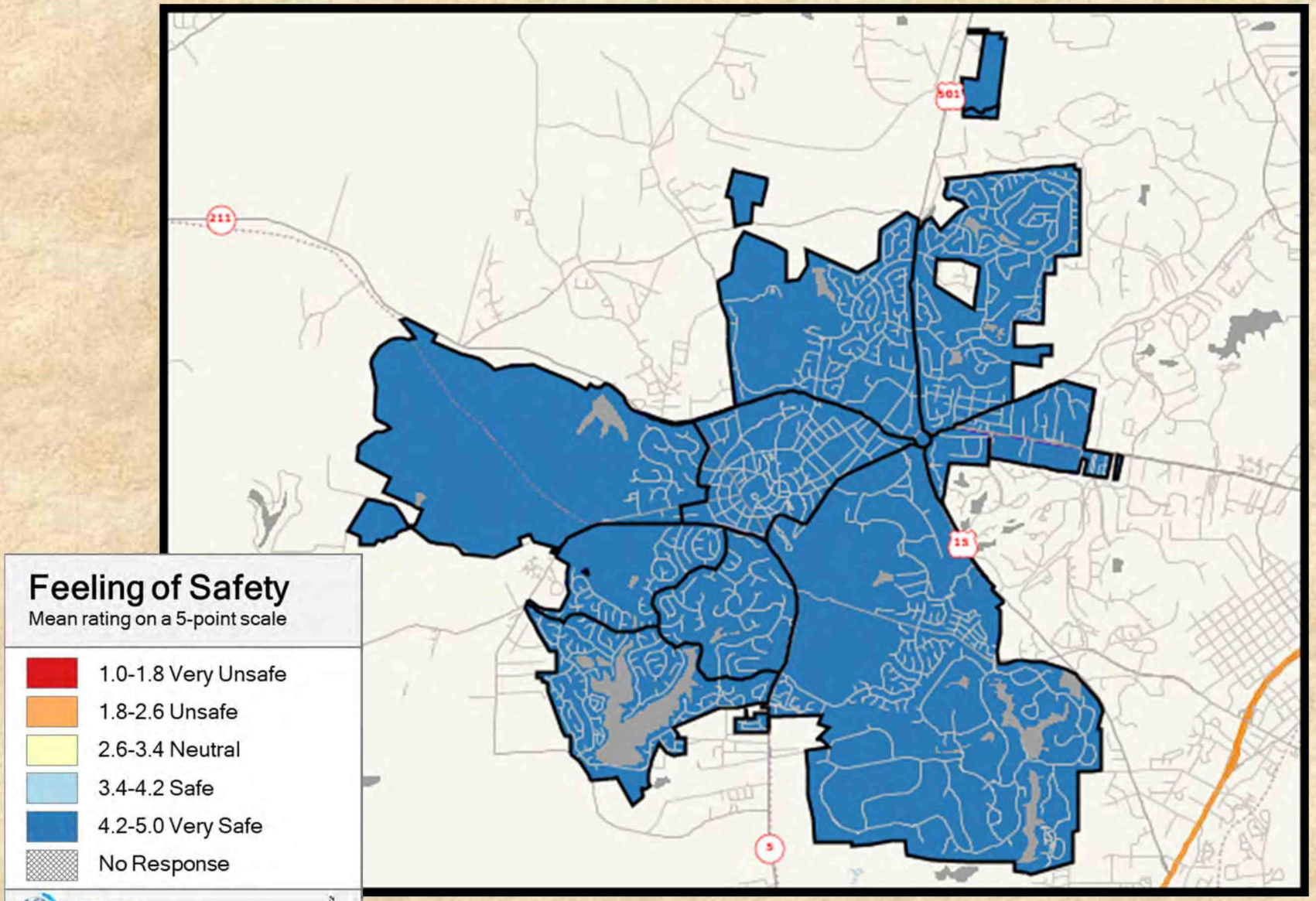
Q4-09 Pinehurst ratings: Availability of affordable housing



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

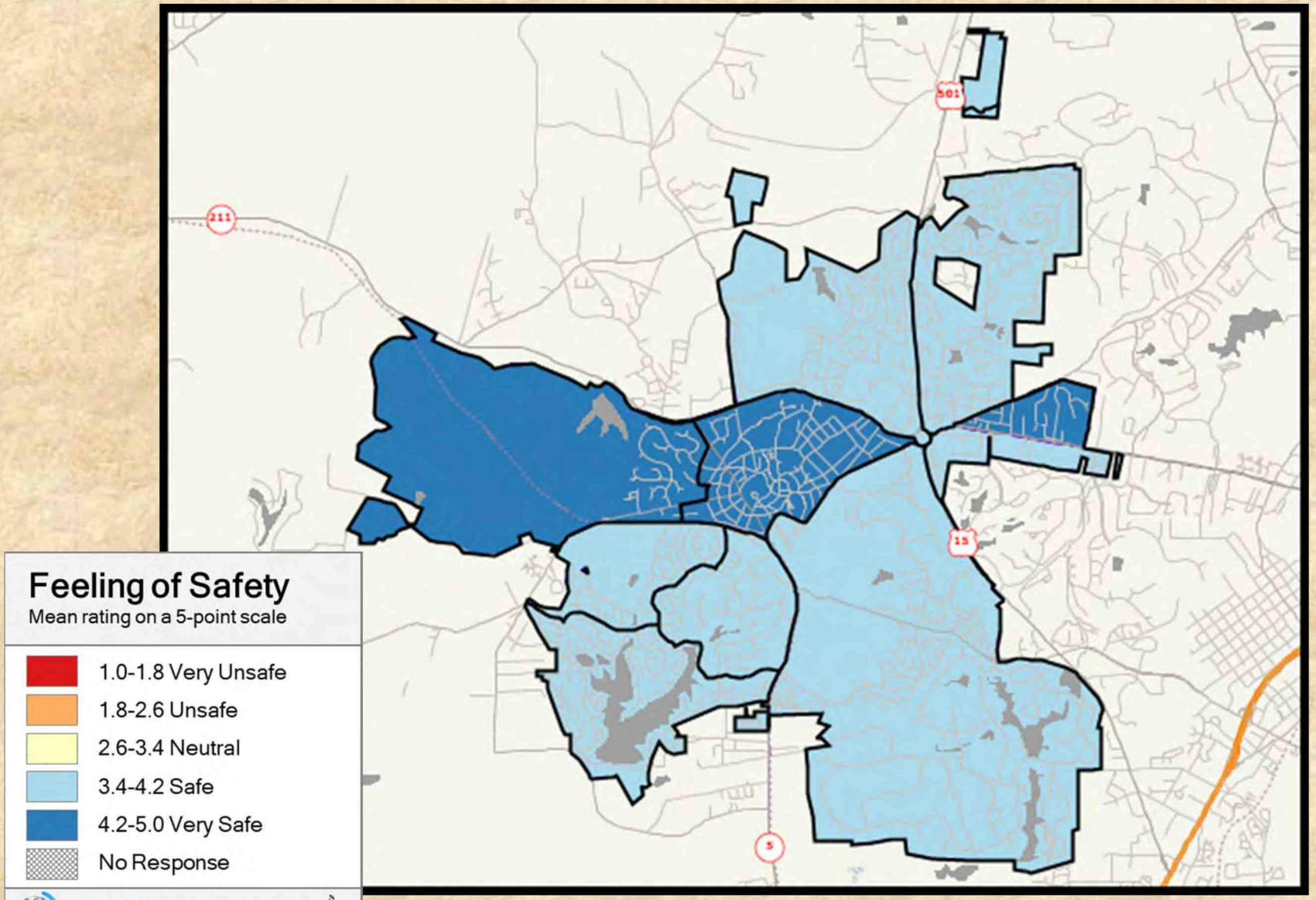
Q5-01 Level of safety: Walking alone in your neighborhood during the day



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

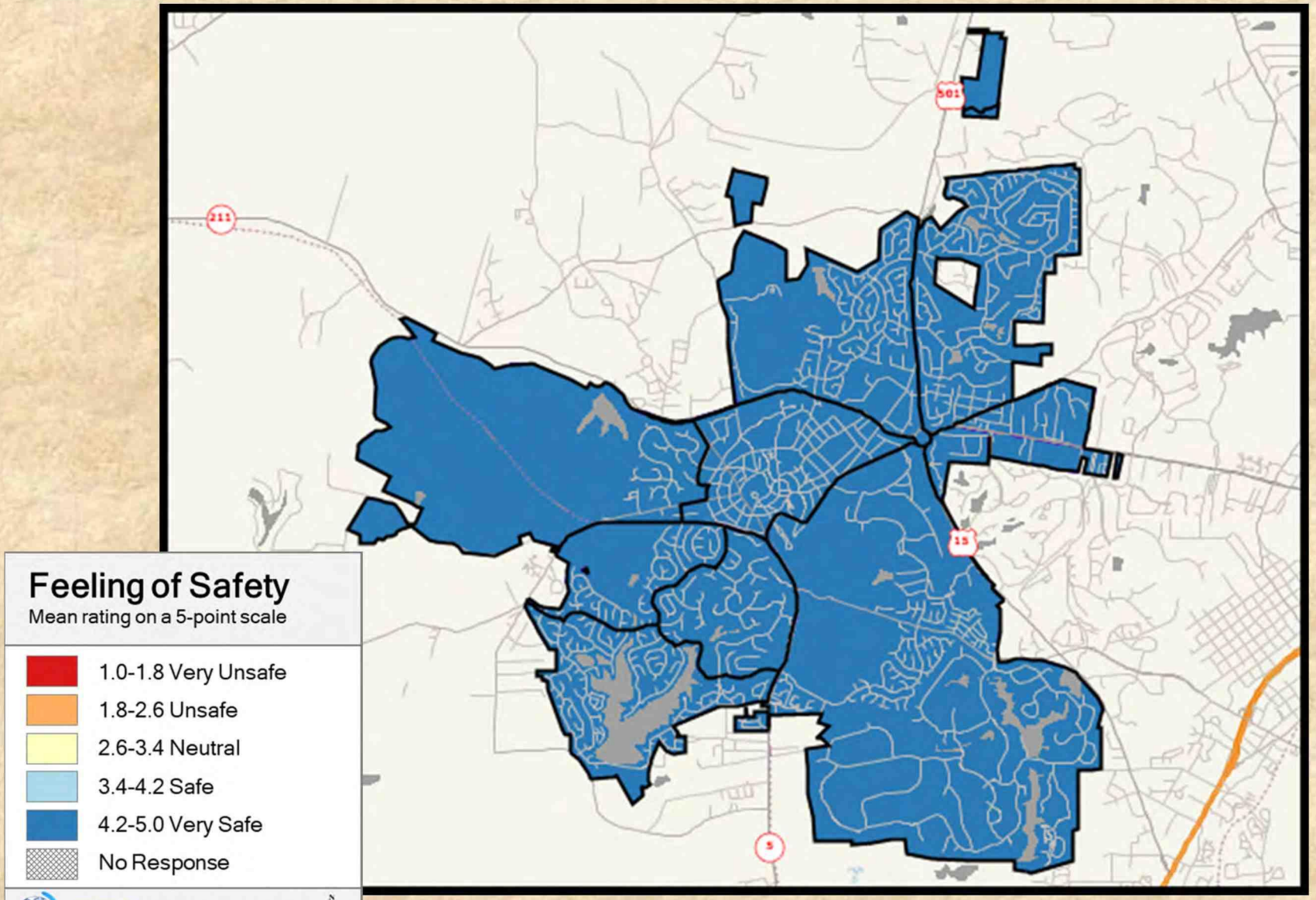
Q5-02 Level of safety: Walking alone in your neighborhood after dark



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

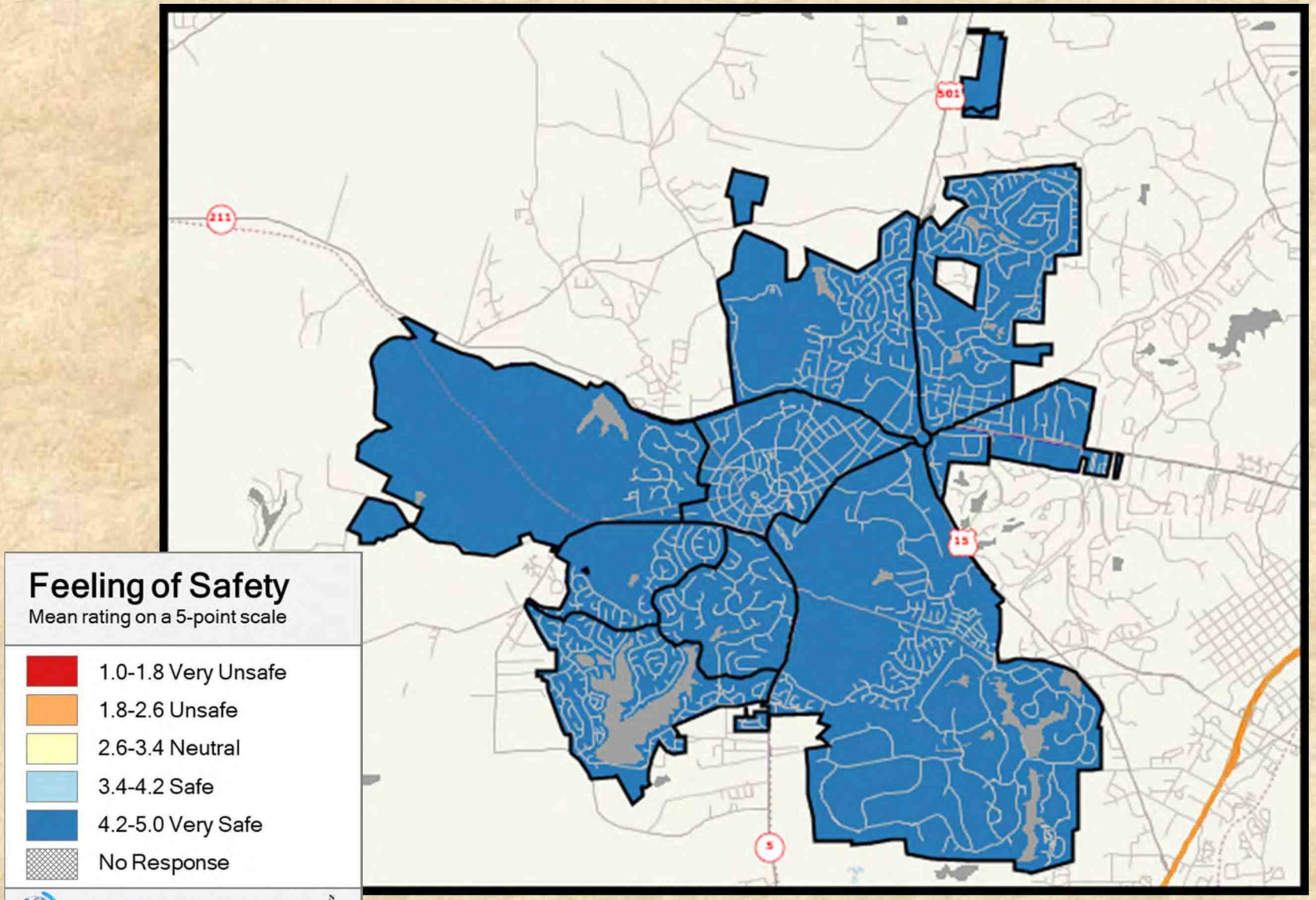
Q5-03 Level of safety: In Village parks and recreation facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

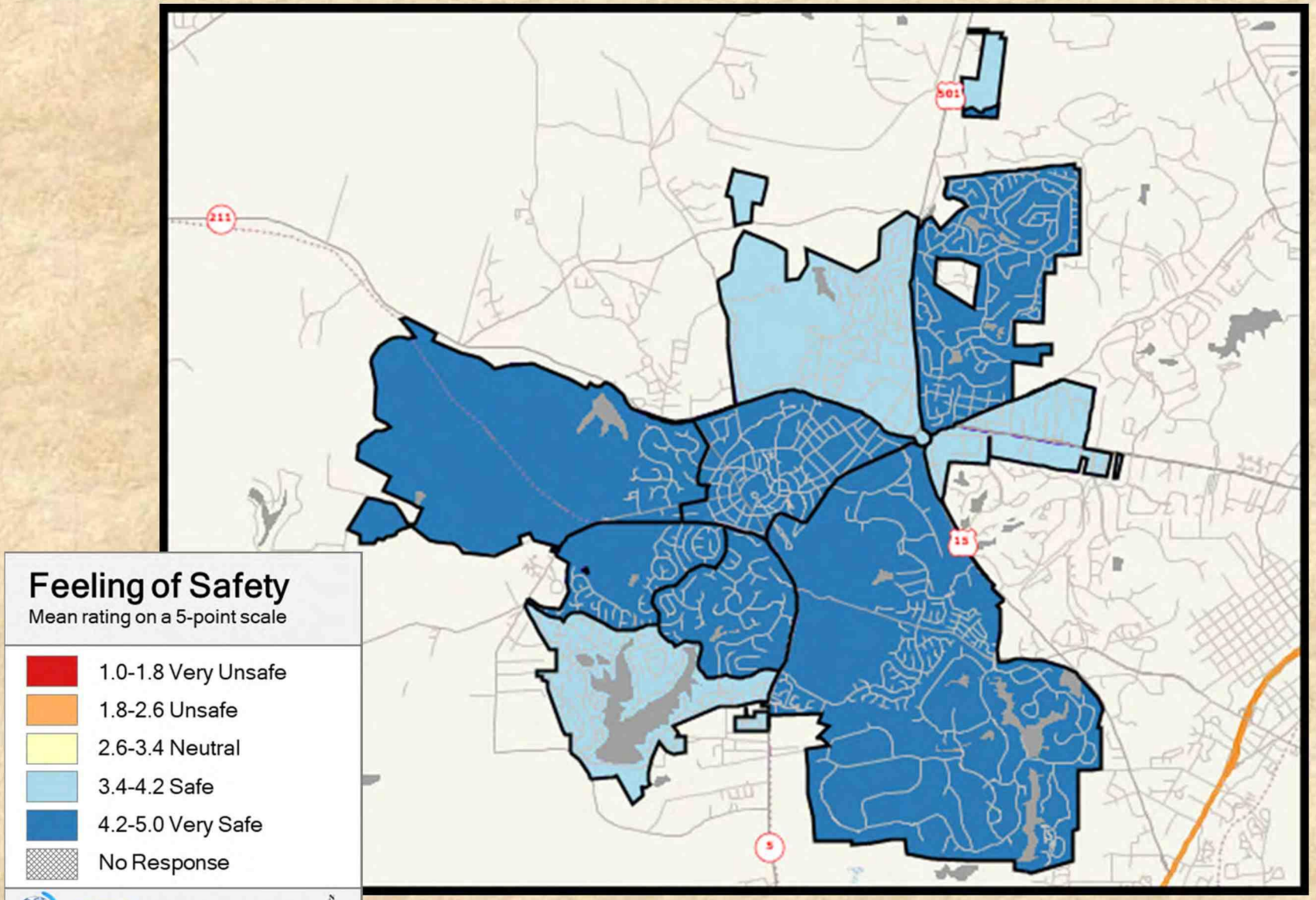
Q5-04 Level of safety: In business areas of the Village during the day



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q5-05 Level of safety: In business areas of the Village after dark



Feeling of Safety
Mean rating on a 5-point scale

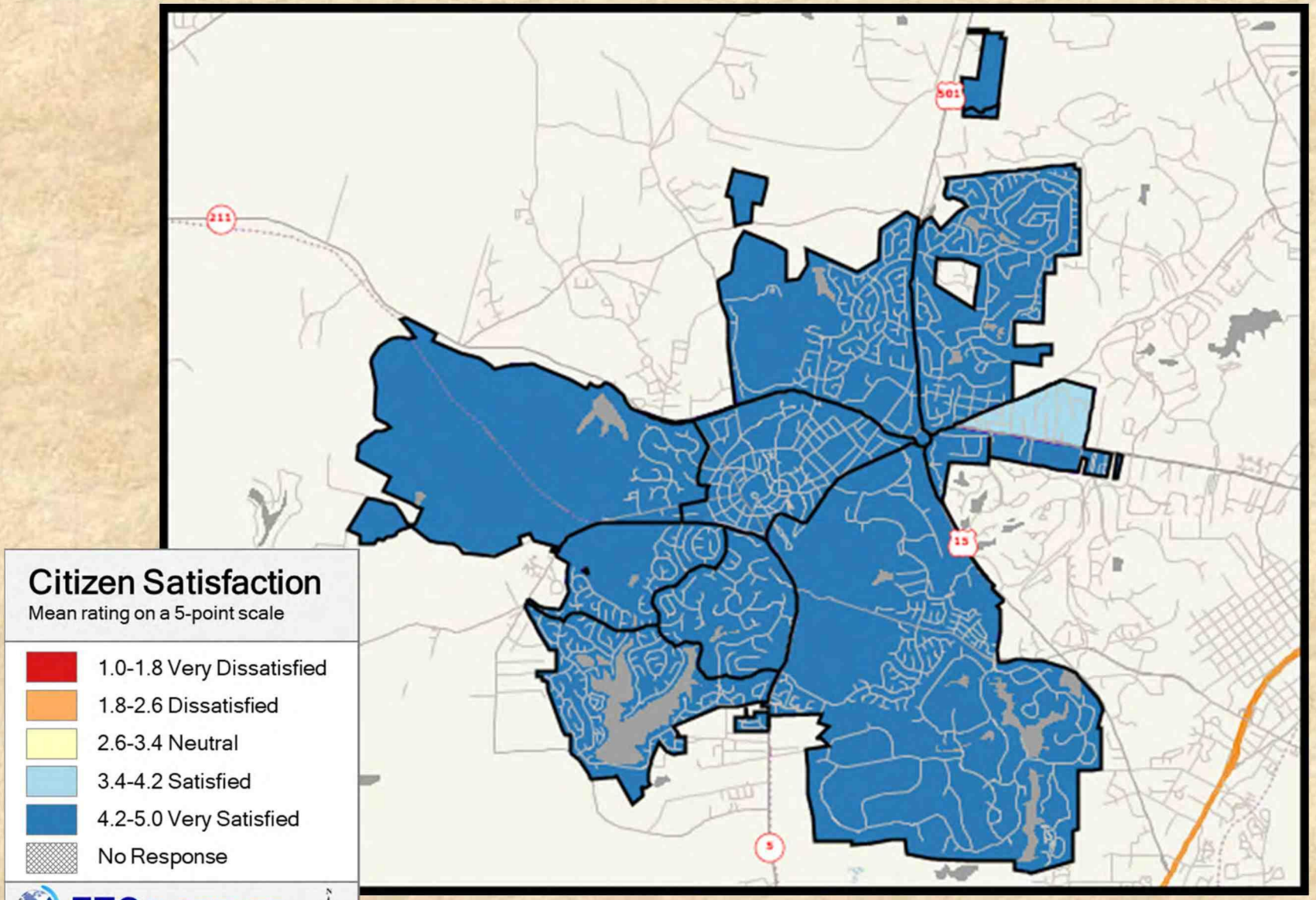
- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- No Response

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2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

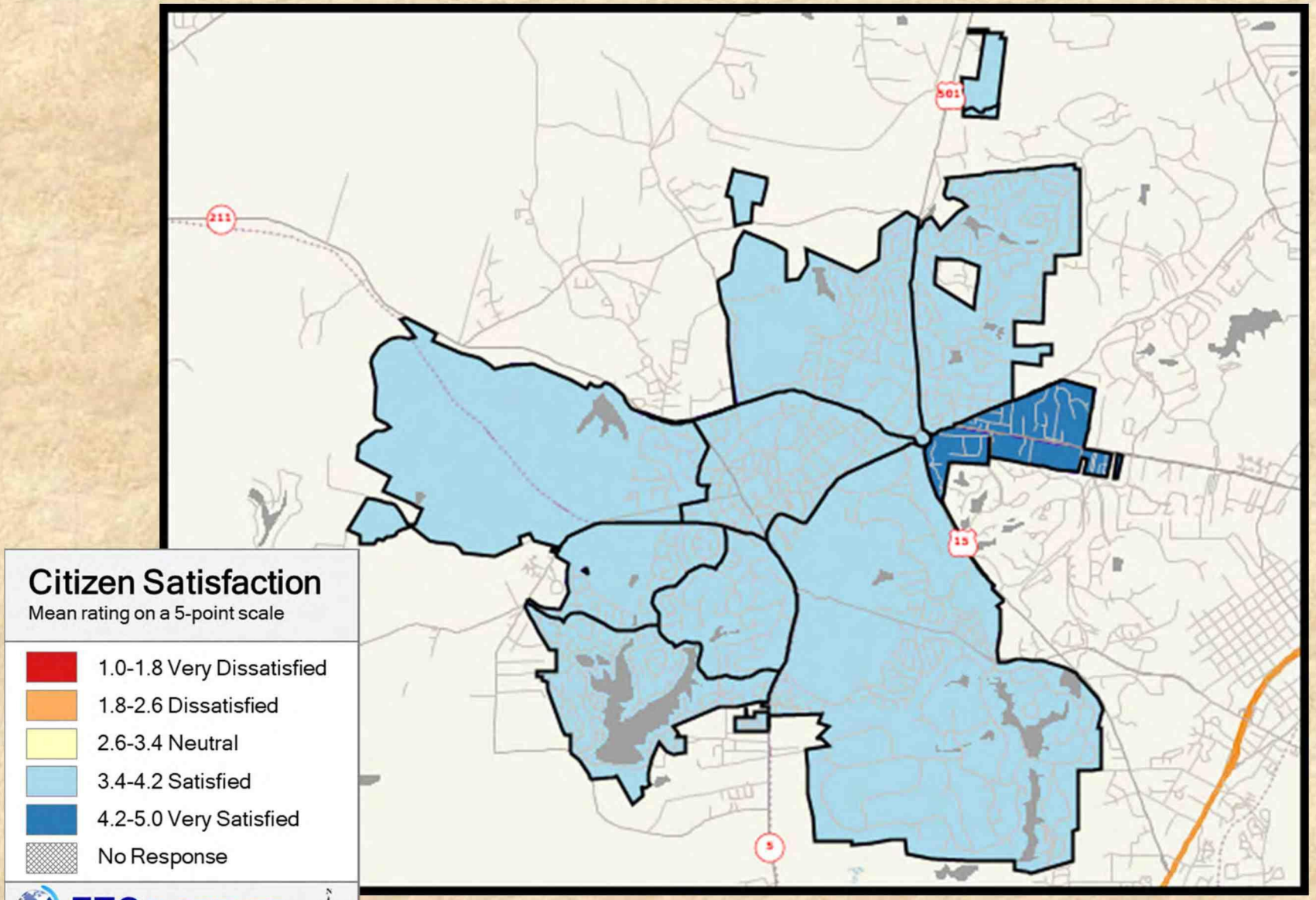
Q6-01 Level of satisfaction with: Efforts to prevent crimes



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

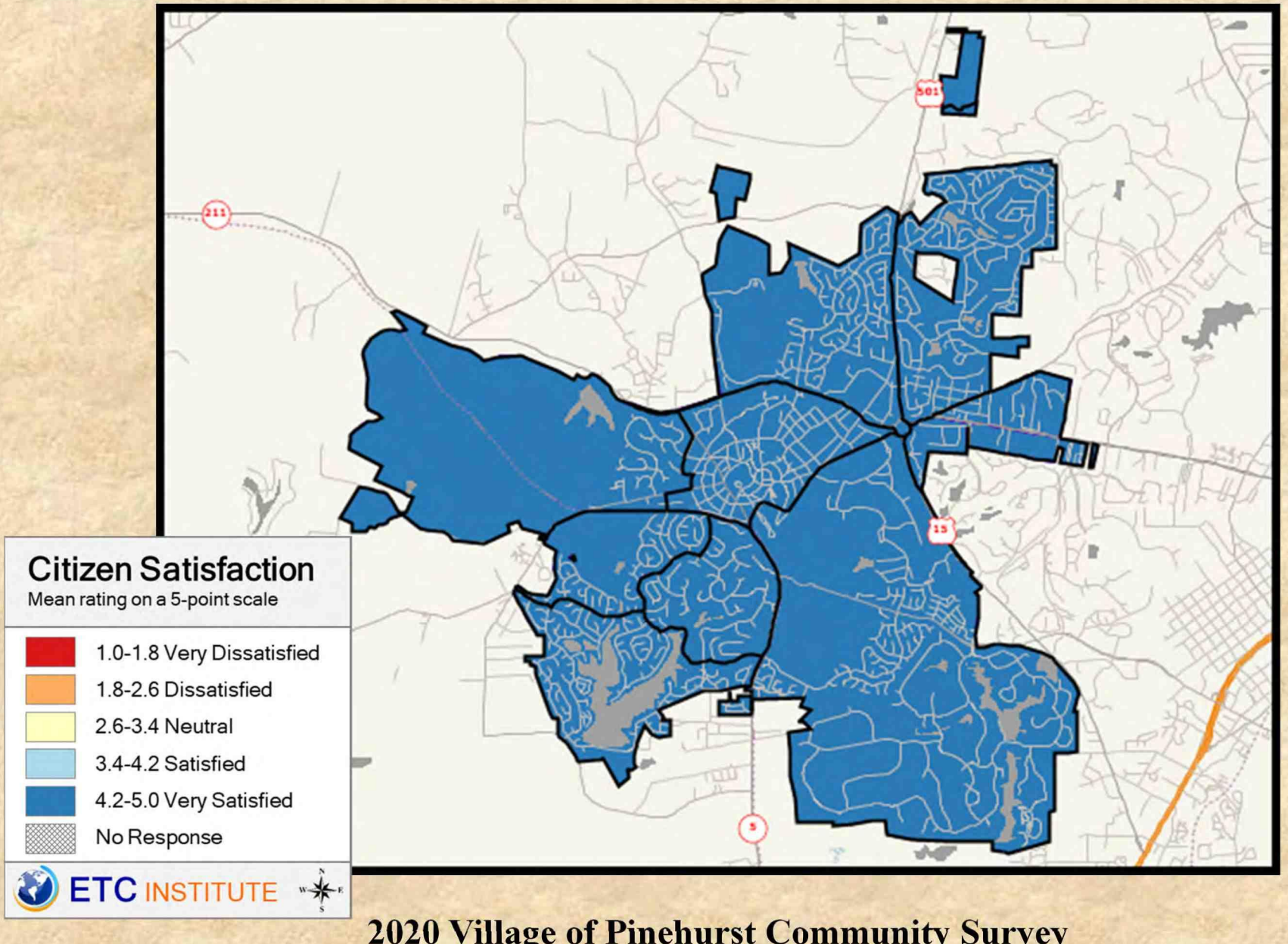
Q6-02 Level of satisfaction with: Enforcement of local traffic laws



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

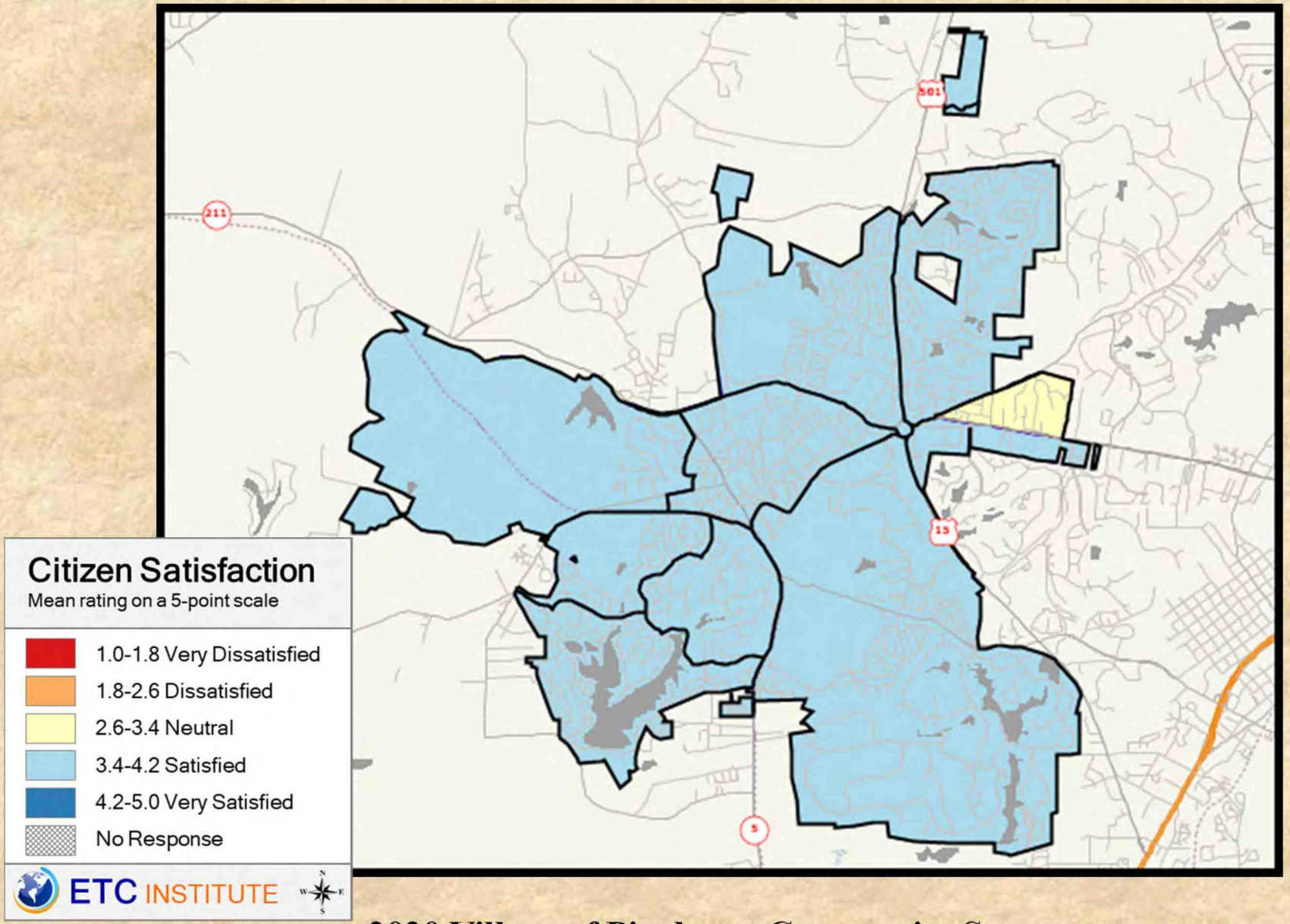
Q6-03 Level of satisfaction with: How quickly police respond to emergencies



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

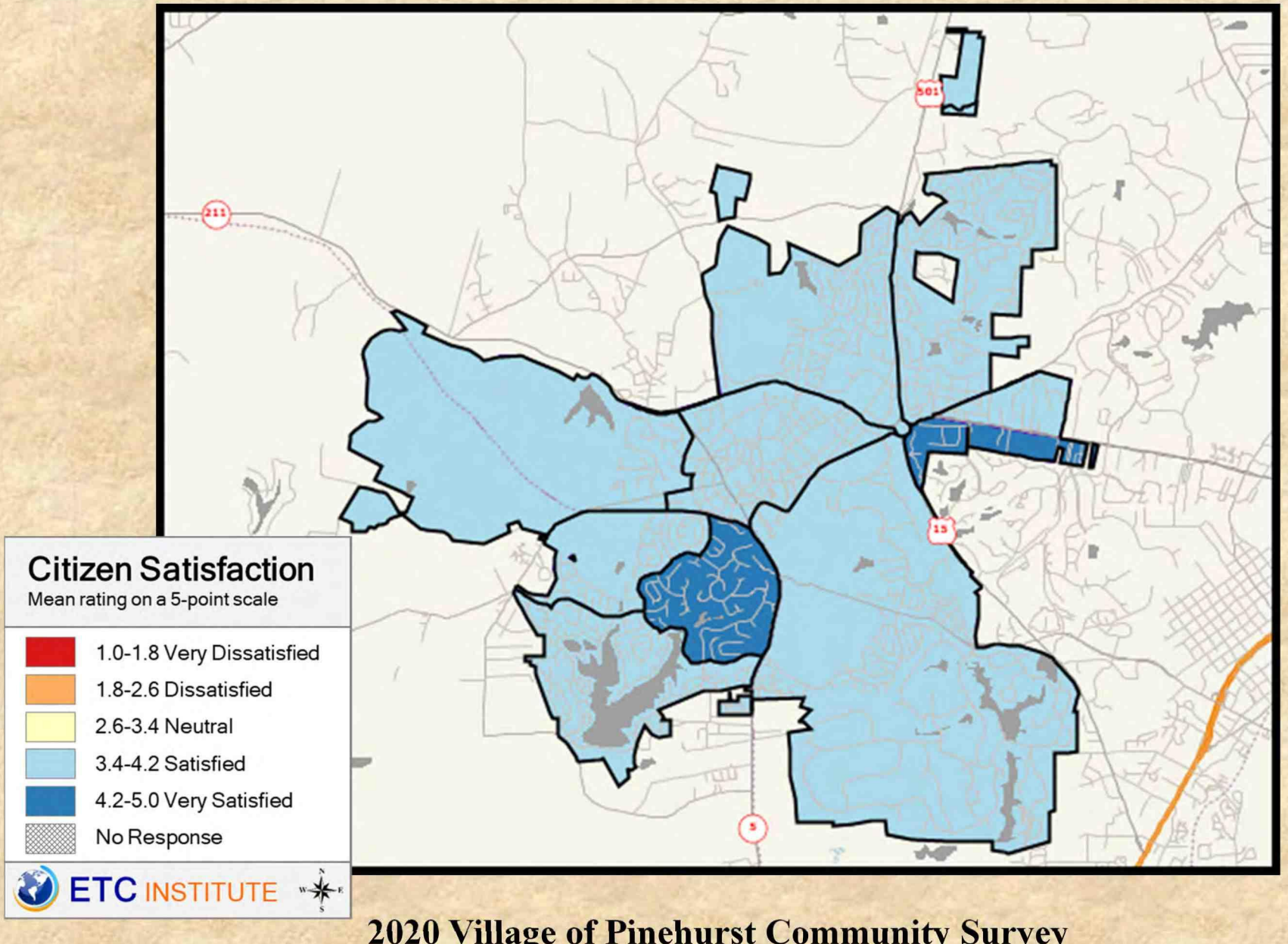
Q6-04 Level of satisfaction with: Frequency that police officers patrol your neighborhood



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

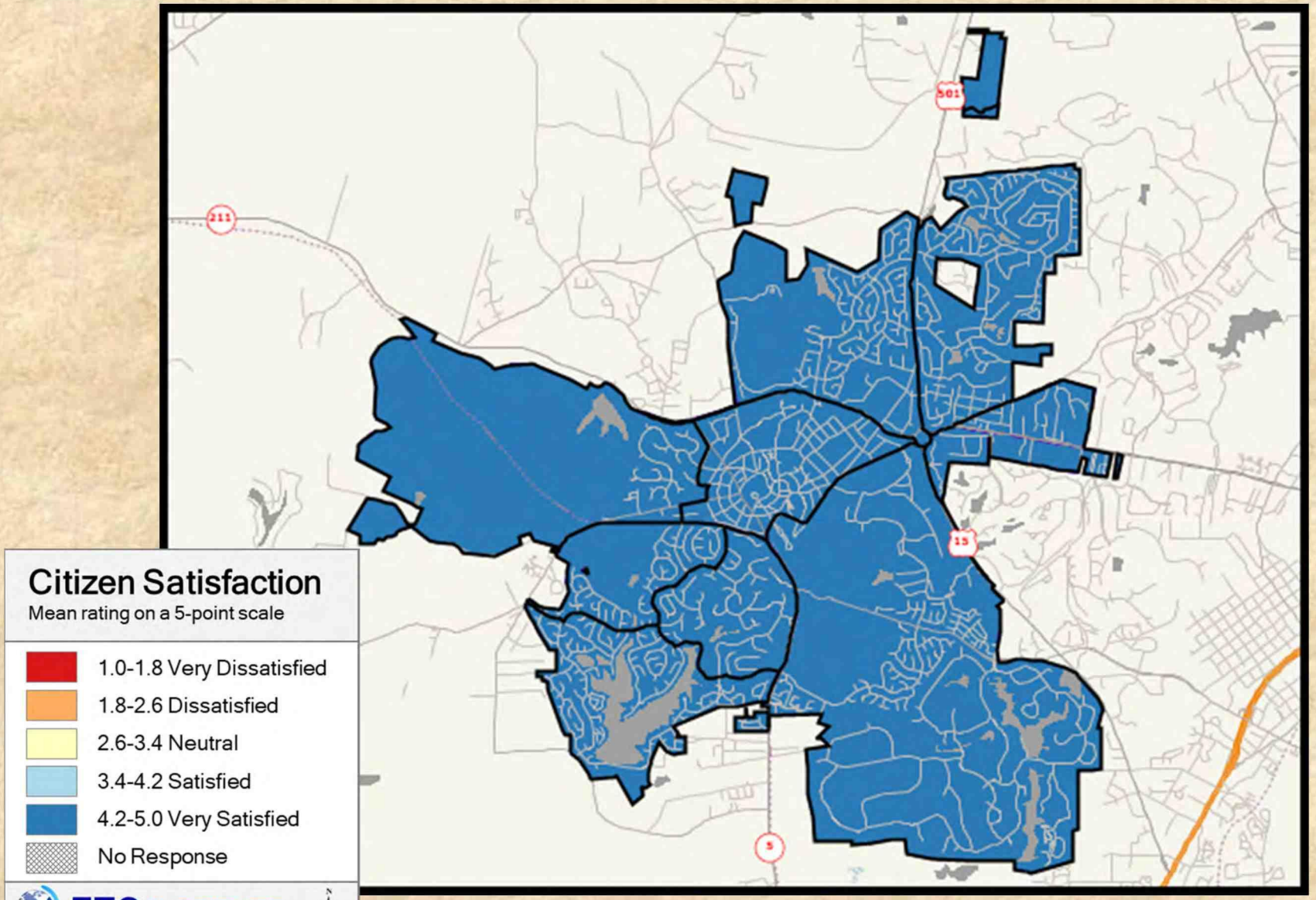
Q6-05 Level of satisfaction with: Fire prevention and education programs provided by the Village



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

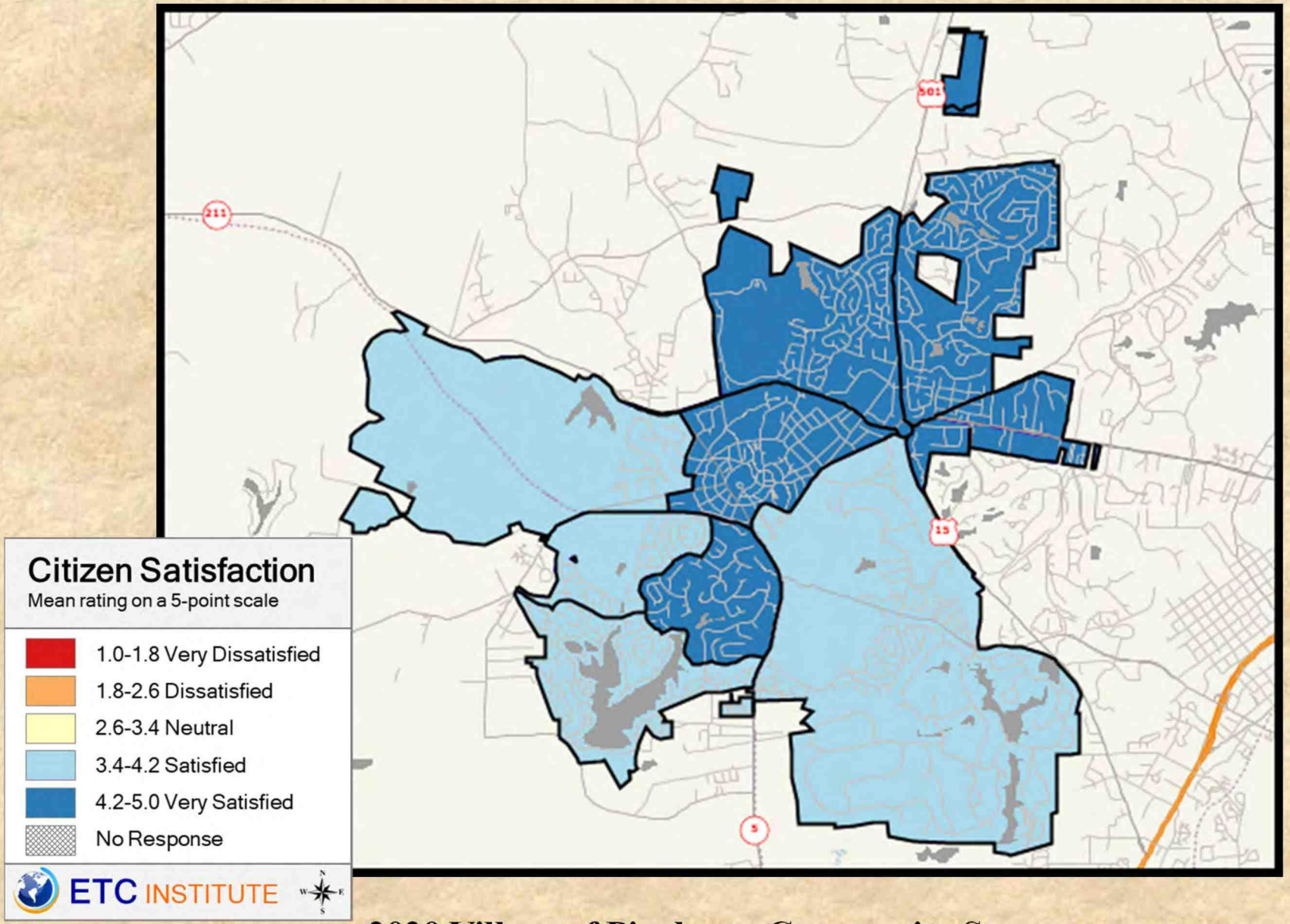
Q6-06 Level of satisfaction with: How quickly fire personnel respond to emergencies



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

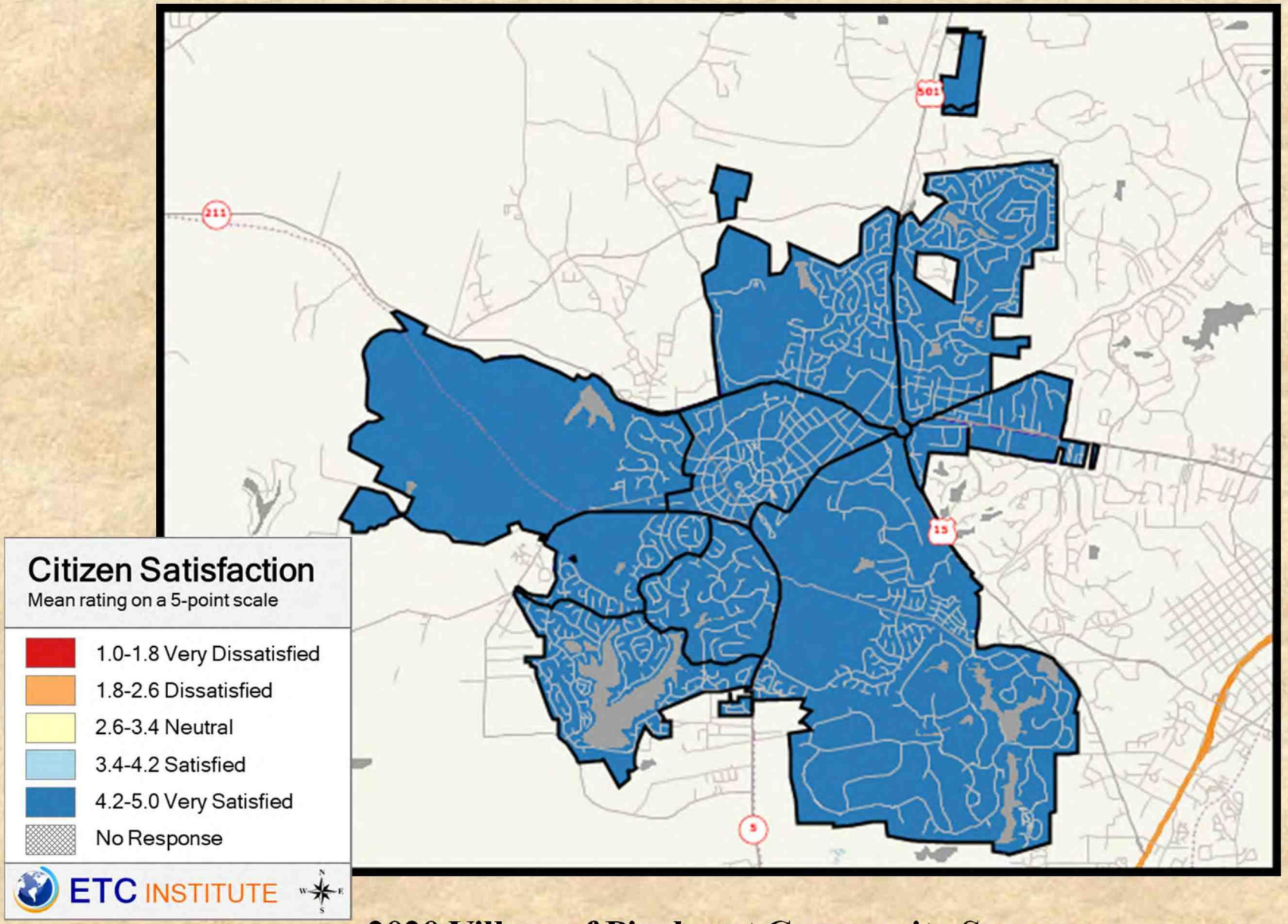
Q9-01 Level of satisfaction with: Number of Village parks



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

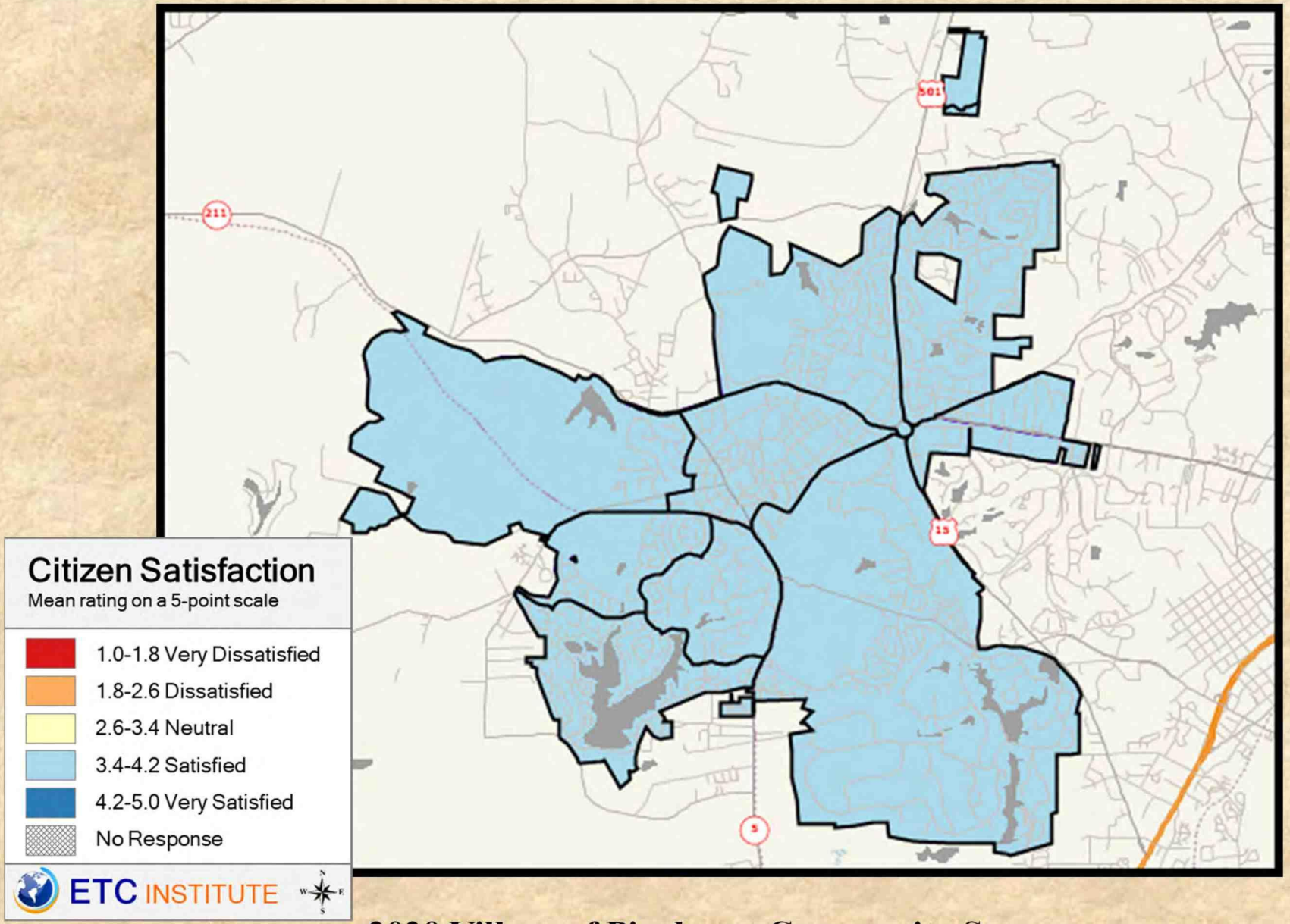
Q9-02 Level of satisfaction with: Quality of Village parks



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

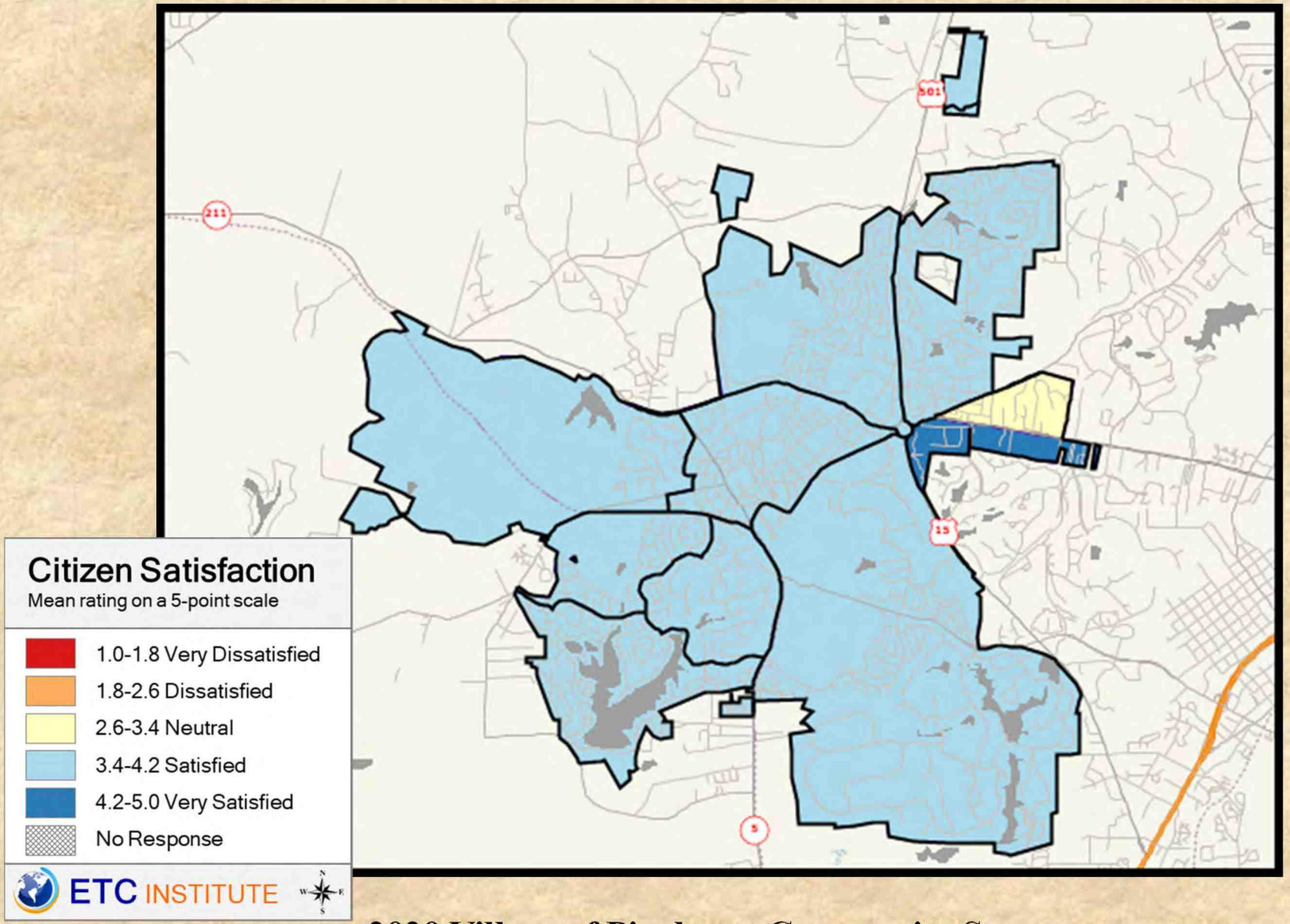
Q9-03 Level of satisfaction with: Quality of recreation indoor facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

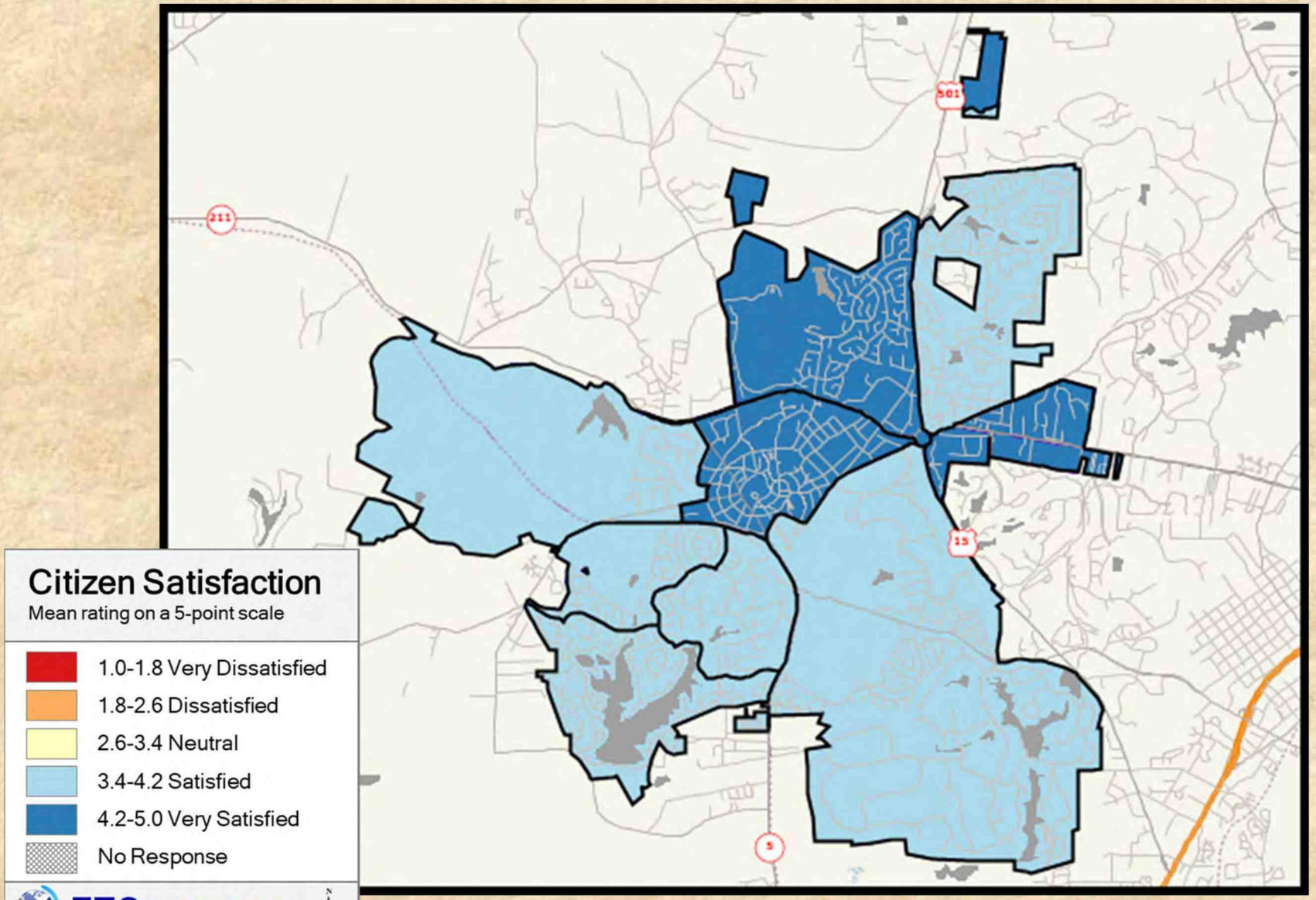
Q9-04 Level of satisfaction with: Availability of recreation indoor facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

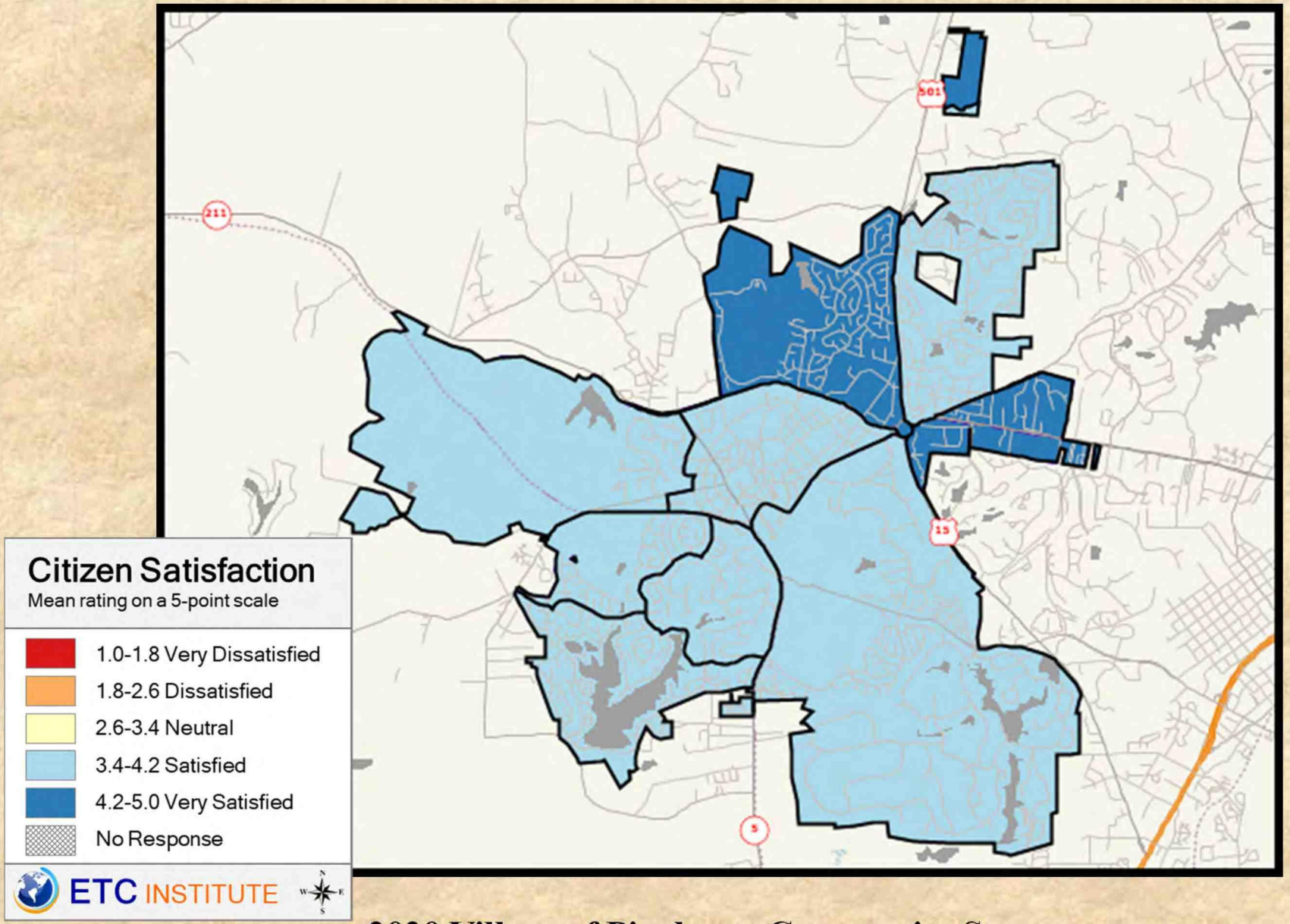
Q9-05 Level of satisfaction with: Availability of walking/greenway trails



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

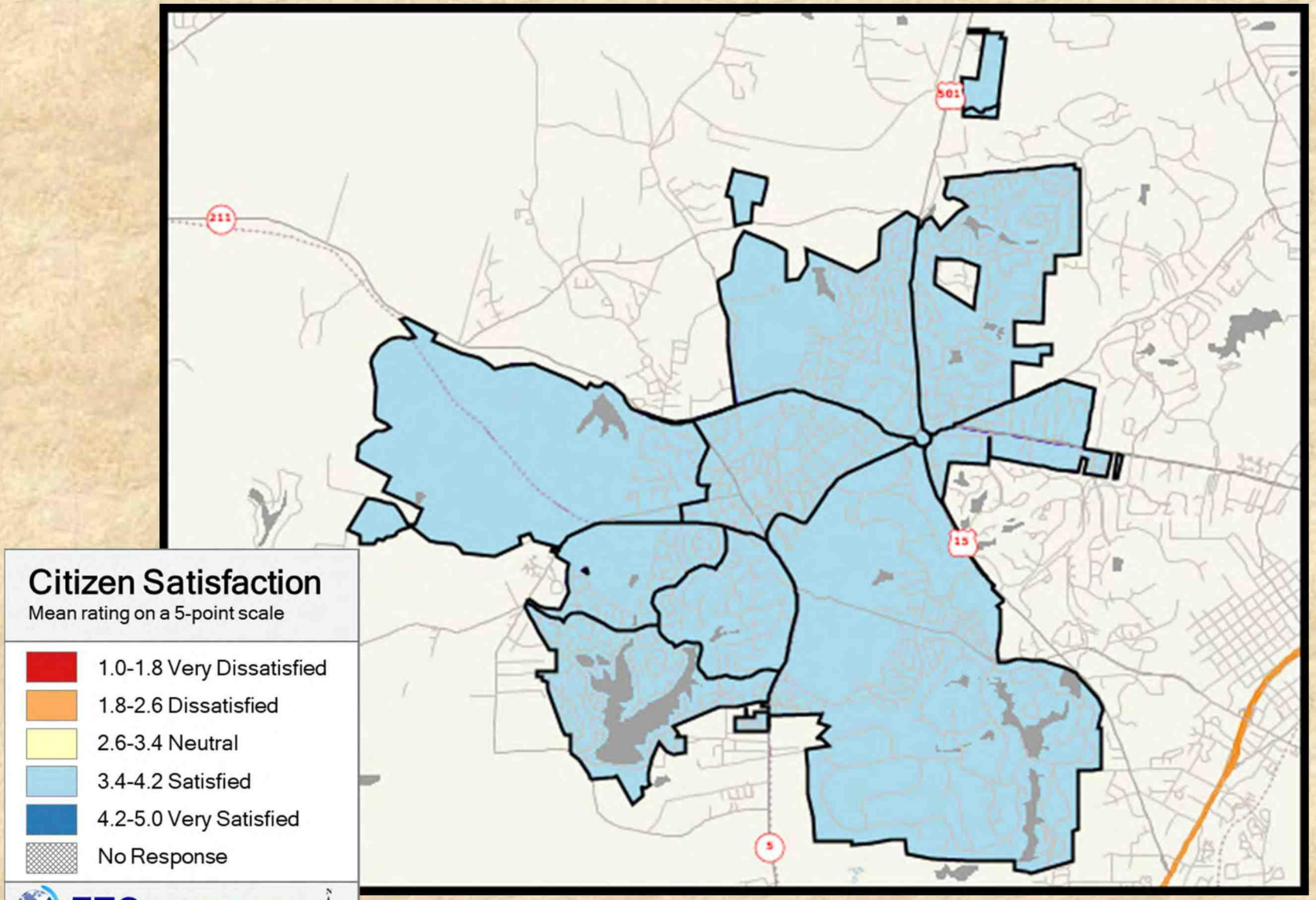
Q9-06 Level of satisfaction with: Condition of walking/greenway trails



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

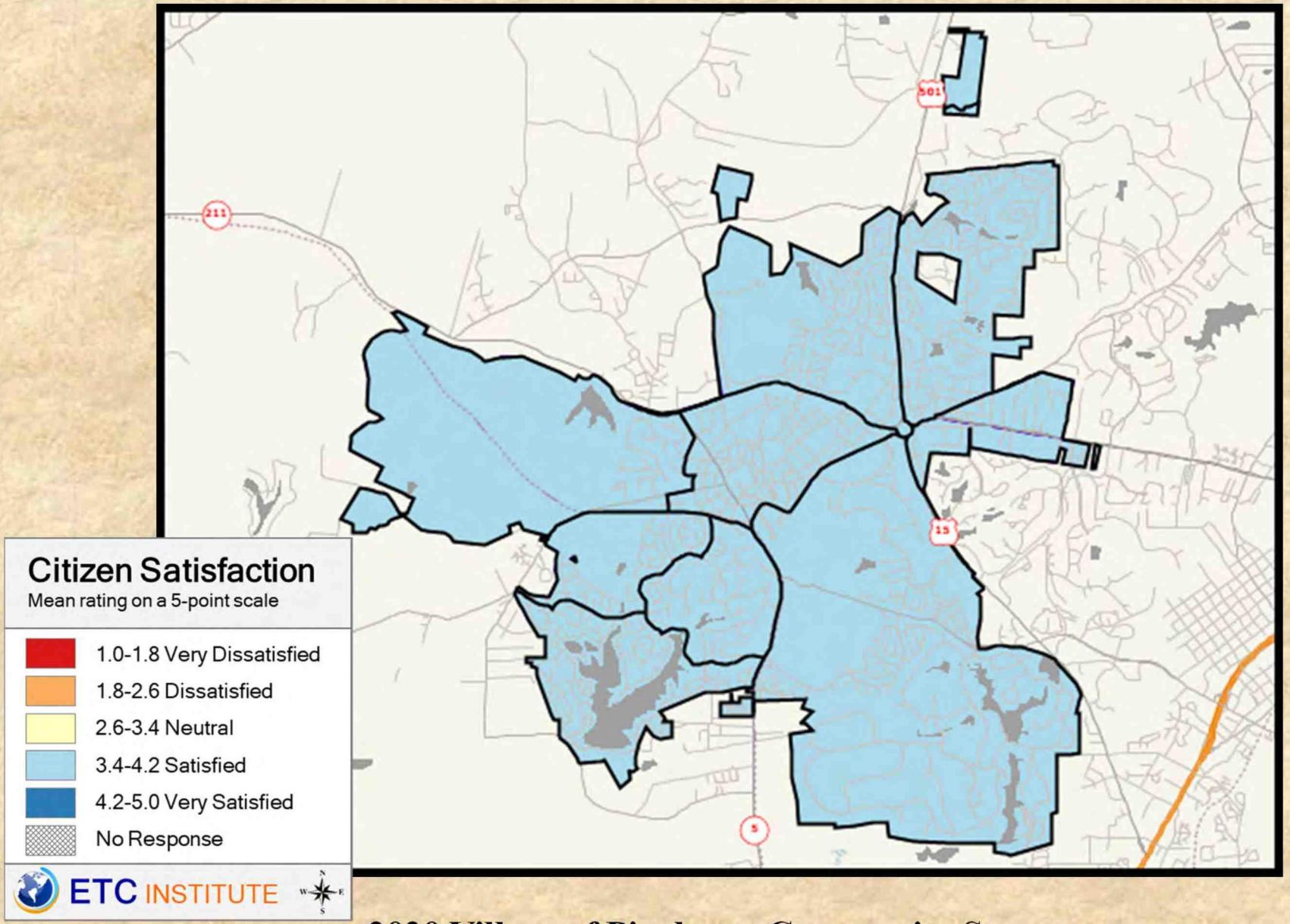
Q9-07 Level of satisfaction with: Quality of outdoor athletic fields and facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

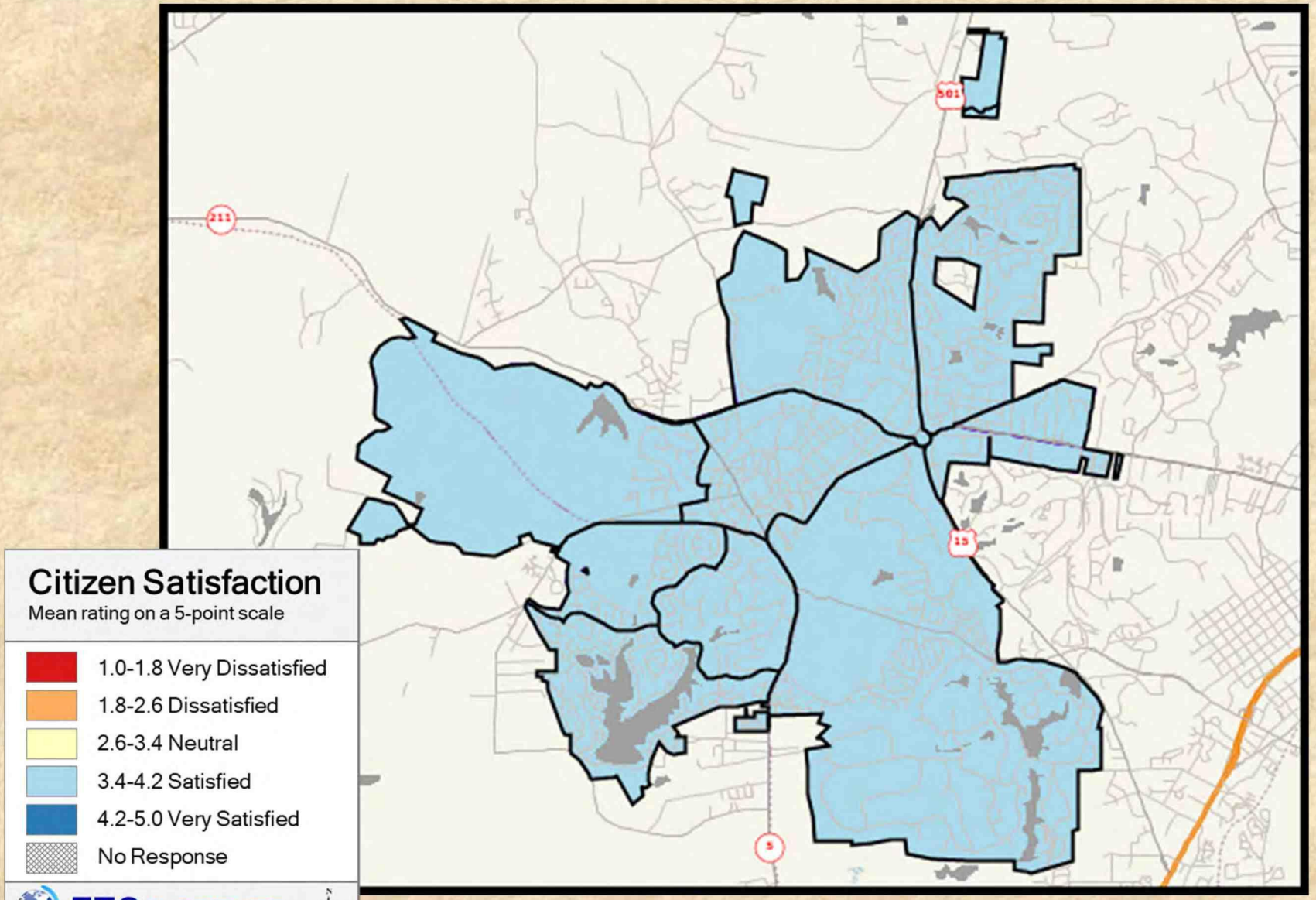
Q9-08 Level of satisfaction with: Availability of outdoor athletic fields and facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

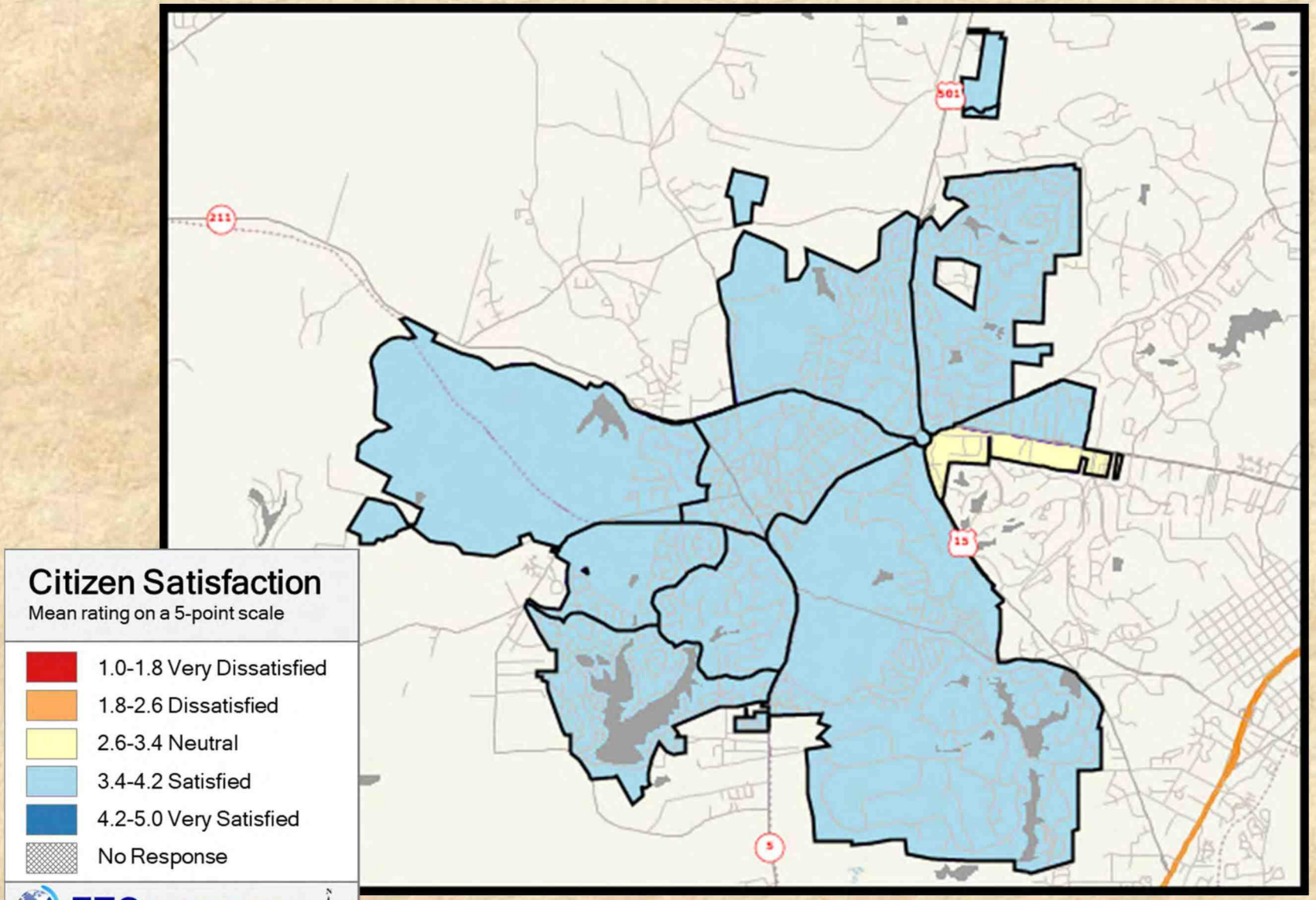
Q9-09 Level of satisfaction with: Availability of information about recreation programs



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

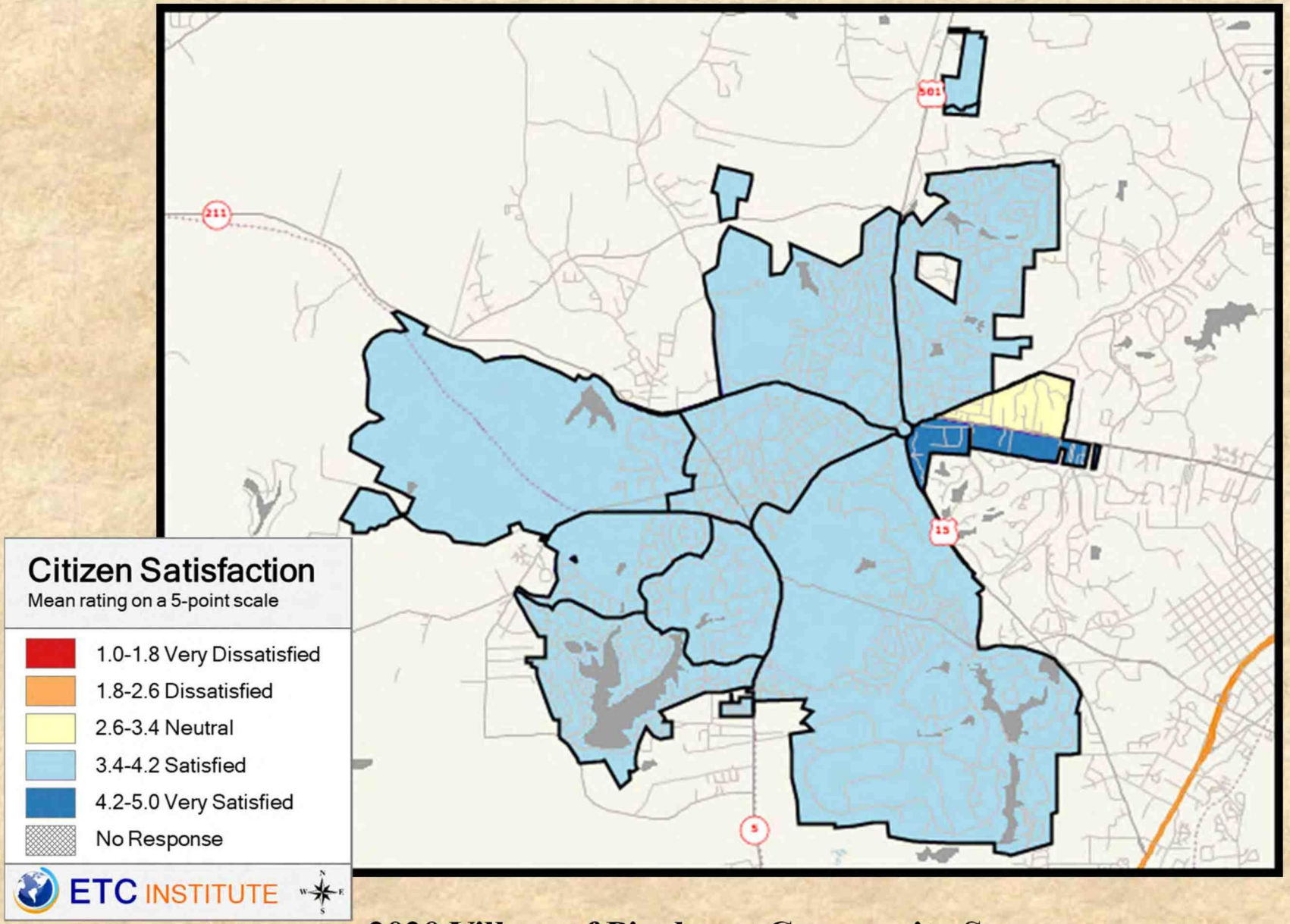
Q9-10 Level of satisfaction with: Quality of youth recreation programs



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

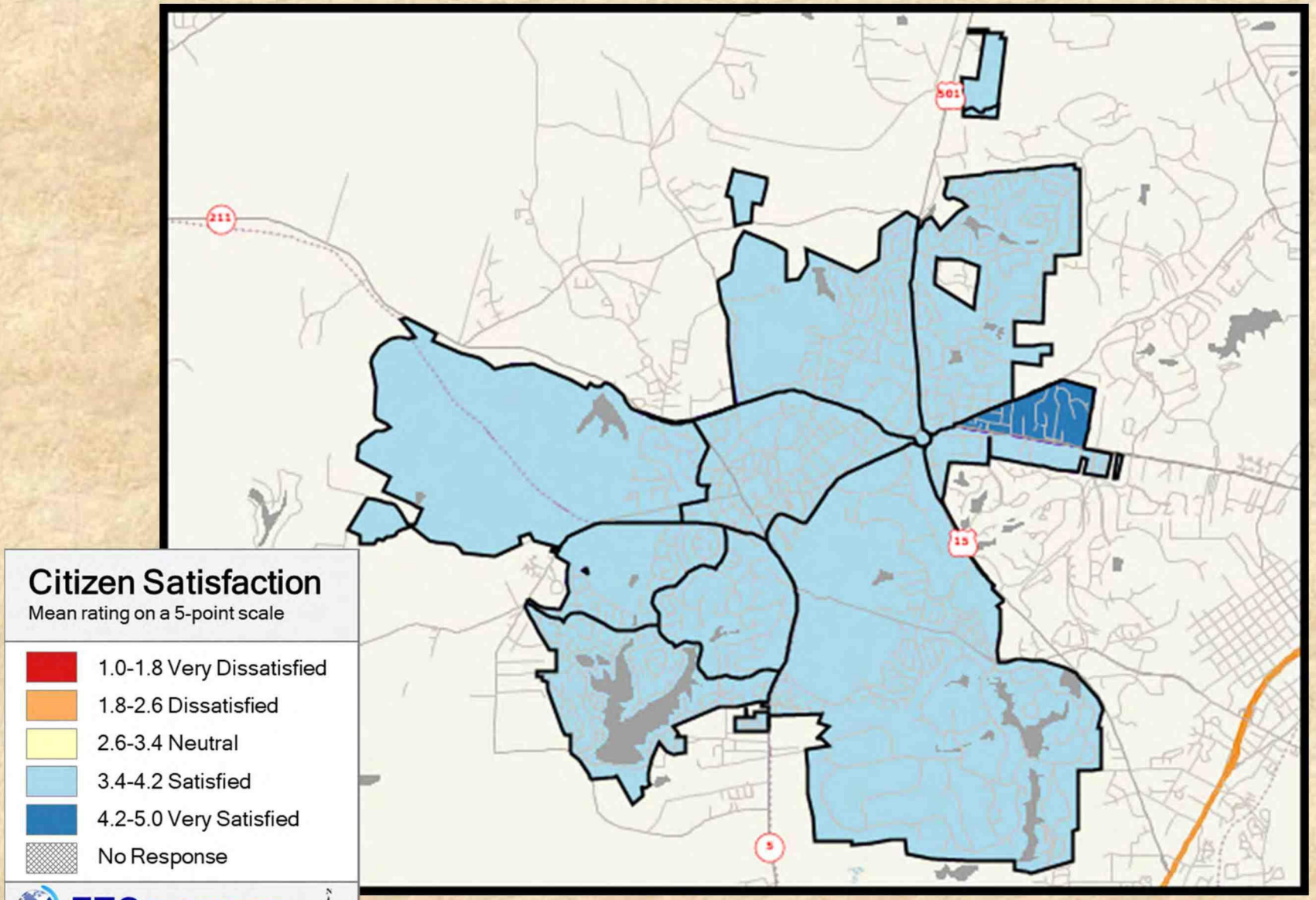
Q9-11 Level of satisfaction with: Quality of adult recreation programs



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

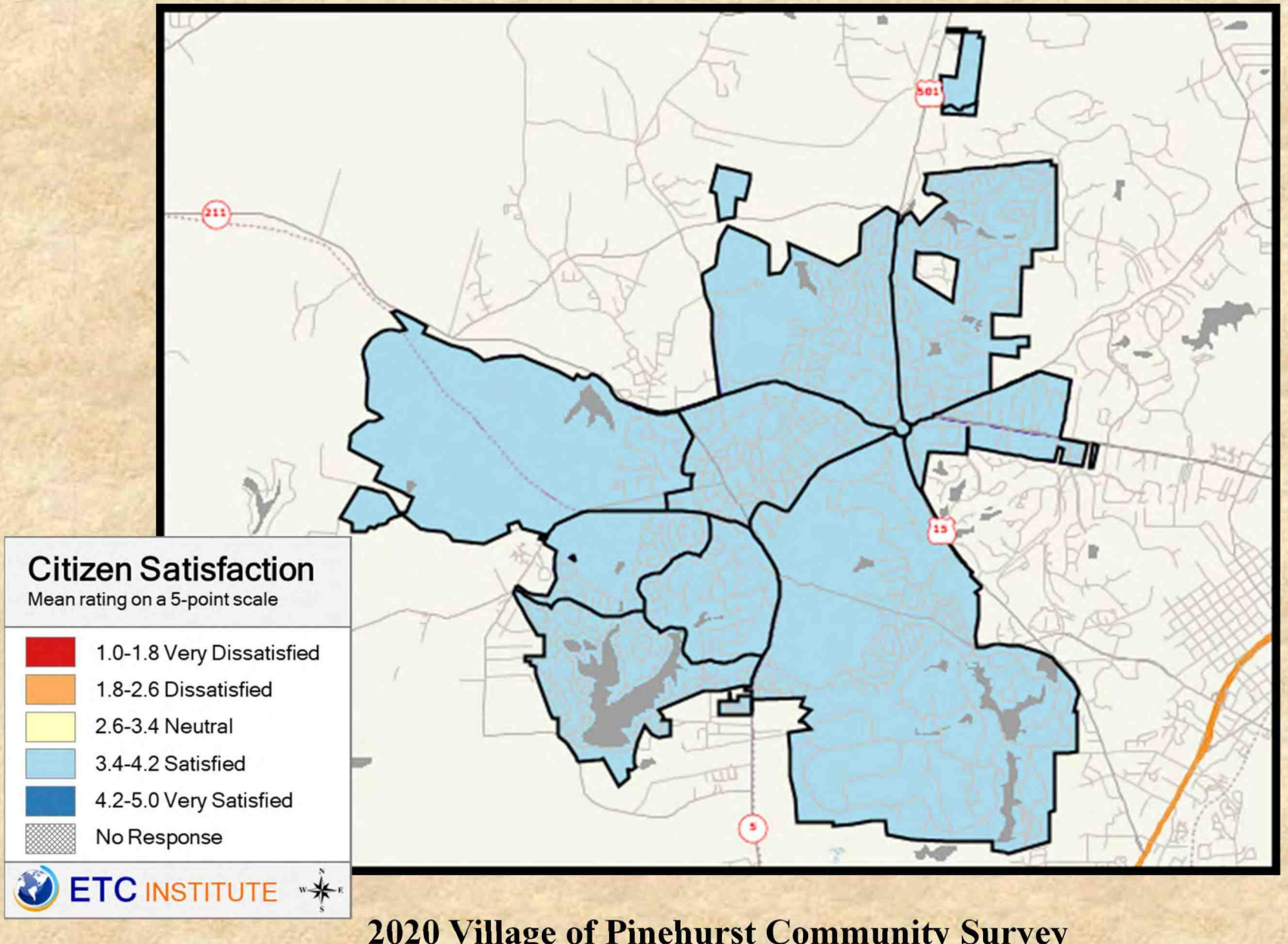
Q9-12 Level of satisfaction with: Range of amenities at parks and recreation facilities



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

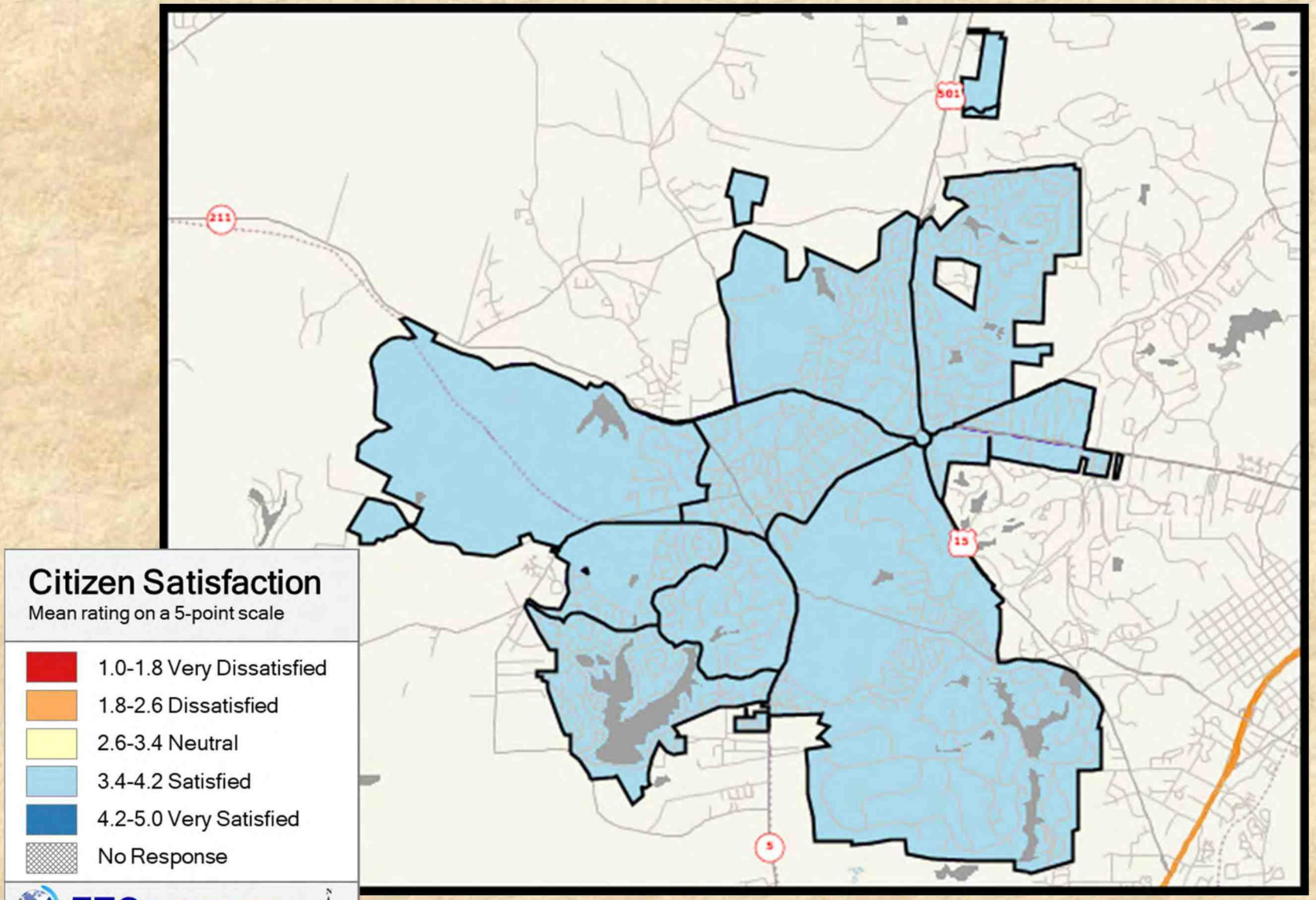
Q9-13 Level of satisfaction with: Village sponsored cultural arts events



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q9-14 Level of satisfaction with: Variety of cultural arts events and programs in Southern Moore County



Citizen Satisfaction
Mean rating on a 5-point scale

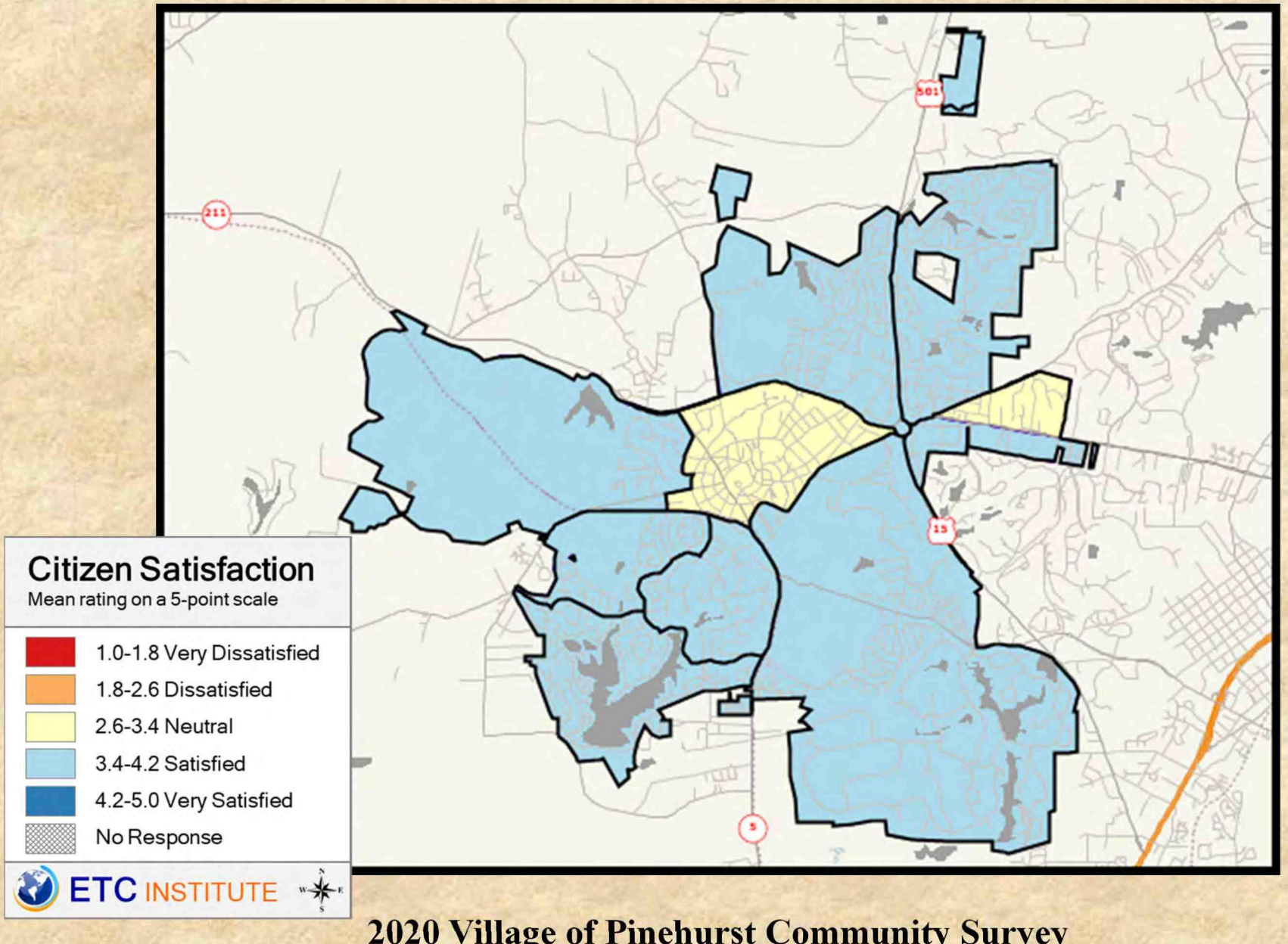
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- No Response

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2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

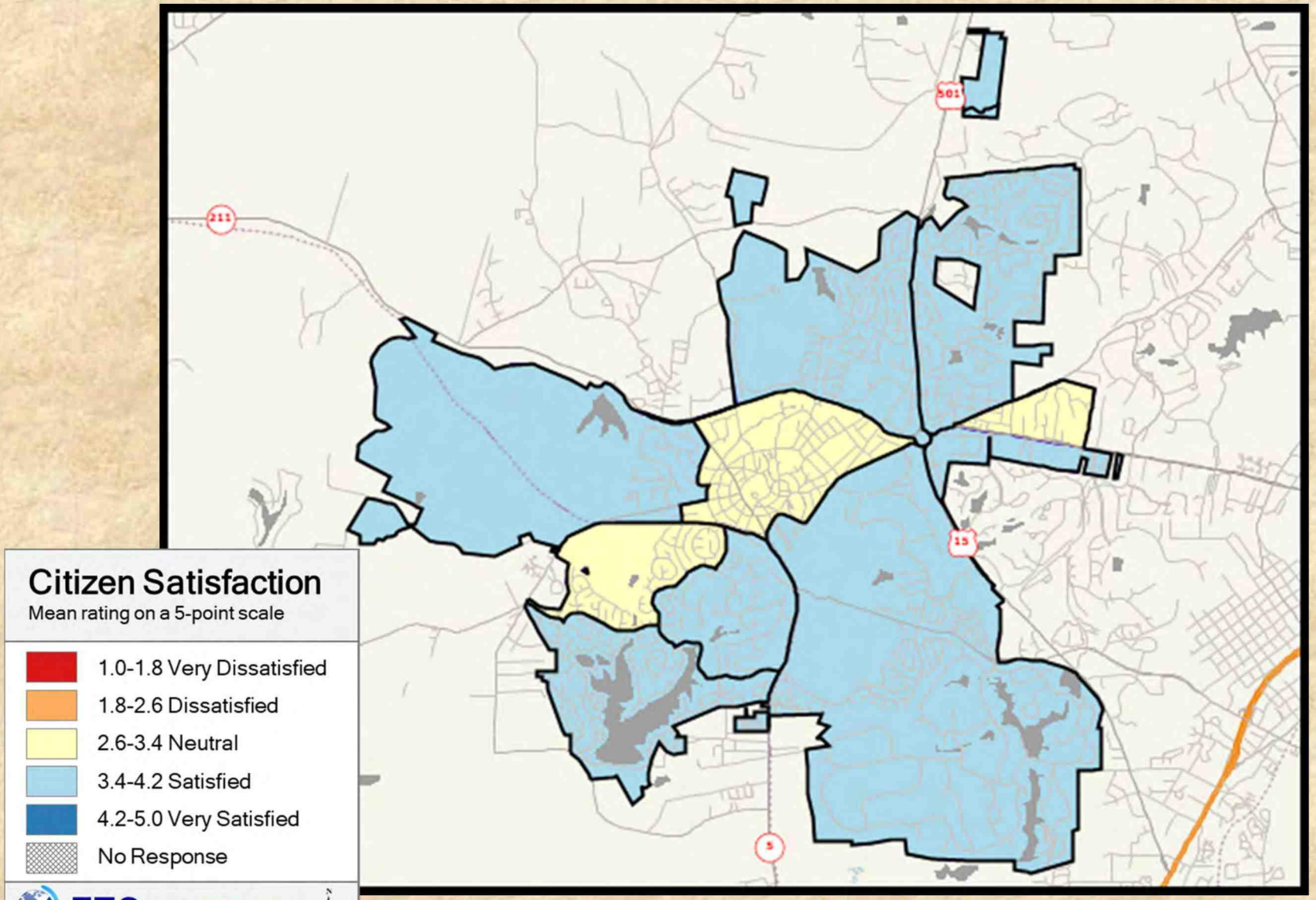
Q13-01 Level of satisfaction with: Enforcing the cleanup of litter and debris on private property



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

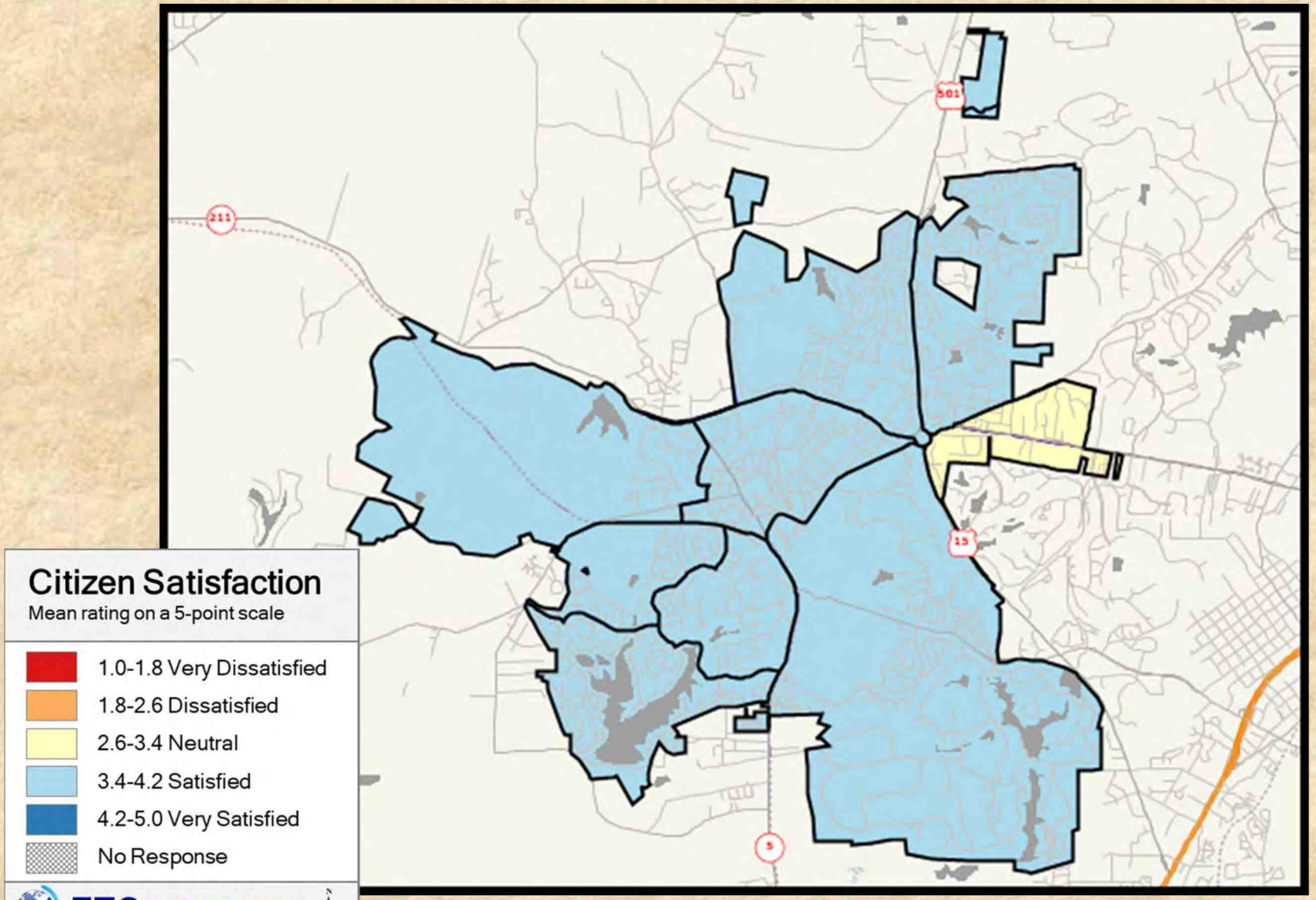
Q13-02 Level of satisfaction with: Enforcing mowing/cutting of weeds/grass on private property



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

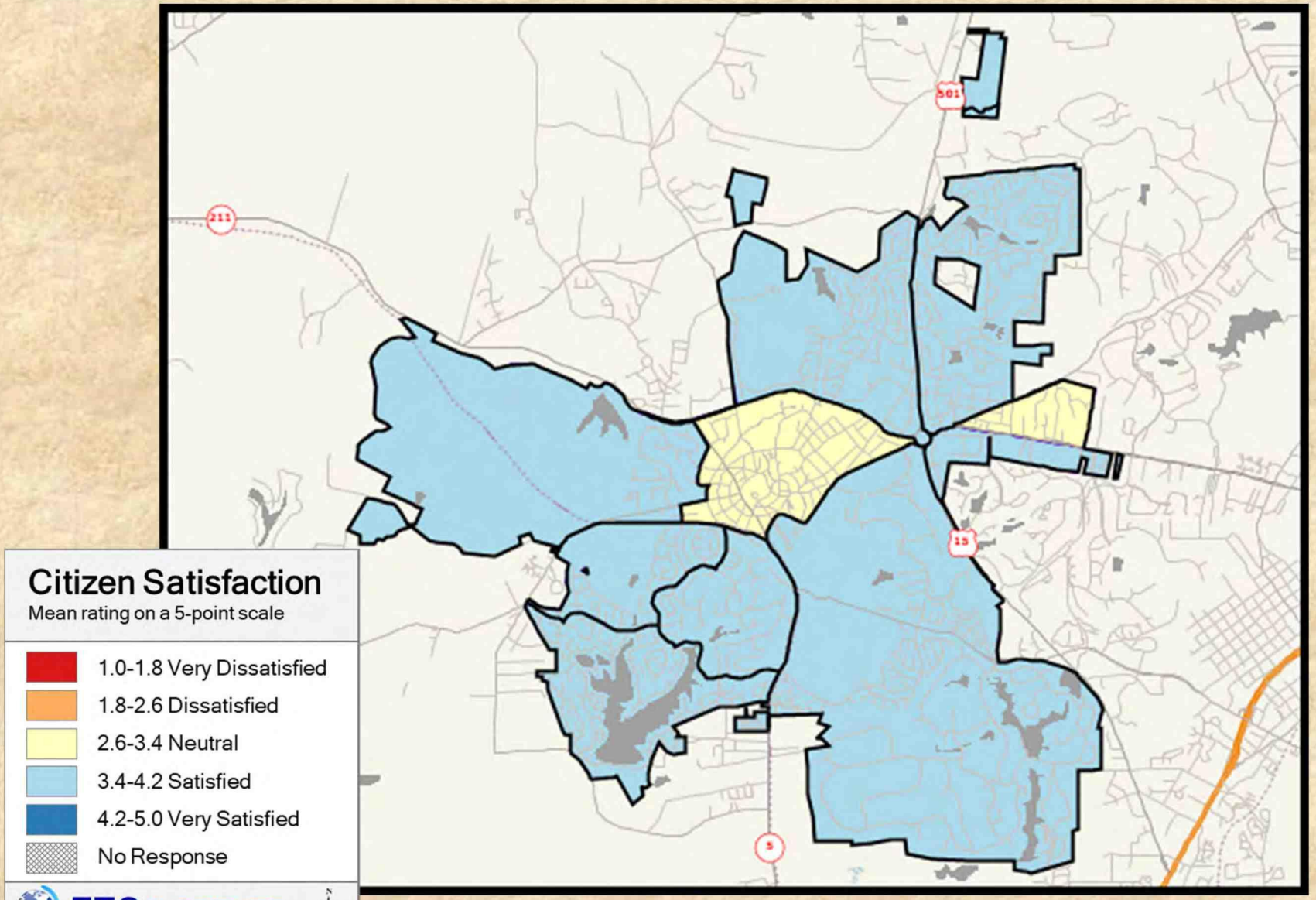
Q13-03 Level of satisfaction with: Enforcing parking-prohibiting oversized vehicles in residential neighborhoods



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

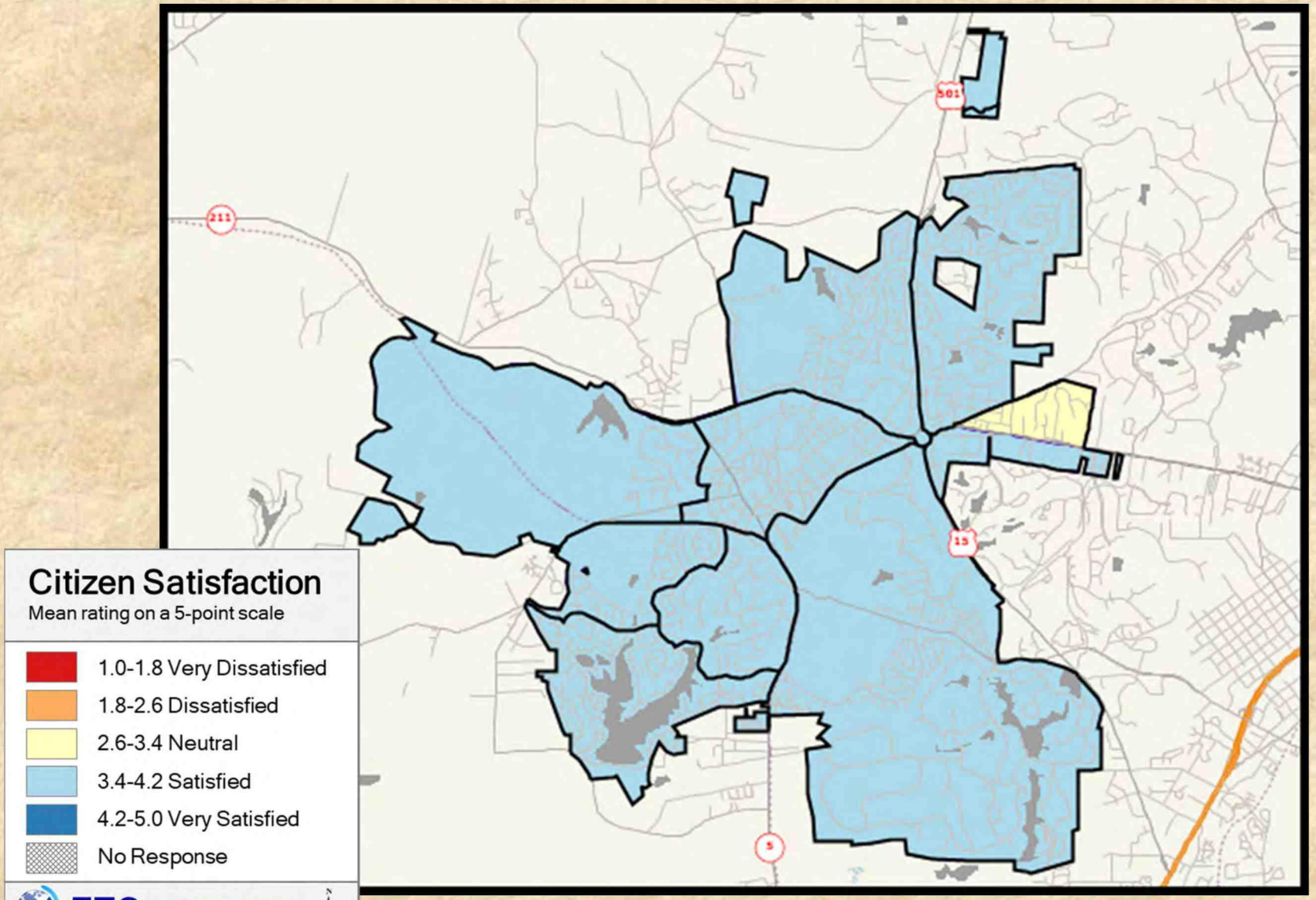
Q13-04 Level of satisfaction with: Enforcing sign regulations



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

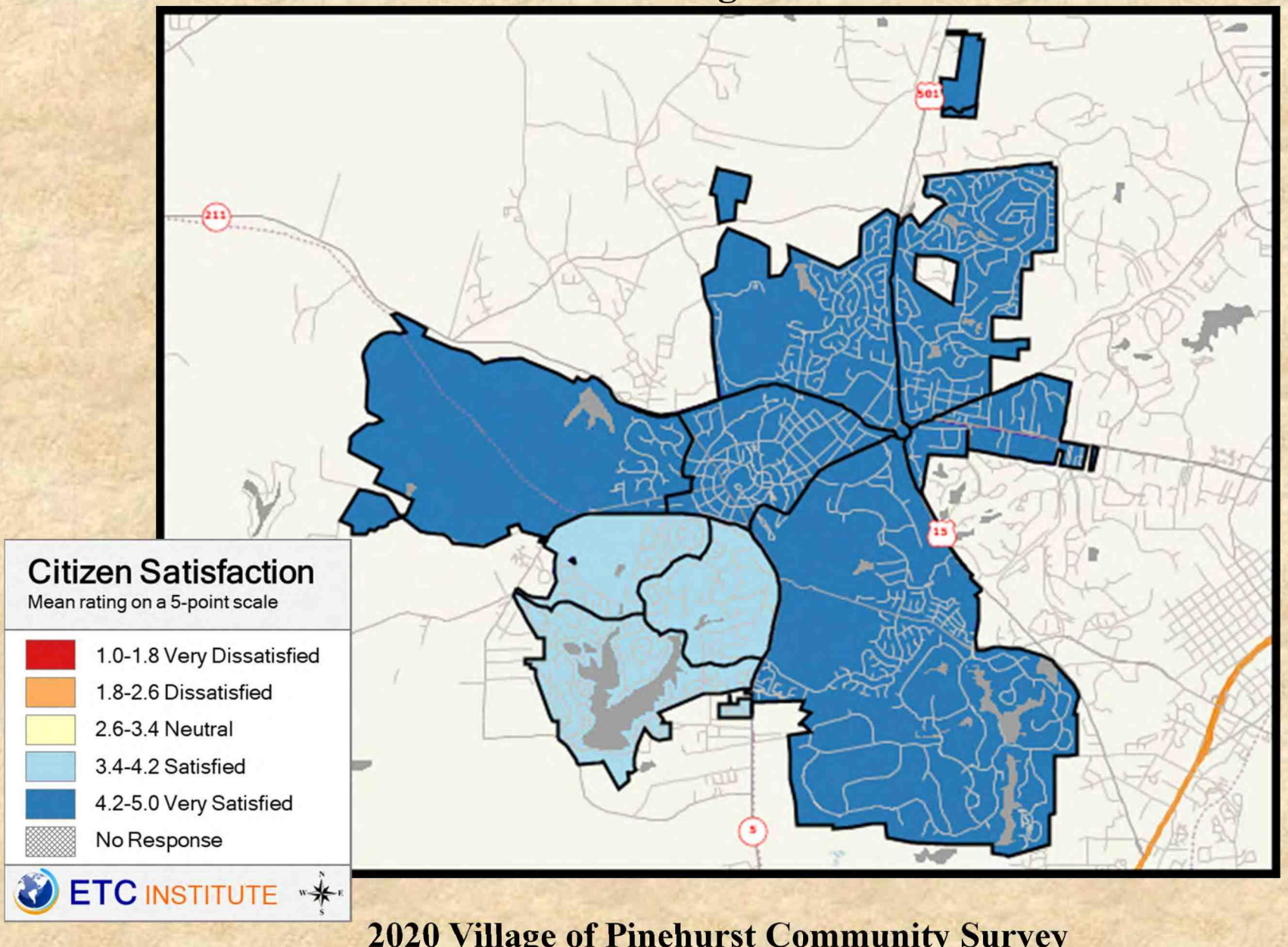
Q13-05 Level of satisfaction with: Enforcing solid waste cart regulations



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

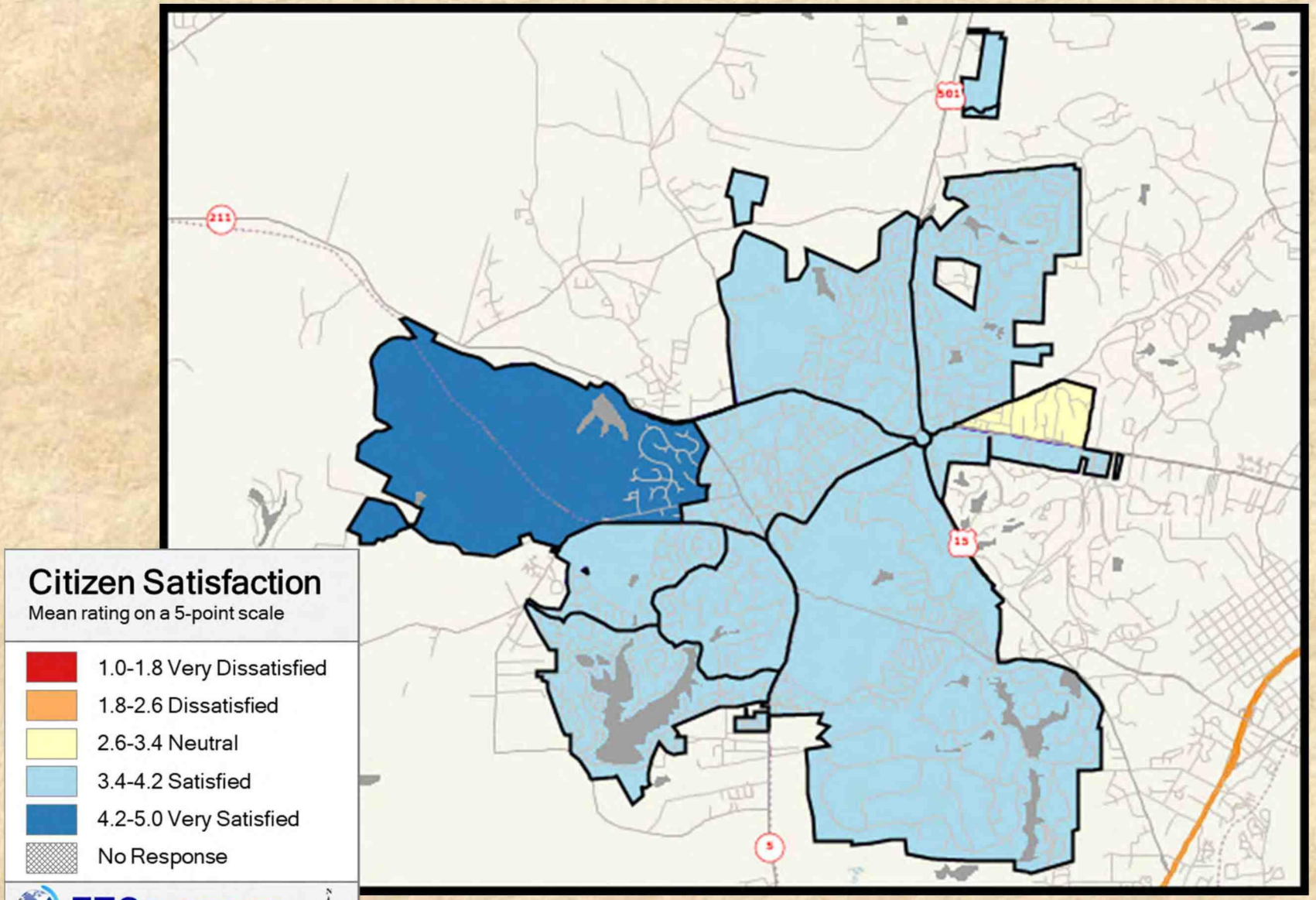
Q15-01 Level of satisfaction with: Maintenance of main Village street thoroughfares



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

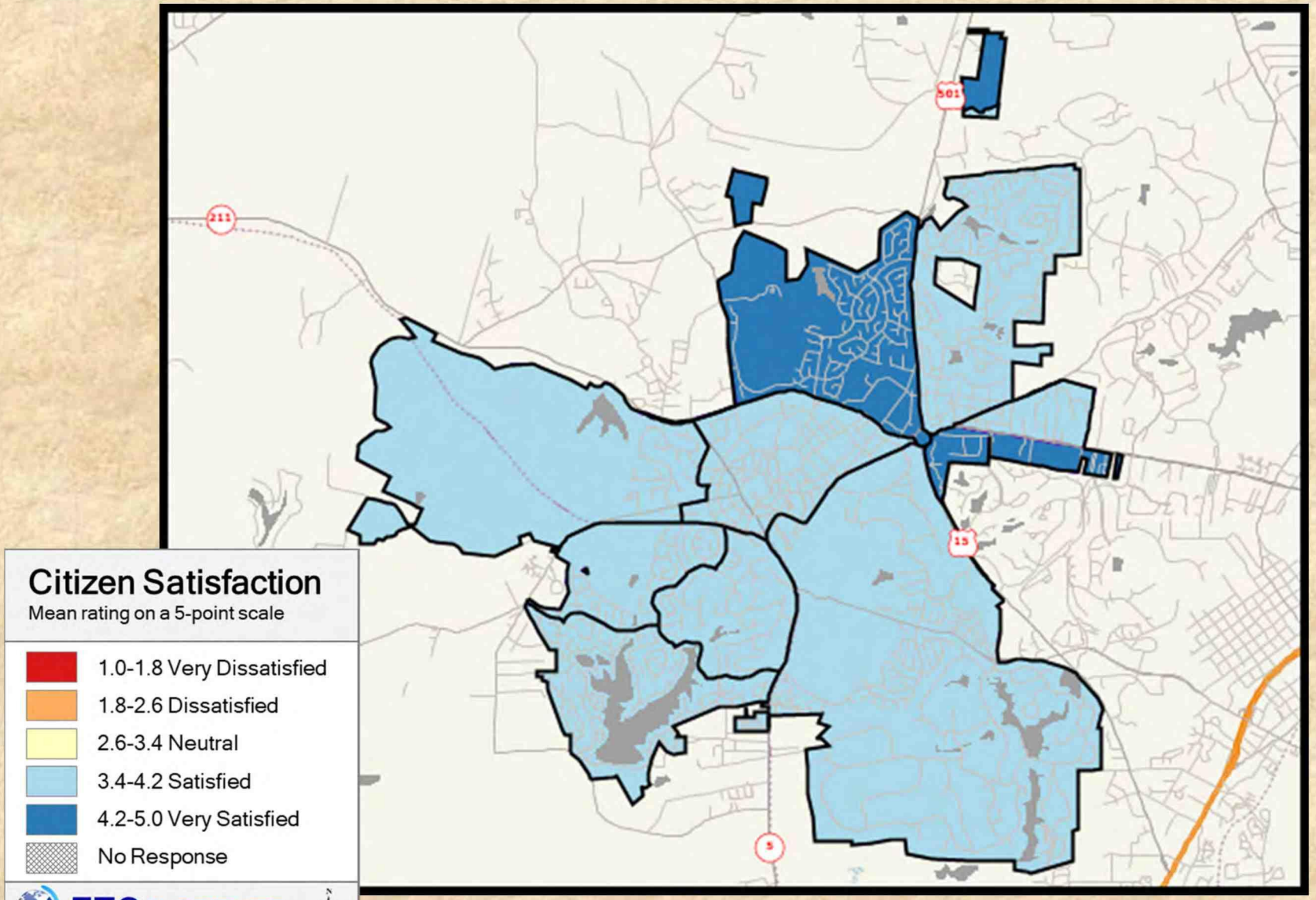
Q15-02 Level of satisfaction with: Maintenance of streets in your neighborhood



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

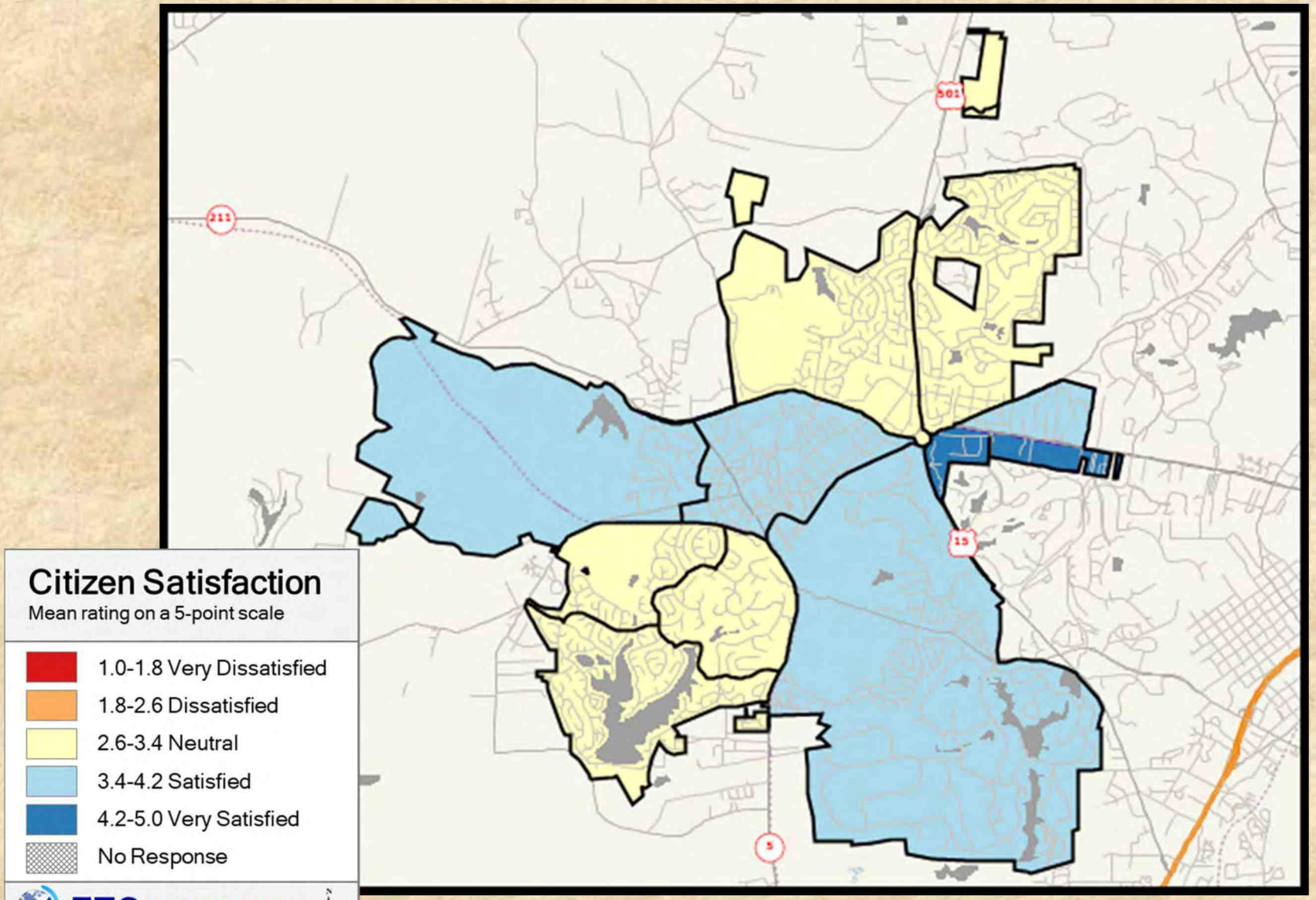
Q15-03 Level of satisfaction with: Maintenance of street signs/pavement markings



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

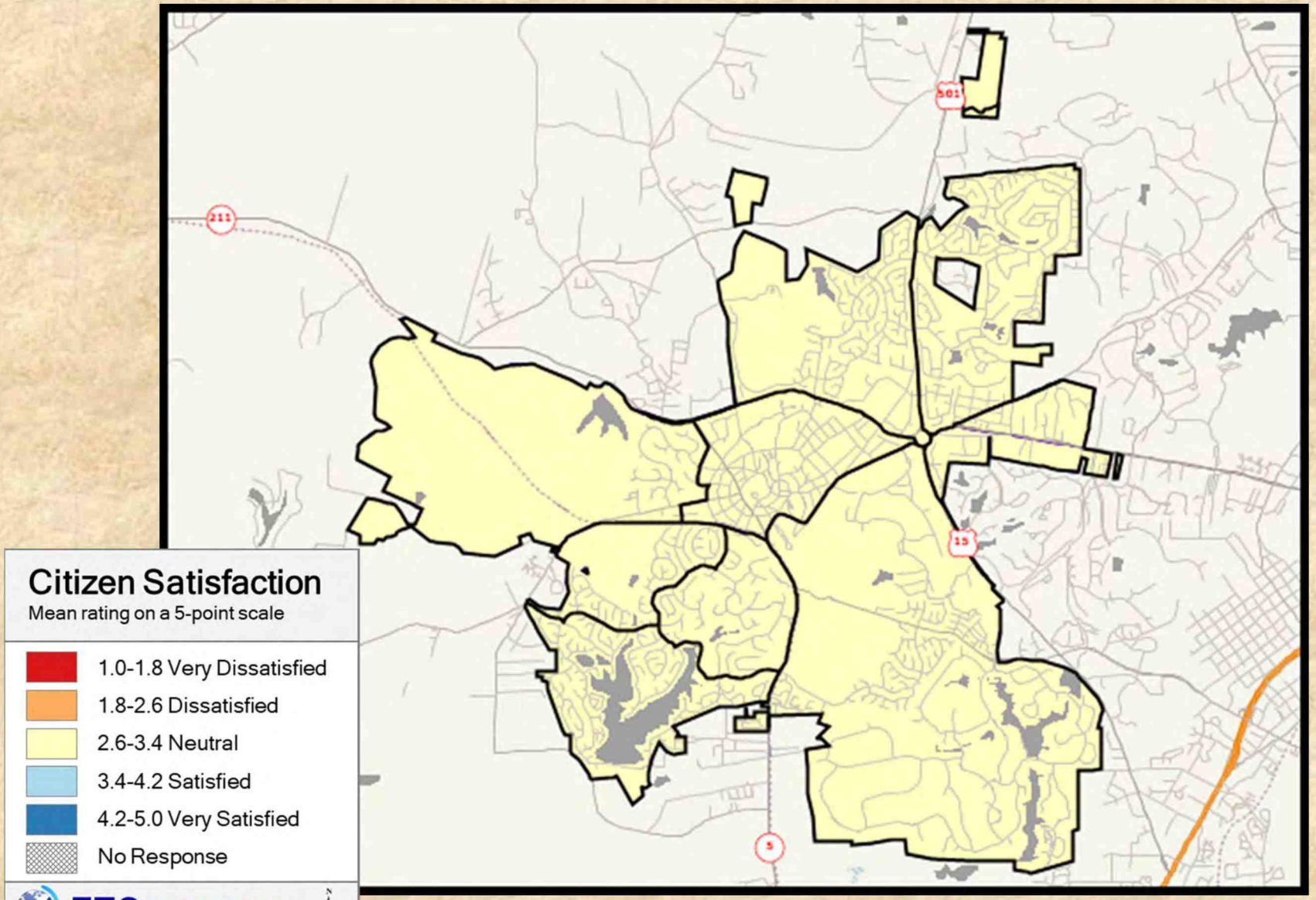
Q15-04 Level of satisfaction with: Adequacy of street lighting



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

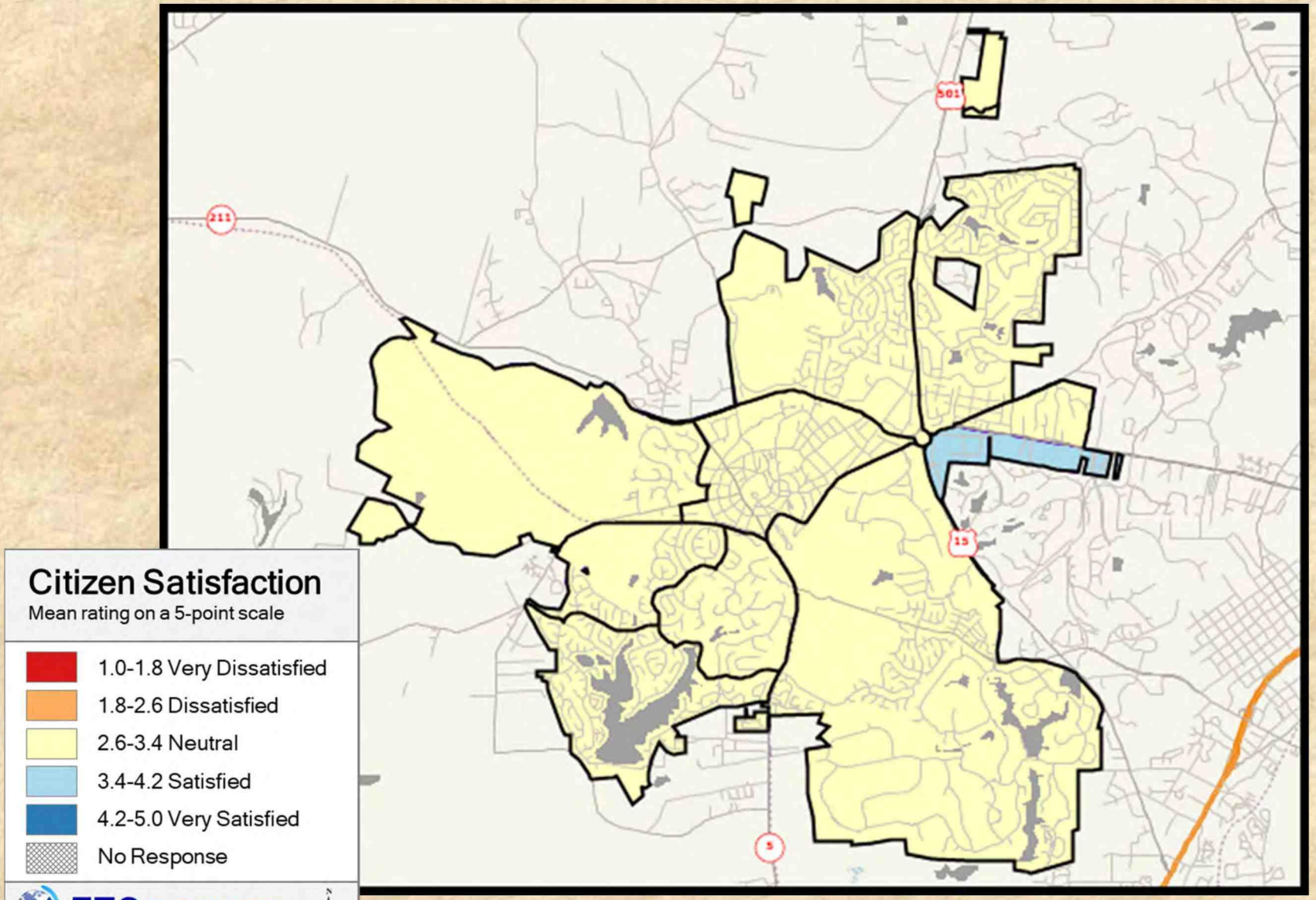
Q15-05 Level of satisfaction with: Ease of travel on NC Highway 5



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

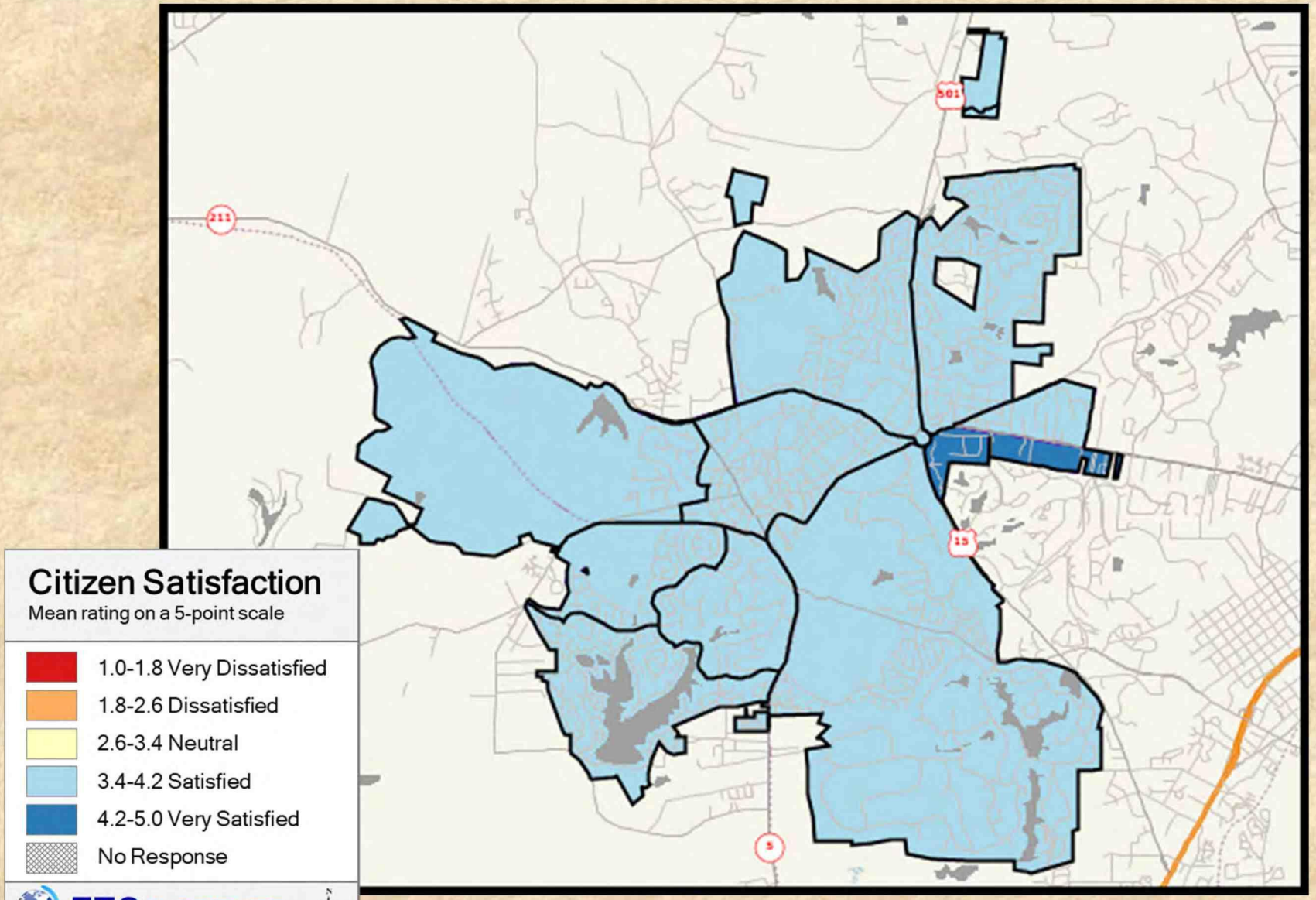
Q15-06 Level of satisfaction with: Ease of travel through the large traffic circle



2020 Village of Pinehurst Community Survey

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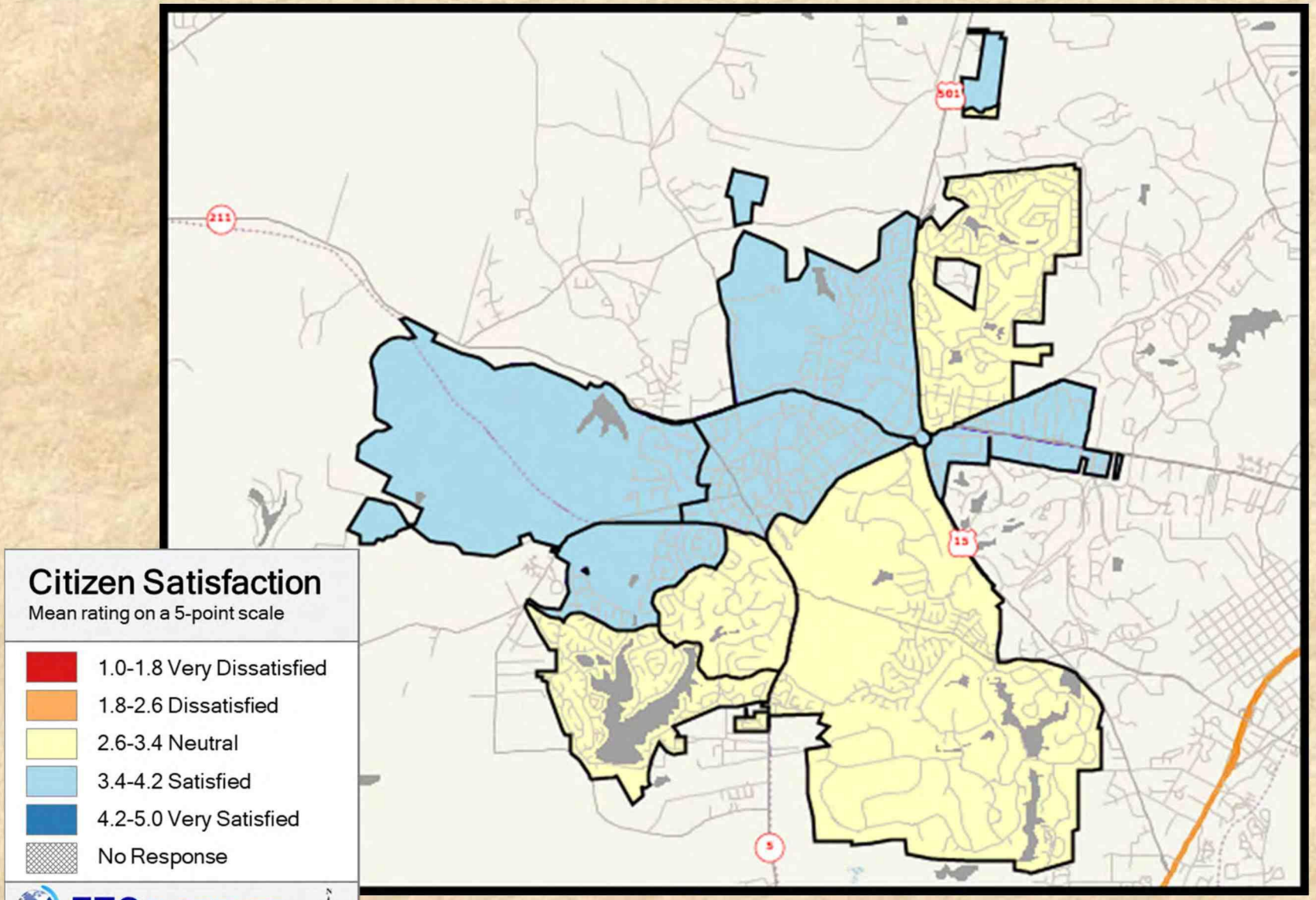
Q15-07 Level of satisfaction with: Ease of travel on other streets in the Village



2020 Village of Pinehurst Community Survey

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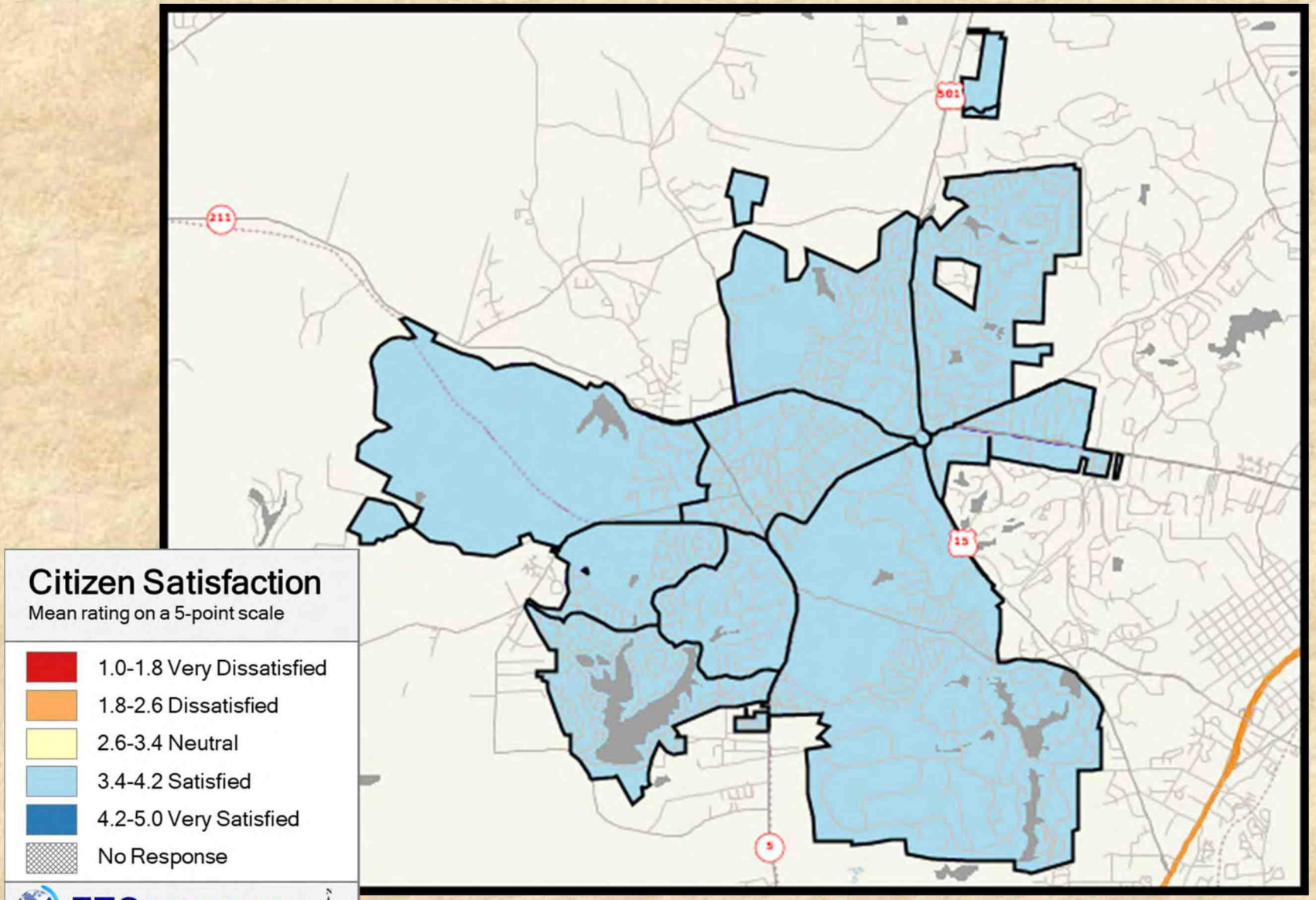
Q15-08 Level of satisfaction with: Availability of walkways



2020 Village of Pinehurst Community Survey

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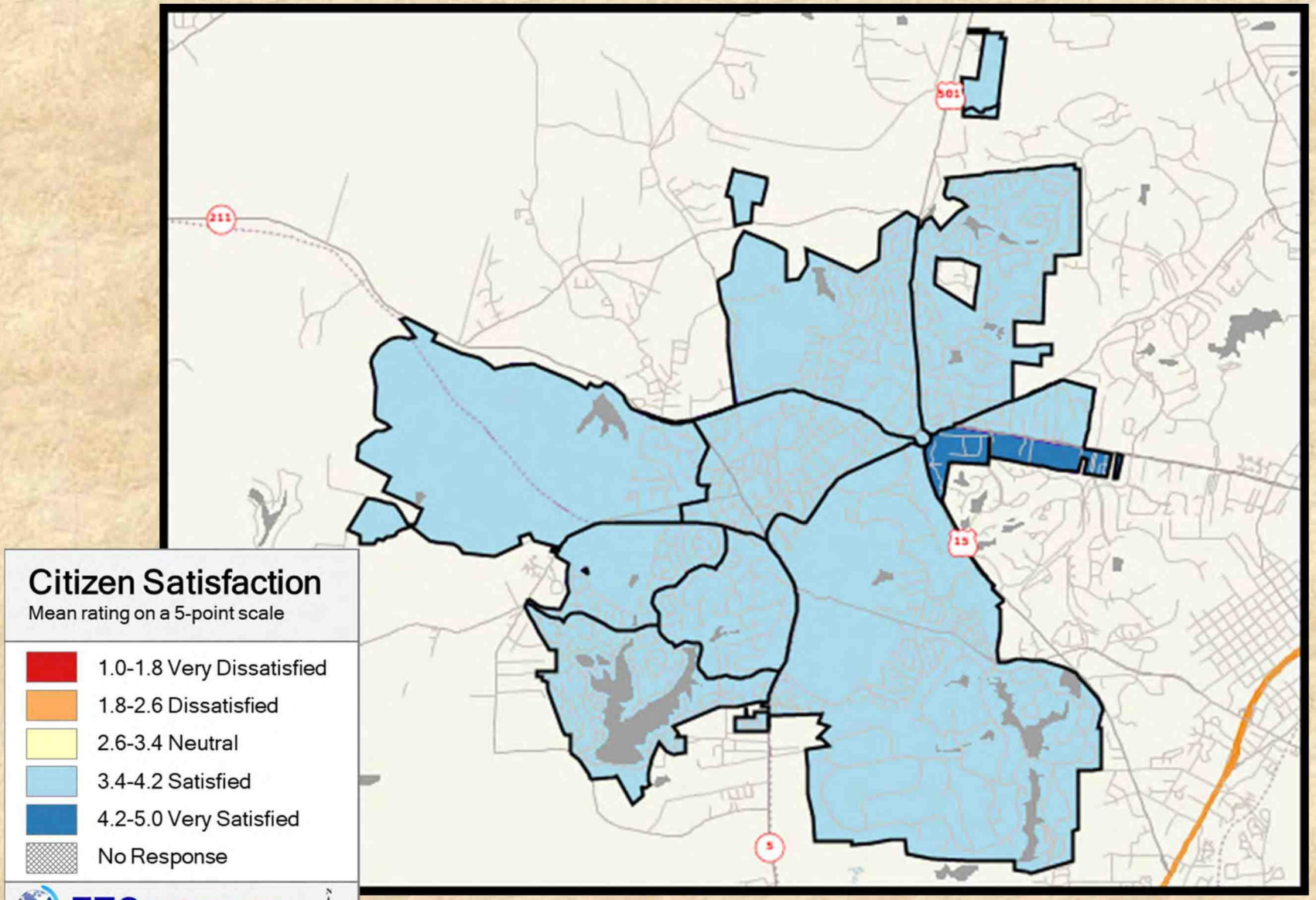
Q15-09 Level of satisfaction with: Condition of existing walkways



2020 Village of Pinehurst Community Survey

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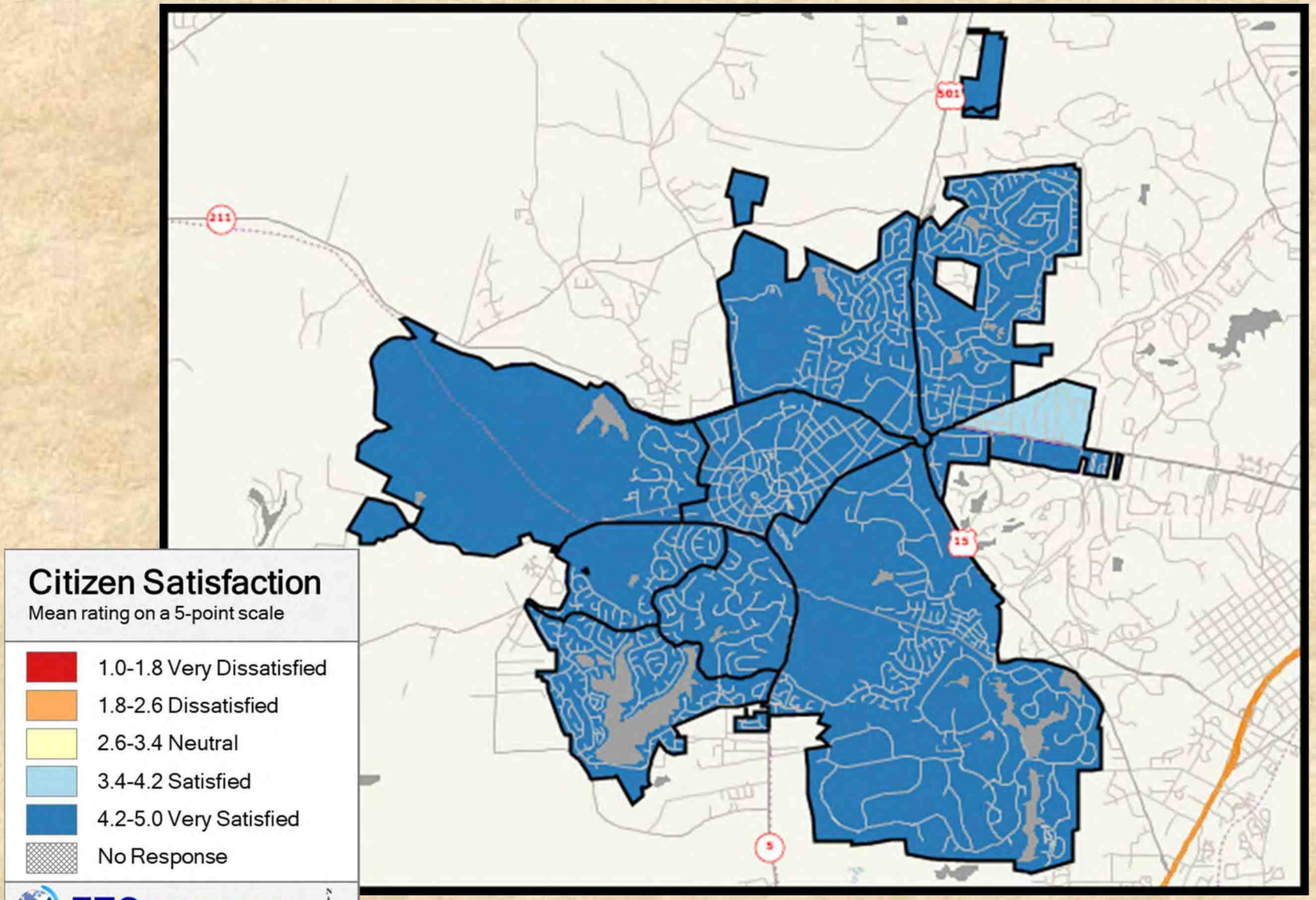
Q15-10 Level of satisfaction with: Ease of golf cart travel



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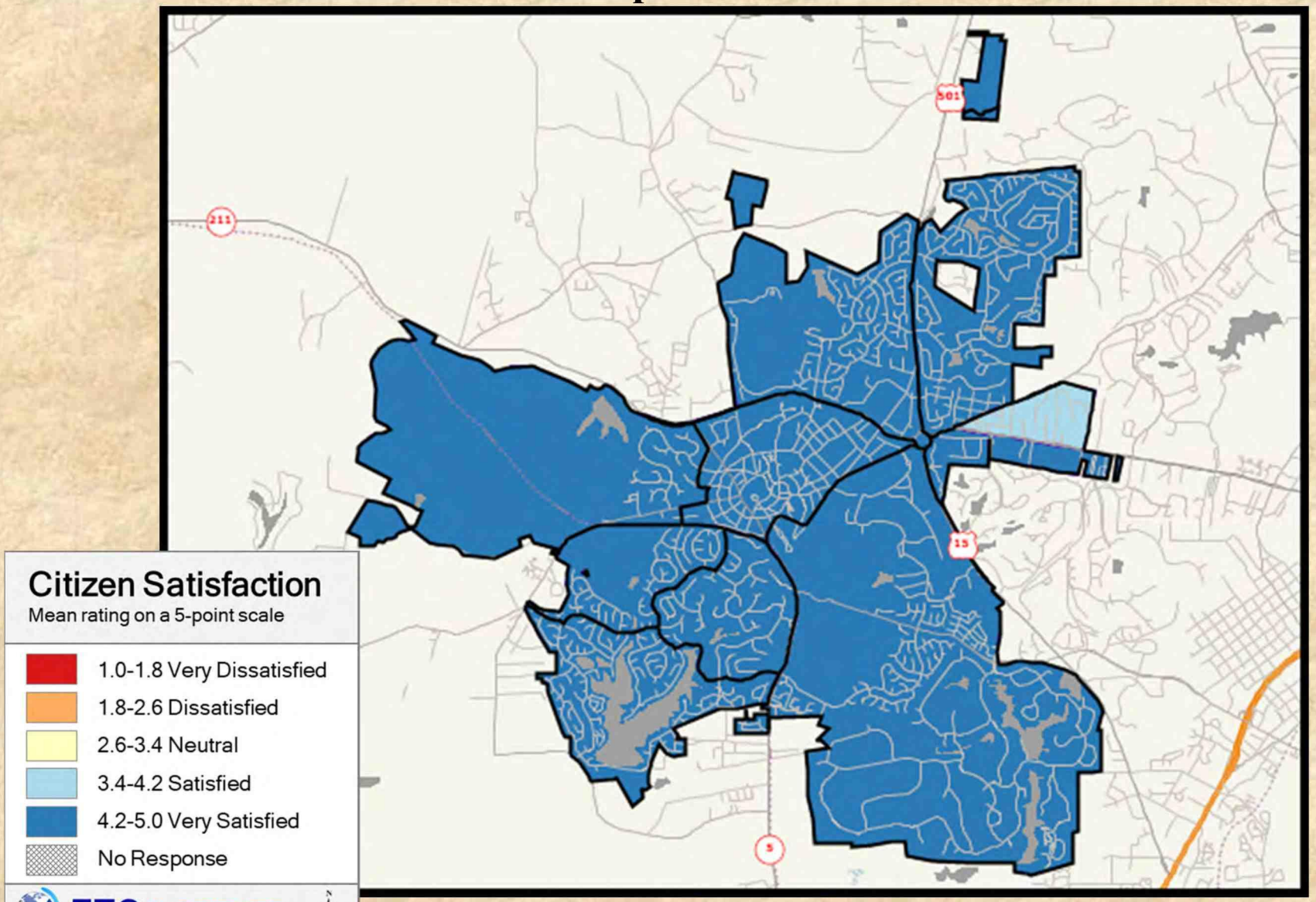
Q17-01 Level of satisfaction with: Maintenance/preservation of downtown



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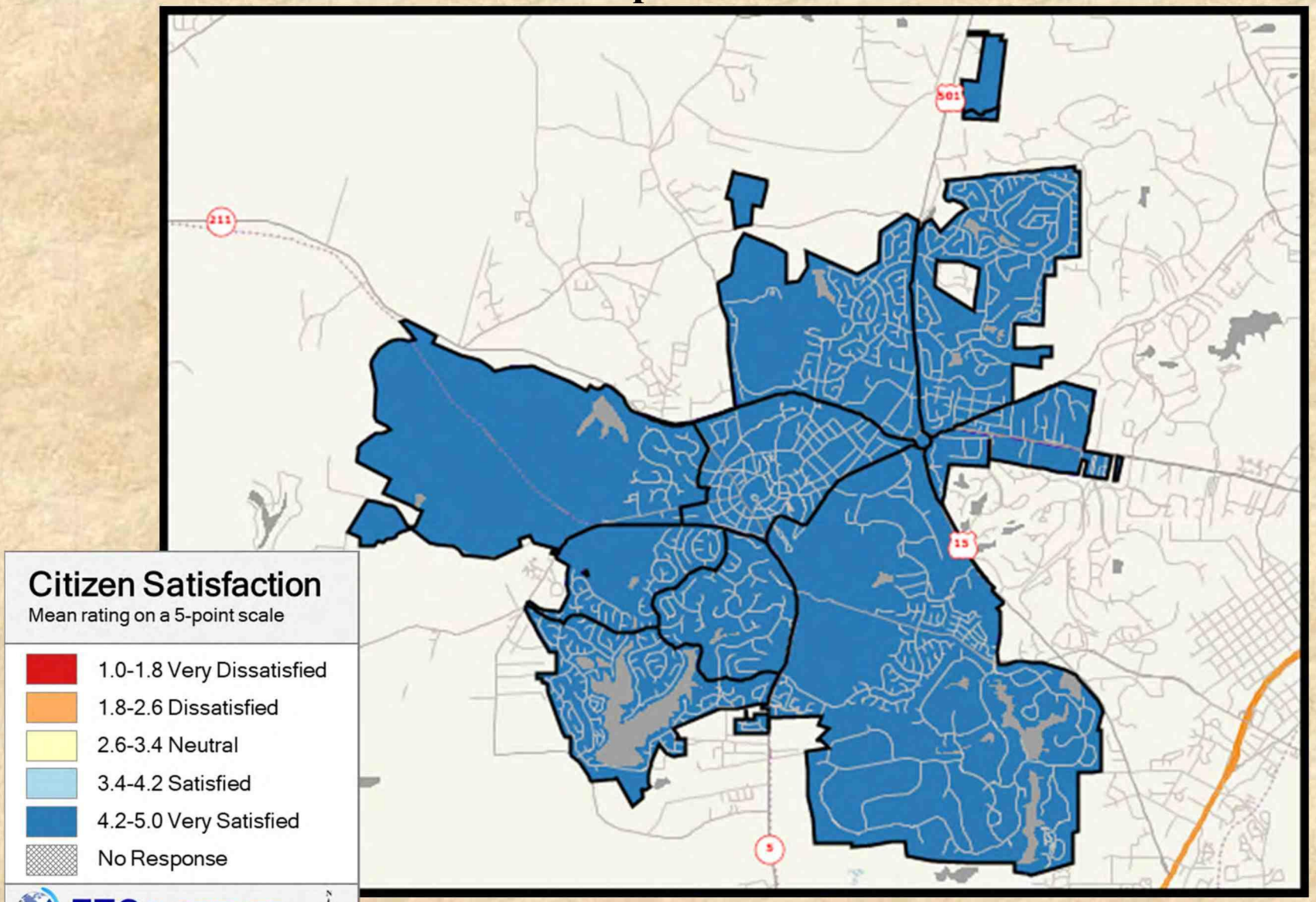
Q17-02 Level of satisfaction with: Quality of landscaping in medians and other public areas



2020 Village of Pinehurst Community Survey

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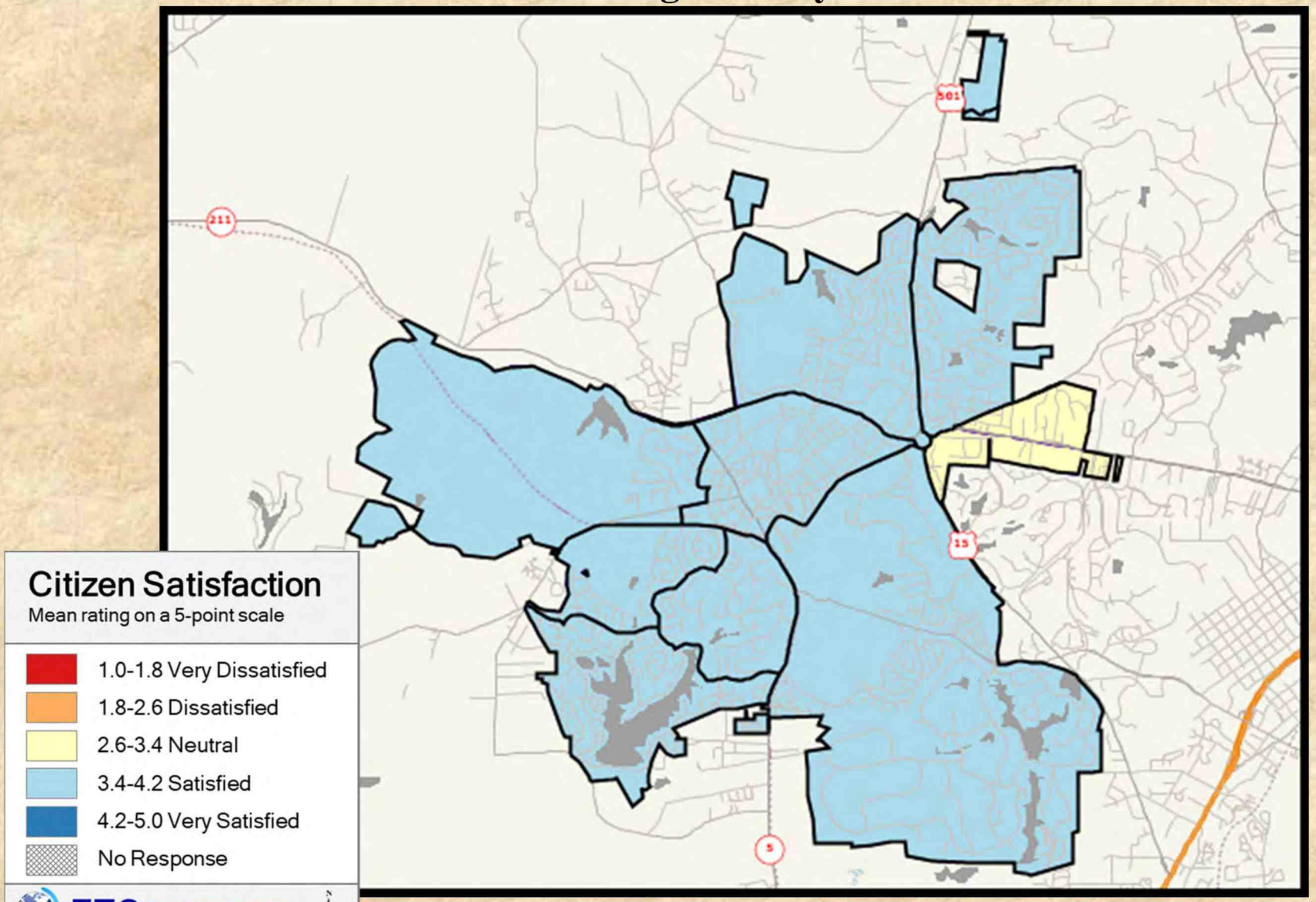
Q17-03 Level of satisfaction with: Overall cleanliness of streets and other public areas



2020 Village of Pinehurst Community Survey

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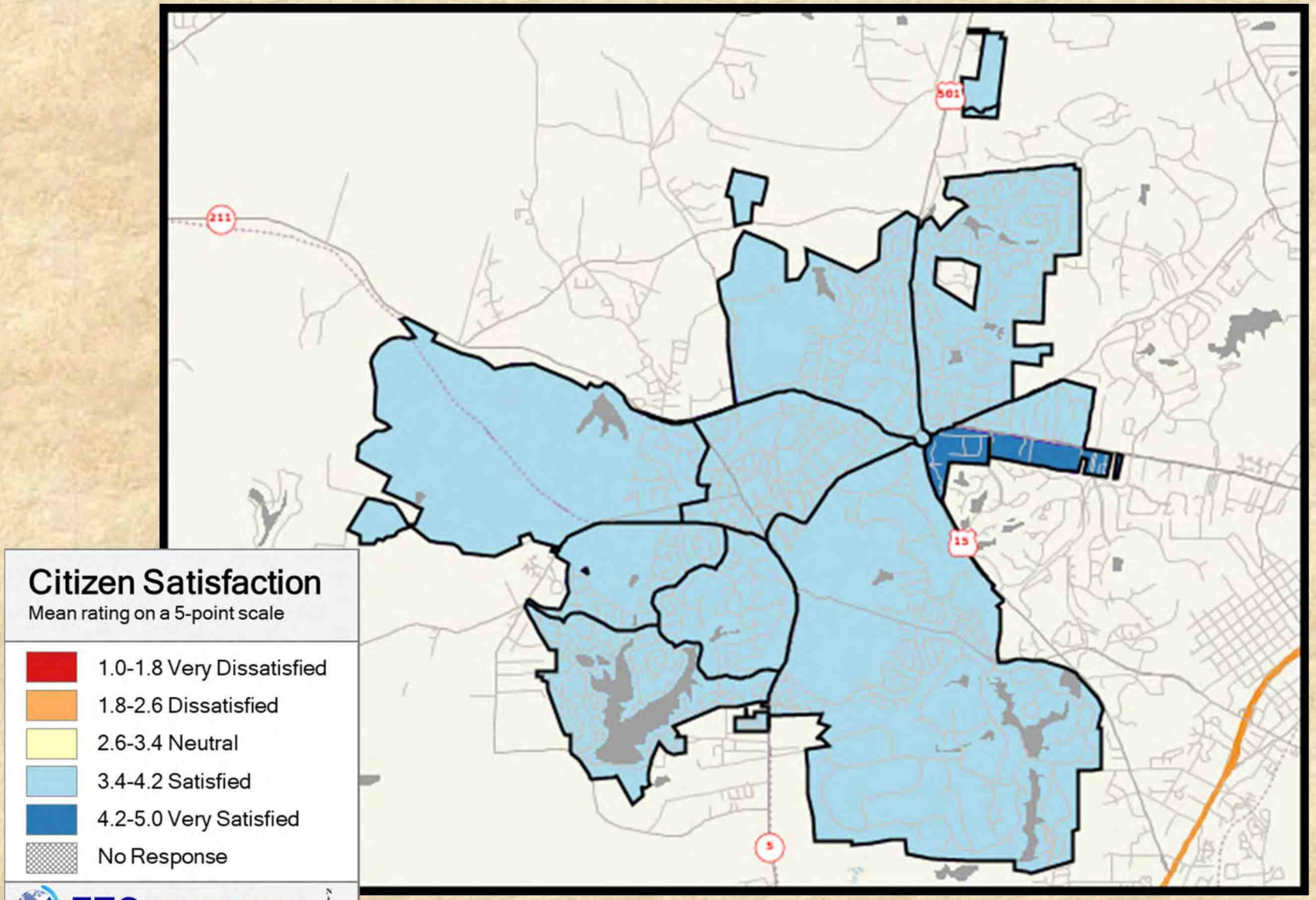
Q17-04 Level of satisfaction with: Quality of the stormwater runoff/ management system



2020 Village of Pinehurst Community Survey

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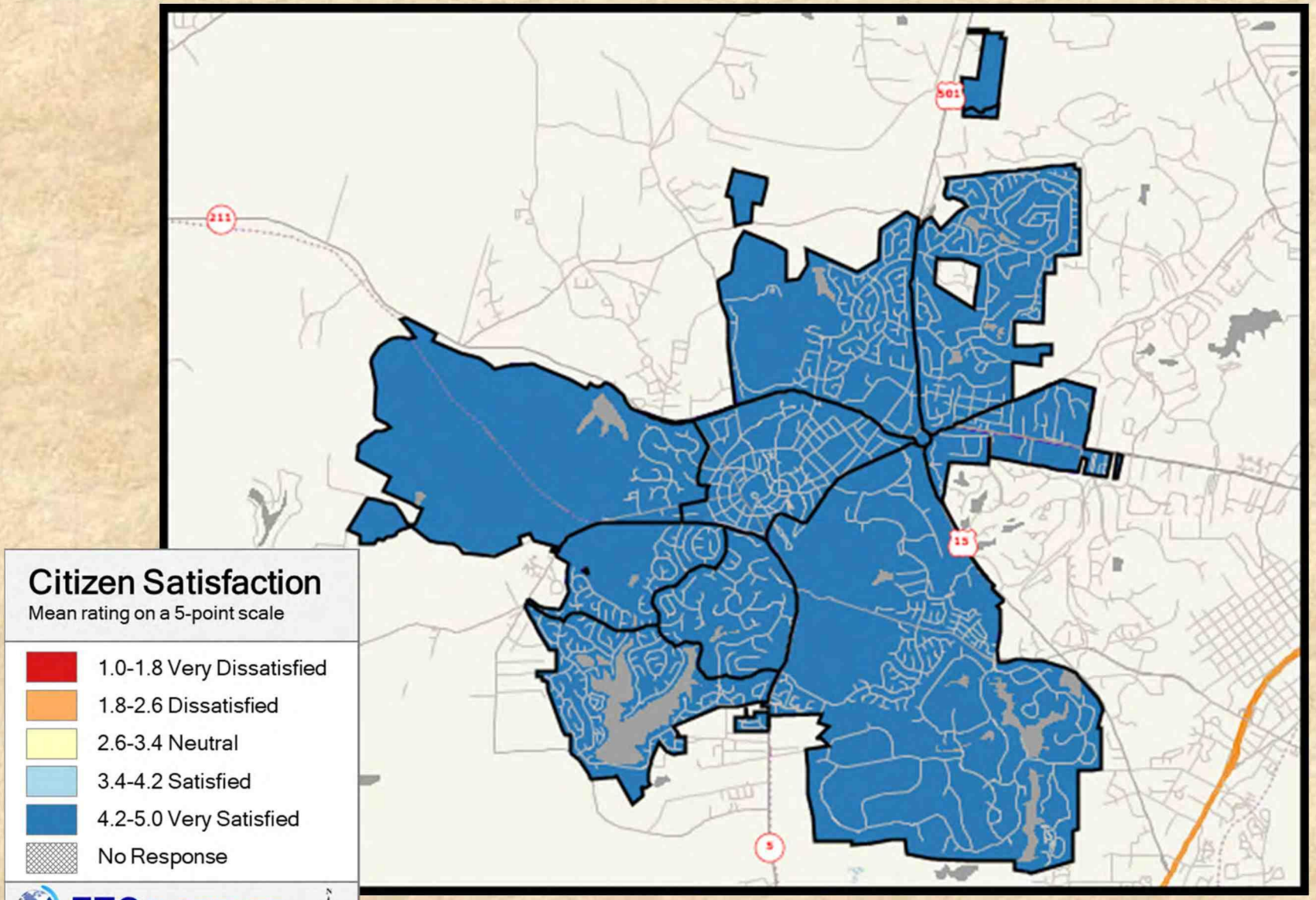
Q17-05 Level of satisfaction with: Winter weather response on Village streets (snow/ice)



2020 Village of Pinehurst Community Survey

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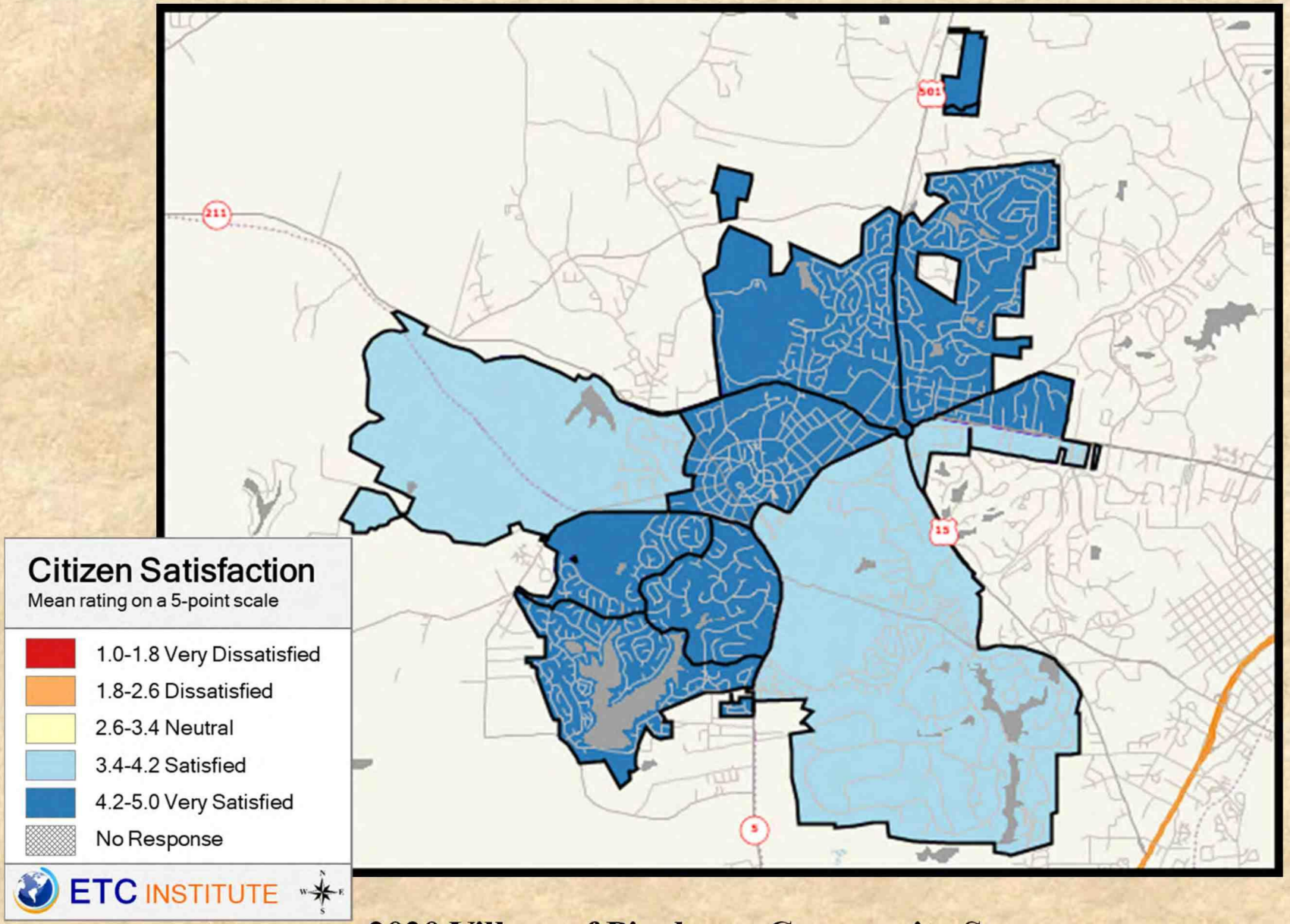
Q19-01 Level of satisfaction with: Residential trash collection services



2020 Village of Pinehurst Community Survey

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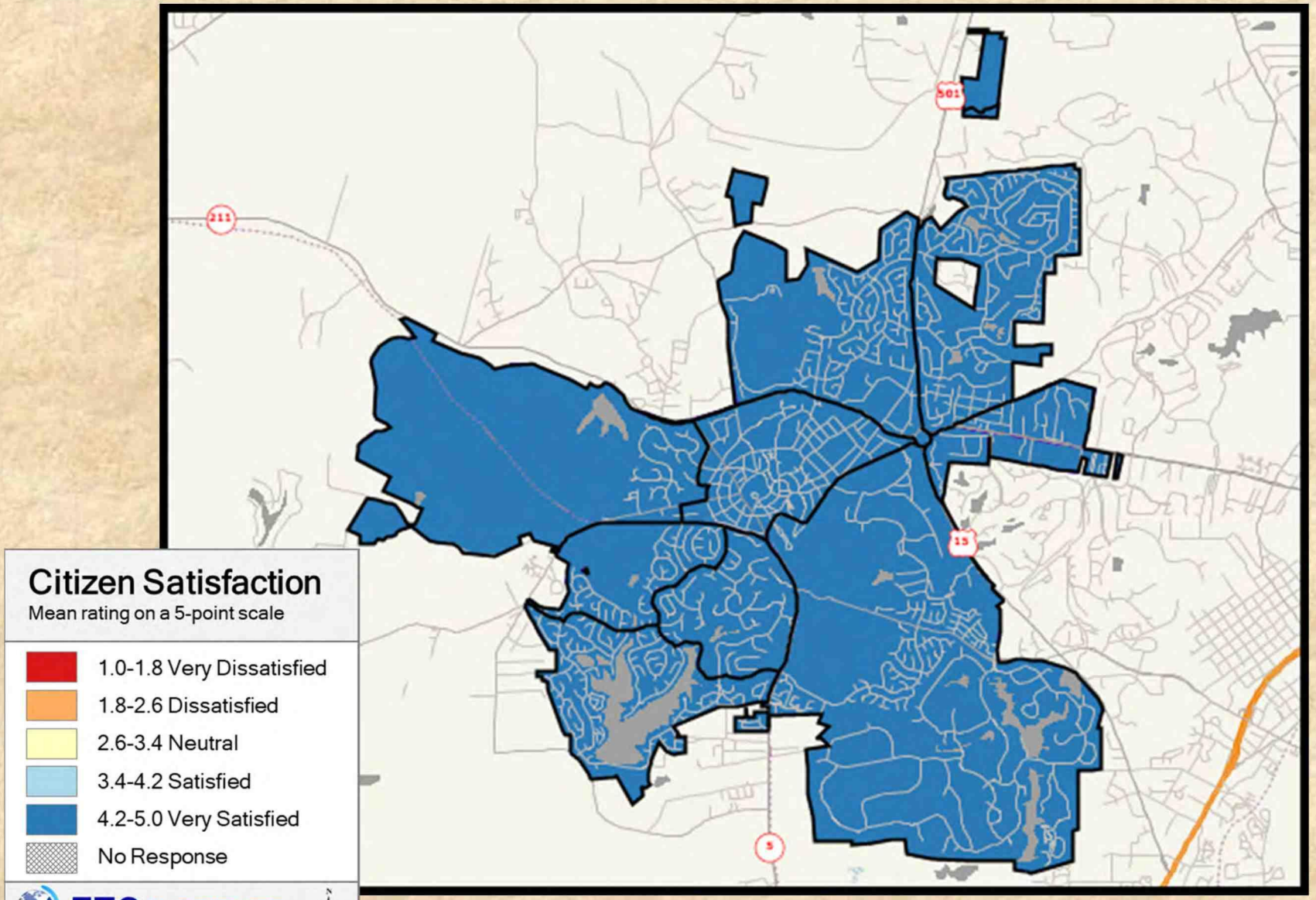
Q19-02 Level of satisfaction with: Curbside recycling services



2020 Village of Pinehurst Community Survey

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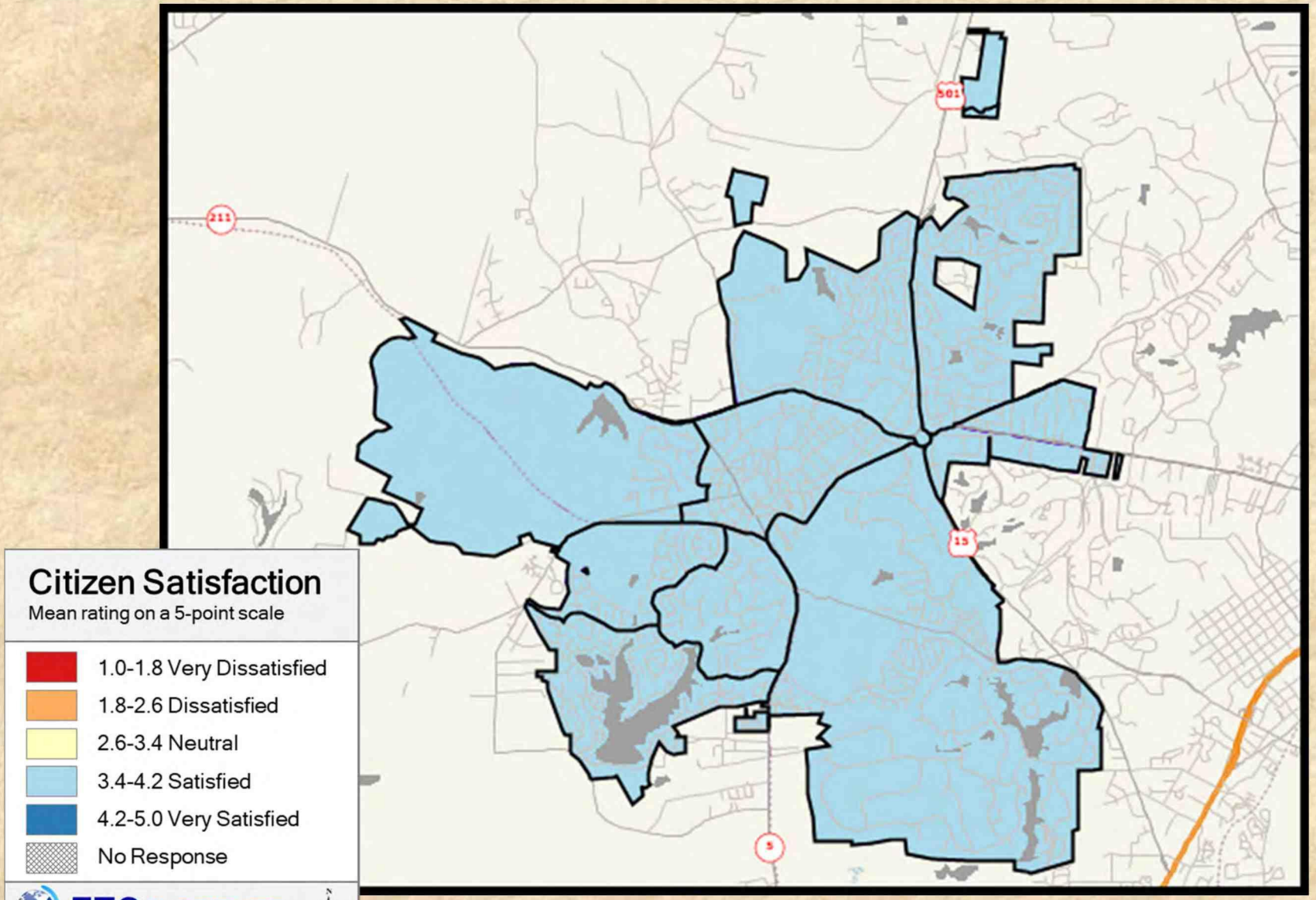
Q19-03 Level of satisfaction with: Yard waste collection services



2020 Village of Pinehurst Community Survey

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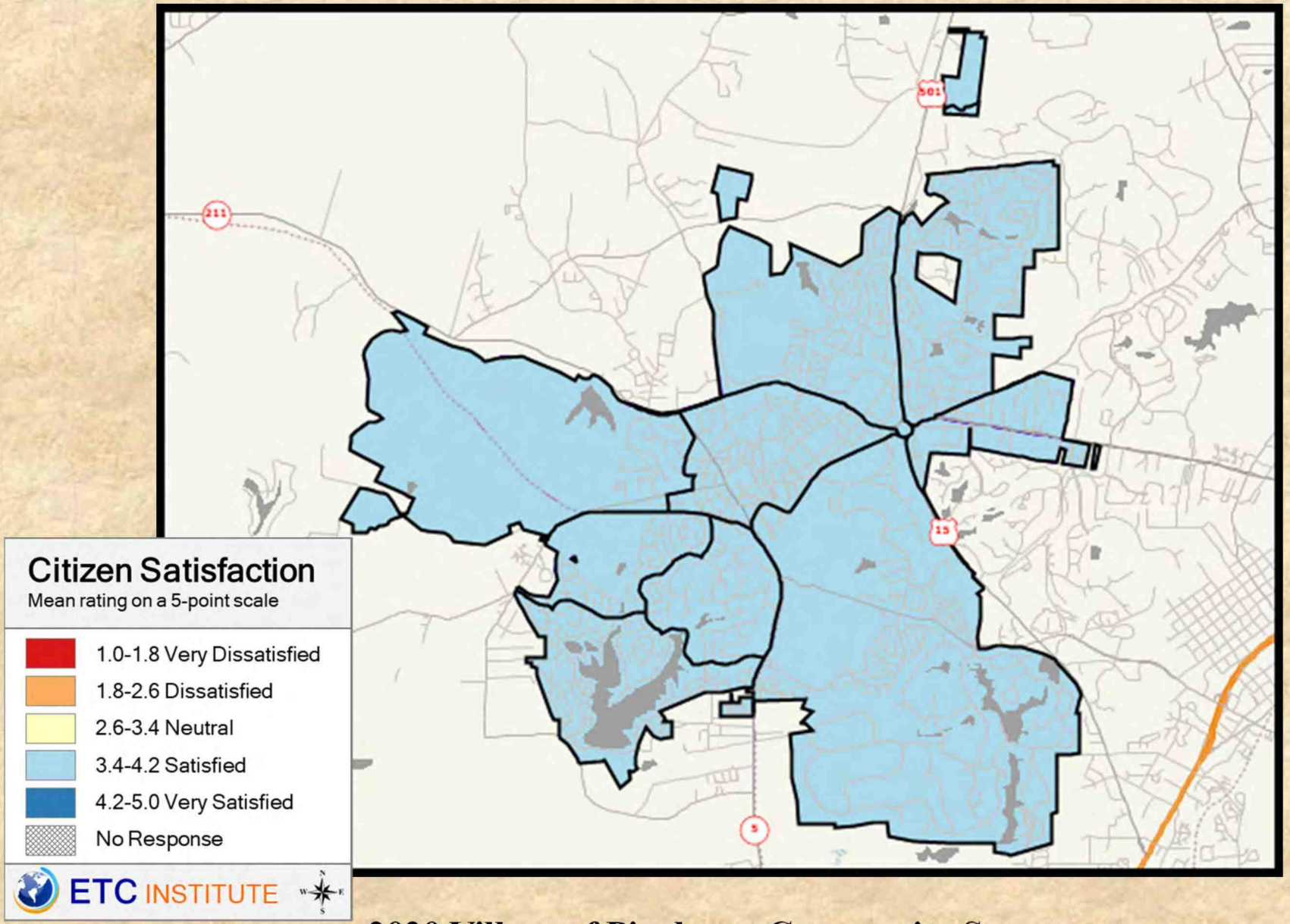
Q21-01 Level of satisfaction with: Quality of information about Village programs/services



2020 Village of Pinehurst Community Survey

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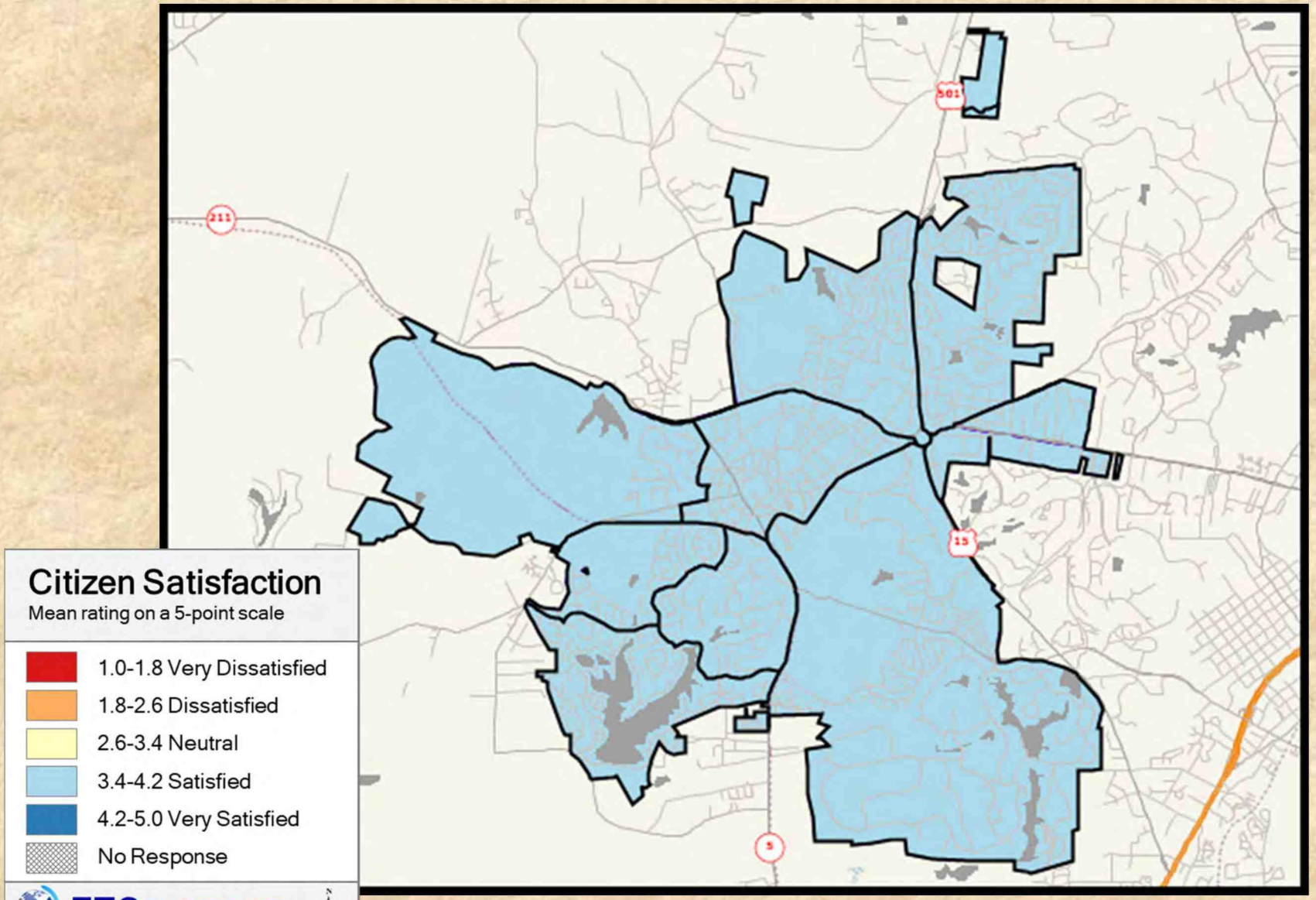
Q21-02 Level of satisfaction with: Village efforts to keep you informed about local issues



2020 Village of Pinehurst Community Survey

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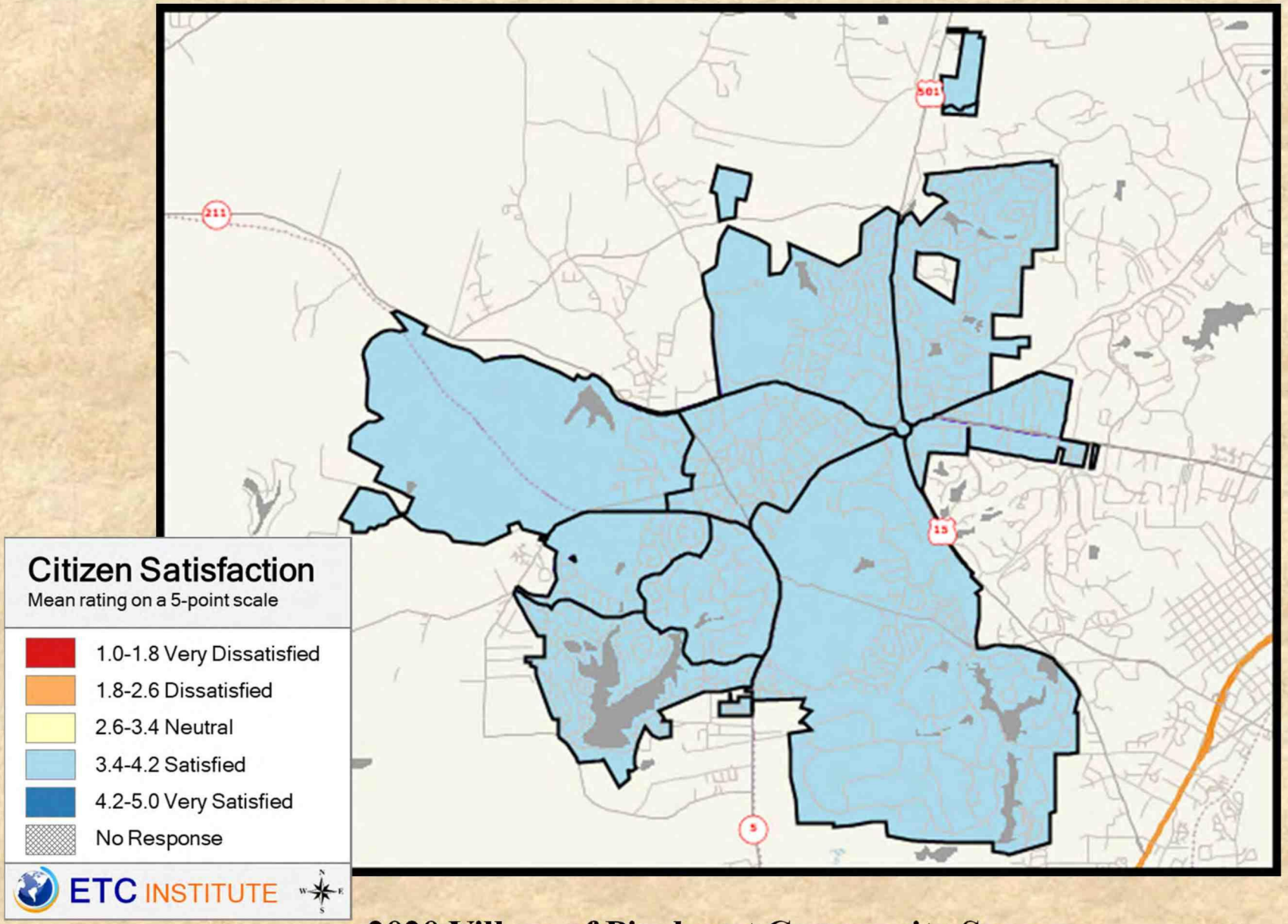
Q21-03 Level of satisfaction with: Opportunities to participate in local government (advisory boards, volunteering)



2020 Village of Pinehurst Community Survey

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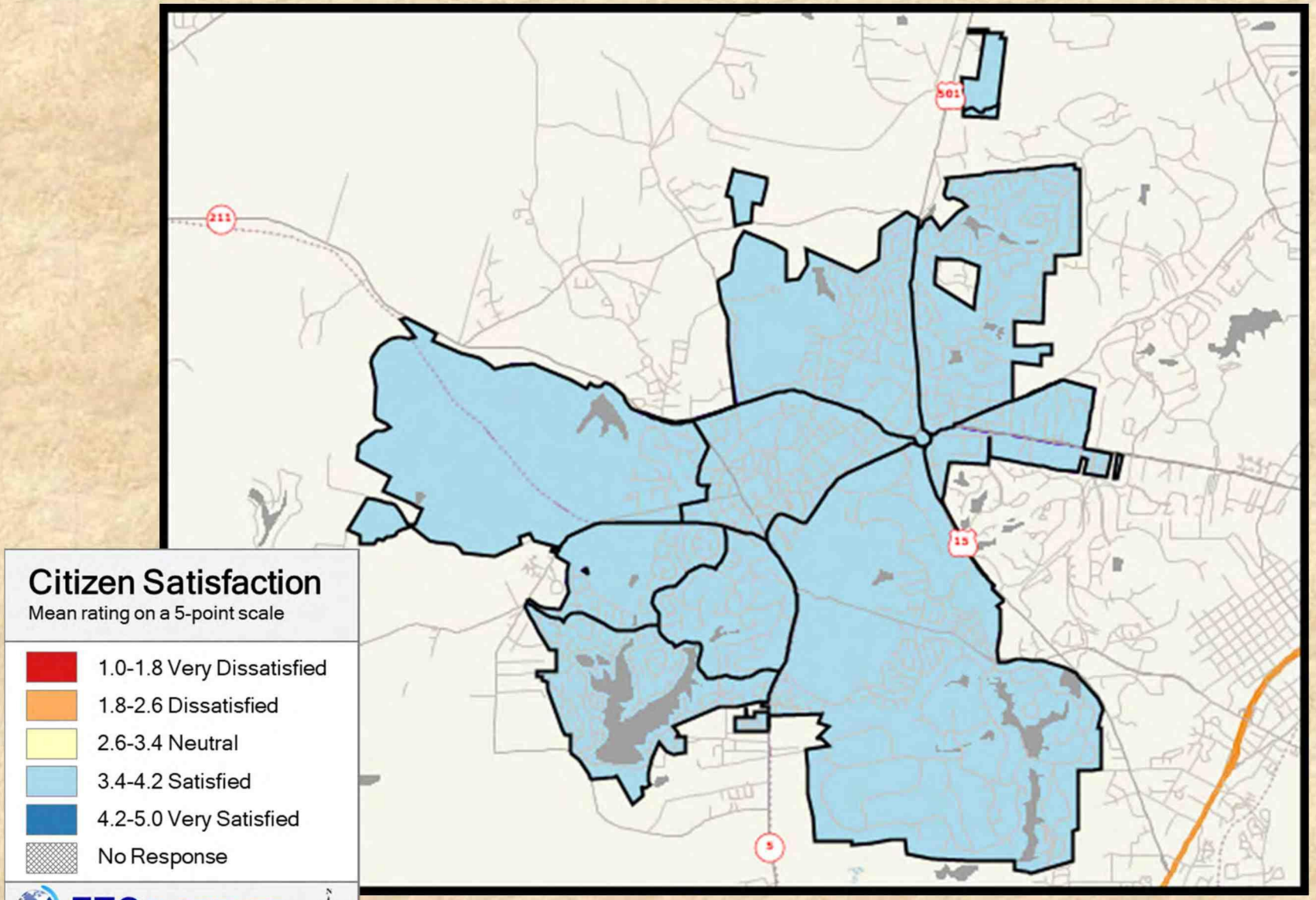
Q21-04 Level of satisfaction with: Village social media



2020 Village of Pinehurst Community Survey

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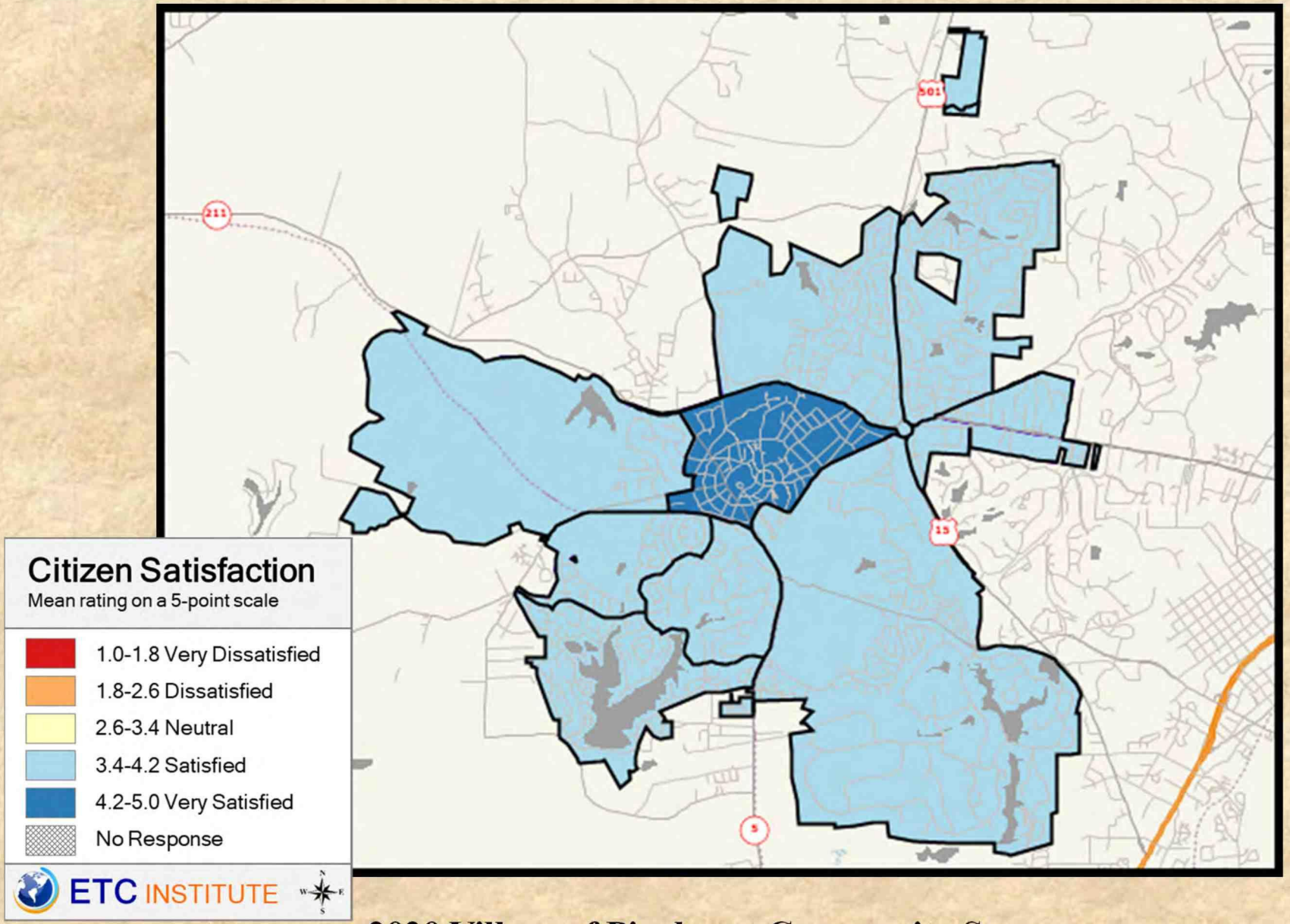
Q21-05 Level of satisfaction with: Village website (www.vopnc.org)



2020 Village of Pinehurst Community Survey

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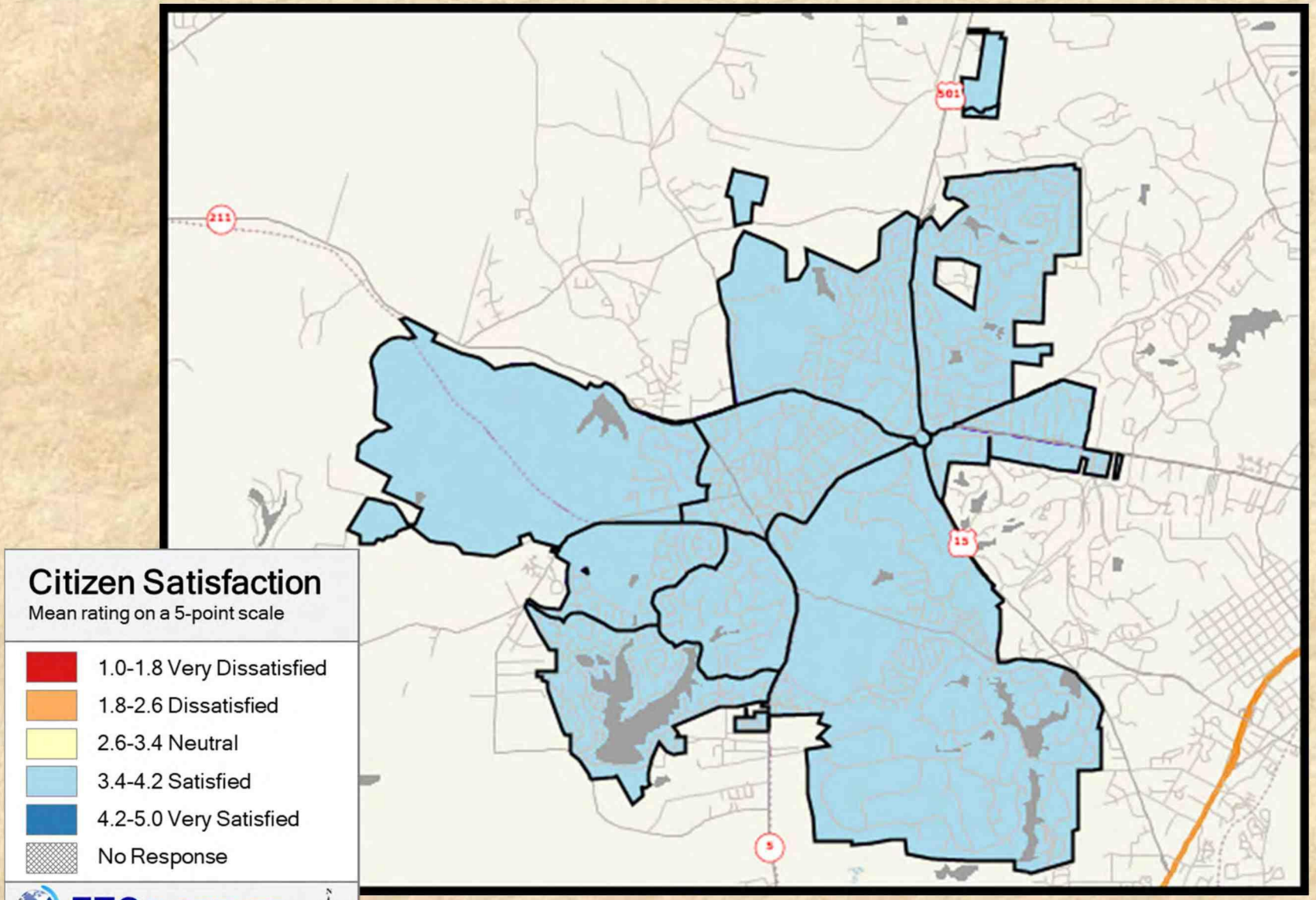
Q21-06 Level of satisfaction with: Village Newsletter



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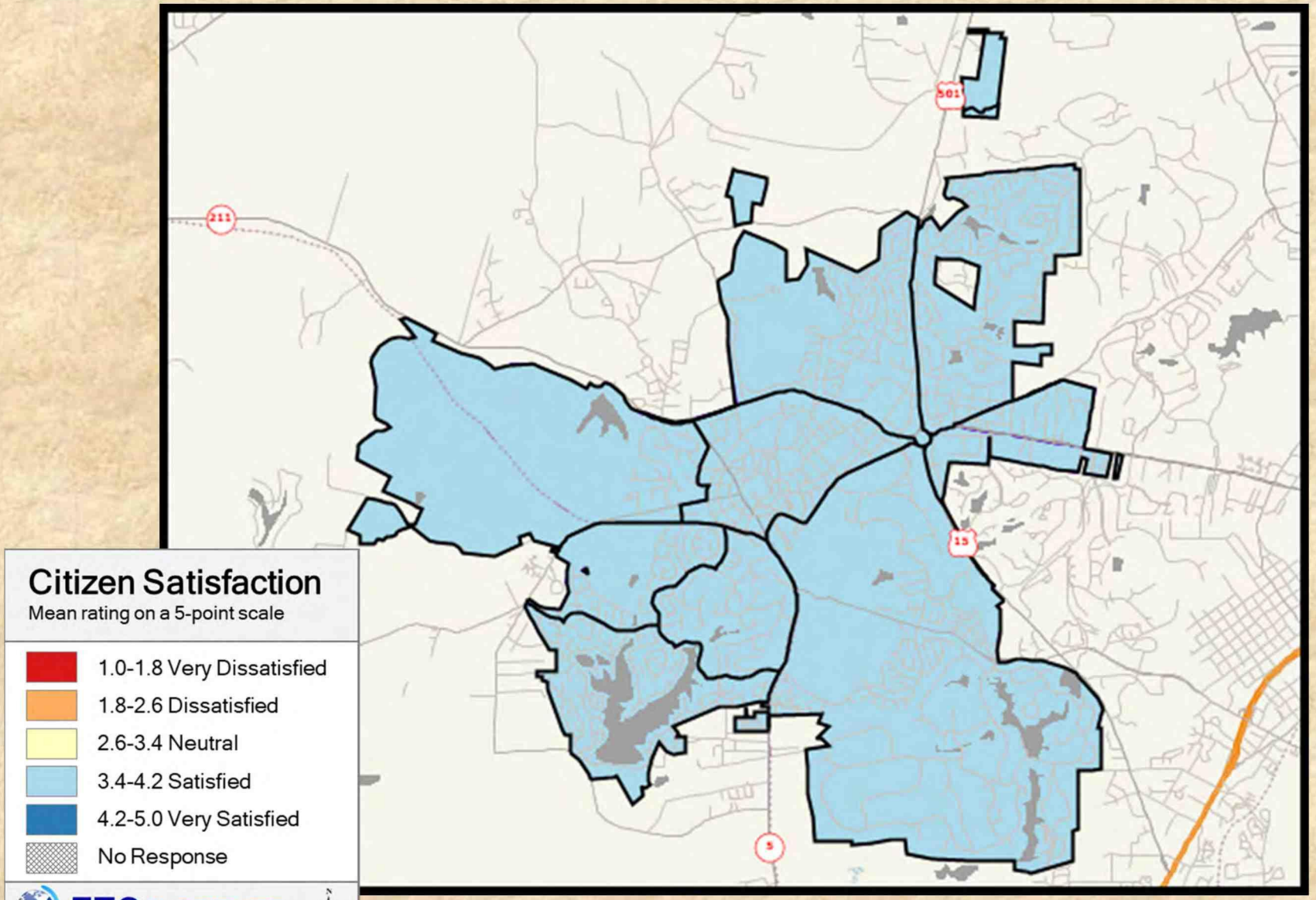
Q21-07 Level of satisfaction with: Monthly Village e-News updates



2020 Village of Pinehurst Community Survey

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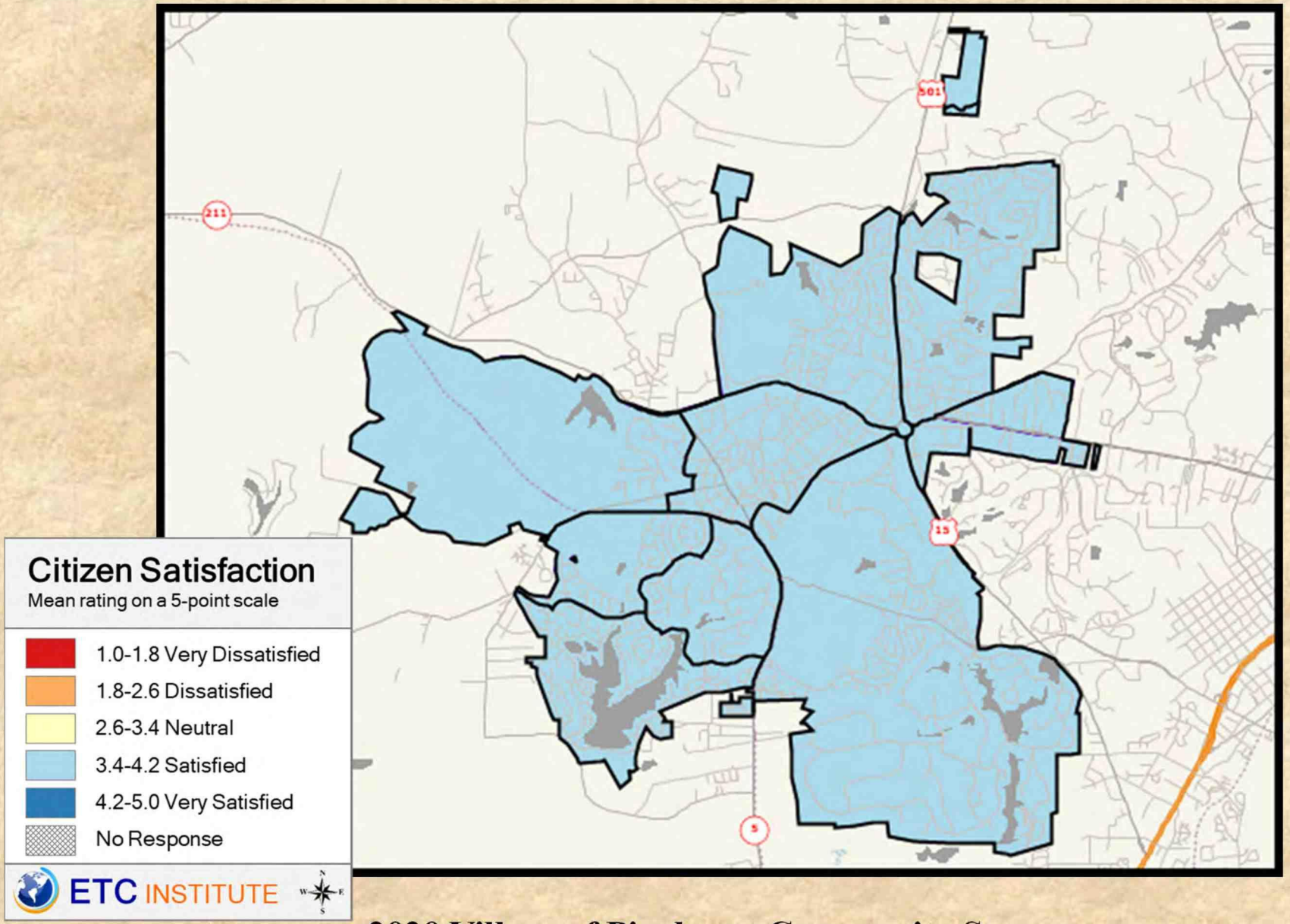
Q21-08 Level of satisfaction with: Online Engagement Portals



2020 Village of Pinehurst Community Survey

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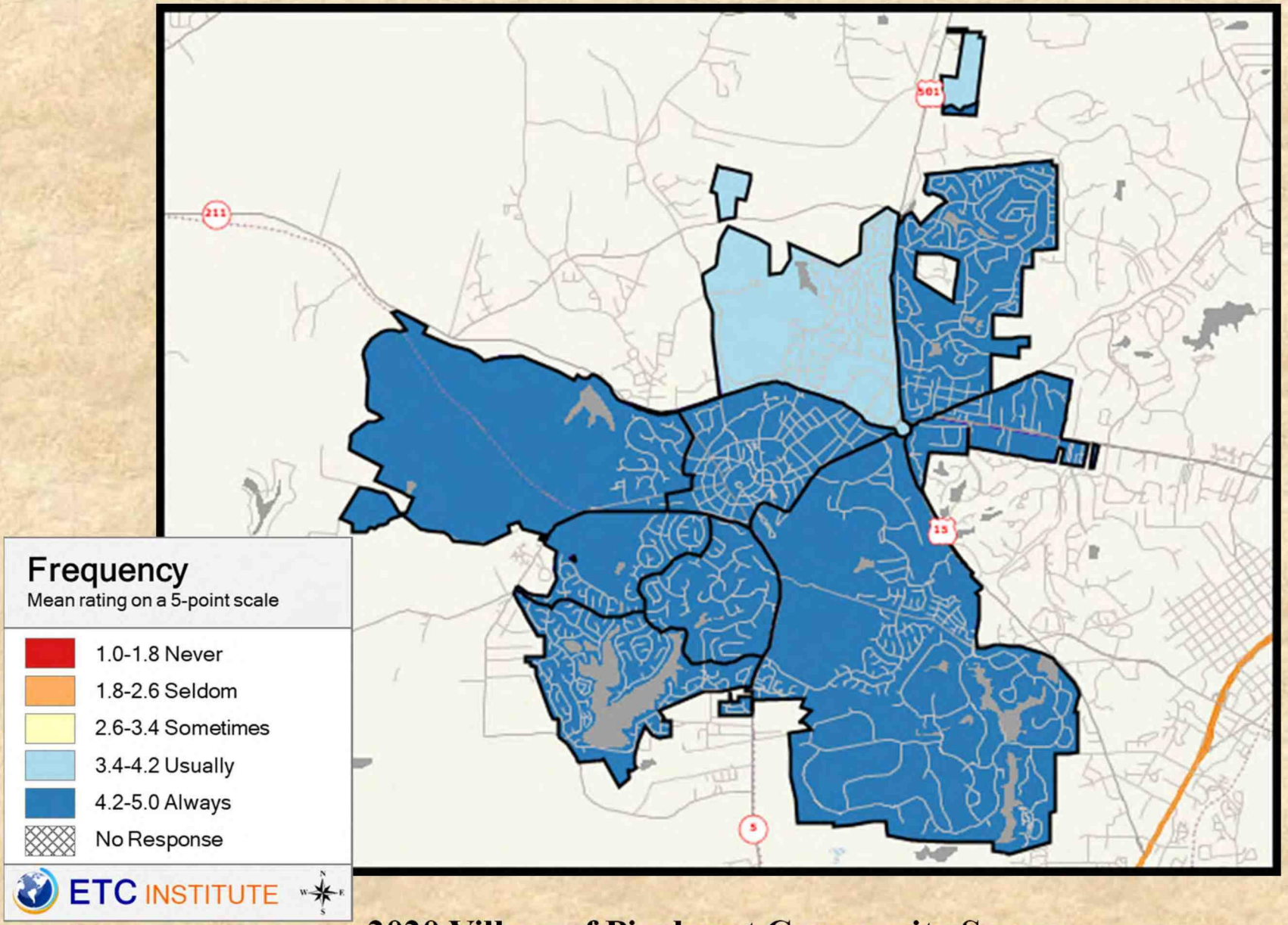
Q21-09 Level of satisfaction with: Community's progress toward meeting its strategic vision and mission



2020 Village of Pinehurst Community Survey

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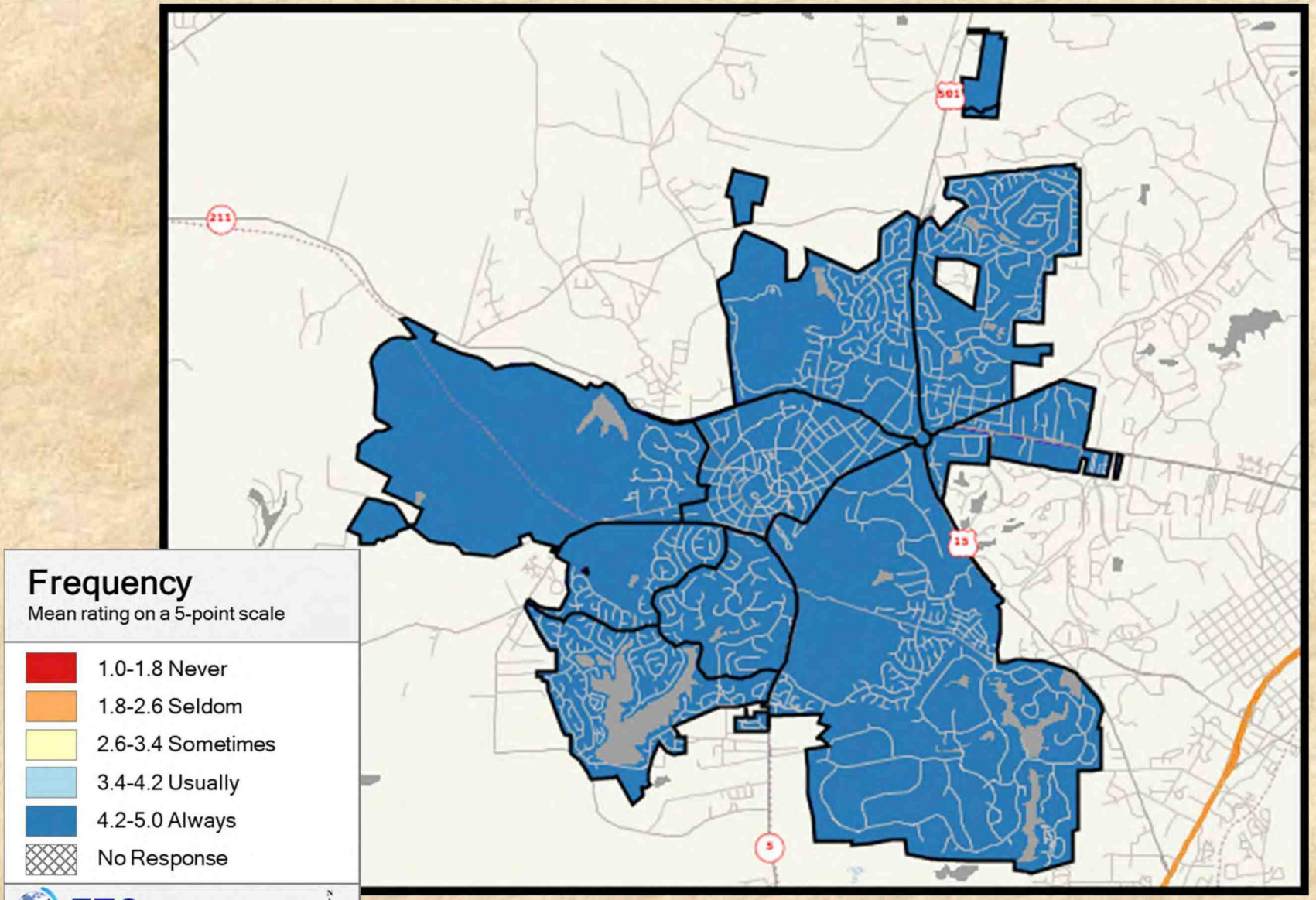
Q24a-01 How often: Village staff was responsive to my needs



2020 Village of Pinehurst Community Survey

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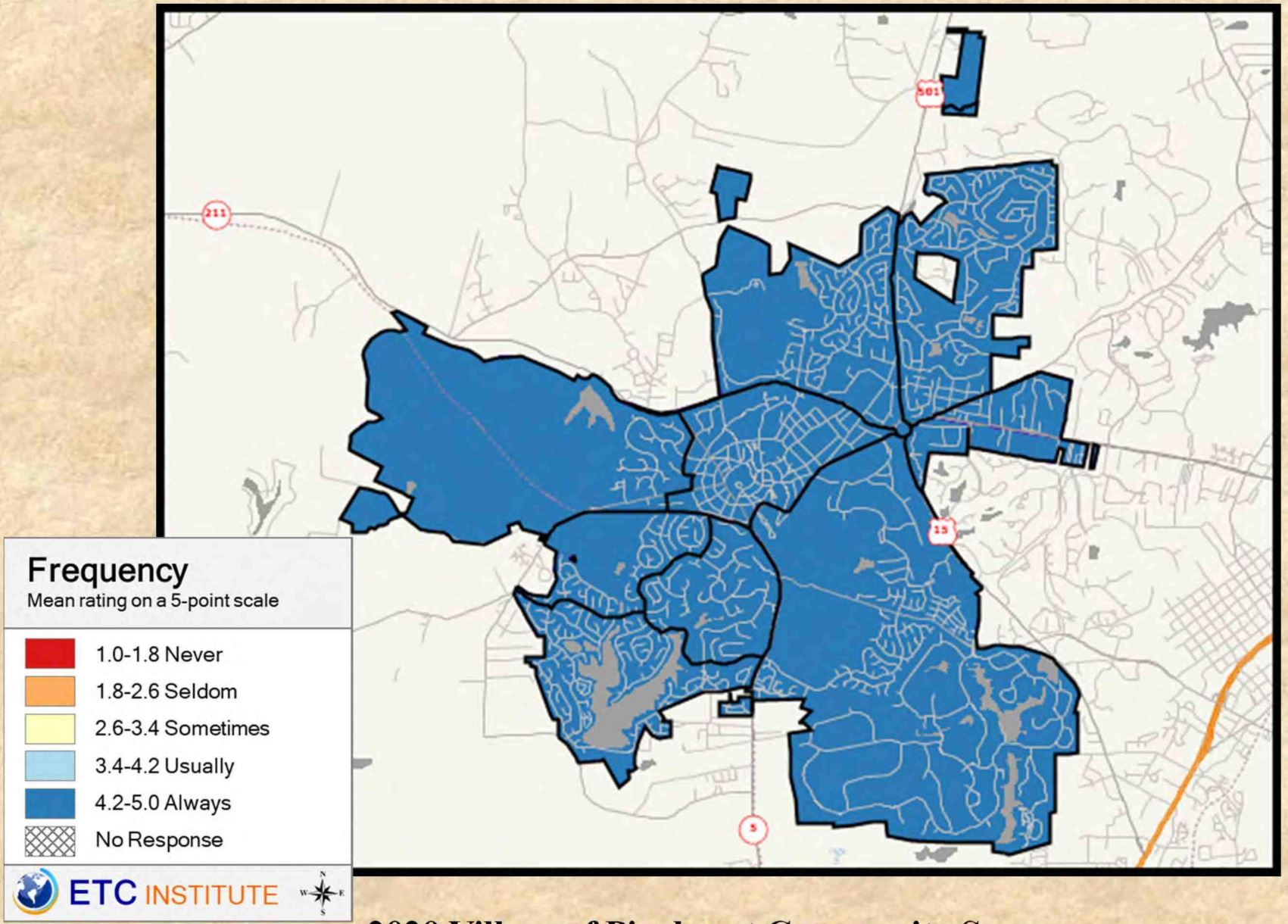
Q24a-02 How often: Village staff was competent



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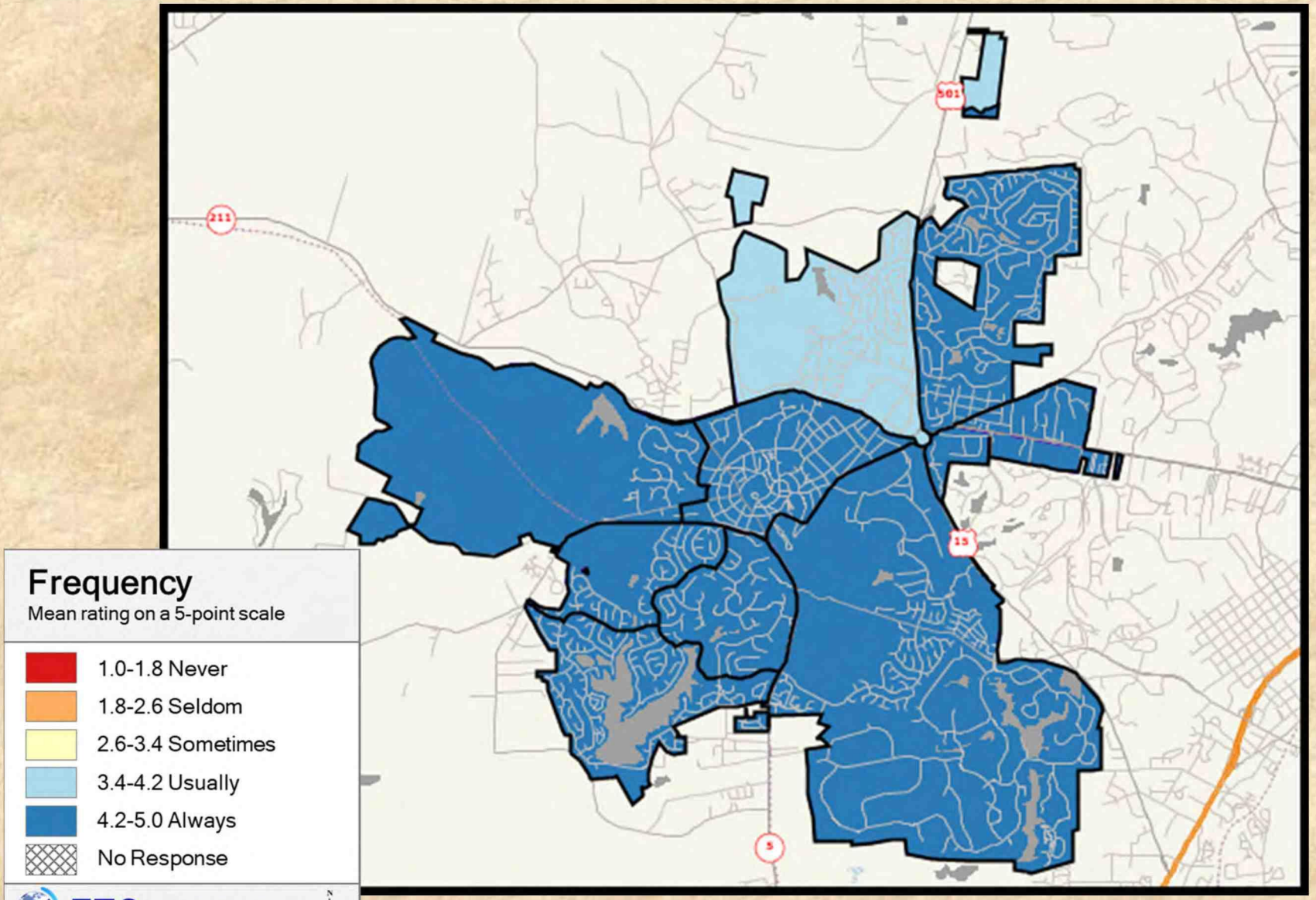
Q24a-03 How often: Village staff was courteous



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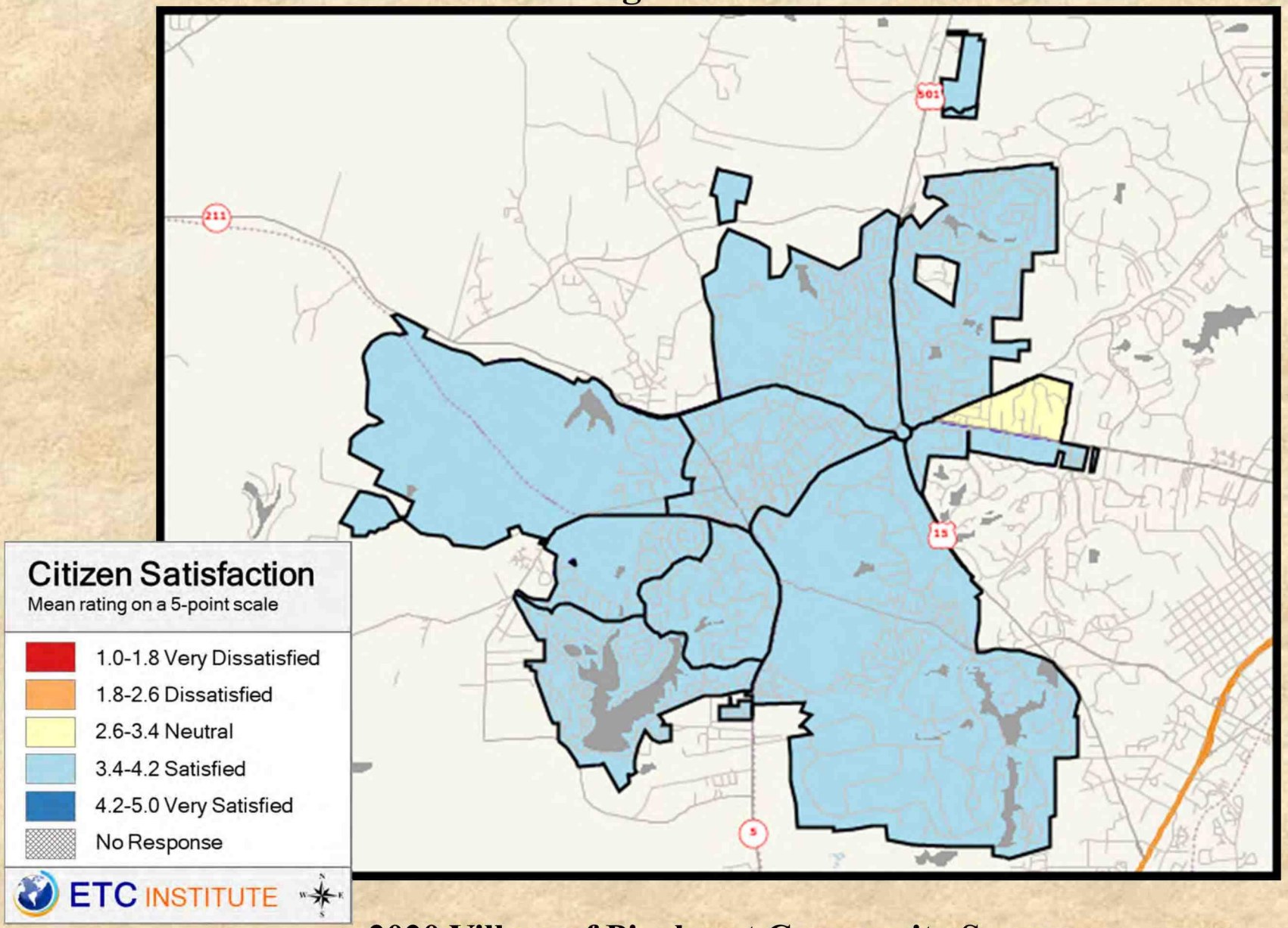
Q24a-04 How often: My issue was resolved promptly



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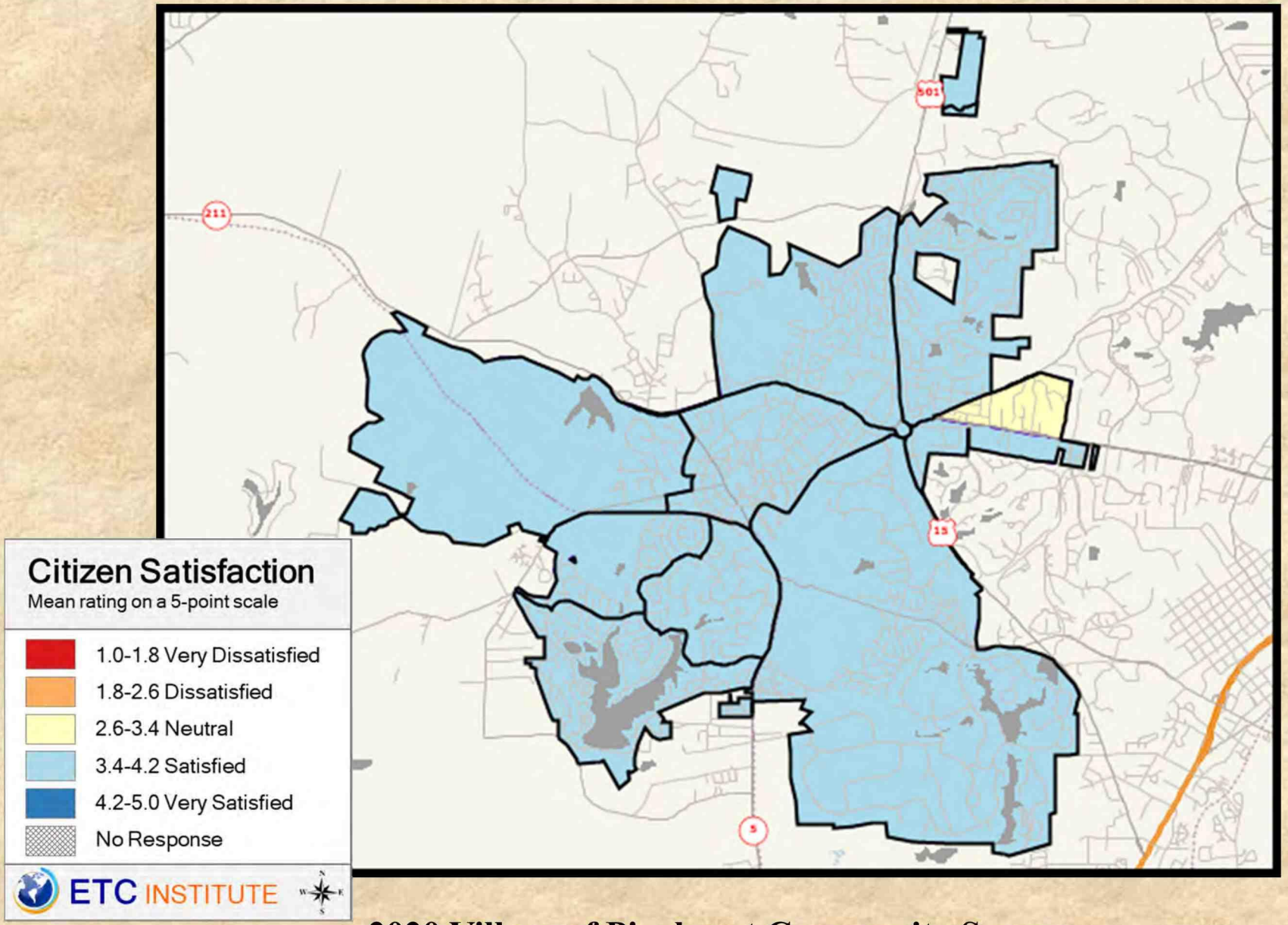
Q27-01 Level of satisfaction with: Overall quality of leadership provided by the Village's elected officials



2020 Village of Pinehurst Community Survey

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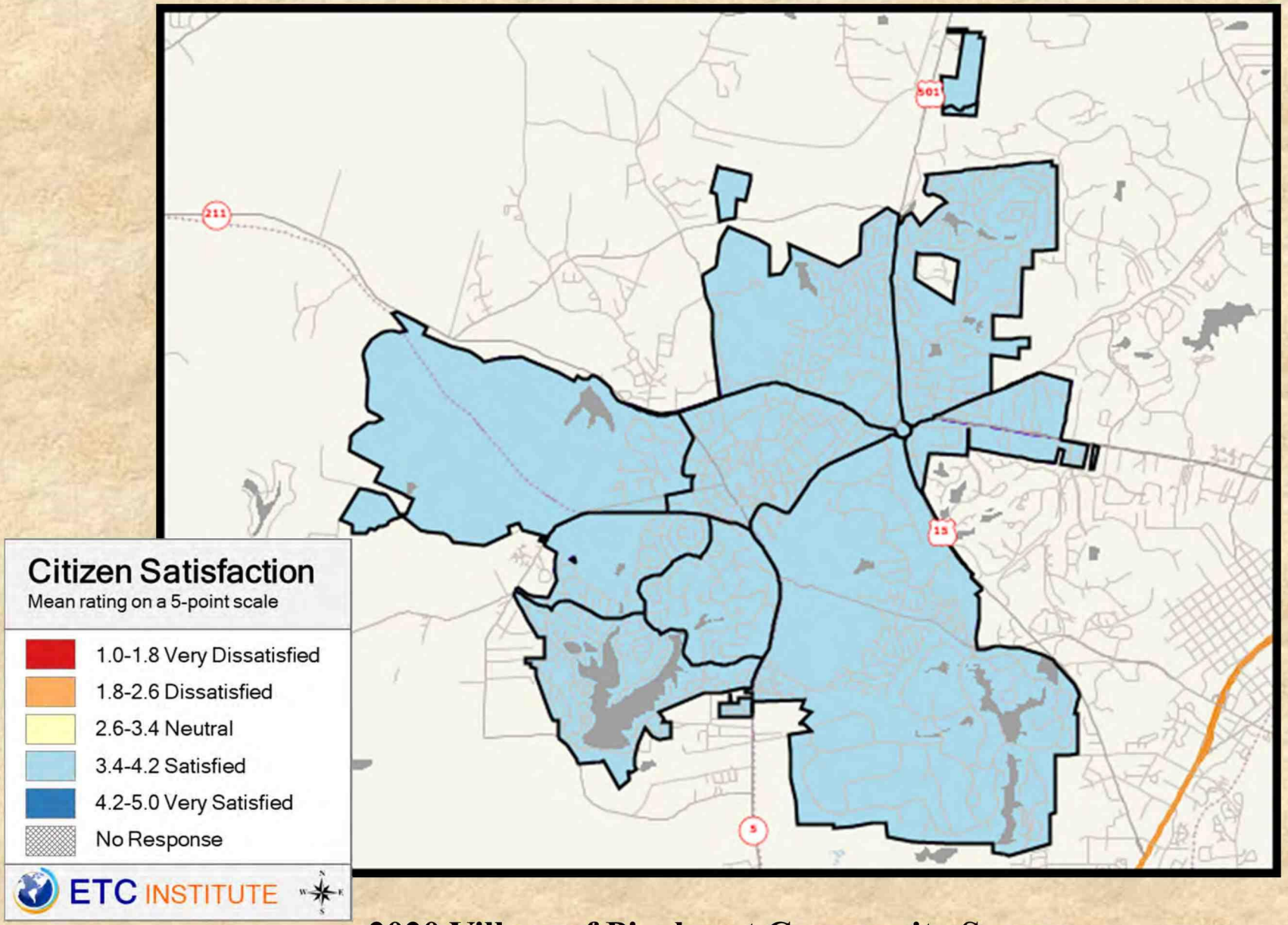
Q27-02 Level of satisfaction with: Overall effectiveness of appointed boards and commissions



2020 Village of Pinehurst Community Survey

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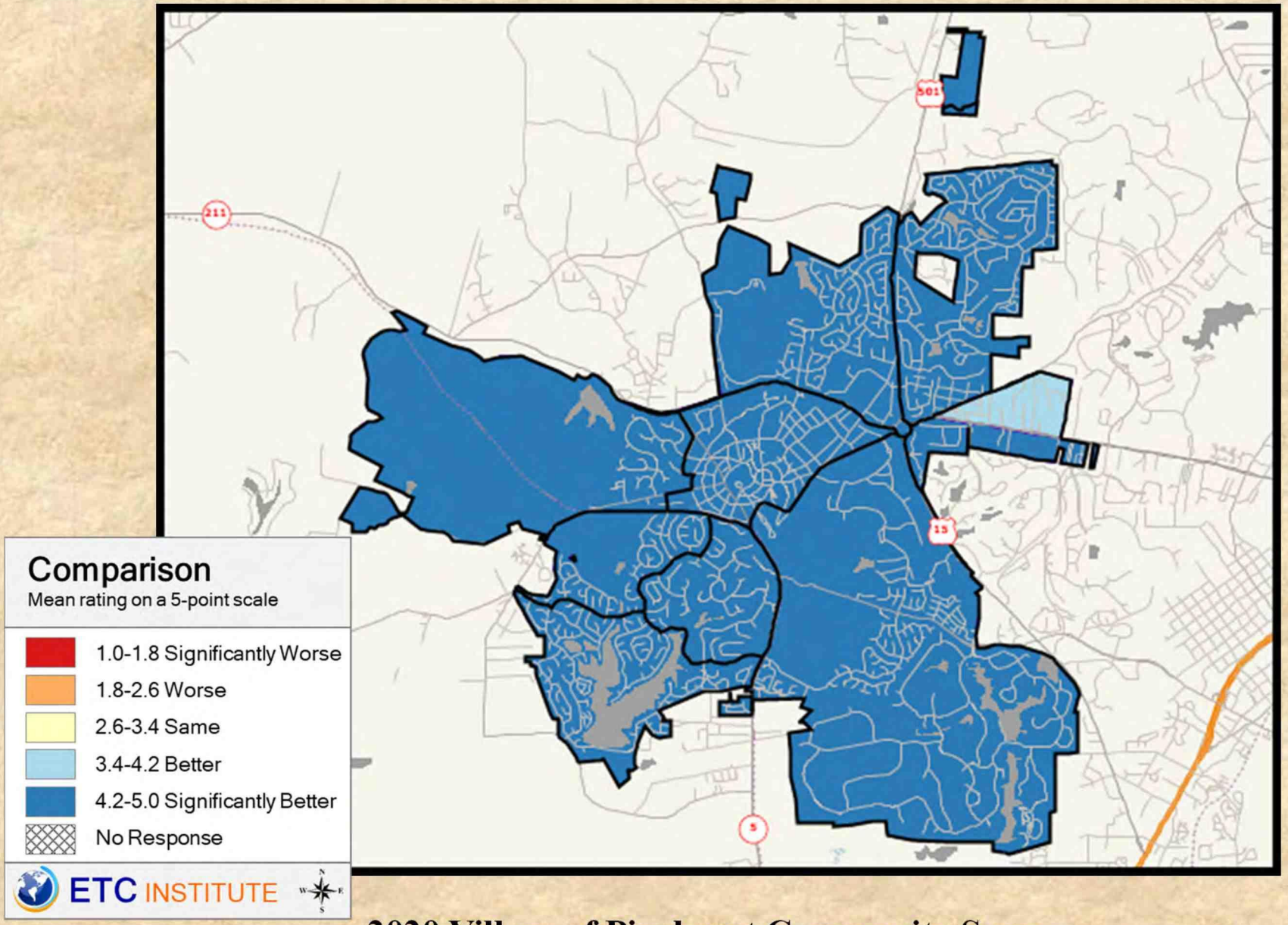
Q27-03 Level of satisfaction with: Overall effectiveness of the Village Manager and appointed staff



2020 Village of Pinehurst Community Survey

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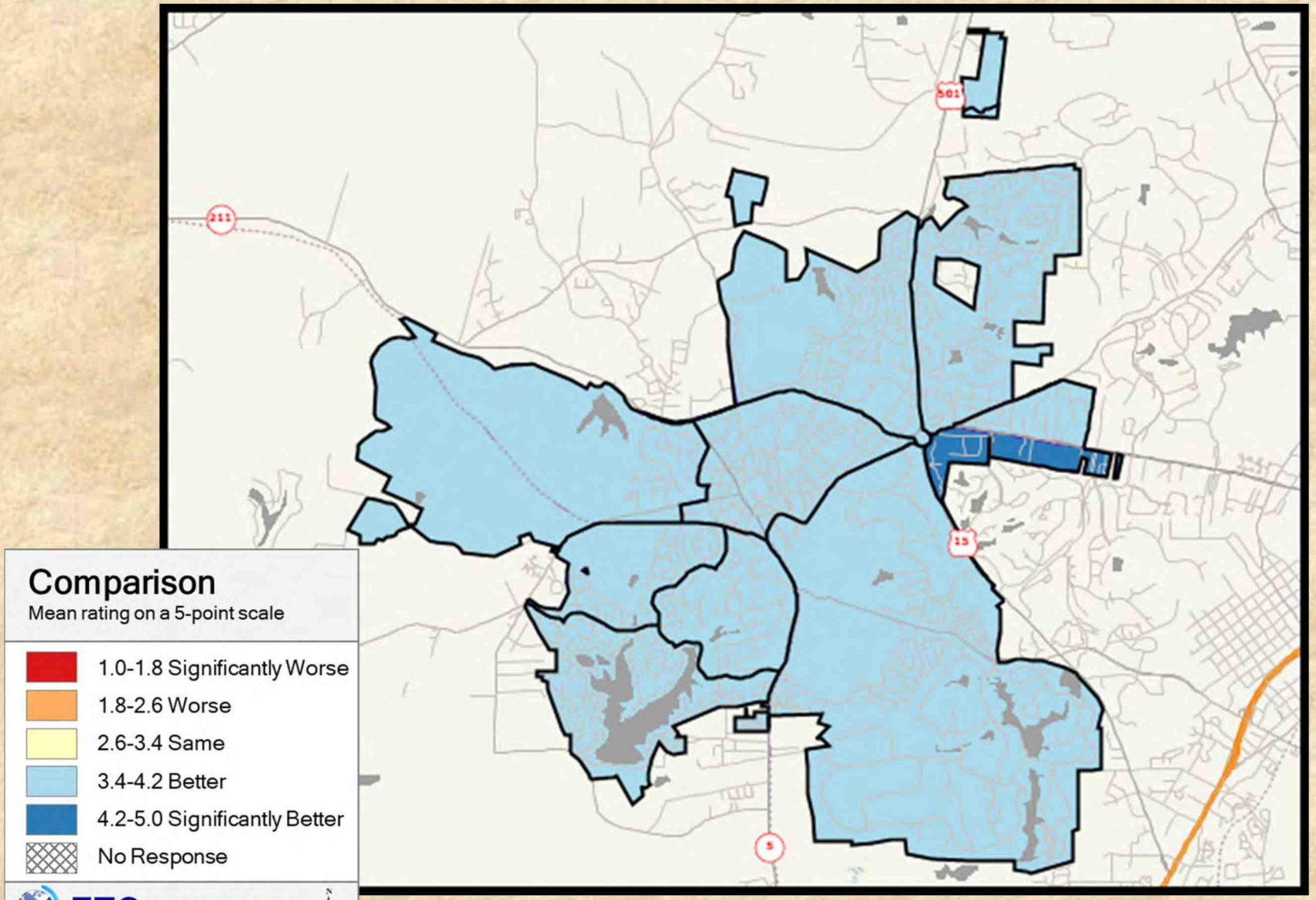
Q28-01 How Pinecrest compares to other places for: Overall quality of life



2020 Village of Pinehurst Community Survey

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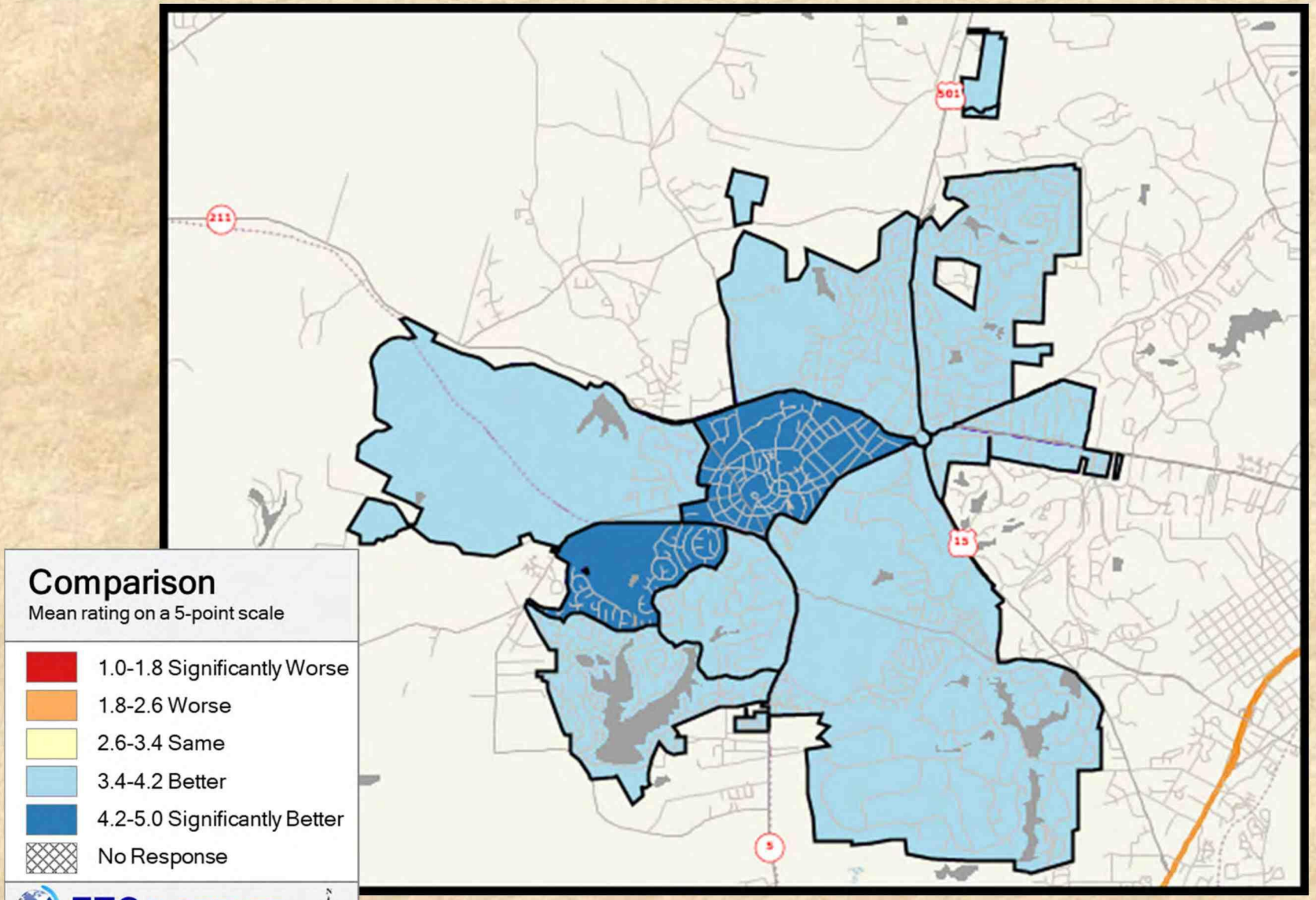
Q28-02 How Pinecrest compares to other places for: Overall quality of Village services



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q28-03 How Pinecrest compares to other places for: Customer service provided by Village employees



2020 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

1895

VILLAGE OF

PINEHURST

PLANNING AND INSPECTIONS DEPARTMENT COUNCIL STAFF MEMO

To: Mayor Strickland and Village Council
From: Darryn Burich, Director of Planning and Inspections
Cc: Jeff Sanborn, Village Manager and Natalie Dean Hawkins, Assistant Village Manager
Date: September 17, 2020
Subject: Proposed Floyd Way Major Subdivision

This staff memo supplements the Department's staff report and analysis by Senior Planner Alex Cameron dated July 2nd, 2020 and my July 30th and September 8th Council staff memo to Council on the proposed preliminary plat. Please see the staff report (included in Novus) for a more detailed description of the proposed preliminary plat. Significant changes from the previous memo have been bolded in discussion and represent further clarification of staff position on a particular issue or concern raised.

The applicant has submitted an updated plat that has removed the street intersection site triangles at Diamondhead Drive that were previously shown on the preliminary plat reviewed by the Planning & Zoning Board. The applicant stated that they have removed the site triangle easements because a portion of the northern easement is on the adjacent owners' property.

Background

On August 11th Village Council held a public hearing on the proposed Floyd Way Subdivision. The proposed subdivision contains 11 lots within approximately 11.38 acres located in the Village's Extraterriorial Jurisdiction (ETJ) just off Diamondhead Drive generally located on the Village's south side. The provisions and the Pinehurst Development Ordinance (PDO) apply to both properties within the corporate limits as well as those within its ETJ. The subject property has been zoned for residential use and within the Village's ETJ since the 1980's. The applicant has stated a desire to request annexation of the subject plat area sometime after approval.

The property is currently zoned R-20 which is a medium density single family residential district. The current 2019 Comprehensive Plan Conservation and Growth Map identifies this area as a "suburban neighborhood" which appears to be consistent with previous Comprehensive Plan land use recommendations going back to 2003.

At the August 11th public hearing several residents from the neighborhood, including adjacent property owners, appeared in opposition to the proposed subdivision for a number of reasons including, but not limited to, stormwater, traffic safety, and environmental concerns. During deliberation of the plat, Council attempted to address many of the concerns raised but there remained a number of concerns that Council wished to obtain additional information on or clarification of so action on item was moved to the September 8, 2020 meeting to allow additional research to occur. Below are items that staff made note off with explanation or clarification.

1. **Validity of the RCW letter**. Staff directly contacted both Susan Miller and Caroline Krom of the U.S. Fish and Wildlife Service and confirmed findings from their letter issued for the development in January 2020. They concurred based on the photos submitted to them that there could be red-cockcaded woodpeckers present but the area is not identified for habitat or foraging. As proposed, the plat and corresponding application material requirements meet the PDO submission requirements. Additionally, there has been no evidence presented of any Bald Eagle habitat on the site, which the PDO does not establish any regulatory authority over with respect to development activity.
2. **Wetlands and springs presence**. The presence of wetlands have been identified as a potential concern as has the presence of natural springs. Relative to the wetlands, staff consulted the National Wetlands Inventory on the U.S. Fish and Wildlife Service's website to identify if there are any regulated wetlands in the area and determined there may be a small area in the extreme southeastern portion of the plat on the open space lot shown for stormwater management (see map in Novus labled as "Floyd Way Area Wetlands"). GIS staff then overlaid a pdf of the subdivision on the map and it does somewhat show that the wetland may coincide in this area (see map in Novus labled as "Floyd Way Site Plan with Wetlands"). The map clearly shows that the vast majority of the subdivision area is not impacted by regulatory wetlands. This particular area with the wetland is also the area where the applicant is proposing the open space stormwater management lot. Presence of this wetland will not generally alter the development pattern as proposed. Section 9.5.1.10 of the PDO requires a 30 foot undisturbed buffer between the edge of the wetland and an area where grading is proposed. Verification will be done at construction drawing and final plat time and staff is recommending a condition to reinforce the PDO's 30 foot undisturbed buffer requirement. No grading will be permitted within the buffer area. The applicant has also provided an updated preliminary plat identified as "Floyd Way Subdivision Plat with Wetlands" and that has been included in Novus. The updated plat appears to show a small cross hatched area labled as "wetlands as flagged by others" and staff will require documentation at final platting stage which may also require an "as-built" to drawing for verification.
    a. Springs are not features that are regulated within the PDO nor show up on any maps that staff has researched. Further, homes have been constructed (and are currently being constructed) on or near springs. Springs generally don't preclude construction from occurring on a property but can create challenging soil conditions that may require additional engineering to show that compliance with the building code.

On September 15th, 2020 staff conducted a site inspection and verified the presence of wet areas generally coinciding with the referenced mapped wetlands on the National Wetlands Inventory. The adjacent linear wetland appears to be a signicant natural drainage feature for an approximate 140 acre watershed which drains to an adjacent pond and stream system to the southwest. Staff is recommending a condition that the wetlands be delineated to ensure compliance with the PDO's 30 foot buffer requirements.

3. **Traffic Safety and Street Design**. A proposed a subdivision of 11 homes will be expected to generate 53 trips per day which is not a signficant amount of trips for the broader neighborhood along Diamond Head Drive, which acts a collector street. The proposed subdivision street, as it connects with Diamondhead Drive will also be required to comply with the Engineering Standards and Specifications Manual (ESSM) with respect to sight triangles, intersection sight distance (ISD), and stopping sight distance (SSD) relative to criteria identified in the the American Association of State Highway and Transportation Officials (AASHTO) Greenbook. The Greenbook is the policy guide that covers the functional design of roads and highways. At construction drawing and final platting phase, detailed engineering will be reviewed by the Village for compliance with these standards. The Village Engineer has not noted anything significant about the proposed street layout or location at this time based on the general information provided during the preliminary plat stage. **As stated at the beginning of the memo, the applicant has removed the required intersection site triangles at the intersection of Diamondhead Drive because a portion of the northern site triangle easement is not located on the applicant's property . Intersection site triangle easements are required by Section 3.02 a of the Engineering and Specifications Manual to help promote traffic safety by creating clear zones at intersections so road users have clear site directions before entering traffic lanes. The Village is not requiring the applicant to obtain right-of-way or an easement from property not owned by the applicant. Staff is informed by the applicant that the applicant voluntarily obtained a right-of-way from Pinehurst LLC pursuant to G.S. 160A-307(B) on applicant's own volition.**

4. **Street circulation and connectivity**. During the public hearing staff noted resident concerns related to connectivity of the subdivision with respect to access to NC 5. The context of the concern was to require access to the subdivision coming from the east outside of and to not connect to the broader Lake Pinehurst neighborhood to the west. This is not feasible as the applicant does not own or control the lands in between their property and the nearest right of way connection point at Dawkins Street at Harrington Lane (see map in Novus labeled as (Floyd Way Vicinity Map) and is several hundred feet to the east. However, in reviewing the proposed plat relative to the street configuration of the area and the undeveloped status of lands adjacent to the plat, there appear to be opportunities to better configure the subdivision to ensure development in the area is "better coordinated" with surrounding lands.

   The proposed subdivision has two dead end streets ending in cul-de-sacs. The cul-de-sac that ends in the north is proposed due to the presence of the developed neighborhood along Starlit Lane which reduces any ability to provide through traffic circulation into that area. The cul-de-sac in the northern area helps to fully develop the lands in that area that would not occur without a street extension. **The eastern cul-de-sac has been proposed (instead of a through street) due to the presence of significantly sloped lands to the east and a narrow linear wetland which drains an approximate 140 acre watershed.**

Section 9.17.1.15 (B) of the PDO states *"Streets shall be designed and located with regard to existing and proposed streets, to the topography for the area, to such natural features as streams and forested areas, to public convenience and safety and to the proposed use of land to be served by such streets. The proposed street layout shall be consistent with good land use planning practices for the type of development proposed, and shall be coordinated with the street system of surrounding areas. All streets shall provide for the continuation or extension of the principal streets in surrounding areas and shall provide for reasonable means of egress for surrounding properties."*

For the September 8th Council meeting staff had made a recommendation to extend or to provide right-of-way dedication to the east property line to attempt continue the development pattern to the east and to eventually connect the proposed street with Dawkins Street for compliance with Section 9.17.1.15 (B) above. In response to this condition, the applicant provided additional information showing that the proposed easternmost cul-de-sac is compliant with 9.17.1.15 (B) in that the proposed streets have been designed and located with regard to "topography for the area, to such natural features as streams and forested areas...".

The applicant's engineering representative has stated that the adjacent linear wetland and steep slopes (topography, approximately 14% slope) make the lands very difficult to develop and that further the linear wetland feature should act as the dividing line between development along the east and the west of the wetlands. Further, all 6 of the vacant properties to the east have 30 foot wide access easements that connect to Dawkins Street so they are not landlocked. Please see attached map prepared by the applicant's engineering representative (Crawford Design) labled as "Floyd Way Vicinity Topography and Wetland Map".

On September 15th, 2020, myself and Public Services and Engineering Director Mike Apke visited the proposed subdivision site to review the topography and natural areas and concur that the lands to the east would not be practicable to develop (not impossible) given the steep slopes of approximately 14% leading to a wetland feature that helps drain an approximate 140 acre watershed which represents a significant environmental barrier. The Engineering Specifications and Standards Manual also states that the maximum grade for residential collector streets is 7% thus affirming that it would be quite difficult to install a roadway to the east of the proposed subdivision without extensive filling and grading in a wetland environment. Planning staff feels that with the presence of the "ravine", the wetlands, and the steep slopes (approximately 14%) that the development pattern will more likely terminate on either side of the wetland area which may help to preserve that area as an environmental corridor. There remains a possibility that a street could be constructed to the south near the bottom of the "ravine" and the edge pond but there would still be significant construction costs to deal with relative to the slopes and the wetlands. As a wetland area would be disturbed, a 404 wetland permit would be required with no guarantee of permit issuance by the US Army Corps of Engineers. The existing development pattern in the area, as well as the steep slopes, wetlands, and the two large ponds make it very difficult to provide an eastward connection out of this area.

Staff does however feel that landlocking the adjacent 6.7 acre Robinson property to the south and not affording "reasonable access to surrounding properties" per 9.17.1.15 (B) is compliant with the PDO. The Robinson property could potentially be subdivided in the future, and it would be advisable to avoid adding new residential trips to Floyd Way given its proximity to the proposed new street **(with or without site triangles)**, staff continues to recommend a condition that a 50 foot wide road reservation be incorporated west of Lot 11 from the edge of the proposed right of way south to the Robinson property. Placement of the future street reservation will be required to meet the Engineering Standards and Specifications Manual. The road reservation will not require that the street be constructed but would allow for future street construction if that area is ever subdivided and will be addressed as part of that land's preliminary platting process.

Staff previously noted in the September 8th Council memo that they did not feel that the subdivision plat was compliant with Guiding Principle Number 4 of the Village's 2019 Comprehensive Plan states *"Provide a safe, reliable and efficient transportation system that promotes and enhances mobility and connectivity between neighborhoods and destinations through a multi-modal network of complete and walkable streets, sidewalks, and paths for vehicles, golf carts, pedestrians, and cyclists."* Specifically the Improve Infill Network Design section states that "Modifying the existing roadway network during infill development can help to reduce the dependence on arterial roadways. This involves reconfiguring the road network to allow motorists and pedestrians more than one way to reach their final destination and disbursing traffic to multiple routes. Removing dead end cul-de-sacs and installing new roads are common tools used with improving infill network design to help alleviate congestion." (page 150, 2019 Pinehurst Comprehensive Plan). Further, the 2019 Comprehensive Plan states that "The Village should look for opportunities to improve infill network designs when reviewing development proposals." This concept is followed through with 2019 Comprehensive Plan Implementation Strategy 4.13 which states "Explore opportunities for transportation network improvements in any new or redevelopment."

Based on field observation and further analysis of the environmental and topographic conditions as previously discussed, staff does not feel it practible to continue the street pattern to the east from the proposed subdivision. A street connection to the Robinson property to the adjacent south of the proposed subdivision could improve the traffic situation along Diamondhead Drive by replacing the current Floyd Way access to Diamondhead Drive.

Review Process

Major Subdivisions are required to receive a public hearing and require review by the Technical Review Committee (TRC), Planning and Zoning Board, and final approval by the Village Council after public hearings. The TRC conducts an initial review of the proposed prelimary plat and reviews for general compliance with the Village's various development standards (PDO, ESSM). After the TRC makes recommendations, which are then incorporated into an updated plat, it is forwarded to the P&Z for review and to formulate a recommendation to the Village Council.

The Planning and Zoning Board conducted a public hearing on July 9th after which the P&Z Board recommendated approval of the preliminary plat with conditions/modifications as follows:

1. The lot width at the setback line be shown and dimensioned on the preliminary plat.

2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.

Item 1 has been addressed and updated on the preliminary plat that Council is reviewing. With respect to trying to comply with Item 2 and the stormwater concern. The preliminary plat has been updated to show creation of a 20 foot wide drainage easement along lots 4,5,7, and 8 in an attempt to meet this concern. If a drainage swale is installed along this easement it will likely result in the removal of any trees in the easement area. A full stormwater plan has not been submitted and/or analyzed at this point in the review process which is typically done during the construction phase and final platting.

Items 3 and 4 can also be handled at final platting and when construction drawings are reviewed by staff later in the permit process.

Please see the attached draft minutes from the July 9, 2020 meeting. During the public hearing several persons from the neighborhood appeared in opposition to the proposed subdivision citing various reasons for their opposition including stormwater runoff, utility easements, existing street, traffic, noise, and the development itself.

Council Review of Major Subdivisions

Per Section 9.17 (C)(3) of the PDO the "Village Council and the Planning and Zoning Board shall evaluate the plat application in accordance with Section 9.17.1.3 through Section 9.17.1.6" of the PDO. Specifically with regard to review and action by the Village Council, Section 9.17.1.5 (F) of the PDO states:

(F) Action by Village Council:

(1) The recommendations of the Planning and Zoning Board and the Technical Review Committee shall then be forwarded to the Village Council for action. Along with the application for preliminary plat the Village Council shall review this information and either approve, conditionally approve, or reject the preliminary plat;

(2) Approval of the preliminary plat shall authorize the applicant to proceed with obtaining construction plan approval from the Village Engineer and obtaining construction permits for the necessary improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

(3) If the Village Council approves a plat with conditions, the following requirements shall apply:

(a) All conditions, and the reasons for requiring the conditions, shall be stated in the record of approval of the preliminary plat. Such conditions may include, but are not limited to, the following matters:

1. The configuration of lots and streets;
2. The arrangement of utility networks on the property;
3. The location of dedicated land and rights-of-way;
4. The payment of fees in lieu of such dedications;
5. The location of required improvements.

(b) Upon obtaining construction plan approval from the Village Engineer and any necessary construction permits, the applicant is authorized to proceed with construction of the improvements indicated on the preliminary plat, but approval of the final plat is also contingent on satisfying the conditions imposed by the Village Council.

(4) If the Village Council rejects the preliminary plat, then the reasons therefor shall be stated in the record of action on the preliminary plat, along with recommendations for ways to revise the preliminary plat so that it could be approved;

(5) Failure of the Village Council to act on the preliminary plat within ninety (90) days of the first Village Council meeting in which the application is made an agenda item, the plat and recommendations from the Planning and Zoning Board, shall be deemed approval of the preliminary plat, authorizing the applicant to proceed with the approval of the construction plans of the improvements indicated on the preliminary plat in preparation for approval of the final plat pursuant to Section 9.17.1.6.

It should be noted as stated above in Subsection (F)(3) that the Council may require certain conditions be placed on approval of the plat and these conditions should generally relate to bringing the subdivision into compliance with the Village's development standards. If conditions are added, the reasons for requiring said conditions shall be stated into the record approving the preliminary plat.

If the Council rejects the plat, then the reasons therefor shall be stated in the record along with recommendations for ways to revise the plat so that it could be approved when brought back for review.

Staff and TRC Recommendation

The Planning & Zoning Board's recommended conditions in some cases extends beyond bringing the subdivision into compliance with the Village's development standards. In other cases, the applicant has updated their plat to address concerns raised at the Planning and Zoning Board meeting. Staff is also recommending additional conditions based on comments and discussion raised from the Council review of the plat at its August 11th meeting and reviewing the applicable provisions of the PDO.

Planning & Zoning Board's Conditions	**Staff's Recommendation**
1. The lot width at the setback line be shown and dimensioned on the preliminary plat.	Remove – Updated subdivision plat now includes the lot width at that setback line.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.	Remove – Updated subdivision plat now includes a stormwater easement.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.	Remove – Appendix F includes suggested, but not required species. Subdivision plat meets PDO requirements for street trees and this proposed condition extends beyond the requirements of the PDO.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.	Remove – This proposed condition extends beyond the standards of the PDO.
Additional Staff Recommendations	
5. Wetlands be delineated at final platting and construction drawing phase to ensure an undisturbed 30 foot buffer is maintained to the wetland per Section 9.5.1.10.	

6. In order to ensure reasonable means of ingress and egress for surrounding properties per Section 9.17.1.15 (B) and in keeping with 2019 Comprehensive Plan Strategy 4.13 regarding exploring transportation network improvements in any new or redevelopment, place a 50 foot wide road reservation west of Lot 11 running south to the Robinson property parcel #00054886 on the plat. Final placement of the road reservation to be compliant with the Village of Pinehurst Engineering Standards and Specifications Manual for street and driveway locations.
7. As required for public health and safety intersection site triangle easements required by Section 3.02 a of the Engineering Standards and Specifications Manual be shown on the preliminary and final plats pursuant to Appendix E, Item 11. The Village is prohibited from requiring the applicant to acquire a right-of-way from property not owned by the applicant. The applicant did not include the requisite site triangle easements in the applicant's updated preliminary plat submission. There are other available locations for which the development can gain access to Diamondhead Drive. Staff has been informed by the applicant that the applicant voluntarily obtained a right-of-way from Pinehurst LLC pursuant to G.S. 160A-307(B) on applicant's own volition.

2020 Resident Survey
Village of Pinehurst, NC

Presented by

1895
VILLAGE OF
PINEHURST

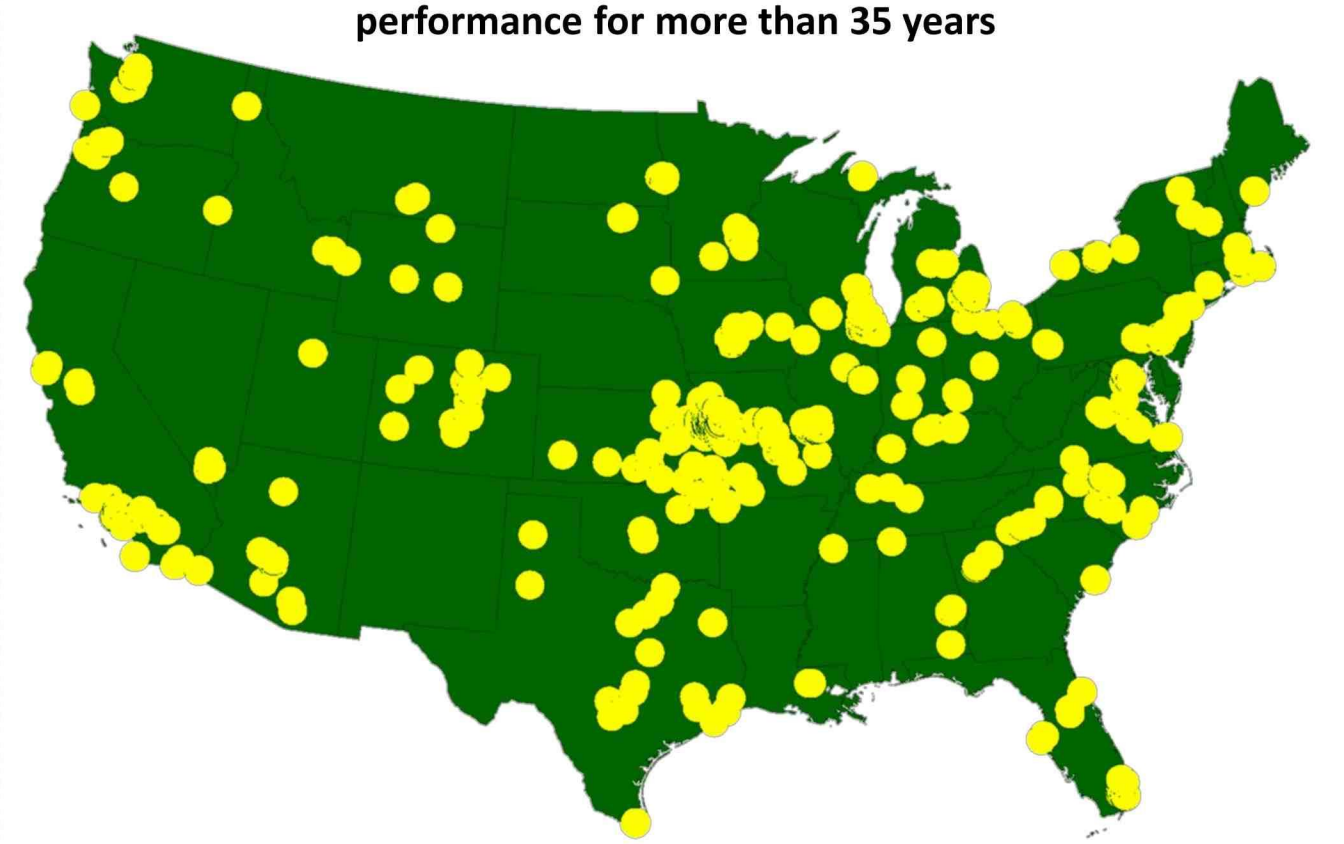
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September 2020

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Agenda

- Purpose and Methodology
- Bottom Line Upfront
- Major Findings
- Summary
- Questions

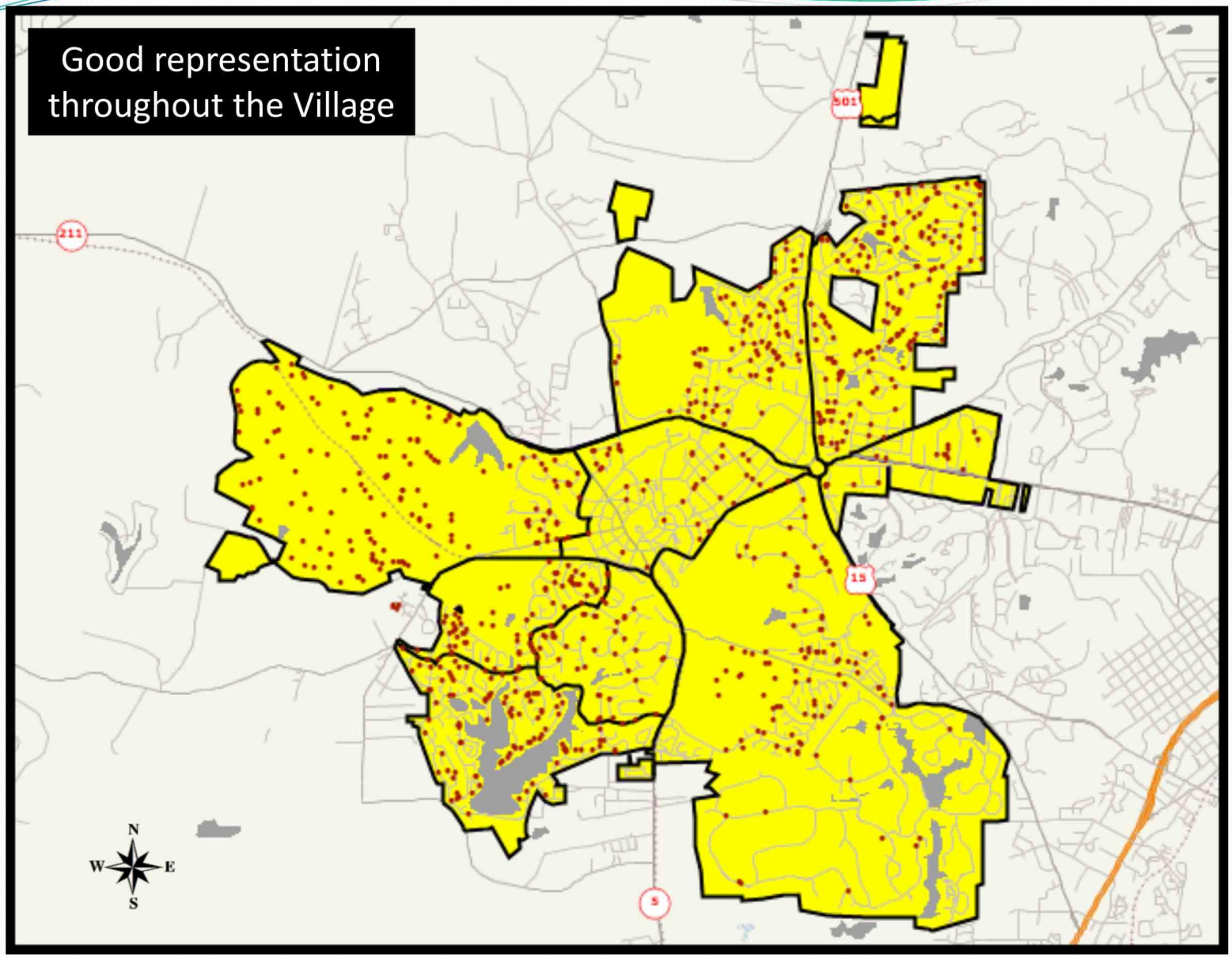
Purpose

- To objectively assess resident satisfaction with the delivery of major Village services
- To help determine priorities for the community
- 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
  - 9th Resident Survey conducted for the Village
- **Method of Administration**
  - by mail and online to a random sample of Village residents
  - each survey took approximately 15-20 minutes to complete
- **Sample size:**
  - completed surveys: 803 (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



Village of Pinehurst 2020 Resident Survey

Bottom Line Up Front

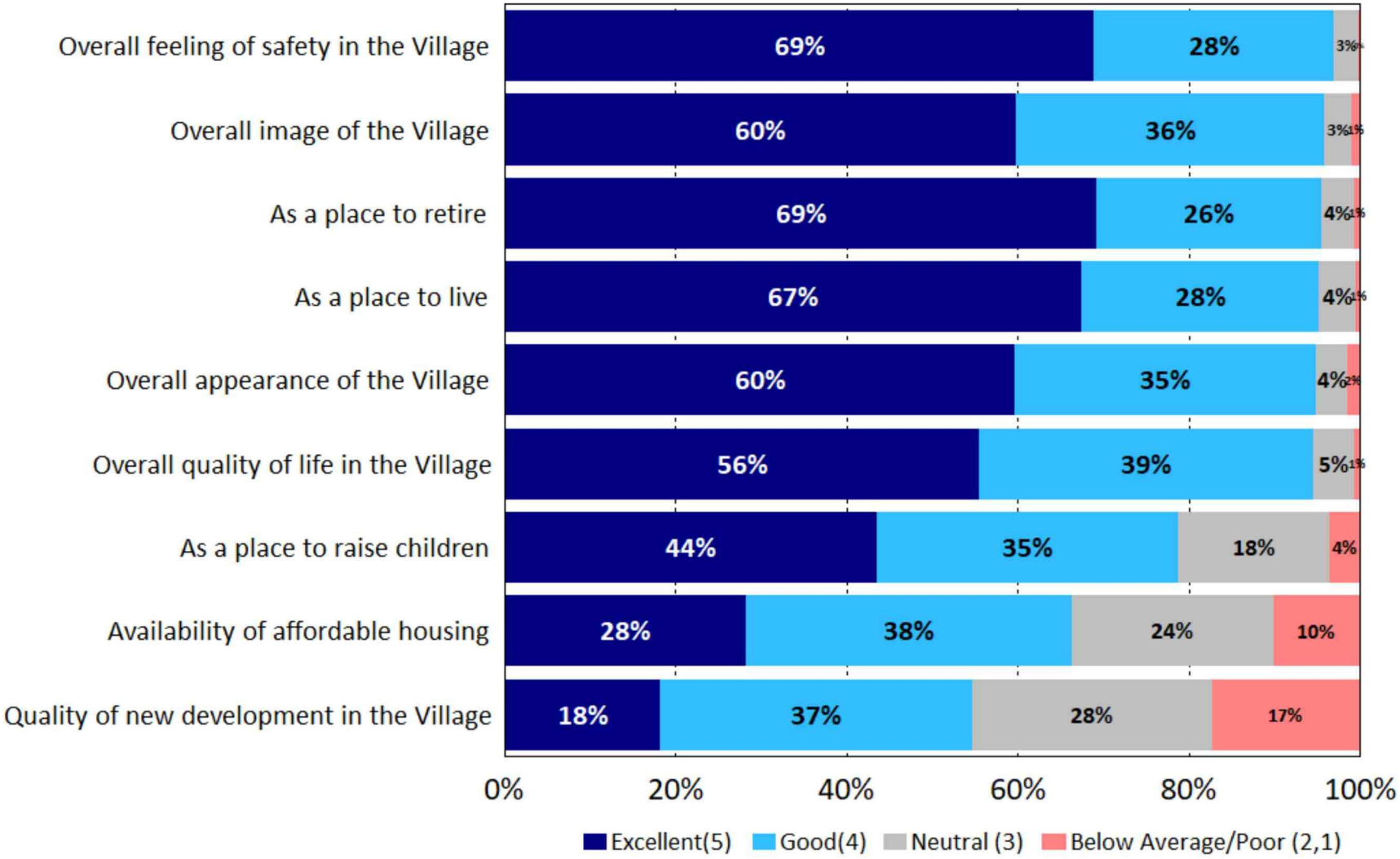
- **Residents Have a Very Positive Perception of the Village**
  - 95% rated Pinehurst as excellent or good place to live
  - 95% would recommend Pinehurst to others as a place to live
- **The Village Is Moving in the Right Direction**
  - Satisfaction ratings have increased or stayed the same in 64 of 86 areas since 2019, and 69 of 80 areas since 2013
- **Satisfaction with Village Services Is Much Higher in Pinehurst Than Other Communities**
  - Pinehurst rated above the U.S. Average in 52 of 55 areas
  - Satisfaction with Customer Service from Village Employees rated 40% above the U.S. Average
  - Satisfaction with Value Received for Property Taxes rated 39% above the U.S. Average
- **Overall Community Priorities:**
  - Efforts at maintaining the quality of neighborhoods
  - Enforcement of Village codes and ordinances
  - Street and right-of-way maintenance

Major Finding #1

Residents Have a Very Positive Perception of the Village

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")

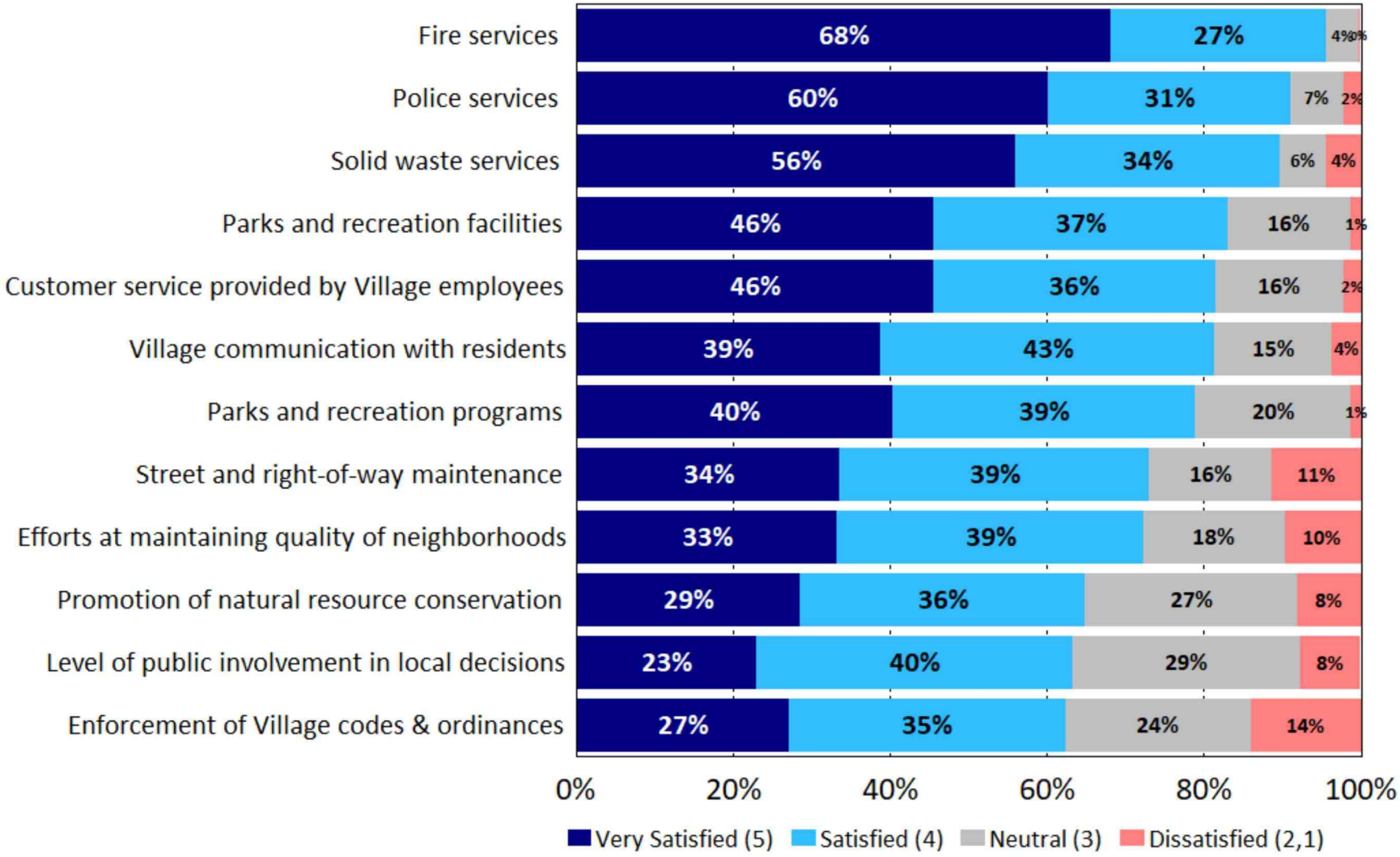


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Nearly All Residents Feel Pinehurst Is an Excellent or Good Place to Live, to Retire, and Feel Safe

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")

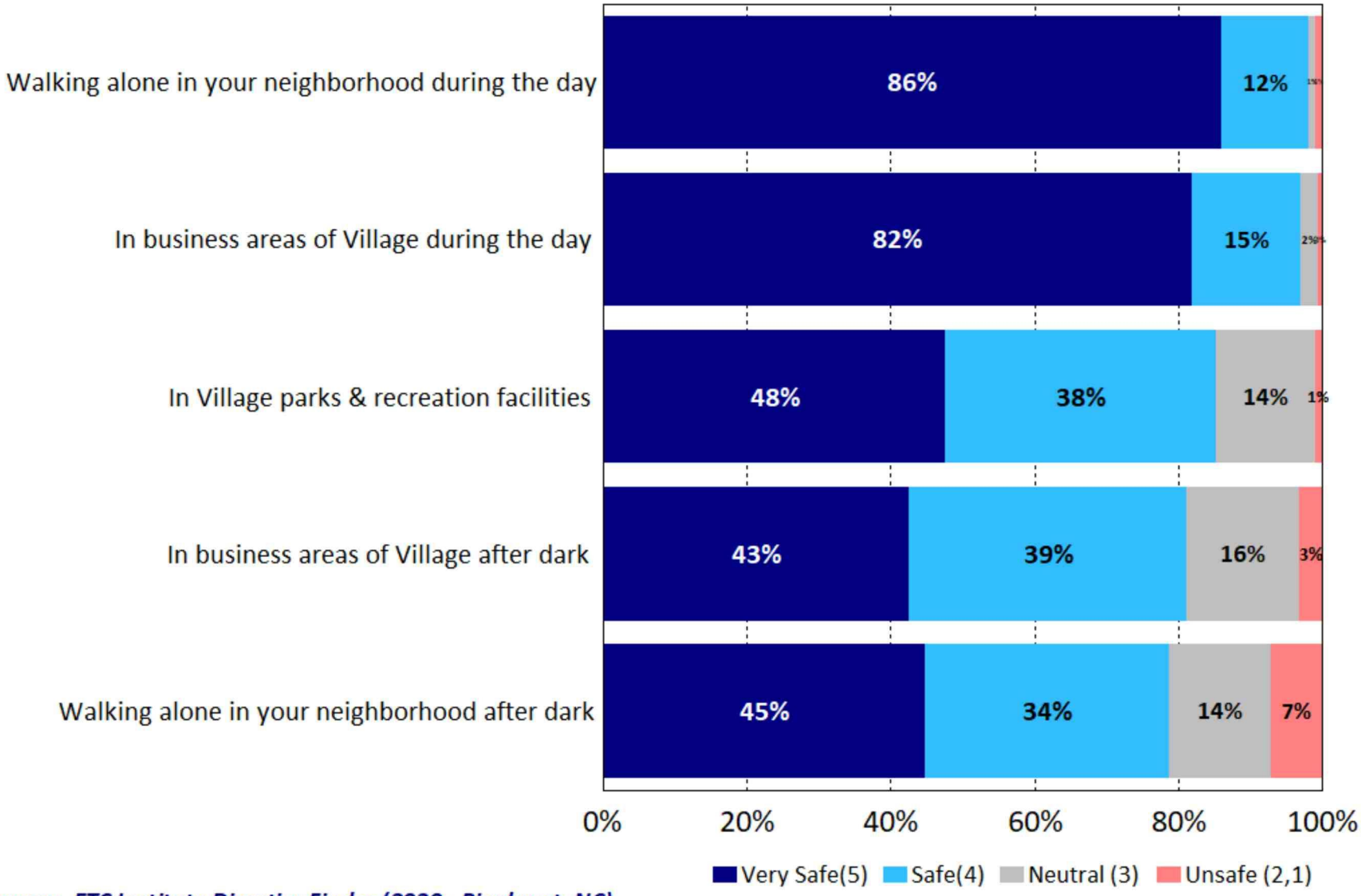


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Satisfaction Is High for All Village Services

Q5. Perceptions of Safety and Security in Pinehurst

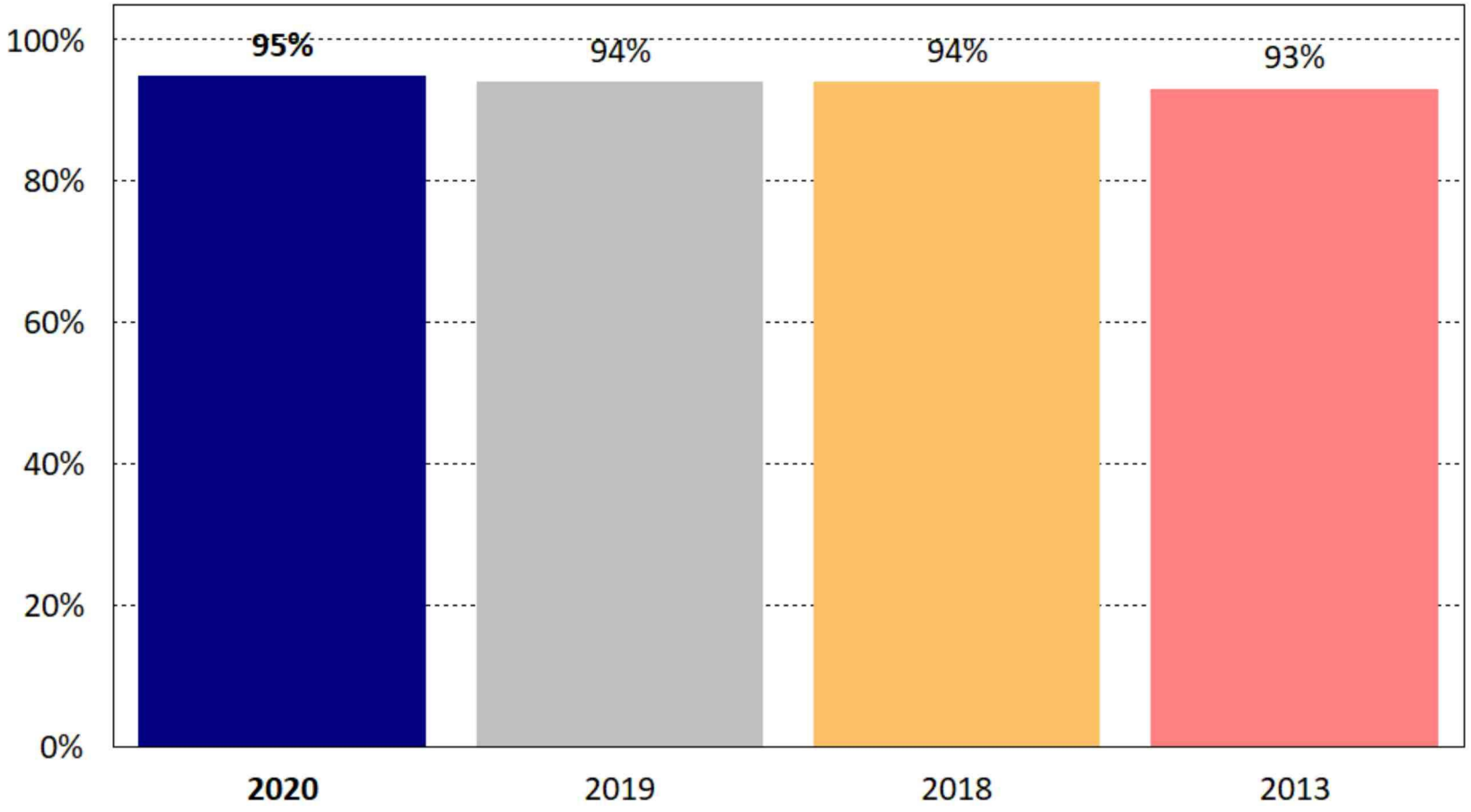
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q29. Would you recommend Pinehurst to others as a place to live?

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



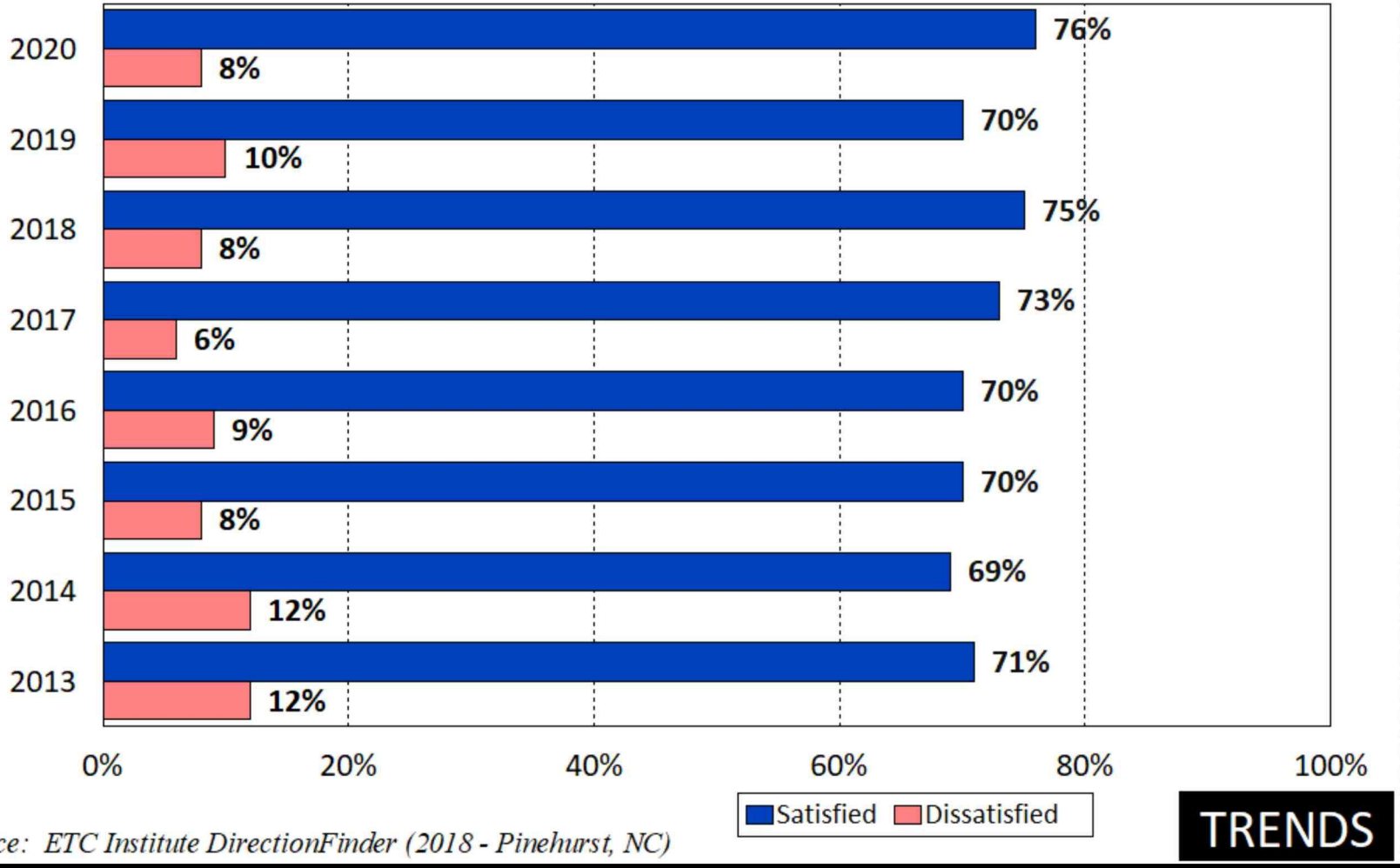
TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

95% of Residents Would Recommend Pinehurst to Others as a Place to Live

Q26. 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")



Source: ETC Institute DirectionFinder (2018 - Pinehurst, NC)

TRENDS

More Than a 9-1 Ratio of Residents Who Are Satisfied vs. Dissatisfied (76% vs. 8%) with the Value Received for Property Taxes Funding the Village's Operating Budget

Major Finding #2

The Village Is Moving in the Right Direction

Trend Analysis

Since 2019 the Satisfaction Ratings Have…

- **Increased in 57 of 86 areas**
- **Stayed the Same in 7 of 86 areas**
- **Decreased in 22 of 86 areas**

22 Areas **Had a Significant** ***Increase*** **in Satisfaction** (+4% or more)
2 Areas **Had a Significant** ***Decrease*** **in Satisfaction** (-4% or more)

Trends

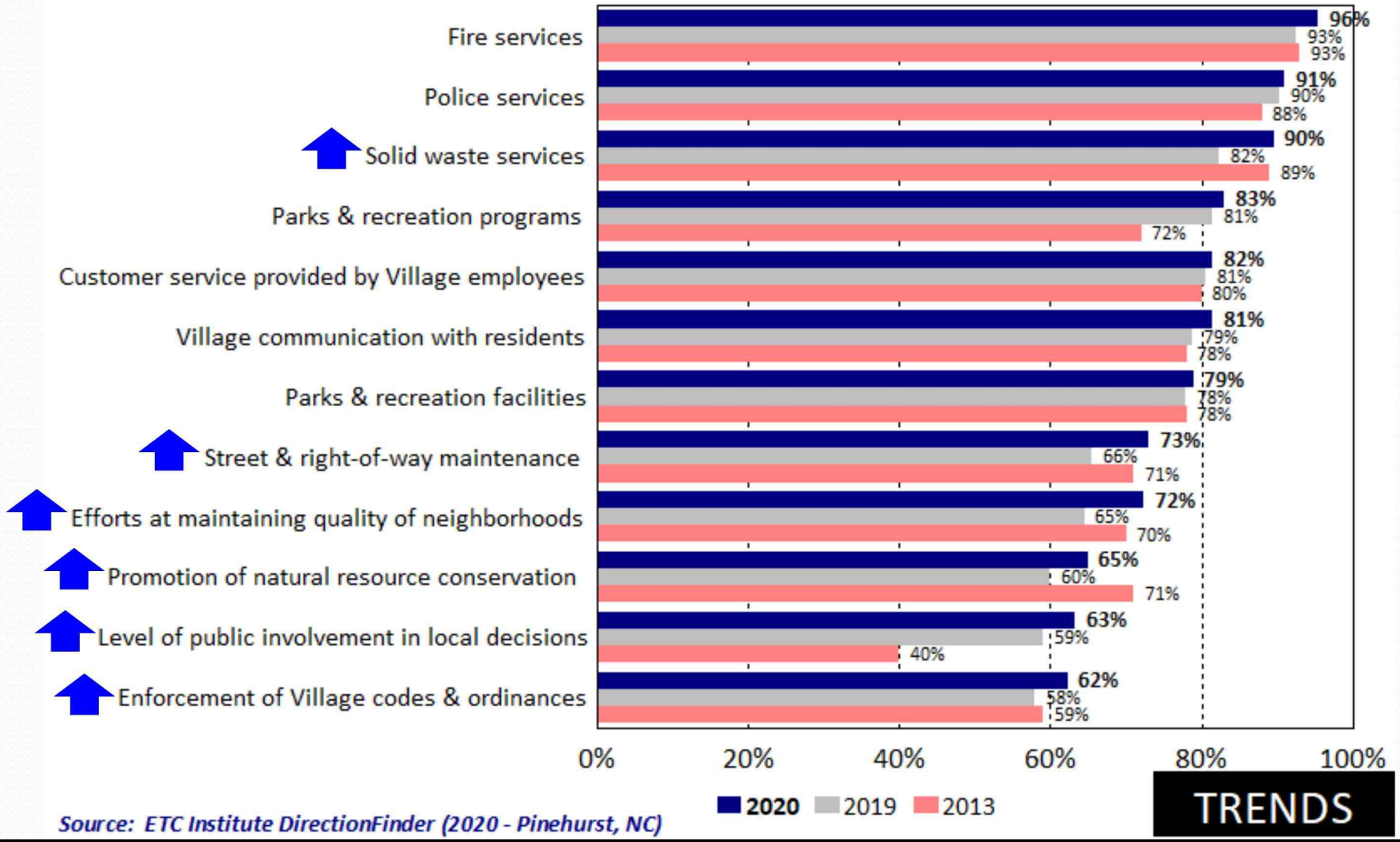
Satisfaction Increases of More Than 5% Since 2019

- Quality of recreation indoor facilities (+16%)
- Availability of recreation indoor facilities (+15%)
- ***Quality of leadership by elected officials (+15%)***
- Quality of stormwater runoff/management system (+10%)
- ***Effectiveness of appointed boards and commissions (+10%)***
- ***Effectiveness of Village manager and appointed staff (+10%)***
- Efforts at maintaining quality of neighborhoods (+8%)
- Curbside recycling services (+8%)
- Street and right-of-way maintenance (+8%)
- Solid waste services (+7%)
- Value received for property taxes (+6%)

No Satisfaction Decreases of More Than 5% Since 2019

Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category - *2020, 2019 & 2013*

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



TRENDS

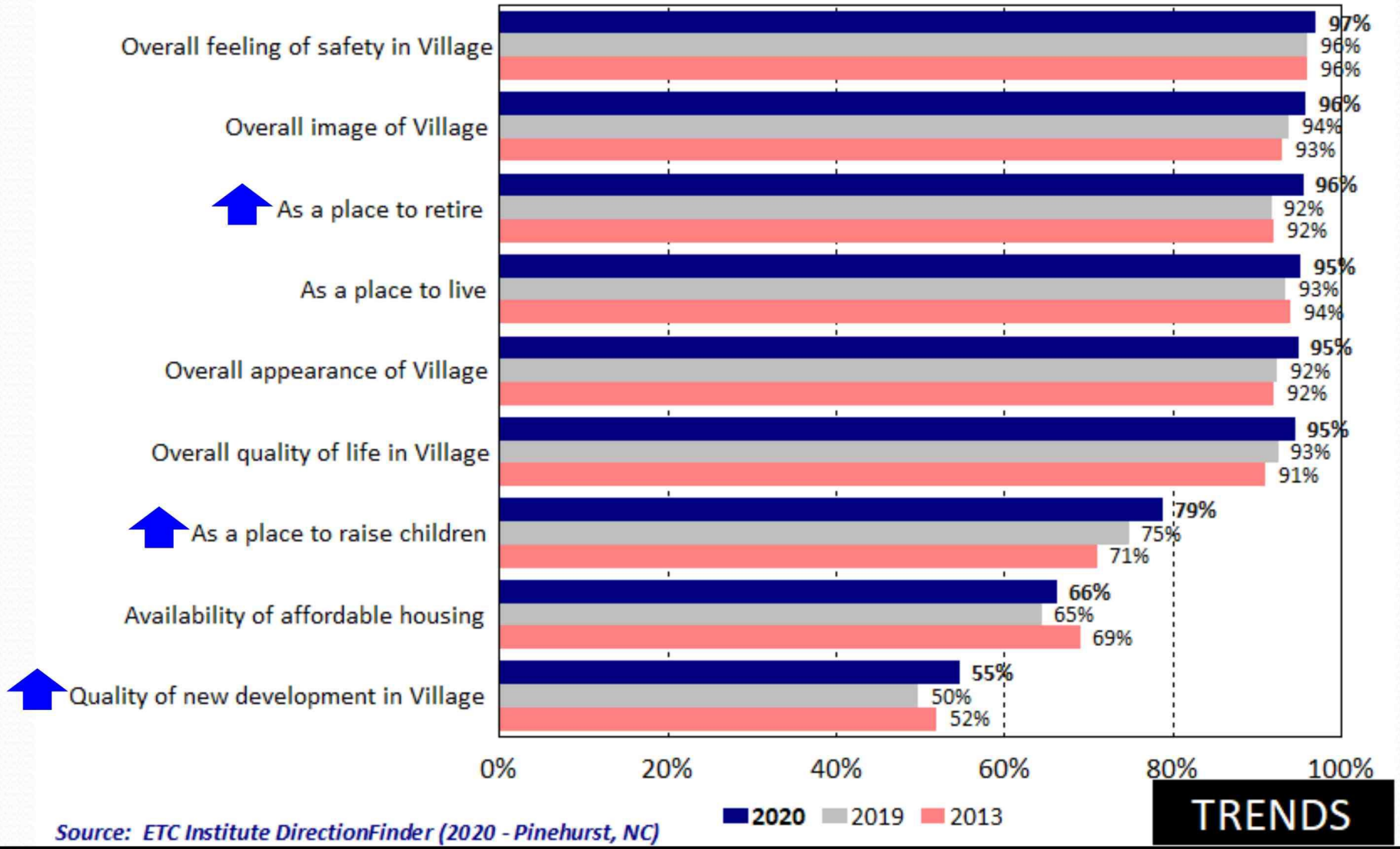
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significant Increases From 2019: **Significant Decreases From 2019:**

Q4. Perception Residents Have of Pinehurst as a Community

2020, 2019 & 2013

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



TRENDS

Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significant Increases From 2019: **Significant Decreases From 2019:**

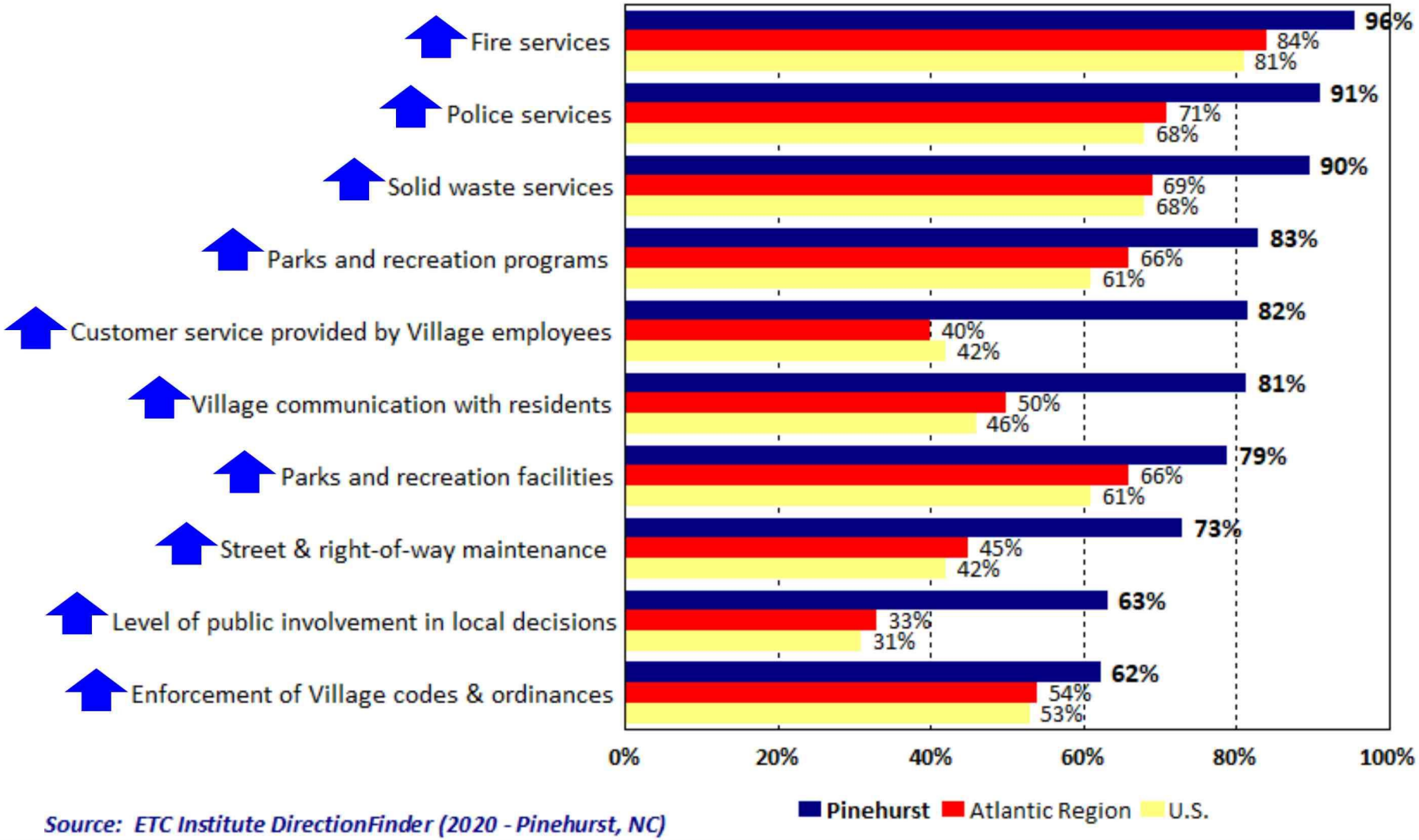
Major Finding #3

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

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)



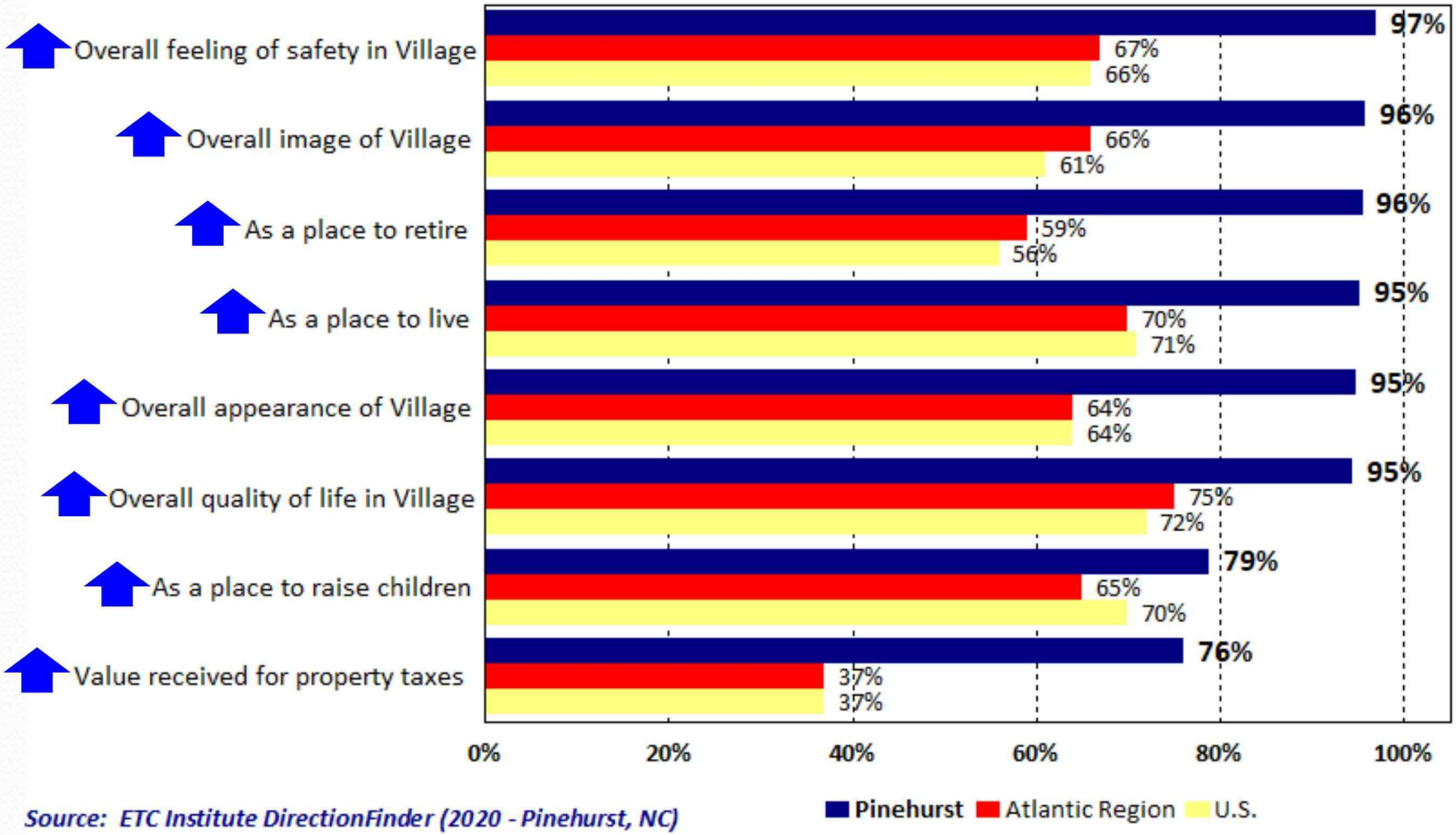
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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 "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



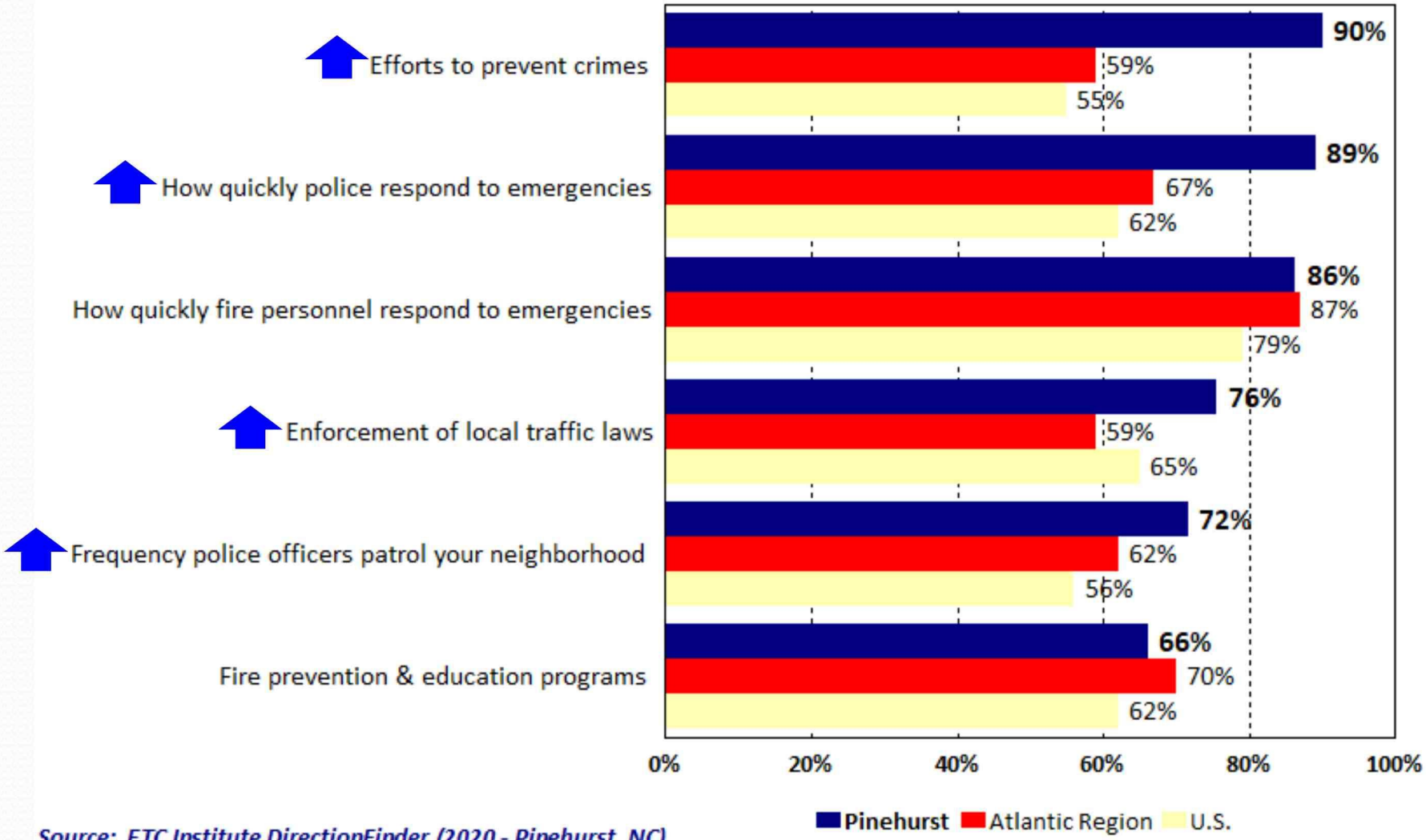
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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)



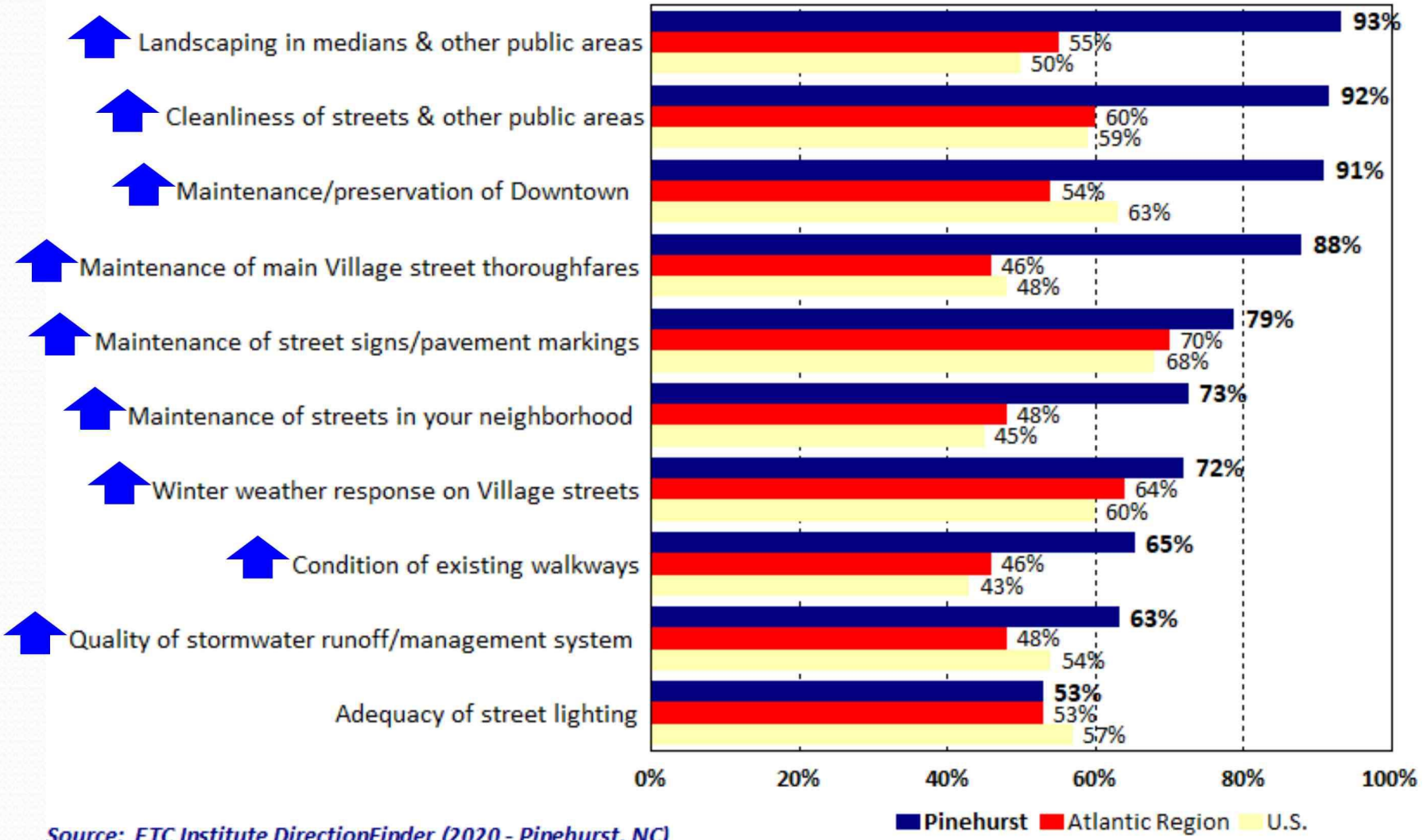
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

Overall Satisfaction with Transportation/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)



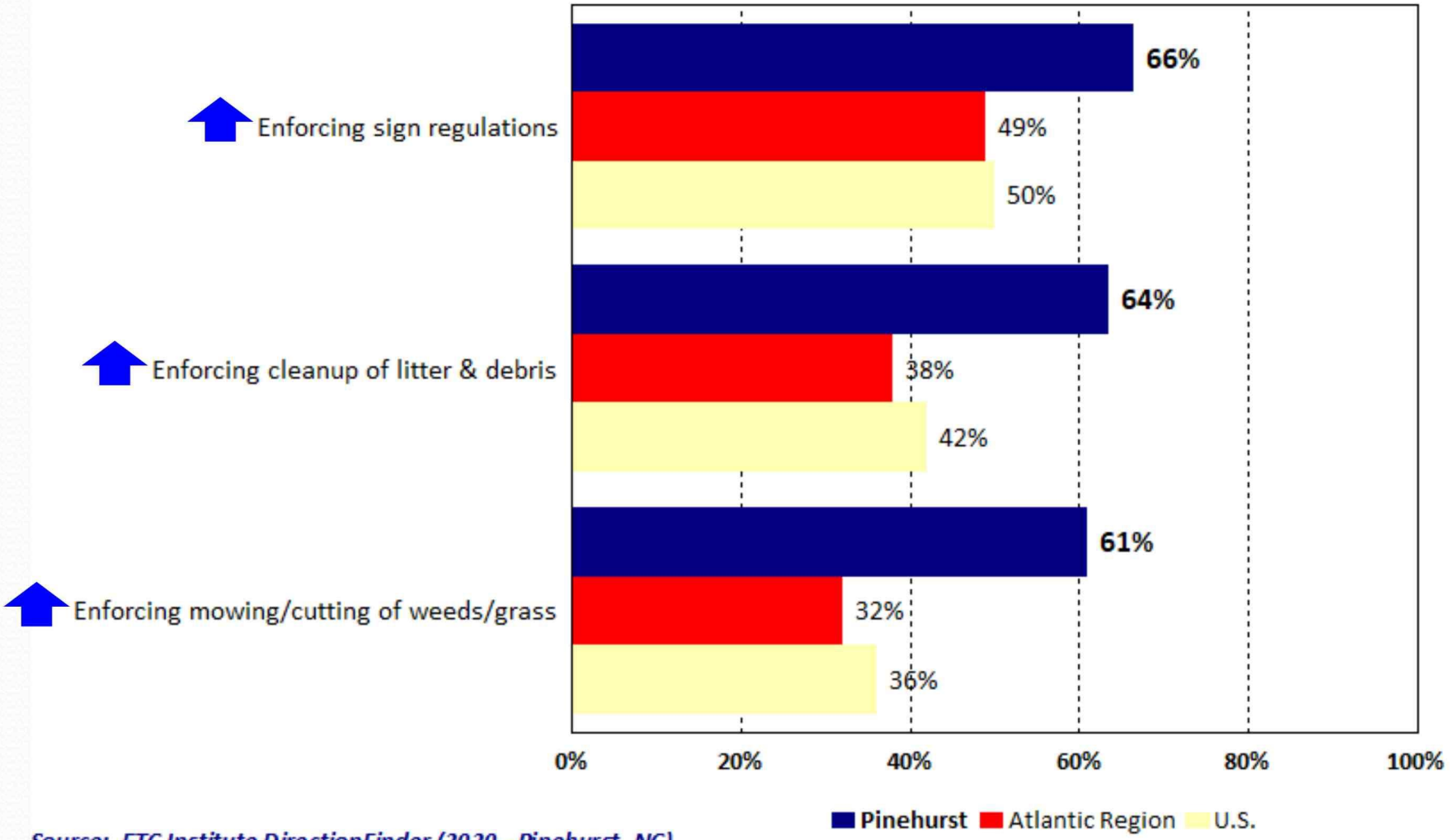
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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)



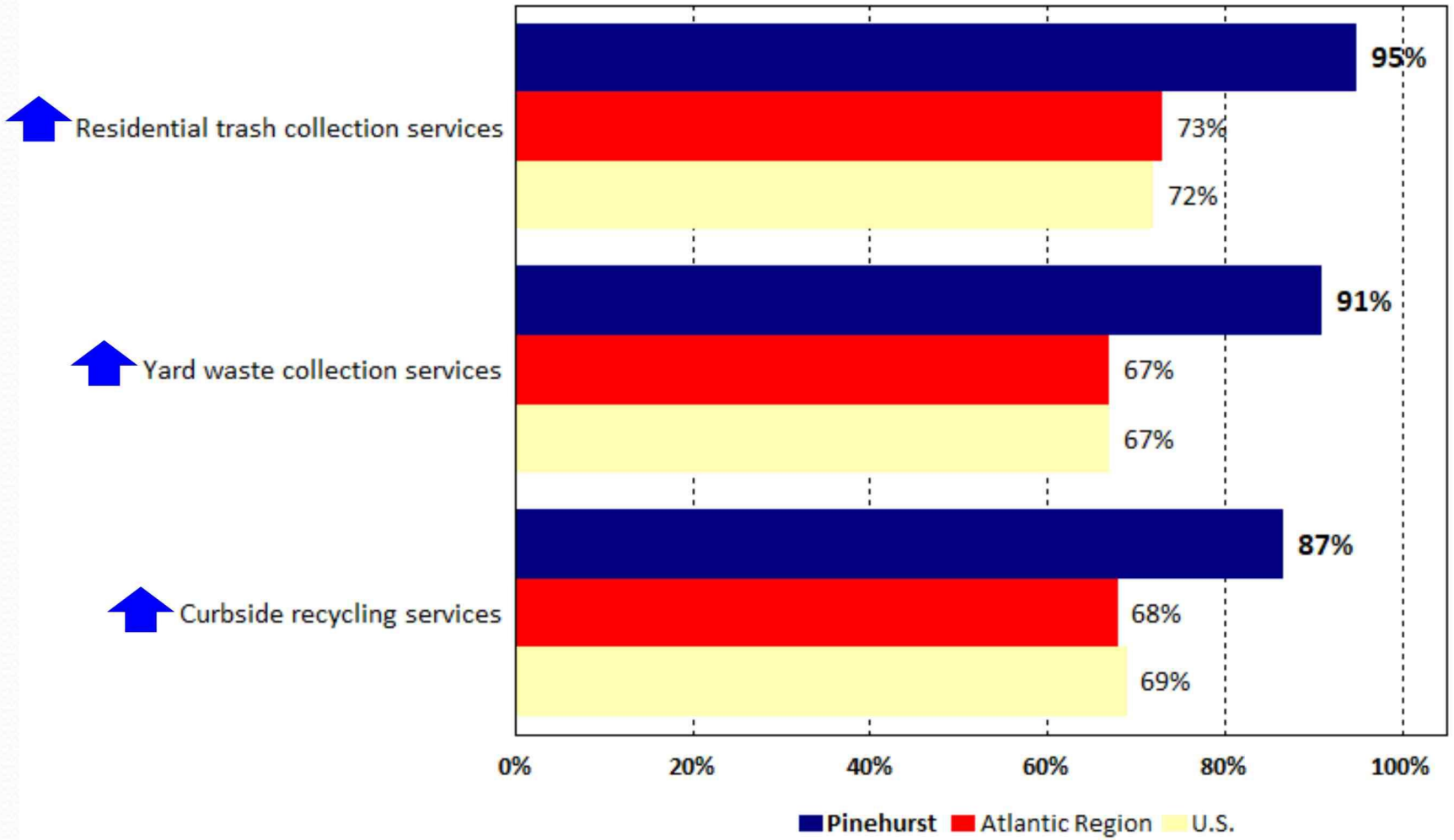
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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)



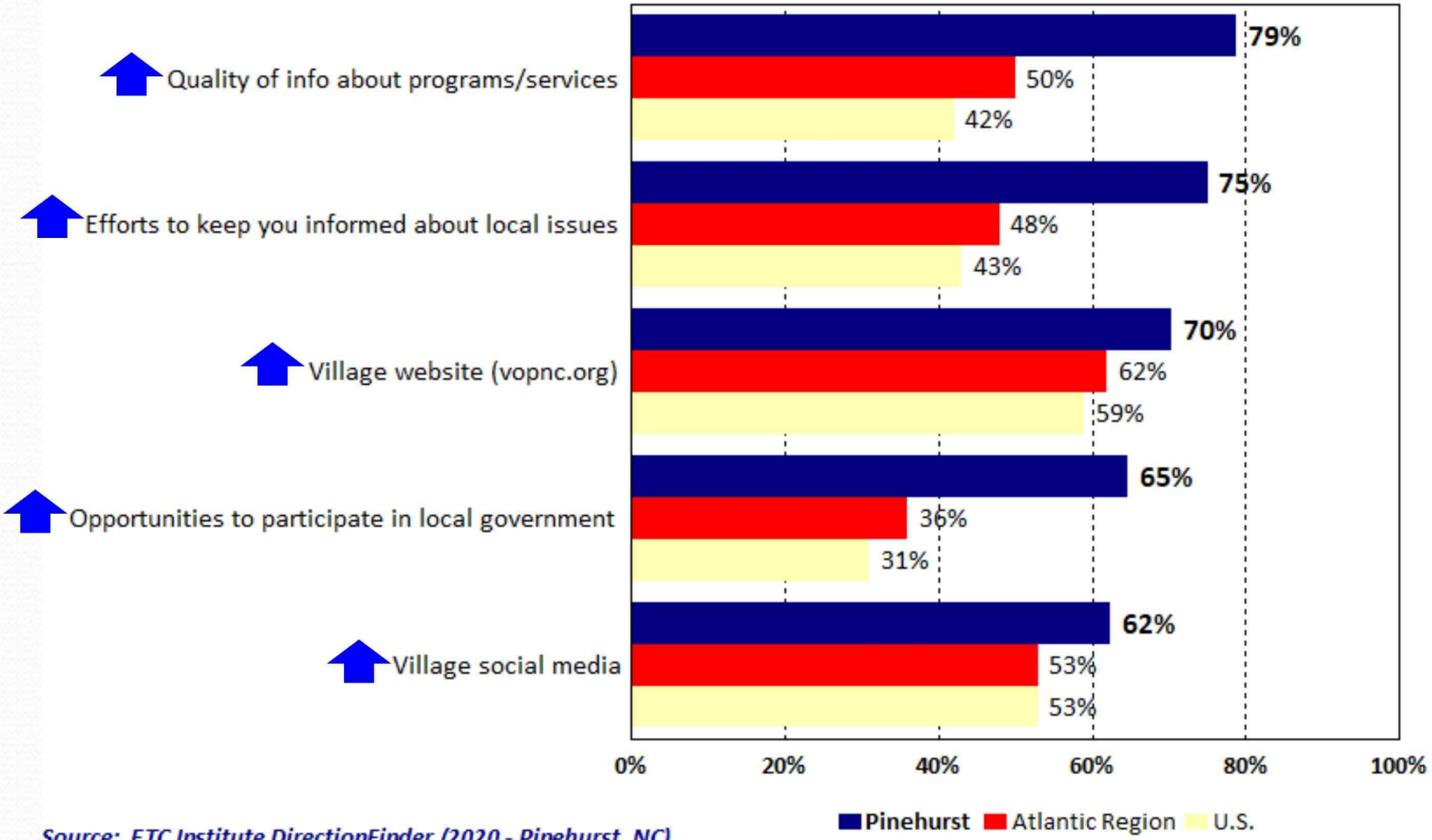
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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)



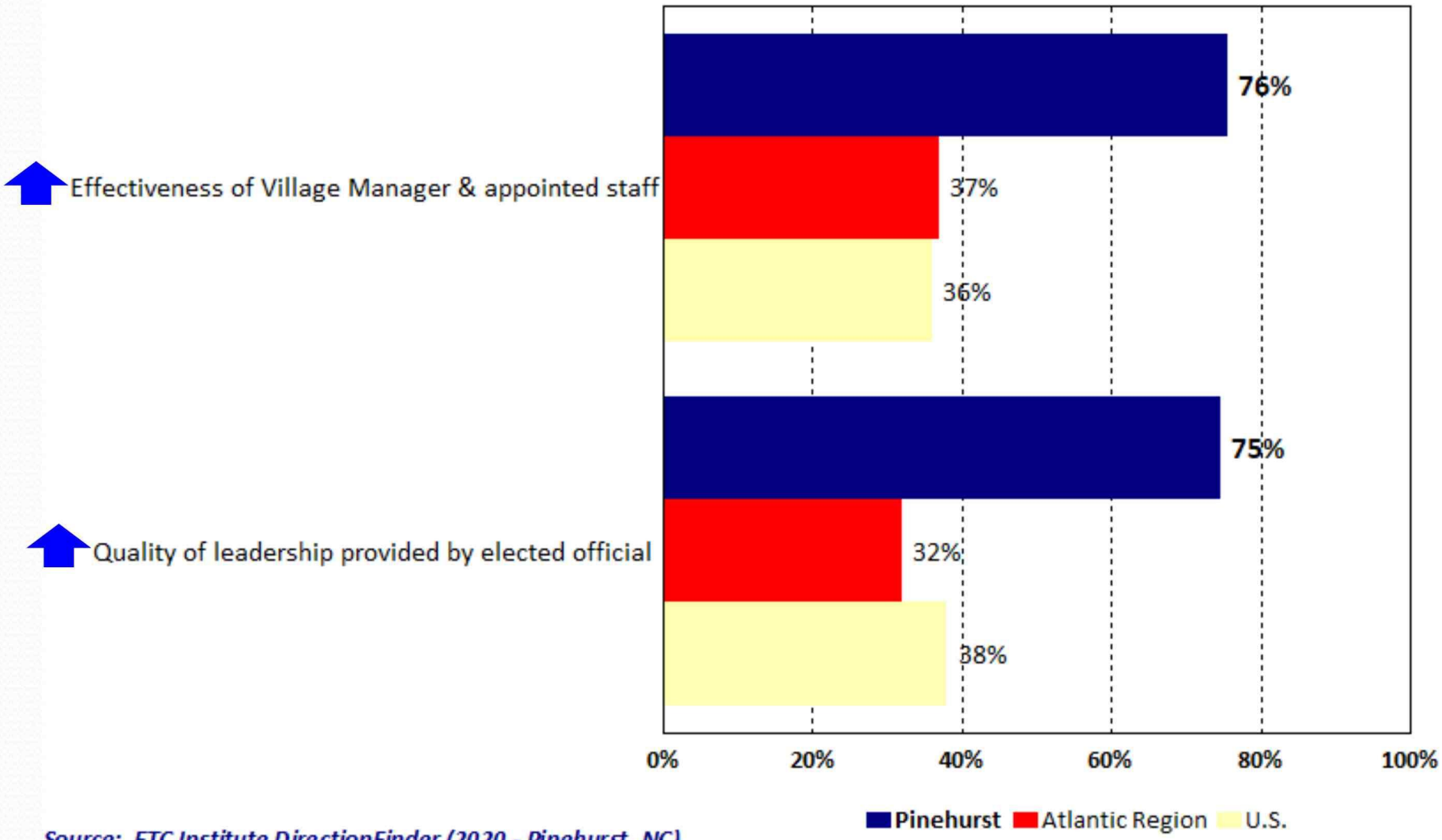
Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

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)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Significantly Higher: ▲ **Significantly Lower:** ▼

Major Finding #4

Community Priorities

2020 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)						
Efforts at maintaining quality of neighborhoods	40%	1	72%	9	0.1116	**1**
Medium Priority (IS <.10)						
Enforcement of Village codes & ordinances	29%	4	62%	12	0.1090	**2**
Street & right-of-way maintenance	35%	3	73%	8	0.0932	**3**
Level of public involvement in local decisions	20%	6	63%	11	0.0747	**4**
Promotion of natural resource conservation	18%	7	65%	10	0.0618	**5**
Police services	40%	2	91%	2	0.0356	**6**
Parks & recreation facilities	13%	10	79%	7	0.0279	**7**
Village communication with residents	15%	8	81%	6	0.0277	**8**
Parks & recreation programs	13%	11	83%	4	0.0213	**9**
Solid waste services	14%	9	90%	3	0.0144	**10**
Fire services	23%	5	96%	1	0.0103	**11**
Customer service provided by Village employees	5%	12	82%	5	0.0089	**12**

Overall Priorities:

2020 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	52%	1	34%	10	0.3457	1
Ease of travel through the large traffic circle	40%	2	43%	9	0.2269	2
High Priority (IS .10-.20)						
Adequacy of street lighting	32%	3	53%	7	0.1507	3
Availability of walkways	30%	5	52%	8	0.1439	4
Medium Priority (IS <.10)						
Maintenance of streets in your neighborhood	32%	4	73%	4	0.0863	5
Ease of golf cart travel	9%	9	59%	6	0.0378	6
Condition of existing walkways	10%	8	65%	5	0.0350	7
Maintenance of street signs/pavement markings	13%	7	79%	3	0.0271	8
Maintenance of main Village street thoroughfares	22%	6	88%	1	0.0271	9
Ease of travel on other streets in the Village	7%	10	81%	2	0.0130	10

Transportation Priorities:

2020 Importance-Satisfaction Rating
Village of Pinehurst, North Carolina
Overall Satisfaction with Public Services

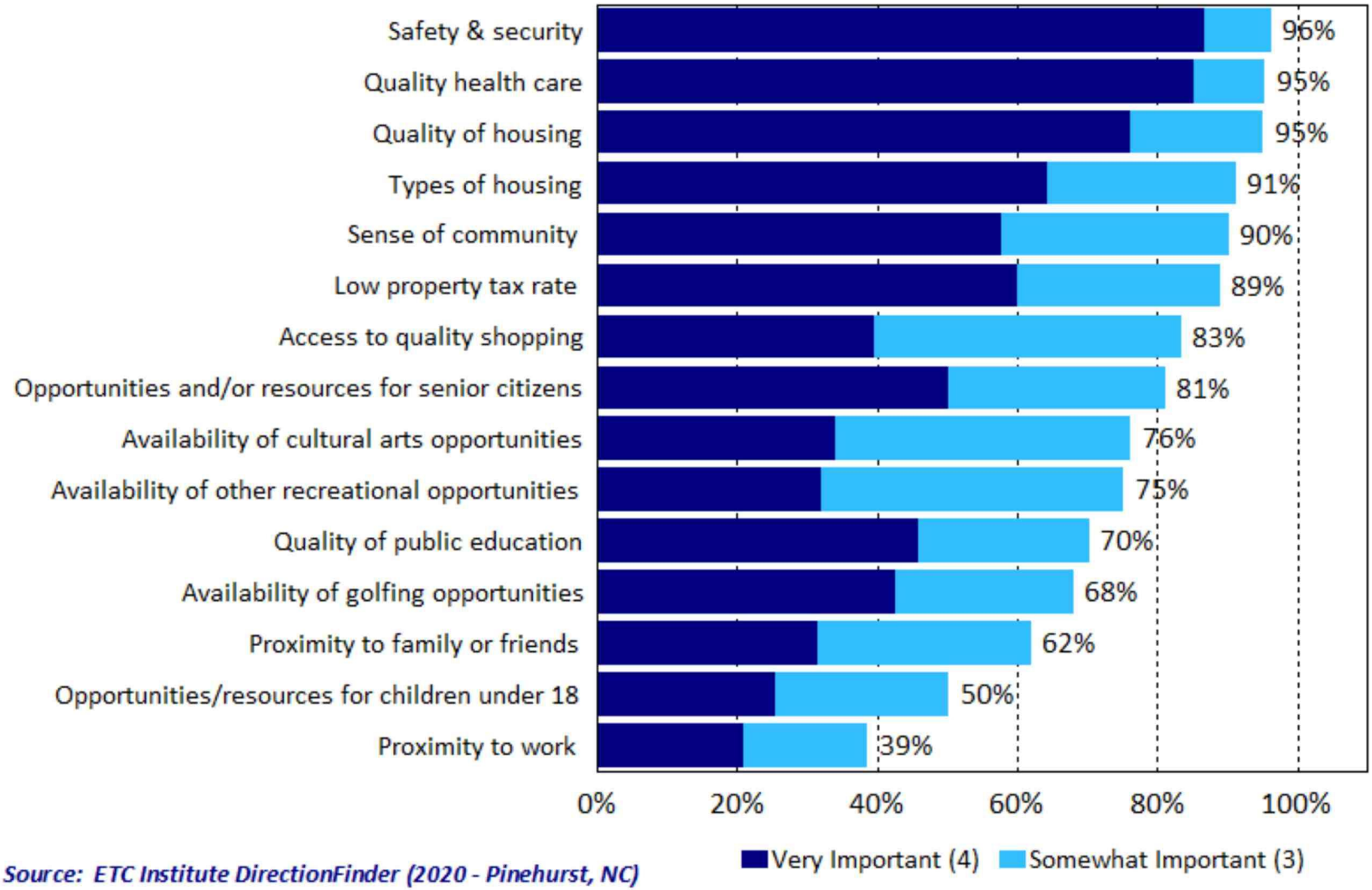
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10-.20)						
Quality of stormwater runoff/management system	41%	1	63%	5	0.1497	**1**
Medium Priority (IS <.10)						
Winter weather response on Village streets	25%	5	72%	4	0.0700	**2**
Cleanliness of streets & other public areas	41%	2	92%	2	0.0342	**3**
Maintenance/preservation of Downtown	33%	3	91%	3	0.0301	**4**
Landscaping in medians/other public areas	26%	4	93%	1	0.0172	**5**

Public Service Priorities:

Other Findings

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

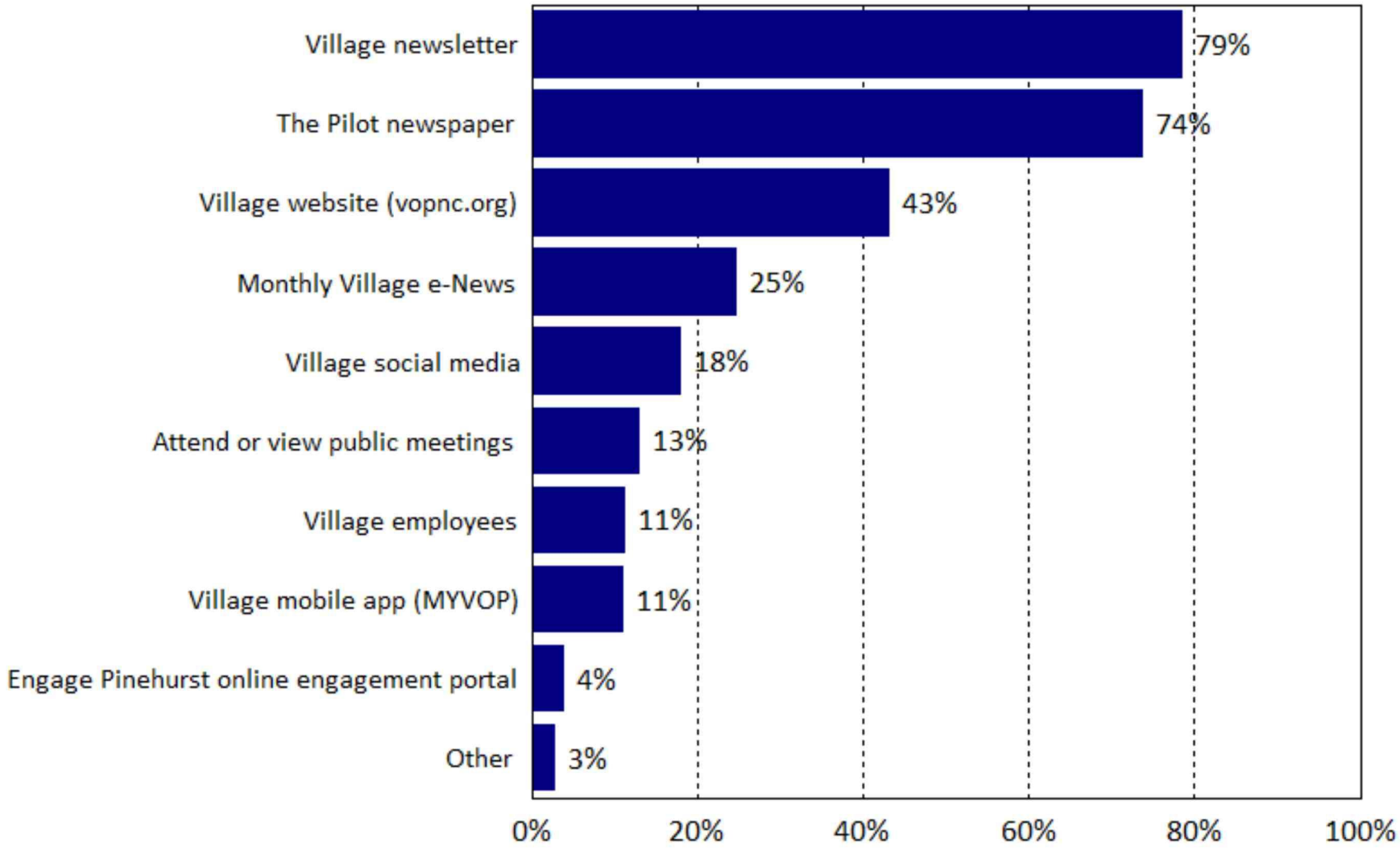


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Most Important Reasons Residents Live in Pinehurst Are Safety and Security, Quality Health Care, and Housing

Q22. Which of the following do you use to get information about the Village of Pinehurst?

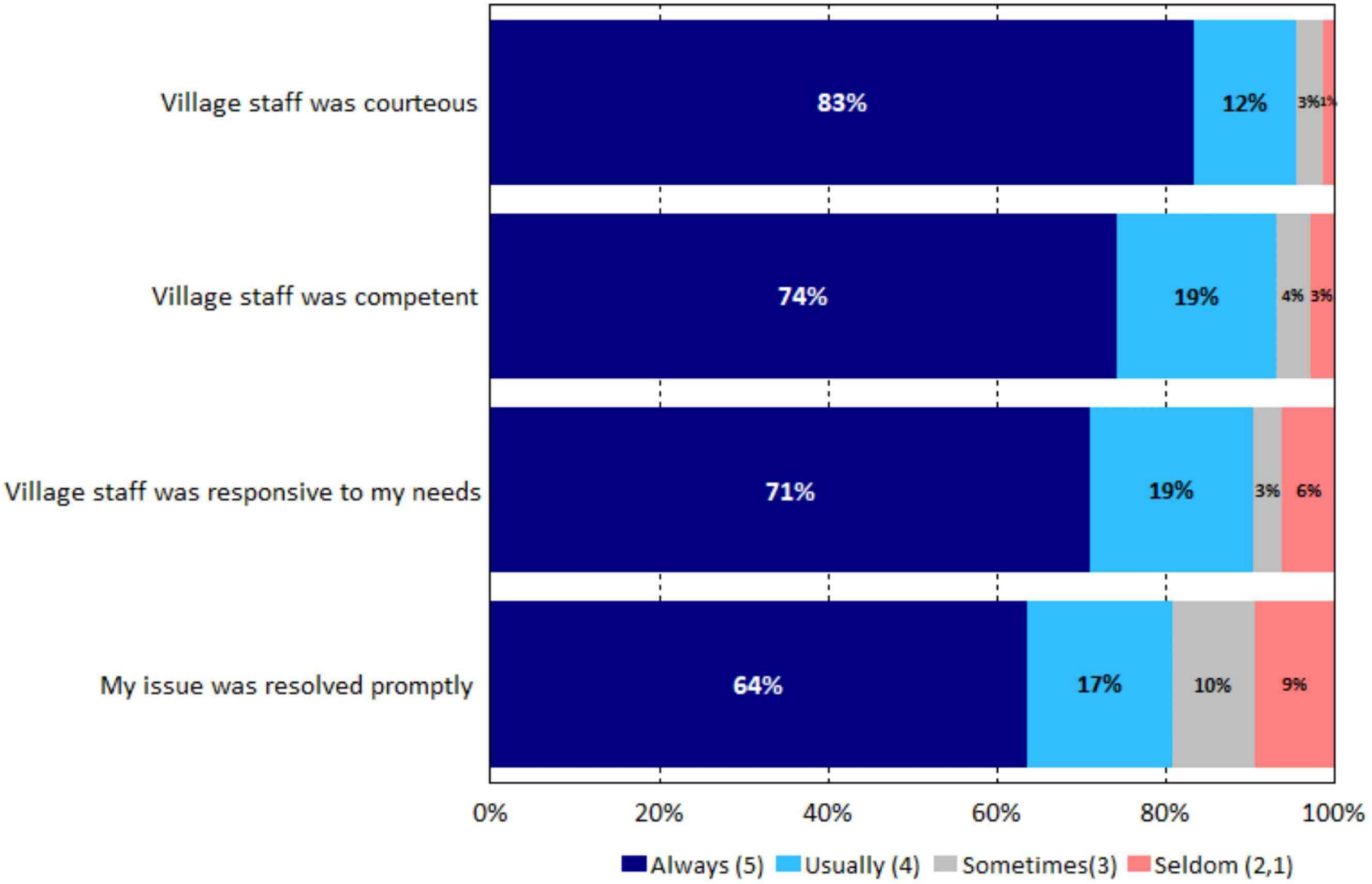
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Q24a-d. Rating Your Experience with Village Employees

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

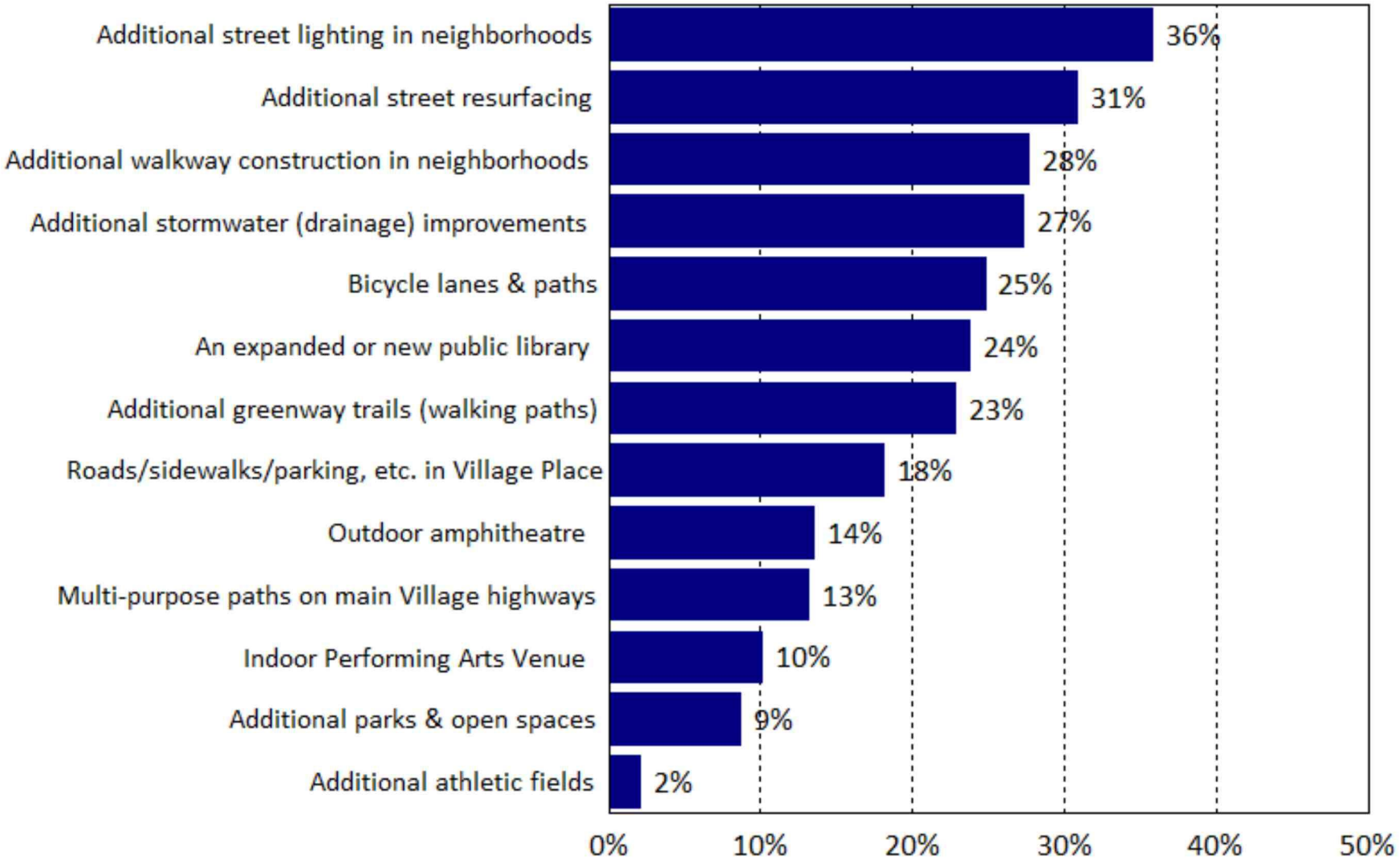


Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Village Employees Received Very High Ratings in All Areas of Customer Service

Q25. Community Improvements That Residents Feel Are Most Important

by percentage of respondents (3 selections could be made)



Source: ETC Institute DirectionFinder (2020 - Pinehurst, NC)

Summary

Summary

- **Residents Have a Very Positive Perception of the Village**
  - 95% rated Pinehurst as excellent or good place to live
  - 95% would recommend Pinehurst to others as a place to live
- **The Village Is Moving in the Right Direction**
  - Satisfaction ratings have increased or stayed the same in 64 of 86 areas since 2019, and 69 of 80 areas since 2013
- **Satisfaction with Village Services is Much Higher in Pinehurst Than Other Communities**
  - Pinehurst rated above the U.S. Average in 52 of 55 areas
  - Satisfaction with Customer Service from Village Employees rated 40% above the U.S. Average
  - Satisfaction with Value Received for Property Taxes rated 39% above the U.S. Average
- **Overall Community Priorities:**
  - Efforts at maintaining the quality of neighborhoods
  - Enforcement of Village codes and ordinances
  - Street and right-of-way maintenance

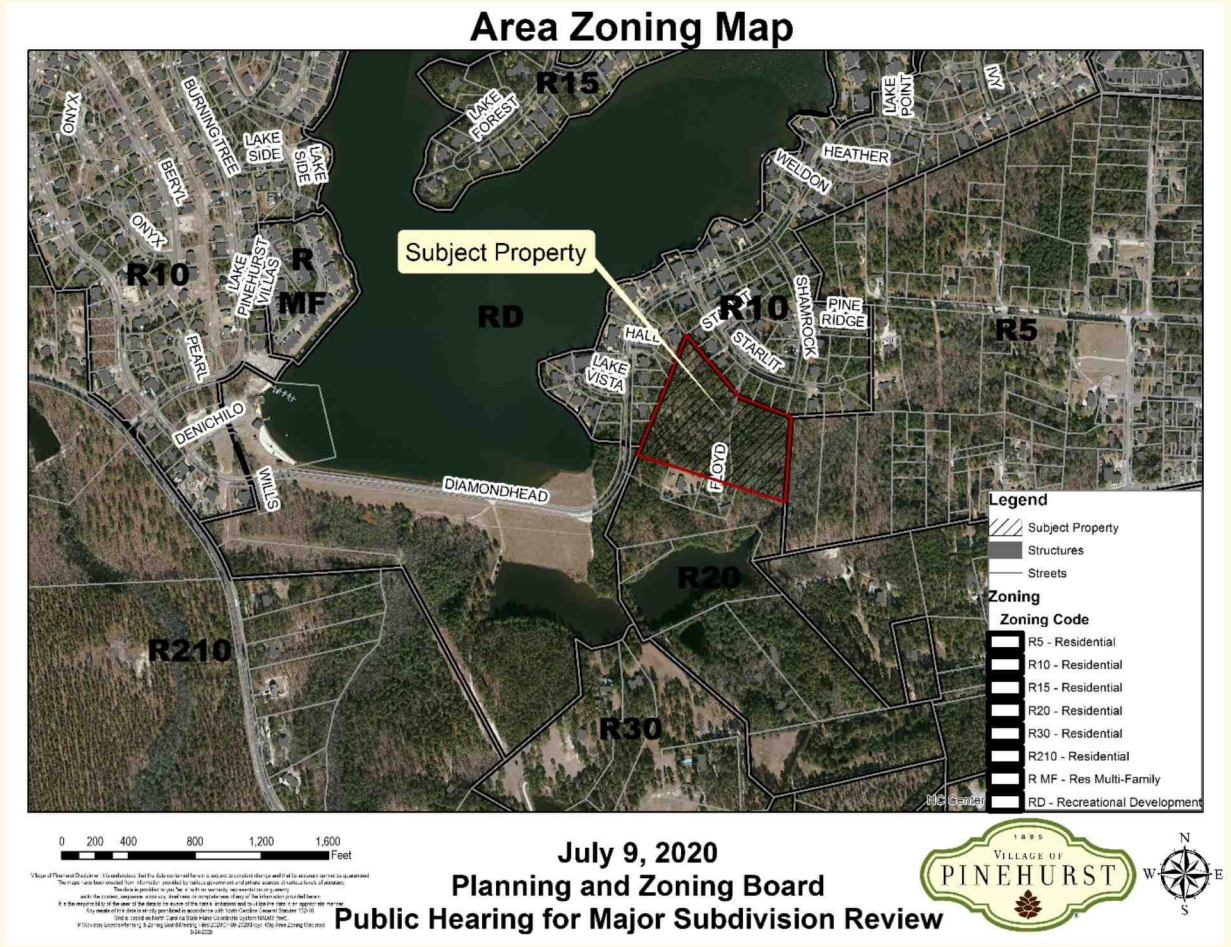
Questions?

THANK YOU!!

Floyd Way Subdivision Review contd.

I. Major Subdivision review for an 11 lot single family subdivision near Floyd Way, Diamonhead Dr.

- Applicant and owner is DGH Management
- Current Zoning and Land Use
  - R-20 (Medium Density Residential District)
    - Max density with no watershed is 24 dwelling units
  - 11 single family residential lots totaling +/- 11.38 acres
  - Located in the ETJ and intends to request annex.
- Proposed Zoning and Land Use (No Change)
- **Council reviews to determine compliance with PDO standards. Council review is "administrative" not legislative or quasi-judicial**
- Council public hearing held on 8/11/20
- Planning & Zoning public hearing on 7/9/20

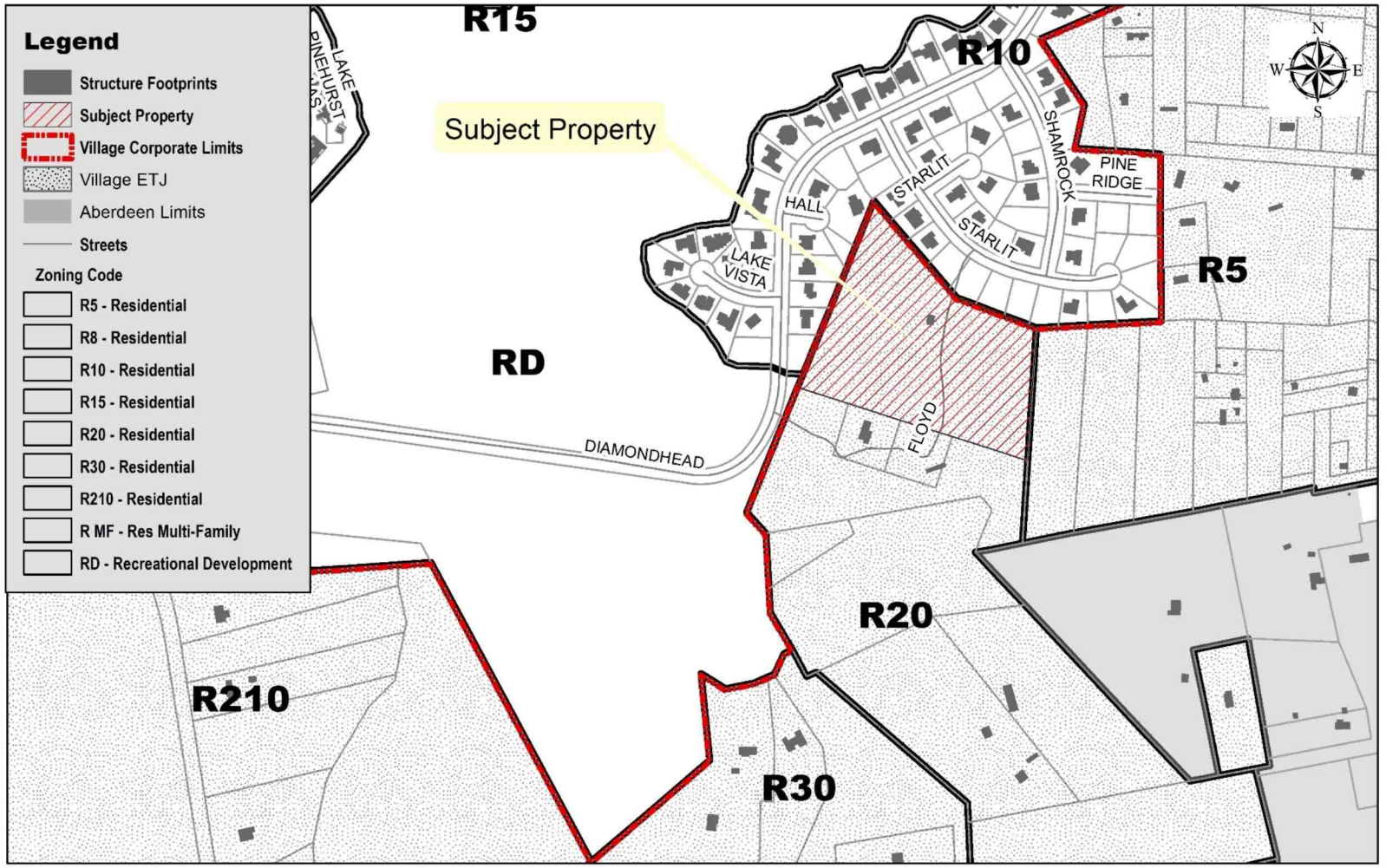


Adjacent Land Uses and Zoning

- Mainly consisting of single family residential uses and zoning.
- Historically has been zoned residentially since 1980's and previous Comprehensive Plans have shown as residential.

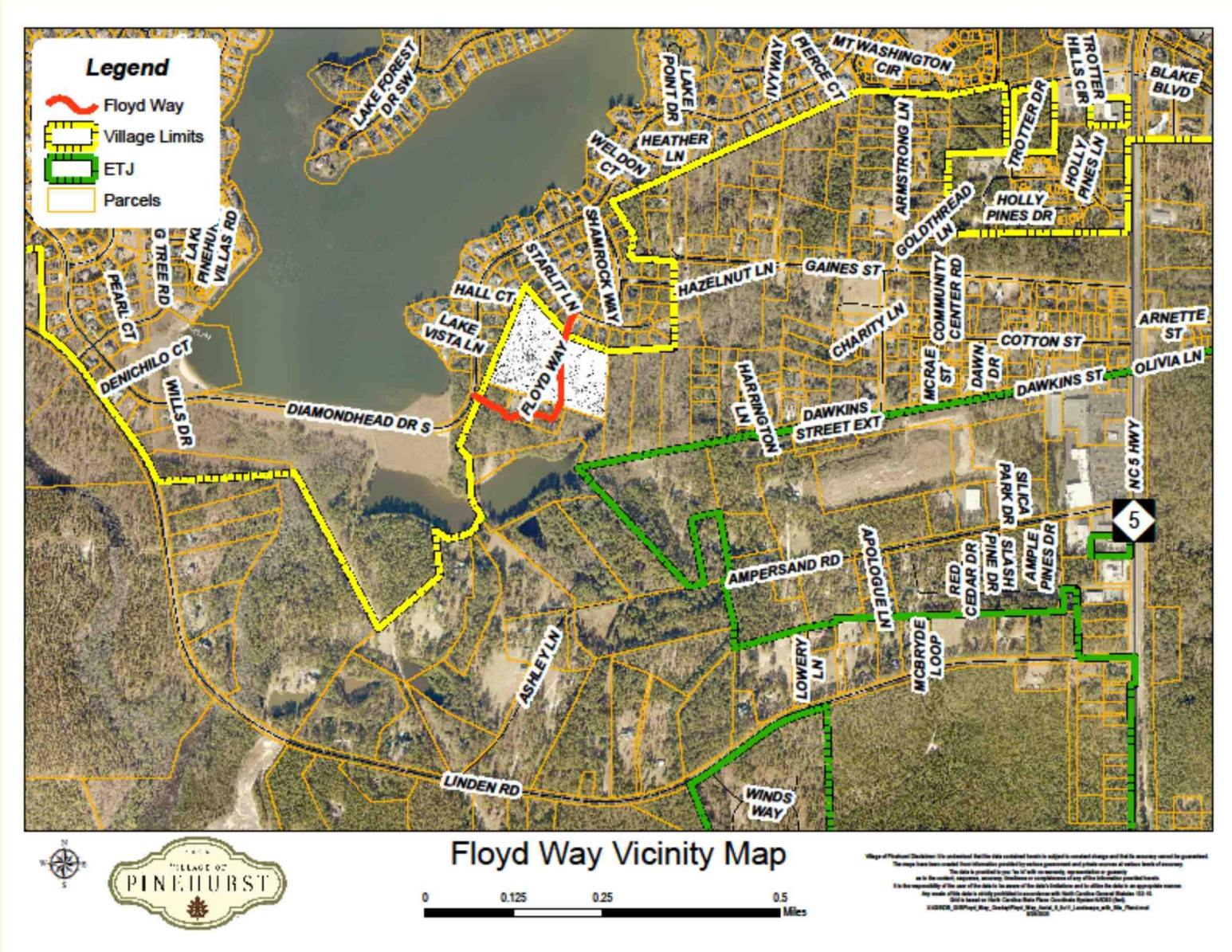
Adjacent Land Uses and Zoning		
Area	Existing Uses	Zoning
North	Single Family Residential	R10
South	Single Family Residential and Vacant	R20
East	Single Family Residential and Vacant	R5
West	Single Family Residential and Recreation	R10 & RD
Comprehensive Plan Land Use Designation		
Suburban Neighborhood		

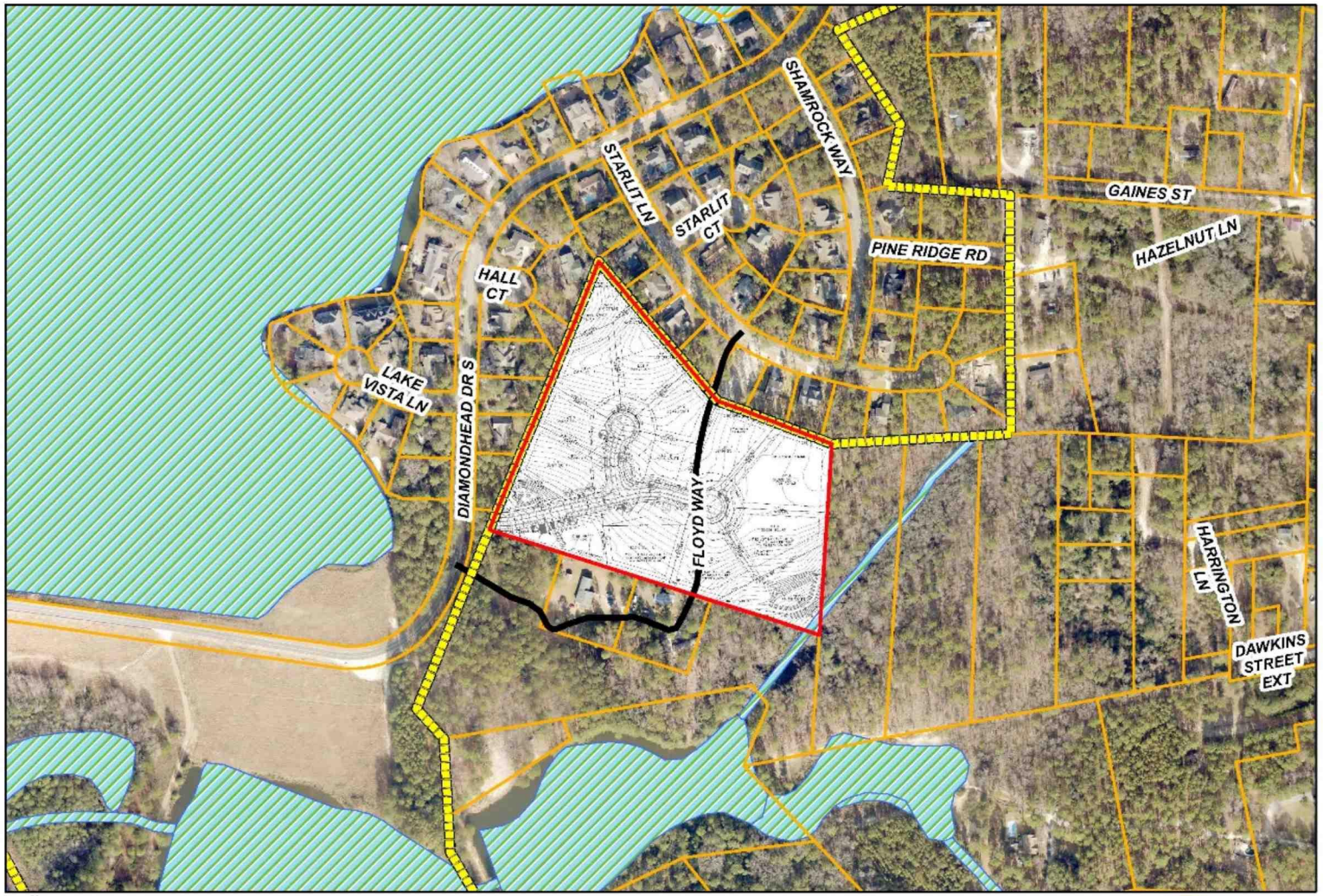
Area Zoning Map



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). P:\Advisory Boards\Planning & Zoning Board\Meeting Files\2020\07-09-2020\Floyd Way Area Zoning Map.mxd 7/2/2020

July 9, 2020
Planning and Zoning Board
Public Hearing for Major Subdivision Review

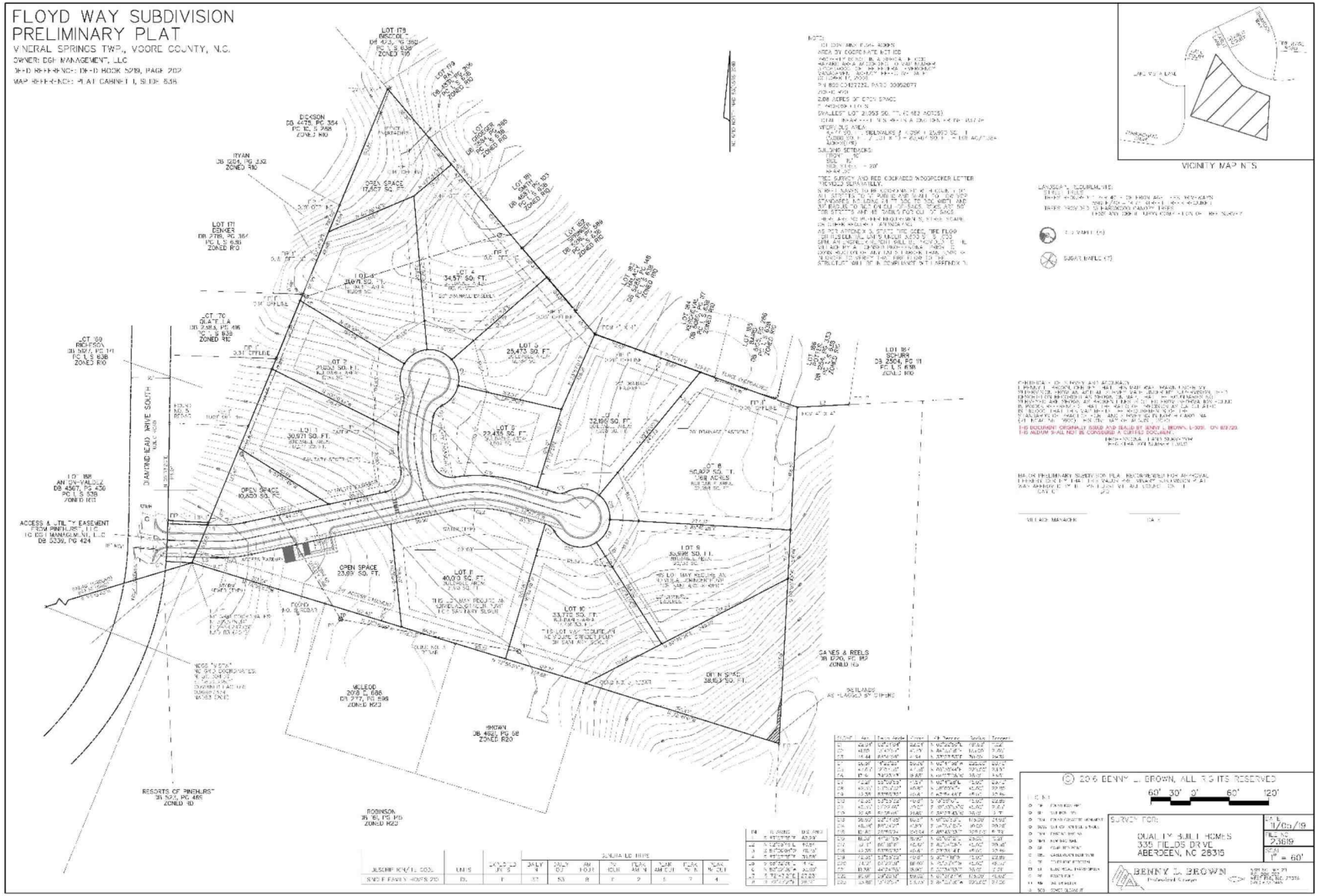

Legend
Floyd Way
Village Limits
ETJ
Parcels
LAKE FOREST DR SW
LAKE POINT DR
HEATHER LN
WELDON CT
PIERCE CT
MT WASHINGTON CIR
TROTTER HILLS CIR
BLAKE BLVD
TROTTER DR
HOLLY PINES LN
HOLLY PINES DR
ARMSTRONG LN
GOLDTHREAD LN
SHAMROCK WAY
STARLIT LN
HALL CT
LAKE VISTA LN
HAZELNUT LN
GAINES ST
COMMUNITY CENTER RD
CHARITY LN
ARNETTE ST
COTTON ST
OLIVIA LN
DAWKINS ST
DAWN DR
MCRAE ST
HARRINGTON LN
DAWKINS STREET EXT
FLOYD WAY
DIAMONDHEAD DR S
WILLS DR
DENICHILO CT
PEARL CT
G TREE RD
PINEHURST VILLAS RD
NC 5 HWY
SILICA PARK DR
SLASH PINE DR
AMPLE PINES DR
RED CEDAR DR
APOLOGUE LN
AMPERSAND RD
MCBRYDE LOOP
LOWERY LN
ASHLEY LN
LINDEN RD
WINDS WAY
5
Floyd Way Vicinity Map
0
0.125
0.25
0.5
Miles



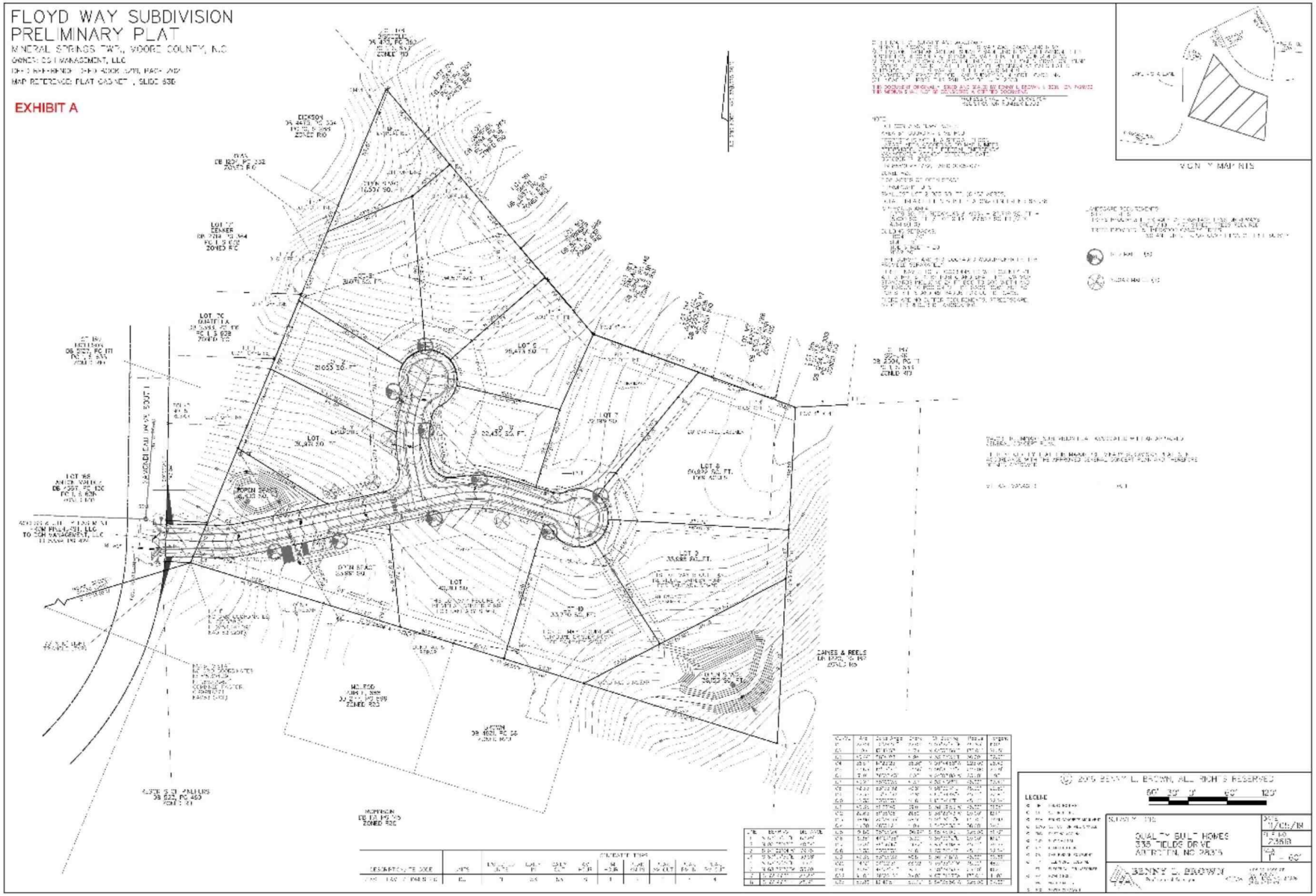
Proposed Floyd Way Site Plan with Wetlands

Previous Proposal



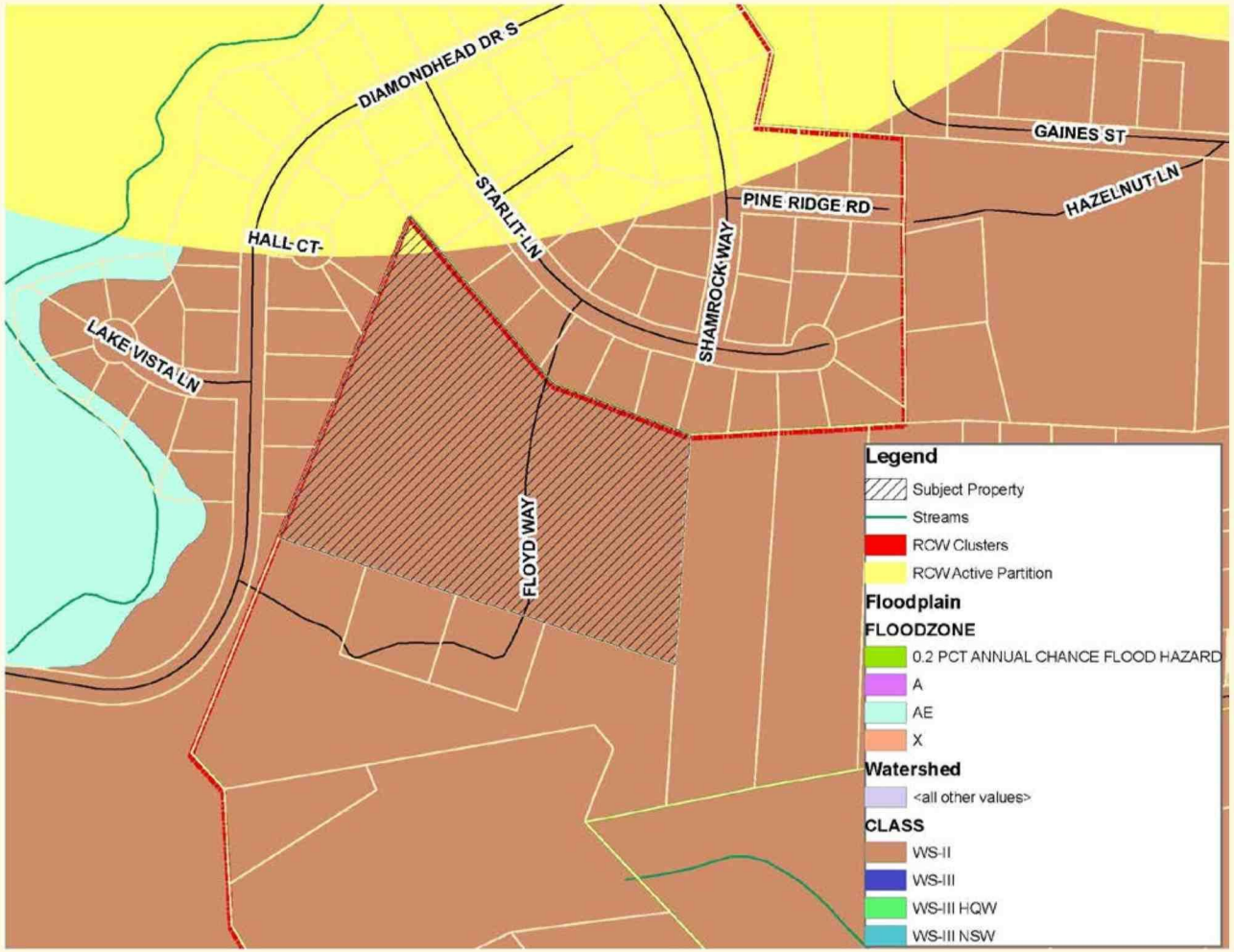

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RESORTS OF PINEHURST
GAMES & REELS
WETLANDS AS FLAGGED BY OTHERS
© 2016 BENNY L. BROWN, ALL RIGHTS RESERVED
60' 30' 0' 60' 120'
SURVEY FOR:
DUALITY HOMES
335 FLOYD DRIVE
ABERDEEN, NC 28315
BENNY L. BROWN
DATE 11/02/19
FILE NO. 23619
SCALE 1" = 60'

Previous Plat



Environmental Impacts

- No floodplains
- Wetland mapped in SE corner of plat. Will require delineation
- No impacts for red-cockaded woodpeckers (letter issued from the USFW)
- Located within the WS-II Watershed Protection District
  - Proposed density does not exceed 1 dwelling unit per acre



U.S. Fish and Wildlife Service
National Wetlands Inventory

Floyd Way Area Wetlands



August 19, 2020

Wetlands

- Estuarine and Marine Deepwater
- Estuarine and Marine Wetland
- Freshwater Emergent Wetland
- Freshwater Forested/Shrub Wetland
- Freshwater Pond
- Lake
- Other
- Riverine

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National Wetlands Inventory (NWI)
This page was produced by the NWI mapper

Planning and Zoning Board Action – July 9th

- Conducted a public hearing and recommended approval with the following conditions:

1. The lot width at the setback line be shown and dimensioned on the preliminary plat. **(Plat has been updated)**
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane. **(Updated plat includes stormwater easement)**
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance. **Staff recommends to not require this condition as it extends beyond the requirements of the PDO.**
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site. **(Staff recommends to not require this condition as it extends beyond the standards of the PDO.)**

Action By Village Council

- Reviews recommendation of the TRC and P&Z and either approve, conditionally approve, or reject the preliminary plat;
- **If the Village Council approves a plat with conditions, the reasons for requiring conditions shall be stated in the record of approval of the preliminary plat. Such conditions may include, but are not limited to:**
  - **The configuration of lots and streets;**
  - **The arrangement of utility networks on the property;**
  - **The location of dedicated land and rights-of-way;**
  - **The payment of fees in lieu of such dedications;**
  - **The location of required improvements.**

Action By Village Council cont.

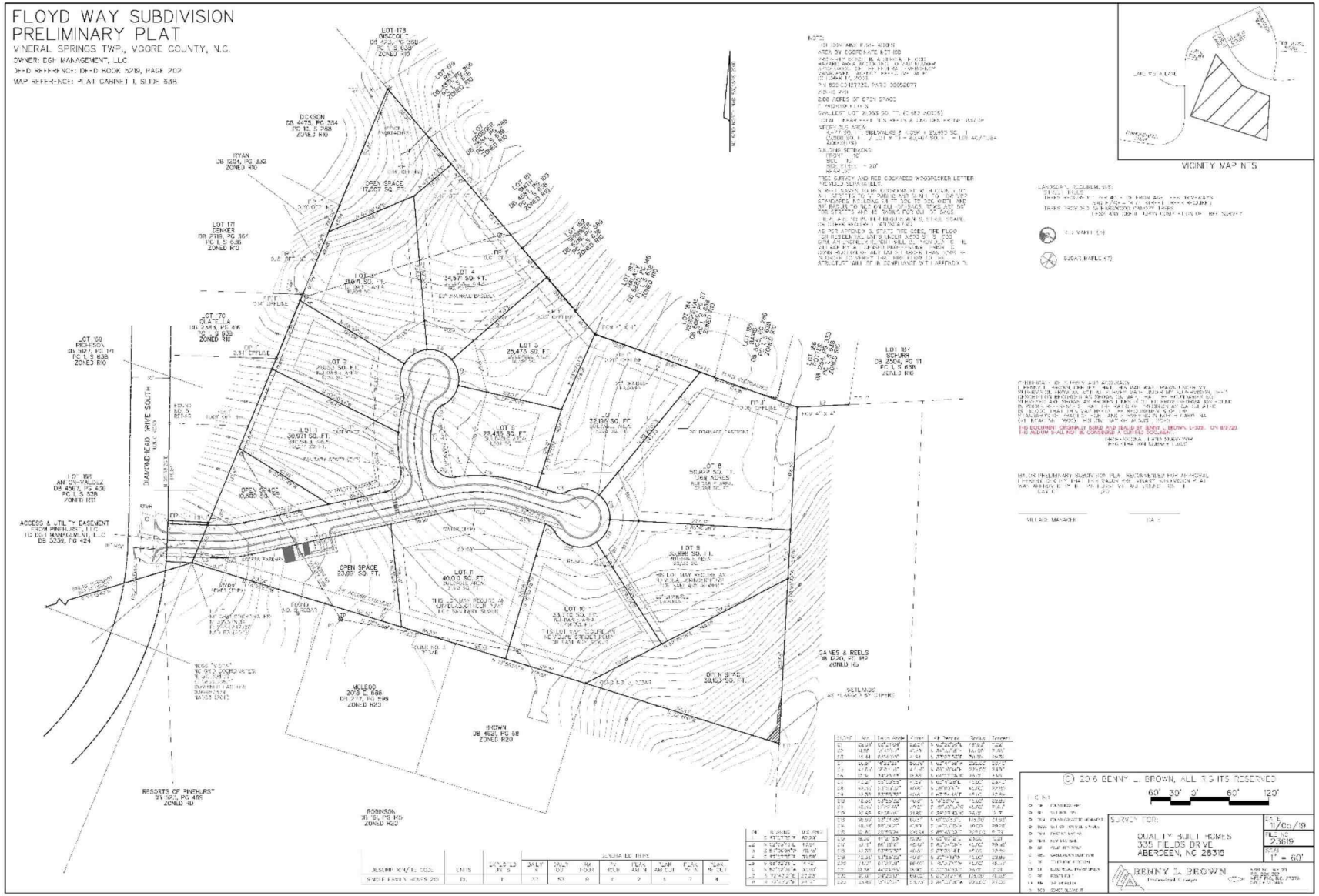
- If the Council rejects the preliminary plat, the reasons therefore shall be stated in the record along with recommendations for ways to revise the preliminary plat so it could be approved.

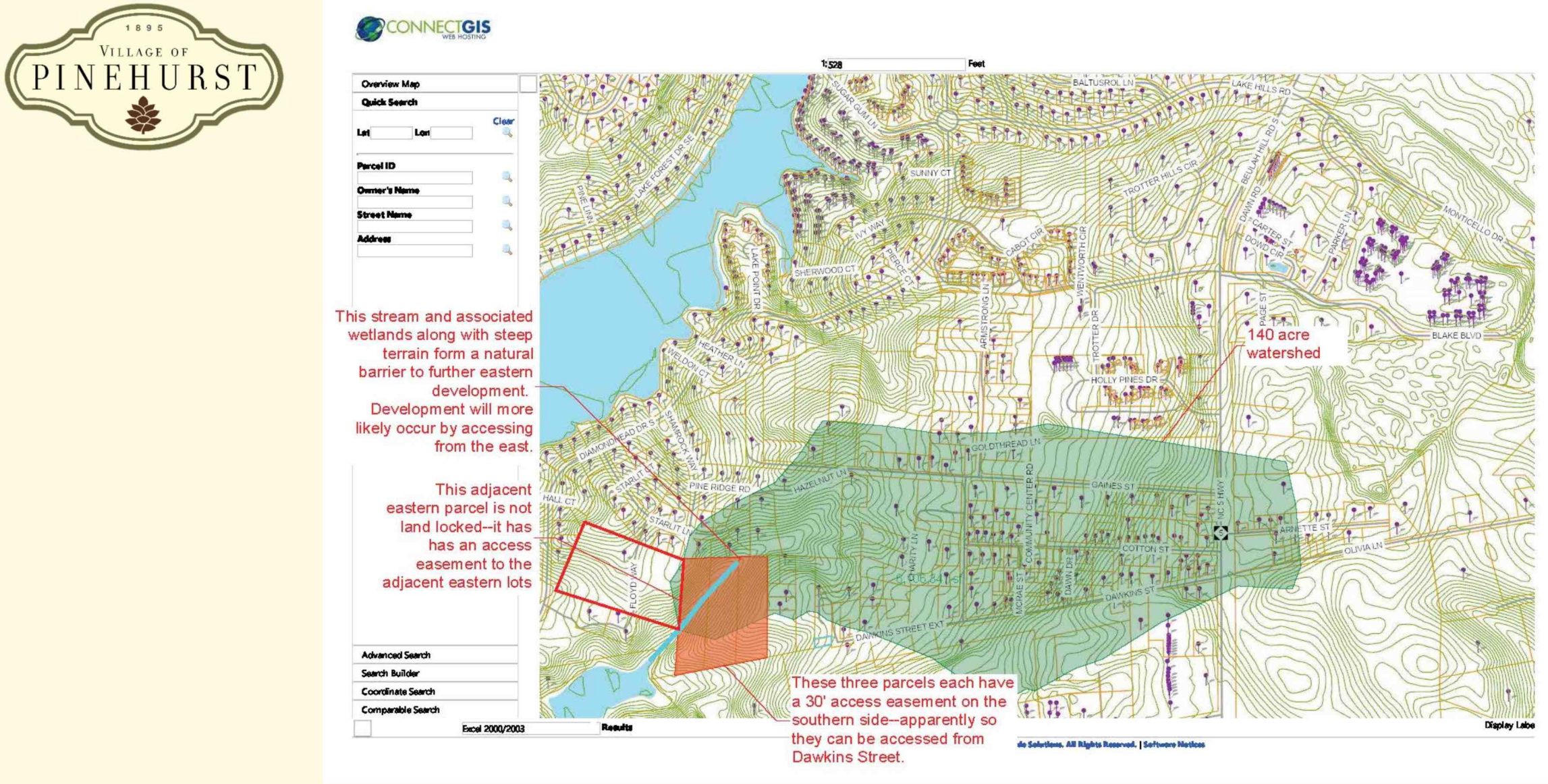
Additional Staff Research/Reviews

- Validity of RCW Letter
  - Staff contacted both Susan Miller and Caroline Krom and confirmed findings of letter
- Wetlands and springs
  - PDO doesn't regulate springs
  - There appear to be wetlands present. Delineation will be required to ensure that a 30 foot wide undisturbed buffer is maintained by Section 9.5.1.10 of the PDO.
  - Wetlands are to be shown on both preliminary and final plat. Updated plat does show "mapped wetlands by other". Staff will need review corresponding assessment document.

Additional Staff Research/Reviews

- Traffic Safety and Street Design
  - Intersection site triangle easements have been removed on plat being considered by Council since P&Z review.
    - Required for public safety
    - Required to be shown on Plat per Section 3.02a of the ESSM
    - Condition is being proposed by staff.
- Street Circulation and Connectivity
  - Condition recommending reservation of 50 foot wide street right of way to adjacent southern parcel.
  - Staff's original recommendation for an eastern connection is too difficult to achieve based on topography and environmental conditions.


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CONNECTGIS
WEB HOSTING
1:528
Feet
Overview Map
Quick Search
Clear
Lat
Lon
Parcel ID
Owner's Name
Street Name
Address
Advanced Search
Search Builder
Coordinate Search
Comparable Search
Excel 2000/2003
Results
Display Labe
BALTUSROL LN
LAKE HILLS RD
SUGAR GUM LN
SUNNY CT
IVY WAY
PINE LINN
LAKE FOREST DR SE
LAKE POINT DR
SHERWOOD CT
PIERCE CT
CABOT CIR
WENTWORTH CIR
TROTTER HILLS CIR
BEULAH HILL RD S
DAWN RD
CARTER ST
DOWD CIR
PARKER LN
MONTICELLO DR
PAGE ST
BLAKE BLVD
ARMSTRONG LN
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US 5 HWY
ARNETTE ST
OLIVIA LN
COTTON ST
CHARITY LN
FLOYD WAY
DAWN DR
MCRAE ST
DAWKINS ST
DAWKINS STREET EXT
140 acre watershed
This stream and associated wetlands along with steep terrain form a natural barrier to further eastern development. Development will more likely occur by accessing from the east.
This adjacent eastern parcel is not land locked--it has has an access easement to the adjacent eastern lots
These three parcels each have a 30' access easement on the southern side--apparently so they can be accessed from Dawkins Street.
de Solutions. All Rights Reserved. | Software Notices

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Floyd Way Area Wetlands



August 19, 2020

Wetlands

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Proposed Conditions

Planning & Zoning Board's Conditions	Staff's Recommendation
1. The lot width at the setback line be shown and dimensioned on the preliminary plat.	Remove – Updated subdivision plat now includes the lot width at that setback line.
2. Mitigate stormwater runoff at the rear of Lots 7 & 8 coming from the adjacent residential lots along Starlit Lane.	Remove – Updated subdivision plat now includes a stormwater easement.
3. The required street trees be selected from one of the species native to the Sandhills as listed in Appendix F of the Pinehurst Development Ordinance.	Remove – Appendix F includes suggested, but not required species. Subdivision plat meets PDO requirements for street trees and this proposed condition extends beyond the requirements of the PDO.
4. Recommend construction traffic to follow Linden Road and Burning Tree Road to access the site.	Remove – This proposed condition extends beyond the standards of the PDO.
Additional Staff Recommendations	
5. Wetland boundaries to be delineated at final platting and construction drawing phase to ensure an undisturbed 30 foot buffer is maintained to the identified wetlands per Section 9.5.1.10 of the Pinehurst Development Ordinance and shown on the final plat and construction drawings. Wetlands to be determined by using guidelines in the 1987 Army Corps of Engineers wetlands manual by a qualified professional such as a biologist or licensed surveyor. Findings of the wetland assessment shall be provided to Village of Pinehurst staff prior to approval of construction drawings and issuance of a development permit.	
6. In order to ensure reasonable means of ingress and egress for surrounding properties per Section 9.17.1.15 (B) and in keeping with 2019 Comprehensive Plan Strategy 4.13 regarding exploring transportation network improvements in any new or redevelopment, place a 50 foot wide road reservation west of Lot 11 running south to the Robinson property parcel #00054886 on the plat. Final placement of the road reservation to be compliant with the Village of Pinehurst Engineering Standards and Specifications Manual.	
7. As required for public health and safety, intersection sight triangle easements required by Section 3.02 a of the Engineering Standards and Specifications Manual be shown on the preliminary and final plats pursuant to Appendix E, Item 11. The Village is prohibited from requiring the applicant to acquire a right-of-way from property not owned by the applicant. The applicant did not include the requisite sight triangle easements in the applicant's updated preliminary plat submission. There are other available locations for which the development can gain access to Diamondhead Drive. Staff has been informed by the applicant that the applicant voluntarily obtained a right-of-way from Pinehurst LLC pursuant to G.S. 160A-307(B) on applicant's own volition.	

Staff Condition # 5

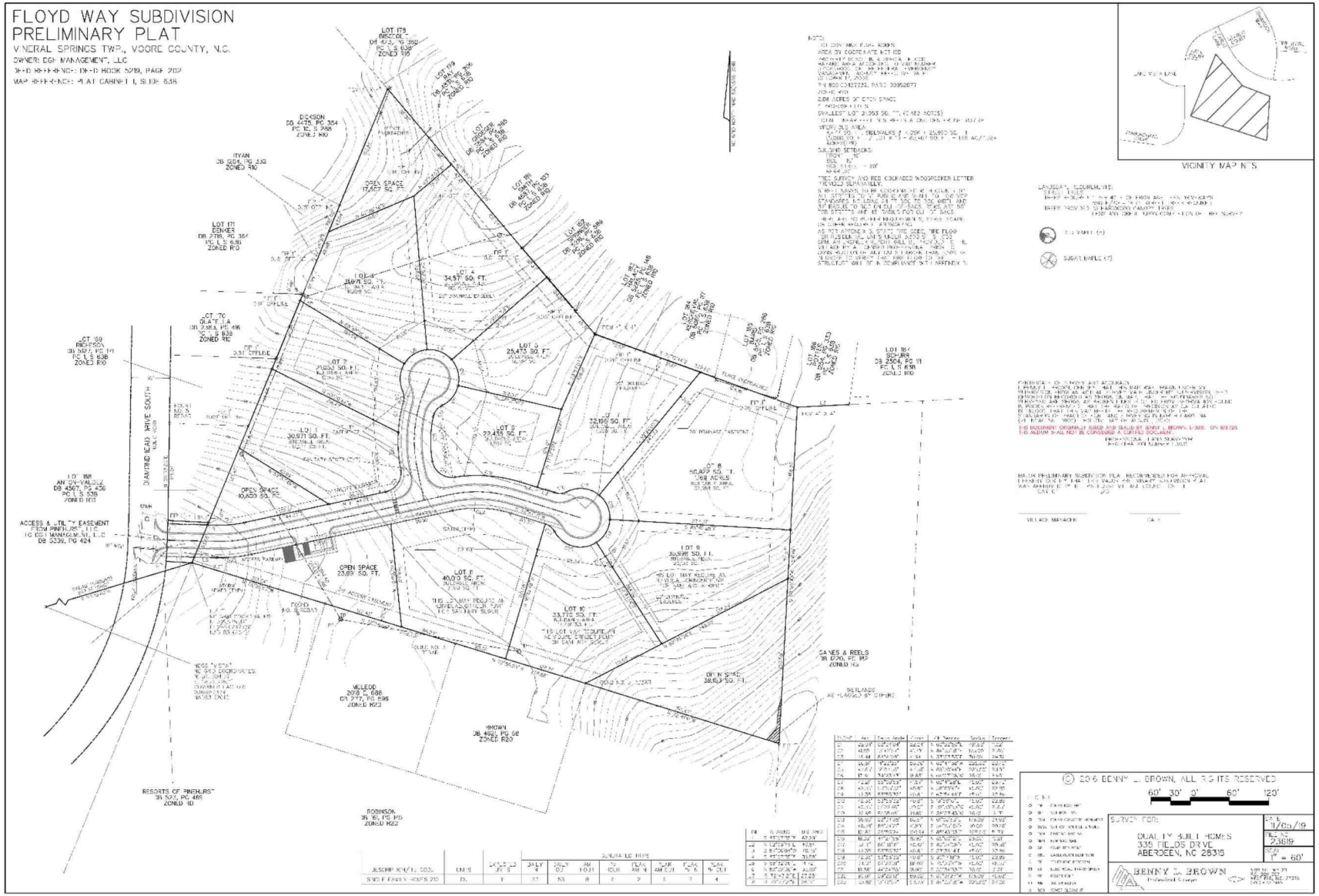
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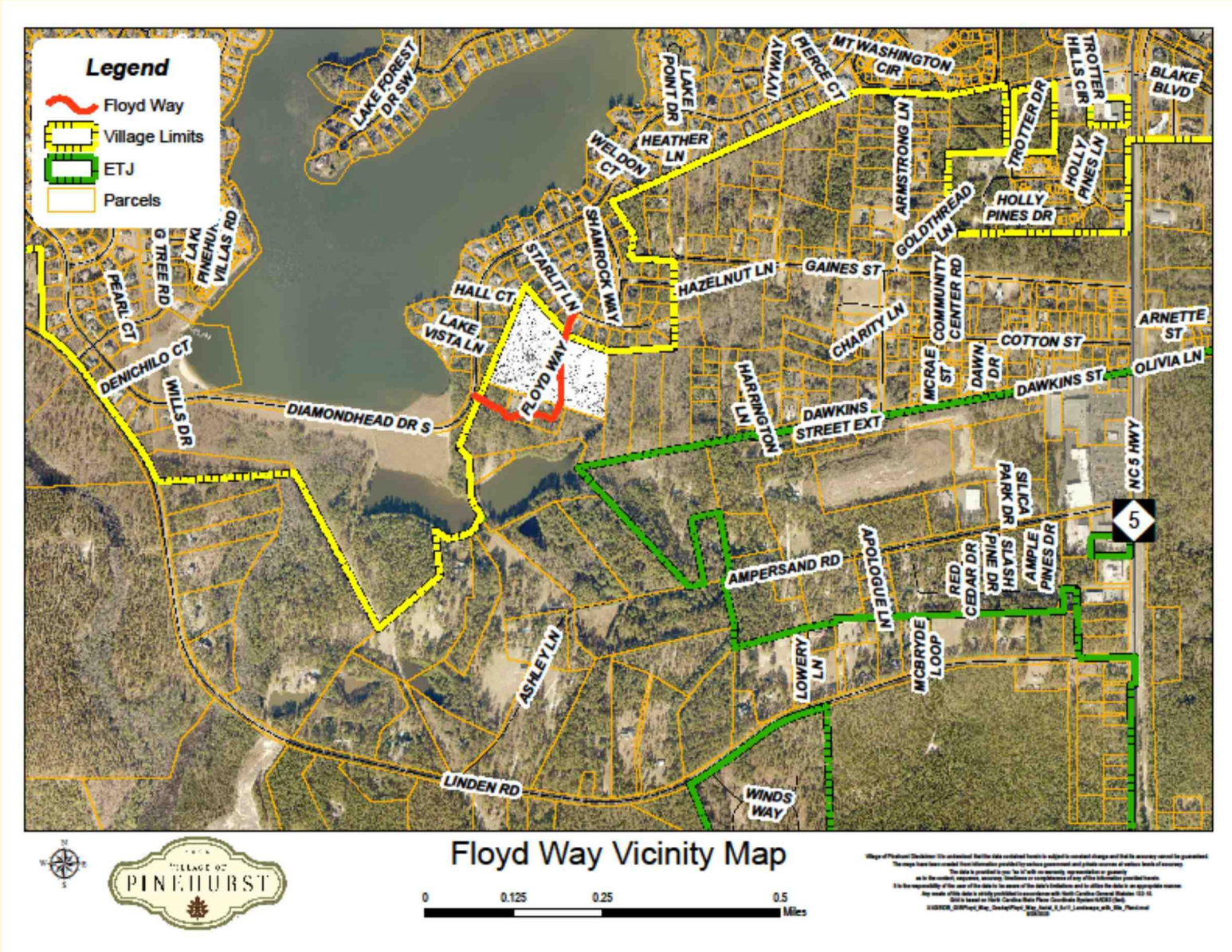
Staff Condition # 6

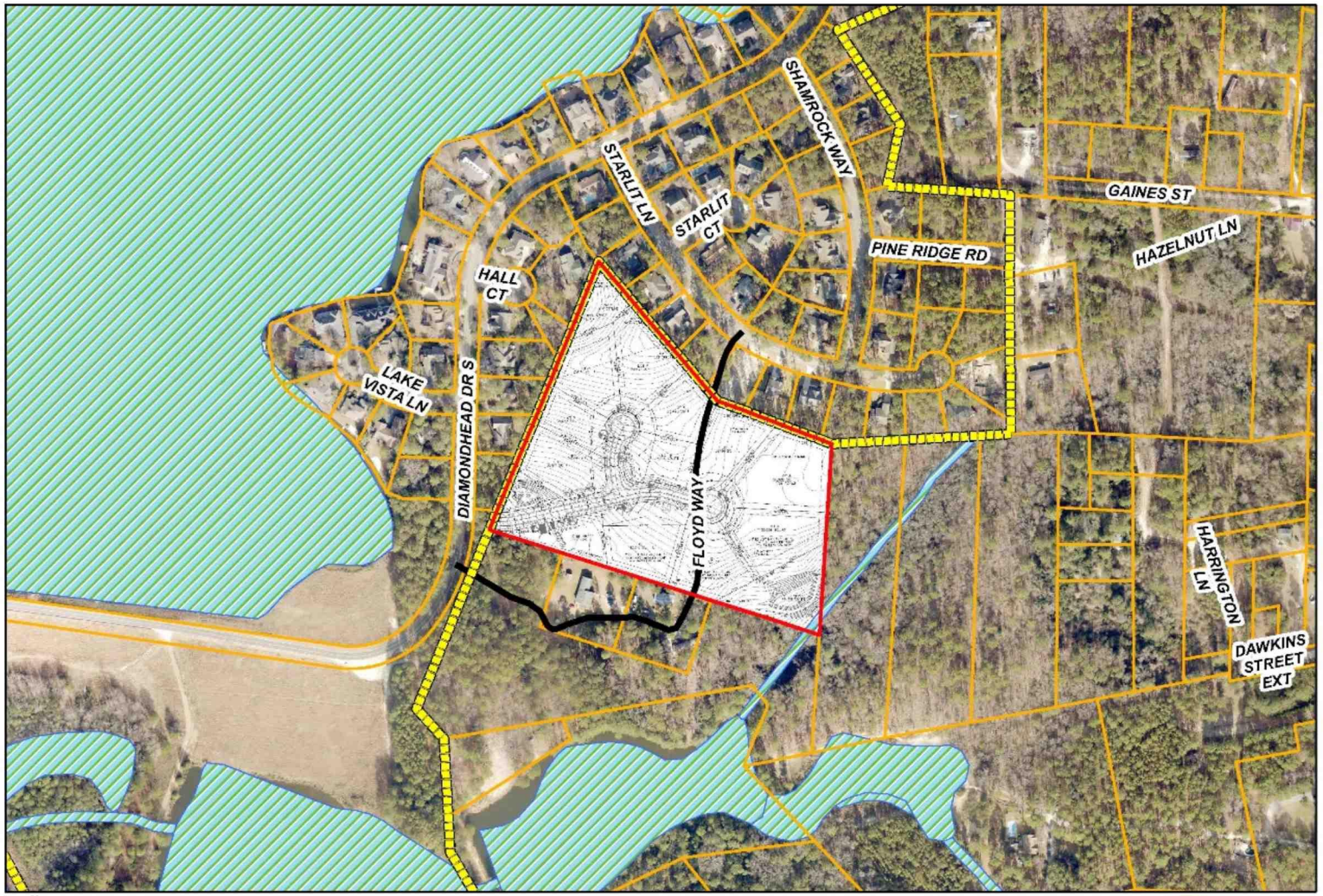
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Staff Condition # 7

- As required for public health and safety, intersection sight triangle easements required by Section 3.02 a of the Engineering Standards and Specifications Manual be shown on the preliminary and final plats pursuant to Appendix E, Item 11. The Village is prohibited from requiring the applicant to acquire a right-of-way from property not owned by the applicant. The applicant did not include the requisite sight triangle easements in the applicant's updated preliminary plat submission. There are other available locations for which the development can gain access to Diamondhead Drive. Staff has been informed by the applicant that the applicant voluntarily obtained a right-of-way from Pinehurst LLC pursuant to G.S. 160A-307(B) on applicant's own volition.


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DENICHILO CT
PEARL CT
G TREE RD
PINEHURST VILLAS RD
NC 5 HWY
SILICA PARK DR
SLASH PINE DR
AMPLE PINES DR
RED CEDAR DR
APOLOGUE LN
AMPERSAND RD
MCBRYDE LOOP
LOWERY LN
ASHLEY LN
LINDEN RD
WINDS WAY
5
Floyd Way Vicinity Map
0
0.125
0.25
0.5
Miles



Proposed Floyd Way Site Plan with Wetlands

Village Council – Special Use Request
855 Linden Road Accessory Dwelling

Request Public Hearing No.1

The purpose of this public hearing is to consider a request within R-30 Zoning District for approval of an Accessory Dwelling at 855 Linden Road. The property can be further identified in the Moore County Tax Registry by Moore County PIN Number #855200043484. The property owners and applicants are Fred and Kelly Chance.

855 Linden Road Special Use Request - Aerial Map



Legend

ADDRESS — STREETS — 855_Linden_Road

N

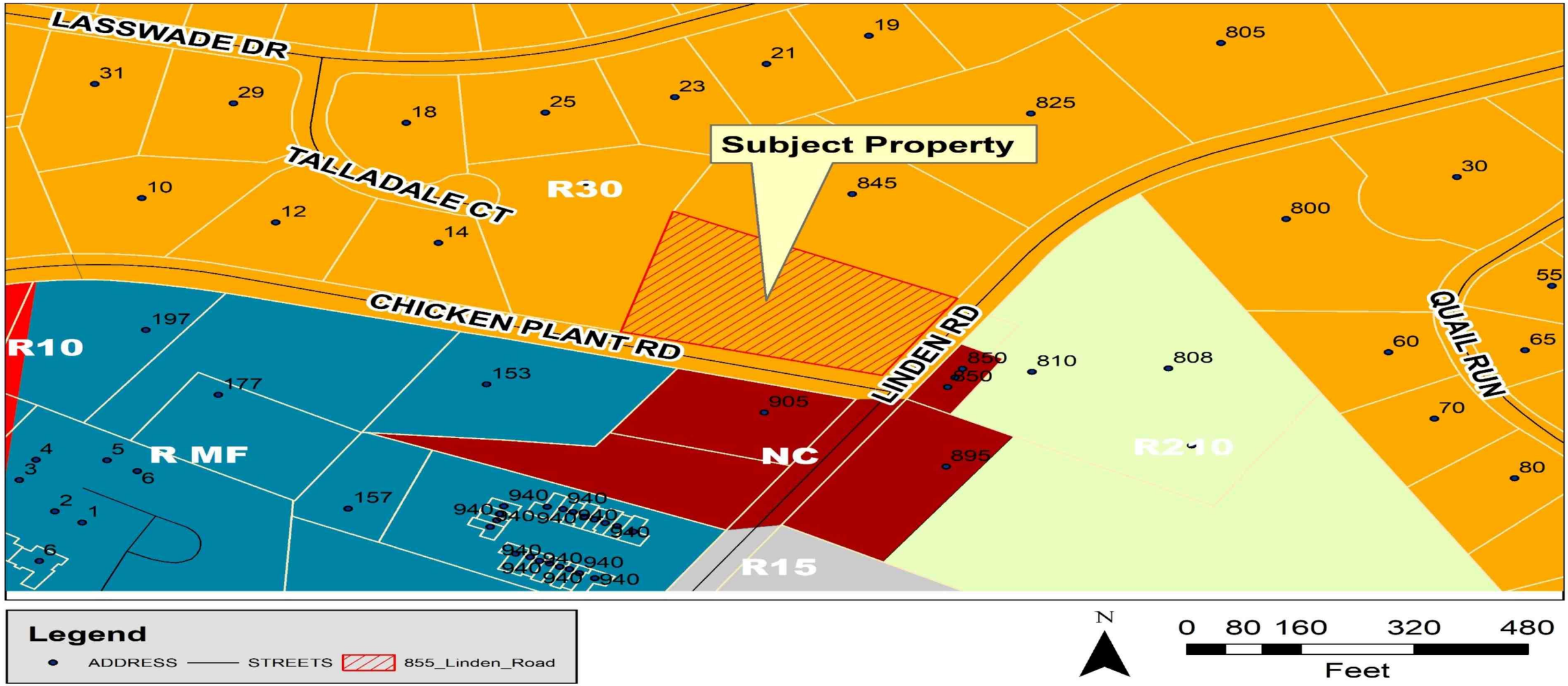
0 80 160 320 480

Feet

1895 Village of Pinehurst

Adjacent Land Use and Zoning		
Area	Existing Uses	Zoning
North	Single Family Residence	R-30
West	Single Family Residence	R-30
South	Single Family Residence, Restaurants, and Cabinet Business	RMF and NC
East	Church, Salon, and Single Family Residence	R-210 and NC

855 Linden Road Special Use Request - Zoning Map



Legend

ADDRESS — STREETS — 855_Linden_Road

N

0 80 160 320 480

Feet

Special Uses

According to Section 8.5.1 of the Pinehurst Development Ordinance (PDO) Special Use Permits require Village Council approval and must be approved in accordance with Section 4.5 of the PDO.

8.5.1 Symbols Used on Table of Uses

An "X" or "SU" or "SR" opposite the listed use in the District column(s) indicates the District or Districts in which a 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 this 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;

Section 4.5.6 Standards of Review for Special Uses

A. The proposed special use meets all required conditions and specifications.

B. The proposed special use is in harmony with the area, or compatible with the neighborhood.

C. The proposed special use will not materially endanger public health or safety.

D. The proposed special use will not substantially injure the value of adjoining property or be a public necessity.

E. The proposed special use will be in general conformity with the Comprehensive Long Range Plan.

SR-109 Special Requirements for Accessory Dwellings

1. An accessory dwelling may be within, attached, or separate from the principal building;
2. The principal use of the lot shall be a detached dwelling, built to the standards of the North Carolina State Building Code;
3. No more than one accessory dwelling shall be permitted on a single deeded lot in conjunction with the principal dwelling unit;
4. The accessory dwelling shall be owned by the same person as the principal dwelling;
5. The accessory dwelling shall not be served by a driveway separate from that serving the principal dwelling, except where access is available from another public way and where impacts on adjacent properties are minimized.

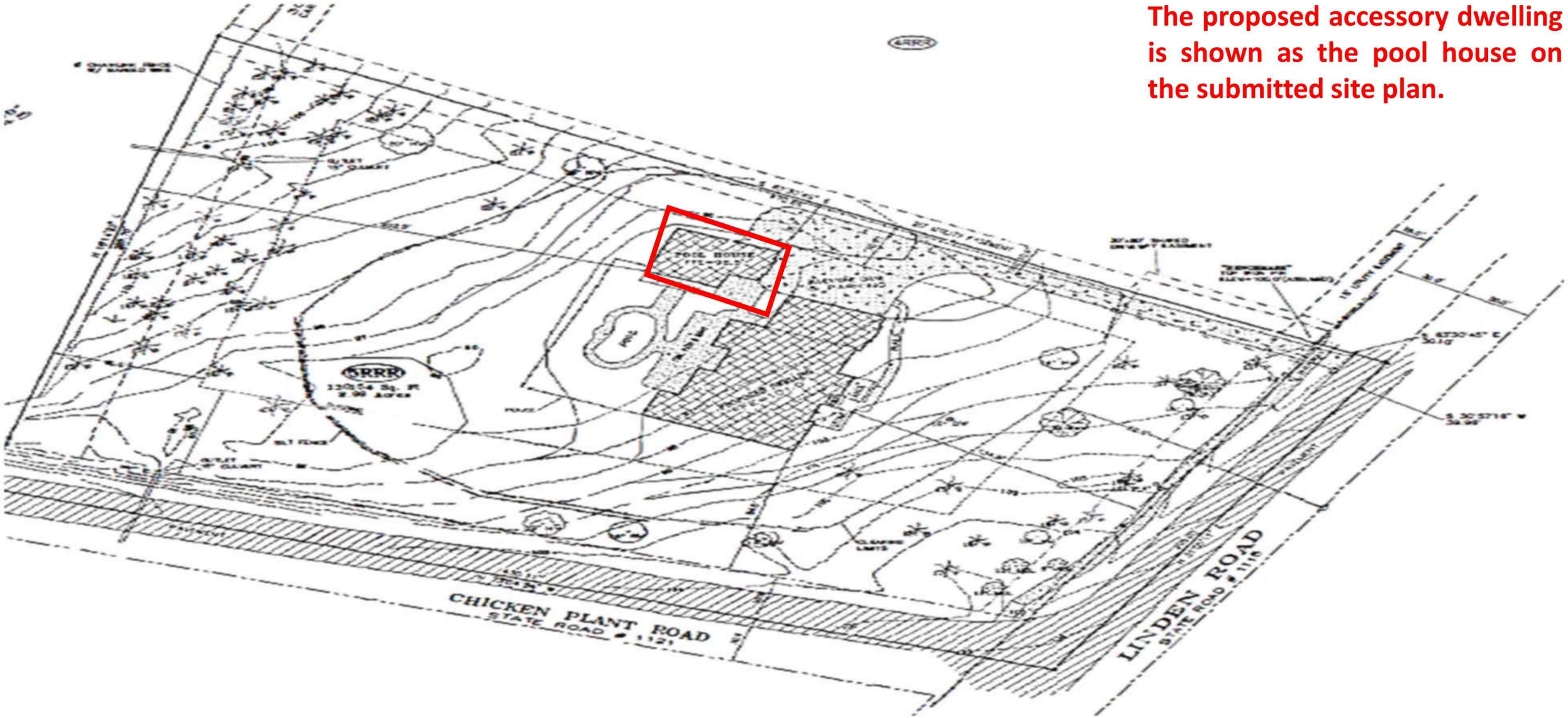
SR-109 Special Requirements for Accessory Dwellings Continued

6. An accessory dwelling shall not exceed thirty percent (30%) of the heated floor area of the principal dwelling, or six hundred (600) square feet, whichever is greater.
7. A detached accessory dwelling structure may be dwelling area only or may combine the dwelling with a garage, workshop, studio, or similar use, provided that the total floor area of the structure does not exceed the thirty percent (30%) limitation for an accessory building as set forth in SR-108;
8. A detached accessory dwelling shall be located in the established side or rear yard and meet the standards for accessory building setbacks.
9. In the Historic District accessory dwellings shall not require a special use permit; however, all special requirements shall apply.

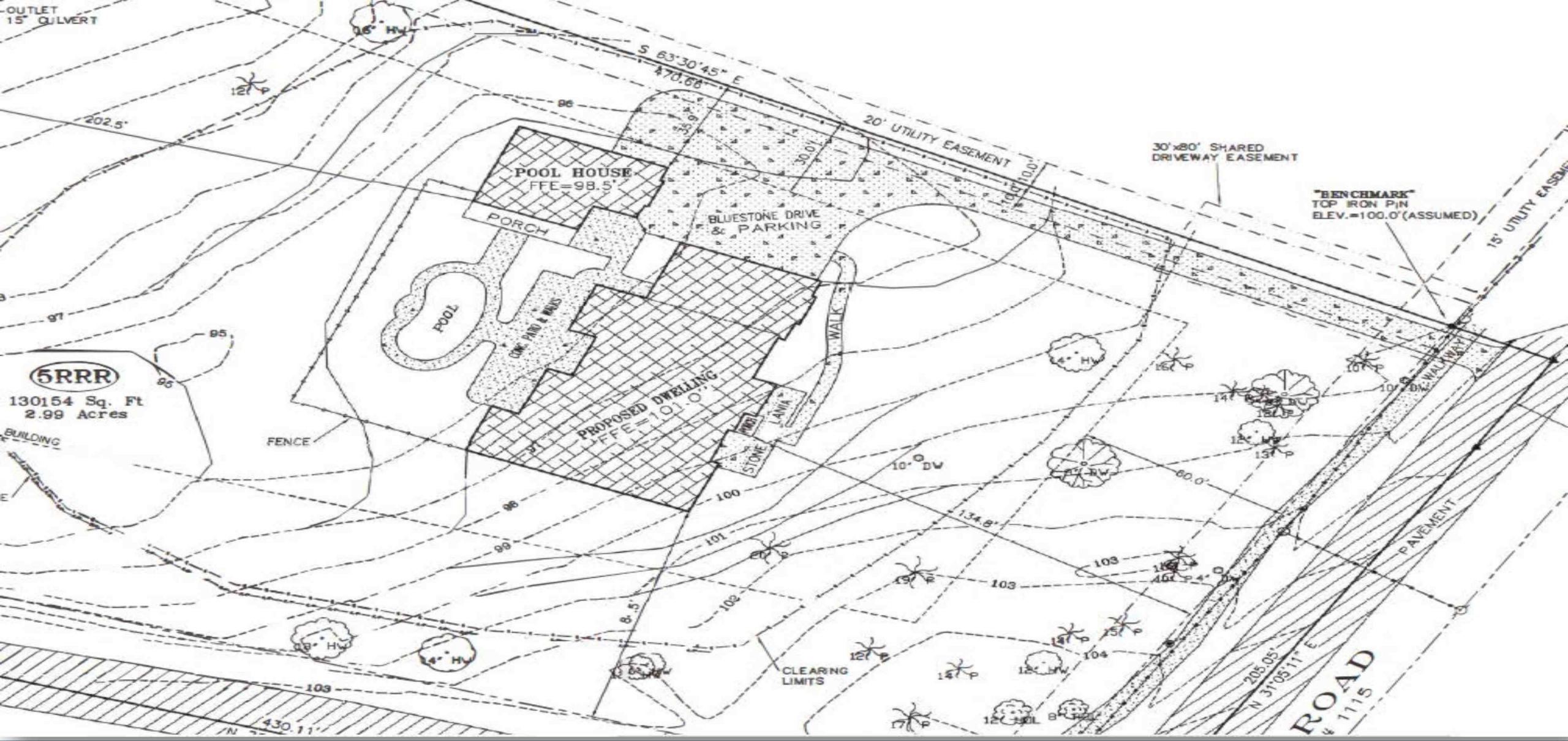
Applicants' Submitted Material

1. Complete application
2. Site plan
3. Landscape plans
4. Building plans
5. Justification/Responses to the Section 4.5.6 Standards of Review

The proposed accessory dwelling is shown as the pool house on the submitted site plan.



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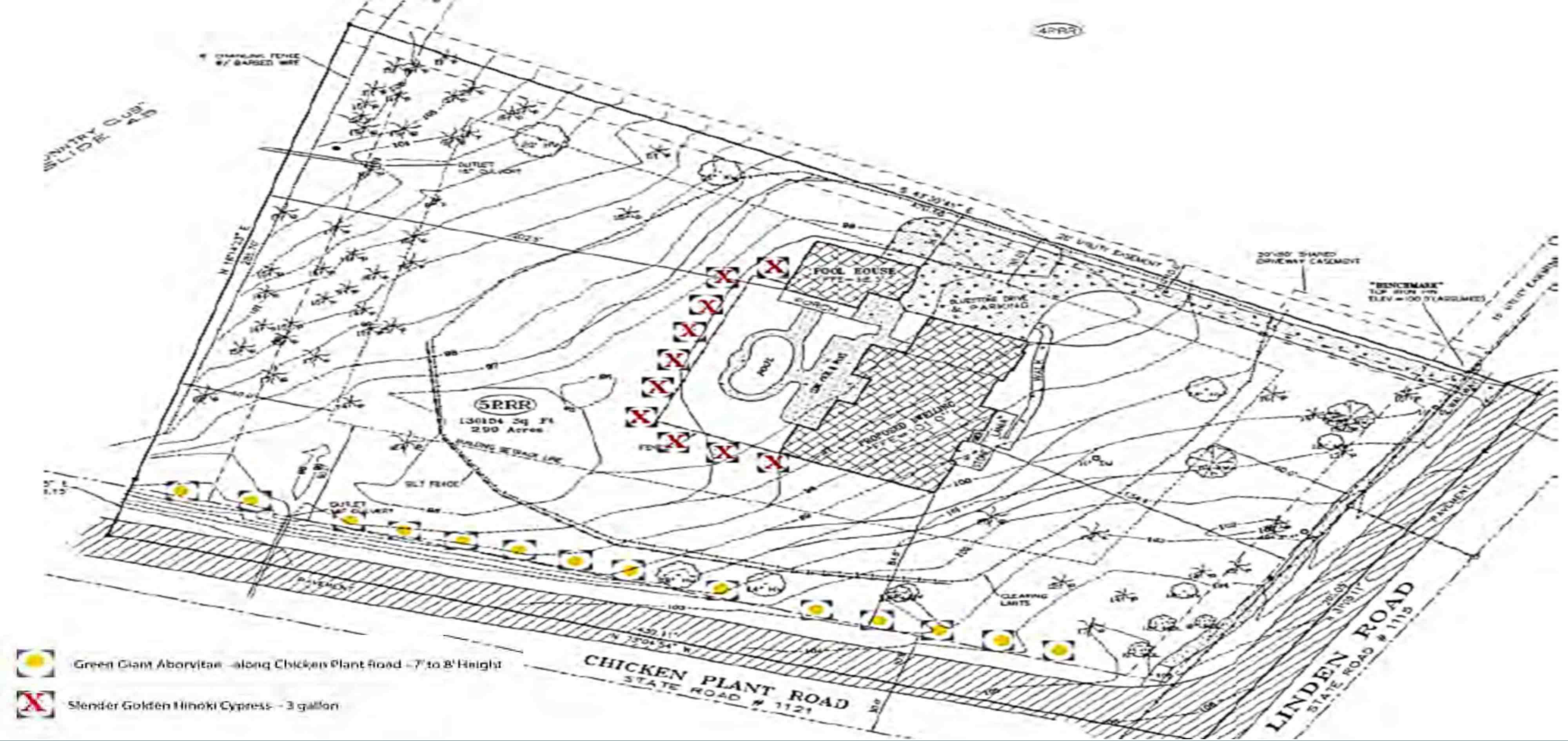


1895
VILLAGE OF
PINEHURST

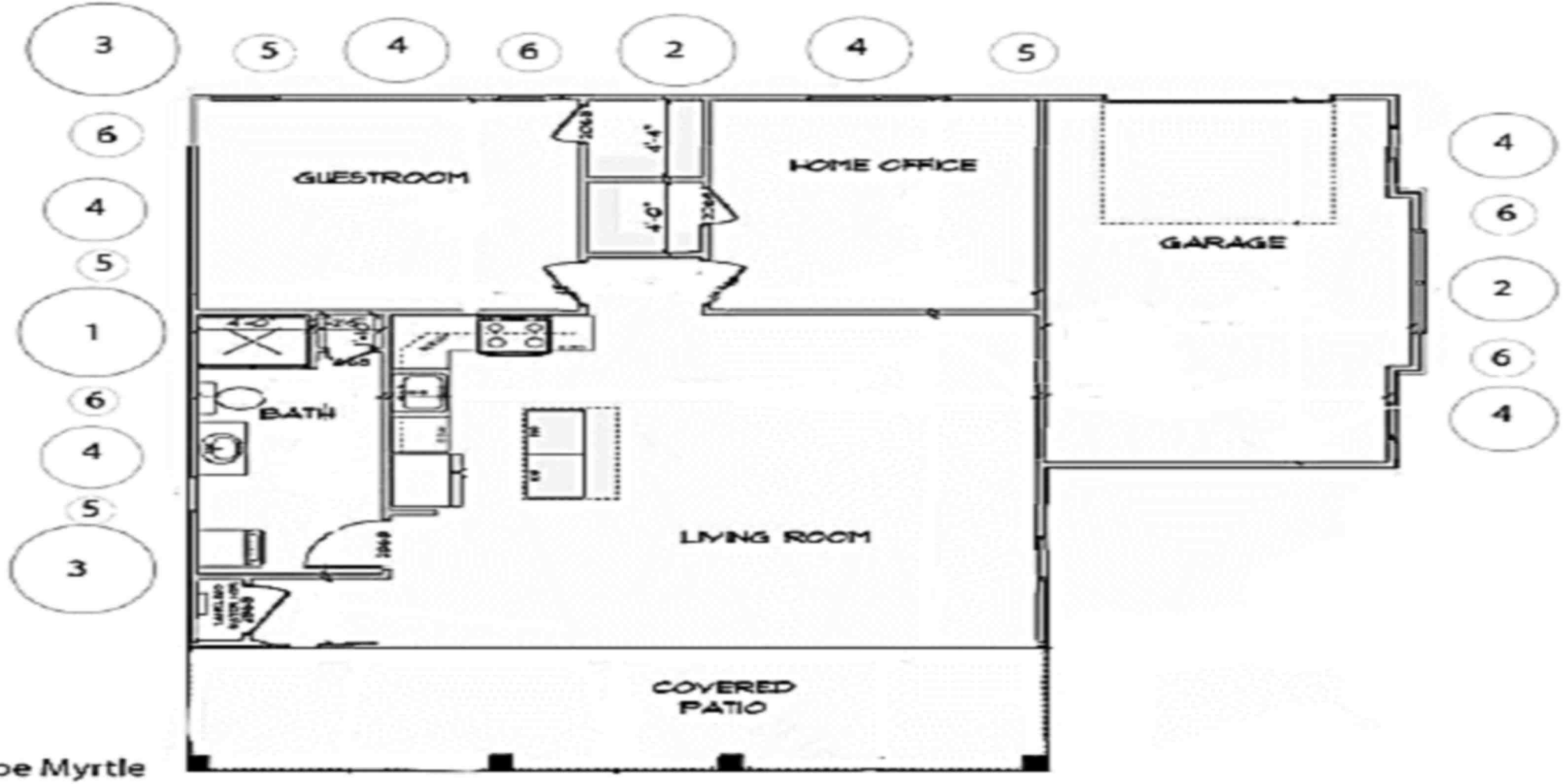
Table 9.2a Dimensional Requirements Accessory Dwelling		
Dimensional Standard	Requirement	Proposed
Minimum Accessory Building Side Setback from Property Line	10 feet	35.9 feet (surveyed)
Minimum Accessory Building Rear Setback from Property Line	10 feet	202.5 feet (surveyed)
Minimum Accessory Building Setback from Public or Private Street Right(s) of Way (ROW)	20 feet	204 feet (scaled)

Table 9.2a Dimensional Requirements Principal Dwelling		
Dimensional Standard	Requirement	Proposed/Existing
Minimum Lot Size	30,000 square feet	130,154 square feet
Minimum Front Yard Setback	40 feet	134.8 feet (surveyed)
Minimum Side Yard Setback	20 feet	54 Feet (scaled)
Minimum Rear Yard Setback	30 feet	216 Feet (scaled)
Minimum Side Street Setback	20 feet	**84.5 feet (surveyed)**
Maximum Building Height	35 feet	29.3 (from application)

Impervious Data and Calculation From the Surveyed Site Plan	
Size of the Lot	130,154 Square Feet
House	5,046 Square Feet
Accessory Dwelling (Pool House)	1,425 Square Feet
Walk and Patio	2,682 Square Feet
Driveway	5,281 Square Feet
Total Impervious	14,434 Square Feet
Percent of Impervious Coverage	(14,434÷130,154) 100 = **11.089%**



1895 Village of PINEHURST



1. Oakleaf Holly
2. Lunar Magic Crape Myrtle
3. Semi-Dwarf Red Rooster Crape Myrtle
4. Ruby Red Crimson Fire
5. Maui Ixora
6. Rose Creek Abella

Pool House Landscape Plan

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PINEHURST

EXHIBIT G

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DESIGN, LLC





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EXHIBIT G

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FRONT ELEVATION

SCALE: 3/8" = 1'-0"



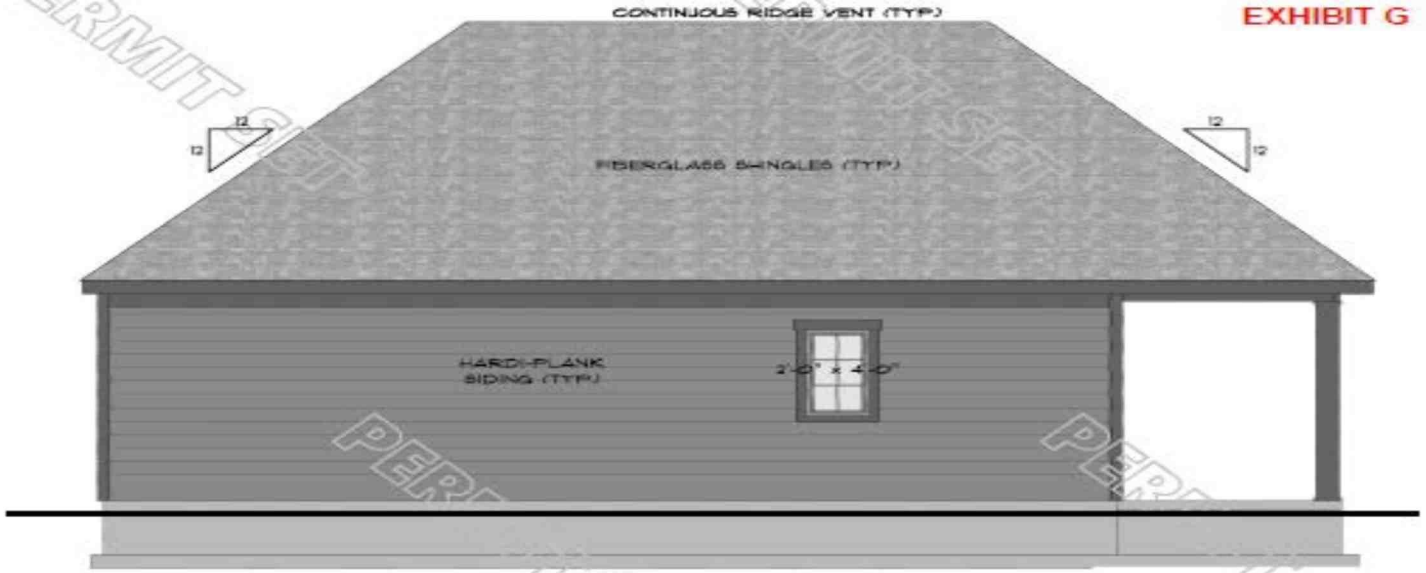
REAR ELEVATION

SCALE: 3/8" = 1'-0"

PERMIT SET

EXHIBIT G

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SENSIBLE HOME
DESIGN, LLC



LEFT ELEVATION

SCALE: 3/8" = 1'-0"



RIGHT ELEVATION

SCALE: 3/8" = 1'-0"

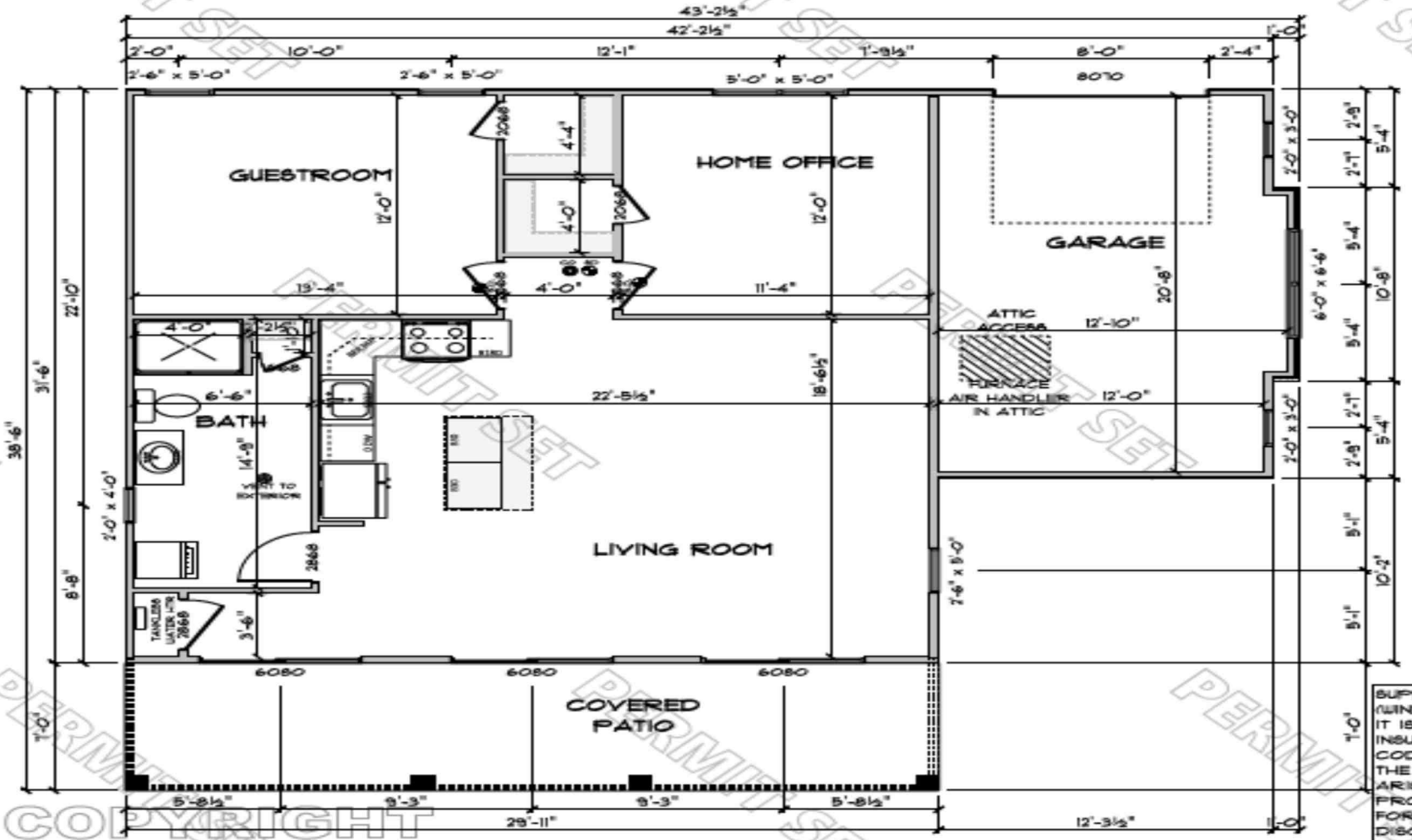
PERMIT SET

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SENSIBLE HOME
DESIGN, LLC

EXHIBIT G

SMOKE DETECTOR NOTE:
RCO 314.3 Smoke detectors are required in each sleeping room, outside each sleeping area (vicinity of sleeping rooms), and on each building level (including basements) on each level smoke alarms utilizing photoelectric and ionization technologies shall be installed. Smoke detector in master bedroom must be located at highest ceiling level.

315.1 CARBON MONOXIDE ALARMS
An approved carbon monoxide alarm shall be installed outside of each separate sleeping area in the immediate vicinity of the bedrooms in dwelling units within which fuel-fired appliances are installed and in dwelling units that have attached garages.



FIRST FLOOR PLAN

SCALE: 3/8" = 1'-0"

SUPPLIER NOTE:
(WINDOWS, TRUSSES, CABINETS, STAIRS, ETC...)
IT IS THE RESPONSIBILITY OF THE SUPPLIER OR MANUFACTURER INSURE THAT THEIR PRODUCT IS IN COMPLIANCE WITH LOCAL CODES AND THE PRODUCT FITS WITHIN THE SPECIFICATIONS OF THE HOUSE AS IT SITS. VARIATIONS FROM THE PLAN MAY ARISE AND FIELD VERIFICATION IS THE ONLY WAY TO INSURE PROPER FIT AND SIZE. SENSIBLE HOME DESIGN IS NOT RESPONSIBLE FOR PRODUCTS THAT DO NOT FIT. IF THERE IS A DIMENSIONAL DISCREPANCY PLEASE CONTACT SHD AT 513-520-4060 AND A CORRECTED COPY OF THE PLANS WILL BE DISTRIBUTED.

IF AT ANYTIME THERE IS A NOTE OR SYMBOL THAT DOES NOT WORK OR CREATES A DISCREPANCY IT IS THE RESPONSIBILITY OF THE SUPPLIER OR MANUFACUTERER TO RESOLVE THE ISSUE WITH THE BUILDER OR SHD.

PERMIT SET
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SENSIBLE HOME DESIGN, LLC

1895 VILLAGE OF PINEHURST

EXHIBIT H



FRONT ELEVATION
SCALE: 1/4" = 1'-0"



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DESIGN, LLC

PERMIT SET

SR-109 Requirement 855 Linden Road Check List	
Accessory Dwelling attached, within, or detached?	Proposed to be detached
Built to NC State Building Code?	The proposed accessory dwelling meets NC Building Code
No more than one accessory dwelling?	Only one accessory dwelling has been proposed
Single Ownership?	Fred and Chance Kelly would own both the principal structure and accessory structure.
Separate Driveway?	One driveway serves the both the principal structure and accessory structure

SR-109 Requirement 855 Linden Road Check List Continued	
Is the Accessory Dwelling less than 30 percent of the heated floor area of the Principal Dwelling?	**Proposed Principal Dwelling** 5504 **Accessory Dwelling** 1425 **Percentage** (1425/5504)100 = **25.89 percent**
Combined area of the garage and accessory dwelling is less than 30 percent of total floor area of Principal Structure?	Same as above. The Principal Structure's garage is conditioned.
Located in the defined rear or side yard.	The proposed accessory dwelling is located in the rear yard
Located in the Historic District?	Not Applicable.

At this time, staff would like to submit the following into the record:

- Staff Report
- Presentation
- Application,
- Applicant's material
- Photos/Site Plans
- Findings of Fact

With that staff concludes their presentation and would be happy to answer any questions.