

VILLAGE OF PINEHURST



FINANCIAL STATEMENTS
FOR THE TWELVE MONTHS ENDED
JUNE 30, 2016

**Village of Pinehurst
Financial Statements
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Village of Pinehurst
Combined Balance Sheet - All Fund Types
June 30, 2016

	Governmental Fund Type	Account Groups		Totals June 30, 2016	Totals June 30, 2015
	General Fund	General Capital Assets	General Long - Term Debt		
ASSETS					
Cash & investments	\$ 8,578,105	\$ -	\$ -	\$ 8,578,105	\$ 7,513,509
Taxes receivable	24,582	-	-	24,582	22,983
Assessments receivable	131,362	-	-	131,362	67,391
Due from other governmental agencies	1,425,714	-	-	1,425,714	1,402,343
Interest receivable	9,041	-	-	9,041	7,509
Other receivables	14,946	-	-	14,946	16,820
Prepaid items	118,979	-	-	118,979	124,296
Inventory	39,799	-	-	39,799	44,494
Capital assets	-	40,551,230	-	40,551,230	38,806,674
Amounts to be provided for retirement of general long-term debt	-	-	2,834,436	2,834,436	2,697,718
TOTAL ASSETS	\$ 10,342,528	\$ 40,551,230	\$ 2,834,436	\$ 53,728,194	\$ 50,703,737
LIABILITIES AND FUND EQUITY					
Accounts payable	\$ 182,549	\$ -	\$ -	\$ 182,549	\$ 270,036
Withholdings & accrued expenses	589,690	-	-	589,690	539,373
Accrued vacation	-	-	639,308	639,308	620,879
Net pension obligation (LEO)	-	-	268,823	268,823	235,014
Net pension liability (LGERS)	-	-	490,982	490,982	-
Deposits	86,899	-	-	86,899	70,274
Unavailable revenues	158,046	-	-	158,046	94,560
Residential assurance deposits	-	-	-	-	-
Long-term debt	-	-	1,435,323	1,435,323	1,841,825
 Total Liabilities	 1,017,184	 -	 2,834,436	 3,851,620	 3,671,961
EQUITY					
Investment in general capital assets	-	40,551,230	-	40,551,230	38,806,674
Fund Balance:					
Nonspendable:					
Inventory	39,799	-	-	39,799	44,494
Prepaid items	118,979	-	-	118,979	124,296
Restricted:					
Stabilization by state statute	1,474,901	-	-	1,474,901	1,601,410
Transportation	-	-	-	-	-
Committed:					
Capital Project fund expenditures	-	-	-	-	-
Special Revenue fund expenditures	-	-	-	-	-
Assigned:					
Designated for expenditures	1,001,685	-	-	1,001,685	1,375,639
Unassigned	6,689,980	-	-	6,689,980	5,079,263
 Total equity	 9,325,344	 40,551,230	 -	 49,876,574	 47,031,776
TOTAL LIABILITIES & EQUITY	\$ 10,342,528	\$ 40,551,230	\$ 2,834,436	\$ 53,728,194	\$ 50,703,737

Village of Pinehurst
Statement of Revenues, Expenditures and Changes in Fund Balance
Budget and Actual - General Fund
Twelve Months Ended June 30, 2016

	Annual Budget as of 6/30/2016	Quarterly Budget as of 6/30/2016	YTD as of 6/30/2016	YTD as of 6/30/2015	Current Year Over (Under) Prior Year	% of 2016 Budget Spent / Received YTD
Revenues						
Ad valorem taxes & penalties	\$ 9,573,000	\$ 9,573,000	\$ 9,697,697	\$ 9,792,365	\$ (94,668)	101.30%
Assessments	29,075	29,075	45,741	20,116	25,625	157.32%
Other taxes and licenses	-	-	8,745	2,010	6,735	100.00%
Intergovernmental revenues:						
Unrestricted	5,249,400	5,249,400	5,328,610	4,979,172	349,438	101.51%
Restricted	505,450	505,450	509,245	554,300	(45,055)	100.75%
Permits & fees	556,300	556,300	632,033	578,518	53,515	113.61%
Sales & service	652,000	652,000	729,626	629,899	99,727	111.91%
Other revenues	169,680	169,680	195,642	182,345	13,297	115.30%
Interest earned on investments	10,200	10,200	25,932	9,833	16,099	254.24%
TOTAL REVENUES	16,745,105	16,745,105	17,173,271	16,748,558	424,713	102.56%
Operating Expenditures						
Governing Body	233,248	233,248	166,703	180,596	(13,893)	71.47%
Administration	1,094,434	1,094,434	1,033,153	988,330	44,823	94.40%
Financial Services	621,130	621,130	610,051	550,221	59,830	98.22%
Human Resources	356,390	356,390	309,259	320,363	(11,104)	86.78%
Police	2,782,714	2,782,714	2,564,223	2,596,544	(32,321)	92.15%
Fire	2,749,328	2,749,328	2,484,032	2,492,200	(8,168)	90.35%
Inspections	231,685	231,685	185,192	225,028	(39,836)	79.93%
Public Services Administration	406,560	406,560	357,173	357,859	(686)	87.85%
Streets & Grounds	1,258,840	1,258,840	1,163,805	1,205,896	(42,091)	92.45%
Powell Bill Funds	659,000	659,000	646,835	806,847	(160,012)	98.15%
Solid Waste	1,386,900	1,386,900	1,257,365	1,404,495	(147,130)	90.66%
Recreation	1,363,859	1,363,859	1,240,069	1,195,405	44,664	90.92%
Library	225,000	225,000	225,000	405,000	(180,000)	100.00%
Harness Track	516,910	516,910	448,173	467,593	(19,420)	86.70%
Fair Barn	311,420	311,420	262,099	246,702	15,397	84.16%
Planning	645,070	645,070	527,678	562,471	(34,793)	81.80%
Community Development	228,540	228,540	187,654	232,423	(44,769)	82.11%
Debt Service	464,304	464,304	464,223	494,532	(30,309)	99.98%
Contingency	43,000	43,000	-	-	-	0.00%
Total Operating Expenditures	15,578,332	15,578,332	14,132,687	14,732,505	(599,818)	90.72%
Capital Outlay Expenditures						
Administration	66,945	66,945	23,584	90,952	(67,368)	35.23%
Financial Services	900	900	-	2,187	(2,187)	0.00%
Human Resources	450	450	-	1,094	(1,094)	0.00%
Police	139,385	139,385	88,982	129,863	(40,881)	63.84%
Fire	114,215	114,215	98,021	98,677	(656)	85.82%
Inspections	25,355	25,355	22,864	1,172	21,692	90.18%
Public Services Administration	486,285	486,285	285,093	978	284,115	58.63%
Streets & Grounds	309,228	309,228	272,213	396,368	(124,155)	88.03%
Powell Bill Funds	141,000	141,000	48,952	21,115	27,837	0.00%
Solid Waste	325,780	325,780	319,633	182,305	137,328	98.11%
Recreation	657,520	657,520	466,593	100,957	365,636	70.96%
Harness Track	190,790	190,790	162,403	144,450	17,953	85.12%
Fair Barn	72,865	72,865	50,382	73,277	(22,895)	69.14%
Planning	26,145	26,145	-	2,889	(2,889)	0.00%
Community Development	170,700	170,700	159,234	311,736	(152,502)	93.28%
Total Capital Outlay Expenditures	2,727,563	2,727,563	1,997,954	1,558,020	439,934	73.25%
TOTAL EXPENDITURES	18,305,895	18,305,895	16,130,641	16,290,525	(159,884)	88.12%
REVENUES OVER (UNDER) EXPENDITURES	(1,560,790)	(1,560,790)	1,042,630	458,033	584,597	

Village of Pinehurst
Statement of Revenues, Expenditures and Changes in Fund Balance
Budget and Actual - General Fund
Twelve Months Ended June 30, 2016

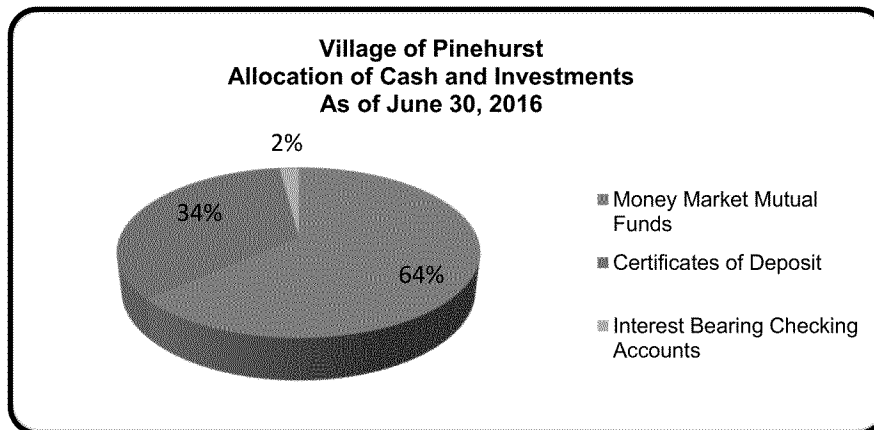
	Annual Budget as of 6/30/2016	Quarterly Budget as of 6/30/2016	YTD as of 6/30/2016	YTD as of 6/30/2015	Current Year Over (Under) Prior Year	% of 2016 Budget Spent / Received YTD
Other Financing Sources (Uses)						
Operating transfers in	\$ -	\$ -	\$ -	\$ 2,897	\$ (2,897)	0.00%
Sales of capital assets	50,000	50,000	57,612	15,328	42,284	115.22%
Total Other Fin. Sources (Uses)	<u>50,000</u>	<u>50,000</u>	<u>57,612</u>	<u>18,225</u>	<u>39,387</u>	115.22%
REVENUES AND OTHER FINANCING SOURCES OVER (UNDER) EXP AND OTHER FINANCING USES	(1,510,790)	(1,510,790)	1,100,242	476,258	623,984	
Appropriated Fund Balance	<u>1,510,790</u>	<u>1,510,790</u>	<u>-</u>	<u>-</u>	<u>-</u>	
EXCESS OF REVENUES, OTHER FINANCING SOURCES AND FUND BALANCE APP. OVER (UNDER) EXP AND OTHER FIN. USES	<u>\$ -</u>	<u>\$ -</u>	1,100,242	<u>\$ 476,258</u>	<u>\$ 623,984</u>	
FUND BALANCE, JULY 1			<u>8,225,102</u>			
FUND BALANCE, JUNE 30			<u>\$ 9,325,344</u>			

**Village of Pinehurst
Schedule of Cash and Investment
As of June 30, 2016**

Investment	Bond/Bank Ratings	Purchase Date	Maturity Date	Cost
Money Market Mutual Funds				
North Carolina Capital Management Trust	AAAm (S&P)			\$ 5,178,704
Certificates of Deposit				
First Bank	5 star *	01/19/16	01/19/17	503,004
First Bank	5 star	07/29/15	07/29/16	1,529,990
First Tennessee Bank	5 star	08/04/15	08/04/16	1,000,000
Interest Bearing Checking Accounts				
PNC Bank Operating				365,207
Petty Cash				<u>1,200</u>
Total Cash and Investments				<u><u>\$ 8,578,105</u></u>
Total Cash and Investments (same quarter previous year)				<u><u>\$ 7,513,509</u></u>

Summary of Cash and Investments

Money Market Mutual Funds	\$ 5,178,704
Certificates of Deposit	3,032,994
Interest Bearing Checking Accounts	365,207
Petty Cash	<u>1,200</u>
	<u><u>\$ 8,578,105</u></u>

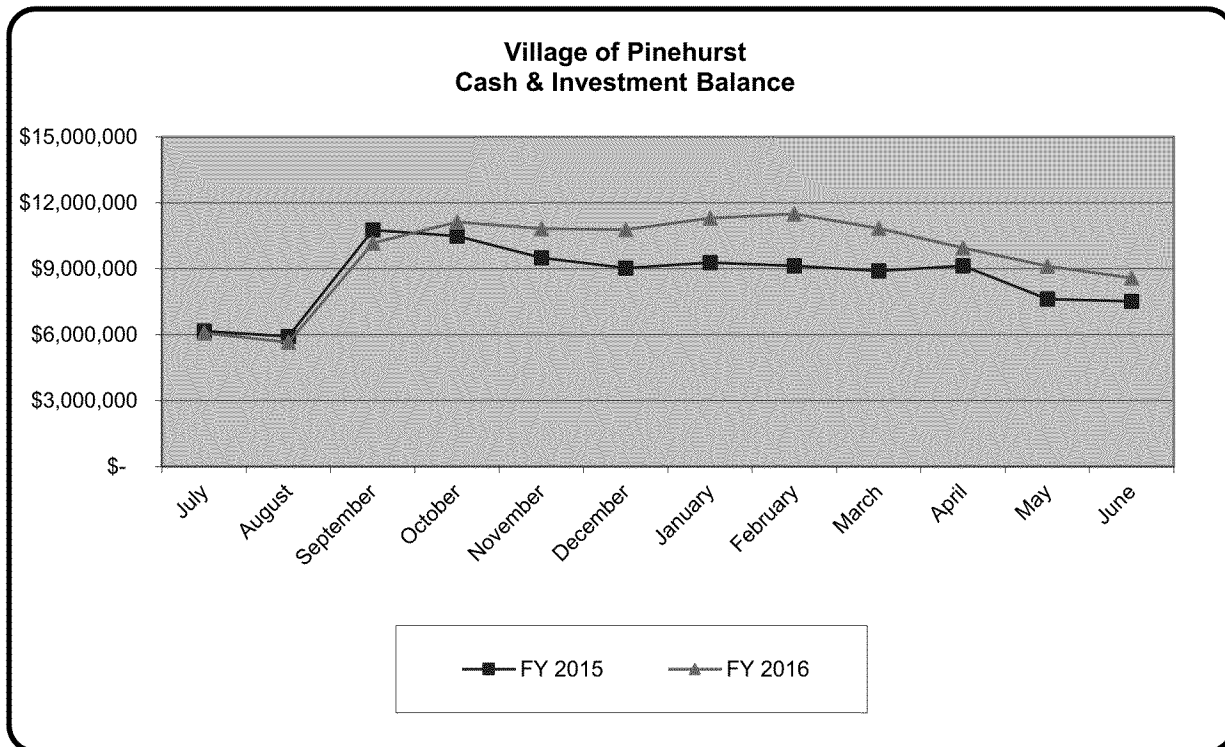


* Bank star ratings provided by Bauerfinancial.com

Village of Pinehurst Investment Yield Summary

	FY 2015			FY 2016		
	Cash Balance	Investment Earnings	Investment Yield*	Cash Balance	Investment Earnings	Investment Yield*
July	\$ 6,167,938	\$ (6,270)	-1.14%	\$ 6,074,972	\$ 591	0.11%
August	5,916,617	5,372	1.08%	5,649,499	362	0.08%
September	10,757,924	34	0.00%	10,169,143	244	0.04%
October	10,481,371	1,170	0.13%	11,126,089	513	0.06%
November	9,496,173	56	0.01%	10,822,604	665	0.07%
December	9,036,543	55	0.01%	10,777,247	1,244	0.14%
January	9,279,151	1,305	0.17%	11,303,280	2,899	0.32%
February	9,132,727	47	0.01%	11,494,468	2,159	0.23%
March	8,899,365	121	0.02%	10,831,791	2,530	0.28%
April	9,129,908	138	0.02%	9,953,035	2,180	0.26%
May	7,622,093	147	0.02%	9,112,676	1,948	0.25%
June	7,512,741	7,661	1.23%	8,578,105	1,556	0.21%
Average	<u>\$ 8,619,379</u>	<u>\$ 9,836</u>	0.11%	<u>\$ 9,657,742</u>	<u>\$ 16,891</u>	0.17%

* Investment yield is presented on an accrual basis.



Village of Pinehurst
Calculation of Amount Reserved by State Statute and
Available Fund Balance as a % of Expenditures
June 30, 2016

	June 30 2016	June 30 2015
Reserved by State Statute Calculation		
Cash and Investments	\$ 8,578,105	\$ 7,513,509
- Liabilities	(859,138)	(879,683)
- Encumbrances//Commitments	(27,302)	(178,924)
= Available Fund Balance	<u>7,691,665</u>	<u>6,454,902</u>
 Total Fund Balance	 9,325,344	 8,225,102
- Available Fund Balance	(7,691,665)	(6,454,902)
= Total Fund Balance Reserves	<u>1,633,679</u>	<u>1,770,200</u>
 Total Fund Balance Reserves	 1,633,679	 1,770,200
- Other Reserves (Equitable Sharing)	-	-
- Other Reserves (Prepaid expenses)	(118,979)	(124,296)
- Other Reserves (Inventory)	(39,799)	(44,494)
= Fund Balance Reserved by State Statute	<u><u>\$ 1,474,901</u></u>	<u><u>\$ 1,601,410</u></u>

Calculation of Available Fund Balance as a % of Expenditures

Available Fund Balance	\$ 7,691,665	\$ 6,454,902
Less fund balance appropriated	(1,001,685)	(1,375,369)
Unassigned fund balance	<u>6,689,980</u>	<u>5,079,533</u>
Total actual expenditures	16,130,640	16,290,526
1 Unassigned Fund Balance Available/Actual Expenditures	<u><u>41.47%</u></u>	<u><u>31.18%</u></u>
 Total General Fund Expenditures (Budgeted)	 <u>18,305,895</u>	 <u>18,236,959</u>
2 Total Fund Balance as a % of Budgeted Expenditures	<u><u>50.94%</u></u>	<u><u>45.10%</u></u>

Village of Pinehurst
Schedule of Capital Outlay by Function and Activity
Twelve Months Ended June 30, 2016

	Annual Budget	YTD Budget	YTD Expenditures	Remaining Balance
<u>Land</u>				
Public Services	\$ 35,500	\$ 35,500	\$ 29,882	\$ 5,618
Recreation	561,975	561,975	390,240	171,735
Harness Track	54,000	54,000	49,554	4,446
Fair Barn	17,000	17,000	20,233	(3,233)
Community Development	140,700	140,700	139,439	1,261
	809,175	809,175	629,348	179,827
<u>Buildings and Grounds</u>				
Administration	31,000	31,000	-	31,000
Fire	23,000	23,000	18,850	4,150
Public Services	364,500	364,500	182,664	181,836
Harness Track	48,800	48,800	26,796	22,004
Fair Barn	55,500	55,500	30,149	25,351
	522,800	522,800	258,459	264,341
<u>Equipment and Furniture</u>				
Administration	35,945	35,945	23,584	12,361
Financial Services	900	900	-	900
Human Resources	450	450	-	450
Police	37,385	37,385	-	37,385
Fire	24,915	24,915	19,450	5,465
Inspections	355	355	-	355
Public Services Administration	30,285	30,285	19,575	10,710
Streets & Grounds	61,190	61,190	24,071	37,119
Solid Waste	780	780	-	780
Recreation	95,545	95,545	76,353	19,192
Harness Track	87,990	87,990	86,053	1,937
Fair Barn	365	365	-	365
Planning	1,145	1,145	-	1,145
Community Development	30,000	30,000	19,795	10,205
	407,250	407,250	268,881	138,369
<u>Vehicles</u>				
Police	102,000	102,000	88,982	13,018
Fire	66,300	66,300	59,721	6,579
Inspections	25,000	25,000	22,864	2,136
Public Services Administration	56,000	56,000	52,972	3,028
Solid Waste	325,000	325,000	319,633	5,367
Planning	25,000	25,000	-	25,000
	599,300	599,300	544,172	55,128
<u>Infrastructure</u>				
Streets & Grounds	248,038	248,038	248,142	(104)
Powell Bill	141,000	141,000	48,952	92,048
	389,038	389,038	297,094	91,944
Total	\$ 2,727,563	\$ 2,727,563	\$ 1,997,954	\$ 729,609

% of Capital Outlay Budget Expended

73.25%

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

Village of Pinehurst
Schedule of General Long Term Debt
Fiscal Year Ended June 30, 2016

	Balance at 6/30/2016	Balance at 6/30/2015	Increase (Decrease)
Fire Station			
\$2,500,000; due in 30 semi-annual payments of fixed principal of \$83,334 plus interest @ 3.44%; collateralized by Fire Station bldg; final payment due on 3/15/2020.	\$ 666,666	\$ 833,333	\$ (166,667)
Fair Barn			
\$1,000,000; due in 40 semi-annual payments consisting of fixed principal of \$25,000 plus interest @ 4.60%; collateralized by Fair Barn bldg; final payment due on 3/11/22.	300,000	350,000	(50,000)
67.04 Acres (Chicken Plant Road)			
\$500,000; due in 30 semi-annual payments consisting of fixed principal of \$16,667 plus interest @ 3.98%; collateralized by 67.04 acres of land; final payment due 4/17/18.	66,667	100,000	(33,333)
2009 Firetruck			
\$500,000; due in 14 semi-annual payments of \$42,037 beginning on 6/1/10; final payment due on 12/1/16; interest @ 4.43% with a 35% interest rebate on each payment; collateralized by firetruck.	40,668	120,438	(79,770)
2013 Firetruck			
\$550,000; due in 14 semi-annual payments of \$41,917 beginning on 2/1/14; final payment due on 8/1/20; interest @ 1.75%; collateralized by firetruck.	361,322	438,054	(76,732)
	<u>1,435,323</u>	<u>1,841,825</u>	<u>(406,502)</u>
Unfunded Pension Benefit Obligation (LEO)	268,823	235,014	33,809
Pension Liability (LGERs) *	490,982	-	490,982
Accumulated Vacation	639,308	620,879	18,429
	<u>1,399,113</u>	<u>855,893</u>	<u>543,220</u>
	<u>\$ 2,834,436</u>	<u>\$ 2,697,718</u>	<u>\$ 136,718</u>

* The LGERs pension plan had a net pension liability as of June 30, 2016; the plan had a net pension asset at the beginning of the year.

Village of Pinehurst
Schedule of Budget Amendments - General Fund
For the Fiscal Year Ended June 30, 2016

As of June 30, 2016

	ORIGINAL 2015-2016 BUDGET	Amended * Qtr Ended 09/30/15	Amended Qtr Ended 12/31/15	Amended Qtr Ended 03/31/16	Amended Qtr Ended 06/30/16	Total Amendments	Amended 2015-2016 Budget
REVENUES							
Ad valorem taxes	\$ 9,573,000	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 9,573,000
Unrestricted Intergov't Revenues	4,785,900	-	-	463,500	-	463,500	5,249,400
Restricted Intergov't Revenues	505,450	-	-	-	-	-	505,450
Permits & Fees	544,300	-	12,000	-	-	12,000	556,300
Sales & Services	579,000	-	-	73,000	-	73,000	652,000
Assessments	29,075	-	-	-	-	-	29,075
Other Revenues	492,680	-	-	(273,000)	-	(273,000)	219,680
Investment Income	10,200	-	-	-	-	-	10,200
Appropriated Fund Balance	1,375,639	451,651	-	(316,500)	-	135,151	1,510,790
TOTAL REVENUES	\$ 17,895,244	\$ 451,651	\$ 12,000	\$ (53,000)	\$ -	\$ 410,651	\$ 18,305,895
OPERATING EXPENDITURES							
Governing Body	224,500	8,748	-	-	-	8,748	233,248
Administration	1,086,880	5,554	-	1,000	1,000	7,554	1,094,434
Financial Services	607,930	-	10,000	1,000	2,200	13,200	621,130
Human Resources	403,690	(24,000)	(10,000)	(11,600)	(1,700)	(47,300)	356,390
Police	2,791,945	16,269	-	(27,500)	2,000	(9,231)	2,782,714
Fire	2,699,720	17,858	12,000	20,100	(350)	49,608	2,749,328
Inspections	231,685	-	-	-	-	-	231,685
Public Services Administration	405,460	-	-	1,100	-	1,100	406,560
Streets & Grounds	1,272,040	-	-	(13,200)	-	(13,200)	1,258,840
Powell Bill	654,000	-	-	-	5,000	5,000	659,000
Solid Waste	1,381,200	3,600	-	2,100	-	5,700	1,386,900
Planning	677,670	17,400	-	(50,000)	-	(32,600)	645,070
Community Development	201,040	-	-	24,000	3,500	27,500	228,540
Recreation	1,352,900	8,959	2,000	-	-	10,959	1,363,859
Library	200,000	25,000	-	-	-	25,000	225,000
Harness Track	539,260	(22,350)	-	-	-	(22,350)	516,910
Fair Barn	301,420	10,000	-	-	-	10,000	311,420
Contingency	50,000	-	(2,000)	-	(5,000)	(7,000)	43,000
Debt Service	464,304	-	-	-	-	-	464,304
Total Operating Expenditures	15,545,644	67,038	12,000	(53,000)	6,650	32,688	15,578,332
CAPITAL EXPENDITURES							
Administration	33,195	35,000	-	-	(1,250)	33,750	66,945
Financial Services	900	-	-	-	-	-	900
Human Resources	450	-	-	-	-	-	450
Police	129,085	12,300	-	-	(2,000)	10,300	139,385
Fire	82,815	31,300	-	-	100	31,400	114,215
Inspections	25,355	-	-	-	-	-	25,355
Public Services Administration	430,285	56,000	-	-	-	56,000	486,285
Streets & Grounds	276,190	33,038	-	-	-	33,038	309,228
Powell Bill	146,000	-	-	-	(5,000)	(5,000)	141,000
Solid Waste	260,780	65,000	-	-	-	65,000	325,780
Planning	26,145	-	-	-	-	-	26,145
Community Development	91,000	78,200	-	-	1,500	79,700	170,700
Recreation	620,545	43,975	-	(7,000)	-	36,975	657,520
Harness Track	160,990	29,800	-	-	-	29,800	190,790
Fair Barn	65,865	-	-	7,000	-	7,000	72,865
Total Capital Expenditures	\$ 2,349,600	\$ 384,613	\$ -	\$ -	\$ (6,650)	\$ 377,963	\$ 2,727,563
TOTAL EXPENDITURES	\$ 17,895,244	\$ 451,651	\$ 12,000	\$ (53,000)	\$ -	\$ 410,651	\$ 18,305,895

* Includes \$434,851 that was reappropriated from FY 2014-15.

Village of Pinehurst
Schedule of Ad Valorem Property Tax Collections
Twelve Months Ended June 30, 2016

Real and Personal

Tax Year	Twelve Months Ended June 30, 2016			Twelve Months Ended June 30, 2015		
	Budgeted Collections	Gross Collections	% Collected Through 6/30/2016	Budgeted Collections	Gross Collections	% Collected Through 6/30/2015
Third Prior Year	\$ -	\$ 640	100.00%	\$ -	\$ 2,098	100.00%
Second Prior Year	-	509	100.00%	-	185	100.00%
First Prior Year	5,000	2,843	56.86%	5,000	1,904	38.08%
Current Year	9,073,000	9,121,999	100.54%	9,224,000	9,256,297	100.35%
	<u>\$ 9,078,000</u>	<u>\$ 9,125,991</u>	<u>100.53%</u>	<u>\$ 9,229,000</u>	<u>\$ 9,260,484</u>	<u>100.34%</u>

Motor Vehicles

Tax Year	Twelve Months Ended June 30, 2016			Twelve Months Ended June 30, 2015		
	Budgeted Collections	Gross Collections	% Collected Through 6/30/2016	Budgeted Collections	Gross Collections	% Collected Through 6/30/2015
Third Prior Year	\$ -	\$ 632	100.00%	\$ -	\$ 684	100.00%
Second Prior Year	-	426	100.00%	-	279	100.00%
First Prior Year	2,000	-	0.00%	2,000	4,149	207.45%
Current Year	493,000	565,561	114.72%	536,000	516,740	96.41%
	<u>\$ 495,000</u>	<u>\$ 566,619</u>	<u>114.47%</u>	<u>\$ 538,000</u>	<u>\$ 521,852</u>	<u>97.00%</u>

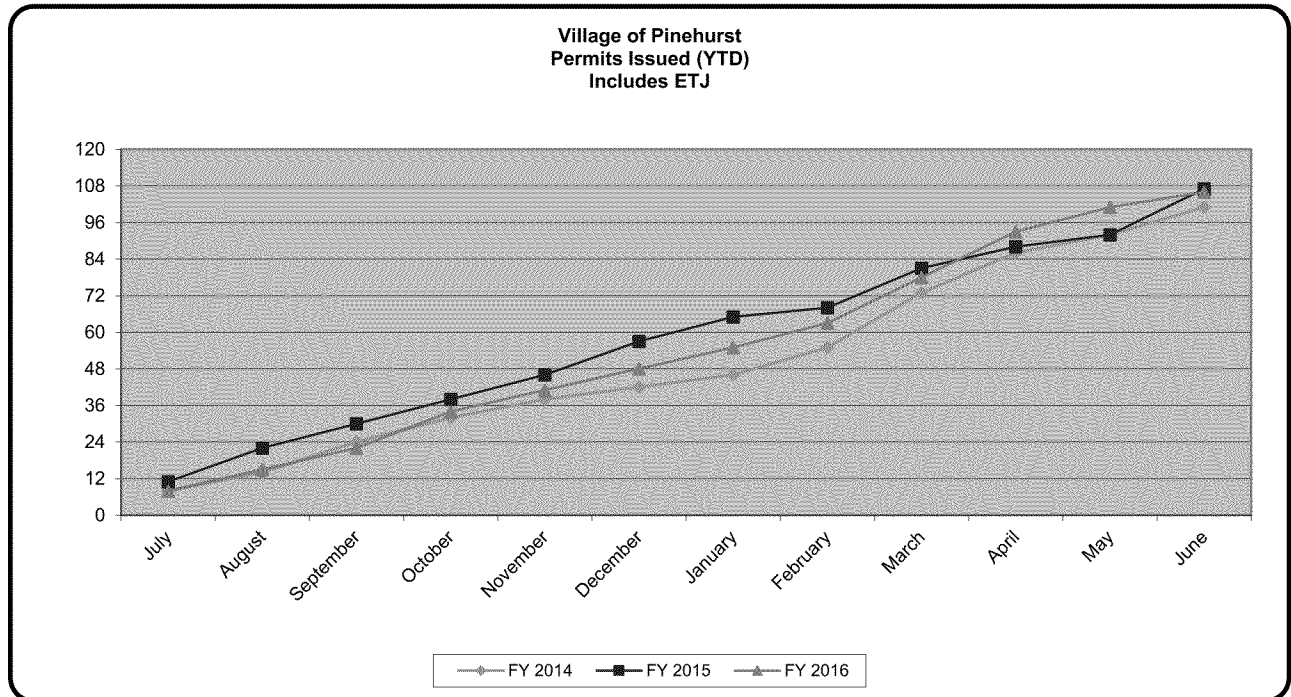
Village of Pinehurst
Schedule of Ad Valorem Property Tax Levy
Twelve Months Ended June 30, 2016

Property Valuation				
	Twelve Months Ended June 30, 2016	Twelve Months Ended June 30, 2015	Dollar Increase (Decrease)	Percentage Increase (Decrease)
Real & Personal Motor Vehicles	\$ 3,146,563,865	\$ 3,307,822,485	\$ (161,258,620)	-4.88%
	196,309,568	184,392,483	11,917,085	6.46%
	<u>\$ 3,342,873,433</u>	<u>\$ 3,492,214,968</u>	<u>\$ (149,341,535)</u>	<u>-4.28%</u>

Levy				
	Twelve Months Ended June 30, 2016	Twelve Months Ended June 30, 2015	Dollar Increase (Decrease)	Percentage Increase (Decrease)
Real & Personal Motor Vehicles	\$ 9,128,269	\$ 9,258,814	\$ (130,545)	-1.41%
	564,106	516,072	48,034	9.31%
	<u>\$ 9,692,375</u>	<u>\$ 9,774,886</u>	<u>\$ (82,511)</u>	<u>-0.84%</u>

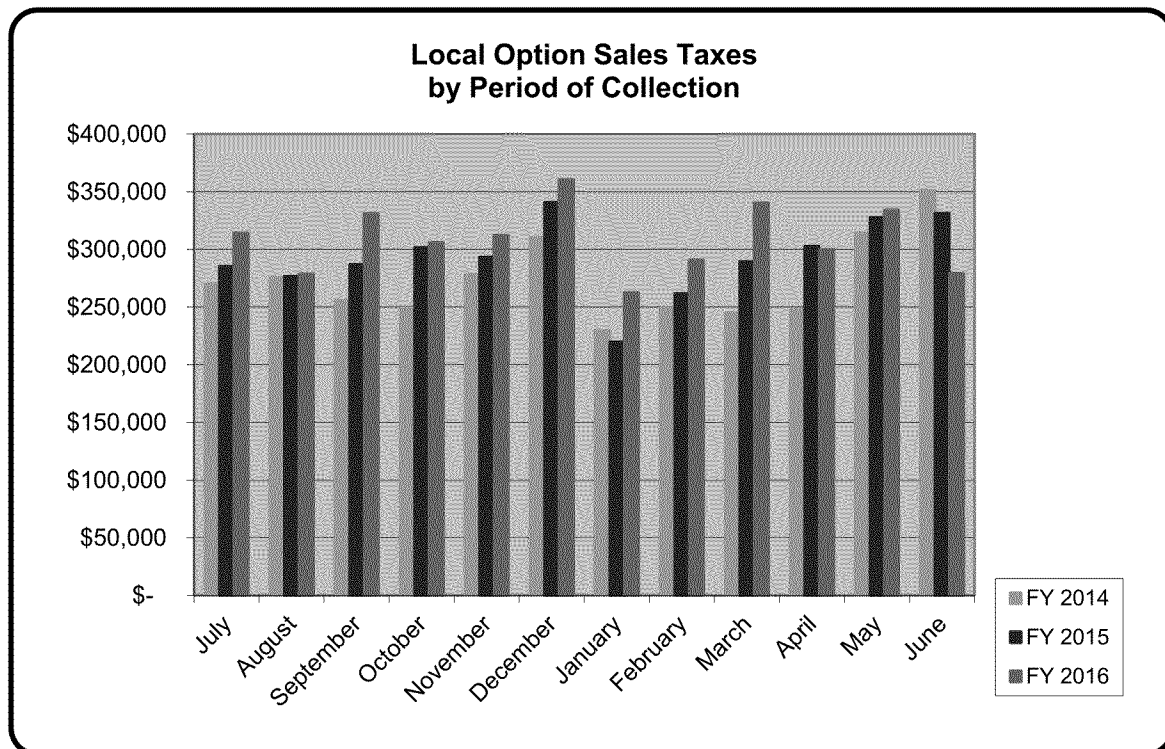
**Village of Pinehurst
Residential Building Permits - Includes ETJ**

	FY 2014		FY 2015		FY 2016		Construction Costs Percentage Change YTD
	# of	Est.	# of	Est.	# of	Est.	
	Permits Issued	Construction Costs	Permits Issued	Construction Costs	Permits Issued	Construction Costs	
July	8	\$ 1,579,000	11	\$ 2,106,000	8	\$ 1,497,225	-28.91%
August	6	1,624,120	11	2,470,488	7	1,595,098	-32.43%
September	10	1,698,171	8	1,998,500	7	1,585,920	-28.85%
October	8	3,444,648	8	1,543,000	12	3,457,175	0.21%
November	6	1,195,000	8	1,472,000	7	1,995,662	5.64%
December	4	1,141,400	11	2,667,725	7	1,367,888	-6.19%
January	4	1,216,800	8	2,628,440	7	1,839,725	-10.40%
February	9	1,608,000	3	579,000	8	2,121,563	-0.03%
March	18	3,864,200	13	2,913,250	15	3,970,930	5.73%
April	13	3,209,000	7	1,804,545	15	2,201,278	7.18%
May	6	1,201,000	4	1,064,841	8	1,605,750	9.37%
June	9	2,264,000	15	3,985,669	5	1,175,966	-3.25%
YTD	101	\$ 24,045,339	107	\$ 25,233,458	106	\$ 24,414,180	



**Village of Pinehurst
Local Option Sales Taxes**

	FY 2014	FY 2015	FY 2016	Same Month Change From Prior Year
July	\$ 269,967	\$ 285,352	\$ 314,280	10.14%
August	275,713	276,790	278,768	0.71%
September	255,685	287,107	331,186	15.35%
October	248,959	301,580	305,904	1.43%
November	278,014	293,421	312,234	6.41%
December	310,229	340,776	360,390	5.76%
January	229,653	219,819	262,661	19.49%
February	249,354	261,597	290,756	11.15%
March	244,765	289,556	340,157	17.48%
April	247,995	302,660	299,982	-0.88%
May	314,055	327,882	334,120	1.90%
June	351,046	331,369	279,288	-15.72%
YTD	<u>\$ 3,275,435</u>	<u>\$ 3,517,909</u>	<u>\$ 3,709,726</u>	



Village of Pinehurst
Schedule of Fair Barn Revenues and Expenditures
Twelve Months Ended June 30, 2016

	Annual Budget as of 6/30/2016	Quarterly Budget as of 6/30/2016	Actual 6/30/2016	YTD as of 6/30/2015	Current Year Over (Under) Prior Year	% of 2016 Budget Spent / Received YTD
<u>Fair Barn</u>						
Revenues	\$ 223,000	\$ 223,000	\$ 277,724	\$ 275,105	\$ 2,619	124.54%
Expenditures						
Operating	311,420	311,420	262,099	246,701	15,398	84.16%
Capital	72,865	72,865	50,382	73,277	(22,895)	69.14%
Debt Service	65,525	65,525	65,526	67,826	(2,300)	100.00%
	<u>449,810</u>	<u>449,810</u>	<u>378,007</u>	<u>387,804</u>	<u>(9,797)</u>	<u>84.04%</u>
Net <u>Before</u> Discounts	<u>(226,810)</u>	<u>(226,810)</u>	<u>(100,283)</u>	<u>(112,699)</u>	<u>12,416</u>	<u>44.21%</u>
Event Revenue Discounts			<u>(23,384)</u>	<u>(48,553)</u>	<u>25,169</u>	
Net <u>After</u> Discounts	<u>\$ (226,810)</u>	<u>\$ (226,810)</u>	<u>\$ (123,667)</u>	<u>\$ (161,252)</u>	<u>\$ 37,585</u>	<u>54.52%</u>
Operating Revenues as a % of Operating Expenditures - Before Discounts	72%	72%	106%	112%		
Operating Revenues as a % of Operating Expenditures - After Discounts	72%	72%	97%	92%		
Target			100%			

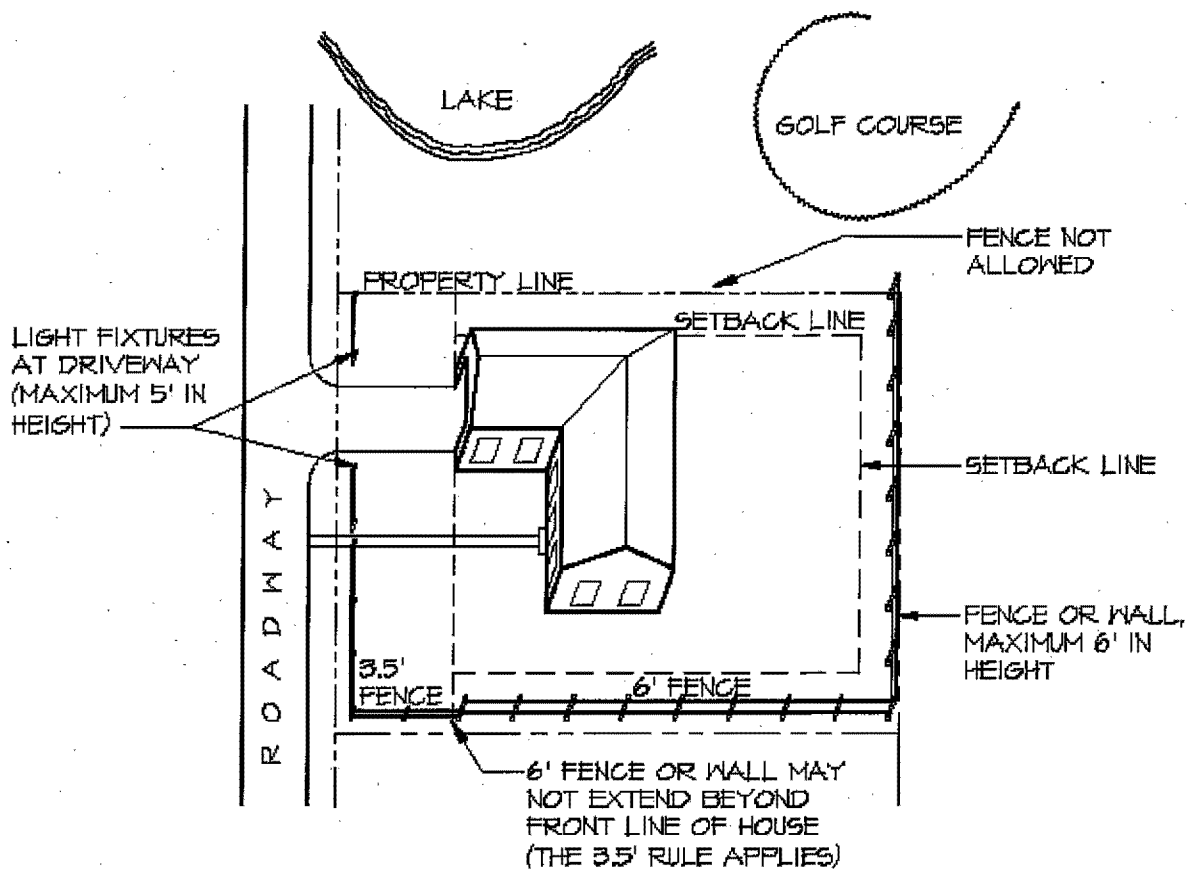
Village of Pinehurst
Schedule of Harness Track Revenues and Expenditures
Twelve Months Ended June 30, 2016

	Annual Budget as of 6/30/2016	Quarterly Budget as of 6/30/2016	Actual 6/30/2016	YTD as of 6/30/2015	Current Year Over (Under) Prior Year	% of 2016 Budget Spent / Received YTD
<u>Harness Track</u>						
Revenues	\$ 289,000	\$ 289,000	\$ 294,330	\$ 255,121	\$ 39,209	101.84%
Expenditures						
Operating	516,910	516,910	448,172	467,593	(19,421)	86.70%
Capital	190,790	190,790	162,403	144,450	17,953	85.12%
	<u>707,700</u>	<u>707,700</u>	<u>610,575</u>	<u>612,043</u>	<u>(1,468)</u>	<u>86.28%</u>
Net <u>Before</u> Discounts	<u>(418,700)</u>	<u>(418,700)</u>	<u>(316,245)</u>	<u>(356,922)</u>	<u>40,677</u>	<u>75.53%</u>
Event Revenue Discounts			(2,910)	(1,040)	(1,870)	
Net <u>After</u> Discounts	<u>\$ (418,700)</u>	<u>\$ (418,700)</u>	<u>\$ (319,155)</u>	<u>\$ (357,962)</u>	<u>\$ 38,807</u>	<u>76.23%</u>
Operating Revenues as a % of Operating Expenditures - Before Discounts	56%	56%	66%	55%		
Operating Revenues as a % of Operating Expenditures - After Discounts	56%	56%	65%	54%		
Target			56%			

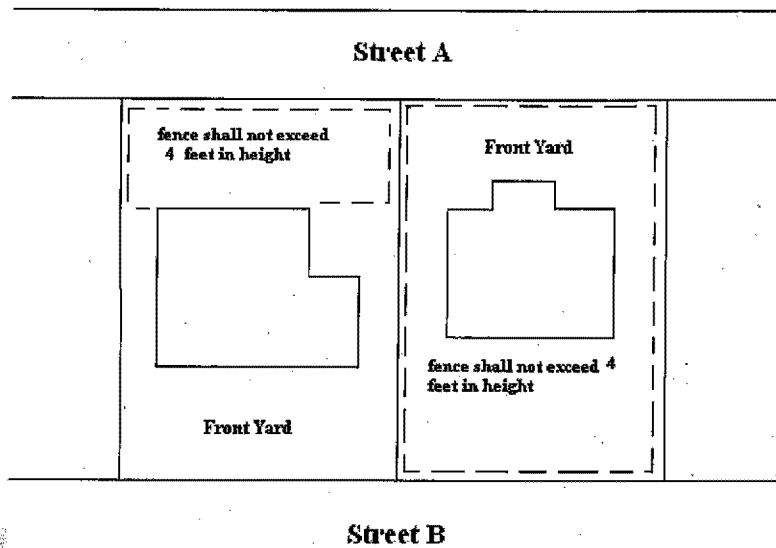
Amend Section 9.13 to read as follows:

Section 9.13 Fences, Walls and Columns

- (1) The purpose of this Subsection is to allow fences within districts which are architecturally compatible with each other, while preserving the flexibility of fences in the rural areas;
- (2) Fences and Walls in Residential Zoning Districts and/or on Residential Properties:
 - (a) Fences, walls, and similar structures not over six (6) feet in height may project into the rear or side setback provided the lot does not abut a golf course or a lake. Fences, walls, and similar structures are prohibited in the rear setback if the lot abuts a golf course or a lake. If the side yard does not abut a golf course or a lake, fences, walls, and similar structures may be erected to a maximum height of six (6) feet. Such fence or wall shall not be built in or through a required buffer unless the fence or wall has been designed as an integral part of the buffer and approved as such;
 - (b) Swimming pool fences shall be constructed in accordance with the North Carolina State Building Code and also conform to the fence type, style and location requirements of the PDO. Pools built prior to 2002 that have not been enclosed with fencing shall be allowed to be fenced and the fencing may encroach up to 20% into the required golf course and lake setback. When using this encroachment only picket or wrought iron fence types may be used;
 - (c) If a property owner's rear lot line borders on the side lot line of another property owner, the side yard height limitation of six (6) feet applies to any fence erected on such property line for the length contiguous to said side yard;
 - (d) Fences, walls, and similar structures not over 3.5 feet in height may project into or enclose any front setback. The 3.5 foot limitation shall apply to driveway entrance columns, but the total height of columns with light fixtures shall be a maximum of 5 (five) feet in height.
 - (e) **The existing ground elevation shall not be modified or elevated in any manner so as to construct a fence on an elevated berm, so as to increase the maximum allowable height of the fence unless the berm is proposed as part of a required buffer.**



- (f) Fences, walls, and similar structures shall not exceed 4 feet in height when abutting a defined front yard of an adjacent property.



- (g) Fences located within the R-210 zoning district may construct a split rail type fence not to exceed five (5) feet in height in the front yard. If an adjacent property is zoned as a more dense residential zoning district (R-30, R-20, R-15, R-10, R-8, R-5 or R-MF), a thirty (30) foot setback shall be required for the fence in the front yard if the fence exceeds (3) three and a (1/2) half feet in height unless separated by a public or private street right-of-way.
 - (h) On corner lots a ten foot setback from the side street property line is required for fences located in the side and rear yard when those fences are greater than 4' in height.
- (3) Fences and Walls in Non-Residential Zoning Districts and/or on Non-Residential Properties: Except in the RD zoning district, fences and walls or similar structures not over six (6) feet in height may project into any required setback. Such fence or wall shall not be built in or through a required buffer unless the fence or wall has been designed as an integral part of the buffer and approved as such. Fence, walls, and similar structures are prohibited in the RD zoning district except that a chain link fence that conforms with SR-18(j)(4)(f) may be installed on the property lines of a lot in the RD district if the classification of such a lot as RD is because of the existence of a lake or other body of water on or abutting the lot and such lake or other body of water is available for use in connection with a semi-public recreation area;

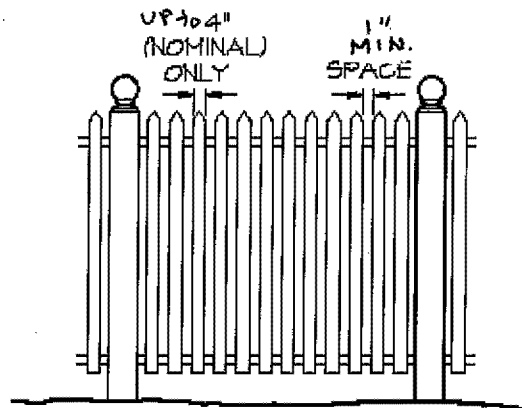
- (4) Residential and Non-Residential Fences: Those fences or similar structures not authorized or approved as provided in this Section are prohibited. The finished side of a fence or wall shall always face out towards the street or adjacent property. For the purpose of this Section, the following types of fences are allowed, depending upon the specific zoning district in which they are located. Material substitution may be permitted by the Village Planner where the appearance and material would result in equal or better performance. Allowable fence types include:

(a) Picket, provided that:

- (i) **The fence shall be constructed of wood, vinyl or composite material and may be painted, stained or unfinished;** width of the pickets shall ~~not be less than two (2) inches nominal nor~~ **not be** wider than four (4) inches nominal, with a minimum of ~~two~~ **one (2)** (1) inches and a ~~maximum of four (4) inches between pickets.~~

(ii) Maximum height is four (4) feet;

(iii) Minimum number of horizontal rails is two (2).

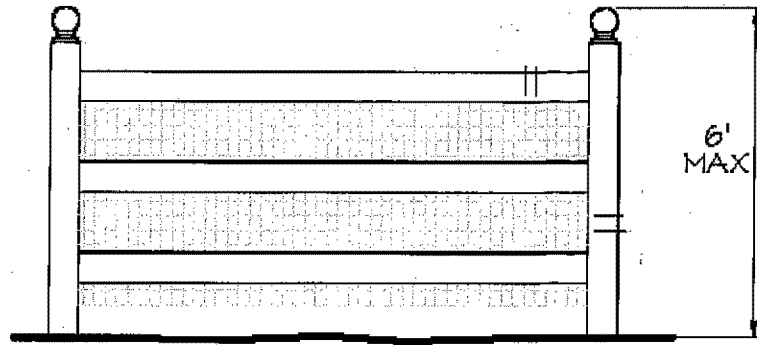


(a) PICKET FENCE

(b) Post and rail (or split rail), provided that:

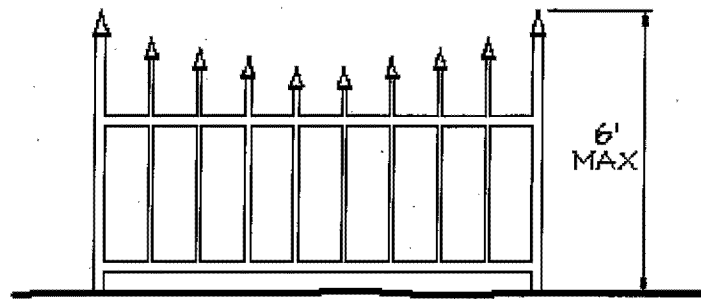
- (i) ~~The wire between horizontal or vertical strands in a grid pattern not less than three (3) inches by two (2) inches;~~

- (i) The wire is located on the inside of the fence;
- (ii) The wire is muted in color, (black, green, or brown);
- (iii) The use of wire is optional.



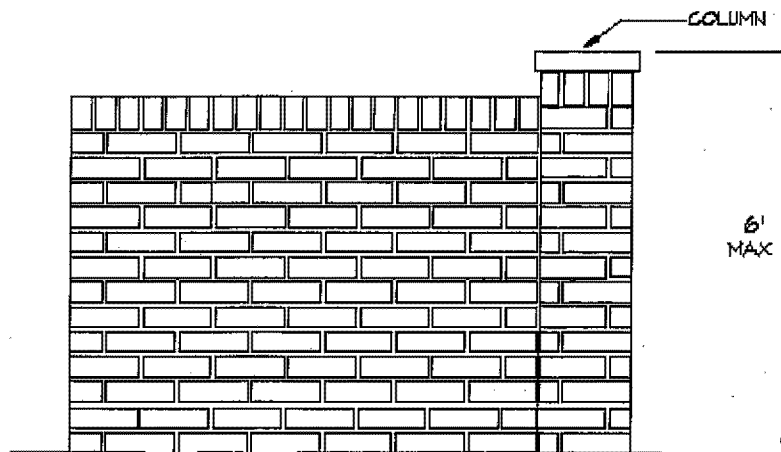
(b) POST AND RAIL FENCE

(c) Wrought iron;



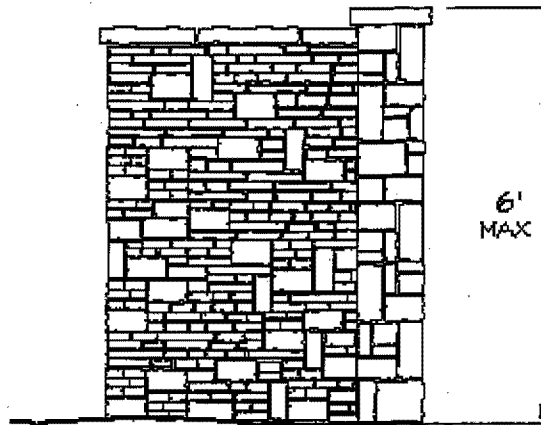
(c) METAL FENCE

(d) Brick;



(d) BRICK WALL

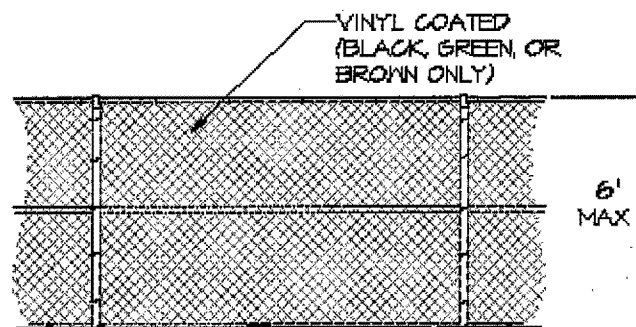
- (e) Stone;



(e) STONE WALL

- (f) Chain link, provided that:

- (i) The fencing material is vinyl coated (black, green, or brown only);
- (ii) If the fence is on or near a property line and a buffer is not otherwise required, a five (5) foot setback from the property line is provided.
- (iii) Chain link fences may only be used for non-residential uses.



(f) CHAIN LINK FENCE

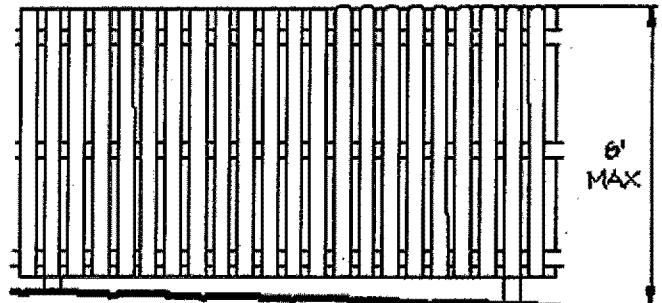
(g) **Vinyl and Wood Board/shadow box/solid**, provided that:

- (i) Board width (vertical members) is not less than four (4) inches nominal and not more than ten (10) inches nominal, ~~with a maximum overlap of one (1) inch.~~ **Vinyl fences shall have the appearance of meeting this requirement;**
- (i) ~~Post size is not less than four by four (4 x 4) inch nominal posts and not more than six by six (6 x 6) nominal inches.~~
- (ii) **Wood fences greater than four (4) feet in height are required to have a minimum of three (3) horizontal rails (does not apply to vinyl fences);**
- (iii) **Minimum thickness of vertical wood members is 1" nominal (3/4" actual);**
- (iv) **Solid fences may also be constructed of vinyl or composite material.**

BOARD 4-10"
(NOMINAL)
ONLY

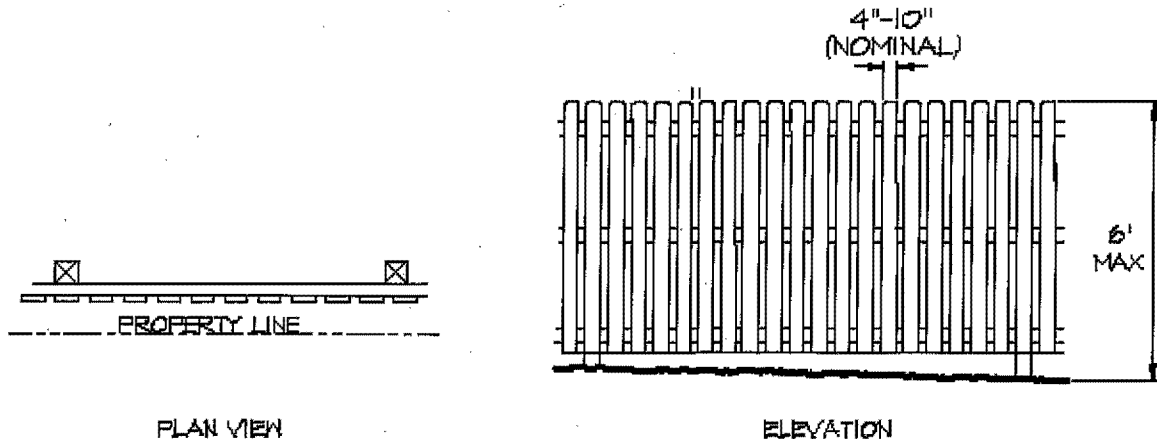


PLAN VIEW



ELEVATION

(g) SHADOW BOX FENCE



(g) BOARD FENCE

- (5) Fencing for a Temporary Use: Fencing for a Temporary Use is allowed when such fencing is necessary to secure a site provided that such fencing is not erected more than two (2) weeks prior to commencement of the event and is removed within seven (7) days following the completion of the event. However, the Village Planner is authorized to allow fencing to be erected earlier than two (2) weeks prior to the commencement of the event or removed later than seven (7) days following the completion of the event provided: 1) such fencing does not abut a residence, and 2) the applicant has provided in writing clear evidence that additional time is needed. Such fencing shall not exceed a height of six (6) feet unless such fencing is used to screen a "work area," such as a catering facility, from abutting properties or rights-of-way. In cases where the fencing is used to screen a "work area," such fencing shall not exceed a height of eight (8) feet. If eight (8) foot tall chain link fencing is used, such fencing shall have a green mesh cover to further screen the "work area." If chain link fencing is used and such fencing abuts a residence, residentially zoned land, or a right-of-way, such fencing must have a green or brown vinyl coating. At the discretion of the Village Planner, the fence may be required to be setback from the property line, particularly if the fencing abuts a residence or residentially zoned land. At no point shall a setback encroach beyond the golf course out-of-bounds lines. If the fence is erected prior to an allowed date or not removed by the specified date, the Village reserves the right to enter onto the premises and remove the fence at the expense of the property owner. Temporary fencing may be erected only upon receiving a temporary fence permit from the Village Planner. The Village Planner shall issue such a permit only after the Police and Fire Chiefs have reviewed the application and found that the proposal has adequate provisions for emergency access and egress so as to ensure health, welfare, and safety for the general public. A Temporary Use Permit must be issued for all temporary fencing. The Village Council, after conducting a public hearing, shall have the right to suspend or modify the application of this subsection

for major events as part of the issuance of a temporary use permit issued under section 94.14 of the Pinehurst Municipal Code.

(6) Retaining Walls

- (a) Retaining walls higher than thirty-six (36) inches shall not encroach the front setback for primary structures or the rear and side setbacks for accessory structures.
- (b) No retaining wall shall be closer than five (5) feet to a property line or right of way line.
- (c) Retaining wall height shall be measured from the lowest ground elevation to the top of the wall.
- (d) Retaining walls constructed in a series of two or more shall provide a minimum of twelve (12) inches of horizontal separation planted in grass or other vegetation.

(7) Fences in Rights of Ways

No fences or walls shall be located within any public or private right-of-way unless approved by the Village and only for purposes of preserving specimen trees or desirable vegetation as determined by the Village Planner or when required for public purposes, i.e. retaining walls for sidewalk construction, storm water management, etc. In such cases, for structures proposed within the public right-of-way, the Village reserves the right to require submittal of an application for a Right-of-Way Encroachment permit by the applicant, and approval by the Village prior to the encroaching structure being constructed. All structures are limited to a maximum height of 30 inches above grade. These structures do not require a development permit.

Amend Section 10.2 to add the following:

Section 10.2 Definitions

Column: a rigid, relatively slender, upright support, composed of relatively few pieces. a decorative pillar, most often composed of stone and typically having a cylindrical or polygonal shaft with a capital and usually a base.

ORDINANCE #16-13:

AN ORDINANCE AMENDING CHAPTER 111 MOBILE VENDORS OF THE VILLAGE OF PINEHURST MUNICIPAL CODE.

THAT, WHEREAS, the Village Council of the Village of Pinehurst adopted an ordinance dated October 20, 1980, establishing and implementing certain authorized police powers for the purpose of prescribing regulations governing conditions detrimental to the health, safety, and welfare of its citizens; and

WHEREAS, on September 13, 2011 the Village Council of the Village of Pinehurst adopted Ordinance 11-25 which adopted the general ordinances of the Village of Pinehurst as revised, amended, restated, codified, and compiled in book form and declared that these shall constitute the "Village of Pinehurst, North Carolina Municipal Code;" and

WHEREAS, the Municipal Code will be subsequently amended from time to time as conditions warrant; and

WHEREAS, the Village of Pinehurst desires to allow food trucks in certain locations around the Village of Pinehurst.

NOW, THEREFORE, BE IT ORDAINED AND ESTABLISHED by the Village Council of the Village of Pinehurst, North Carolina in a regular meeting assembled this 27th day of September, 2016 as follows:

SECTION 1. That the following amendments be made to CHAPTER 111: MOBILE VENDORS:

§ 111.01 DEFINITIONS.

For the purpose of this chapter, the following definitions shall apply unless the context clearly indicates or requires a different meaning.

MOBILE VENDOR. Any equipment, apparatus, trailer, vehicle, cart or other conveyance, other than a legally permitted vending machine, located outdoors, from which a vendor displays, sells, offers for sale, gives away, or offers to give away anything of value including any food, beverage, goods, wares, merchandise, or services that is not within a permanent permitted structure.

MOBILE FOOD VENDOR. A mobile vendor where primarily food items are sold to the general public.

§ 111.02 PURPOSE.

The purposes of this chapter are:

(A) Protect established uses that occupy permanent permitted structures;

- (B) Preserve the aesthetics of the Village;
- (C) Ensure public safety and the protection of public rights-of-way; and
- (D) To protect the public from any adverse effects of doing business with a transient entity.

§ 111.03 PERMIT REQUIRED.

No mobile vendor shall operate or establish use on public rights-of-way or private property including parking lots and vacant land within the Village unless such use is authorized as a temporary use through issuance of a temporary event permit in accordance with § 94.14 and Chapter 152 of the Pinehurst Municipal Code (A) or (B), below:

(A) PERMIT REQUIRED. Mobile food vendors may be permitted to operate on other than a temporary, event specific, basis within the Hospital Development Zoning District and the Recreational Development Zoning District. To locate on a property in one of these zoning districts, the property must have a primary use. Such permitting must be pursuant to a request from the owner of the property where the mobile food vendors will be located. Requests for such a permit must be submitted to the Village of Pinehurst Planning and Inspections Department on standard Village forms, and permitting will be consistent with all requirements set forth in Chapter 152.

(B) PERMIT REQUIRED. Mobile vendors may operate on a temporary, event specific, basis in all areas of the Village through issuance of a temporary event permit in accordance with § 94.14 and Chapter 152 of the Pinehurst Municipal Code.

§ 111.99 PENALTY.

Any person, firm or corporation violating any of the provisions of this chapter, or failing or neglecting or refusing to comply with same, shall be guilty of a misdemeanor and shall be subject to any one, all or combination of remedies authorized under § 10.99 of this code.

SECTION 2. That this Ordinance amendment shall be and remain in full force and effect from and after the date of its adoption.

THIS ORDINANCE passed and adopted this 27th day of September, 2016.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

Memo

To: Village Council
From: John G. Frye
CC: Jeff Sanborn & Senior Leadership
Date: September 6, 2016
Re: Financial Statements for the Year Ended June 30, 2016

Attached are the un-audited financial statements for the fiscal year ended June 30, 2016. The Village ended the fiscal year in a strong financial position with our fund balance well above the Council's policy range and our debts at reasonably low levels. In addition, our operating expenditures are in check and our revenues are growing at a moderate pace. These results, in conjunction with our strong performance management system, should position us well to carry out the objectives contained in the FY 2017 Strategic Operating Plan (SOP).

Financial Position:

The Village's General Fund revenues exceeded expenditures by \$1,100,242, increasing the Village's fund balance to \$9,325,244. Even if the \$445,000 in projects reappropriated from last fiscal year had been completed, the addition to fund balance still would have been approximately \$655,000. This is positive compared to the mid-year estimate of ending fund balance.

The Village's fund balance policy requires us to maintain unassigned fund balance of at least 15% of actual expenditures and total fund balance of 30%-40% of budgeted expenditures. Fund balance is maintained at these levels to meet the Village's cash flow needs and to prepare us for emergencies and opportunities that may arise. At June 30, the General Fund has unassigned fund balance of \$6,689,980, or 41% of actual expenditures. It is worth noting that the total fund balance of \$9,325,344 represents 51% of budgeted expenditures which is 6% higher than the 44% predicted in the FY 2017 Strategic Operating Plan (SOP).

The Village's cash and investments at June 30 were \$8,578,000 compared to \$7,514,000 the previous year. This is an increase of \$1,064,000 or approximately 14%. The Village earned approximately \$26,000 on our investments during the year at an average yield of 0.17%. All deposits were insured or collateralized as required for local governments and managed under the Village's investment policy.

The Village's outstanding debts decreased by \$406,500 or 22% during the fiscal year. The decrease was due to the scheduled payment of principal on existing debt obligations. The total debt outstanding at June 30 was \$1,435,323 and total debt service for the year was 2.8% of budgeted expenditures.

Capital investments during the year pushed the Village's total capital assets to \$40,551,000. This is an increase of \$1,745,000 or 4.5% over the previous year. The most significant additions were the Wicker Park splash pad, Public Services complex renovations, Cotswold drainage project, and the purchase of two automated solid waste vehicles. Overall, the Village's capital assets have 54% of their original (undepreciated) value remaining compared to 55% the previous year.

Revenues & Expenditures:

General fund revenues were \$428,000 or 2.6% above budget projections. This is above the normal range of variance of around 1%. Property taxes exceeded our budget estimate by approximately \$125,000 due to an

underestimation of the Village's tax base at the revaluation. When Moore County provided the new tax valuations to the Village after the revaluation, it was not disclosed that they had applied a 98.5% collection rate to the valuations. This understated the values by 1.5%. Property tax collections for the year were also strong with 99.97% of the 2016 levy collected at year end. Sales taxes were \$67,000, or 2.3% higher than budgeted. Permits and fees revenues were \$76,000 above budget due to robust construction activity. Finally, sales and services revenues were \$77,000 above budget. This is due to better than expected facility rental income at the Village's Fair Barn, Harness Track, and Arboretum facilities and increased recreation fees.

The larger portion of the year-end variance can be attributed to expenditures being below budget. General fund expenditures were \$2,175,000, or 11.9%, below budget overall. Expenditures were less than budgeted amounts for the following significant items: (1) contracted and professional services were \$185,000 lower than expected, (2) salaries and benefits were \$494,000 lower due to employee retirements, turnover, and the related vacancies, (3) IT, Fleet, and Buildings and Grounds operating expenditures were \$396,000 below budget combined; and (4) capital expenditures were \$730,000 below budget. Overall operating expenditures represented 82% of operating revenues, well within the balanced scorecard limit of 89%. This compares favorably to 88% recorded in the previous year.

For capital outlay, 73% of the capital outlay budget was expended at year's end. The majority of this variance was due to the Public Services renovation and greenway trails that were carried over into the next fiscal year. Compared to the previous fiscal year, capital expenditures were up by \$440,000 or 28%. This increase is due to the items listed above including the new splash pad, Cotswold drainage project, and Public Services facilities renovation.

Financial Outlook:

As we look to the future, the Village's revenue prospects look good. Unemployment in our area has stabilized with the current rate at 5.1% compared to 6.1% at the same time last year. The Village also added 106 new homes this past year. This is the third year in a row that the number of new homes constructed has exceeded 100 since FY 2008. The total value of the homes constructed was also comparable to the previous fiscal year.

Other Items:

During FY 2016, the Fair Barn covered 97% of operating expenditures with operating revenues. This is higher than the 92% recorded in the previous year but below the balanced scorecard target of 100%. Before discounts were applied, the Fair Barn actually made an operating profit for the year with the ratio standing at 106%.

By comparison, the Harness Track covered 65% of its operating expenditures compared to 54% in the previous year. This is above their performance target of 56%. After accounting for one discounted event, the Harness Track covered 66% of operating expenditures.

Conclusion:

Overall, the Village ended FY 2016 better than expected and is well positioned to meet the current needs of the Village and to capitalize on future opportunities. The FY 2017 Strategic Operating Plan (SOP) indicated that total fund balance would exceed the policy range until FY 2019. With the \$1,100,000 addition to fund balance at June 30, 2016 and the \$445,000 reappropriation in July, there is now approximately \$655,000 in new fund balance that was not allocated in the five-year capital plan. As we approach the strategic planning season, Council is encouraged to begin a dialog on the options available related to this additional fund balance. As you review these options, please keep in mind that fund balance is a one-time revenue resource that is best suited to fund one-time uses.

Below are several options the Council may consider to utilize the additional fund balance:

- Earmark all, or a portion, of the fund balance toward the planned future recreation facilities in FY 2019
- Use the funds to pay down the Village's outstanding debts, freeing up debt service funds for other uses
- Appropriate the fund balance for capital needs or resurfacing in next year's Strategic Operating Plan

Each of these choices outlined above have unique advantages and disadvantages. They can also be utilized individually or in combination with one another. Although they are different, each can be utilized as part of a plan to strengthen the Village financially as we continue to serve our residents, businesses, and visitors. Should you have any questions about these quarterly statements, please feel free to contact me.

TASK ORDER NO. 26

This **TASK ORDER NO. 26** is a supplement to the **MASTER SERVICES AGREEMENT** between The Village of Pinehurst, North Carolina, (the "Owner") and McGill Associates, P.A. (the "Engineer") dated August 16, 2007. The purpose of Task Order No. 26 (the "Task Order") is to authorize the Engineer, (including subcontractors and/or subconsultants employed and duly authorized by the Engineer to act on the Engineer's behalf), to provide services for a project (the "Project") generally described as:

Gun Club Drive and Spring Lake Drive Sidewalk Construction Project

The project generally consists of the installation of approximately 6,100 LF of new 5' wide concrete sidewalk along Gun Club Drive and Spring Lake Drive. The proposed alignment will connect to the Village's existing greenway system along Gun Club Drive and a future greenway near the intersection of Spring Lake Drive and Highway 15-501. The new sidewalk is intended to be constructed within the Village's existing right-of-way on both roads.

ARTICLE 1. SCOPE OF SERVICES

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

Topographic Surveying, Engineering Design, and Permitting Phase

1. Conduct a walk-through of the proposed sidewalk route with Village staff to further identify critical project areas, potential obstacles, environmental concerns, and verify the preferred sidewalk location.
2. Conduct all topographical and location surveys needed to prepare design plans and pursue permits, including the existing roadway edge of pavement, utilities (as visible or as marked by utility owner's location service), trees, and other existing facilities that would potentially be impacted by the project. Verify existing public right-of-way limits and property corner information within the project area.
3. Prepare design plans and technical specifications in compliance with the Pinehurst Development Ordinance, the Village's Engineering Standards and

Specifications Manual, and North Carolina regulations regarding sedimentation and erosion control.

4. Coordinate the design work with existing utility companies affected by the project.
5. Provide preliminary construction drawings and specifications to the Village for review at 75% and 90% completion levels.
6. Prepare applications for and pursue all required approvals and permits required for the project. Based on an estimated disturbed area of greater than one (1) acre, a sedimentation and erosion control permit from NCDEQ appears to be necessary. Permit application fees shall be paid separately by the Village.
7. Incorporate applicable regulatory or Village review comments into the final project plans and specifications.
8. Review and amend the preliminary project cost estimate as necessary throughout the design process.

Please note that McGill Associates has excluded geotechnical services from this proposal. If necessary, McGill can obtain the services of a geotechnical engineer to provide any needed subsurface investigations as Additional Services to this Task Order, or the Village can contract directly with a geotechnical engineering firm to provide these services.

Please also note that McGill Associates has excluded the preparation of easement plats from this proposal. It is assumed that all construction work will be performed within existing public right-of-way. In the event that work must be performed on private property, McGill Associates can prepare the necessary easement plat(s) as Additional Services to this Task Order.

Bid and Award Phase

1. Prepare complete Bidding and Construction Document packages for the project, including:
 - Project Bid Advertisement.
 - Instruction/Notice to Bidders.
 - Bid Proposal.
 - Notice of Award.
 - Standard Construction Agreements.
 - Performance Bonds, Payment Bonds, and Insurance Certificates.
 - Notice to Proceed.

- Contractor's Application for Payment.
- General Conditions.
- Special Conditions.
- Technical Specifications.

2. Manage the competitive bidding process, including the following:

- Assist the Village with a pre-bid conference by preparing the agenda and conducting the meeting.
- Coordinate the bid advertisement(s), allowing ample time to receive contractor bids. The Village shall be responsible for cost of advertising.
- Distribute bid packages to prospective bidders.
- Respond to bidder inquiries concerning the technical aspects of the project.
- Prepare all necessary addenda to the bid packages, and distribute the addenda to all planholders.
- Attend the project bid opening; analyze and tabulate contractor bids; review bids for accuracy; re-check tabulations; and review bid documents for eligibility and completeness.
- Provide a letter of recommendation to the Village concerning acceptance of the lowest responsible bid and award of construction contracts to the lowest responsible bidder.
- After award of the project, notify the successful bidder, and request copies of bonds and insurance certificates.
- Review bonds and insurance certificates for compliance with the contract documents, and prepare final Contract Documents for execution by the Village and the Contractor.
- Provide other technical assistance, as required, to the Village throughout the bidding process.

Construction Phase Services

McGill staff will also be available during construction to provide **Construction Phase Services** as necessary to supplement similar services provided by the Village. Such services include, but are not limited to the preparation of final Contract Documents including the Notice To Proceed, attendance at and overseeing a pre-construction conference with all applicable parties, periodic construction observation, review of shop drawings, review of Contractor pay applications, review and approval of change order requests, coordination of testing services, attendance at a final inspection with the Contractor and development of a punch list, preparation of record drawings, etc.

ARTICLE 2. COMPENSATION

The Owner shall pay the Engineer for services outlined in Task Order No. 26 the following amounts:

Topographic Survey of Project Area: \$10,900 (Lump Sum)

Engineering Design and Permitting Phase: \$16,200 (Lump Sum)

Bid and Award Phase: \$3,000 (Lump Sum)

Construction Phase Services: \$5,000 (Max Not-To-Exceed Fee based on the attached Basic Fee Schedule)

In accordance with Section 6.2 of the Master Services Agreement between the Village of Pinehurst and McGill Associates, P.A., the OWNER shall pay the ENGINEER for additional services not specifically defined in this Task Order based on actual time and expenses incurred by the ENGINEER in accordance with the Basic Fee Schedule dated December 2015 (attached hereto).

ARTICLE 3. MISCELLANEOUS

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

IN WITNESS WHEREOF, the parties execute below this Task Order No. 26 in duplicate originals:

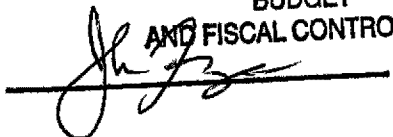
EXECUTED this _____ day of _____, 2016

McGill Associates, P.A.



Michael S. Apke, P.E.
Principal

THIS INSTRUMENT HAS BEEN PRE-AUDITED IN THE
MANNER REQUIRED BY THE LOCAL GOVERNMENT
BUDGET



AND FISCAL CONTROL ACT
DATE 9/7/16

Village of Pinehurst



BASIC FEE SCHEDULE

December, 2015

<u>PROFESSIONAL FEES</u>	<u>Hourly Rate</u>
Firm Principal	\$185.00
Program Services Manager I	\$145.00
Program Services Manager II	\$160.00
Senior Project Manager I	\$160.00
Senior Project Manager II	\$170.00
Project Manager I	\$140.00
Project Manager II	\$150.00
Project Engineer I	\$105.00
Project Engineer II	\$115.00
Project Engineer III	\$125.00
Engineering Associate I	\$ 85.00
Engineering Associate II	\$ 90.00
Engineering Technician I	\$ 80.00
Engineering Technician II	\$ 90.00
Engineering Technician III	\$100.00
Environmental Specialist I	\$ 80.00
Environmental Specialist II	\$ 90.00
Electrical Engineer I	\$105.00
Electrical Engineer II	\$115.00
Electrical Engineer III	\$125.00
Electrical Engineering Associate I	\$ 85.00
Electrical Engineering Associate II	\$ 90.00
Electrical Engineering Technician I	\$ 80.00
Electrical Engineering Technician II	\$ 90.00
Electrical Engineering Technician III	\$100.00
CADD Operator I	\$ 75.00
CADD Operator II	\$ 80.00
CADD Operator III	\$ 85.00
Construction Services Manager I	\$120.00
Construction Services Manager II	\$130.00
Construction Administrator I	\$ 90.00
Construction Administrator II	\$100.00
Construction Administrator III	\$110.00

Construction Field Representative I	\$ 75.00
Construction Field Representative II	\$ 80.00
Construction Field Representative III	\$ 85.00
Planner I	\$ 95.00
Planner II	\$105.00
Planner III	\$125.00
Planner IV	\$135.00
Surveyor I	\$ 80.00
Surveyor II	\$ 90.00
Surveying Associate I	\$ 70.00
Surveying Associate II	\$ 75.00
Survey Field Technician I	\$ 55.00
Survey Field Technician II	\$ 60.00
Survey Field Technician III	\$ 65.00
Administrative Assistant (I-III)	\$ 70.00
Accounting Assistant (I-II)	\$ 80.00

1. EXPENSES

- a. Mileage - \$0.65/mile
- b. Robotics/GPS Equipment - \$25/hr.
- c. Telephone, reproduction, postage, lodging, and other incidentals shall be a direct charge per receipt.

2. ASSOCIATED SERVICES -

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



Memorandum of Understanding for Performing Services or Construction

Through the course of a year, the Village of Pinehurst contracts for various services and/or construction projects. The Village finds it necessary to impose certain minimum insurance and hold harmless requirements upon contractors performing the work.

In order to be considered an "eligible contractor/service provider" to complete services and/or construction projects as called upon, the contractor agrees to the following requirements:

General Provision

The contractor/service provider agrees to comply with the specifications and our requirements of the project and provide for the proper protection of employees and the public for any and all work performed. The contractor/service provider agrees to comply with all applicable federal, state and local regulations and requirements pertinent to the job or service being provided.

The contractor/service provider agrees to maintain insurance in types and amounts as noted below for as long as necessary to complete any job or service.

A. Workers' Compensation: Insurance covering all employees meeting statutory limits in compliance with the applicable state and federal laws. The coverage must include employers' liability with a limit of \$500,000.00 for each accident, \$500,000.00 bodily injury by disease, each employee; and \$500,000.00 bodily injury by disease, policy limit.

B. Commercial General Liability: Coverage shall have minimum limits of \$1,000,000.00 general aggregate, products/completed operations aggregate, personal and advertising liability and each occurrence. This shall include premises and operations, independent contractors, products and completed operations, broad form property damage, XCU coverage, if applicable and contractual liability. The coverage shall be written on an occurrence basis.

C. Business Auto Liability: Coverage shall have minimum limit of \$1,000,000.00 per occurrence, combined single limit for bodily injury liability and property damage liability. This shall include owned vehicles, hired and non-owned vehicles.

D Professional Liability – If providing professional services such as legal, architectural, engineering, accounting or other service requiring specific licensure, coverage shall have minimum limits of \$1,000,000.00 per occurrence for errors and omissions.

E. Umbrella/Excess Liability: At the option of the contractor, the limits of the primary general liability, auto liability and employers' liability may be less than stipulated herein, with an excess policy providing the additional limits needed. This form of coverage must be

approved by the Village and will only be acceptable when both the primary and excess policies include the coverage and endorsements required herein.

Special Requirements

Current, valid insurance policies meeting the requirements herein identified shall be maintained to be considered an "eligible contractor/service provider." Renewal certificates shall be sent to the Village 30 days prior to any expiration date. There shall also be a 30-day notification to the Village in the event of cancellation or modification of any stipulated insurance coverage. Certificates of insurance meeting the required insurance provisions shall be forwarded to the Village of Pinehurst, 395 Magnolia Road, Pinehurst, NC 28374 Attn: Risk Manager.

It shall be the responsibility of the contractor/service provider to insure that all subcontractors comply with the same insurance requirements that he is required to meet.

Hold Harmless

The contractor/service provider agrees to protect, defend, indemnify and hold the Village of Pinehurst and its officers, employees, and agents free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and/or the performance hereof and caused by the negligence of the contractor/service provider. The contractor/service provider further agrees to investigate, handle, respond to, provide defense for, and defend any such claims, etc., at his sole expense and agrees to bear all other costs and expenses related thereto, even if (claims, etc.) is groundless, false or fraudulent.

This memorandum of understanding is considered valid for any and all work completed by the contractor/service provider during the Village of Pinehurst's fiscal year, defined as July 1 to June 30, or at the completion of an ongoing and existing project, whichever comes last.

McGill Associates
Company Name

5 Regional Circle, Suite A, Pinehurst, NC 28374
Address

Michael S. Apke
Signature of Company Representative

6-15-16
Date

Michael S. Apke
Print Representative Name

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CERTIFICATE OF LIABILITY INSURANCE

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER BB&T-Wright Dobbins PO Box 5318 Asheville, NC 28813 828 277-3930	CONTACT NAME: Susan Stephenson PHONE (A/C, No, Ext): 828 277-3930 FAX (A/C, No): 888-827-9875 E-MAIL ADDRESS: INSURER(S) AFFORDING COVERAGE INSURER A: Pennsylvania National Mutual Ca NAIC # 14990 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
INSURED McGill Associates PA P.O. Box 2259 Asheville, NC 28802	

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC OTHER:	X	BX90652915	01/23/2016	01/23/2017	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$50,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COM/PROP AGG \$2,000,000
A	AUTOMOBILE LIABILITY ☒ ANY AUTO ALL OWNED AUTOS ☒ HIRED AUTOS ☐ SCHEDULED AUTOS NON-OWNED AUTOS		AX90652915	01/23/2016	01/23/2017	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	☒ UMBRELLA LIAB ☒ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED ☒ RETENTION \$10000		UL90651915	01/23/2016	01/23/2017	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ Y/N ☒ N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below					PER STATUTE ☐ OTH-ER ☐ E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Village of Pinehurst is named as an additional insured.

CERTIFICATE HOLDER

CANCELLATION

Village of Pinehurst
395 Magnolia Rd.
Pinehurst, NC 28374

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan I. Stephenson

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Client#: 829322

80MCGILASS

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

01/28/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER BB&T Insurance Services, Inc 3318 West Friendly Ave., Ste. 400 Greensboro, NC 27410	CONTACT NAME: Cyndy Cagle PHONE (A/C, No, Ext): 336 547-2137 FAX (A/C, No): 8888318409 E-MAIL ADDRESS: ccagle@bbandt.com
INSURED McGill Associates PA 55 Broad Street Asheville, NC 28801	INSURER(S) AFFORDING COVERAGE INSURER A: Farmington Casualty Company NAIC #: 41483 INSURER B: XL Specialty Insurance Company 37885 INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PROJECT ☐ LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ ALL OWNED AUTOS ☐ HIRED AUTOS ☐ SCHEDULED AUTOS ☐ NON-OWNED AUTOS					EACH OCCURRENCE \$ AGGREGATE \$
	UMBRELLA LIAB ☐ OCCUR EXCESS LIAB ☐ CLAIMS-MADE DED RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☒ Y ☐ N (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below	x	XZ2FUB4418T906516	01/23/2016	01/23/2017	☒ PER STATUTE ☐ OTHER E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
B	Professional Liability		DPR9801620	01/23/2016	01/23/2017	\$3,000,000 Per Claim \$3,000,000 Aggregate

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

CANCELLATION

The Village of Pinehurst 395 Magnolia Road Pinehurst, NC 28374-0000	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE <i>Cynthia P. Cagle</i>
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2016 Community Survey ***Village of Pinehurst, NC***

Presented by

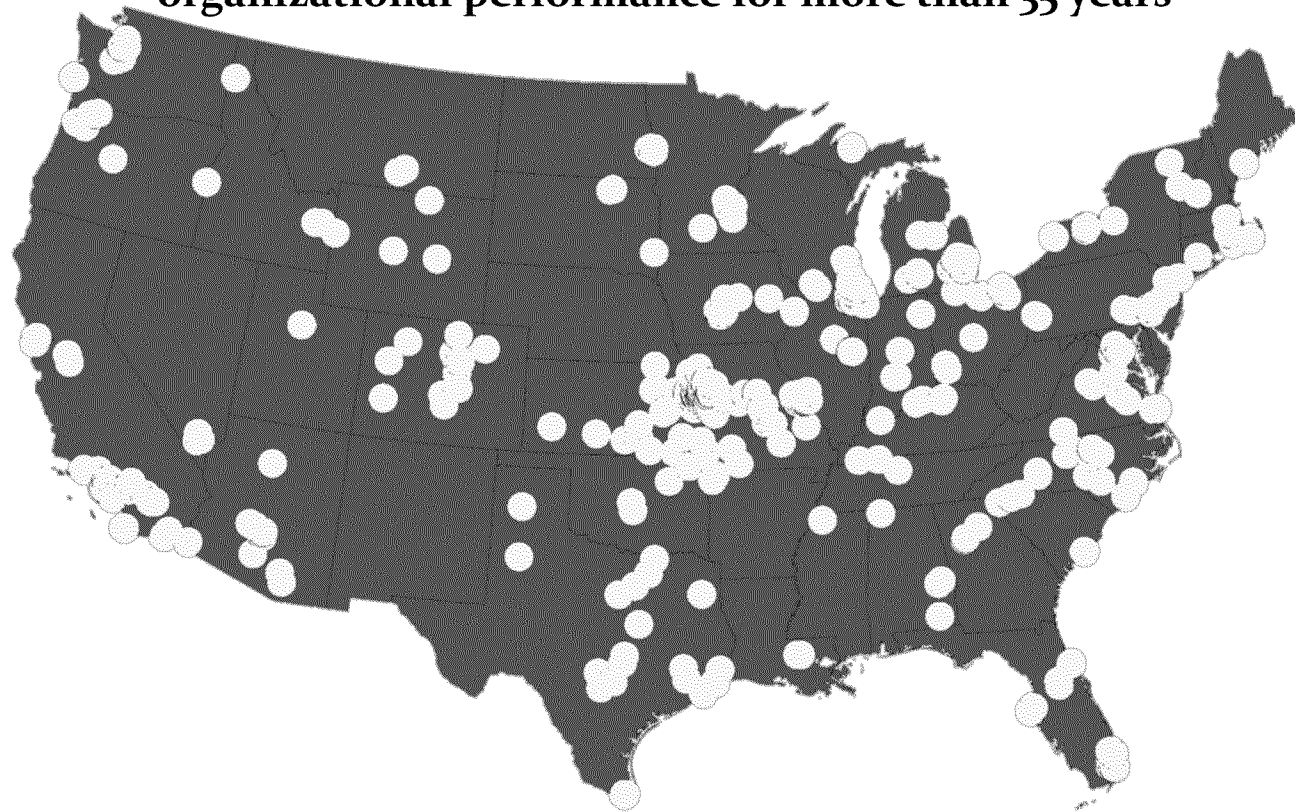


September 2016

ETC Institute

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...helping City and county governments gather and use survey data to enhance
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More than 2,100,000 Persons Surveyed Since 2006
for more than 800 cities in 49 States

Purpose

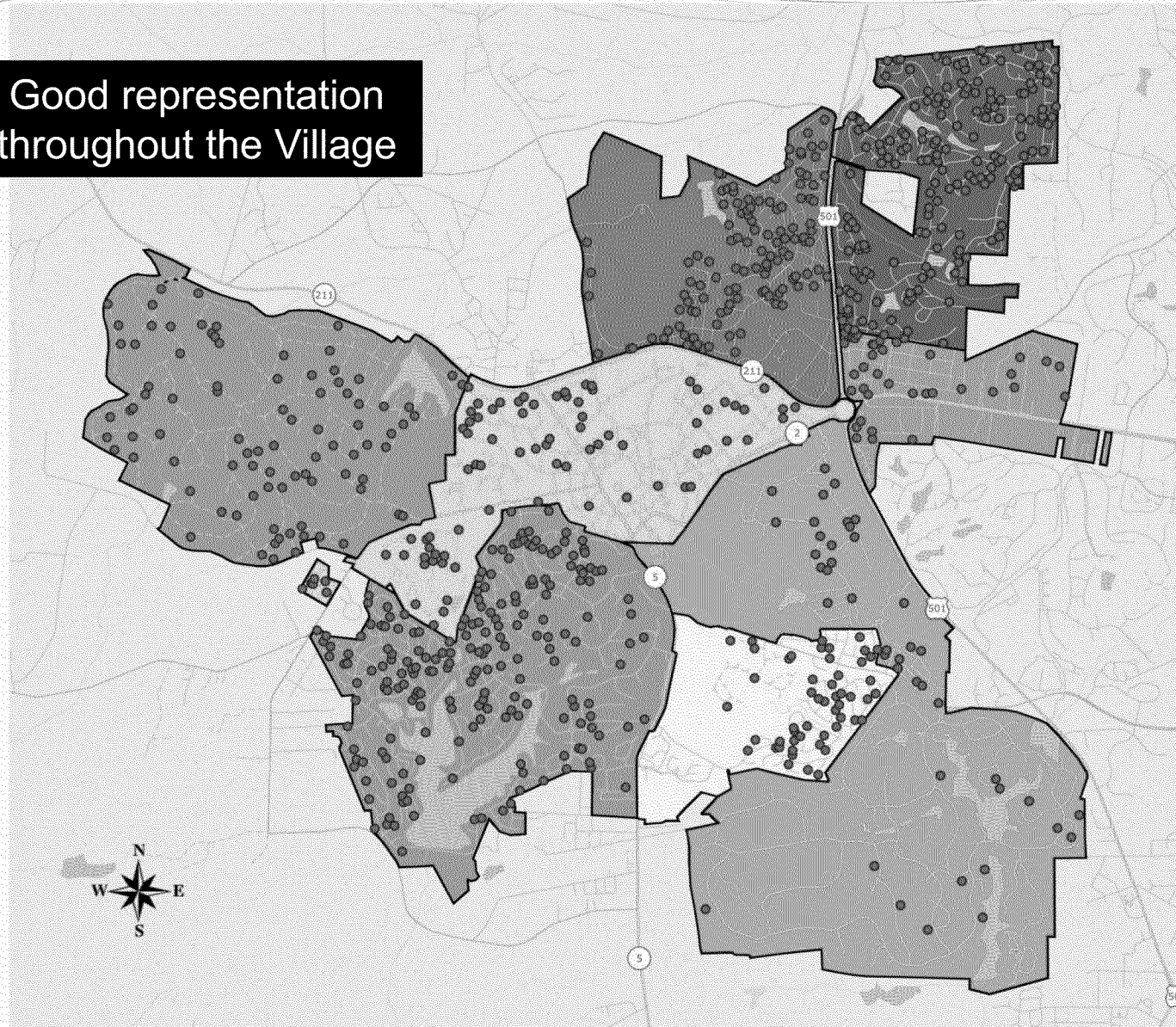
- **To objectively assess citizen satisfaction with the delivery of major Village services**
- **To measure trends from previous surveys**
- **To compare the Village's performance with residents regionally and nationally**
- **To help determine priorities for the community**

Methodology

- **Survey Description**
 - ☐ seven-page survey
 - ☐ fifth Community Survey conducted for the Village
 - ☐ included many of the same questions that were asked in previous years
- **Method of Administration**
 - ☐ by mail, phone, and online
 - ☐ each survey took approximately 15-20 minutes to complete
- **Sample size:** 793 completed surveys
- **Confidence level:** 95%
- **Margin of error:** +/- 3.5% overall

Location of Survey Respondents

Good representation
throughout the Village



Village of Pinehurst 2016 Community Survey

Bottom Line Up Front

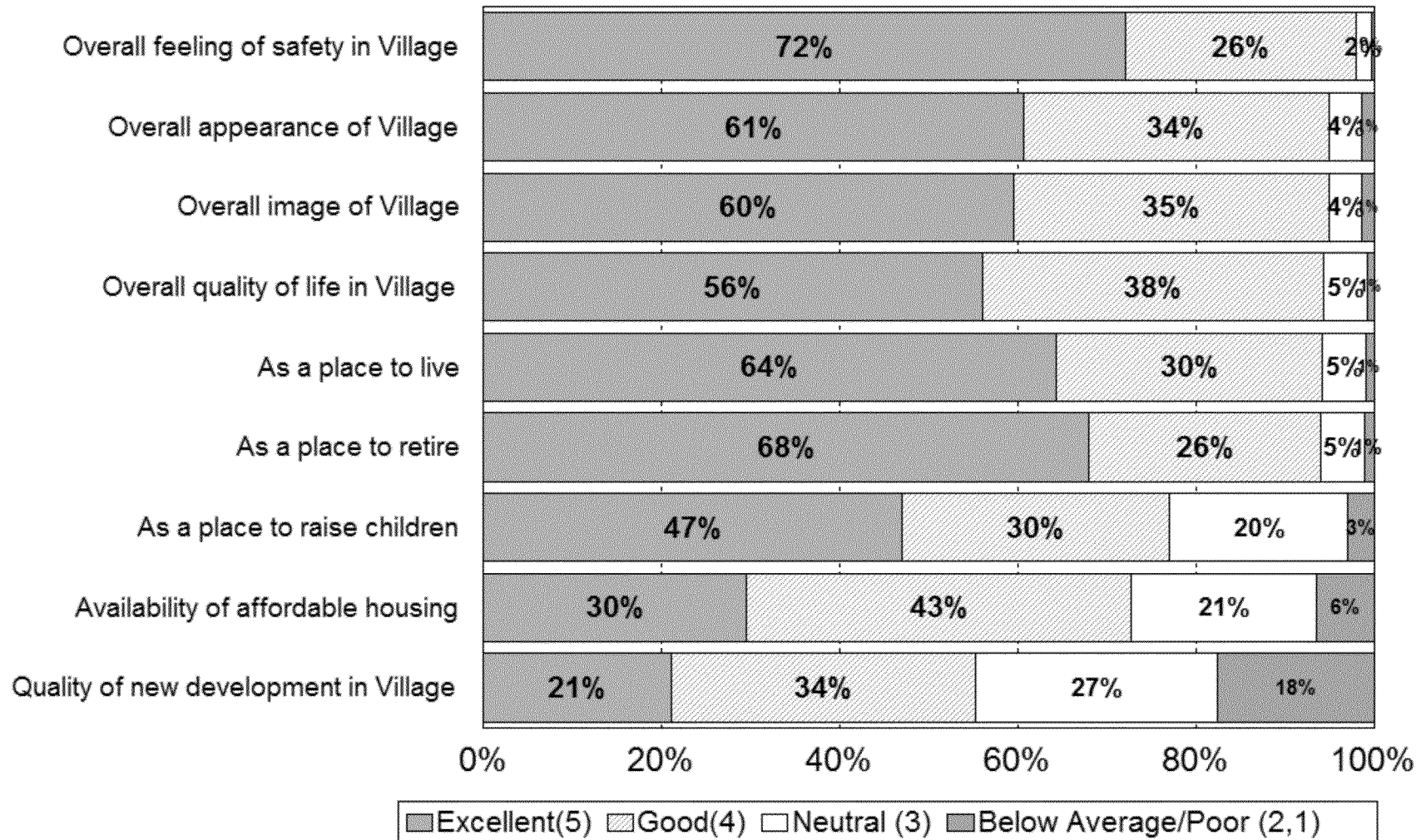
- **Residents Have a Very Positive Perception of the Village**
 - ❑ 94% rated the overall quality of life in the Village as excellent or good
 - ❑ 94% would recommend Pinehurst to others as a place to live
- **The Village Is Moving in the Right Direction**
 - ❑ Satisfaction ratings have increased or stayed the same in 63 of 86 areas since 2015; increased or stayed the same in 72 of 81 areas since 2013
- **Satisfaction with Village Services is Much Higher in Pinehurst Than Other Communities**
 - ❑ The Village rated above the Southeast Regional Average in 45 of 47 areas, and above the U.S. Average in 44 of the 47 areas that were compared
- **Overall priorities for improvement over the next 2 years:**
 - ❑ Efforts at maintaining the quality of neighborhoods
 - ❑ Level of public involvement in local decisions
 - ❑ Enforcement of Village codes and ordinances

Major Finding #1

**Residents Have a Very Positive
Perception of the Village**

Q4. Perception Residents Have of Pinehurst as a Community

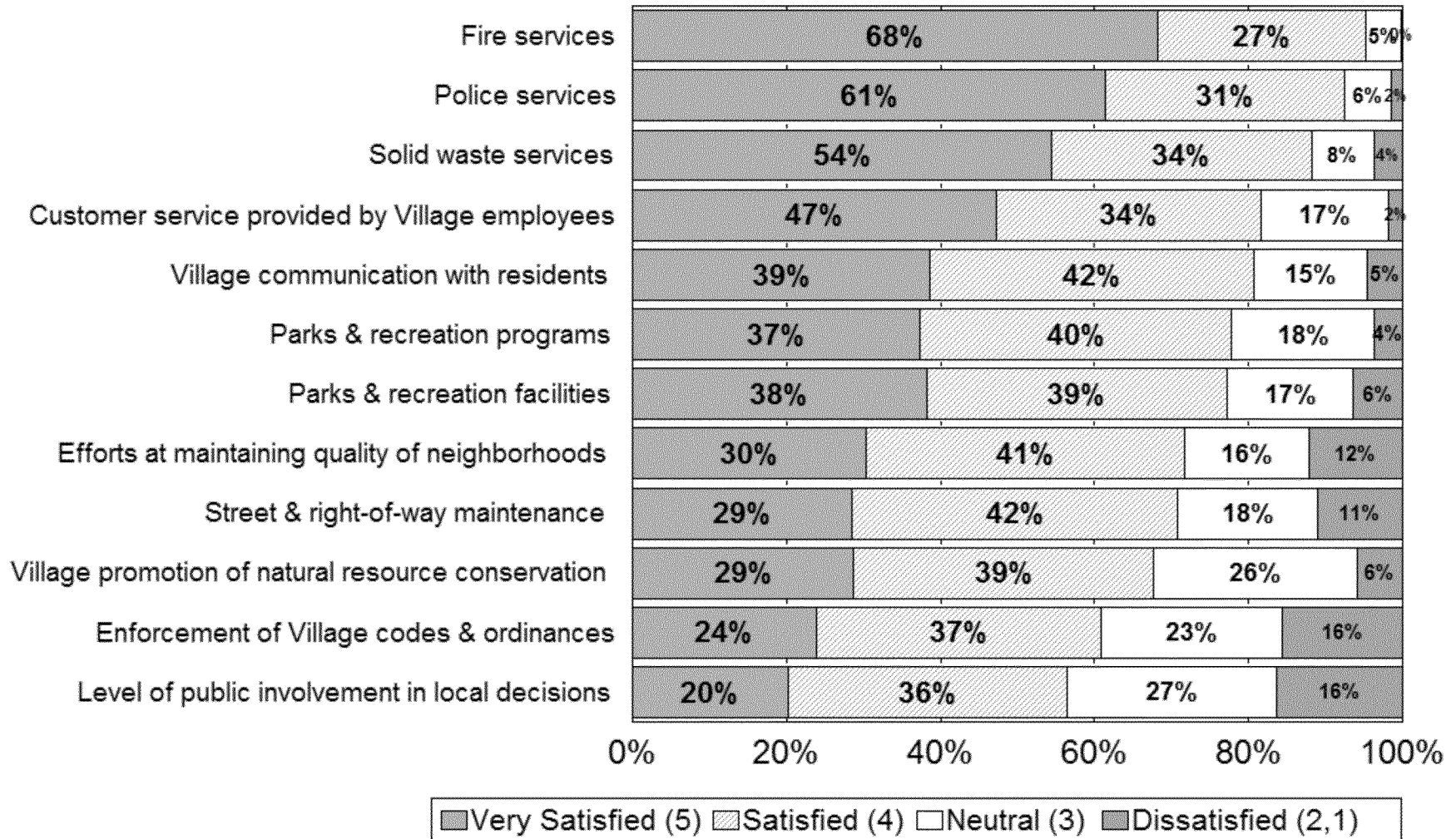
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Residents Have a Very Positive Perception of the Community in All Areas

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")

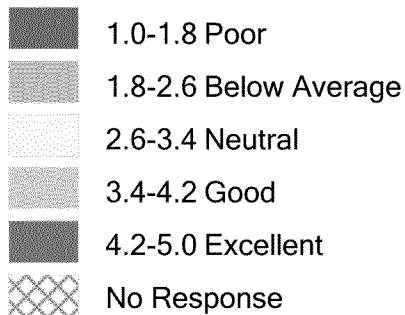


Less Than 20% of Residents Were Dissatisfied with Any of the Major Categories of Village Services Rated

Overall Quality of Life in the Village

Perception

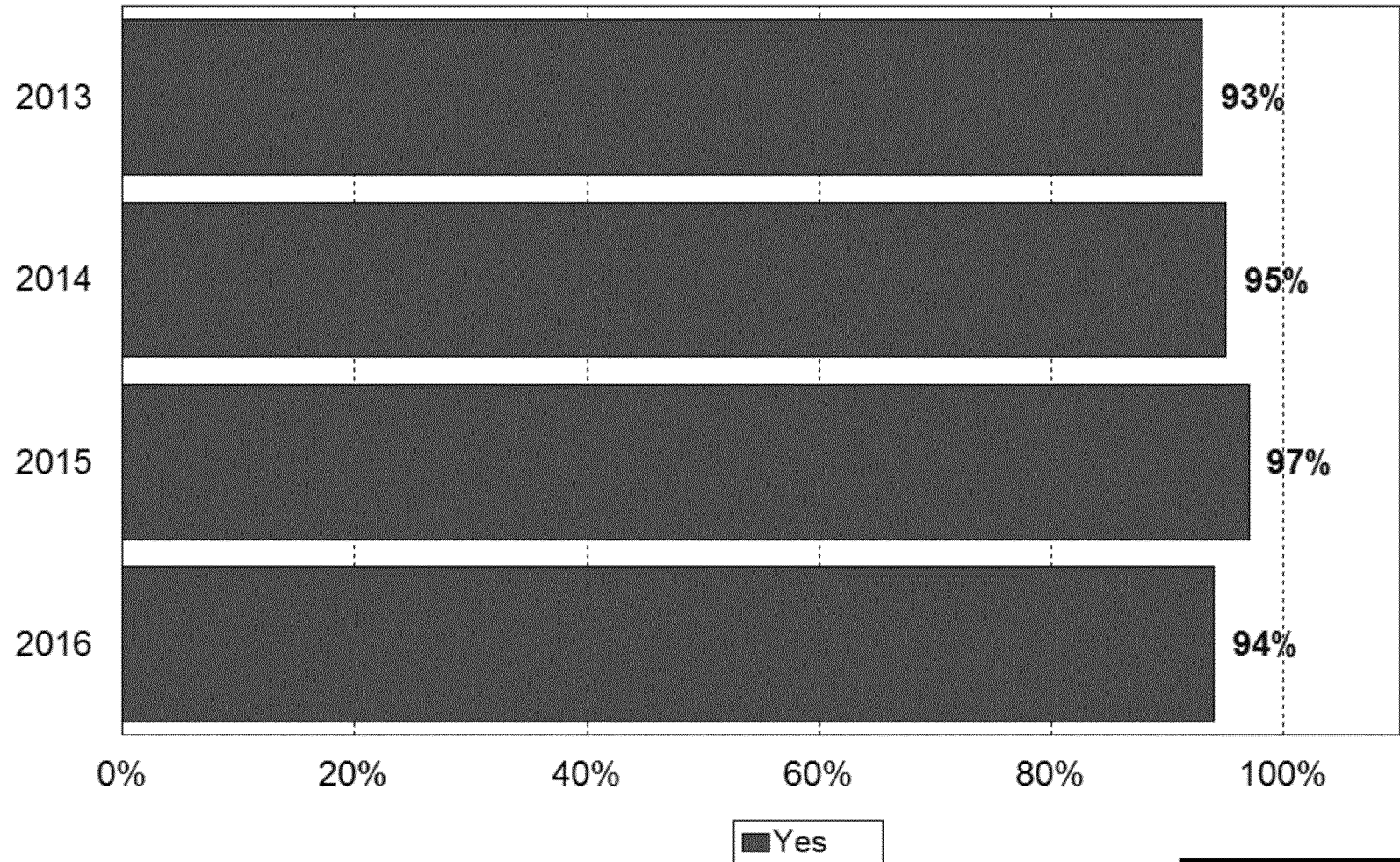
Mean rating on a 5-point scale



All areas are in BLUE, indicating that residents in all parts of the Village rated the overall quality of life as excellent

Q25. Would you recommend Pinehurst to others as a place to live?

by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

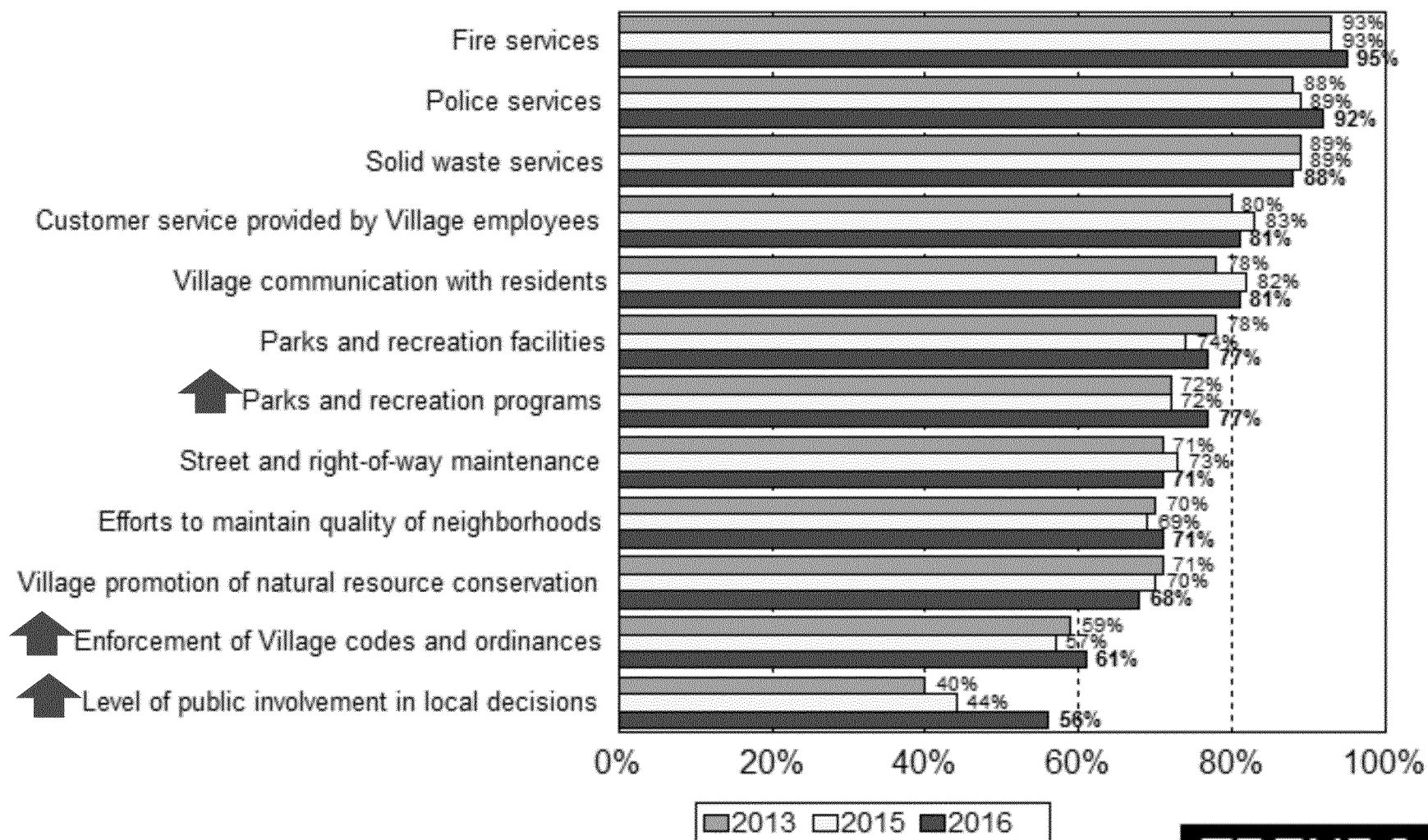
94% of residents would recommend Pinehurst to other as a place to live

Major Finding #2

**Satisfaction Ratings Have
Increased in Most Areas Both
Short-Term and Long-Term**

Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category - 2013, 2015 & 2016

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



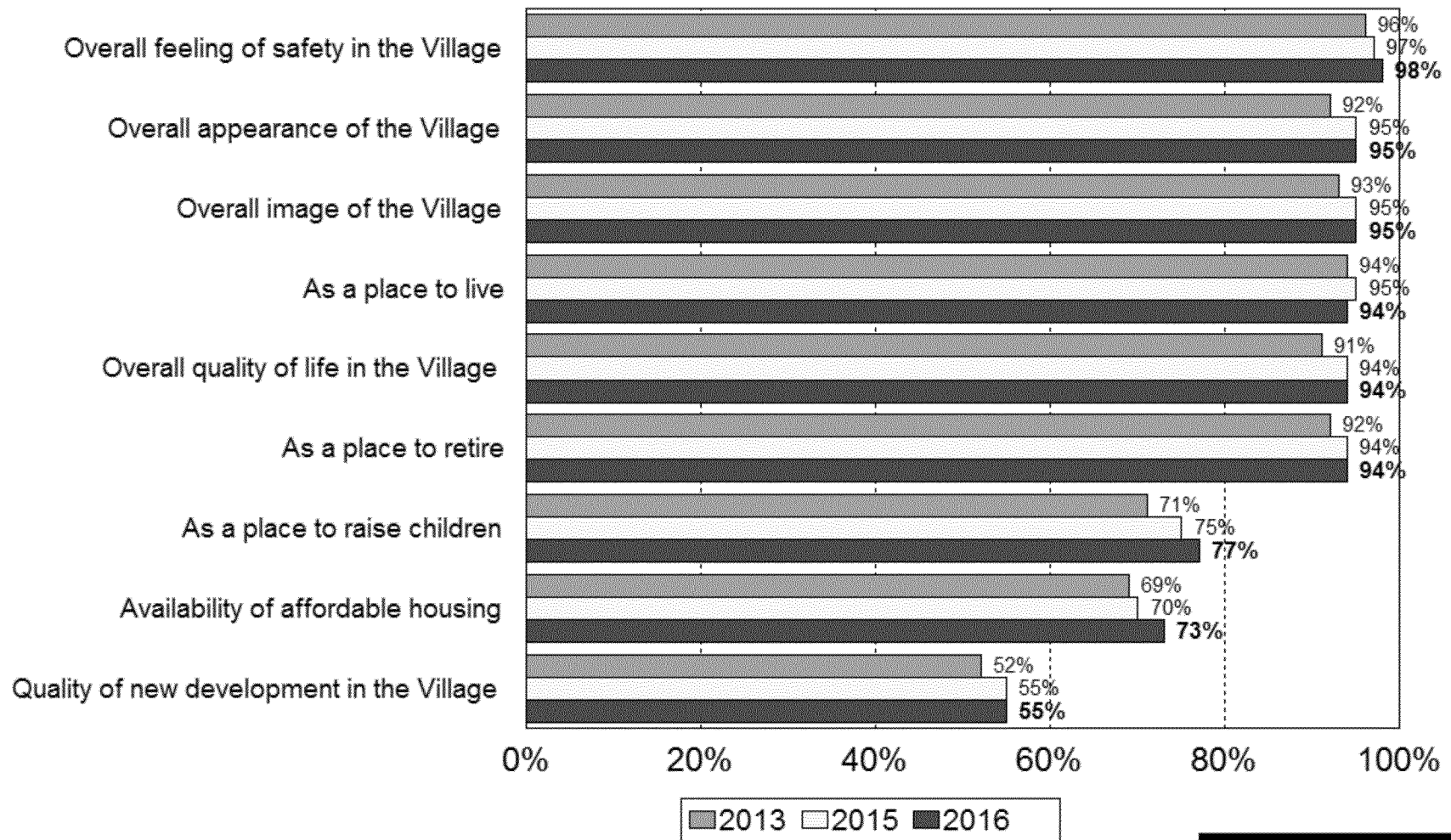
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q4. Perception Residents Have of Pinehurst as a Community - 2013, 2015 & 2016

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



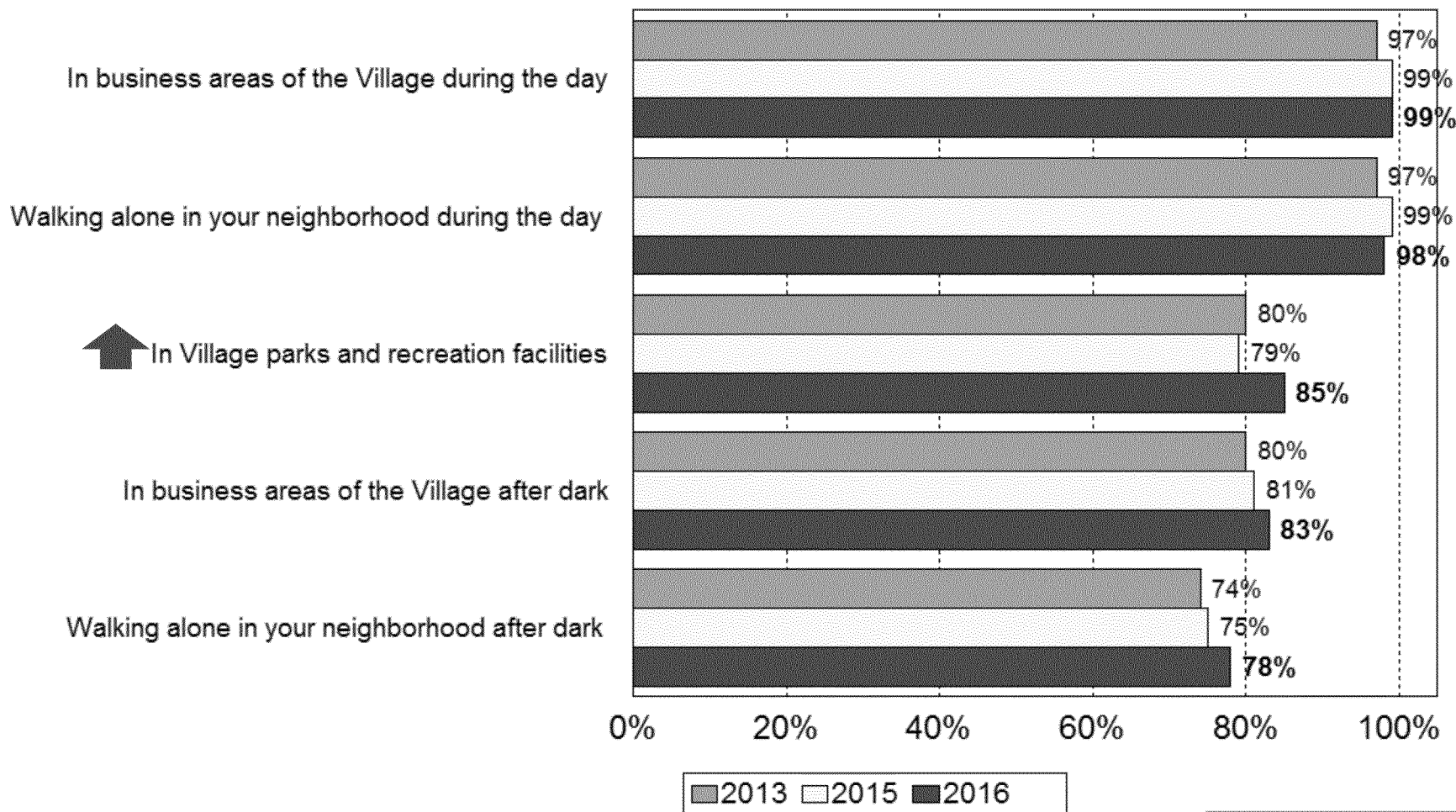
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q5. Perceptions of Safety and Security in Pinehurst - 2013, 2015 & 2016

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



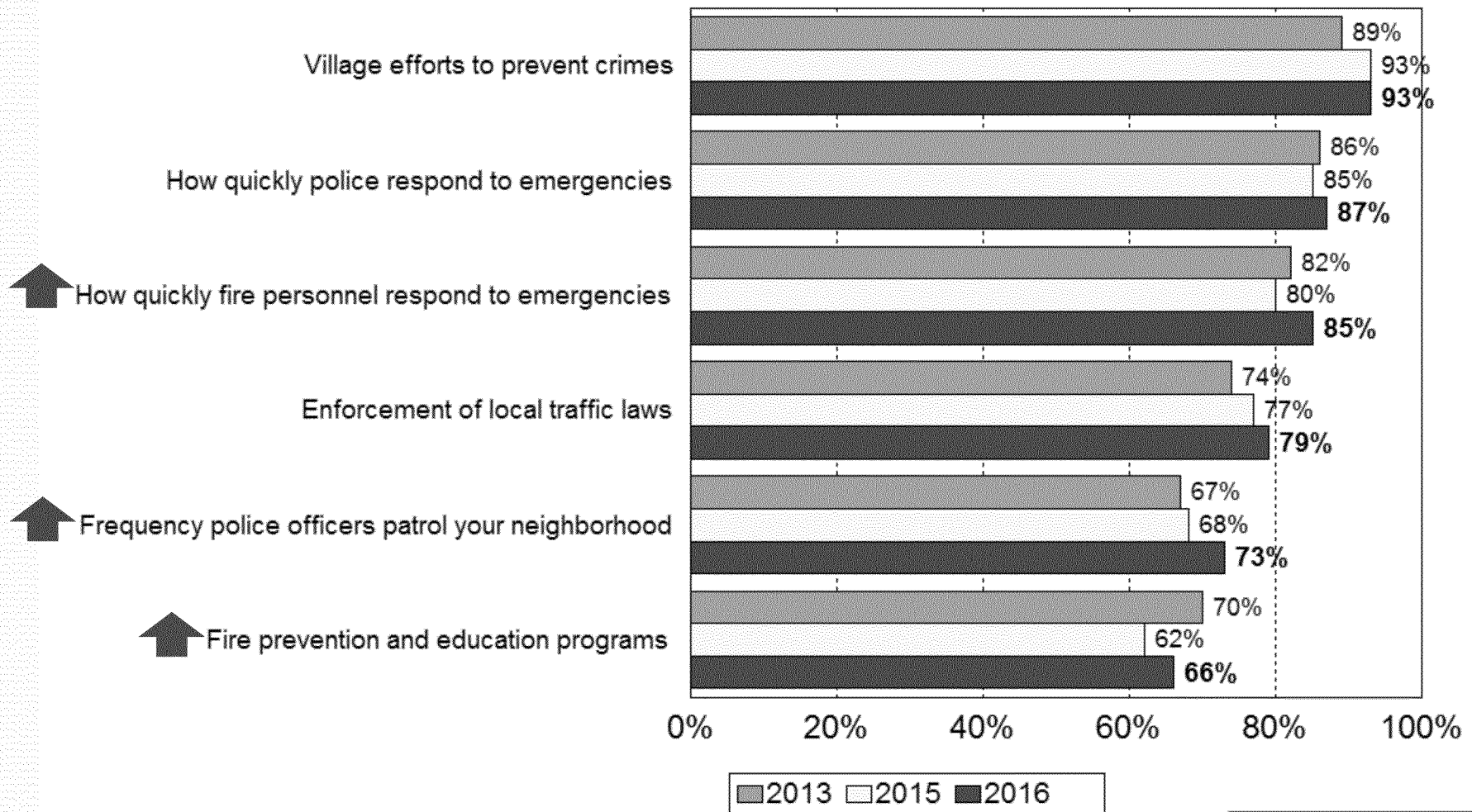
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q6. Satisfaction with Various Aspects of Public Safety 2013, 2015 & 2016

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



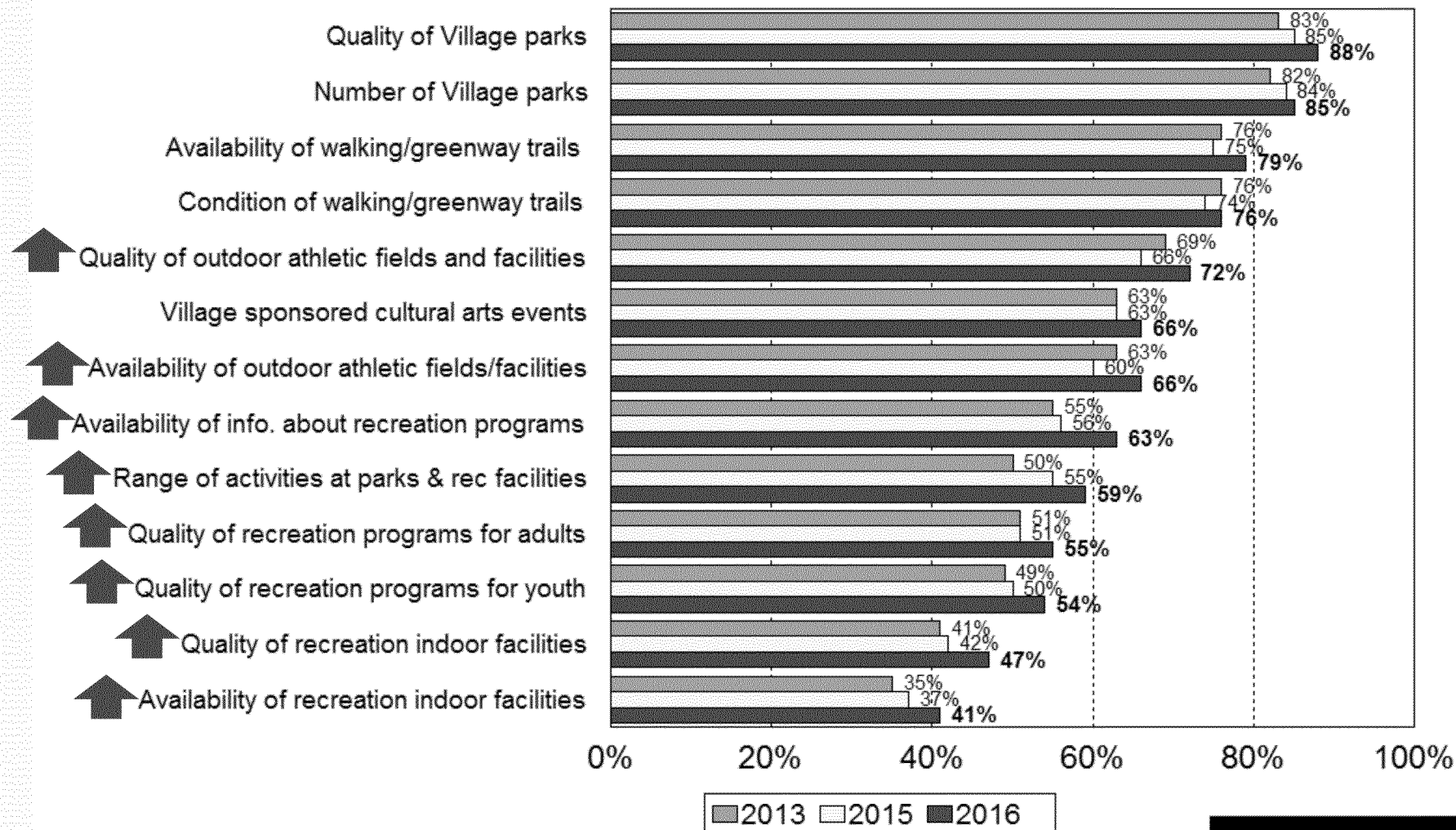
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q8. Satisfaction with Various Aspects of Cultural and Recreation Services - 2013, 2015 & 2016

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

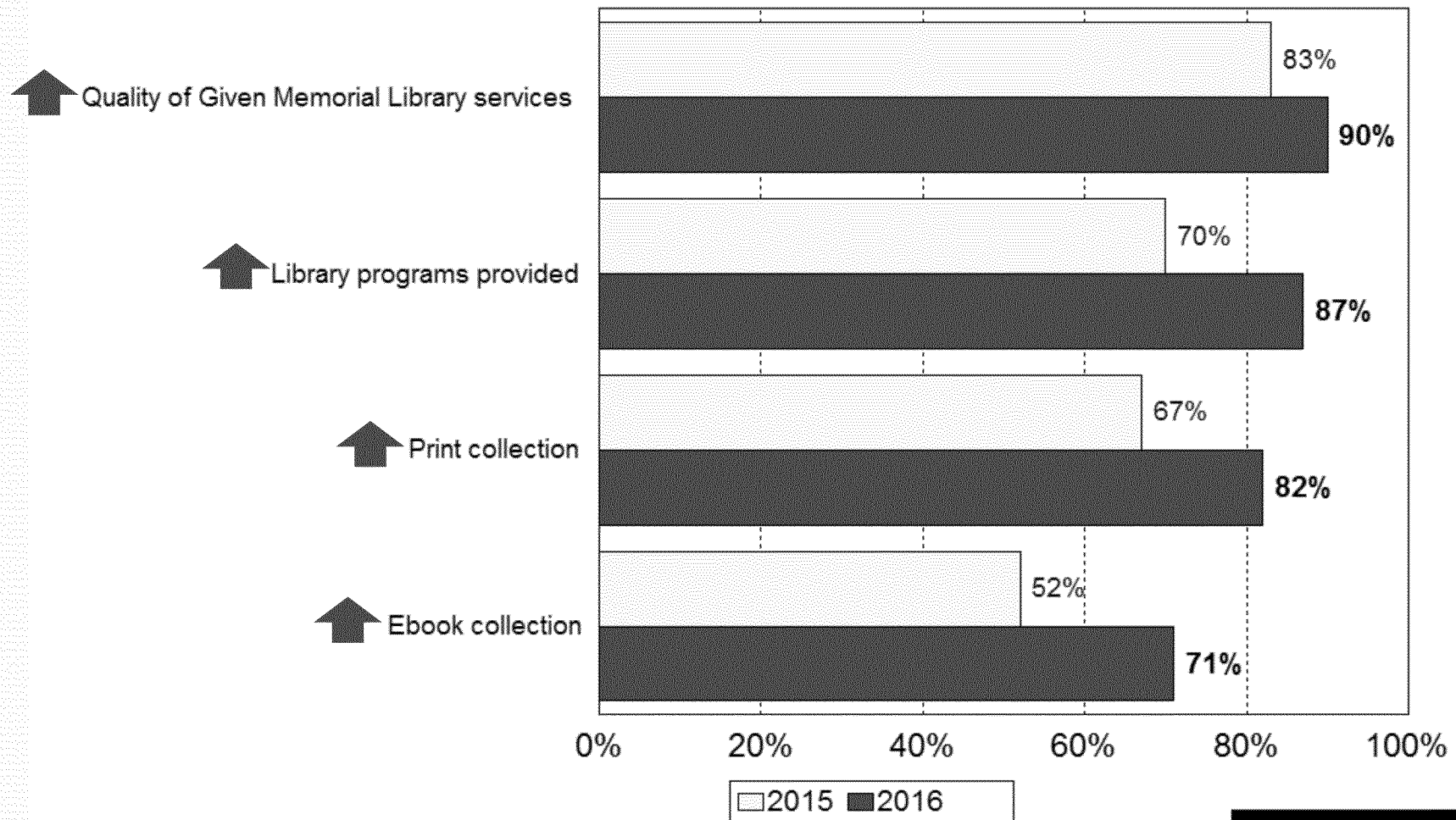


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q11b. Satisfaction with Various Aspects of the Given Memorial Library - 2015 & 2016

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



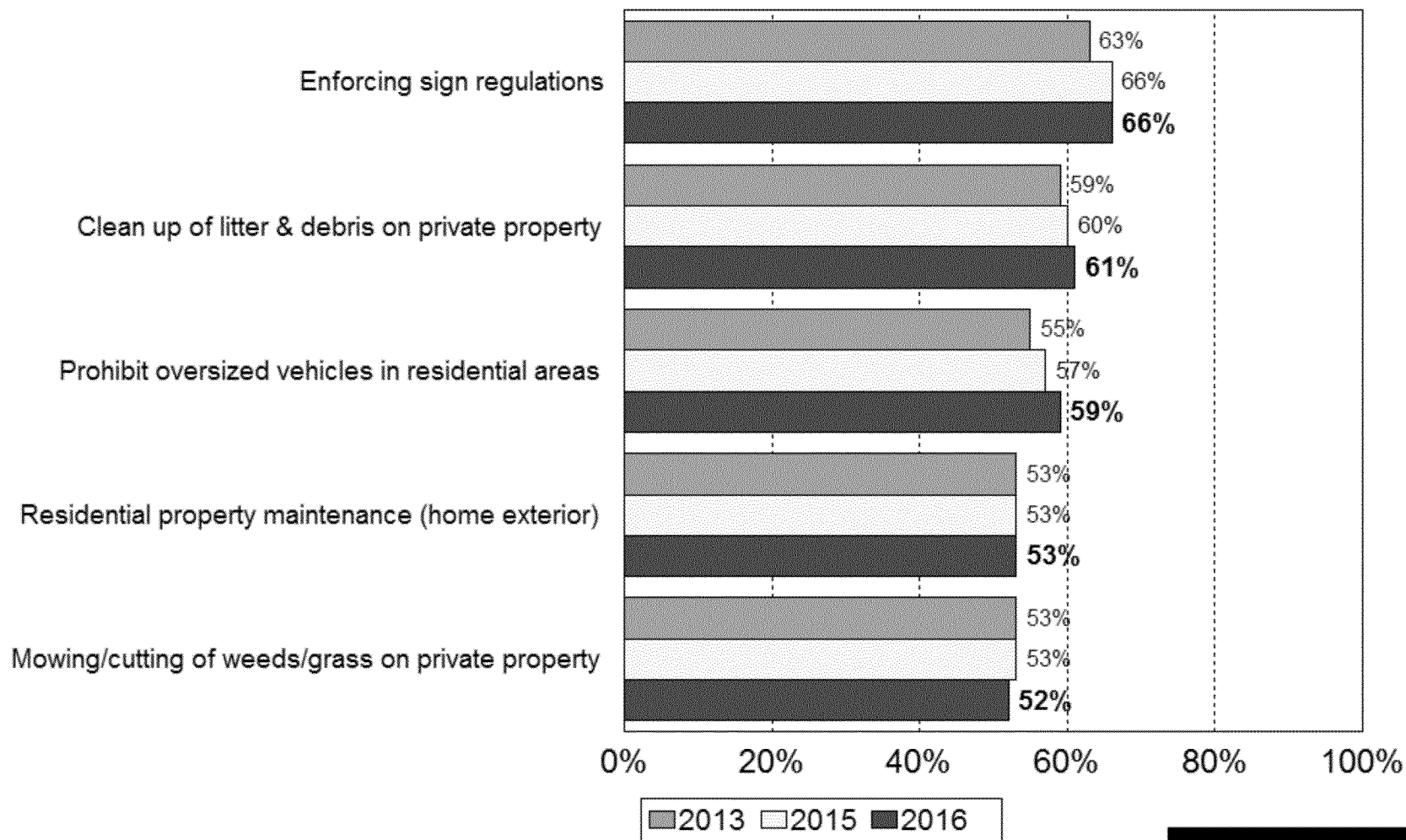
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

Q12. Satisfaction with Various Aspects of Community Development - 2013, 2015 & 2016

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 (2016 - Pinehurst, NC)

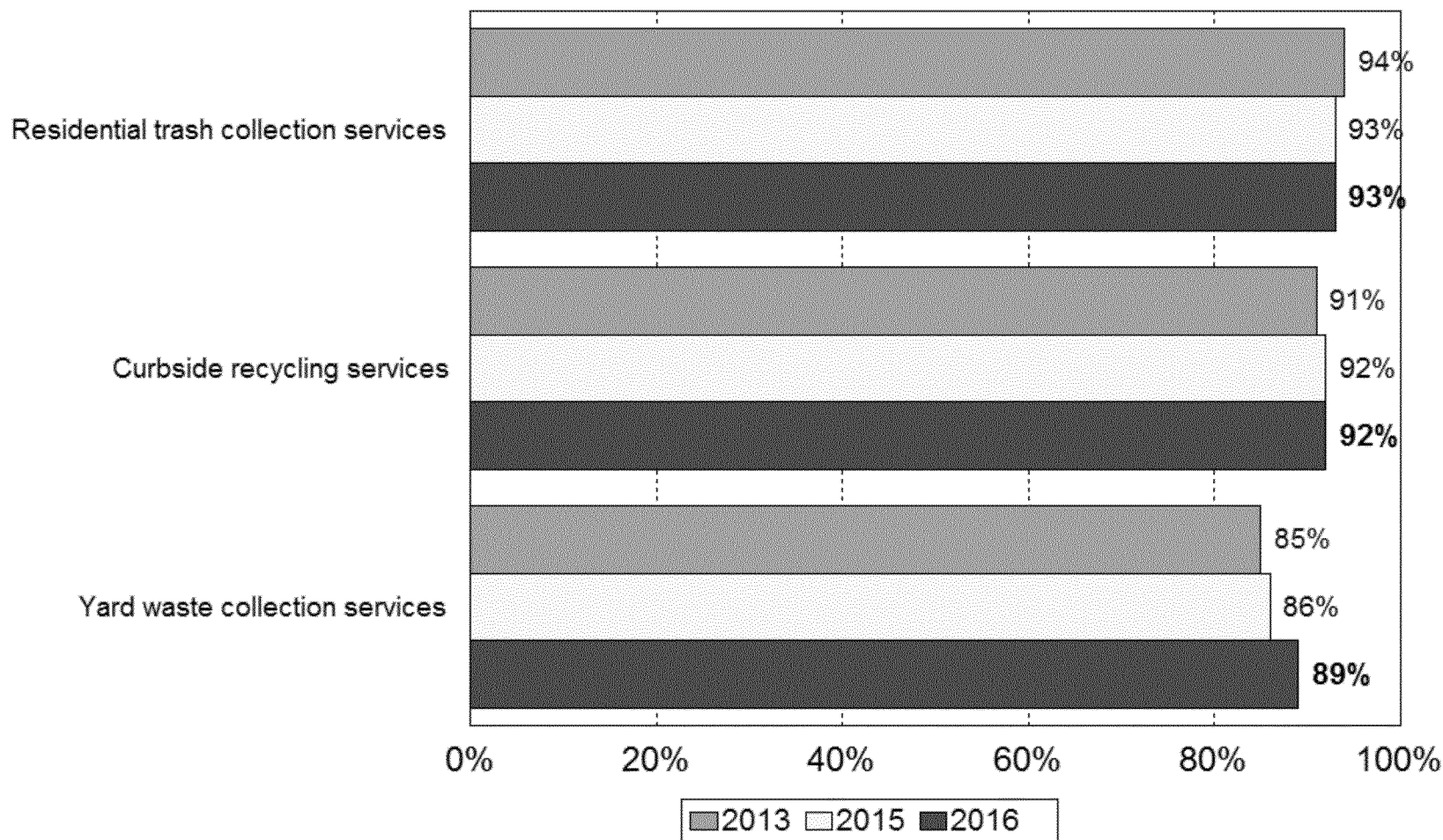
TRENDS

Significant Increases From 2015: ↑

Significant Decreases From 2015: ↓

Q14. Satisfaction with Solid Waste Services - 2013, 2015 & 2016

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 (2016 - Pinehurst, NC)

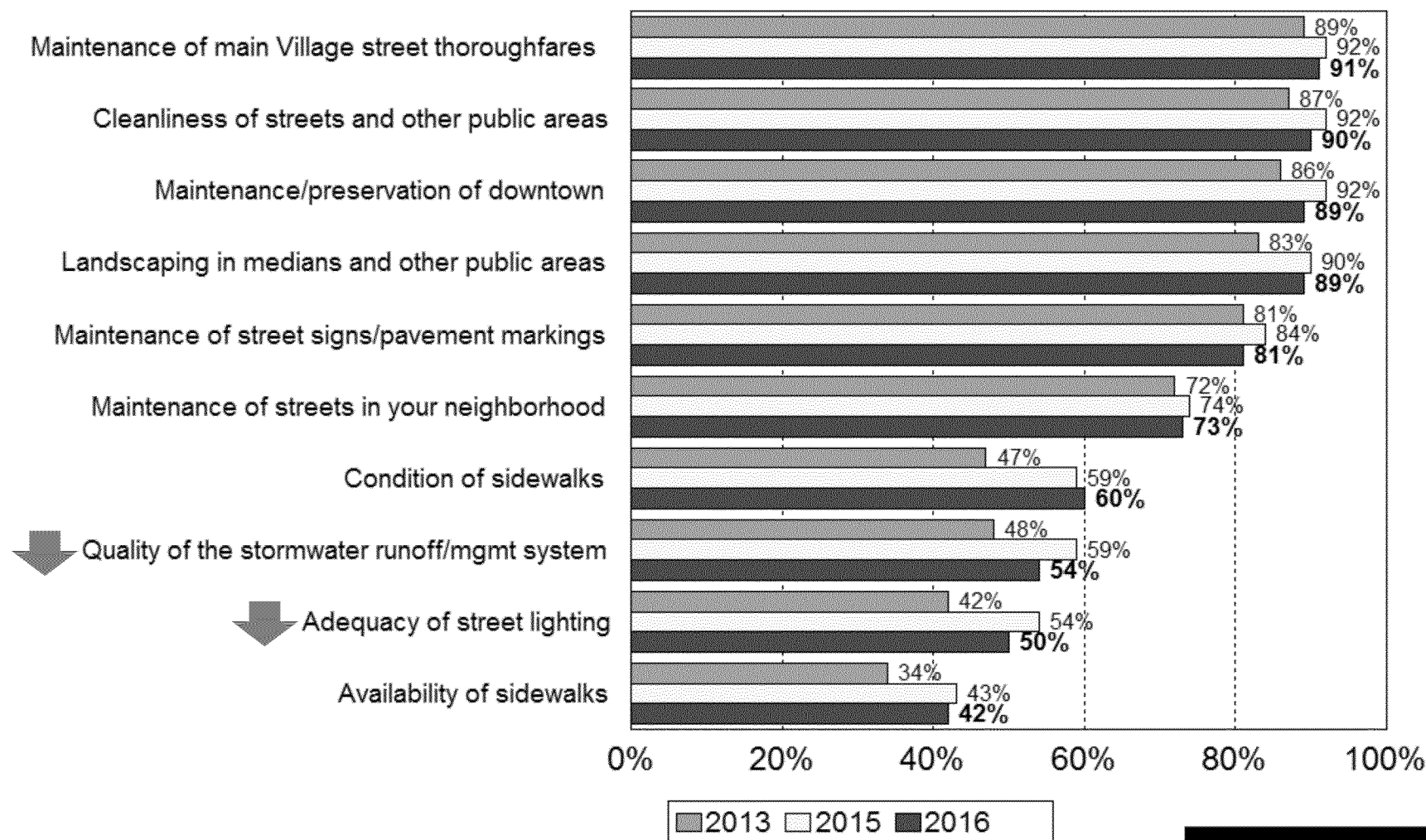
TRENDS

Significant Increases From 2015: ↑

Significant Decreases From 2015: ↓

Q15. Satisfaction with Various Aspect of Public Services - 2013, 2015 & 2016

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 (2016 - Pinehurst, NC)

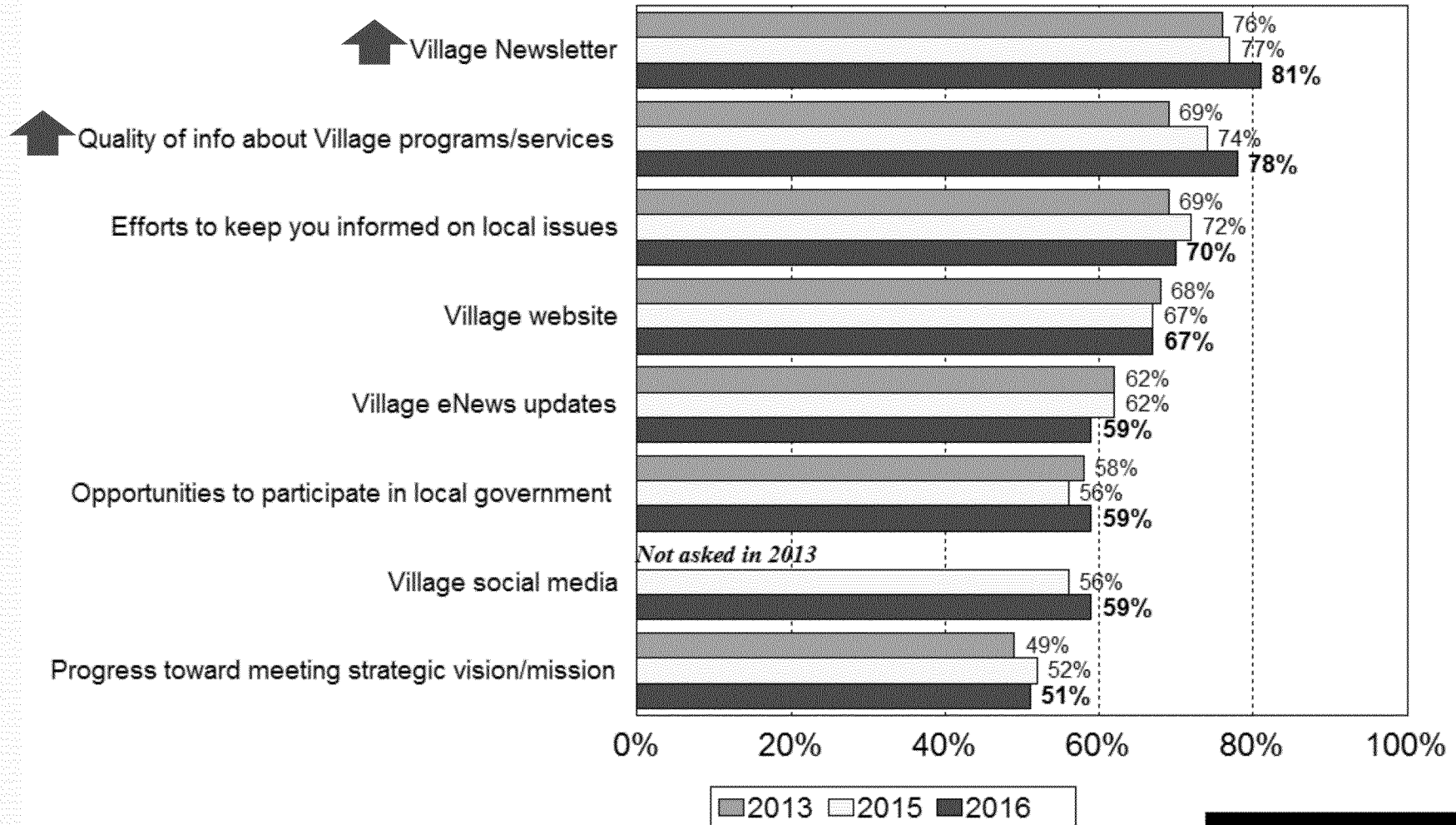
TRENDS

Significant Increases From 2015: ↑

Significant Decreases From 2015: ↓

Q18. Satisfaction with Public Communication and Outreach - 2013, 2015 & 2016

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 (2016 - Pinehurst, NC)

TRENDS

Significant Increases From 2015: ↑ **Significant Decreases From 2015:** ↓

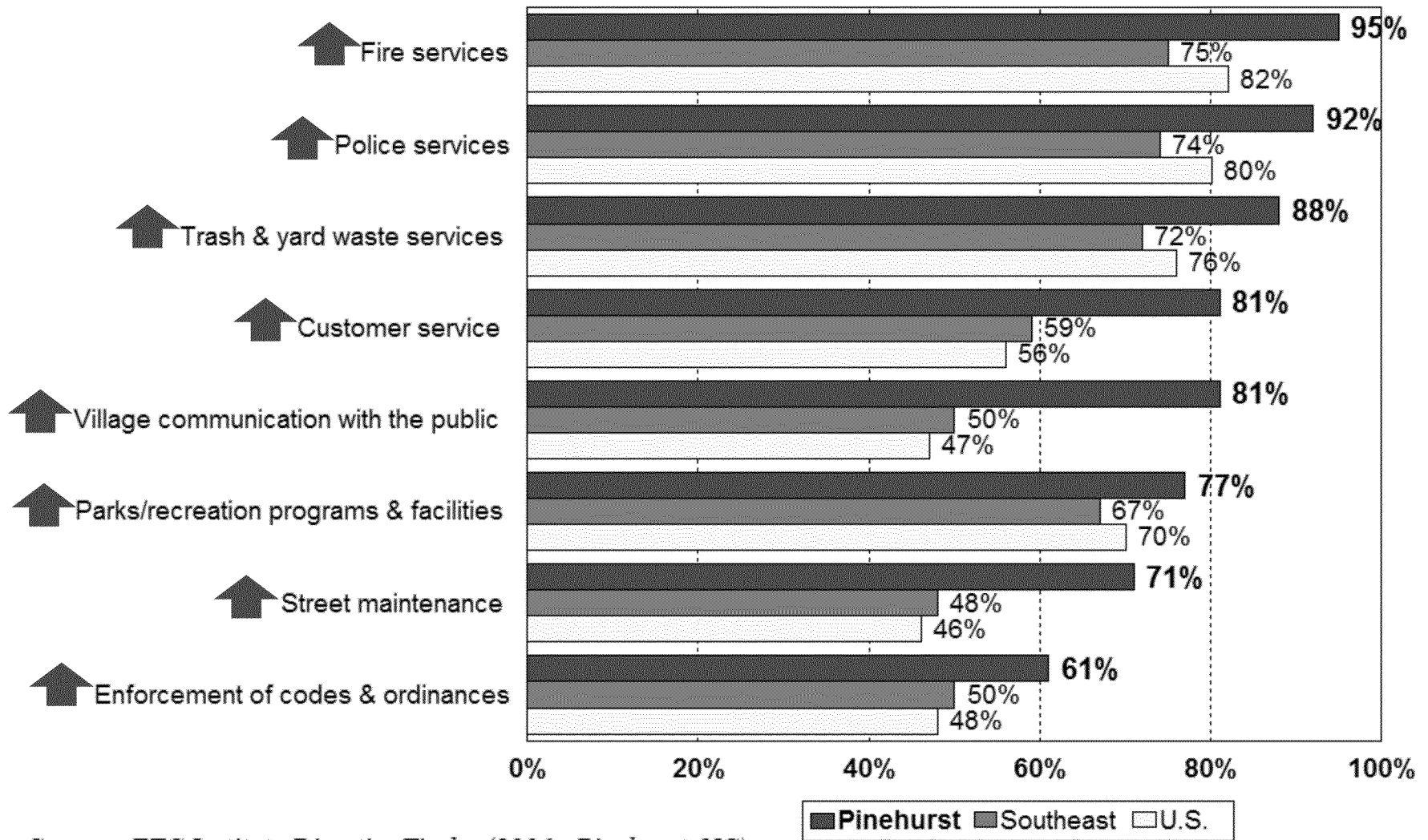
Major Finding #3

**Satisfaction with Village Services
Is Significantly Higher in
Pinehurst Than in Other
Communities**

Overall Satisfaction with Various Community Services

Pinehurst vs. Southeast 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)



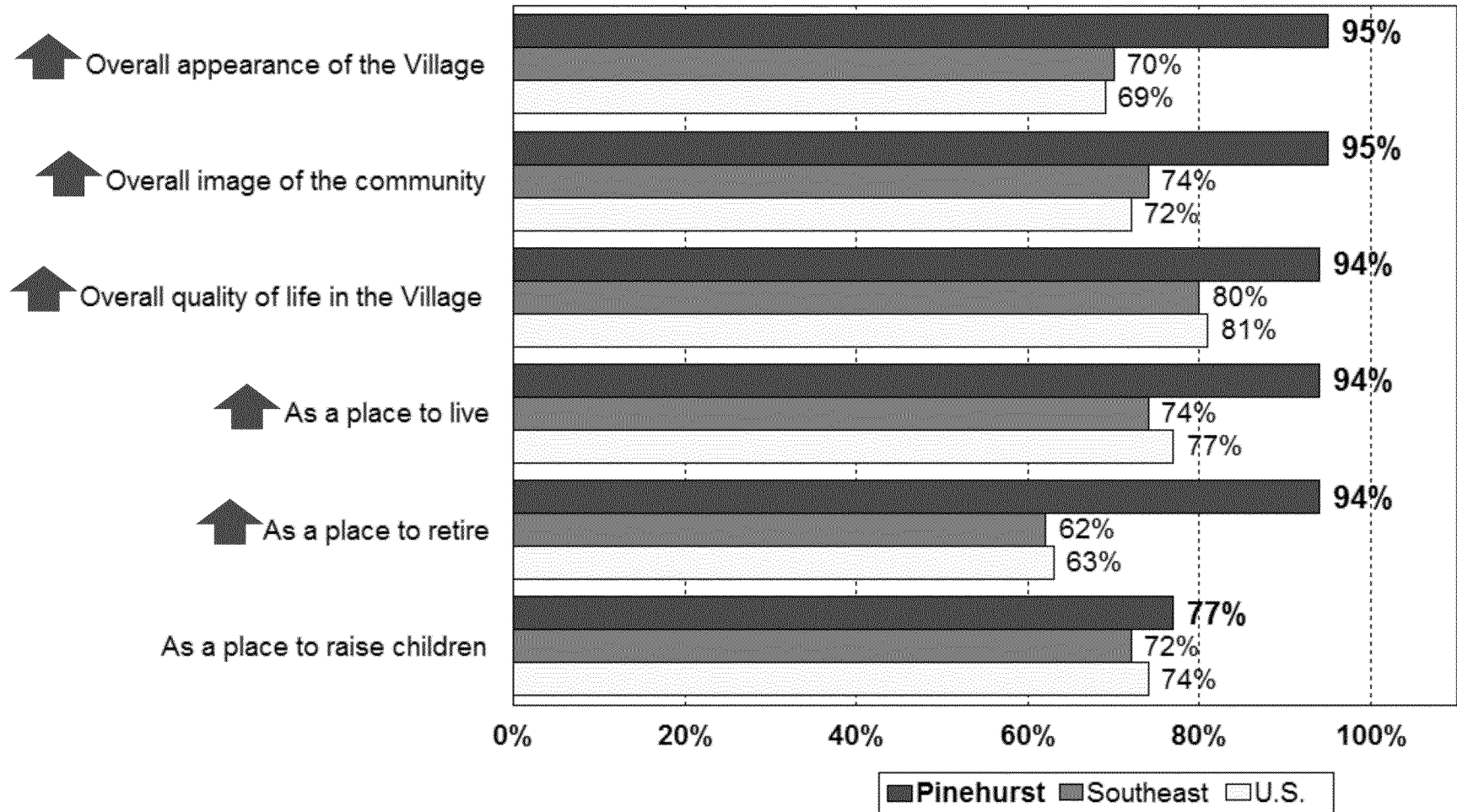
Source: ETC Institute DirectionFinder (2016, Pinehurst, NC)

Significantly Higher: ↑

Significantly Lower: ↓

Satisfaction with Issues that Influence Perceptions of the Village Pinehurst vs. Southeast 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)



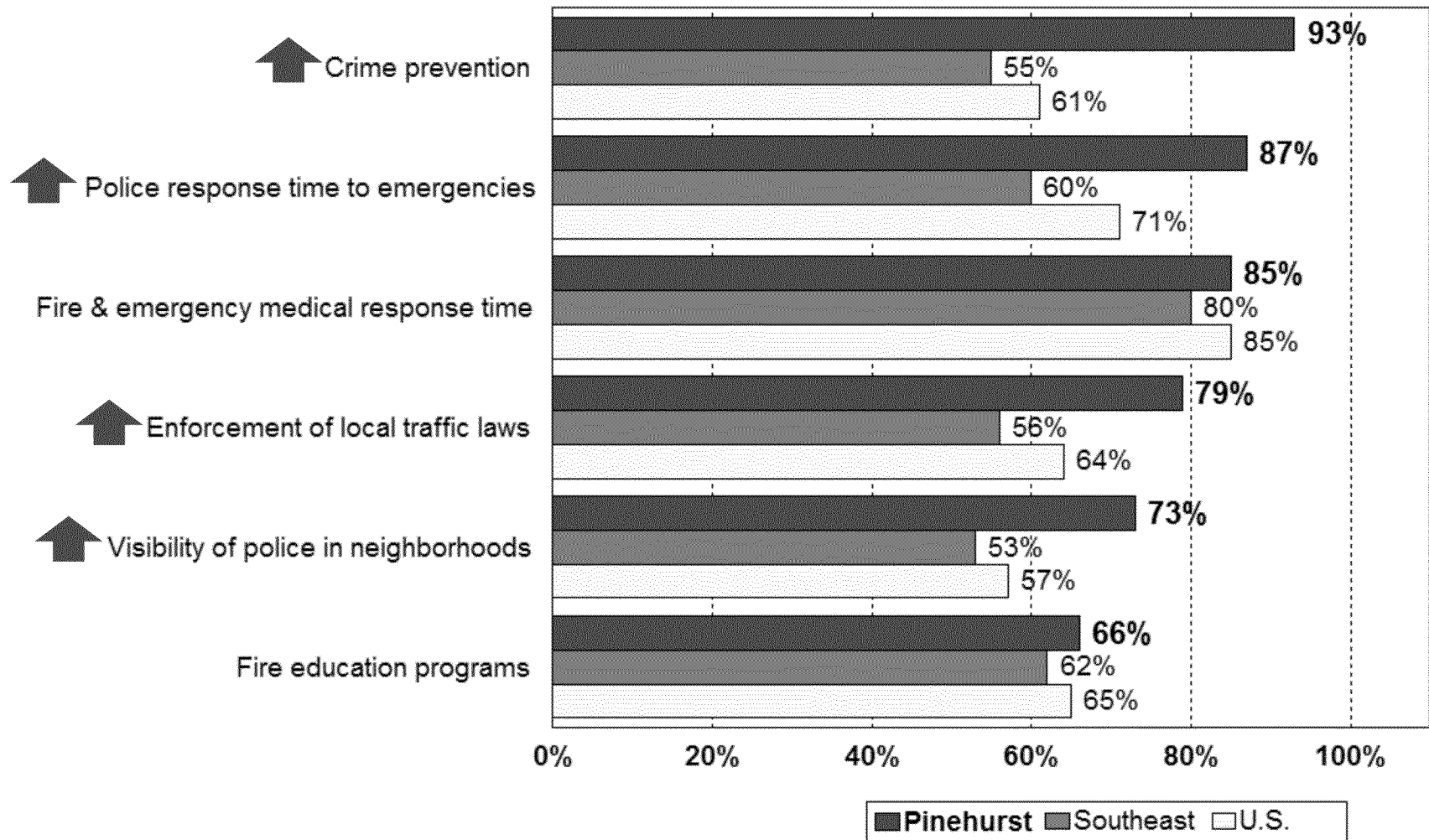
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Public Safety Services

Pinehurst vs. Southeast 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)



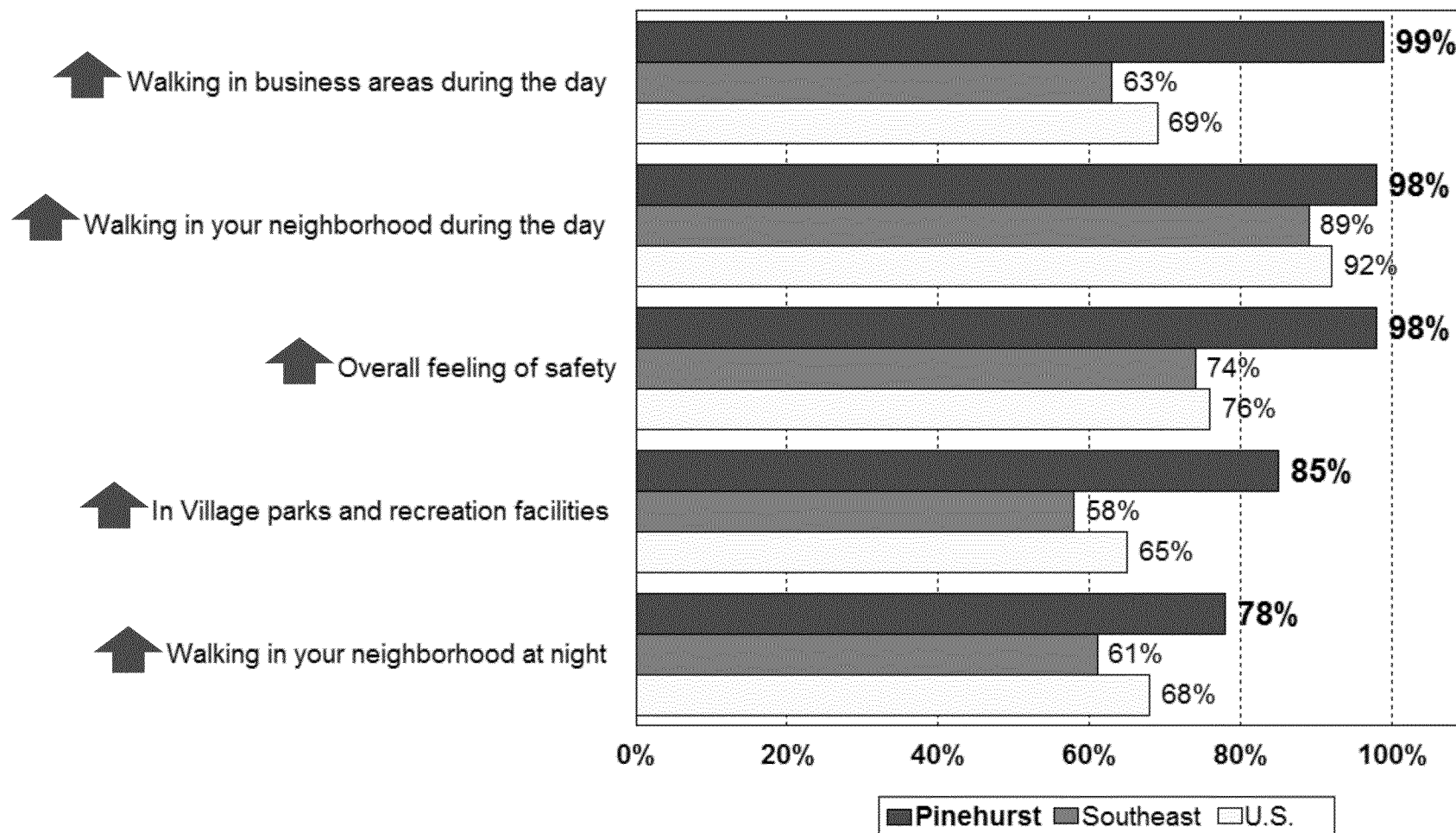
Significantly Higher: ↑

Significantly Lower: ↓

How Safe Residents Feel in Their Community

Pinehurst vs. Southeast vs. the U.S.

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)



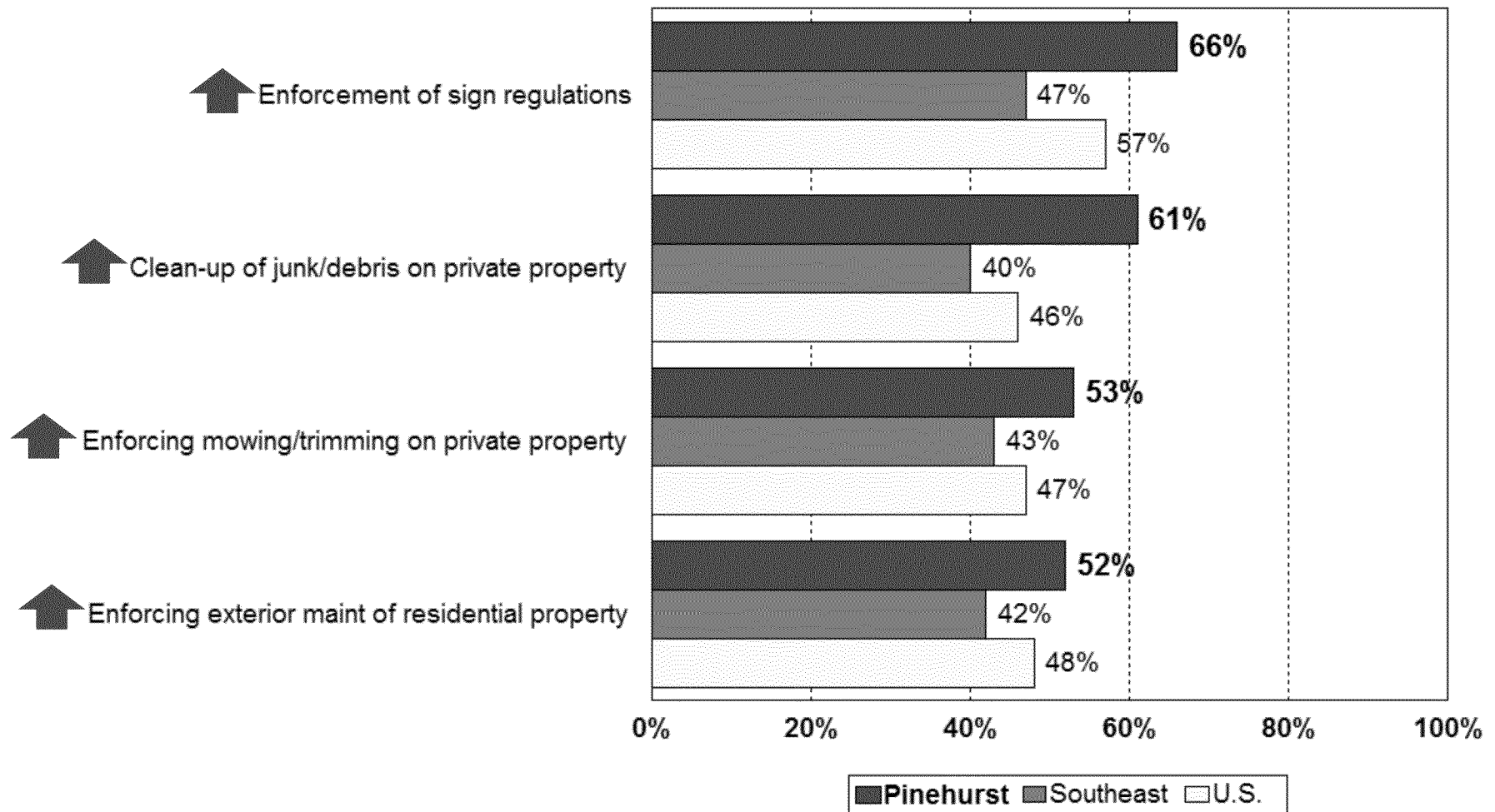
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Code Enforcement Pinehurst vs. Southeast 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)

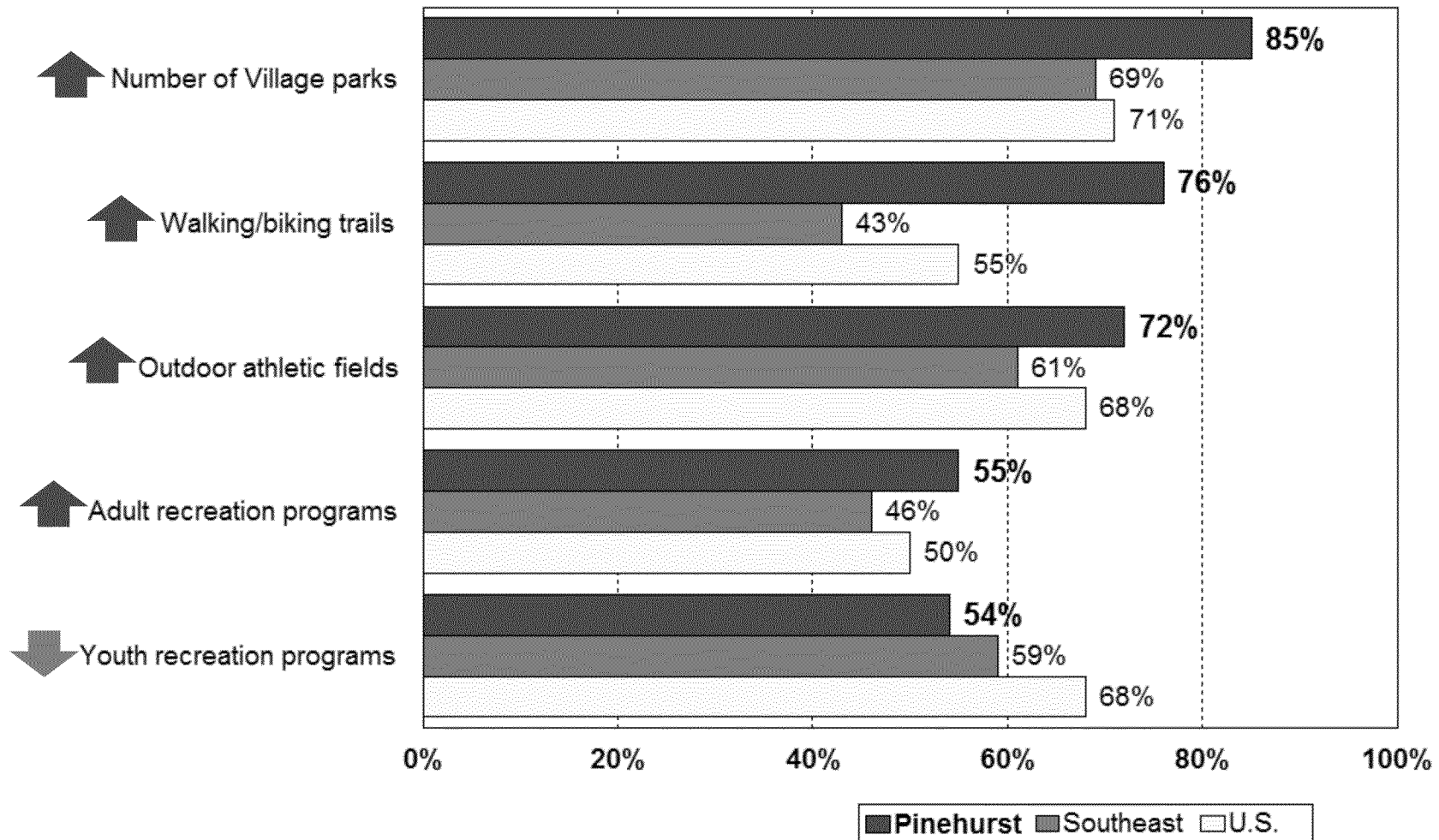


Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Parks and Recreation Pinehurst vs. Southeast 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 (2016 - Pinehurst, NC)

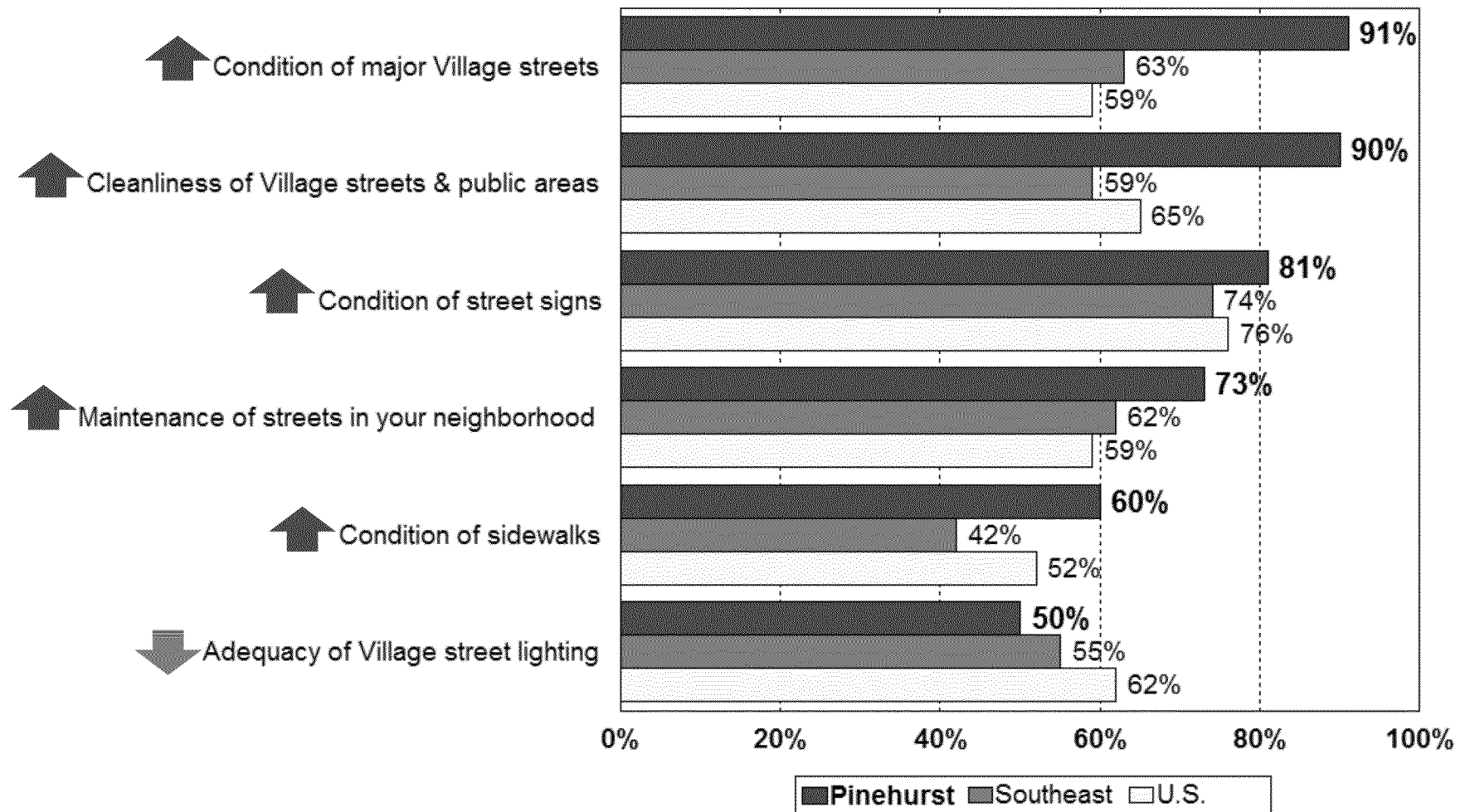
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Maintenance

Pinehurst vs. Southeast 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 (2016, Pinehurst, NC)

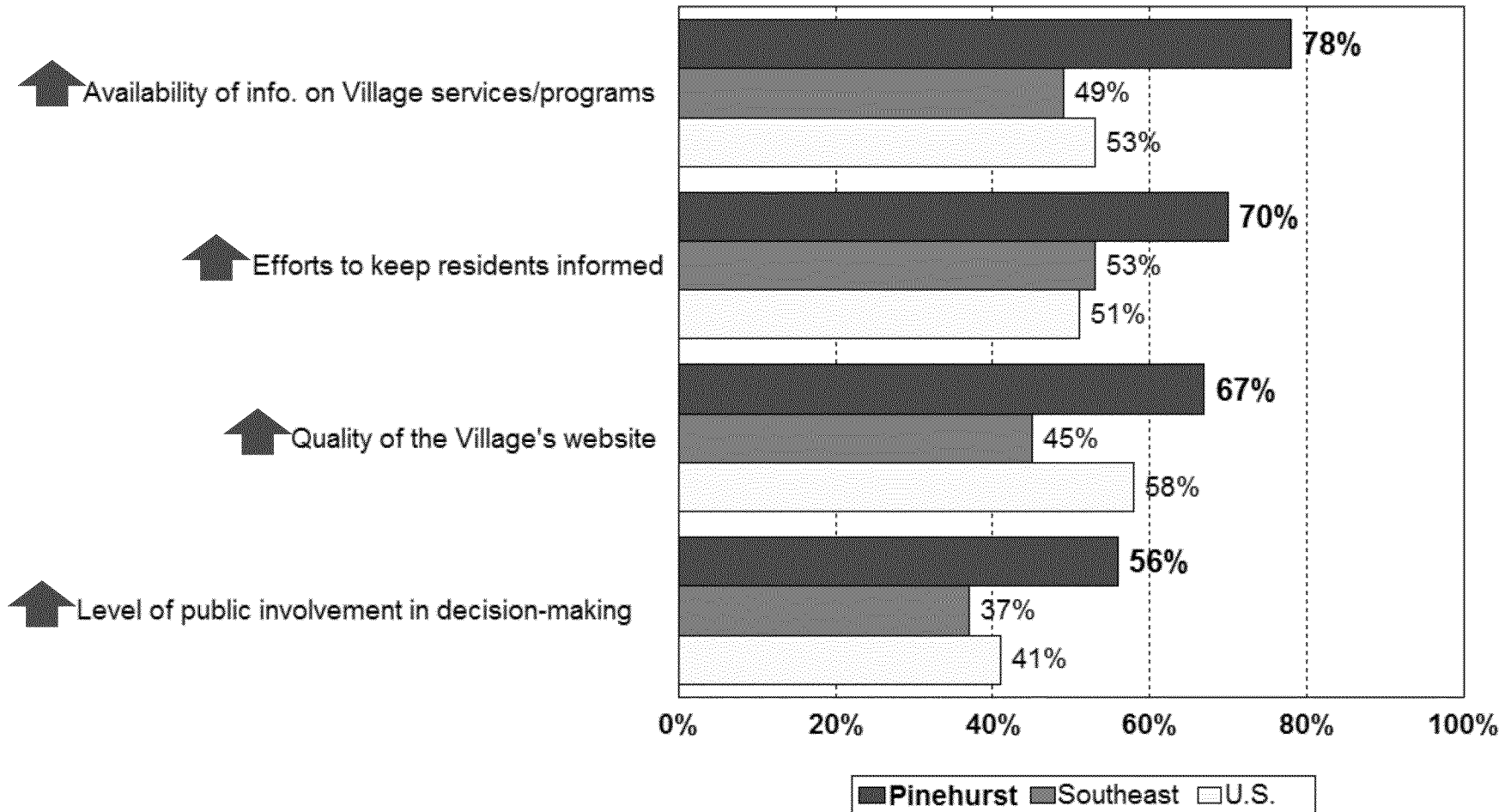
Significantly Higher:

Significantly Lower:

Overall Satisfaction with Communication

Pinehurst vs. Southeast 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)



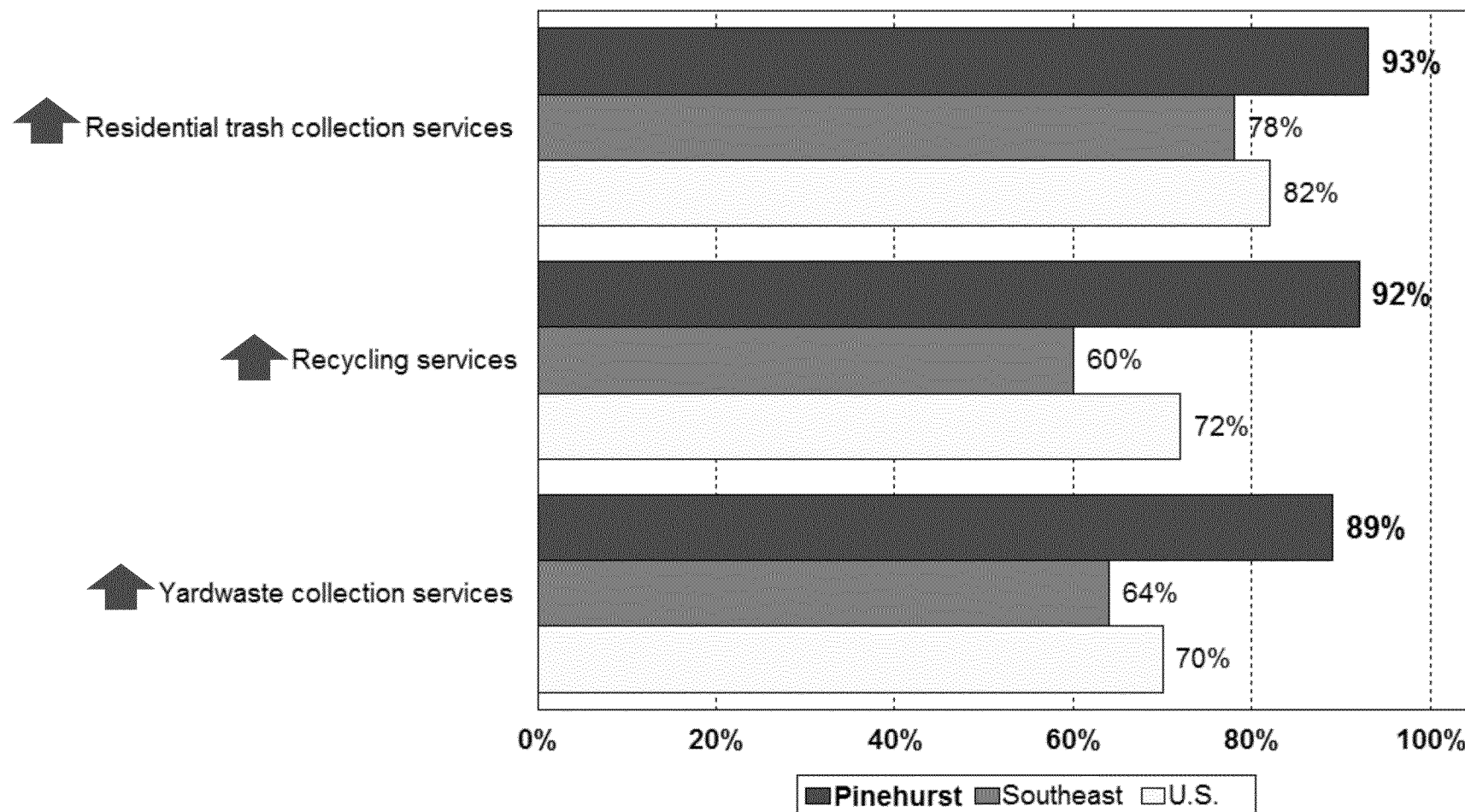
Significantly Higher: ↑

Significantly Lower: ↓

Overall Satisfaction with Utility Services

Pinehurst vs. Southeast 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 (2016, Pinehurst, NC)

Significantly Higher:



Significantly Lower:



Major Finding #4
Priorities for Investment

Importance-Satisfaction Rating

Village of Pinehurst, NC

OVERALL 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	41%	1	72%	8	0.1166	1
Level of public involvement in local decisions	25%	5	57%	12	0.1070	2
Enforcement of Village codes & ordinances	26%	4	61%	11	0.1009	3
Medium Priority (IS <.10)						
Street & right-of-way maintenance	31%	3	71%	9	0.0894	4
Parks & recreation facilities	22%	6	77%	7	0.0511	5
Village promotion of natural resource conservation	14%	10	68%	10	0.0450	6
Parks & recreation programs	15%	8	78%	6	0.0342	7
Village communication with residents	15%	9	81%	5	0.0291	8
Police services	34%	2	92%	2	0.0255	9
Solid waste services	13%	11	88%	3	0.0155	10
Fire services	20%	7	95%	1	0.0096	11
Customer service provided by Village employees	4%	12	82%	4	0.0075	12

Overall Priorities: 

Importance-Satisfaction Rating

Village of Pinehurst, NC

PUBLIC SAFETY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance- Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Frequency that police patrol your neighborhood	30%	3	73%	5	0.0836	1
Fire prevention & education programs	15%	6	67%	6	0.0488	2
Enforcement of local traffic laws	21%	5	79%	4	0.0447	3
How quickly police respond to emergencies	31%	2	87%	2	0.0391	4
Village efforts to prevent crimes	53%	1	93%	1	0.0379	5
How quickly fire personnel respond to emergencies	23%	4	85%	3	0.0336	6

Public Safety Priorities: 

Importance-Satisfaction Rating

Village of Pinehurst, NC

CULTURAL & RECREATION SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 -.20)						
Availability of recreation indoor facilities	23%	5	42%	13	0.1351	1
Medium Priority (IS <.10)						
Village sponsored cultural arts events	28%	1	66%	7	0.0944	2
Quality of adult recreation programs	20%	6	55%	10	0.0881	3
Quality of recreation indoor facilities	15%	10	47%	12	0.0790	4
Quality of youth recreation programs	15%	9	54%	11	0.0715	5
Range of amenities at parks & rec facilities	17%	7	59%	9	0.0709	6
Availability of info about recreation programs	16%	8	63%	8	0.0586	7
Condition of Walking/Greenway trails	24%	4	76%	4	0.0559	8
Availability of Walking/Greenway trails	25%	3	78%	3	0.0529	9
Quality of Village parks	25%	2	87%	1	0.0318	10
Availability of outdoor athletic fields/facilities	7%	12	66%	6	0.0249	11
Quality of outdoor athletic fields & facilities	7%	13	72%	5	0.0197	12
Number of Village parks	9%	11	86%	2	0.0125	13

Cultural and Recreation Services Priorities:

Importance-Satisfaction Rating

Village of Pinehurst, NC

PUBLIC SERVICES

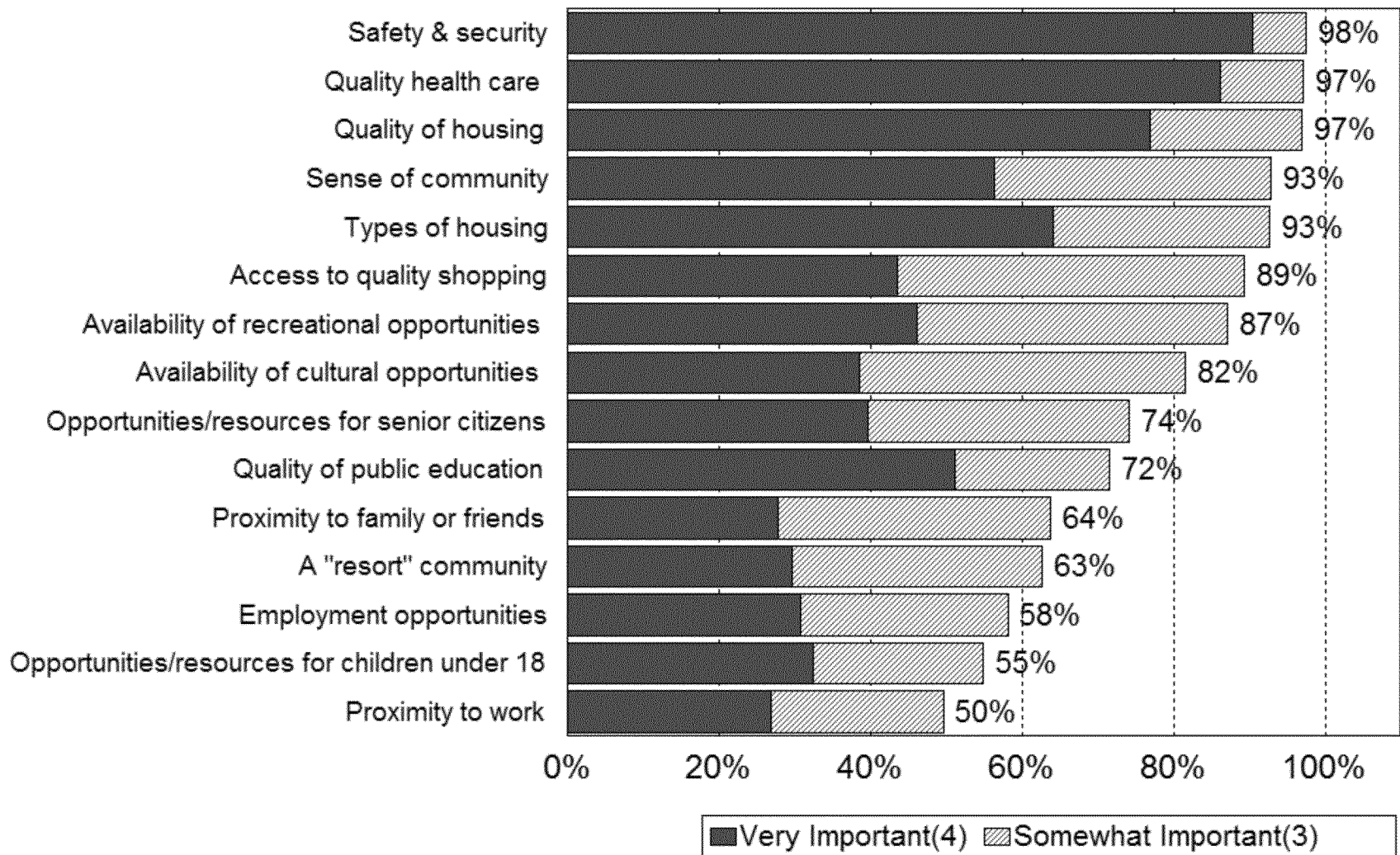
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of sidewalks	43%	1	42%	11	0.2480	1
Adequacy of street lighting	41%	2	50%	10	0.2022	2
<u>High Priority (IS .10 -.20)</u>						
Quality of stormwater runoff/management system	23%	4	54%	9	0.1035	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of streets in your neighborhood	31%	3	74%	6	0.0808	4
Winter weather response on Village streets	21%	5	71%	7	0.0618	5
Condition of sidewalks	11%	10	60%	8	0.0448	6
Maintenance of street signs/pavement markings	11%	11	81%	5	0.0212	7
Maintenance/preservation of Downtown	18%	8	89%	3	0.0190	8
Overall cleanliness of streets & other public areas	19%	6	90%	2	0.0189	9
Maintenance of main Village street thoroughfares	18%	7	91%	1	0.0166	10
Landscaping in medians & other public areas	15%	9	89%	4	0.0162	11

Public Services Priorities:

Other Findings

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

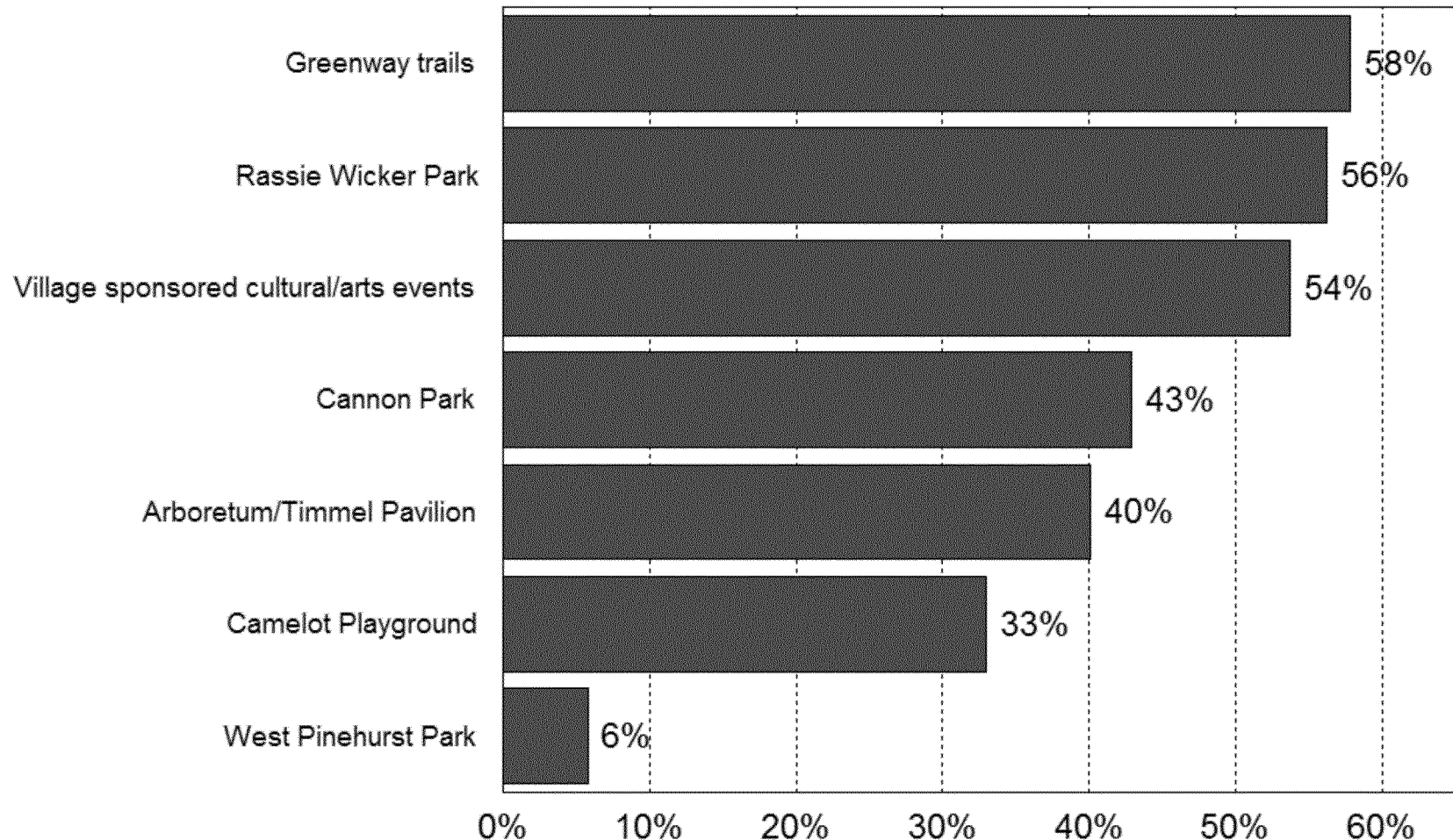
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q10. Parks and Recreation Programs and Facilities That Residents Have Used During the Past Year

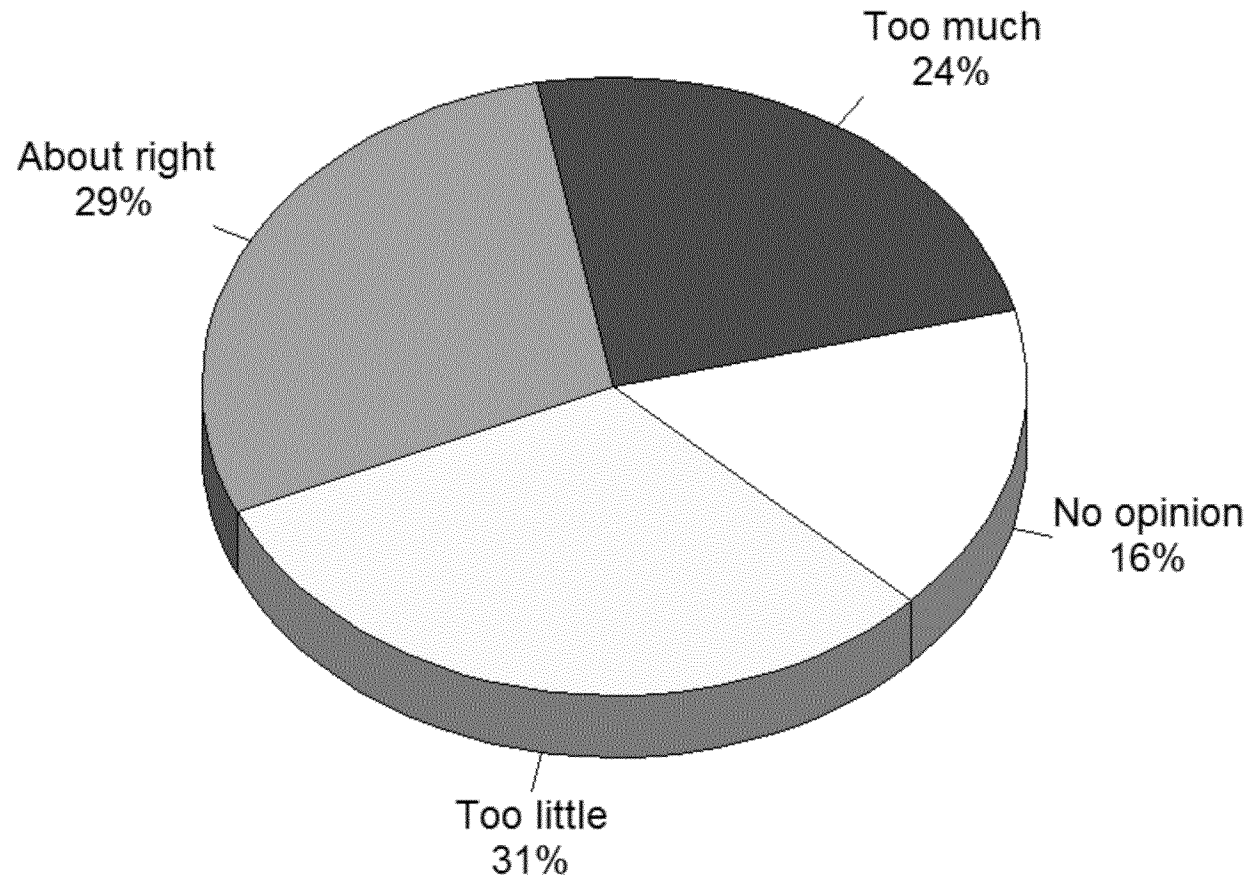
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q13. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

by percentage of respondents

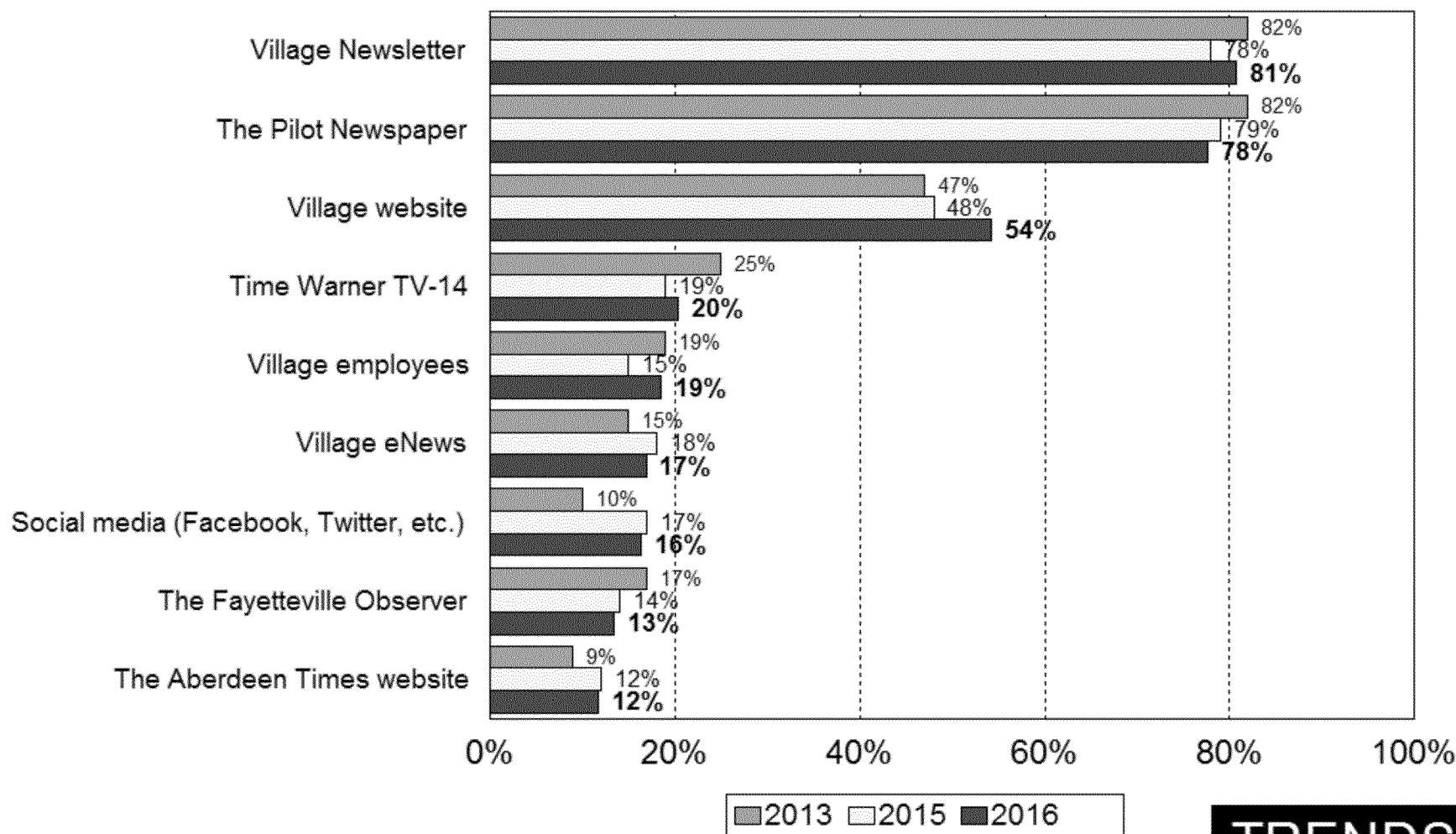


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q19. Which of the following do you use to get information about the Village of Pinehurst?

- 2013, 2015 & 2016

by percentage of respondents (multiple selections could be made)

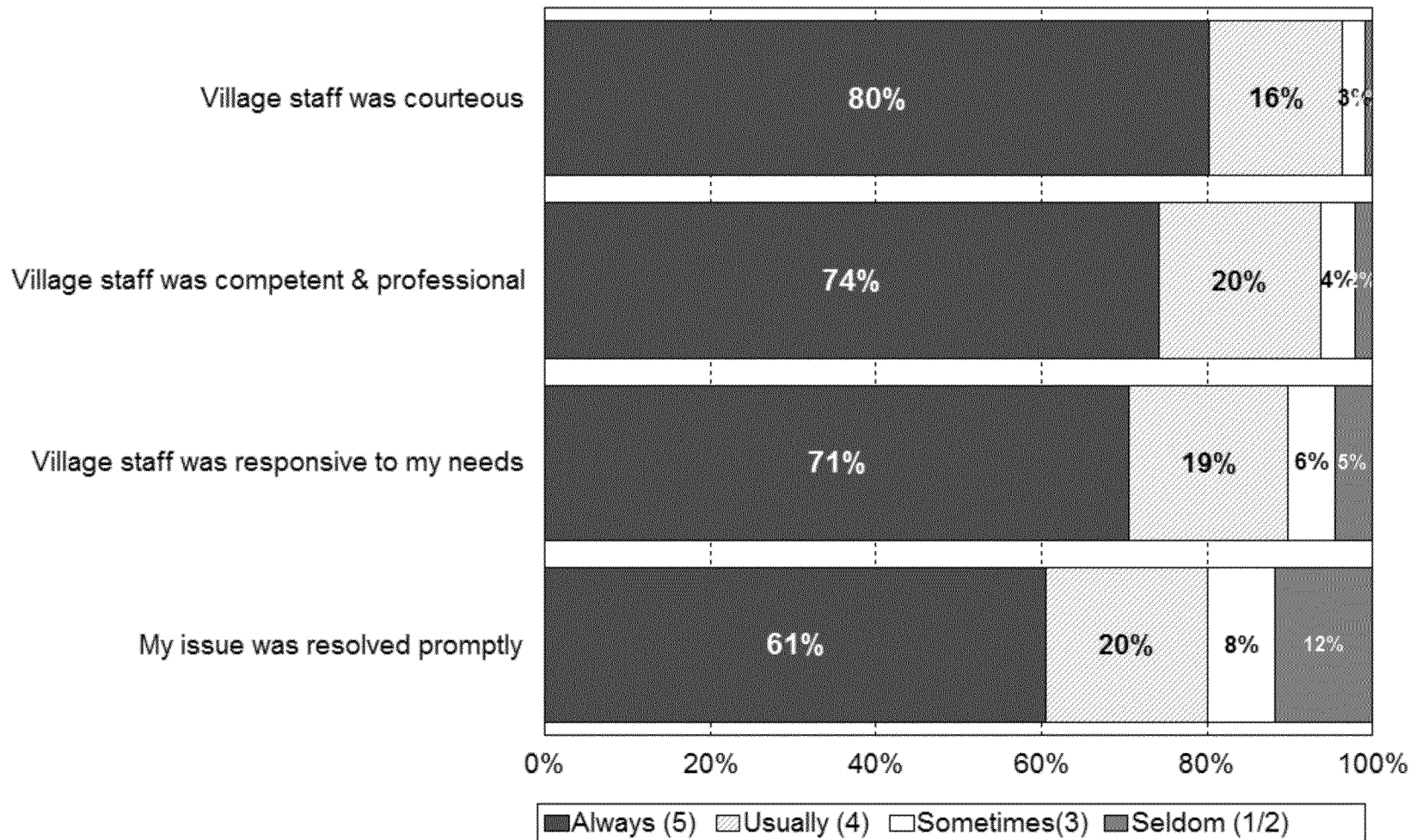


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q21a-d. Satisfaction with Experience Interacting with Village Employees

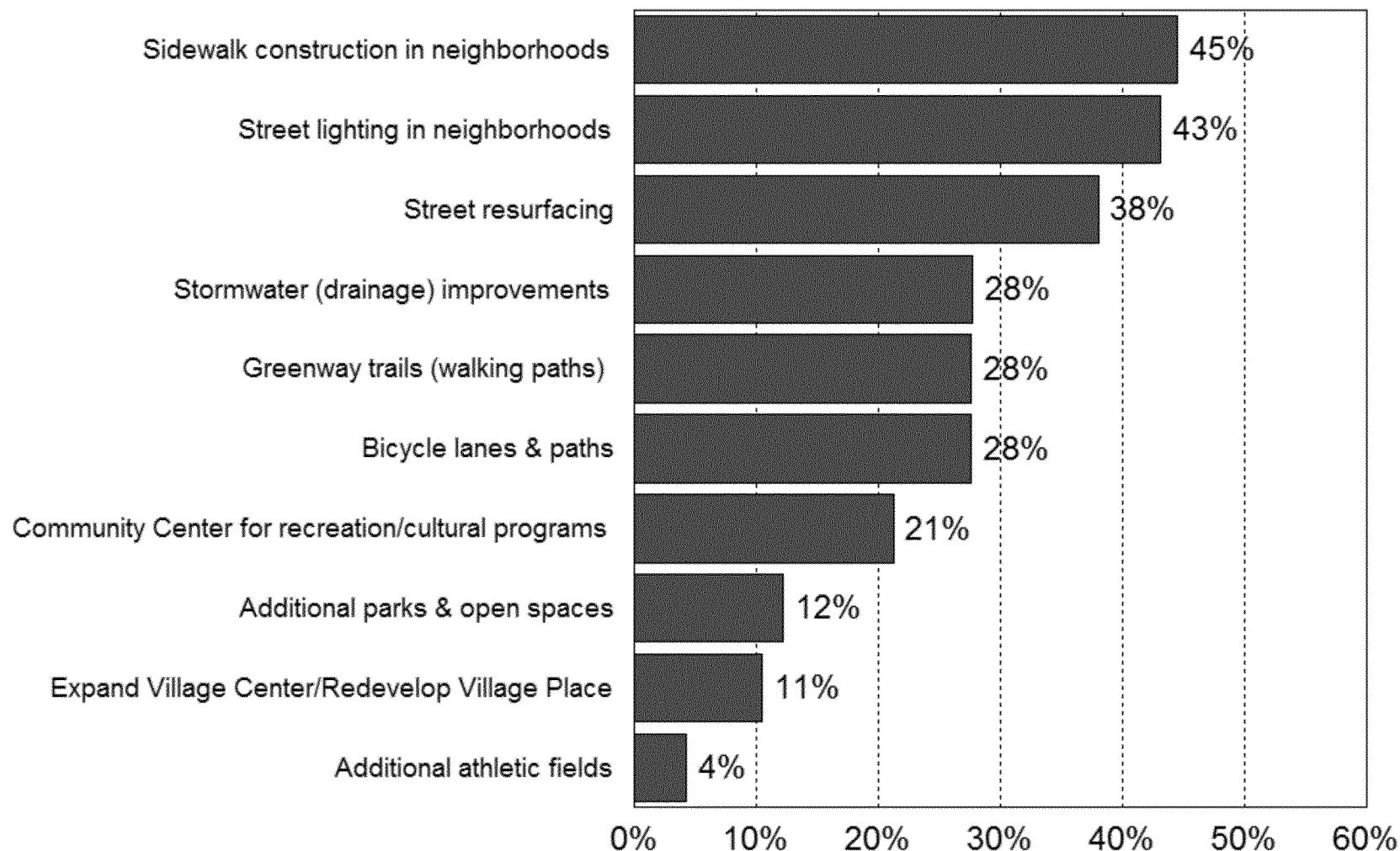
by percentage of respondents that have contacted the Village in the past year



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q22. Capital Improvements That Residents Feel Are the Most Important

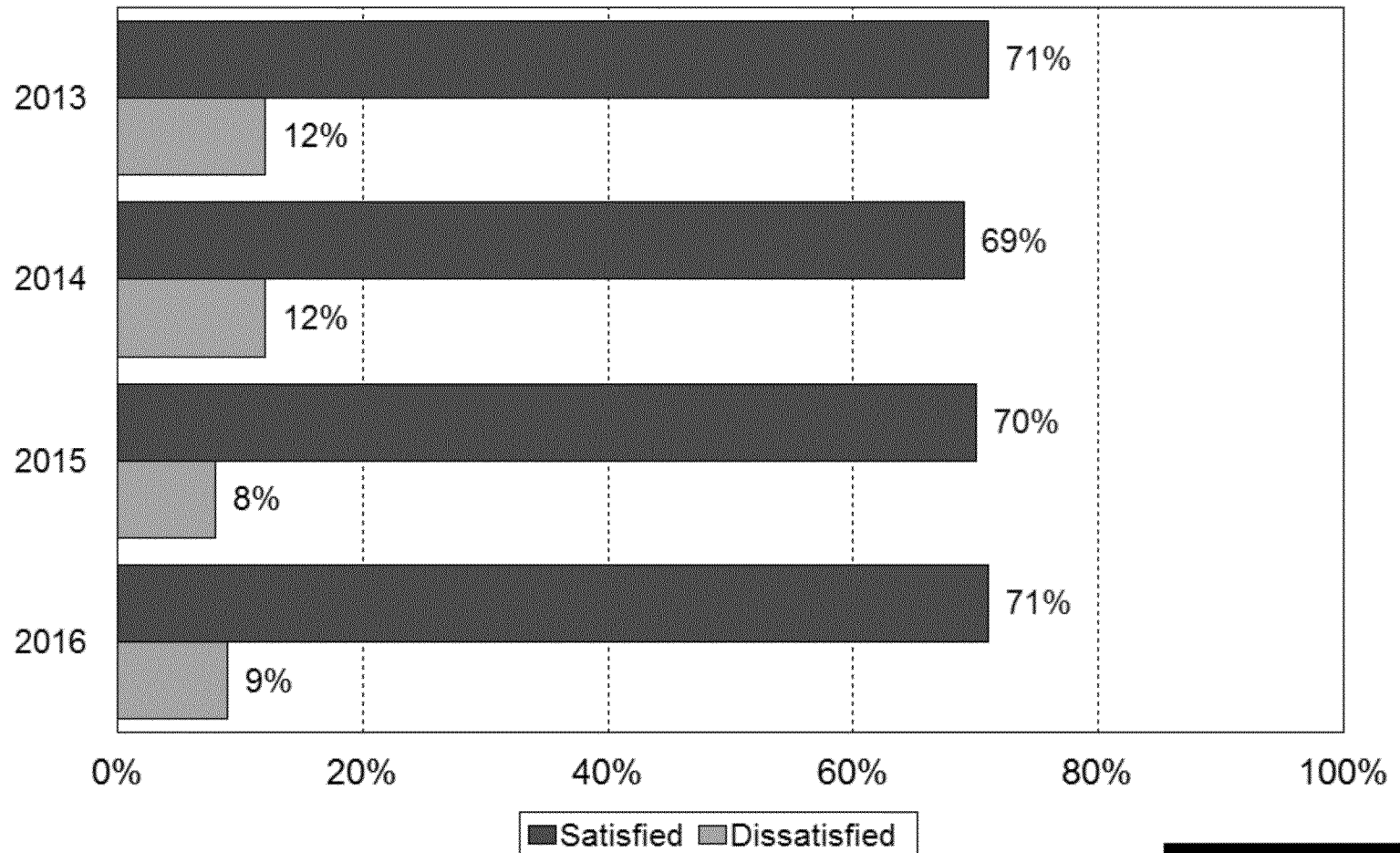
by percentage of respondents (3 selections could be made)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q23. 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 (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Summary

- **Residents Have a Very Positive Perception of the Village**
 - ❑ 94% rated the overall quality of life in the Village as excellent or good
 - ❑ 94% 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 63 of 86 areas since 2015; increased or stayed the same in 72 of 81 areas since 2013
- **Satisfaction with Village Services is Much Higher in Pinehurst Than Other Communities**
 - ❑ The Village rated above the Southeast Regional Average in 45 of 47 areas, and above the U.S. Average in 44 of the 47 areas that were compared
- **Overall priorities for improvement over the next 2 years:**
 - ❑ Efforts at maintaining the quality of neighborhoods
 - ❑ Level of public involvement in local decisions
 - ❑ Enforcement of Village codes and ordinances

Questions?

THANK YOU!!

2016 Community Survey

Findings Report



HISTORY, CHARM, AND SOUTHERN HOSPITALITY

conducted for
The Village of
Pinehurst, North Carolina

by

ETC Institute

725 West Frontier
Olathe, Kansas 66061
(913) 829-1215

August 2016



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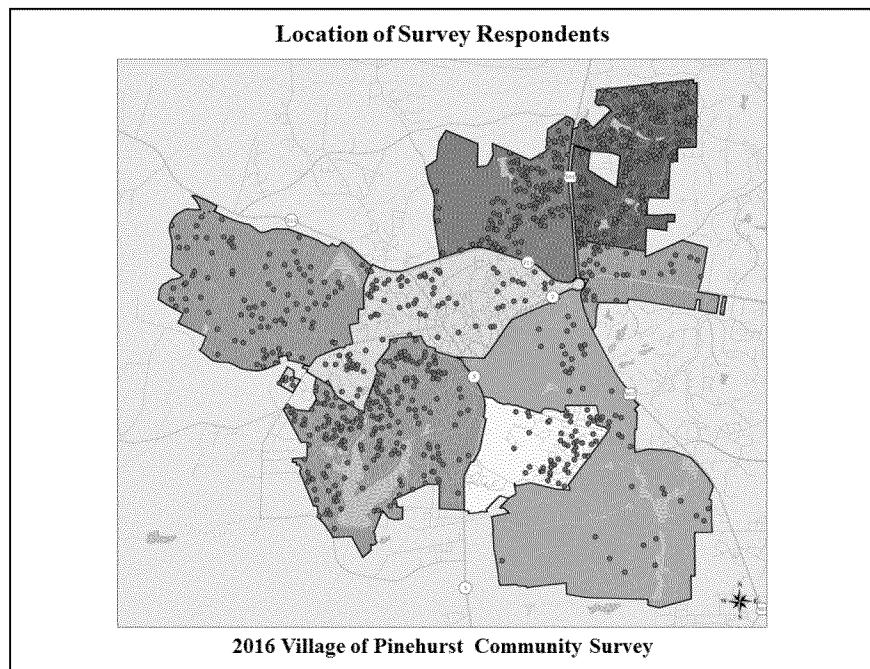
Village of Pinehurst Community Survey 2016

Executive Summary Report

Purpose and Methodology

ETC Institute administered the DirectionFinder® survey for the Village of Pinehurst during the summer of 2016. This is the fifth time that the survey was administered for the Village. The first time was in August and September of 2012. The survey was administered as part of an effort to assess citizen satisfaction with the quality of Village services. The results of this year's survey provide a valuable measurement of change – **TRENDS**. The information gathered from the survey will help the Village establish budget priorities and refine policy decisions, based on performance measurement provided by residents.

Methodology. A seven-page survey was mailed to a random sample of 2,500 households in the Village of Pinehurst. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, a total



of 793 completed the survey. The results for the random sample of 793 households have a 95% level of confidence with a precision of at least $\pm 3.5\%$. In order 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 above shows the physical distribution of survey respondents based on the location of their home.

The percentage of “no opinion” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the Village of Pinehurst from other communities in the *DirectionFinder*® database. Since the number of “no opinion”

responses often reflects the utilization and awareness of city services, the percentage of “no opinion” responses has been provided in the tabular data section of this report. When the “no opinion” 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:

- a summary of the methodology for administering the survey and major findings
- charts and graphs for each question on the survey (section 1)
- GIS maps that show the results of selected questions as maps of the Village (section 2)
- benchmarking data that shows how the results for the Village of Pinehurst compare to other communities (section 3)
- importance-satisfaction analysis (section 4)
- tables showing the results for each question on the survey (section 5)
- a copy of the survey instrument (section 6).

Major Findings

- **Most of the residents surveyed were satisfied with Village services.** Ninety-five percent (95%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire services, 92% were satisfied with police services, 88% were satisfied with the solid waste services, and 81% were satisfied with the customer service provided by Village employees.
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the Village of Pinehurst over the next two years were: (1) efforts to maintain the quality of their neighborhoods, (2) police services, (3), street and right-of-way maintenance and (4) enforcement of Village codes and ordinances. These were also the top four priorities in 2015, although not in the exact same order.
- **Perceptions of the City.** Most (98%) of the residents surveyed *who had an opinion* indicated that they were satisfied (rating of 4 or 5 on a 5-point scale) with the overall feeling of safety in the Village; 95% were satisfied with the appearance of the Village, 95% were satisfied with the overall image of the Village of Pinehurst, 94% were satisfied with the overall quality of life in the Village, and 94% were satisfied with the Village as a place to live.

- **Public Safety.** Ninety-three percent (93%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with Village efforts to prevent crime, 87% were satisfied with how quickly police respond to emergencies, and 85% were satisfied with how quickly fire personnel respond to emergencies.
- **Cultural and Recreation Services** Eighty-eight percent (88%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of Village parks, 85% were satisfied with the number of Village parks, and 79% were satisfied with the availability of walking and greenway trails. These were the same three items with the highest level of satisfaction in 2014, in the same order.
- **Community Development** Sixty-seven percent (67%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the enforcement of solid waste cart regulations, 66% were satisfied with the enforcing of sign regulations, and 61% were satisfied with the clean-up of litter and debris on private property.
- **Solid Waste Services.** Ninety-three percent (93%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection service services, 92% were satisfied with curbside recycling services, and 89% were satisfied with yard waste collection services.
- **Public Services.** Ninety-one percent (91%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of main Village street thoroughfares, 90% were satisfied with the cleanliness of streets and other public areas, 89% were satisfied with the maintenance and preservation of downtown, and 89% were satisfied with landscaping in medians and other public areas.
- **Communications and Outreach.** Eighty-one percent (81%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the Village Newsletter, 78% were satisfied with the quality of information about Village programs and services, and 70% were satisfied with Village efforts to keep residents informed about local issues.
- **Customer Service.** Forty-seven percent (47%) of residents have contacted the Village during the past year. Of the 47% that have contacted the Village, 96% feel the Village staff was “always” or “usually” courteous, 94% feel Village staff it “always” or “usually” competent and professional, and 90% feel Village staff were “always” or “usually” responsive to their needs.

Trend Analysis

From 2015 to 2016, satisfaction ratings have increased or stayed the same in 58 of the 81 areas that were assessed. There were significant increases (4% or more) in 22 of these areas. The table below shows the areas that had any increases since 2015.

Service	2015	2016	Difference	Category
Recreation program/event registration	81%	90%	9%	Satisfaction with Services Used by Respondents
Code Enforcement	47%	55%	8%	Satisfaction with Services Used by Respondents
Availability of info. about recreation programs	56%	63%	7%	Cultural and Recreation Services
In Village parks and recreation facilities	79%	85%	6%	Safety and Security
Quality of outdoor athletic fields and facilities	66%	72%	6%	Cultural and Recreation Services
Availability of outdoor athletic fields/facilities	60%	66%	6%	Cultural and Recreation Services
Village Hall Reception Desk	90%	96%	6%	Satisfaction with Services Used by Respondents
Planning and inspections services	79%	85%	6%	Satisfaction with Services Used by Respondents
Parks and recreation programs	72%	77%	5%	Overall
How quickly fire personnel respond to emergencies	80%	85%	5%	Public Safety
Frequency police officers patrol your neighborhood	68%	73%	5%	Public Safety
Quality of recreation indoor facilities	42%	47%	5%	Cultural and Recreation Services
Police Services	88%	93%	5%	Satisfaction with Services Used by Respondents
Enforcement of Village codes and ordinances	57%	61%	4%	Overall
Fire prevention and education programs	62%	66%	4%	Public Safety
Availability of walking/greenway trails	75%	79%	4%	Cultural and Recreation Services
Range of activities at parks & rec facilities	55%	59%	4%	Cultural and Recreation Services
Quality of recreation programs for adults	51%	55%	4%	Cultural and Recreation Services
Quality of recreation programs for youth	50%	54%	4%	Cultural and Recreation Services
Availability of recreation indoor facilities	37%	41%	4%	Cultural and Recreation Services
Village Newsletter	77%	81%	4%	Public Communication and Outreach
Quality of info about Village programs/services	74%	78%	4%	Public Communication and Outreach
Police services	89%	92%	3%	Overall
Parks and recreation facilities	74%	77%	3%	Overall
Availability of affordable housing	70%	73%	3%	Perceptions
Walking alone in your neighborhood after dark	75%	78%	3%	Safety and Security
Quality of Village parks	85%	88%	3%	Cultural and Recreation Services
Village sponsored cultural arts events	63%	66%	3%	Cultural and Recreation Services
Yard waste collection services	86%	89%	3%	Solid Waste Services
Fire Services	95%	98%	3%	Satisfaction with Services Used by Respondents
Opportunities to participate in local government	56%	59%	3%	Public Communication and Outreach
Village social media	56%	59%	3%	Public Communication and Outreach
Effectiveness of Village Manager/appointed staff	73%	76%	3%	Village Leadership
Fire services	93%	95%	2%	Overall
Efforts to maintain quality of neighborhoods	69%	71%	2%	Overall
As a place to raise children	75%	77%	2%	Perceptions
In business areas of the Village after dark	81%	83%	2%	Safety and Security
How quickly police respond to emergencies	85%	87%	2%	Public Safety
Enforcement of local traffic laws	77%	79%	2%	Public Safety
Condition of walking/greenway trails	74%	76%	2%	Cultural and Recreation Services
Prohibit oversized vehicles in residential areas	57%	59%	2%	Community Development
Overall feeling of safety in the Village	97%	98%	1%	Perceptions
Number of Village parks	84%	85%	1%	Cultural and Recreation Services
Clean up of litter & debris on private property	60%	61%	1%	Community Development
Condition of sidewalks	59%	60%	1%	Public Services
The Help Desk on the Village website	82%	83%	1%	Satisfaction with Services Used by Respondents

From 2015 to 2016, satisfaction ratings have decreased in 23 of the 81 areas that were assessed. There were significant decreases (4% or more) in 4 of these areas. The table below shows the areas that stayed the same or decreased from 2015.

Service	2015	2016	Difference	Category
Overall appearance of the Village	95%	95%	0%	Perceptions
Overall image of the Village	95%	95%	0%	Perceptions
Overall quality of life in the Village	94%	94%	0%	Perceptions
As a place to retire	94%	94%	0%	Perceptions
Quality of new development in the Village	55%	55%	0%	Perceptions
In business areas of the Village during the day	99%	99%	0%	Safety and Security
Village efforts to prevent crimes	93%	93%	0%	Public Safety
Enforcing sign regulations	66%	66%	0%	Community Development
Residential property maintenance (home exterior)	53%	53%	0%	Community Development
Residential trash collection services	93%	93%	0%	Solid Waste Services
Curbside recycling services	92%	92%	0%	Solid Waste Services
Village website	67%	67%	0%	Public Communication and Outreach
Solid waste services	89%	88%	-1%	Overall
Village communication with residents	82%	81%	-1%	Overall
As a place to live	95%	94%	-1%	Perceptions
Walking alone in your neighborhood during the day	99%	98%	-1%	Safety and Security
Mowing/cutting of weeds/grass on private property	53%	52%	-1%	Community Development
Maintenance of main Village street thoroughfares	92%	91%	-1%	Public Services
Landscaping in medians and other public areas	90%	89%	-1%	Public Services
Maintenance of streets in your neighborhood	74%	73%	-1%	Public Services
Availability of sidewalks	43%	42%	-1%	Public Services
Progress toward meeting strategic vision/mission	52%	51%	-1%	Public Communication and Outreach
Effectiveness of appointed boards/commissions	64%	63%	-1%	Village Leadership
Customer service provided by Village employees	83%	81%	-2%	Overall
Street and right-of-way maintenance	73%	71%	-2%	Overall
Village promotion of natural resource conservation	70%	68%	-2%	Overall
Cleanliness of streets and other public areas	92%	90%	-2%	Public Services
Efforts to keep you informed on local issues	72%	70%	-2%	Public Communication and Outreach
Maintenance/preservation of downtown	92%	89%	-3%	Public Services
Maintenance of street signs/pavement markings	84%	81%	-3%	Public Services
Village eNews updates	62%	59%	-3%	Public Communication and Outreach
Adequacy of street lighting	54%	50%	-4%	Public Services
Leadership provided by the elected officials	71%	67%	-4%	Village Leadership
Quality of the stormwater runoff/mgmt system	59%	54%	-5%	Public Services
Public Services "request for service"	73%	59%	-14%	Satisfaction with Services Used by Respondents

Investment Priorities

Recommended Priorities for the Next Two Years. In order to help the City identify investment priorities for the next two years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance that residents placed on each City 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 City services over the next two years. If the City wants to improve its overall satisfaction rating, the City should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings.

Details regarding the methodology for the analysis are provided in the Section 5 of this report. Based on the results of the Importance-Satisfaction (I-S) Analysis, ETC Institute recommends the following:

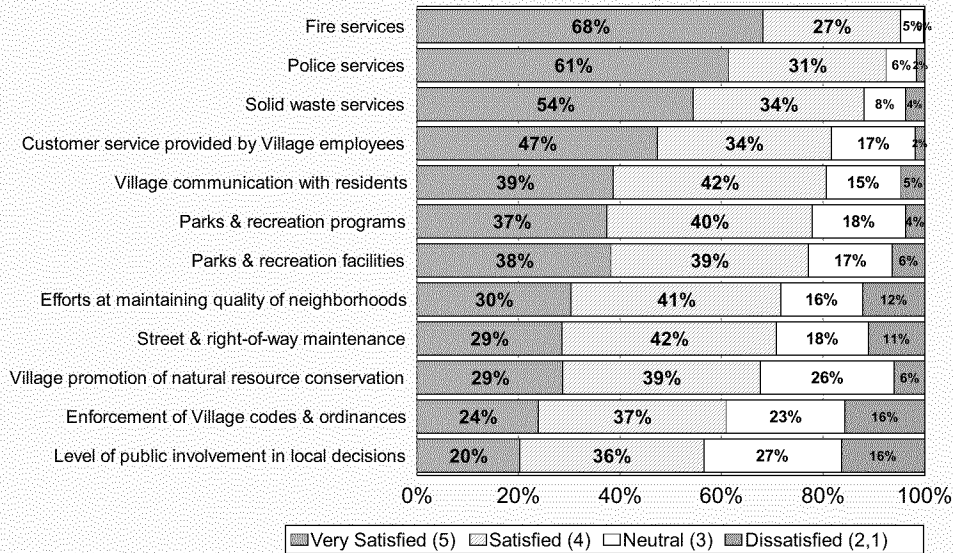
- **Overall Priorities for the City.** The first level of analysis reviewed the importance of and satisfaction with major categories of City services. This analysis was conducted to help set the overall priorities for the City. Based on the results of this analysis, the major services that are recommended as the top two priorities for investment over the next two years in order to raise the City's overall satisfaction rating are listed below in descending order of the Importance-Satisfaction rating:
 - Efforts at maintaining quality of neighborhoods (IS Rating = .1166)
 - Level of public involvement in local decisions (IS Rating = .1070)
 - Enforcement of Village codes and ordinances (IS Rating = .1009)
- **Priorities Within Departments/Specific Areas:** The second level of analysis reviewed the importance of and satisfaction of services within departments and specific service areas. This analysis was conducted to help departmental managers set priorities for their department. Based on the results of this analysis, the services that are recommended as the top priorities within each department over the next two years are listed below:
 - **Public Services:** Availability of sidewalks and adequacy of street lighting
 - **Public Safety:** Frequency that police patrol your neighborhood
 - **Cultural & Recreation:** Availability of recreation indoor facilities

Section 1

Charts and Graphs

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

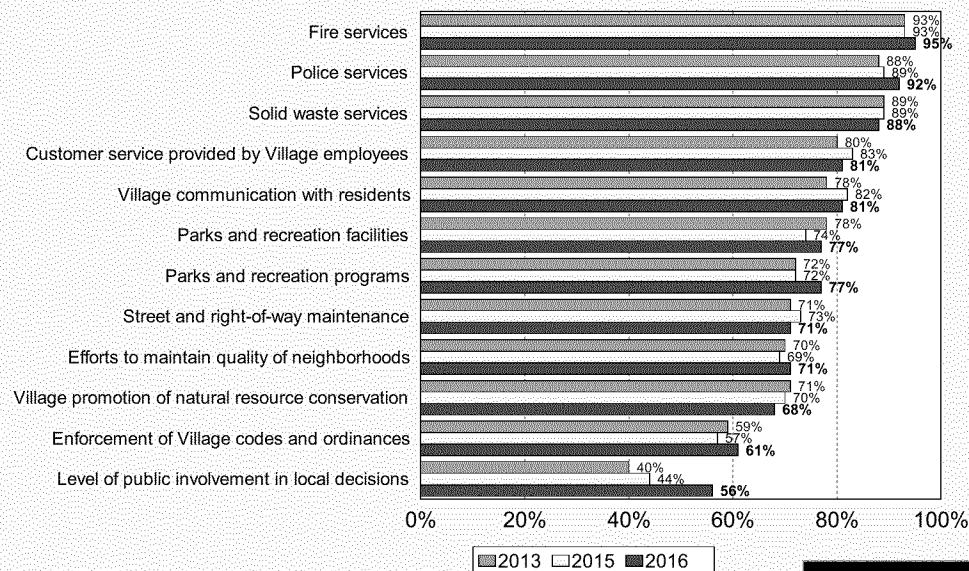
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q1. Overall Satisfaction with Village of Pinehurst Services by Major Category - 2013, 2015 & 2016

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

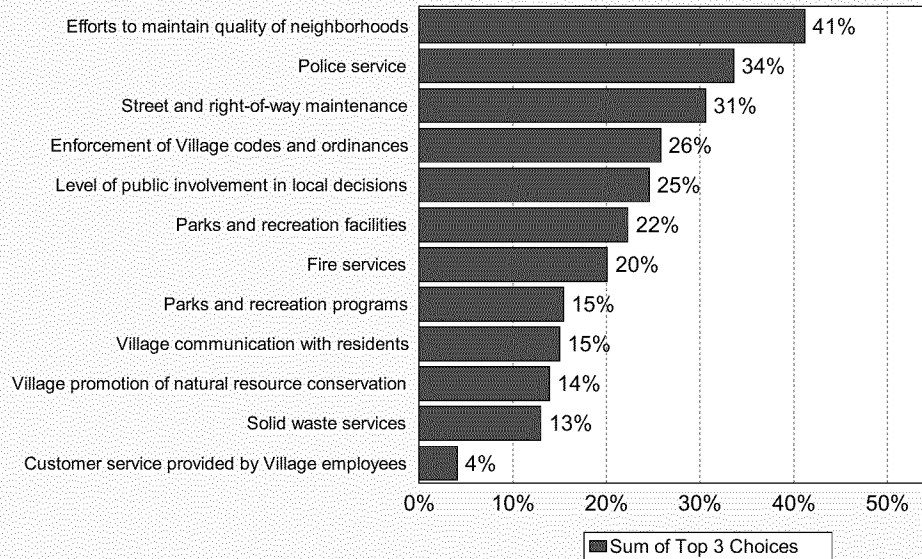


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

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

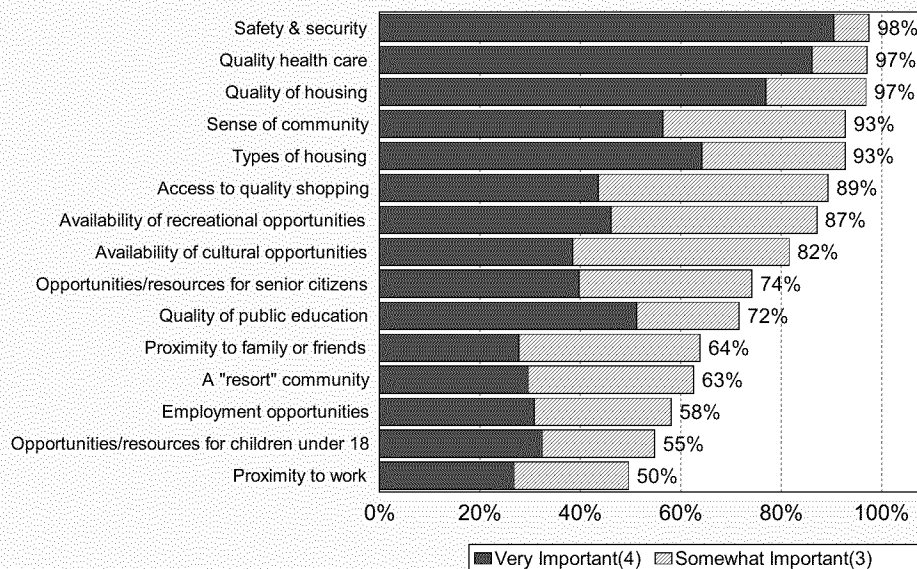
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

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

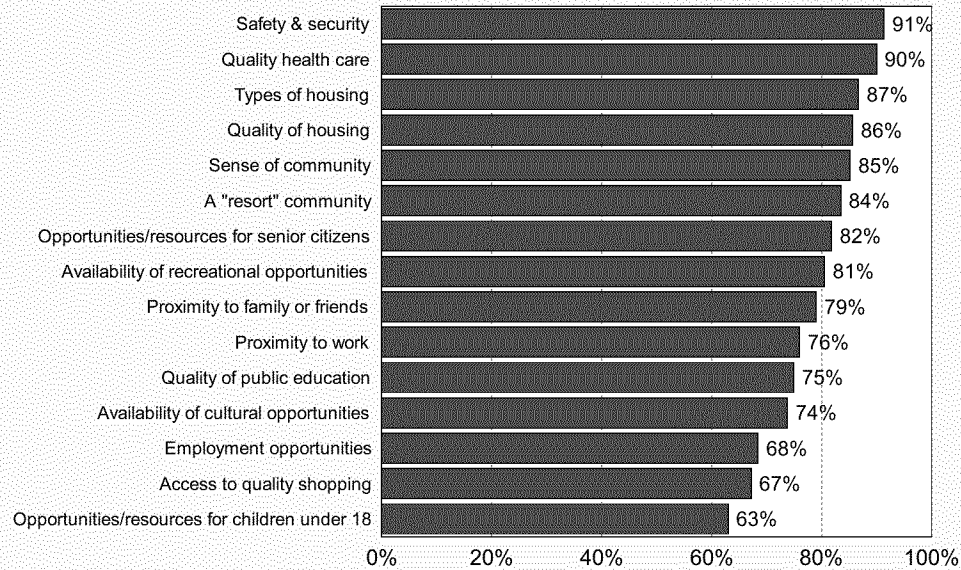
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

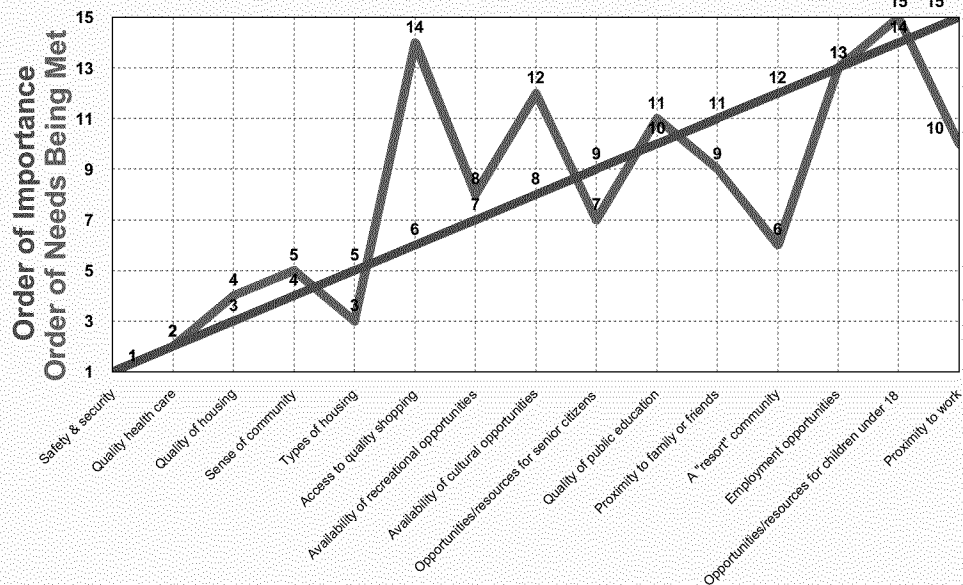
Q3b. Are your needs being met in Pinehurst?

by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

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

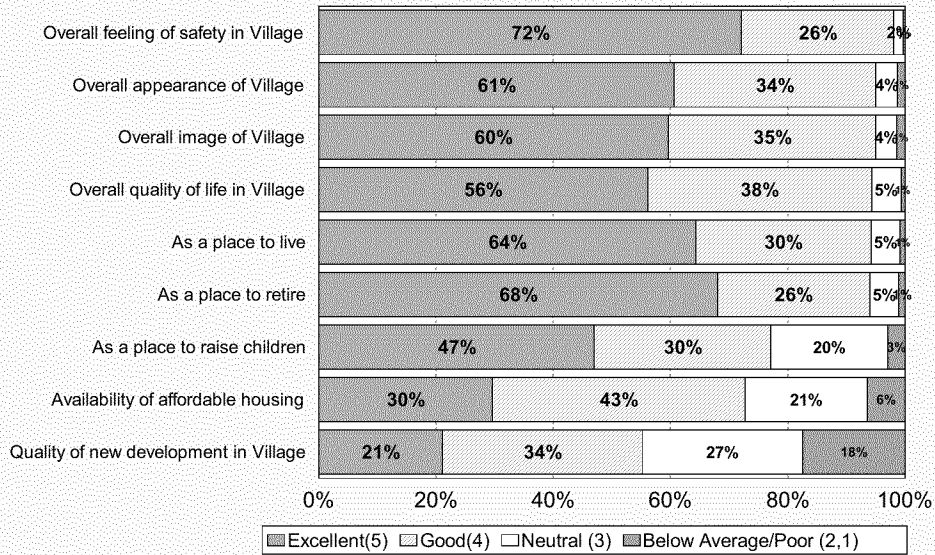


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

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

Q4. Perception Residents Have of Pinehurst as a Community

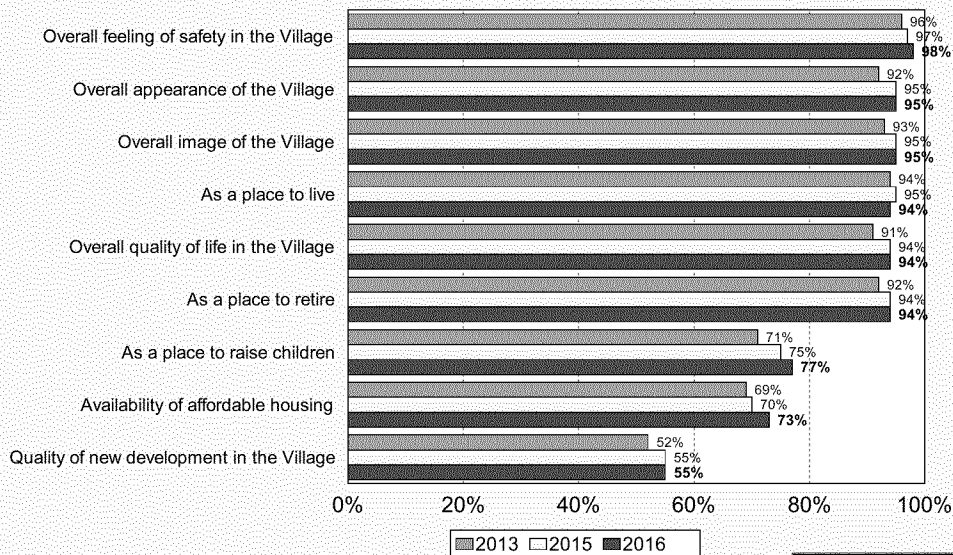
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q4. Perception Residents Have of Pinehurst as a Community - 2013, 2015 & 2016

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

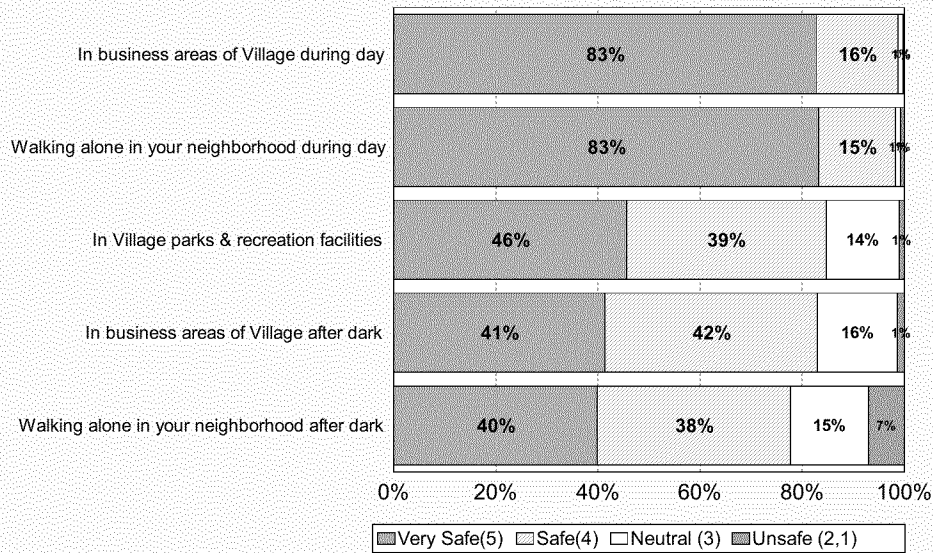


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q5. Perceptions of Safety and Security in Pinehurst

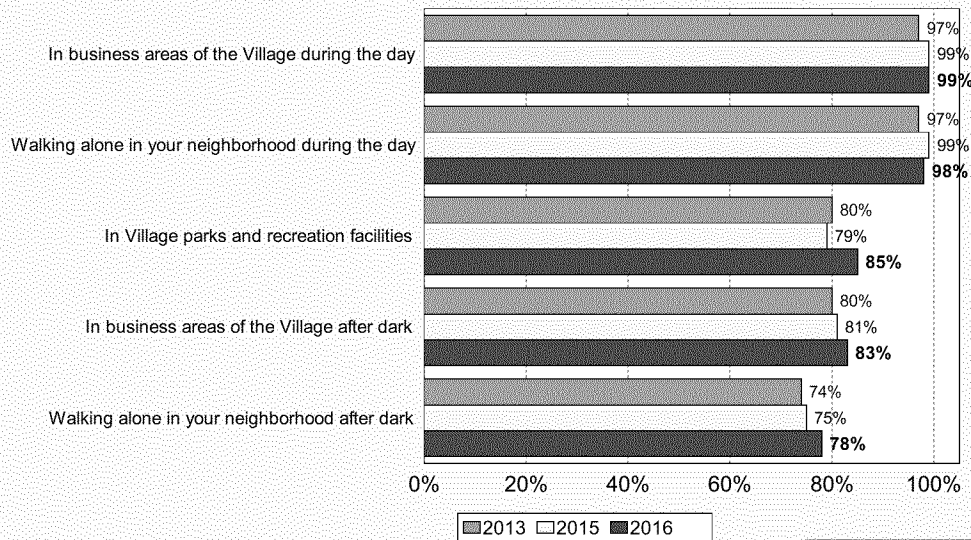
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q5. Perceptions of Safety and Security in Pinehurst - 2013, 2015 & 2016

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

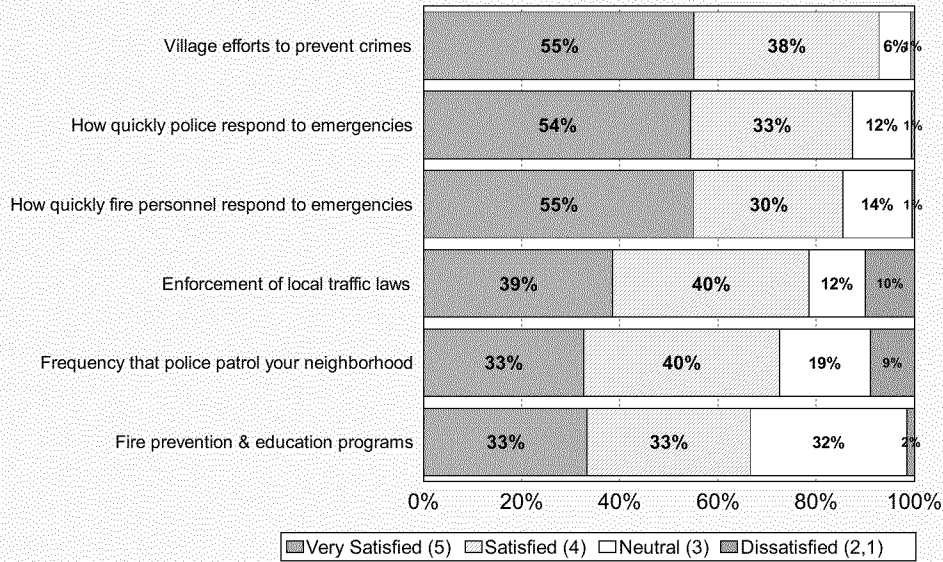


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q6. Satisfaction with Various Aspects of Public Safety

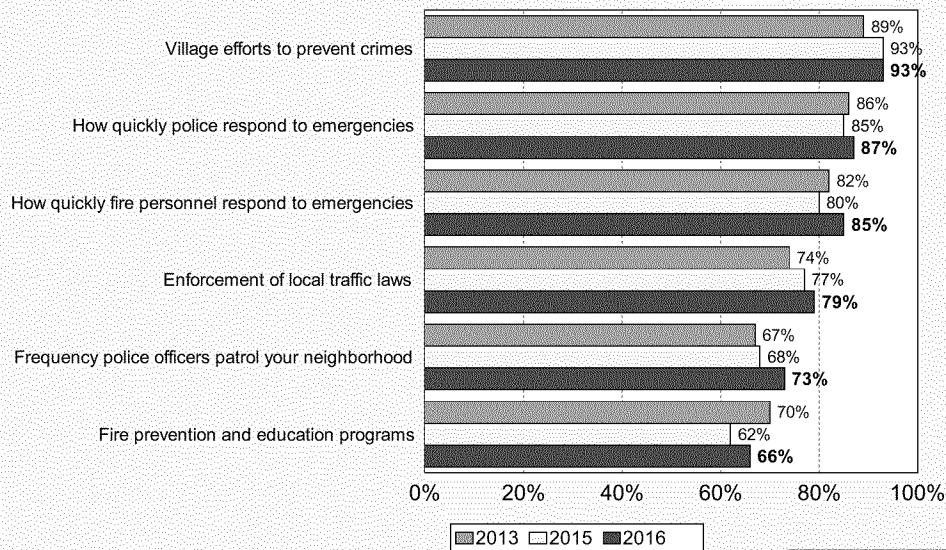
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q6. Satisfaction with Various Aspects of Public Safety 2013, 2015 & 2016

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

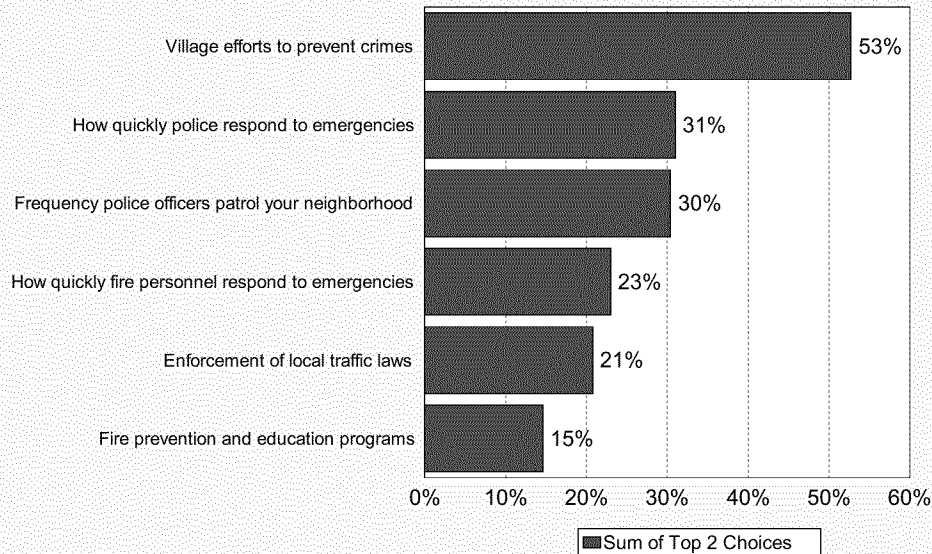


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

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

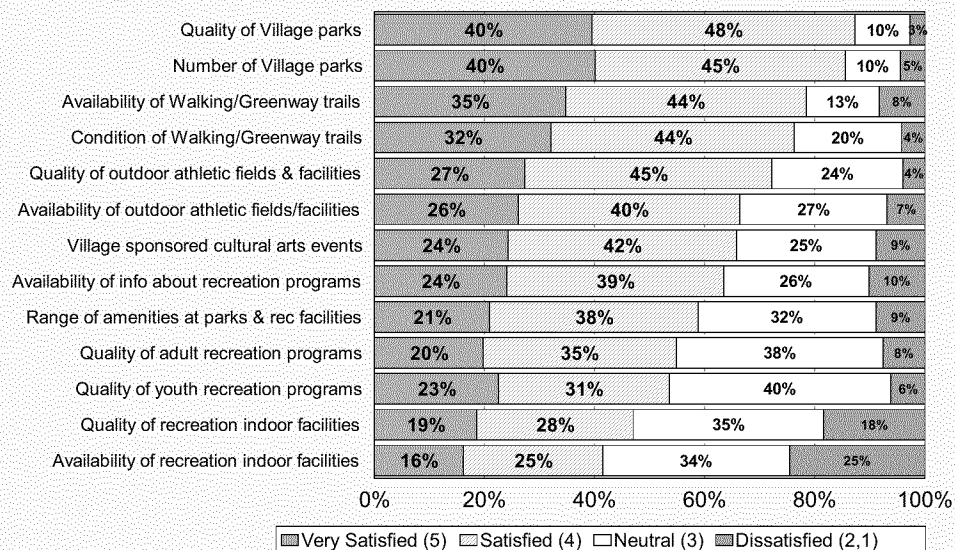
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q8. Satisfaction with Various Aspects of Cultural and Recreation Services

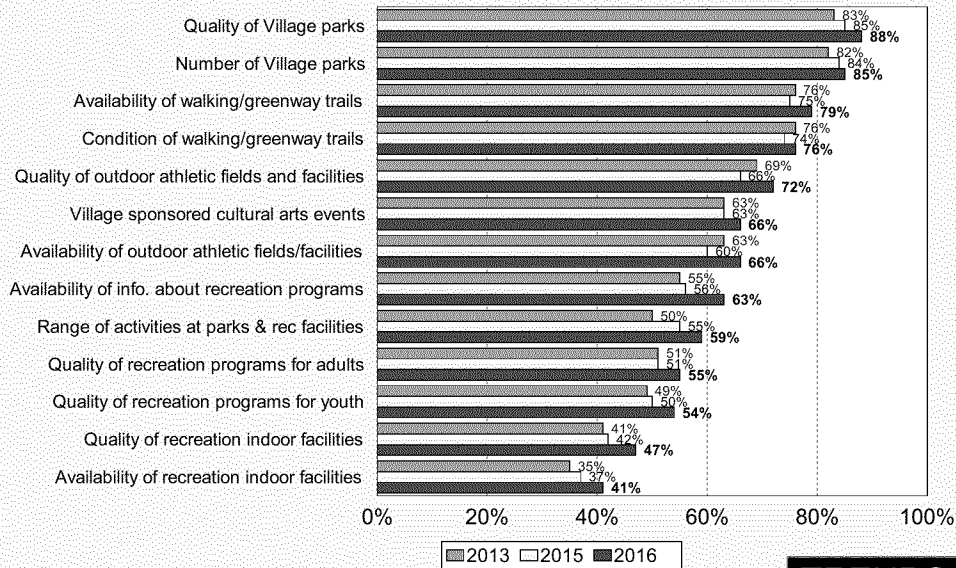
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q8. Satisfaction with Various Aspects of Cultural and Recreation Services - 2013, 2015 & 2016

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

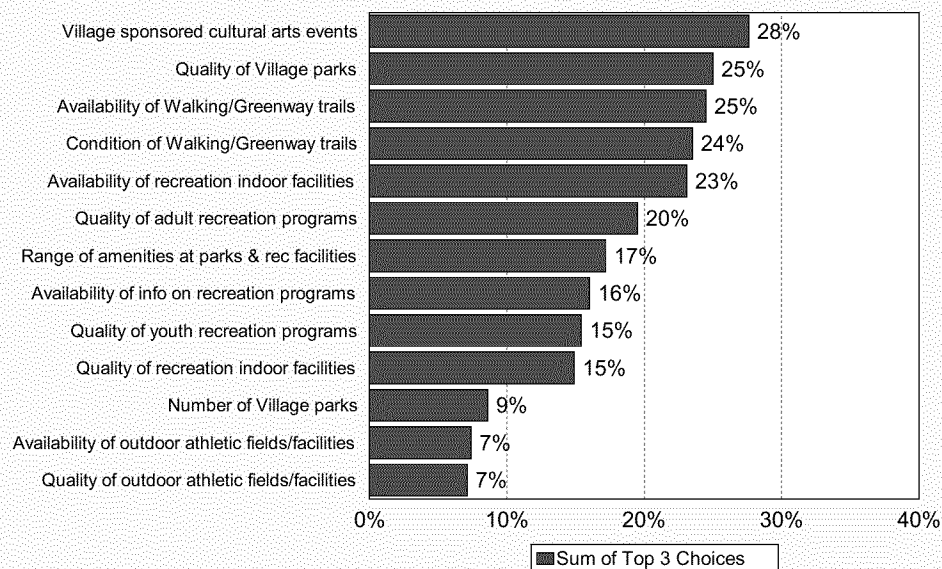


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q9. Cultural and Recreation Services That Should Receive the Most Emphasis Over the Next TWO Years

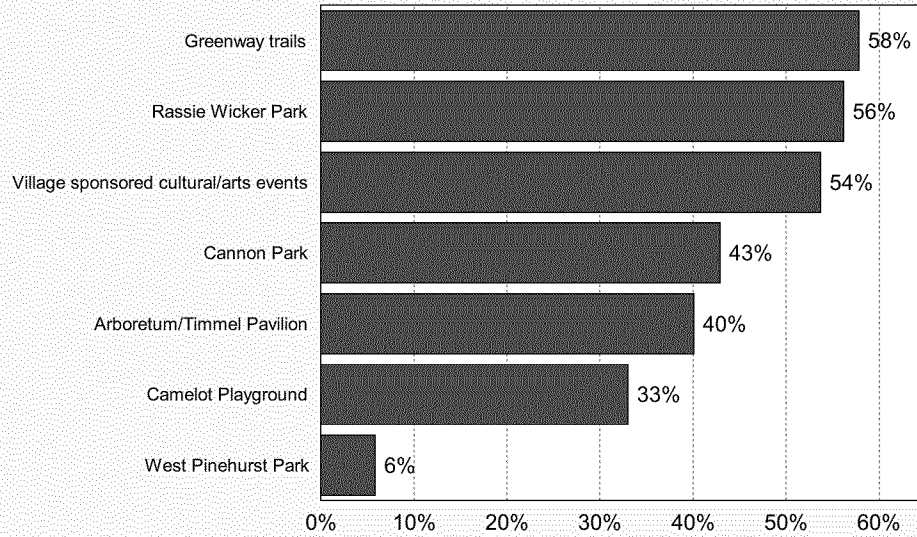
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q10. Parks and Recreation Programs and Facilities That Residents Have Used During the Past Year

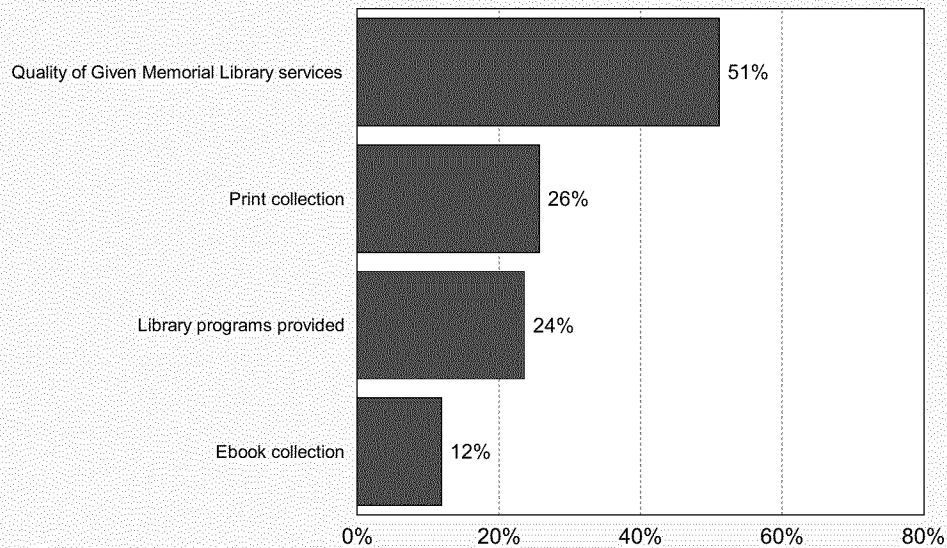
by percentage of respondents (multiple choices could be made)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q11. Have you used these Given Memorial Library services?

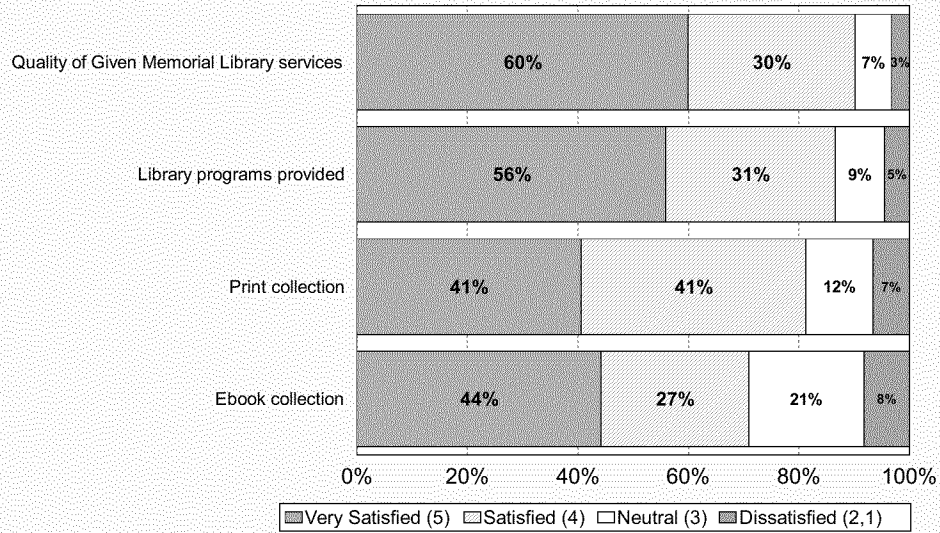
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q11b. Satisfaction with Various Aspects of the Given Memorial Library

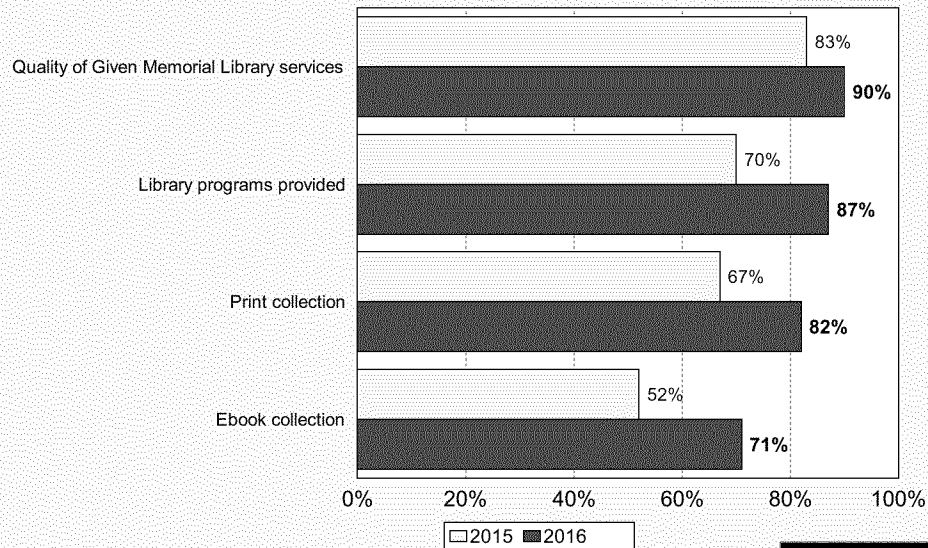
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q11b. Satisfaction with Various Aspects of the Given Memorial Library - 2015 & 2016

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

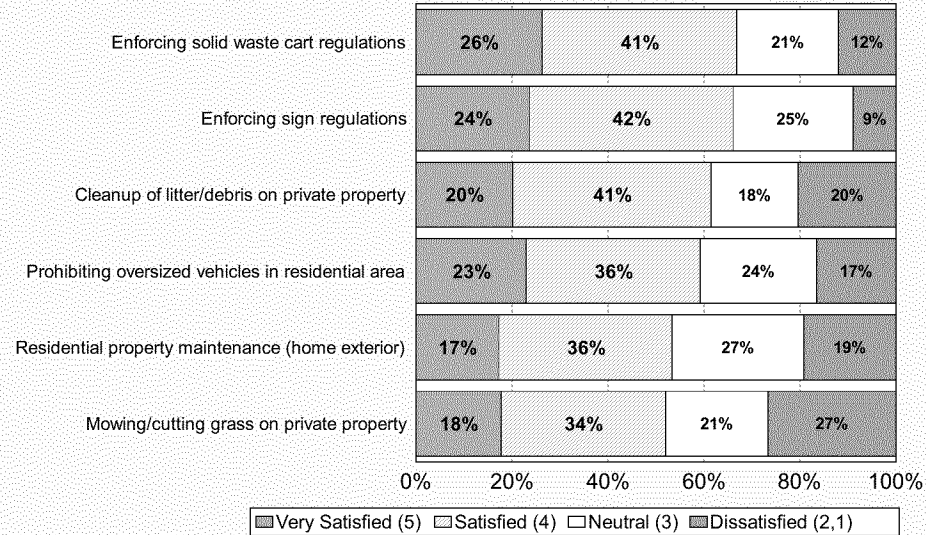


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q12. Satisfaction with Various Aspects of Community Development

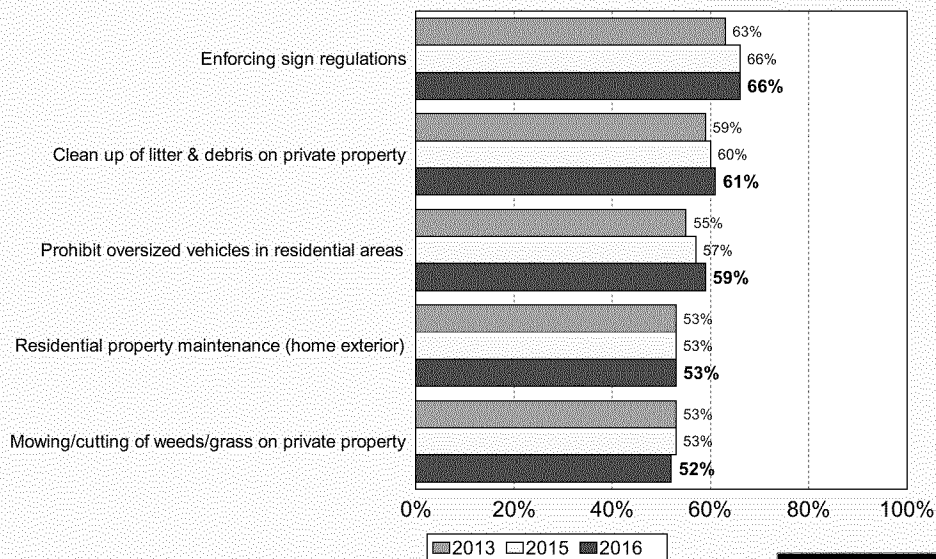
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q12. Satisfaction with Various Aspects of Community Development - 2013, 2015 & 2016

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

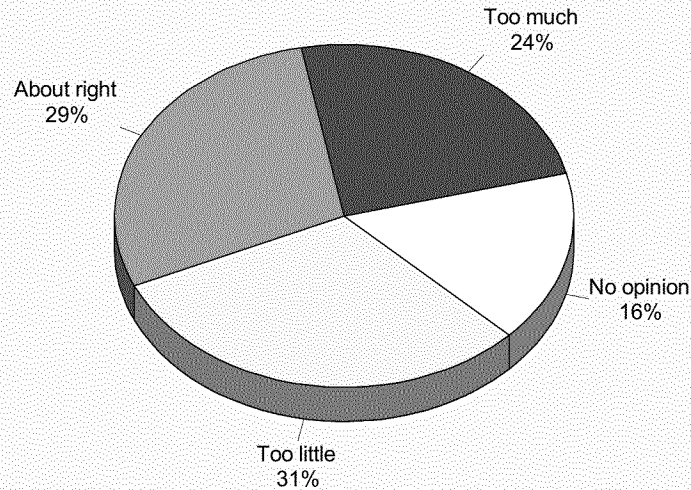


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q13. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

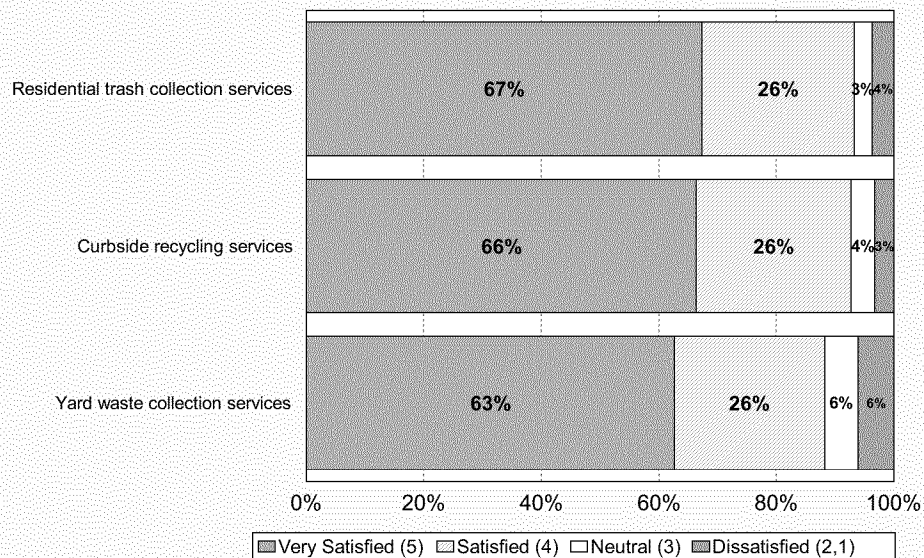
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q14. Satisfaction with Solid Waste Services

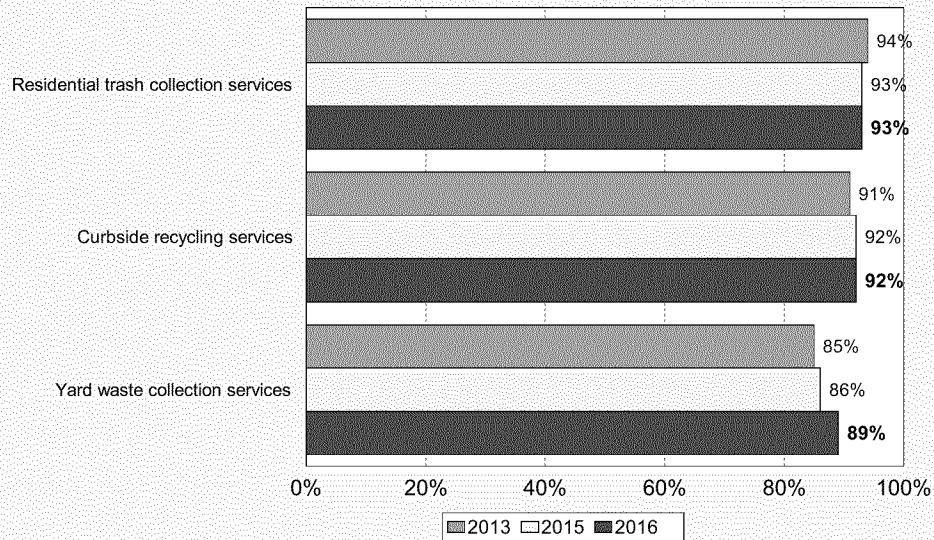
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q14. Satisfaction with Solid Waste Services - 2013, 2015 & 2016

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

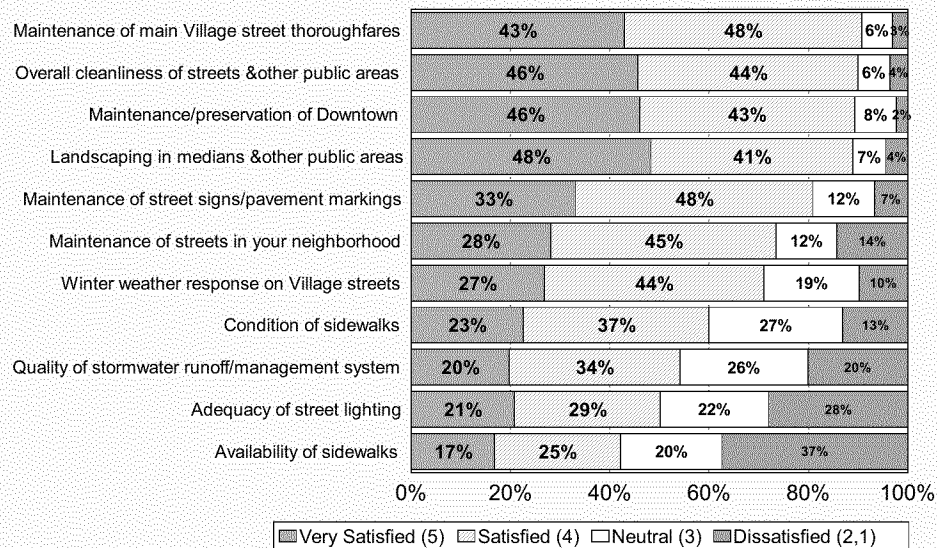


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q15. Satisfaction with Various Aspects of Public Services

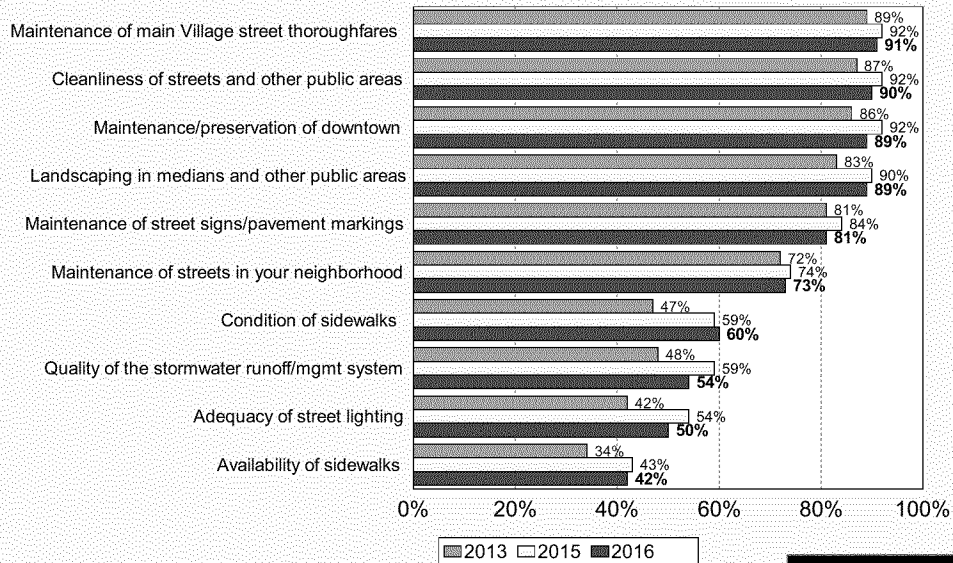
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q15. Satisfaction with Various Aspect of Public Services - 2013, 2015 & 2016

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

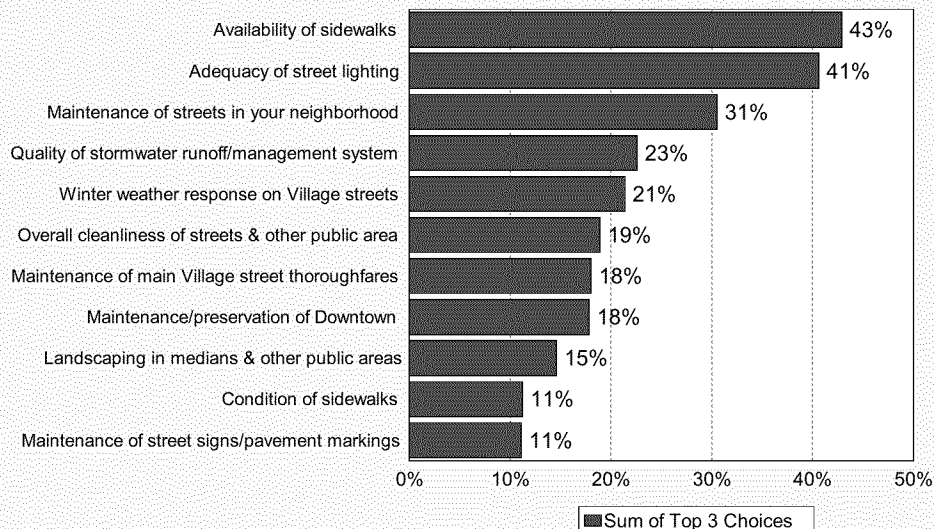


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

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

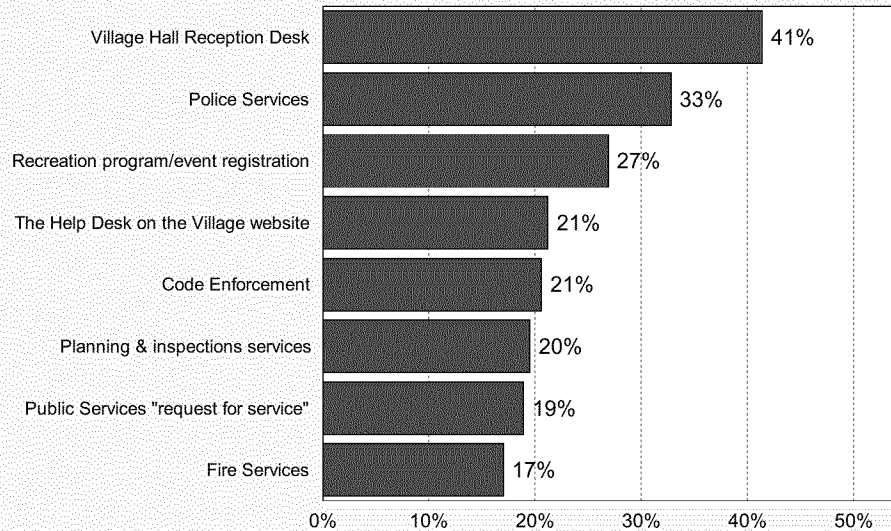
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q17. Do you or other members of your household use Village services and facilities?

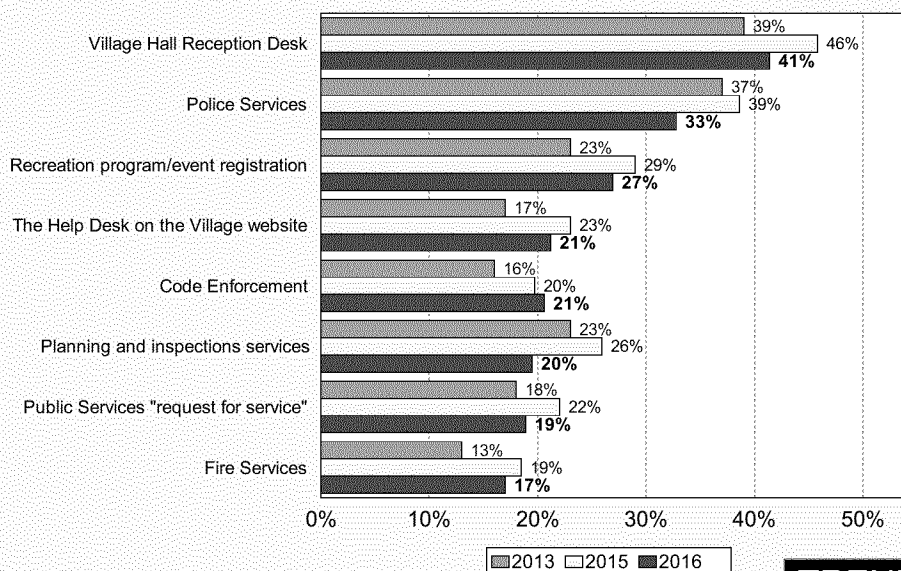
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q17. Households That Use Village Services and Facilities - 2012, 2013, 2014, 2015 & 2016

by percentage of respondents who answered "yes"

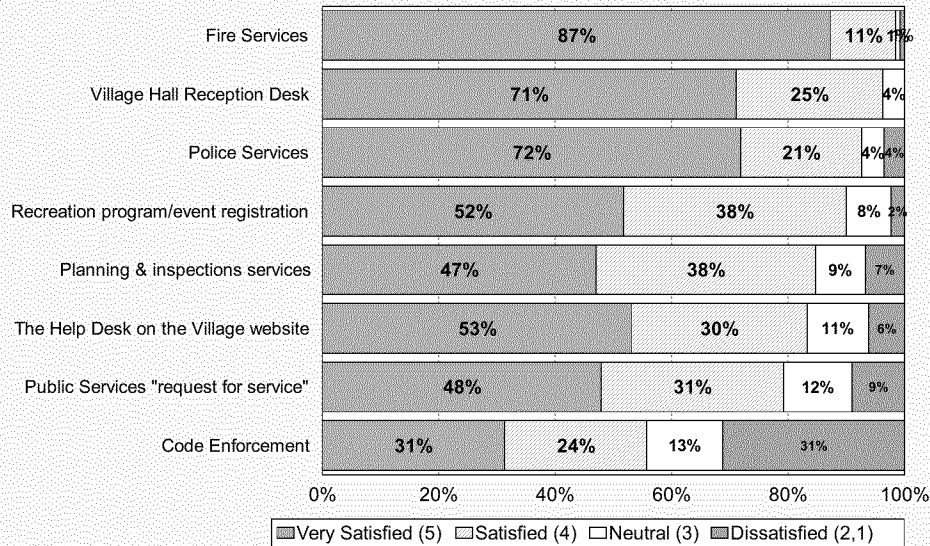


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q17a. Satisfaction with Village Services and Facilities That Households Have Used

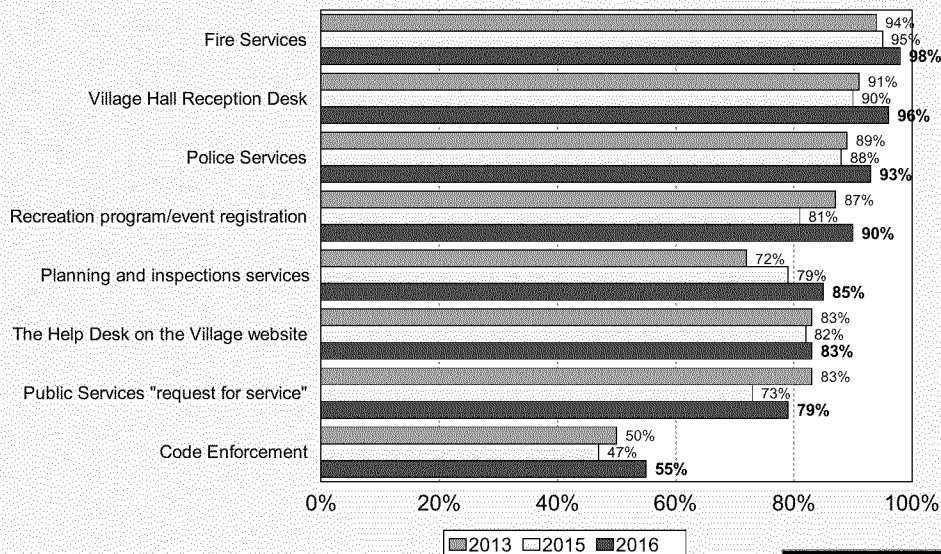
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q17a. Satisfaction With Village Services and Facilities - 2013, 2015 & 2016

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

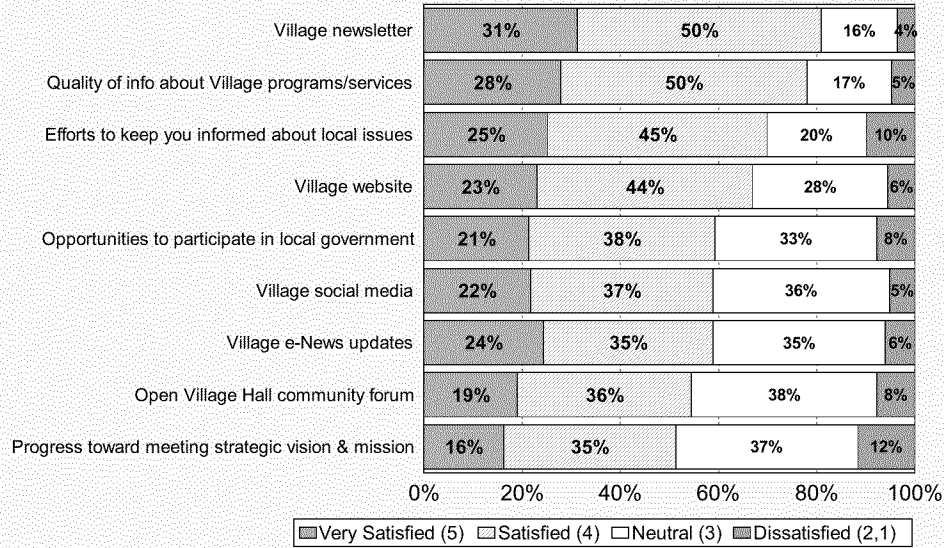


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q18. Satisfaction with Public Communication and Outreach

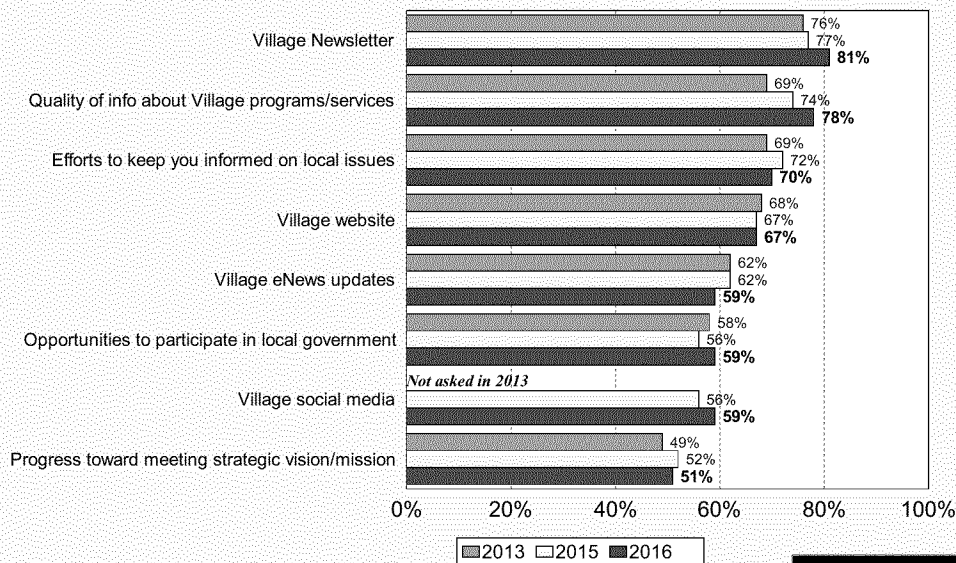
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q18. Satisfaction with Public Communication and Outreach - 2013, 2015 & 2016

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

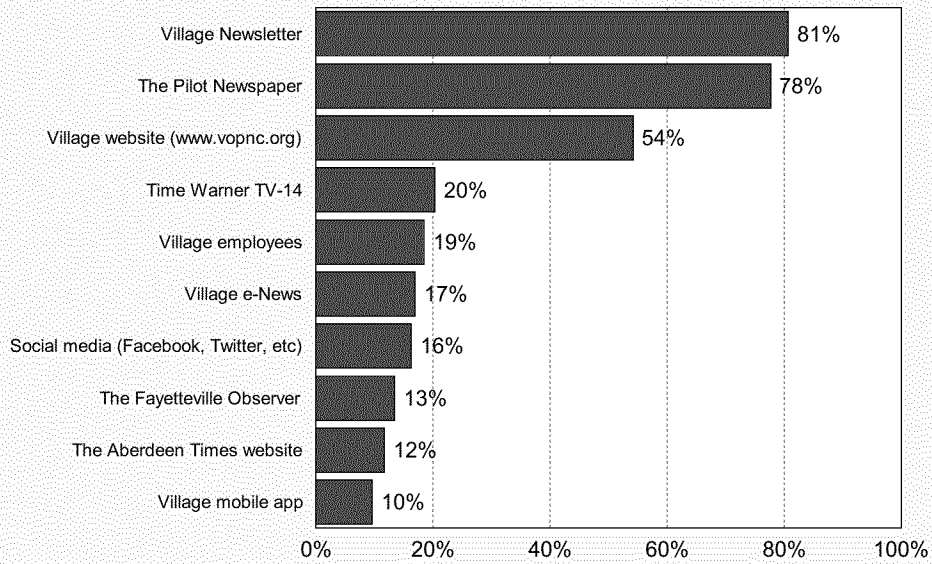


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q19. Which of the following do you use to get information about the Village of Pinehurst?

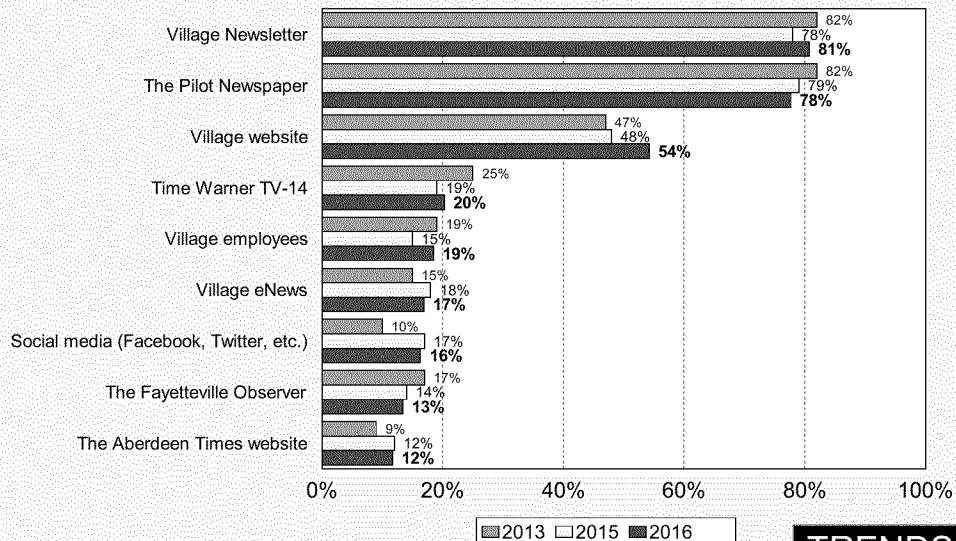
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q19. Which of the following do you use to get information about the Village of Pinehurst? - 2013, 2015 & 2016

by percentage of respondents (multiple selections could be made)

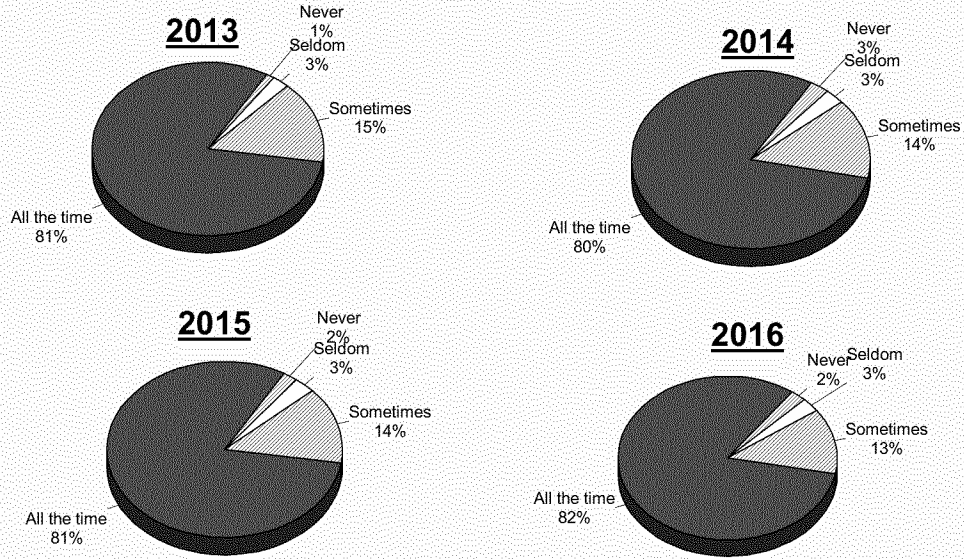


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q20. How often do you read the Village Newsletter, which is mailed to all residents?

by percentage of respondents

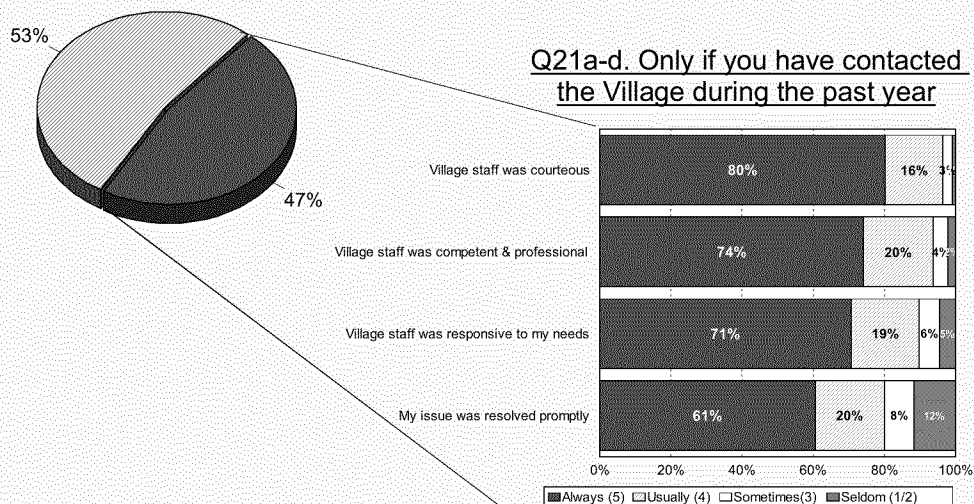


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q21. Have you contacted the Village during the past year?

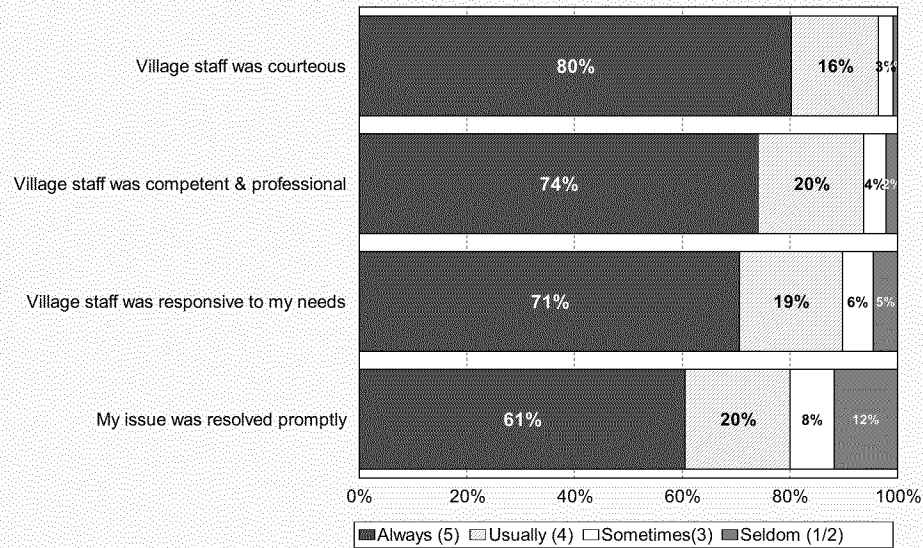
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q21a-d. Satisfaction with Experience Interacting with Village Employees

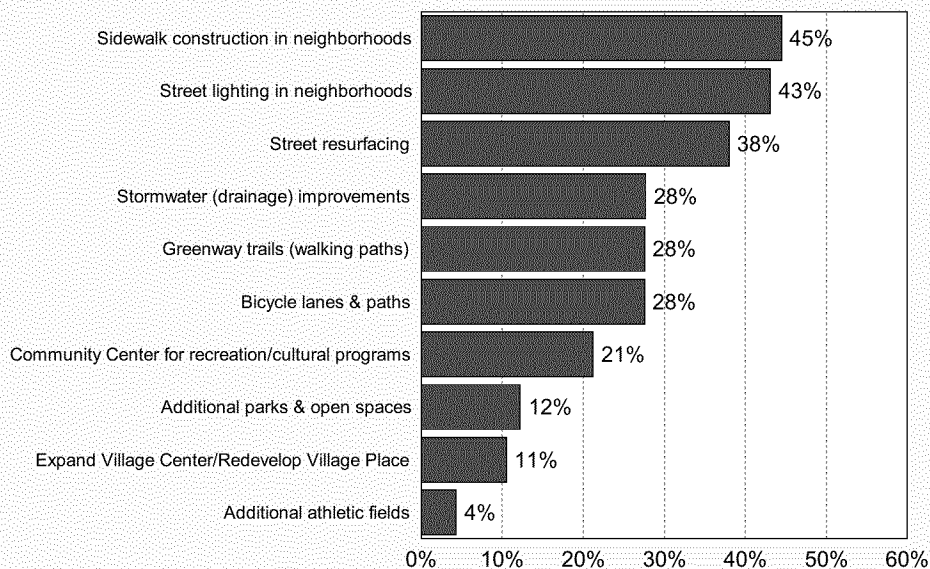
by percentage of respondents that have contacted the Village in the past year



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q22. Capital Improvements That Residents Feel Are the Most Important

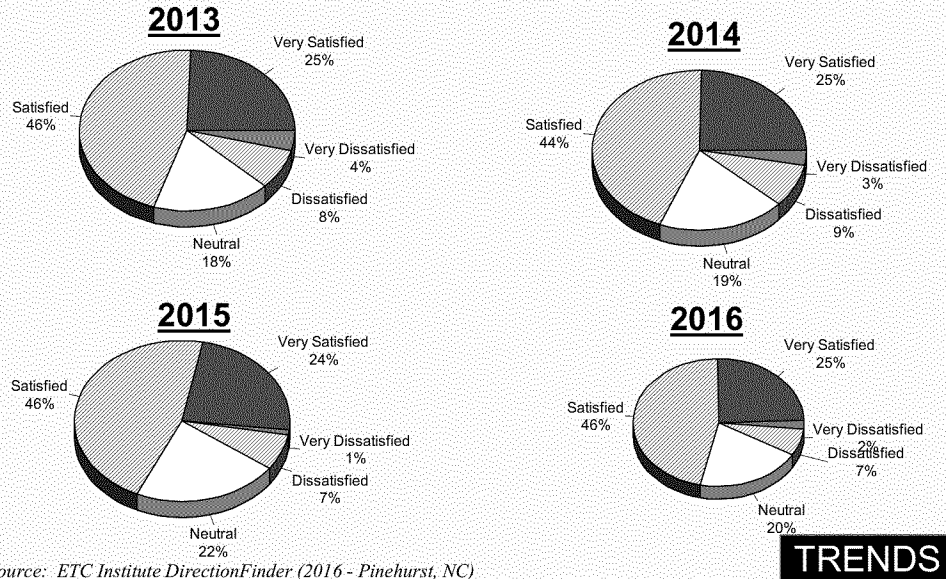
by percentage of respondents (3 selections could be made)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q23. 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?

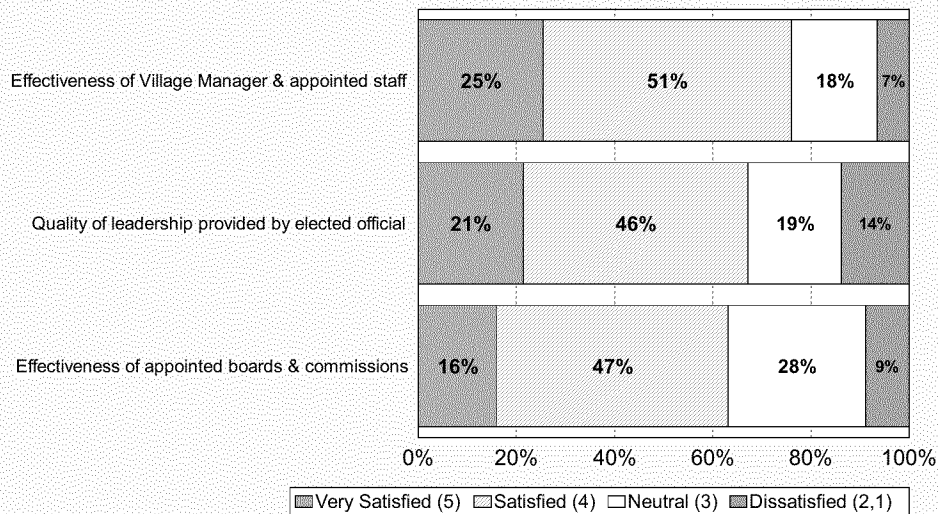
by percentage of respondents (excluding "don't know")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q24. Please rate your satisfaction with Village Leadership for the following items:

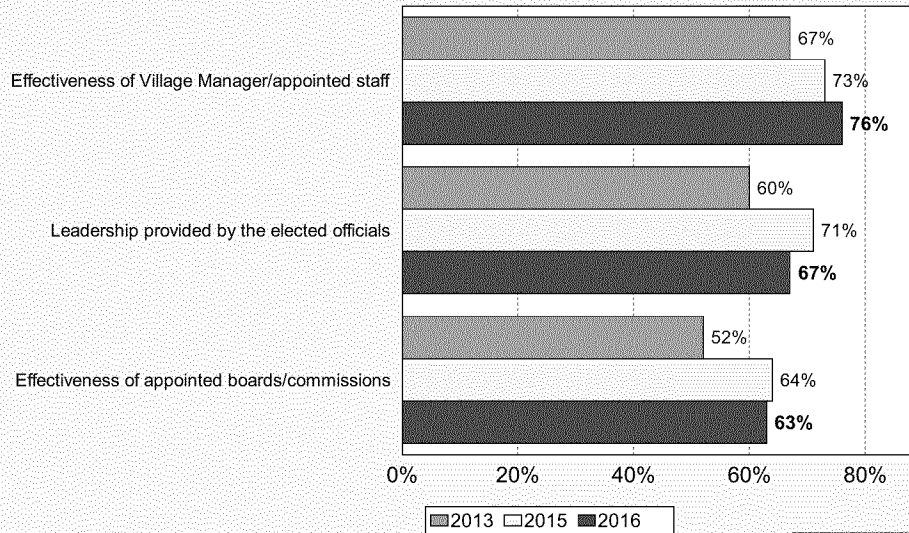
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "no opinion")



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q24. Satisfaction with Village Leadership - 2013, 2015 & 2016

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

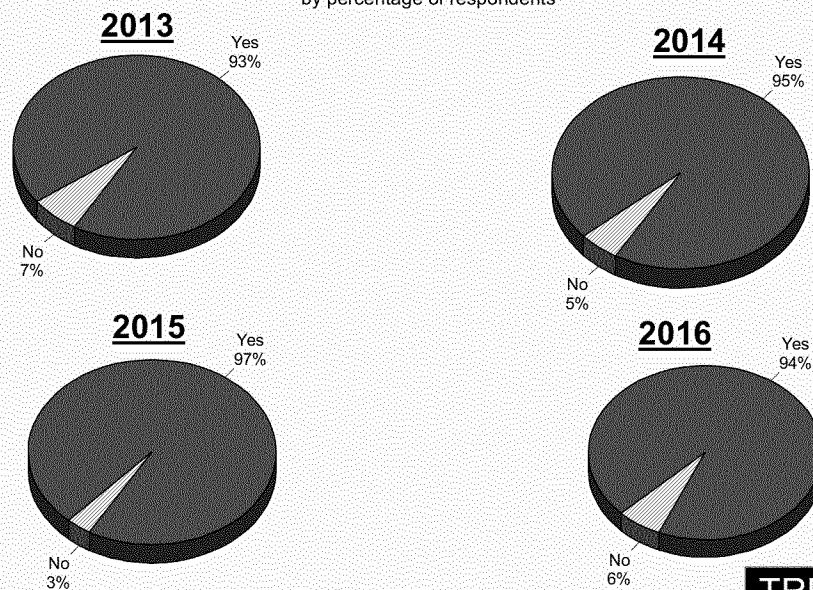


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q25. Would you recommend Pinehurst to others as a place to live?

by percentage of respondents

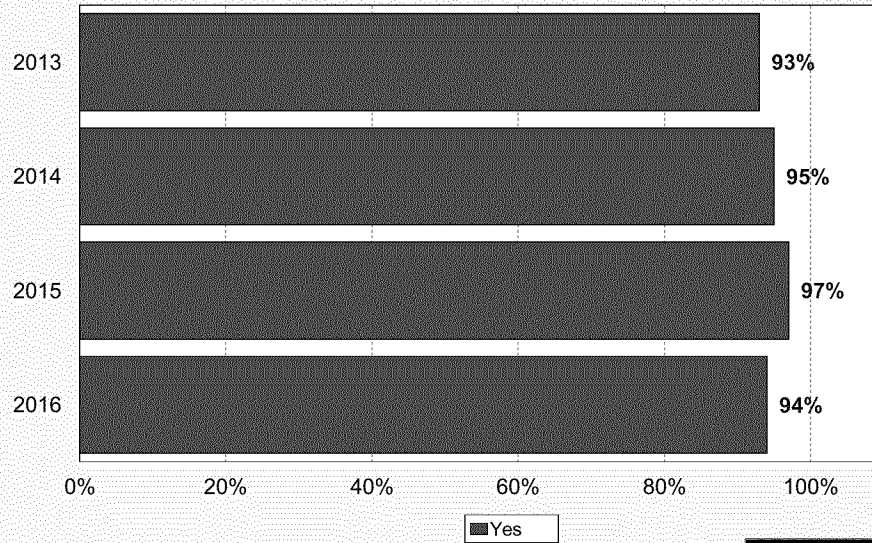


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q25. Would you recommend Pinehurst to others as a place to live?

by percentage of respondents

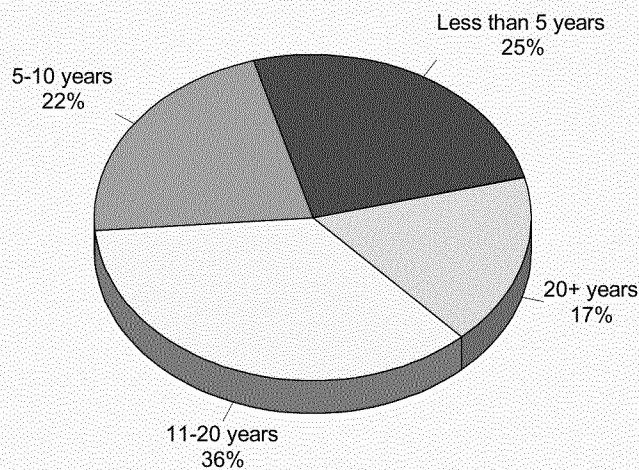


Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

TRENDS

Q26. Approximately how many years have you lived in the Village of Pinehurst?

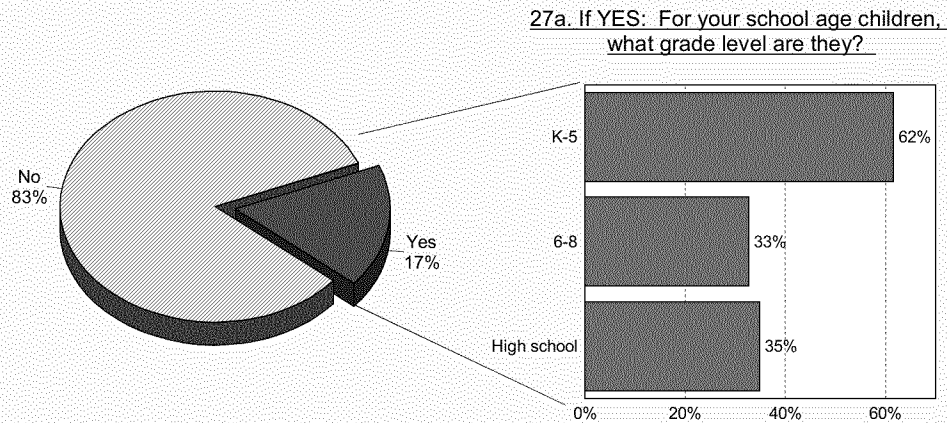
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q27. Do you have school age children (grades K-12) living at home?

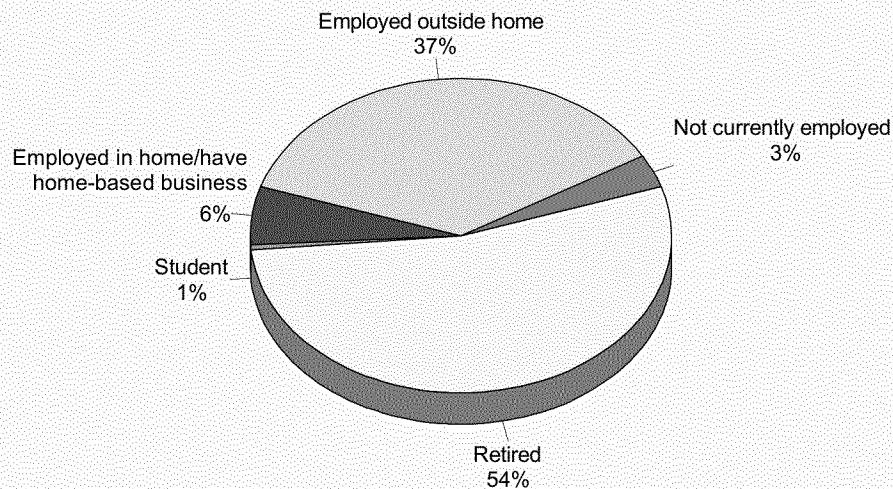
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q28. Demographics: Current Employment Status

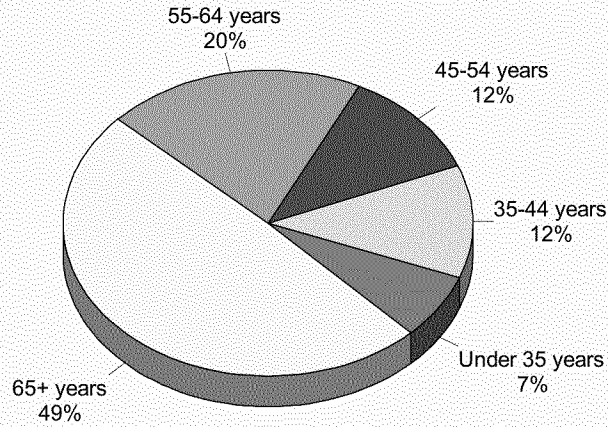
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q29. Demographics: Age of Respondents

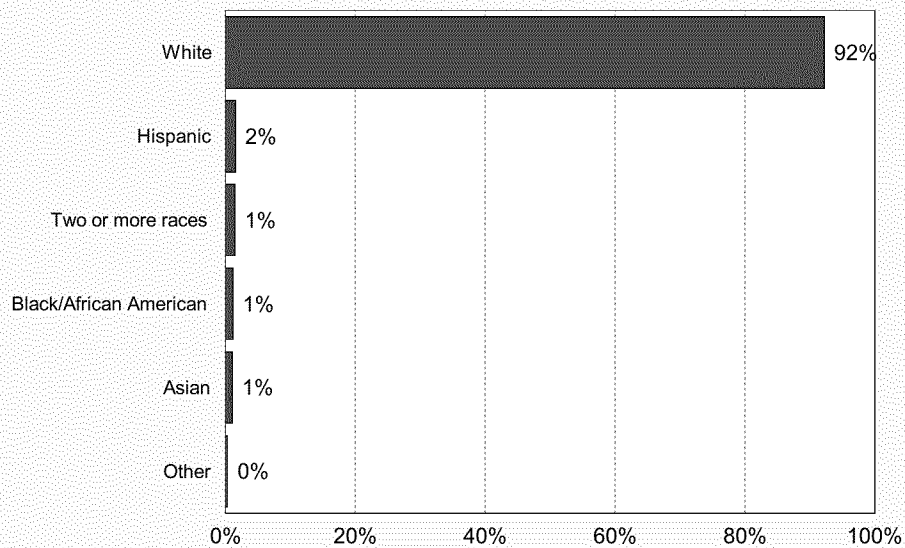
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Q30. Which of the following best describes your race?

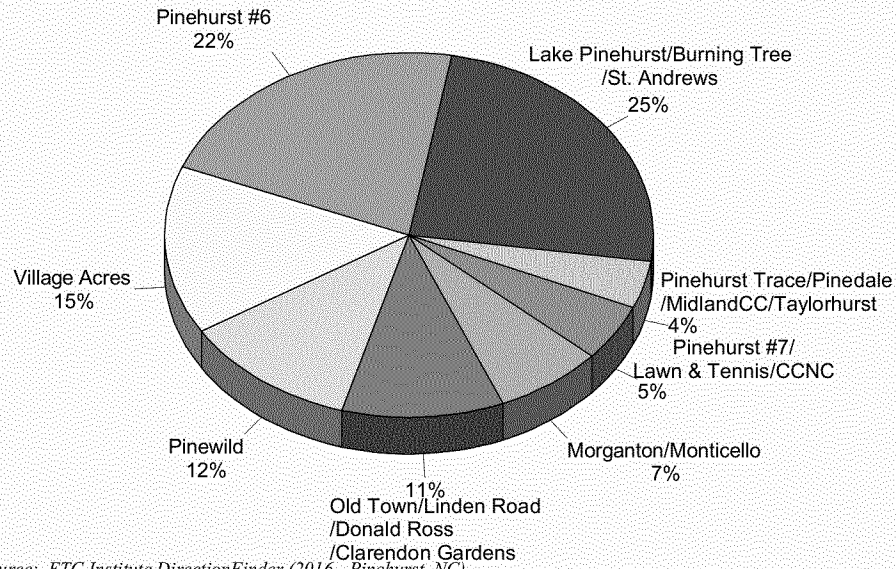
by percentage of respondents



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

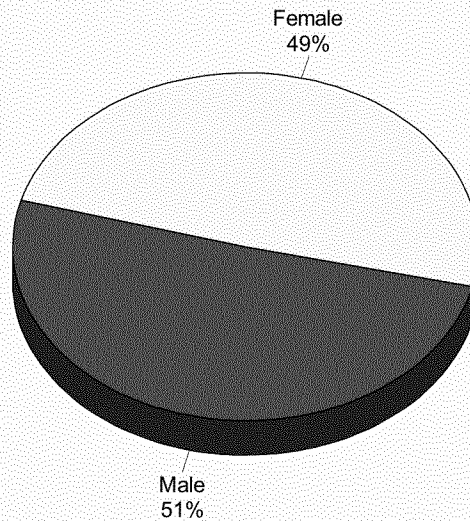
Q31. Which of the following best describes where you live?

by percentage of respondents



Q32. Demographics: Gender

by percentage of respondents



Section 2

GIS Maps

Interpreting GIS Maps

Village of Pinehurst

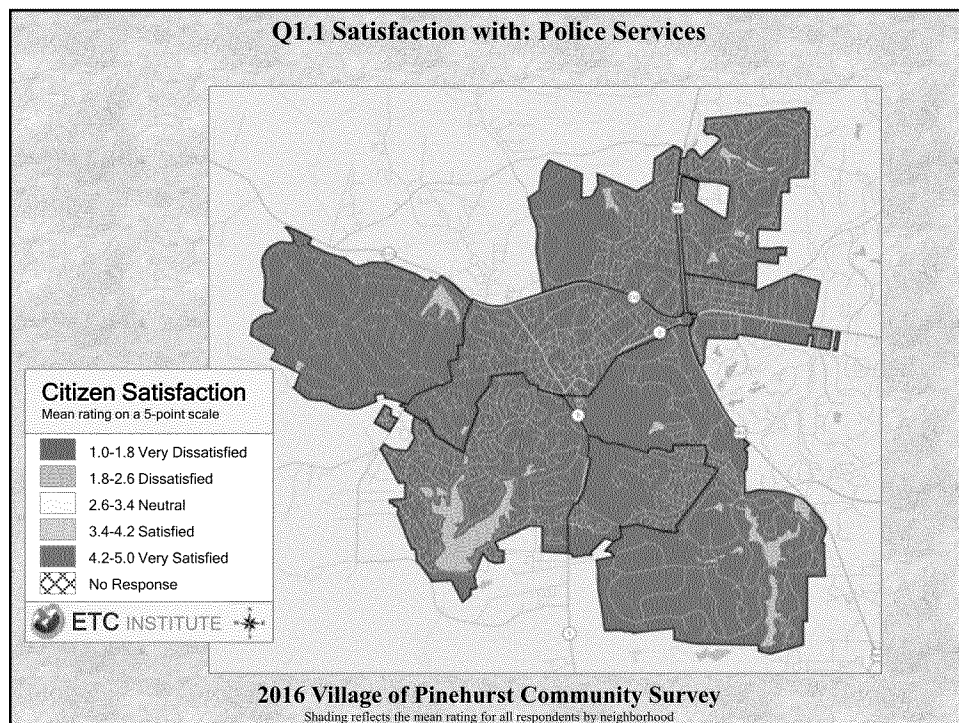
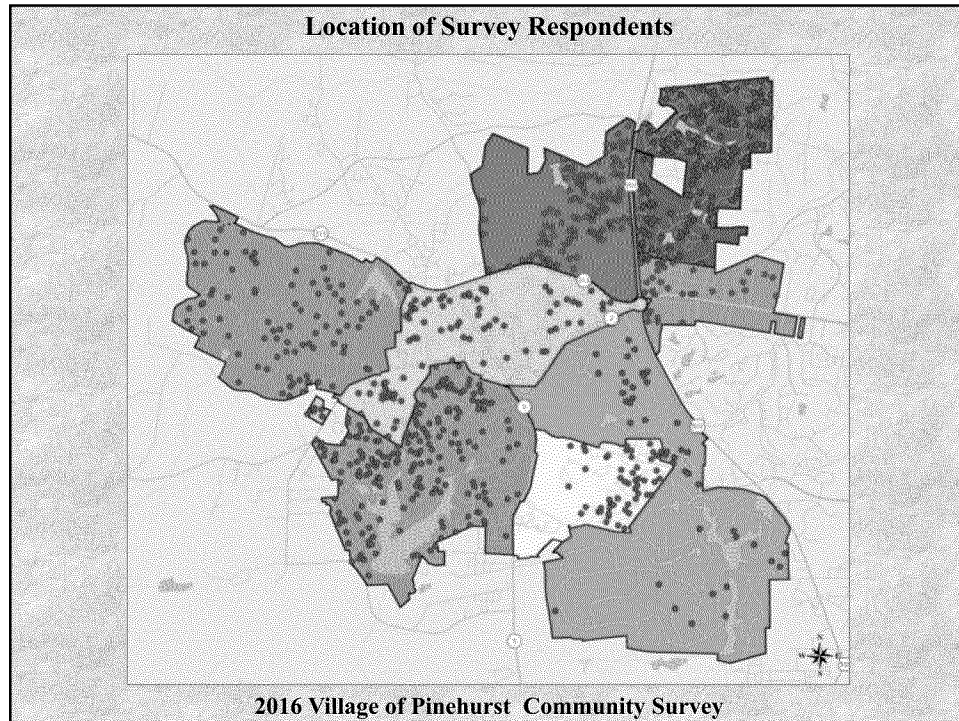
The maps on the following pages show the mean ratings for several questions by Neighborhood in the Village of Pinehurst.

If all Neighborhoods on a map are the same color, then most residents in the community generally feel the same about that issue.

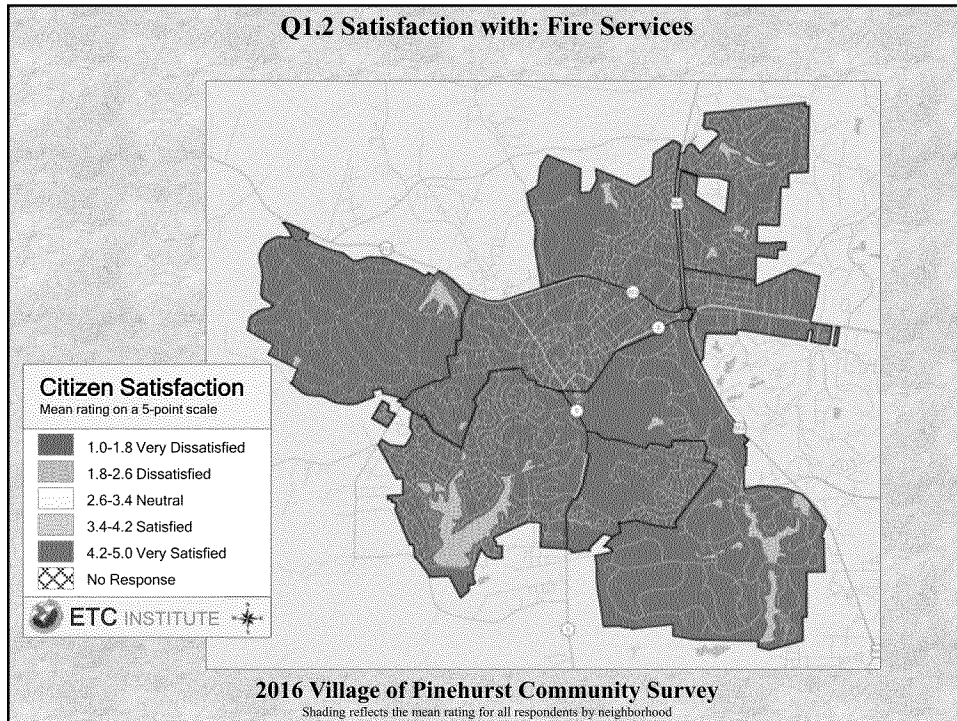
If all areas on a map are the same color, then residents generally feel the same about that issue regardless of the location of their home.

When reading the maps, please use the following color scheme as a guide:

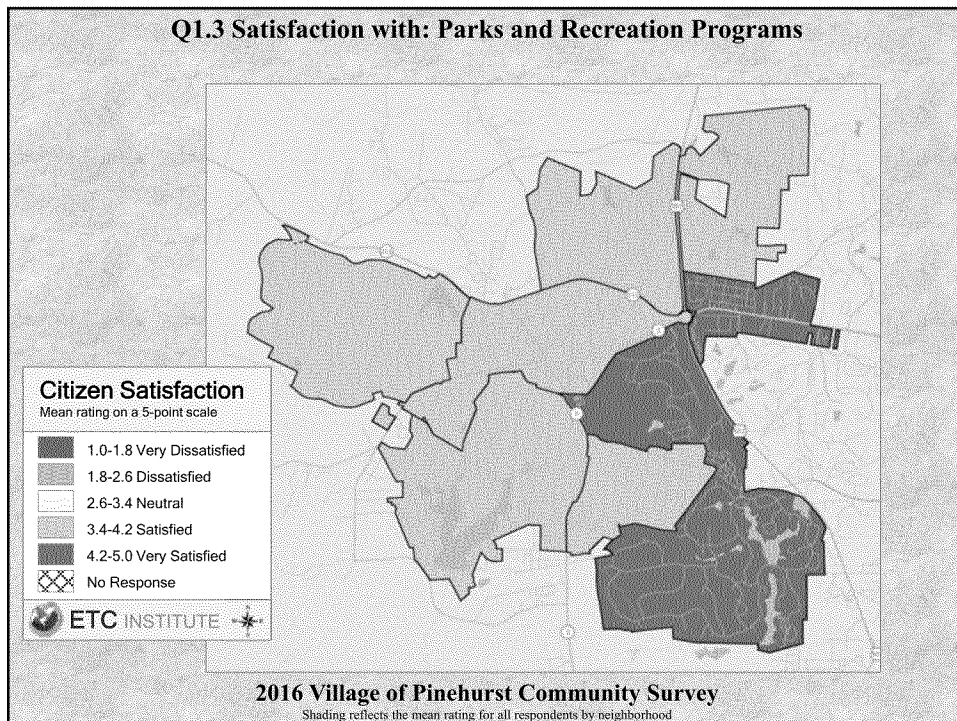
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate higher levels of “very satisfied” or “satisfied” responses, higher levels of “very safe” or “safe” responses or higher levels of importance depending upon the type of question.
- **YELLOW** shades indicate NEUTRAL ratings. Shades of yellow generally indicate that residents thought the quality of service delivery is adequate or that residents were neutral about the issue in question.
- **DARK/LIGHT RED** shades indicate NEGATIVE ratings. Shades of red generally indicate higher levels of “dissatisfied” or “very dissatisfied” responses, higher levels of “unsafe” or “very unsafe” responses and lower levels of importance depending on the question.



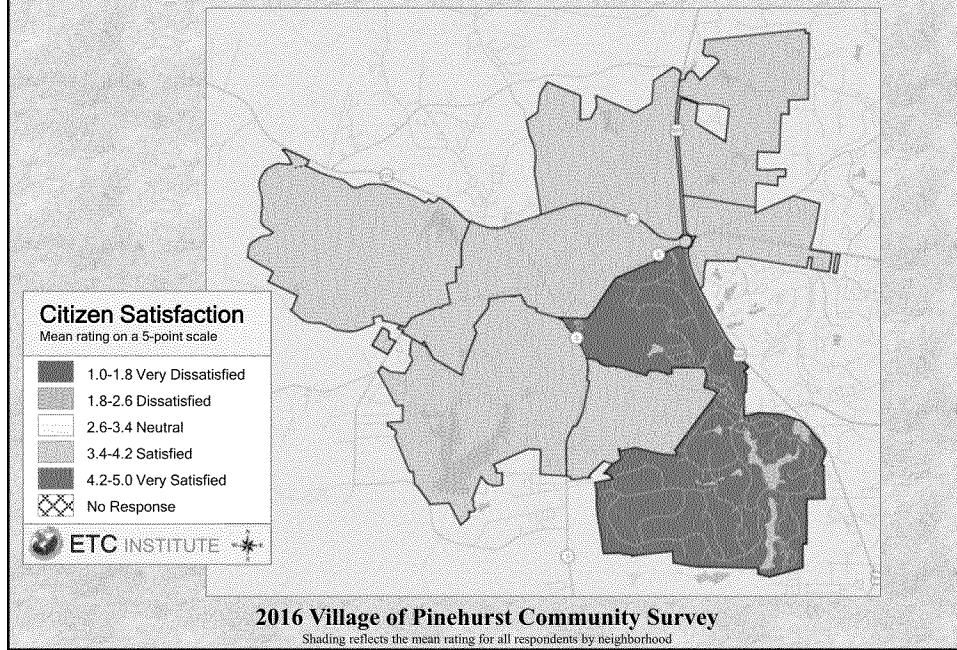
Q1.2 Satisfaction with: Fire Services



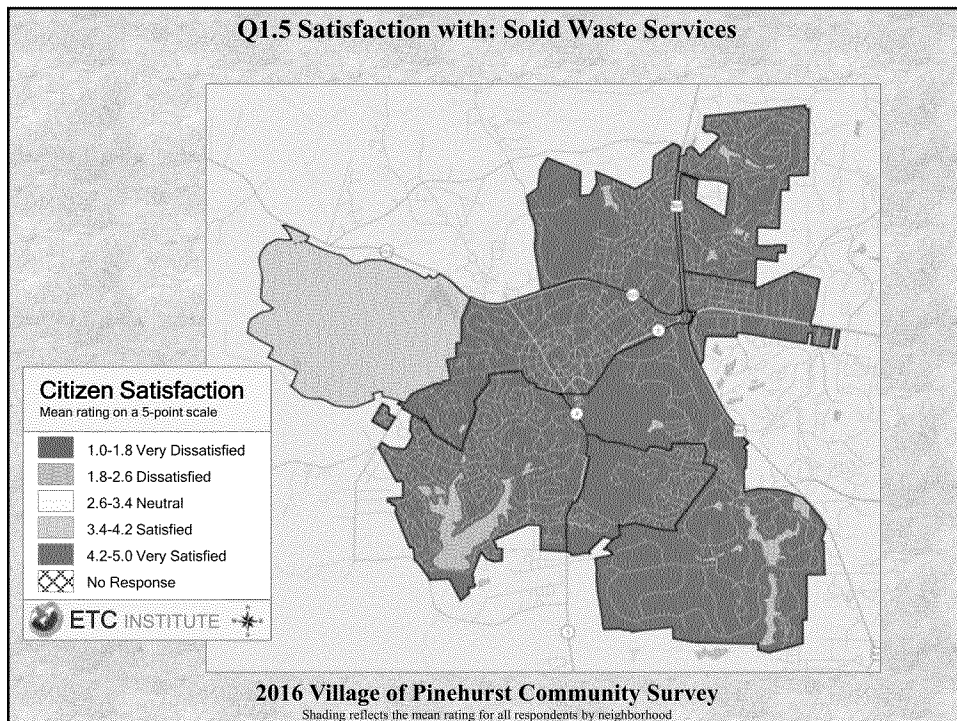
Q1.3 Satisfaction with: Parks and Recreation Programs



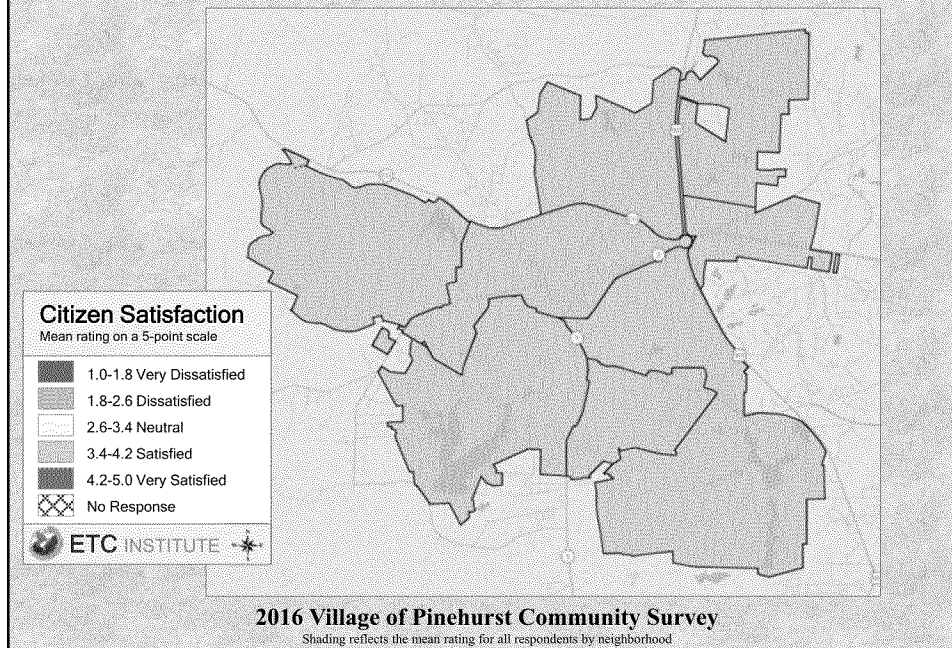
Q1.4 Satisfaction with: Parks and Recreation Facilities



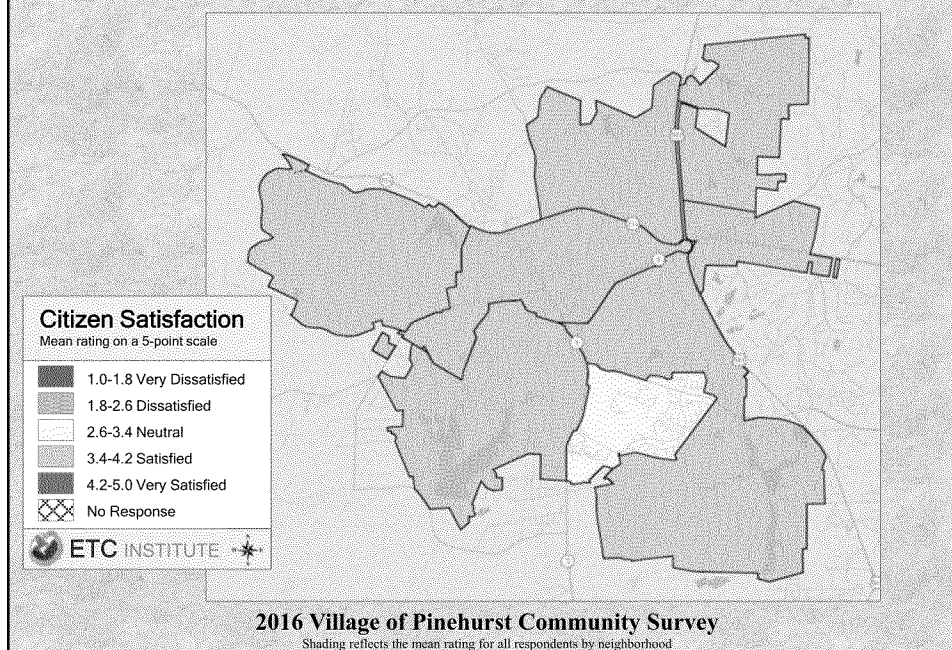
Q1.5 Satisfaction with: Solid Waste Services



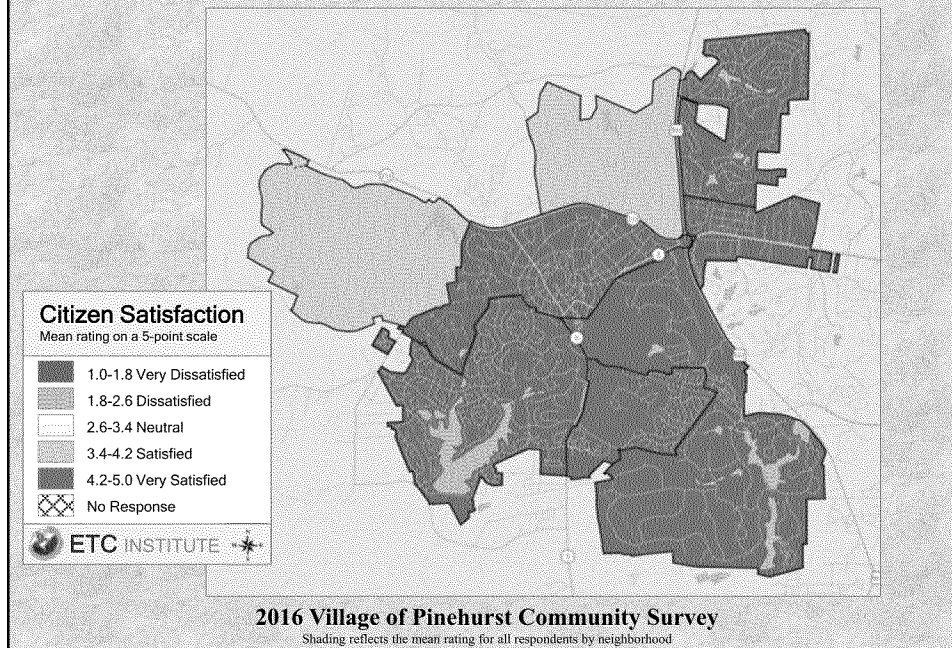
Q1.6 Satisfaction with: Street and Right-of-Way Maintenance



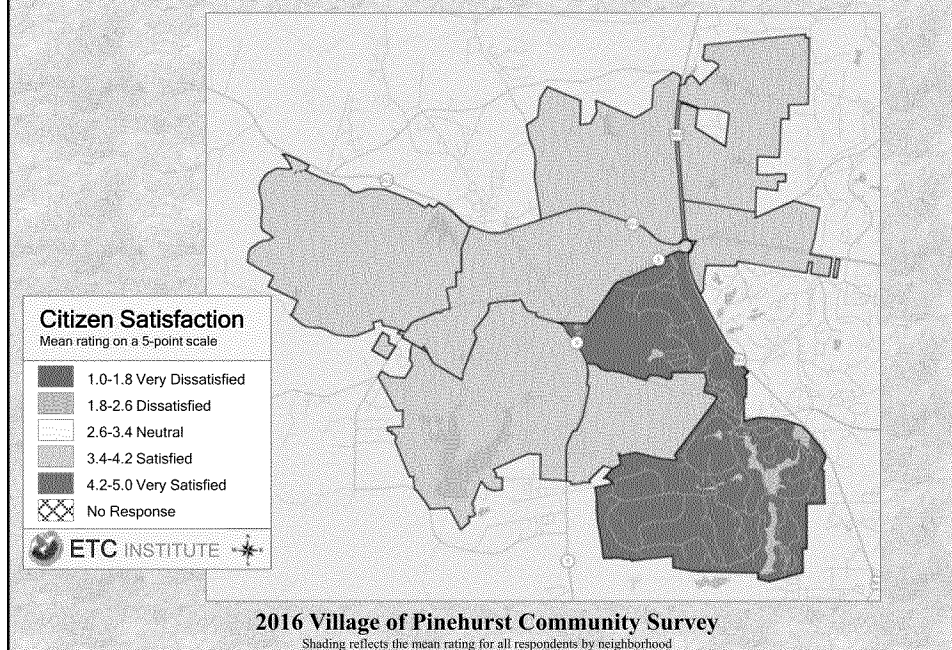
Q1.7 Satisfaction with: Enforcement of Village Codes & Ordinances

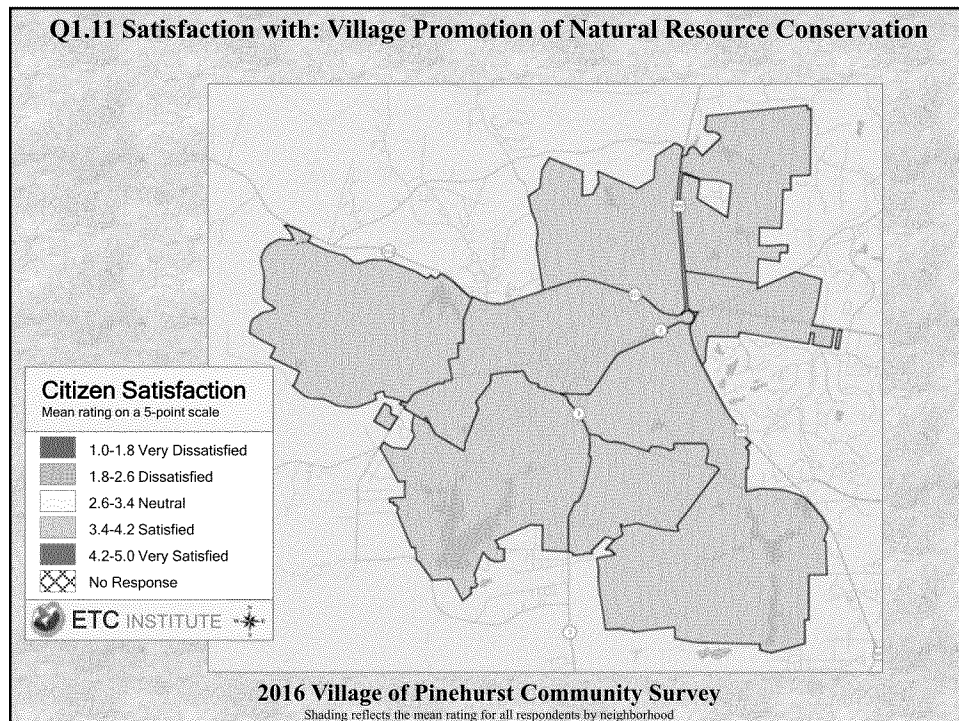
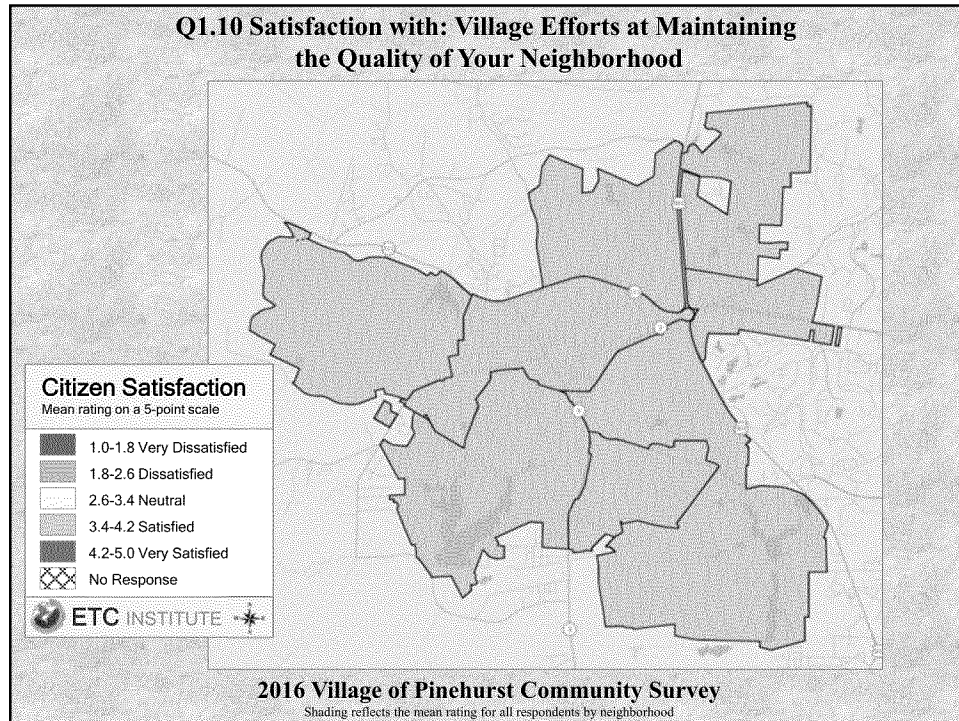


Q1.8 Satisfaction with: Customer Service Provided by Village Employees

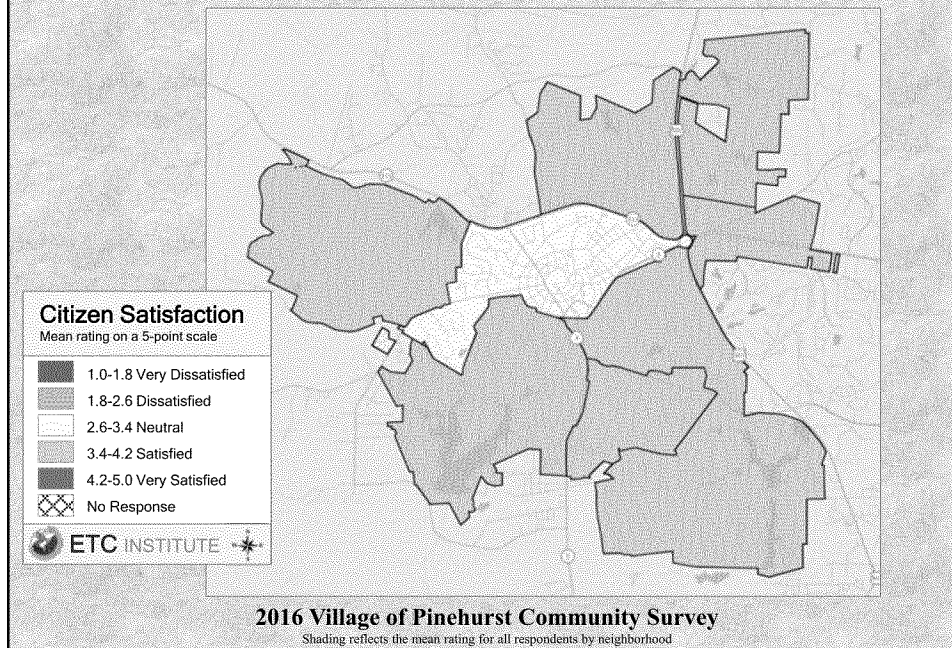


Q1.9 Satisfaction with: Village Communication with Residents

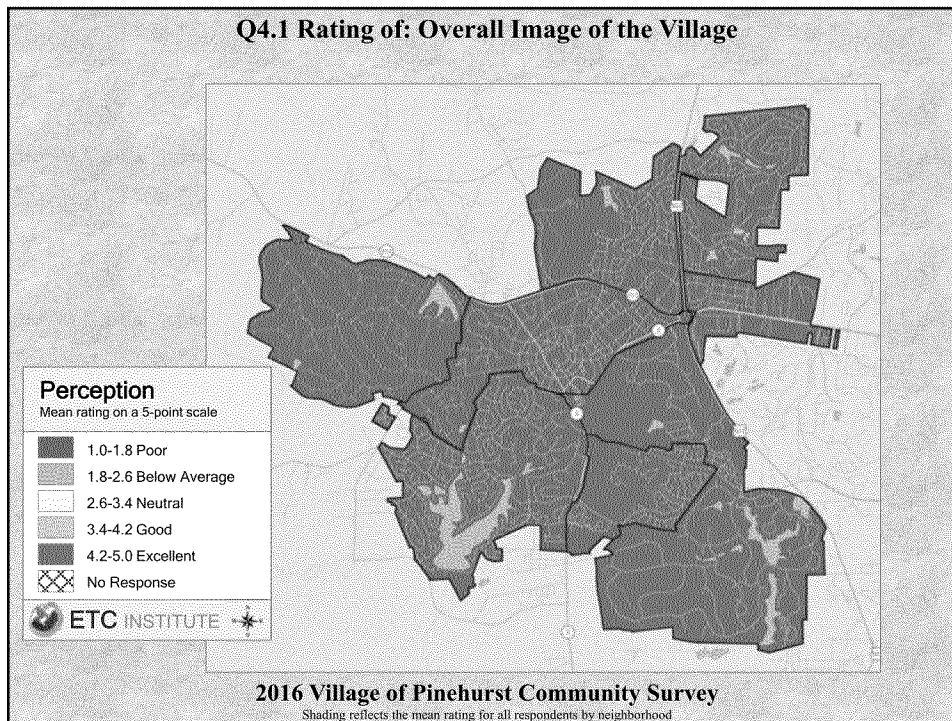




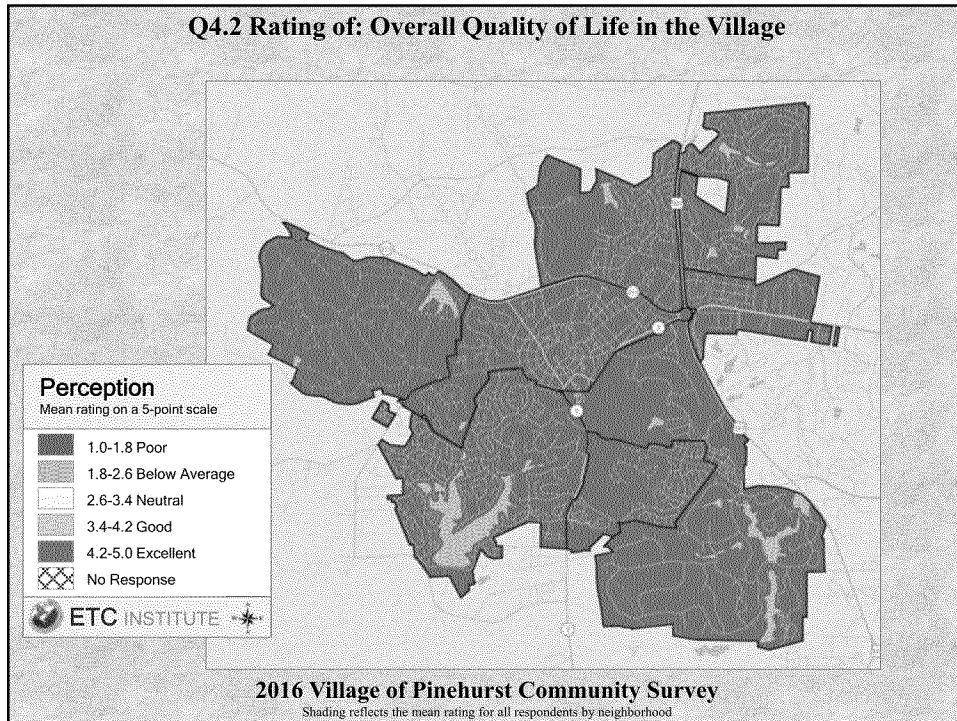
Q1.12 Satisfaction with: Level of Public Involvement in Local Decisions



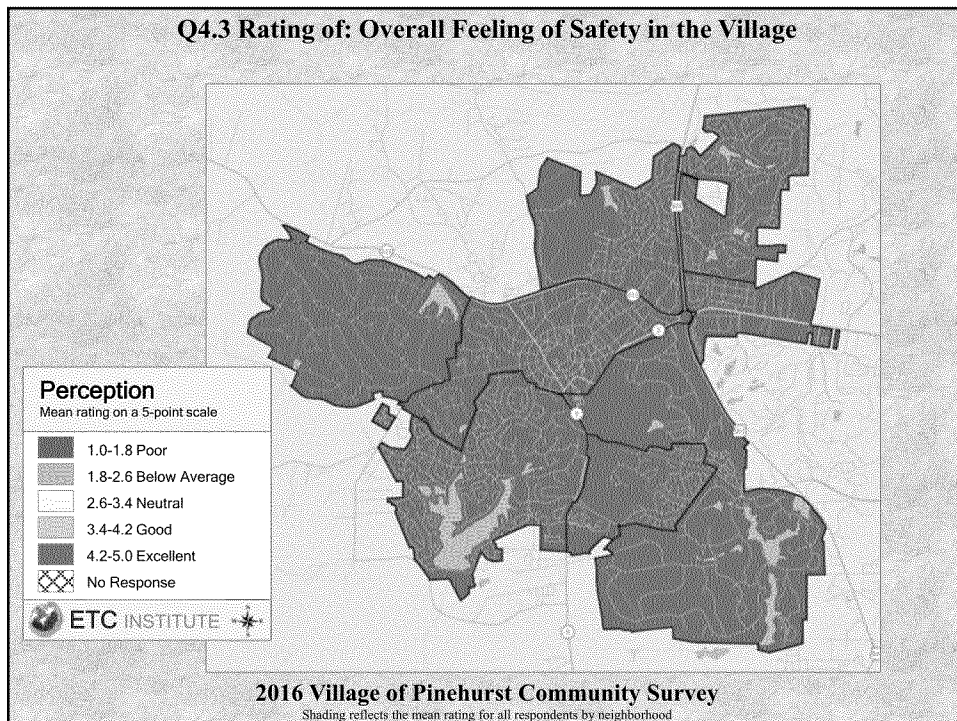
Q4.1 Rating of: Overall Image of the Village

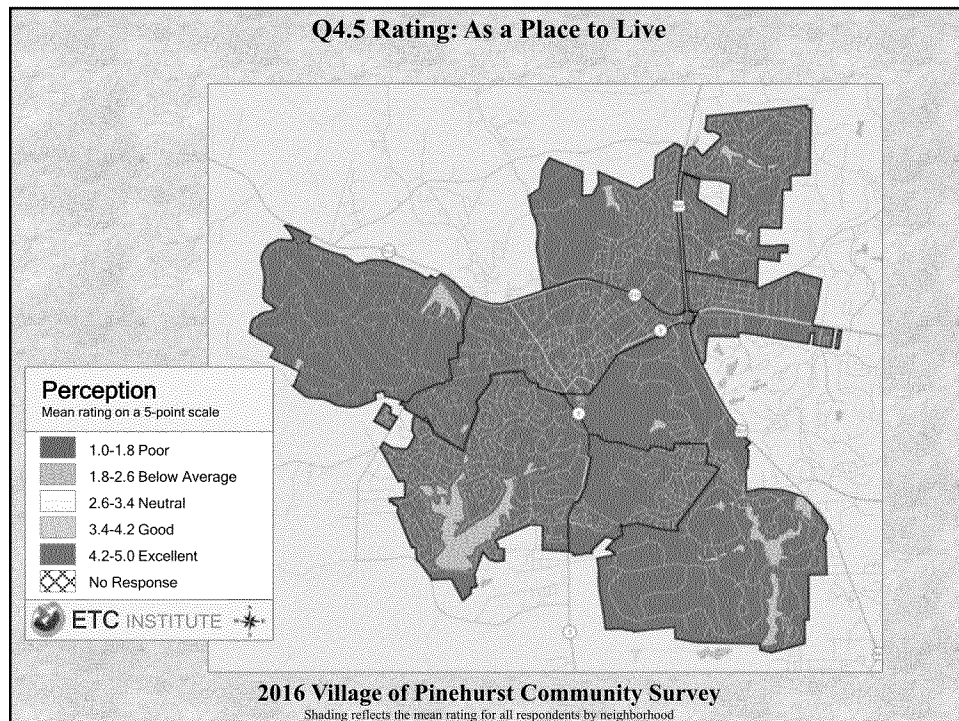
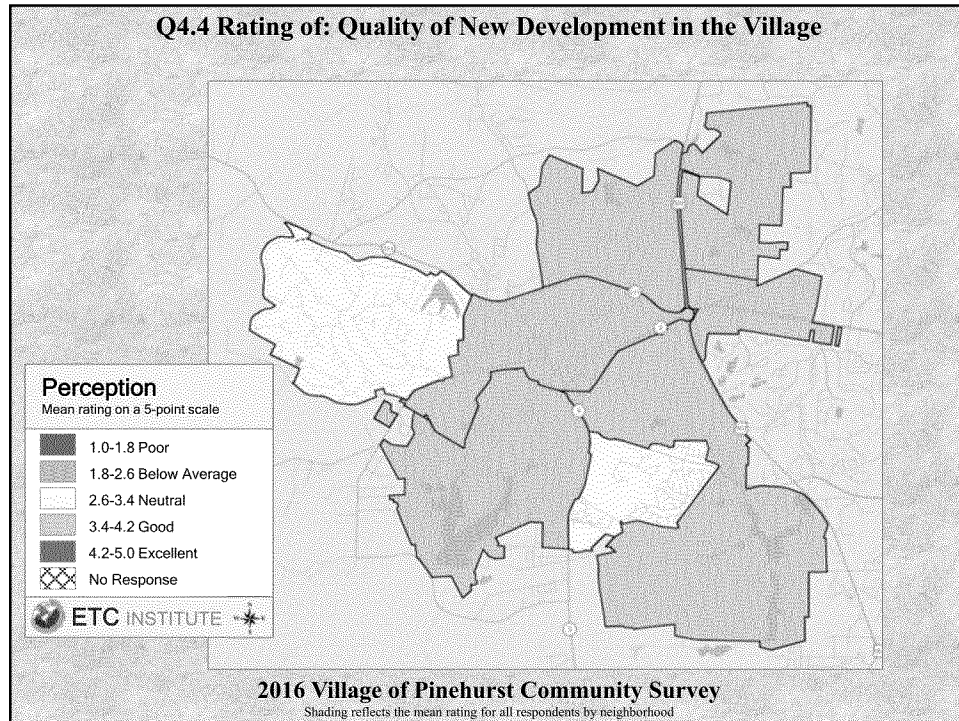


Q4.2 Rating of: Overall Quality of Life in the Village

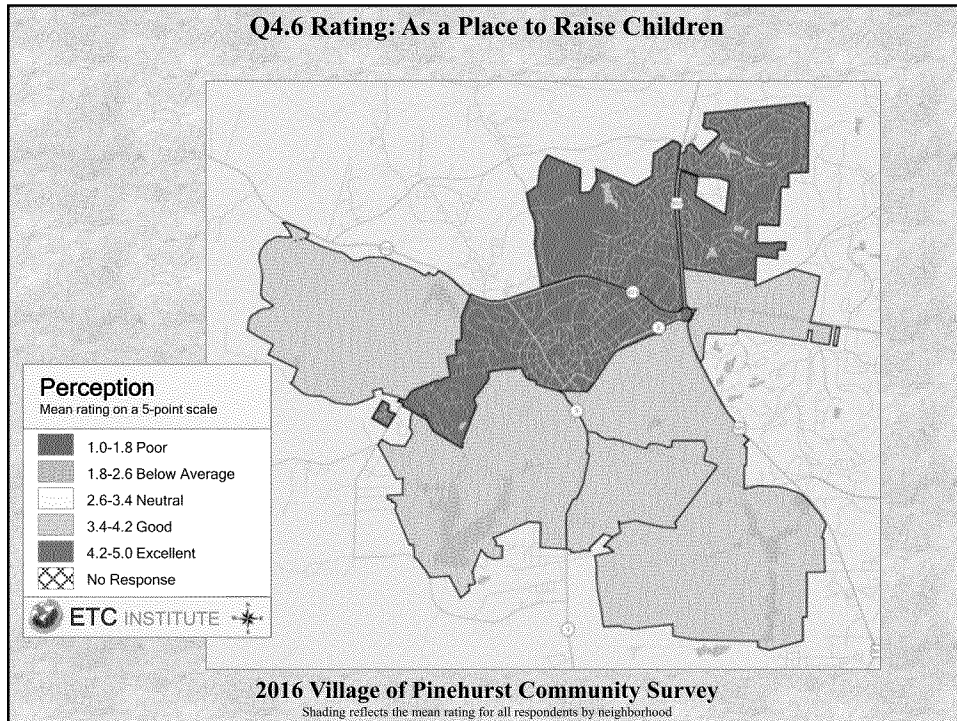


Q4.3 Rating of: Overall Feeling of Safety in the Village

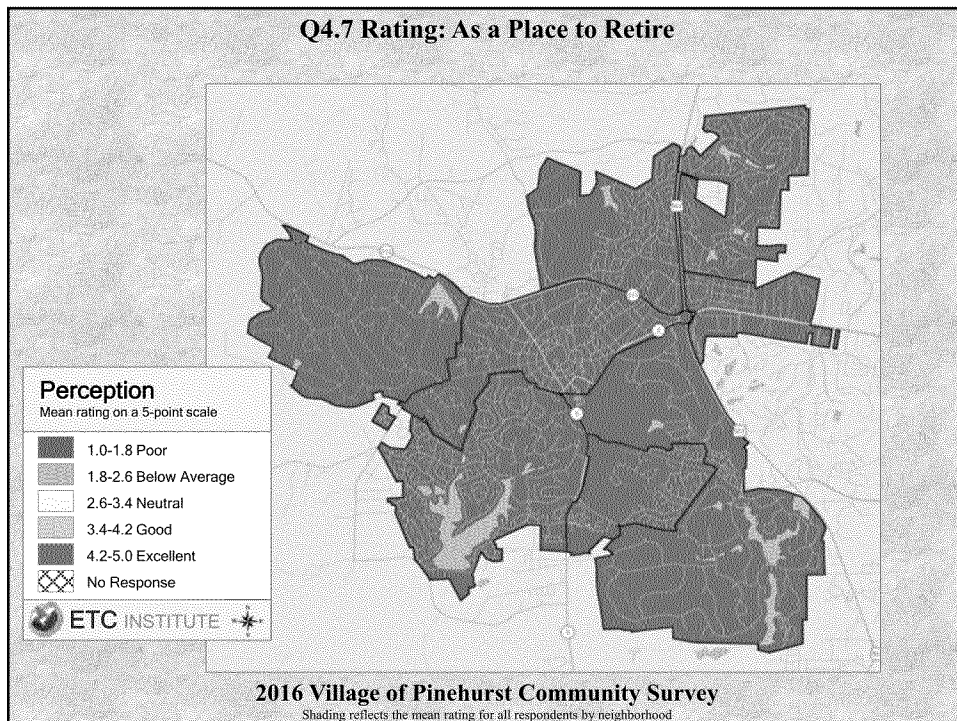




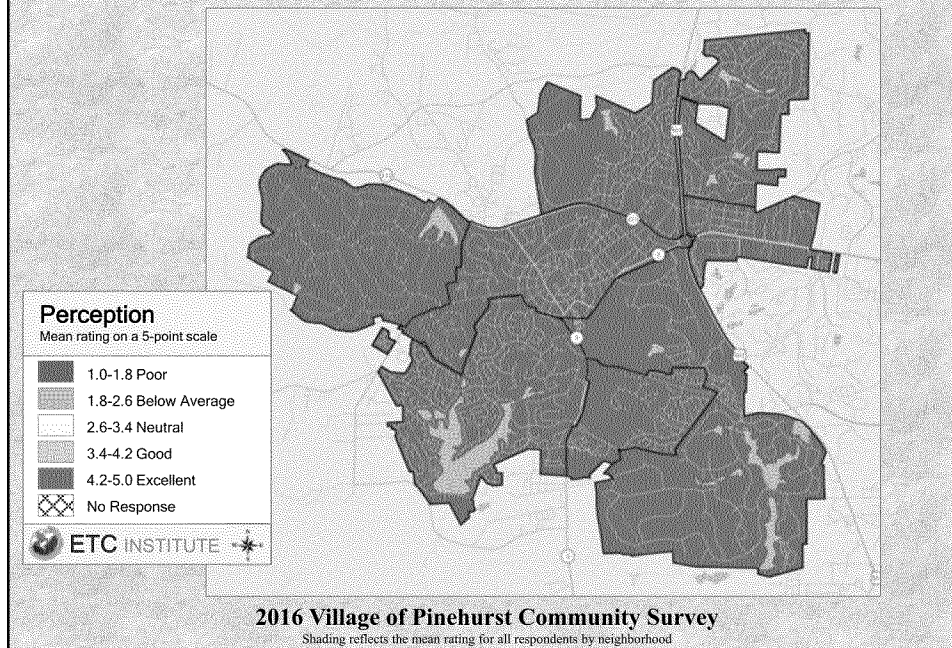
Q4.6 Rating: As a Place to Raise Children



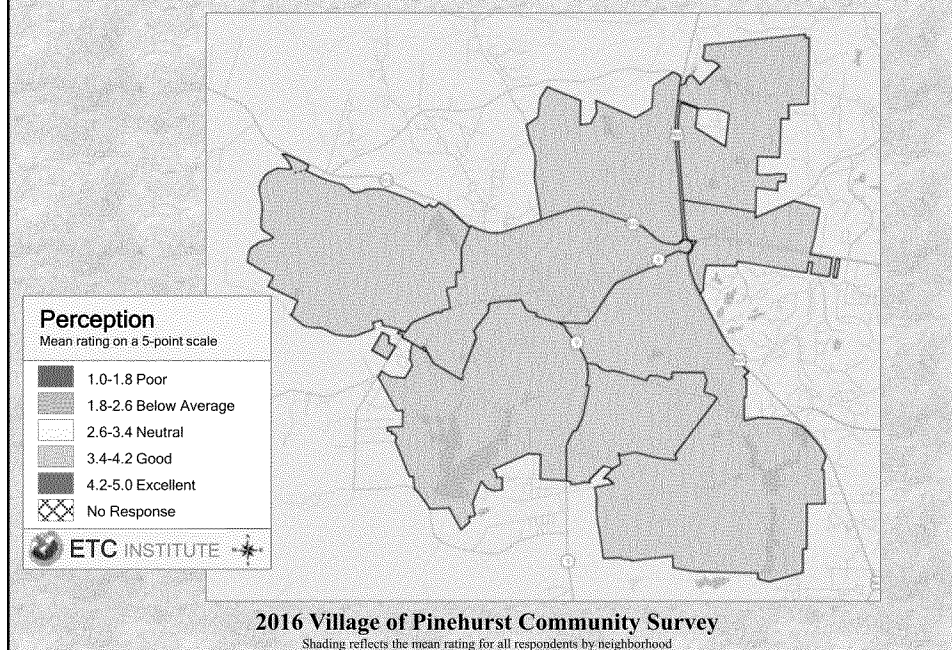
Q4.7 Rating: As a Place to Retire



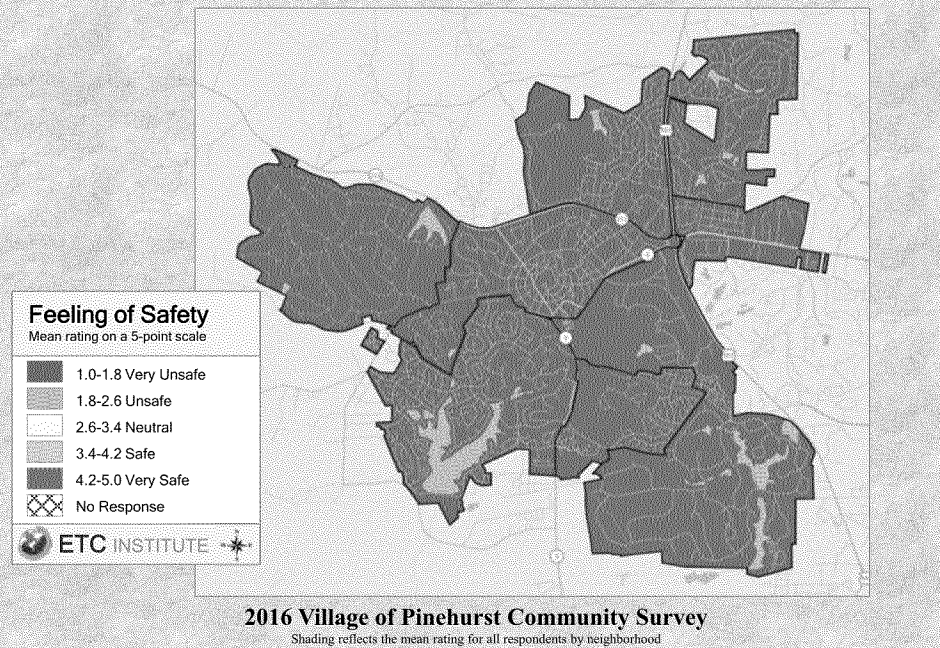
Q4.8 Rating of: Overall Appearance of the Village



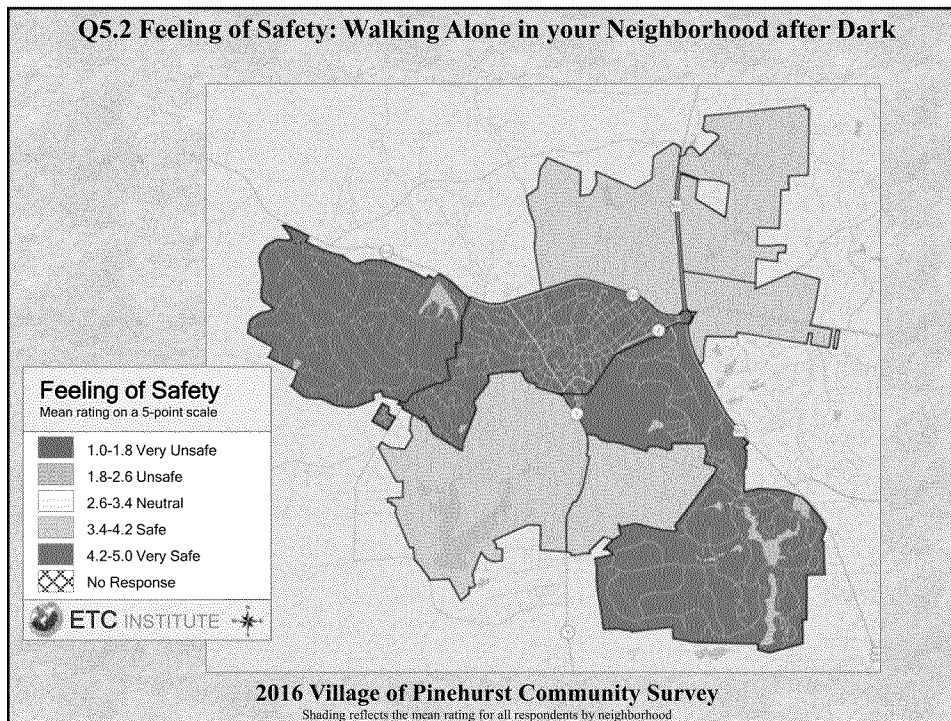
Q4.9 Rating of: Availability of Affordable Housing



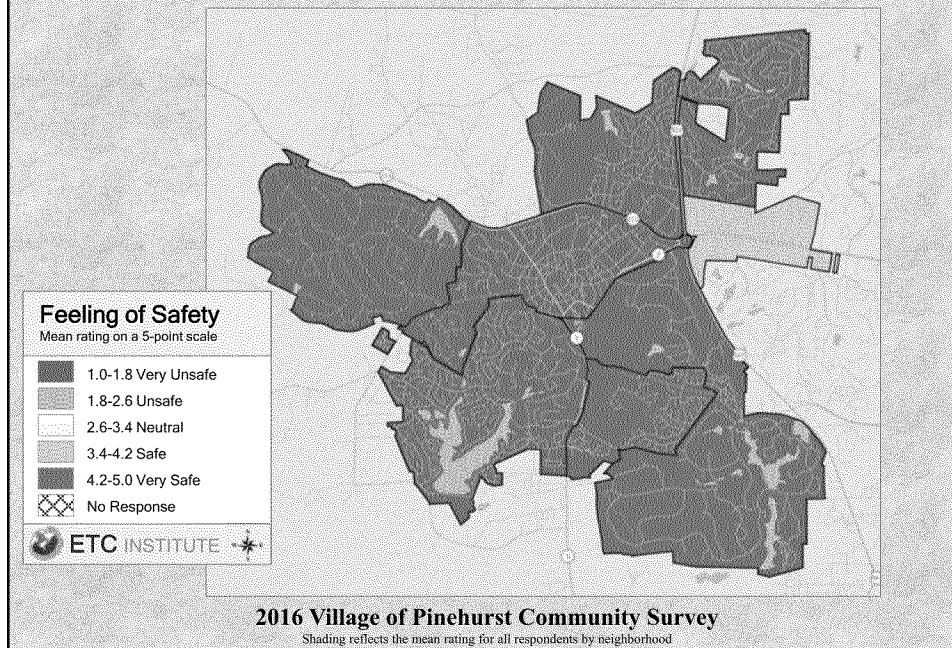
Q5.1 Feeling of Safety: Walking Alone in your Neighborhood during the Day



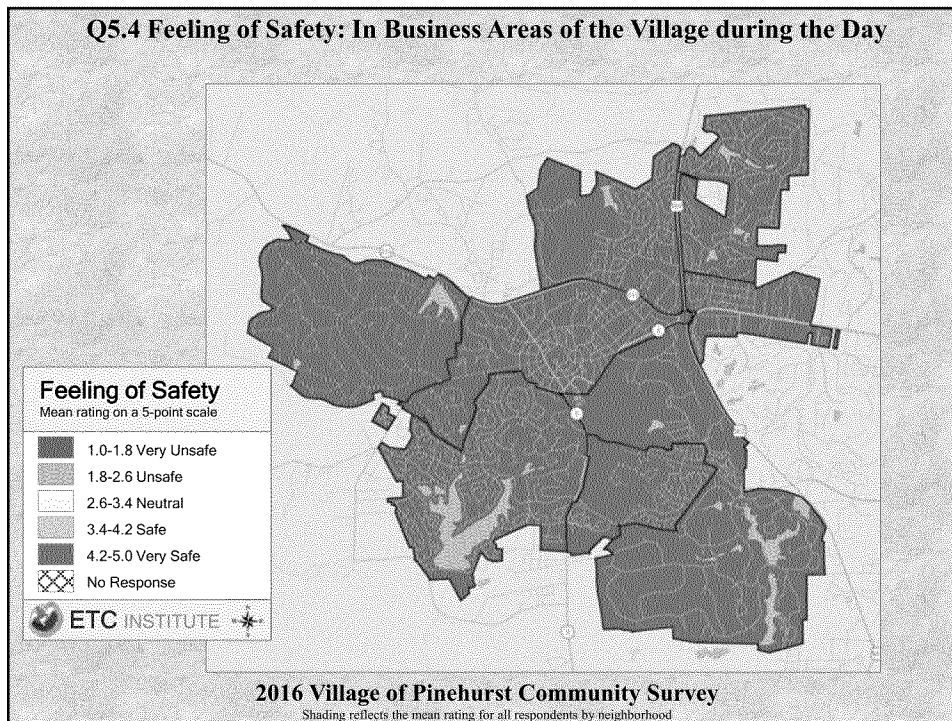
Q5.2 Feeling of Safety: Walking Alone in your Neighborhood after Dark



Q5.3 Feeling of Safety: In Village Parks and Recreation Facilities



Q5.4 Feeling of Safety: In Business Areas of the Village during the Day



Q5.5 Feeling of Safety: In Business Areas of the Village after Dark



2016 Village of Pinehurst Community Survey

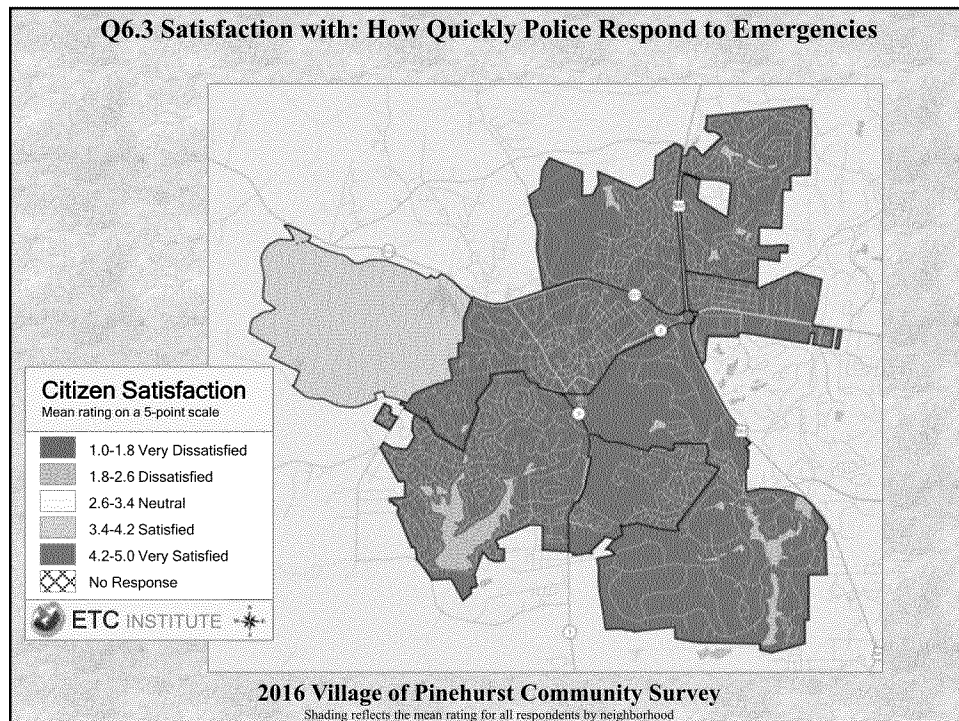
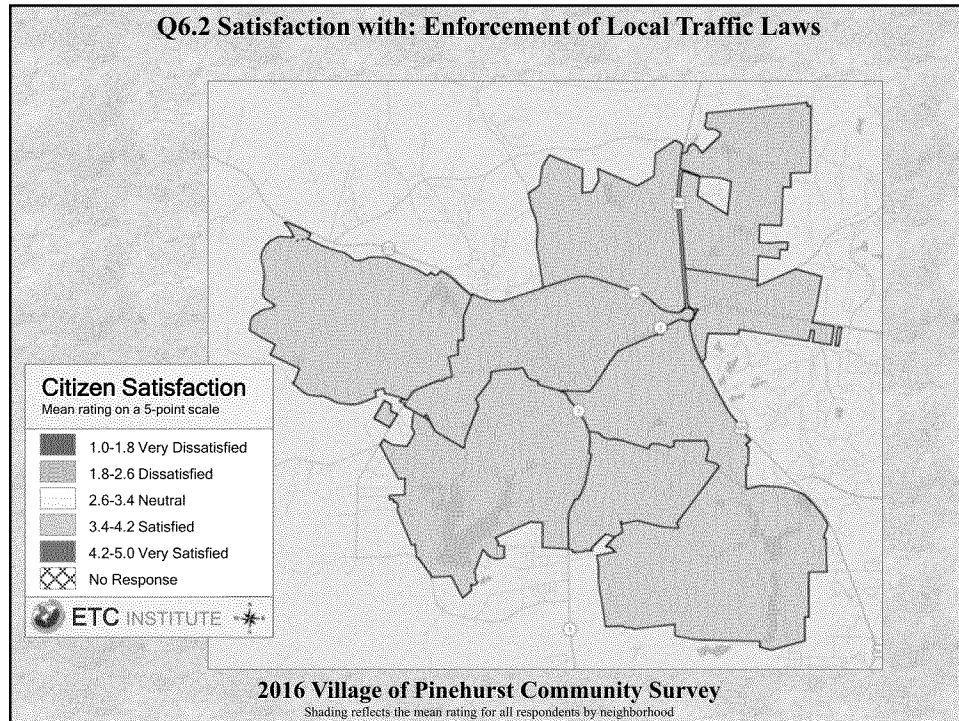
Shading reflects the mean rating for all respondents by neighborhood

Q6.1 Satisfaction with: Village Efforts to Prevent Crime

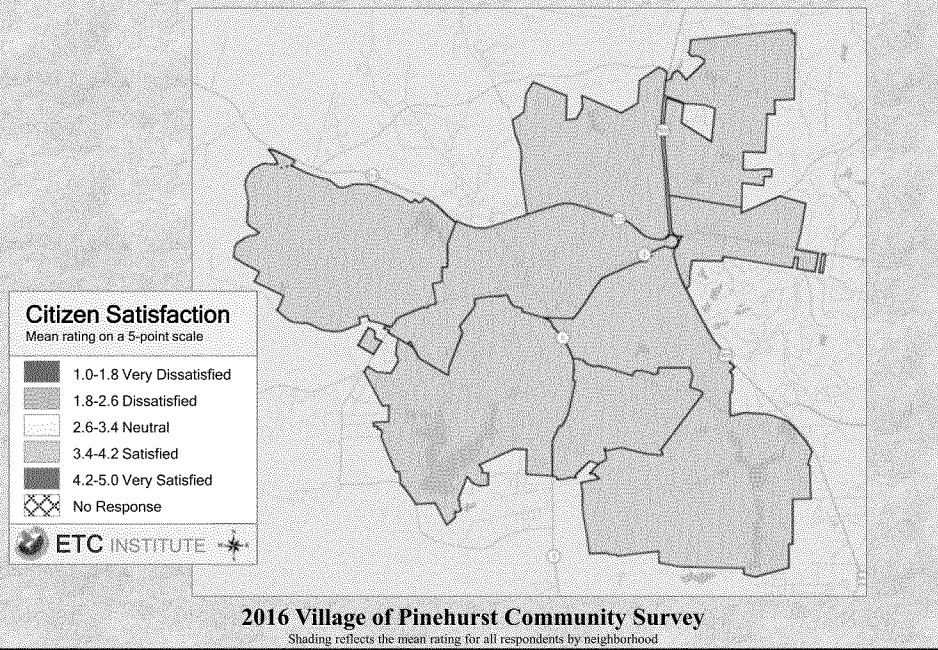


2016 Village of Pinehurst Community Survey

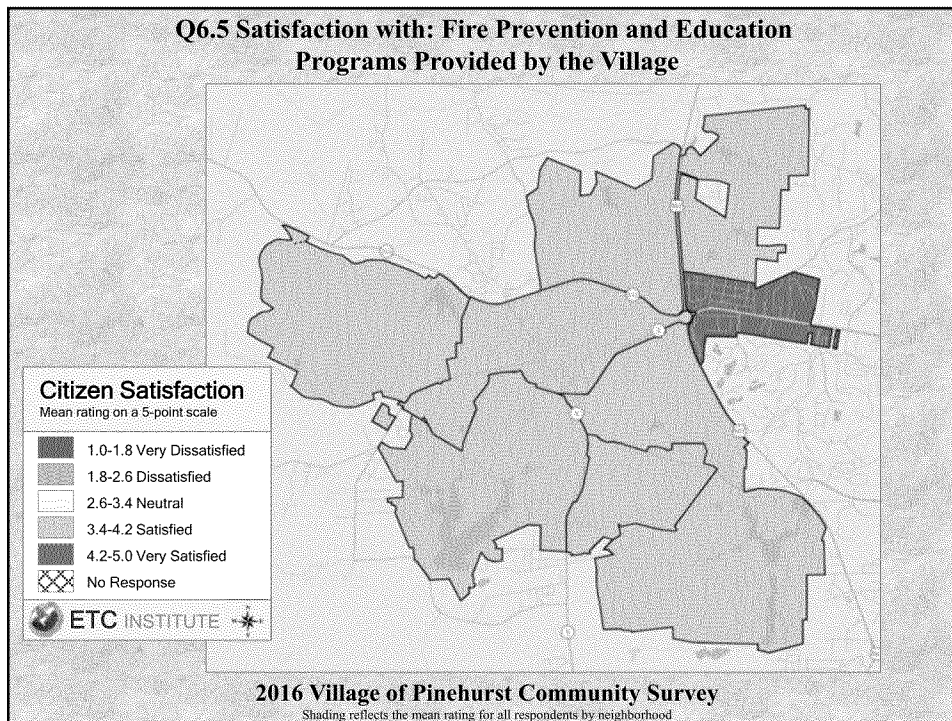
Shading reflects the mean rating for all respondents by neighborhood



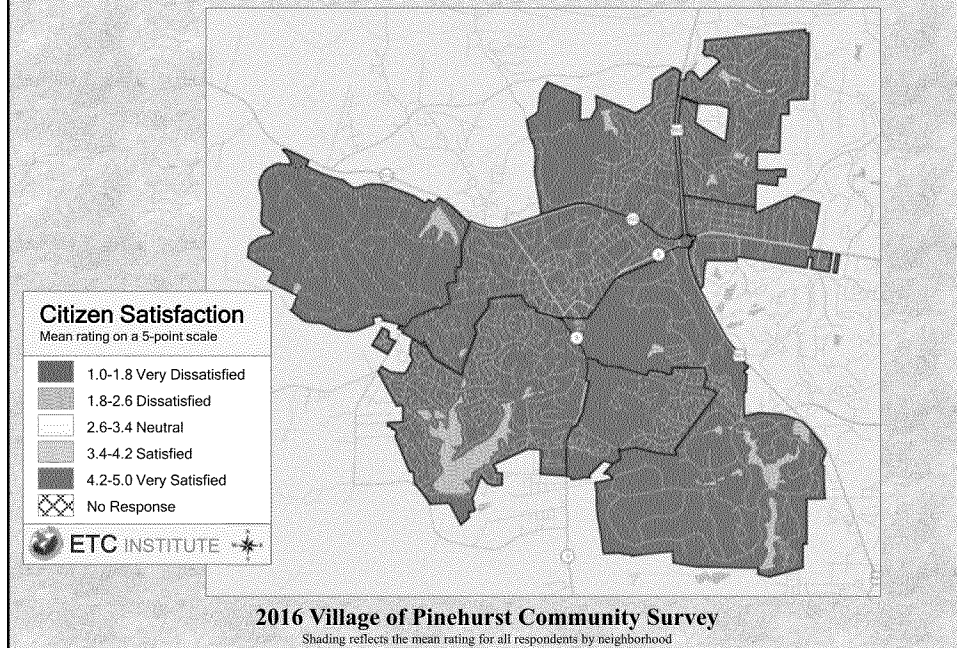
Q6.4 Satisfaction with: Frequency that Police Officers Patrol your Neighborhood



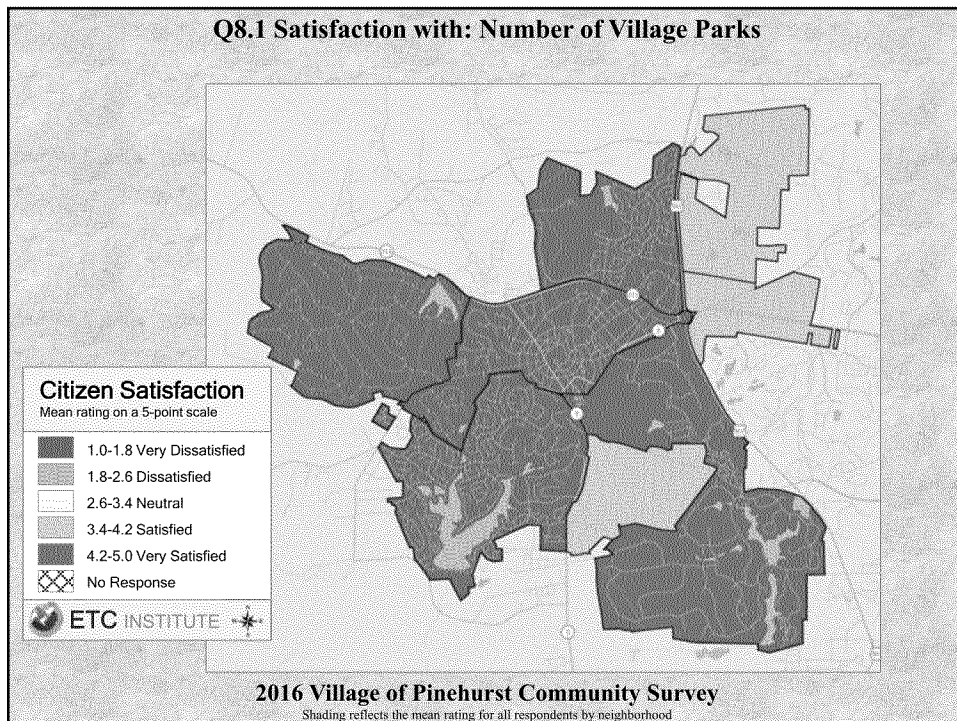
Q6.5 Satisfaction with: Fire Prevention and Education Programs Provided by the Village



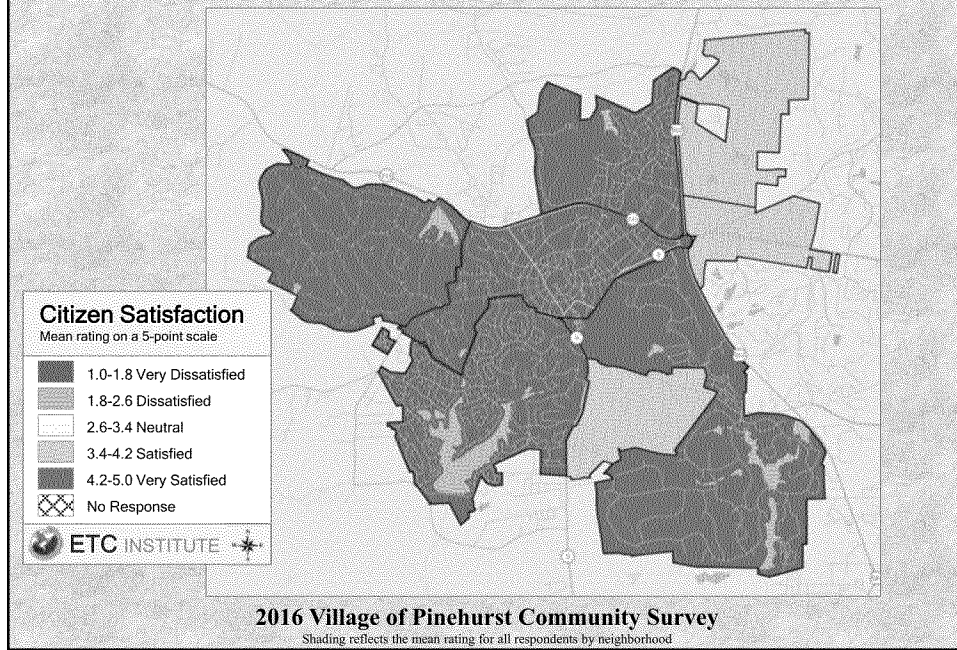
Q6.6 Satisfaction with: How Quickly Fire Personnel Respond to Emergencies



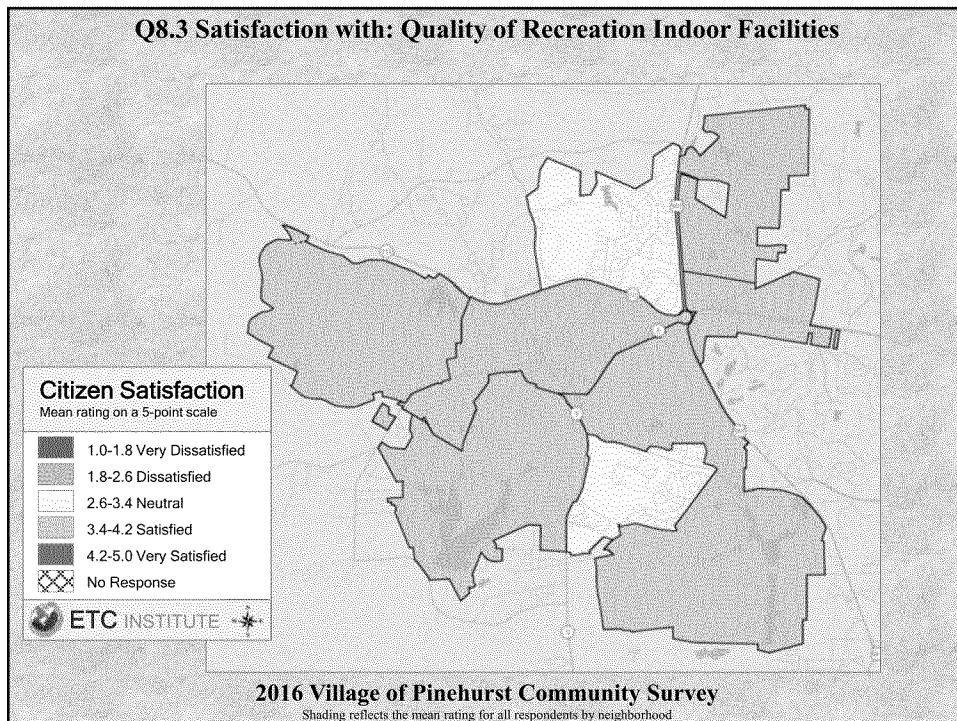
Q8.1 Satisfaction with: Number of Village Parks



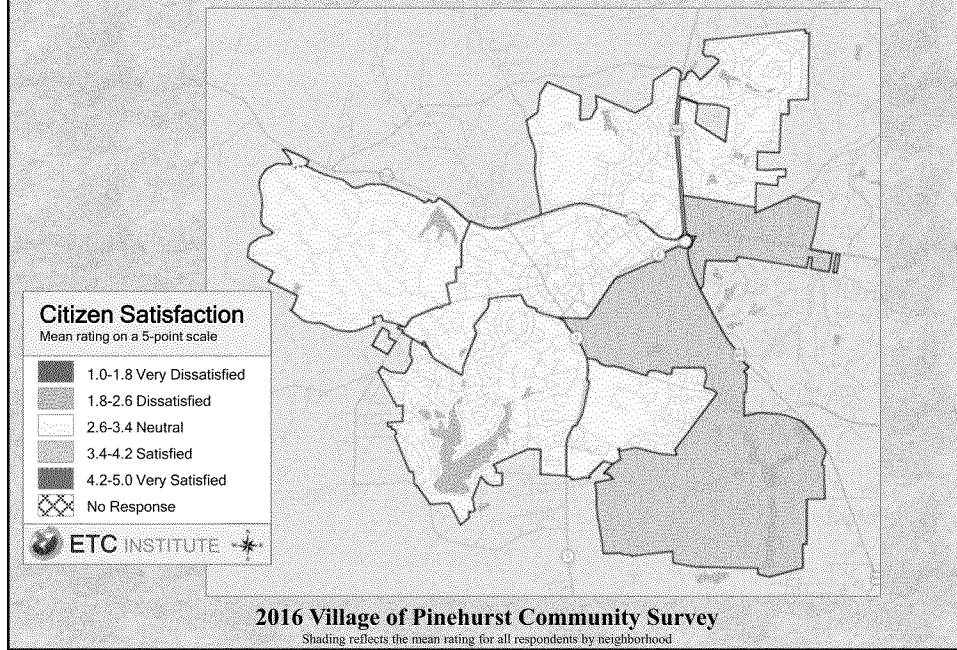
Q8.2 Satisfaction with: Quality of Village Parks



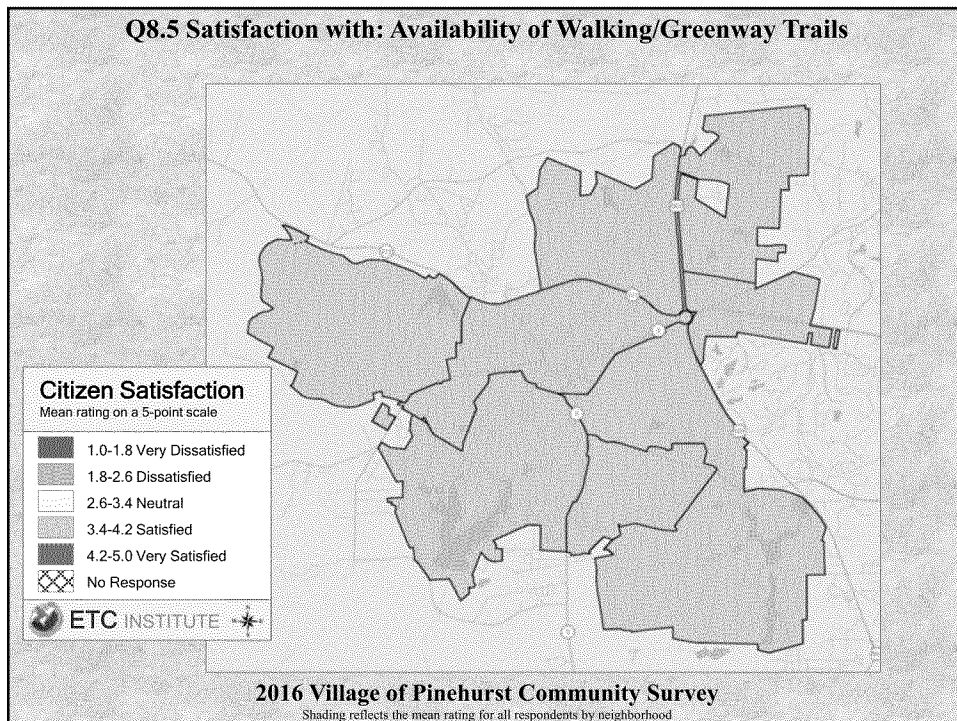
Q8.3 Satisfaction with: Quality of Recreation Indoor Facilities



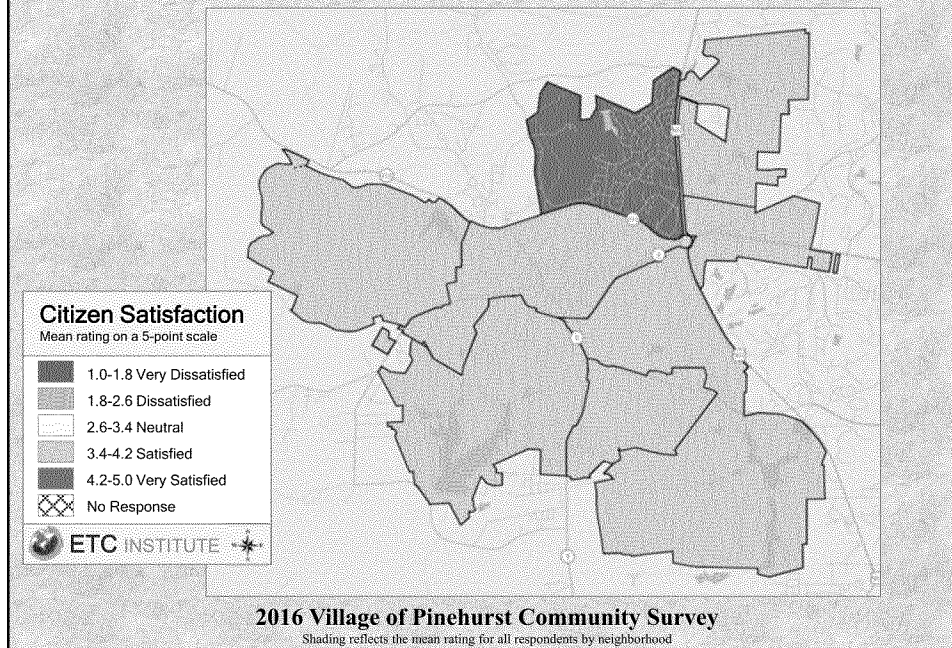
Q8.4 Satisfaction with: Availability of Recreation Indoor Facilities



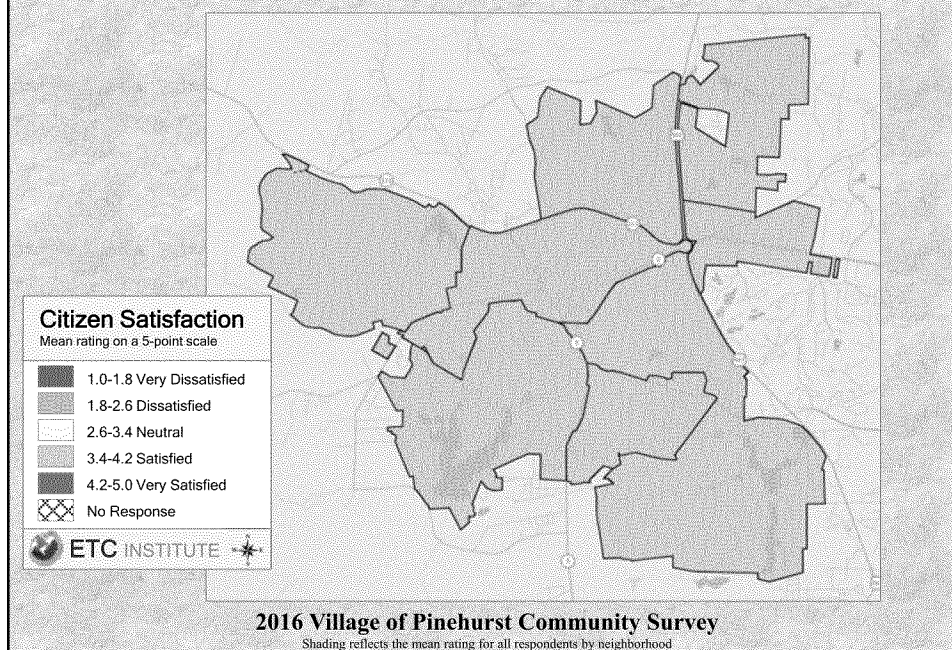
Q8.5 Satisfaction with: Availability of Walking/Greenway Trails



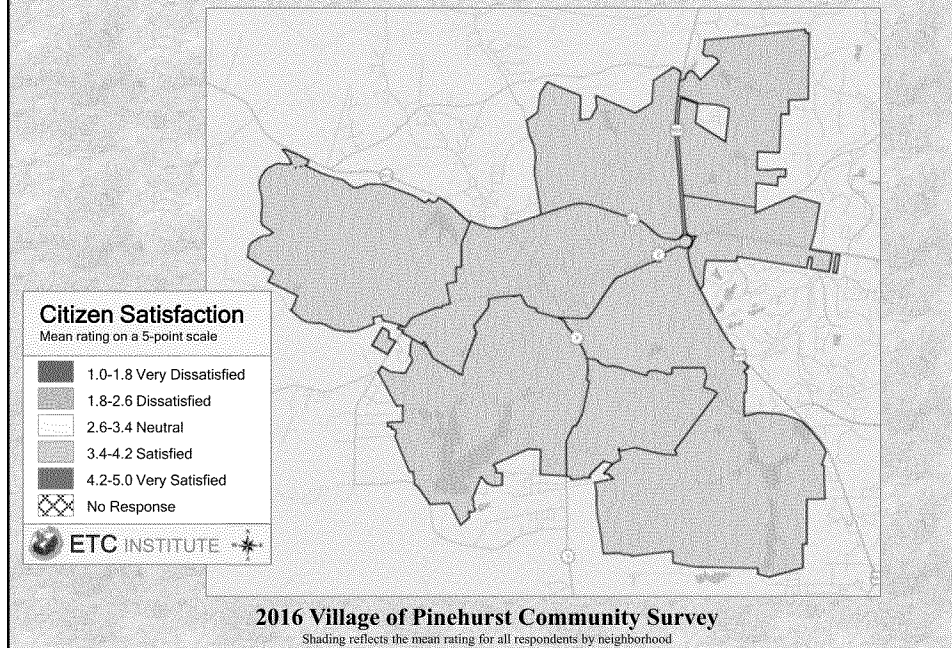
Q8.6 Satisfaction with: Condition of Walking/Greenway Trails



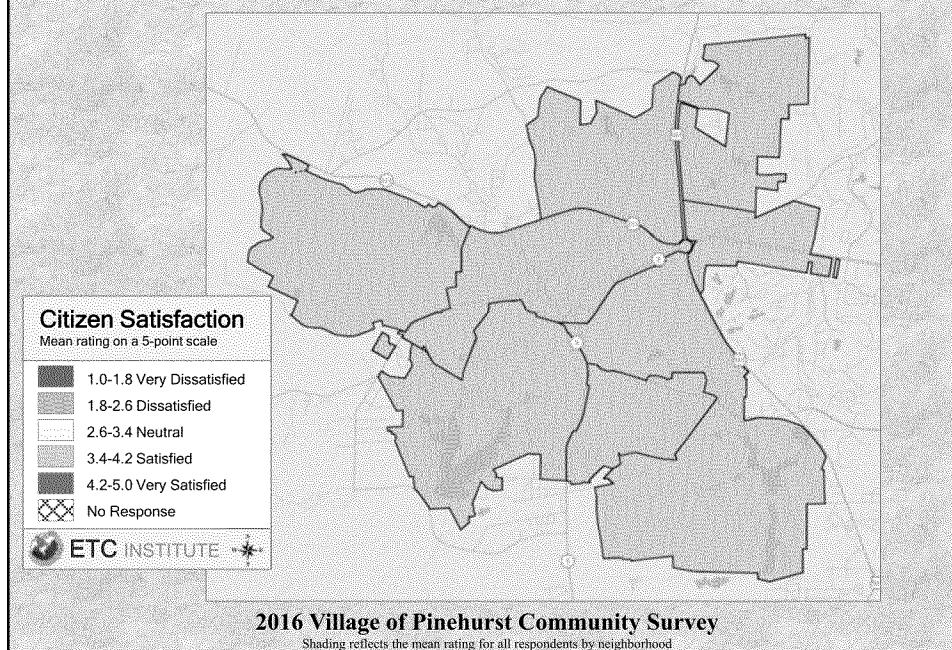
Q8.7 Satisfaction with: Quality of Outdoor Athletic Fields and Facilities



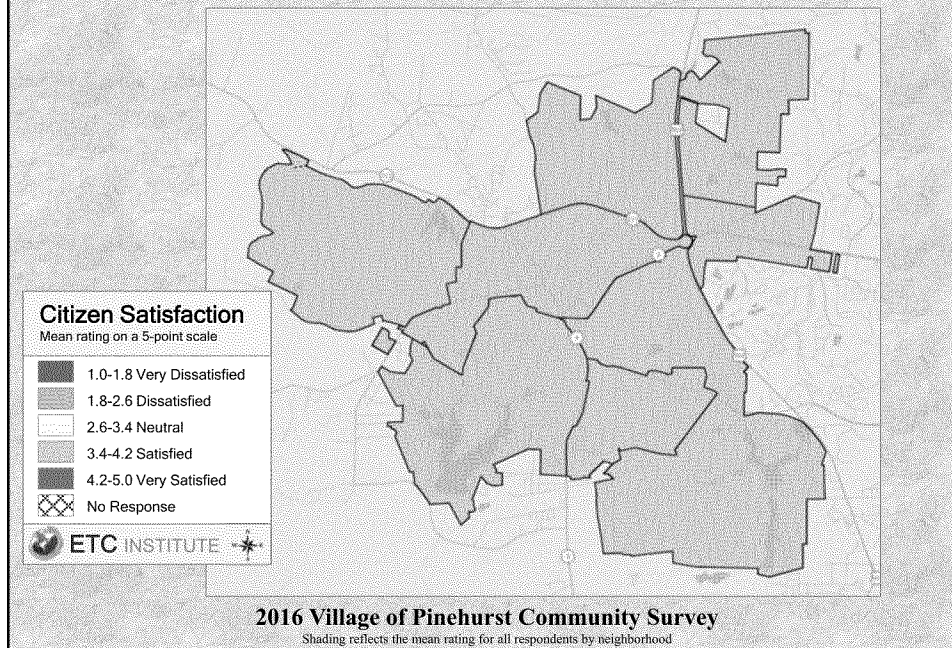
Q8.8 Satisfaction with: Availability of Outdoor Athletic Fields and Facilities



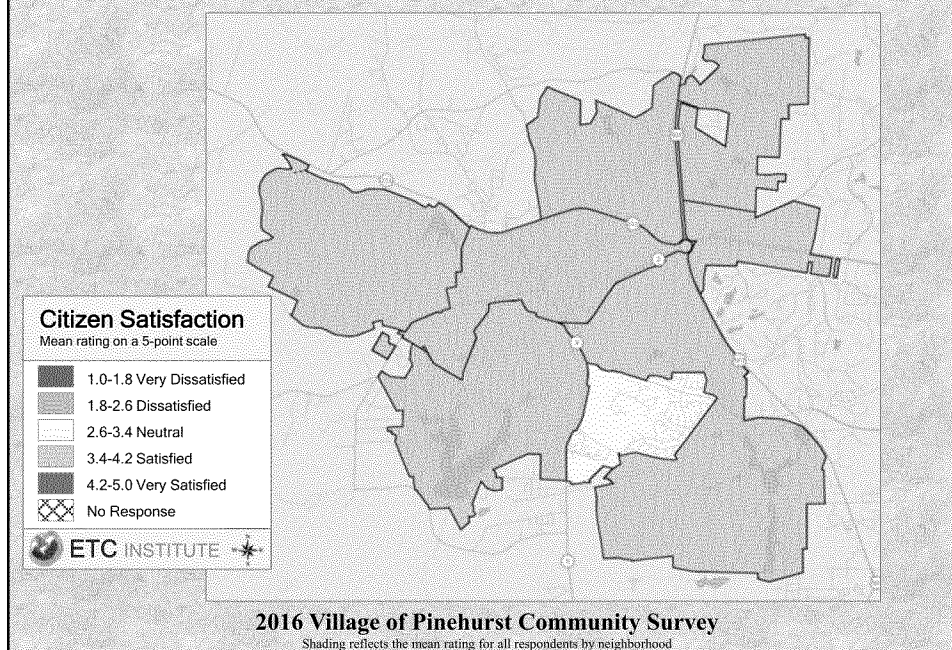
Q8.9 Satisfaction with: Availability of Information about Recreation Programs



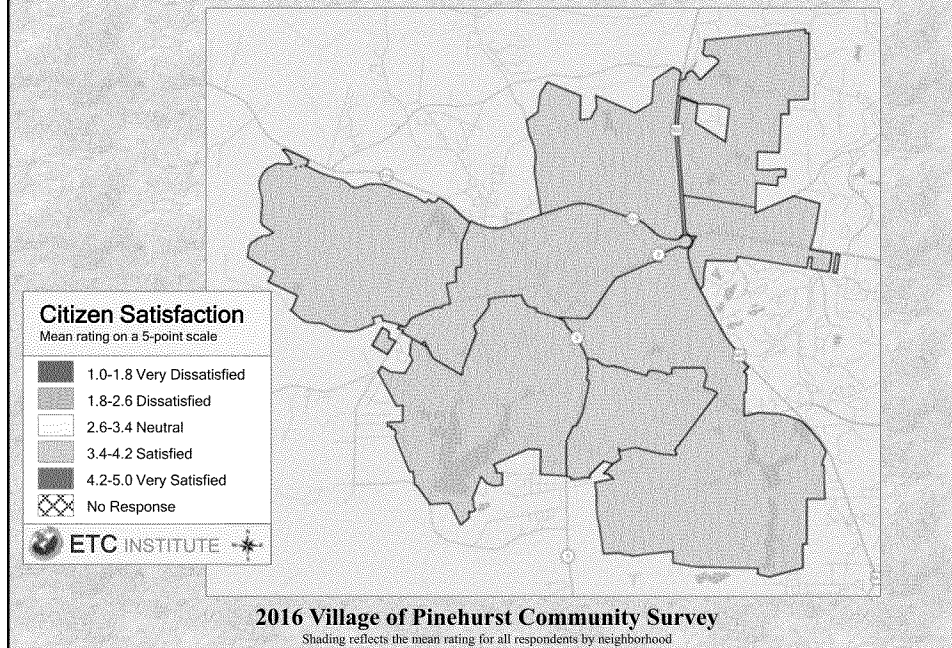
Q8.10 Satisfaction with: Quality of Youth Recreation Programs



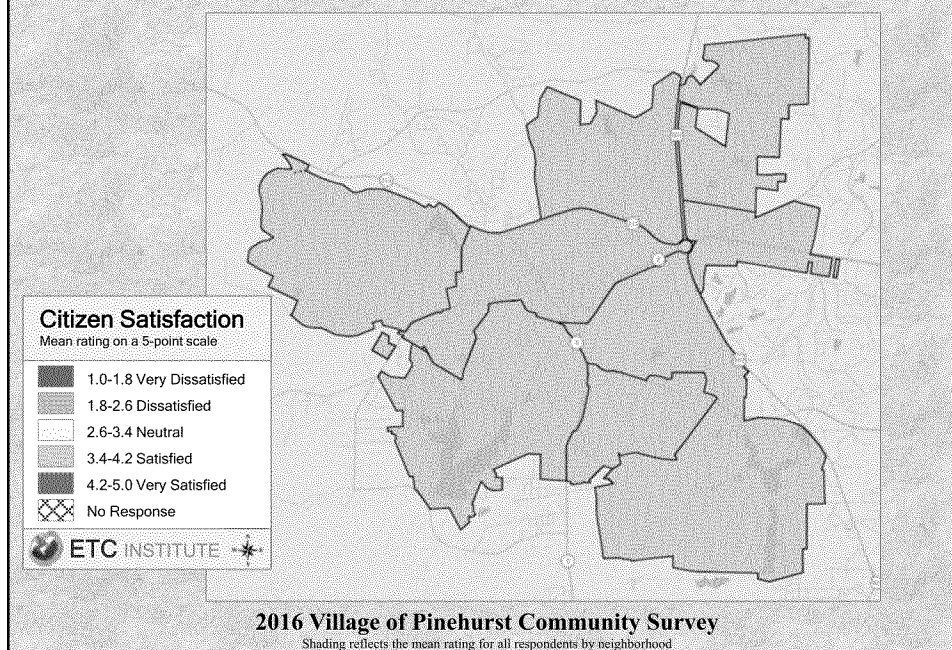
Q8.11 Satisfaction with: Quality of Adult Recreation Programs

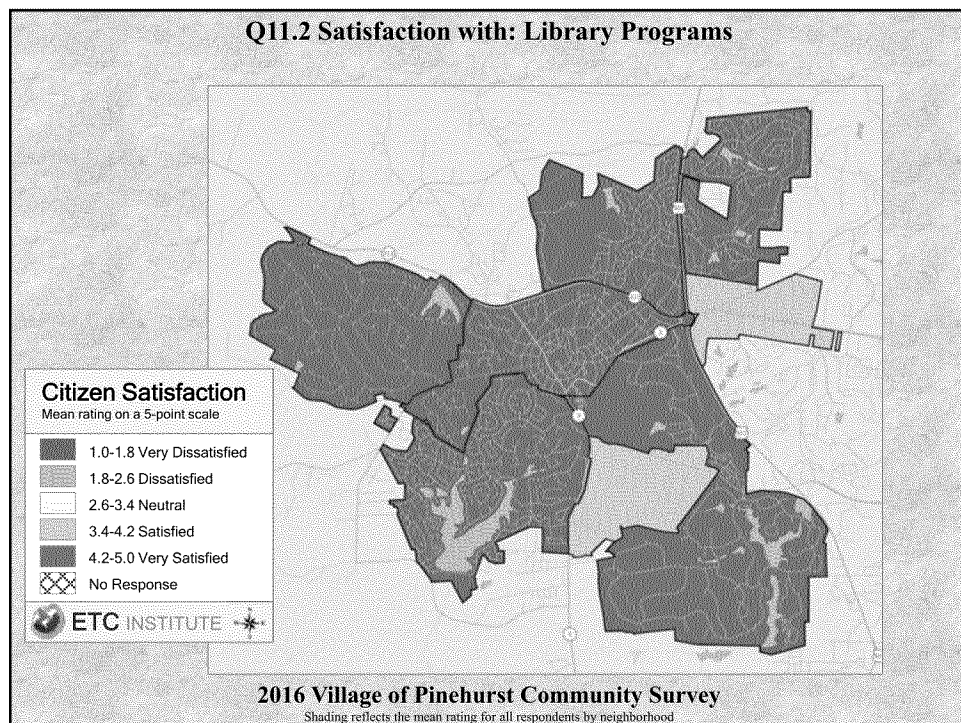
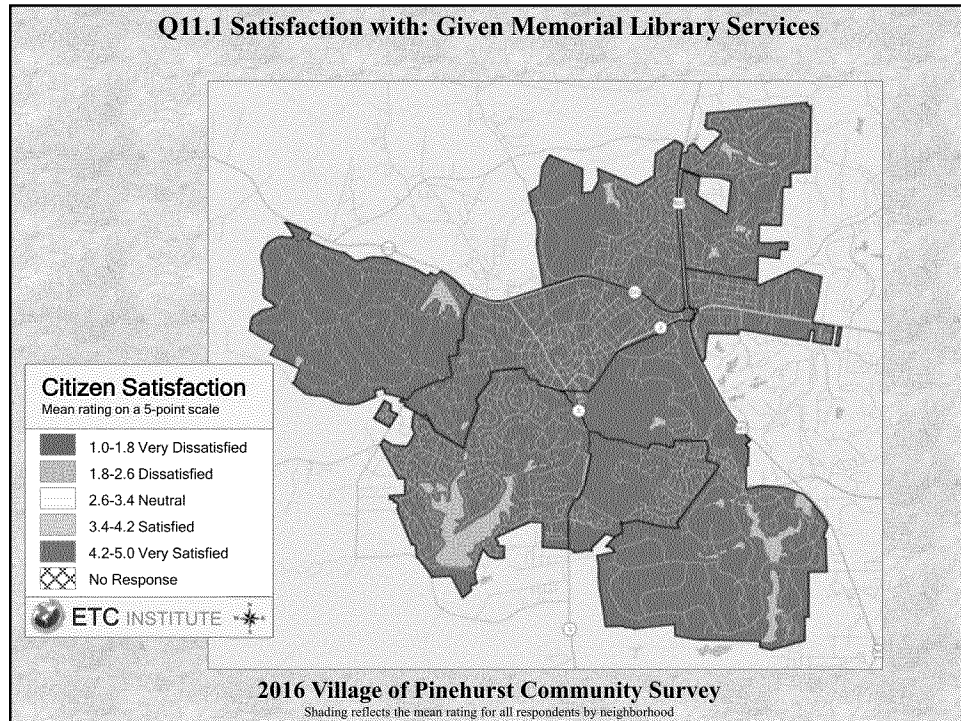


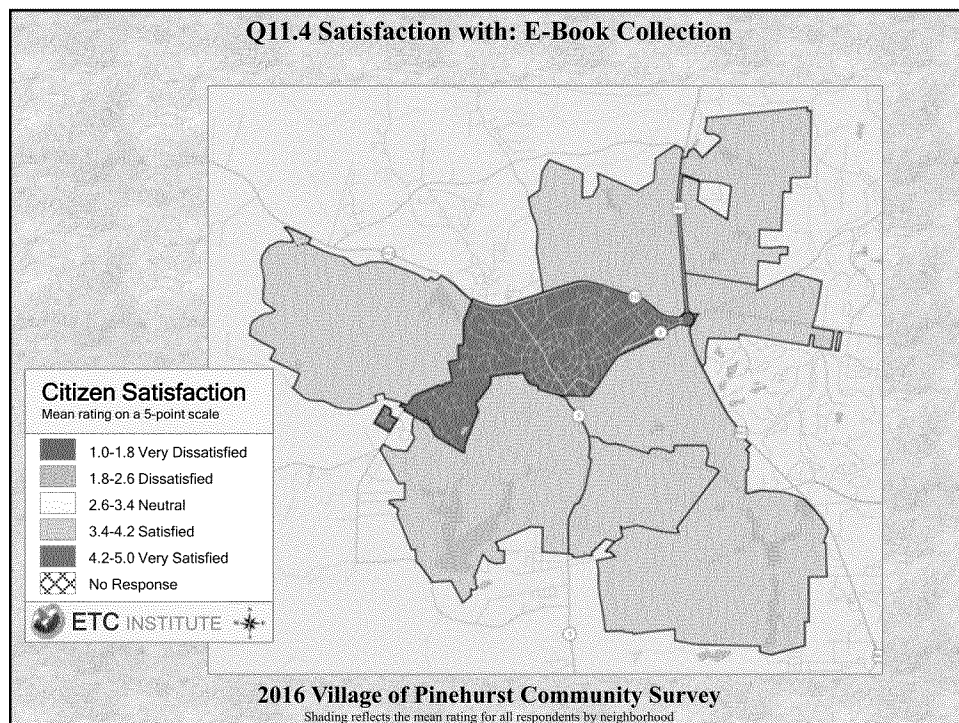
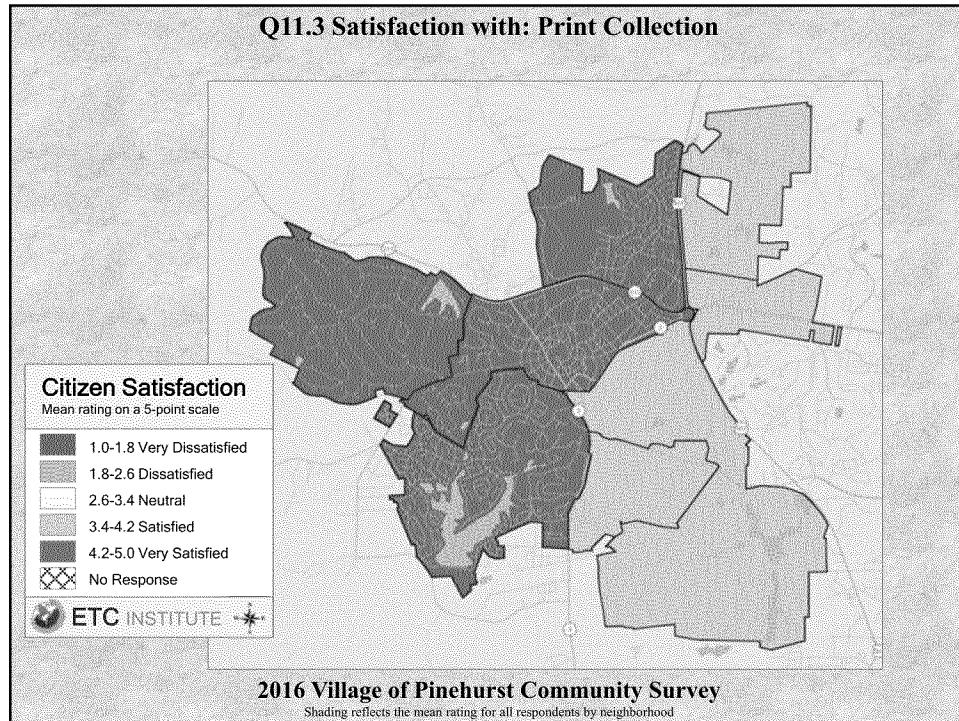
Q8.12 Satisfaction with: Range of Amenities at Parks and Recreation Facilities

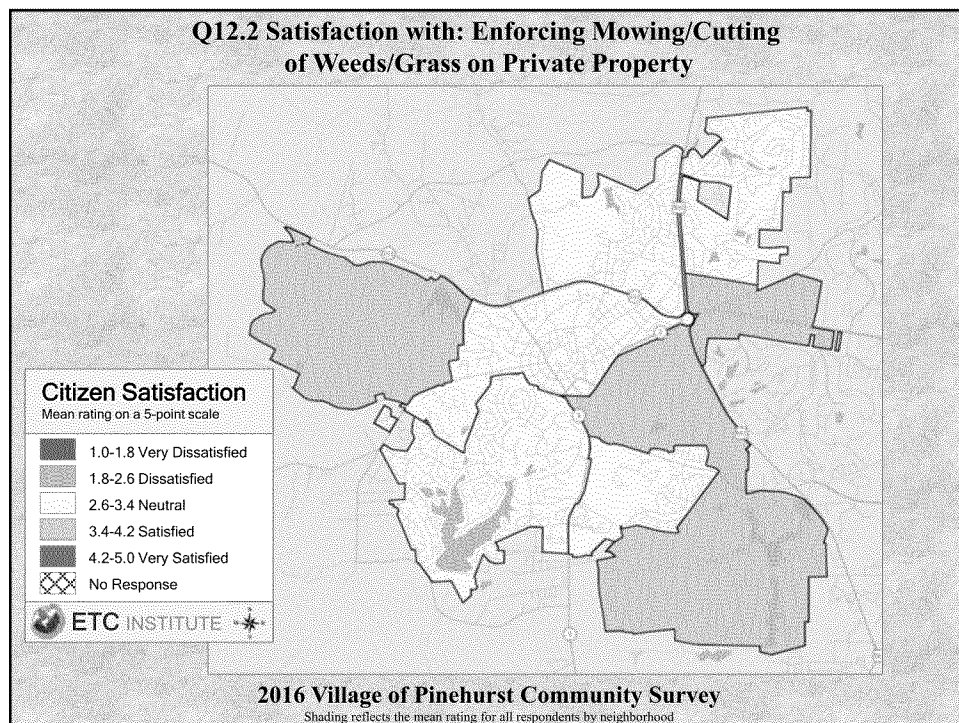
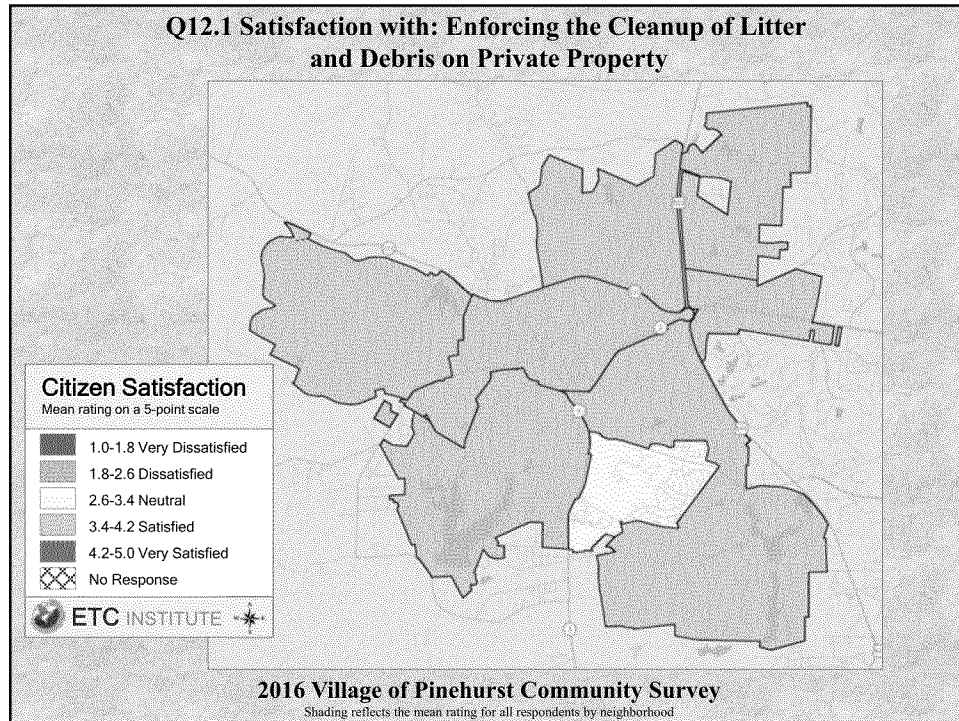


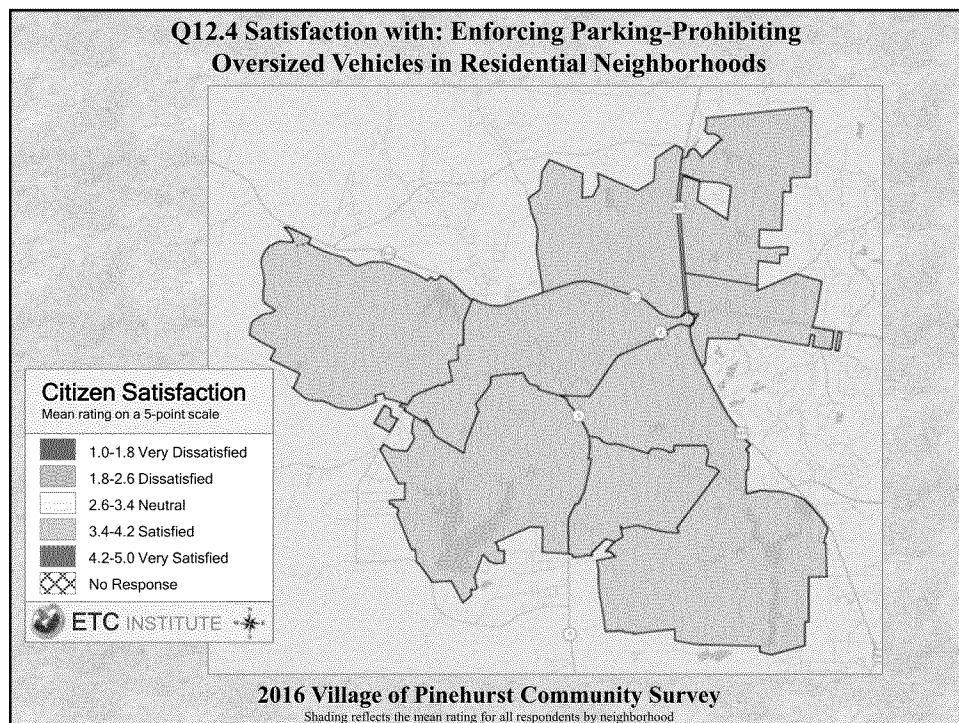
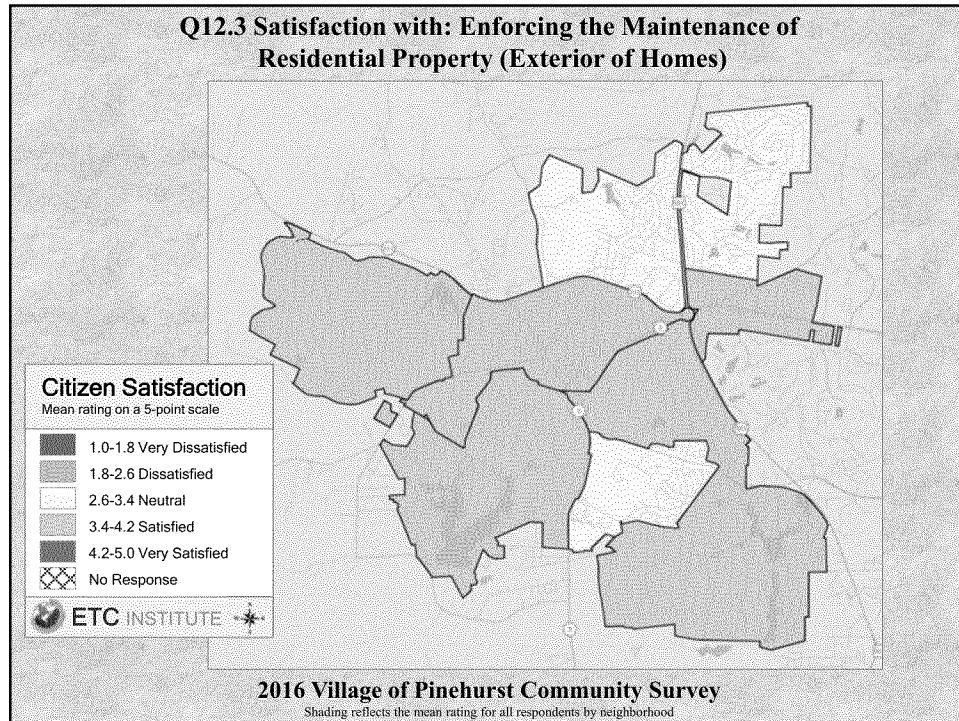
Q8.13 Satisfaction with: Village Sponsored Cultural Arts Events

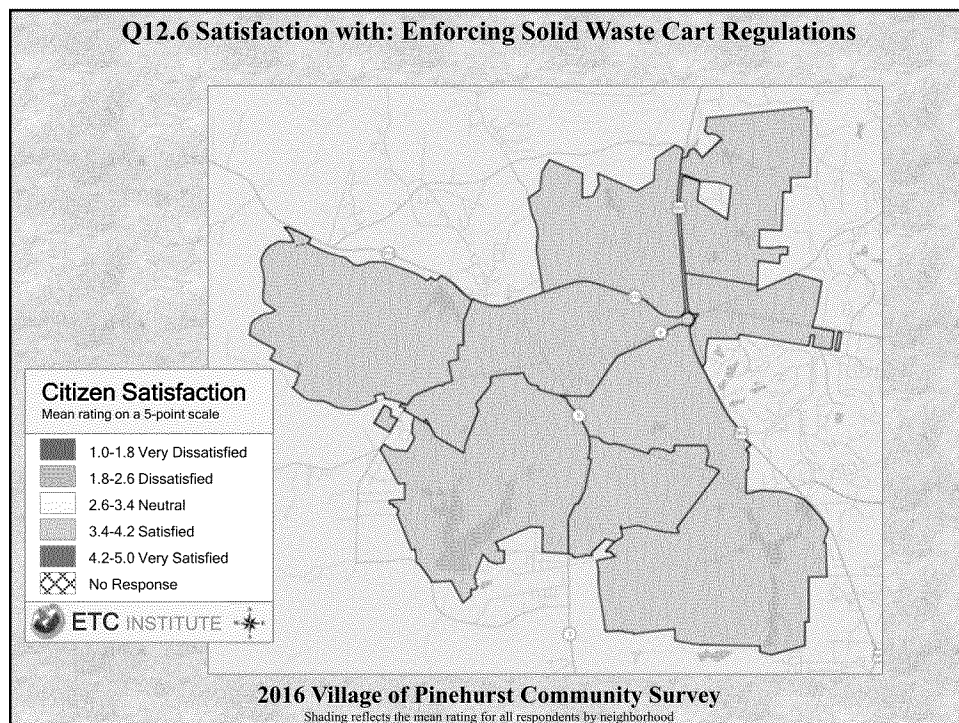
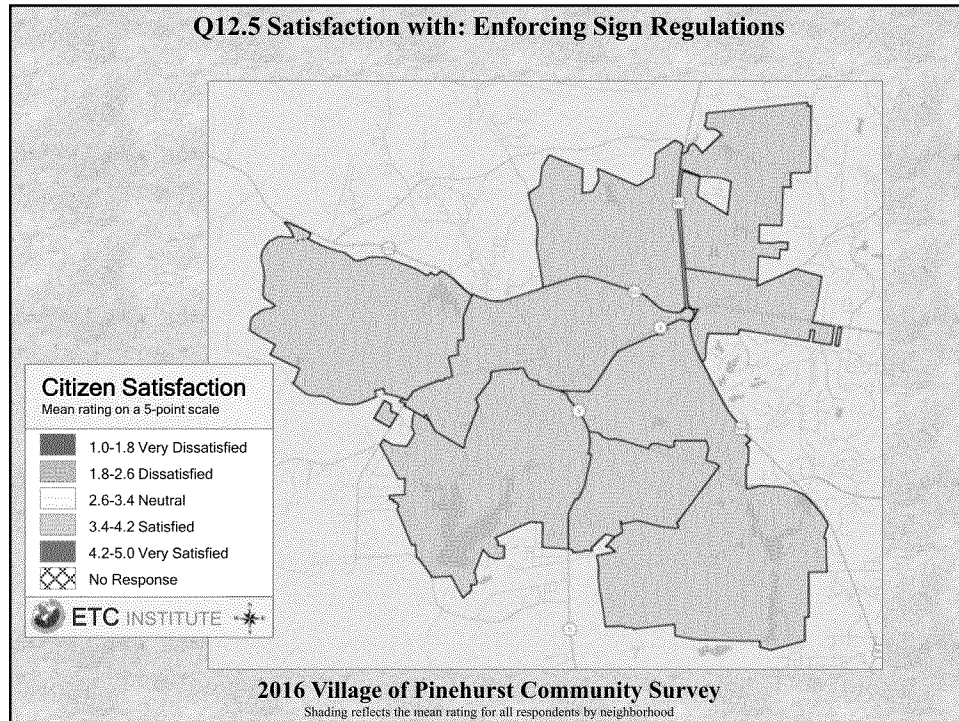




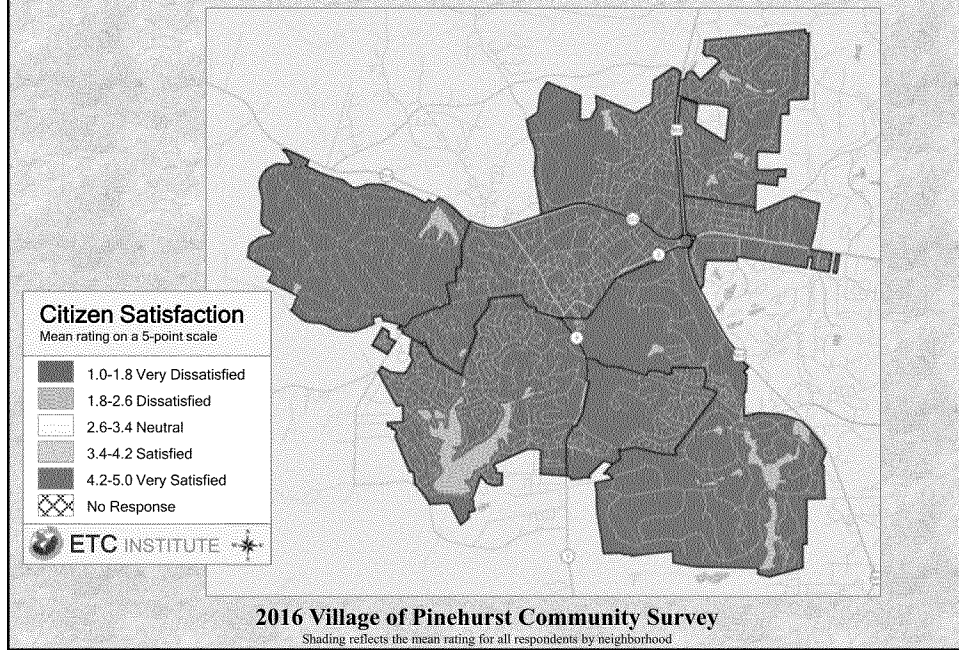




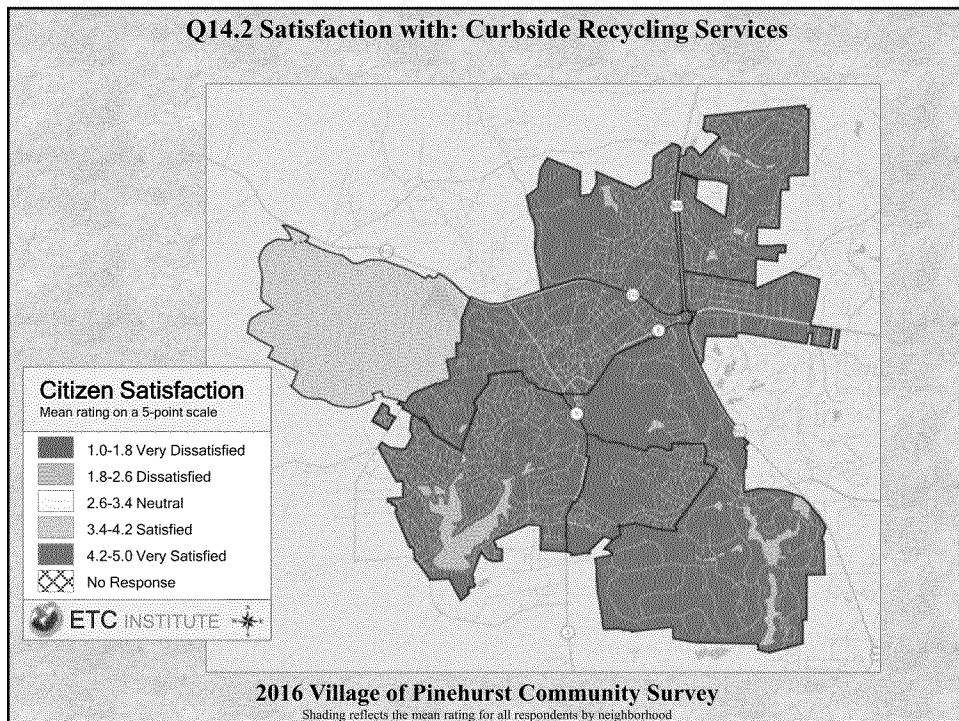


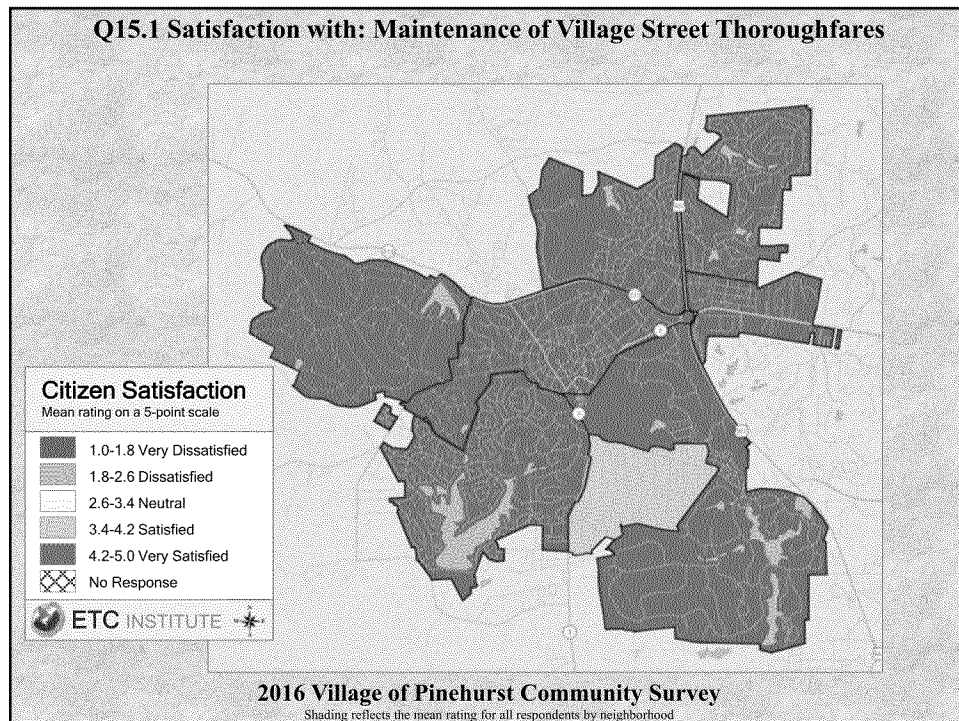
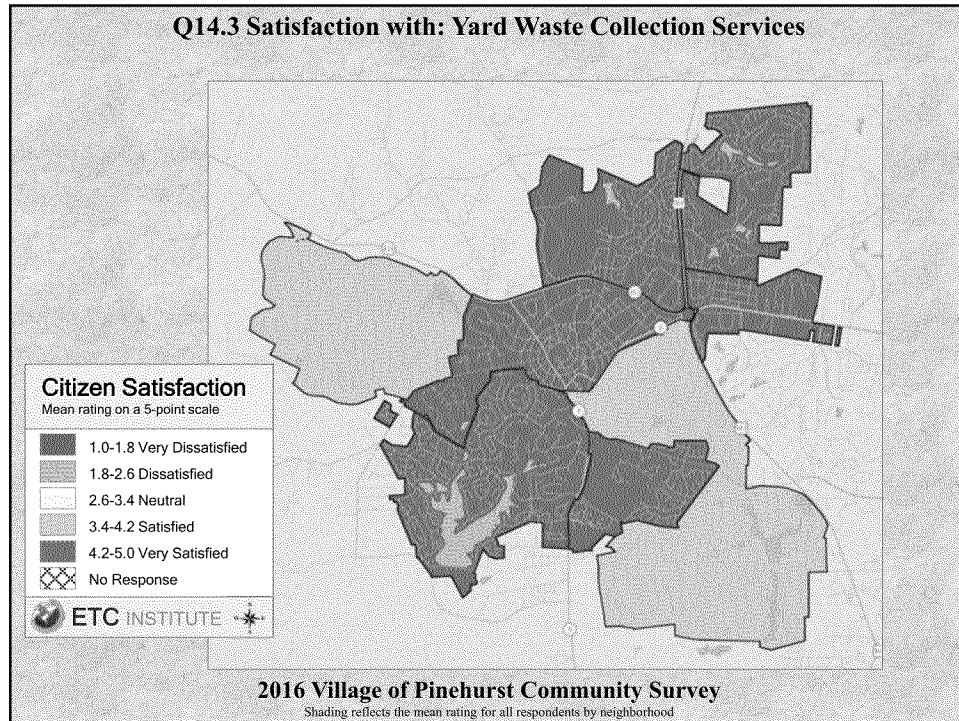


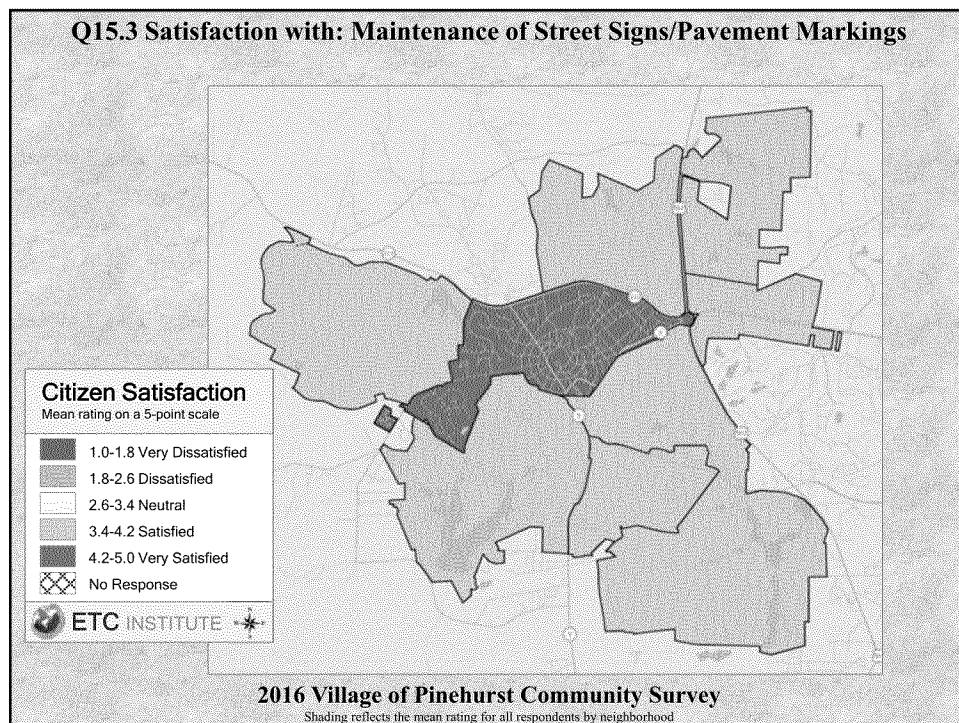
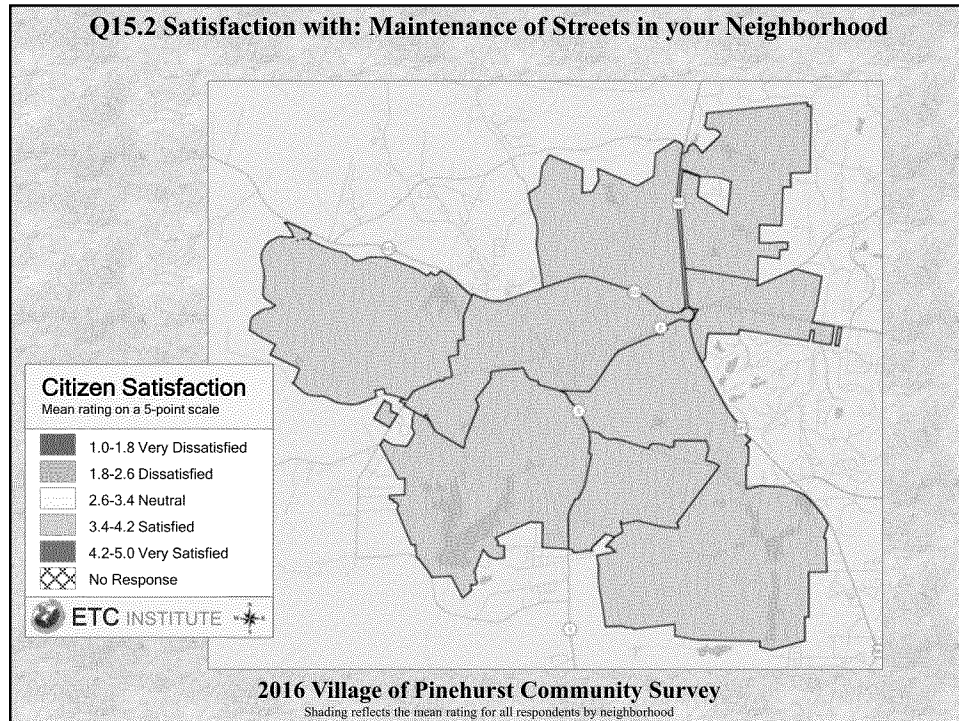
Q14.1 Satisfaction with: Residential Trash Collection Services



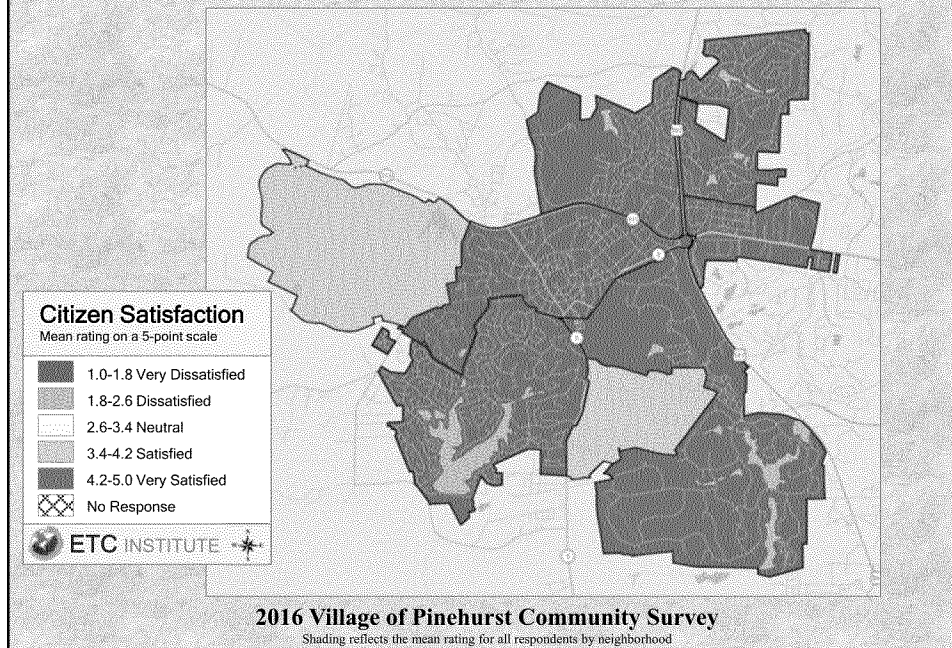
Q14.2 Satisfaction with: Curbside Recycling Services



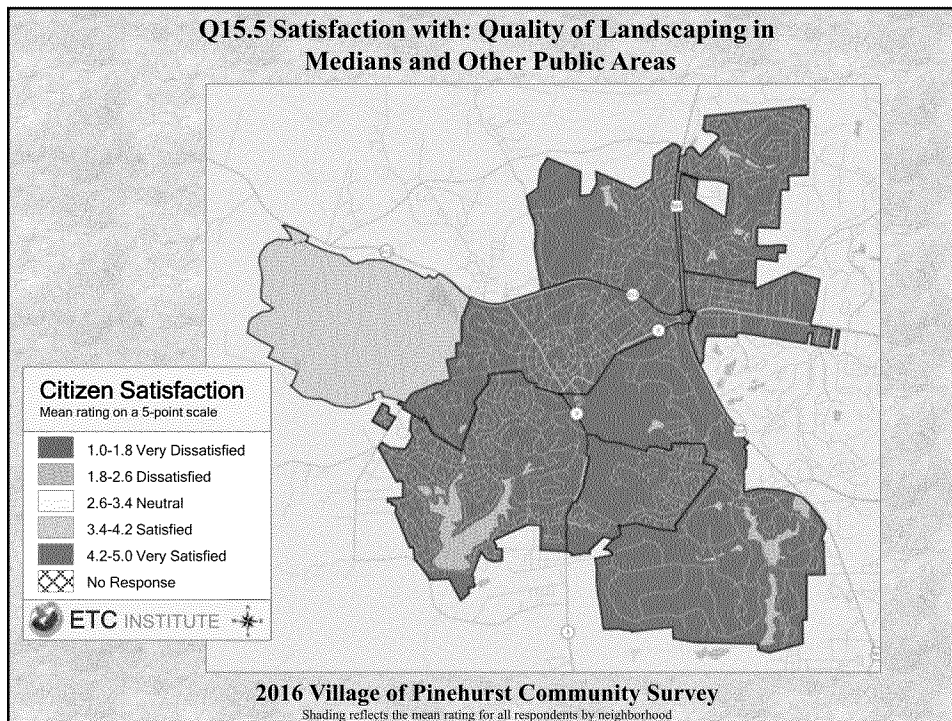




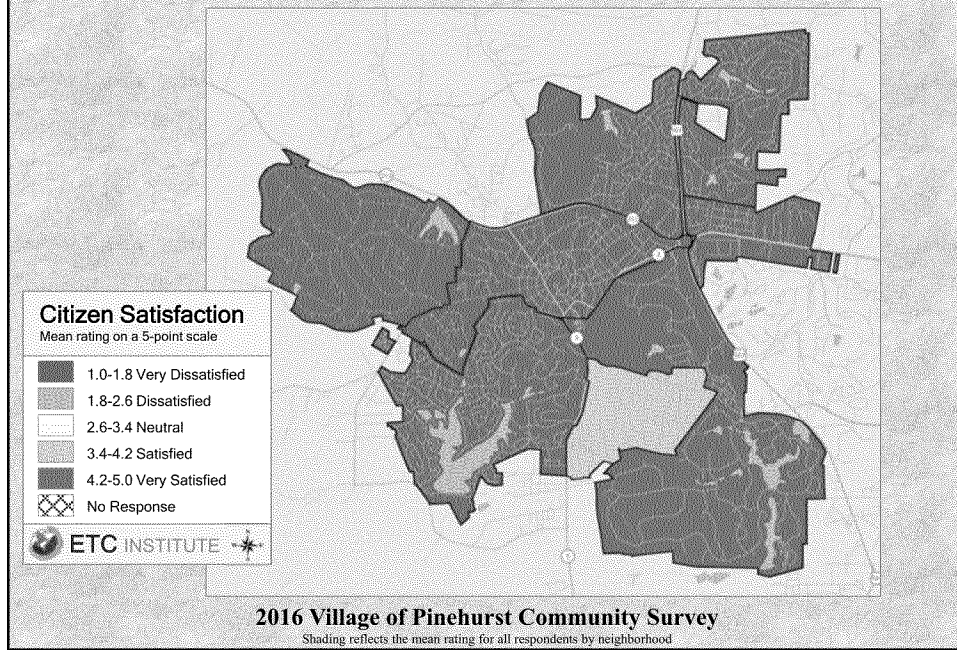
Q15.4 Satisfaction with: Maintenance/Preservation of Downtown



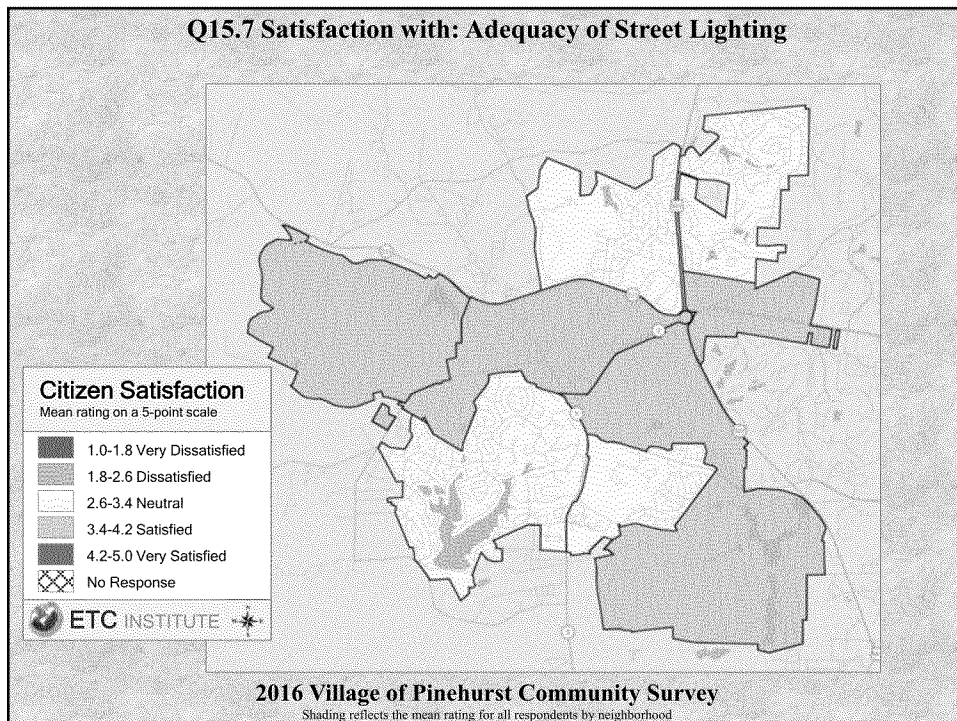
Q15.5 Satisfaction with: Quality of Landscaping in Medians and Other Public Areas

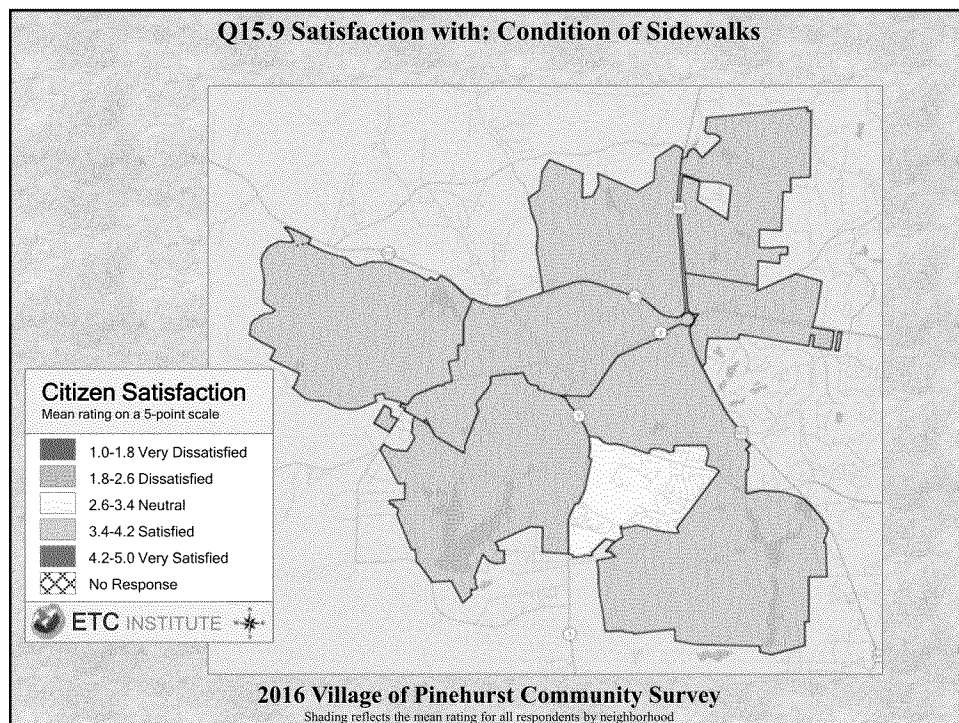
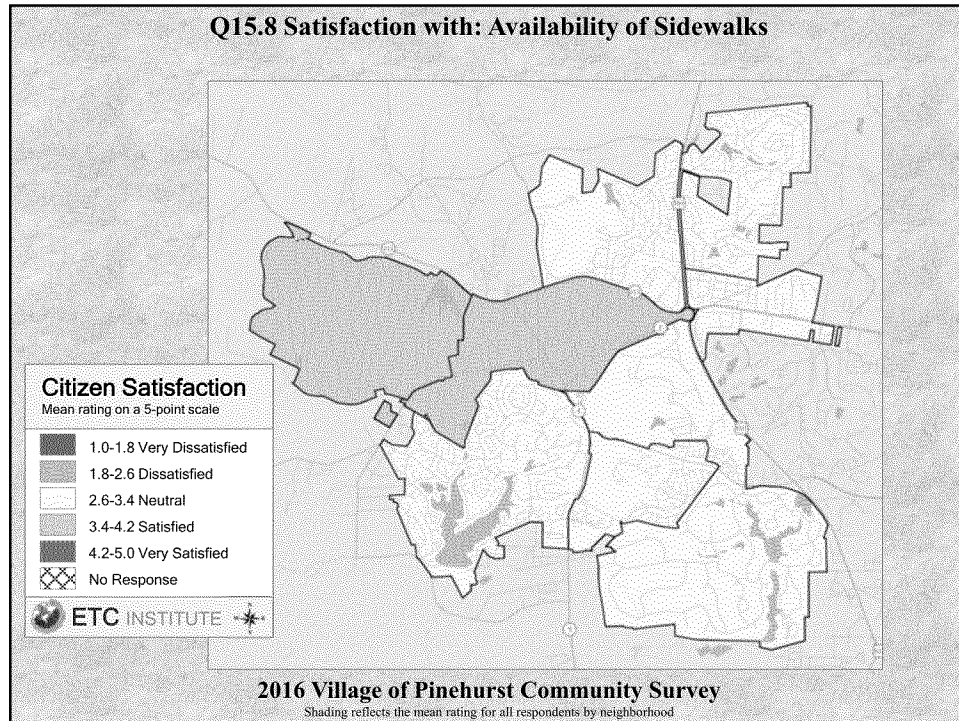


Q15.6 Satisfaction with: Overall Cleanliness of Streets and Other Public Areas

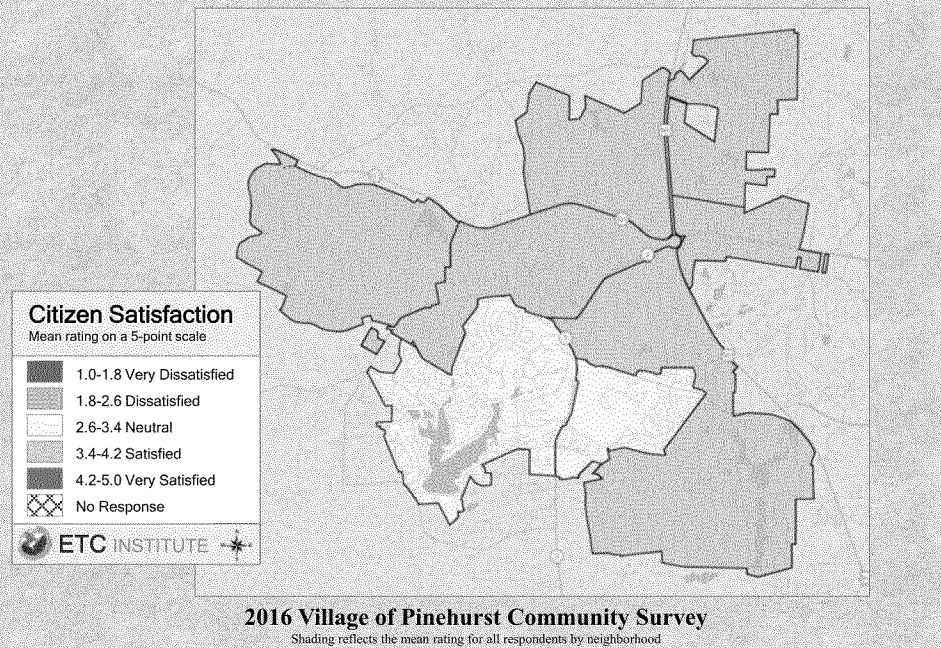


Q15.7 Satisfaction with: Adequacy of Street Lighting

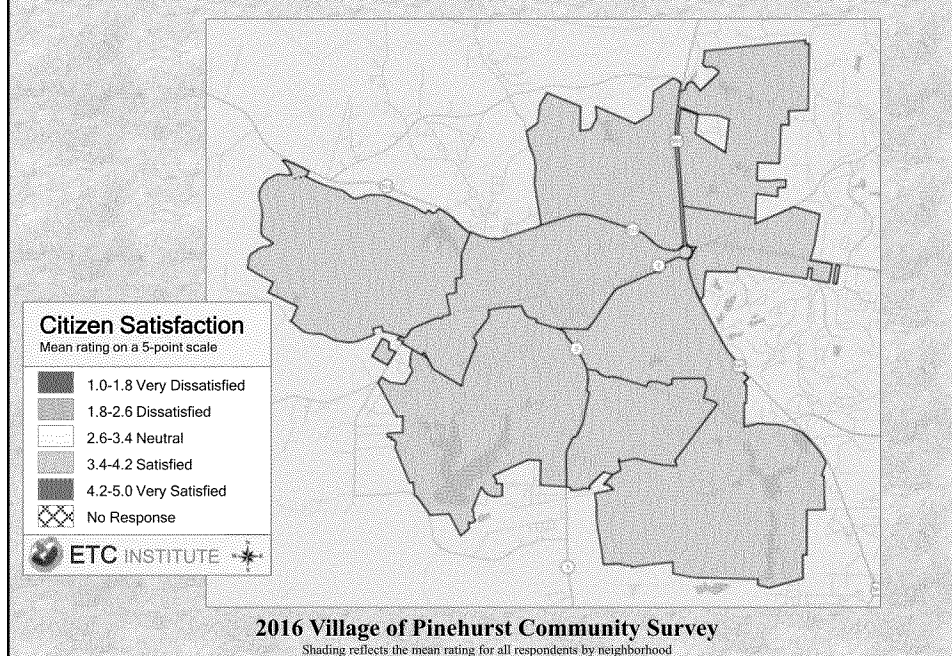


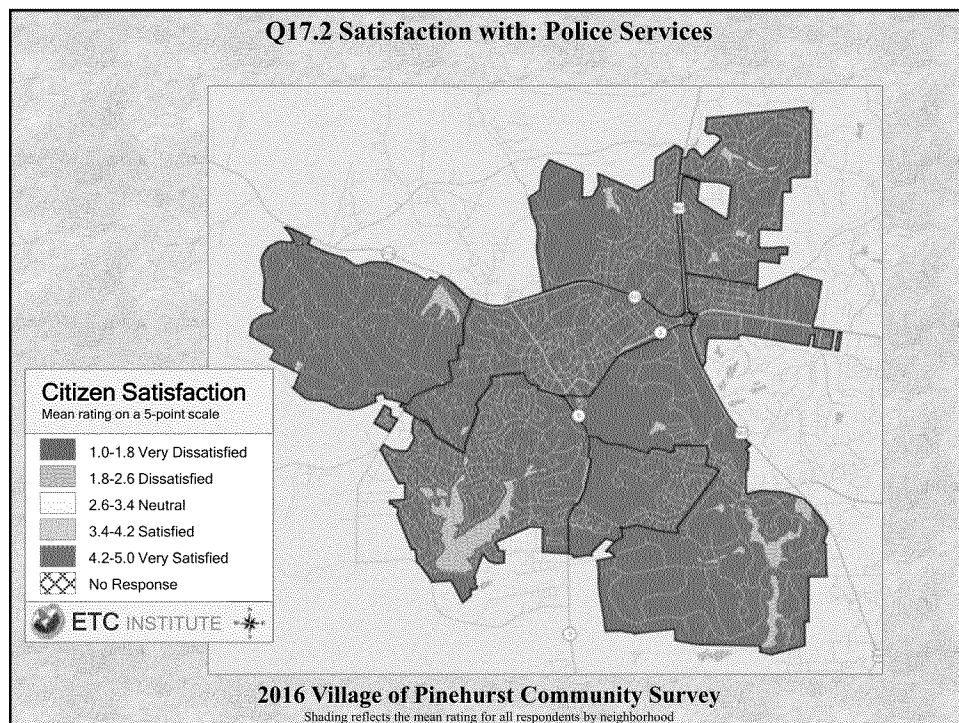
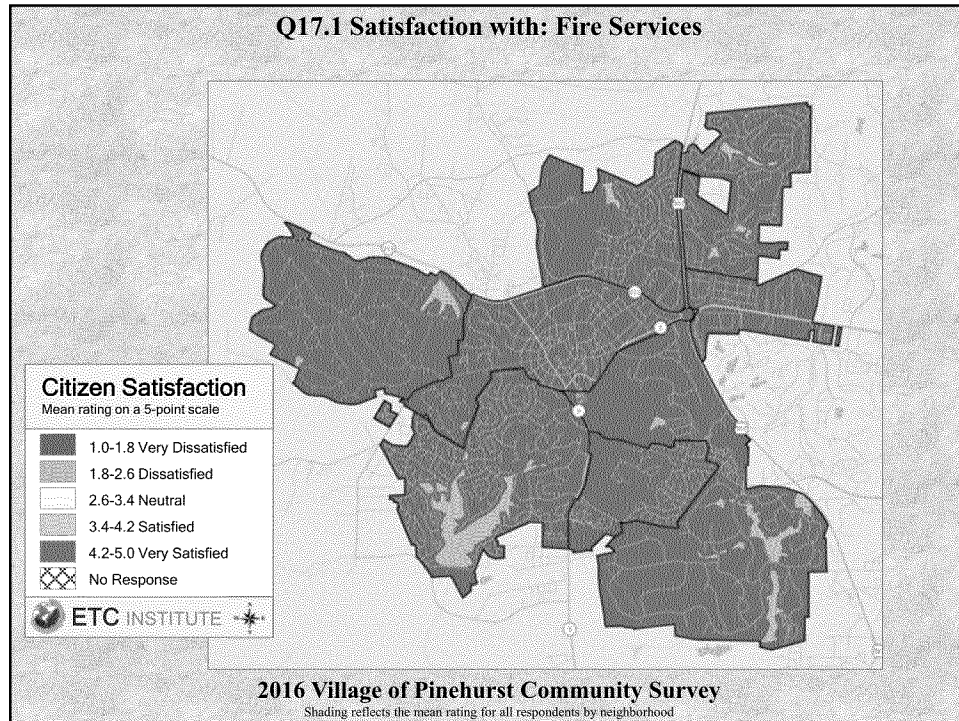


Q15.10 Satisfaction with: Quality of the Stormwater Runoff/Management System

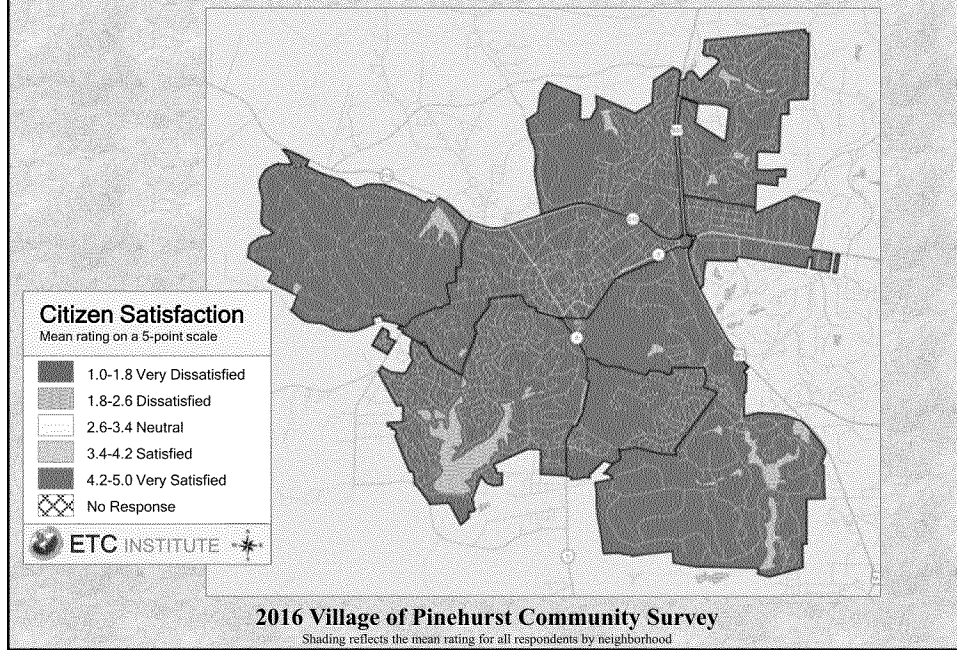


Q15.11 Satisfaction with: Winter Weather Response on Village Streets (Snow/Ice)

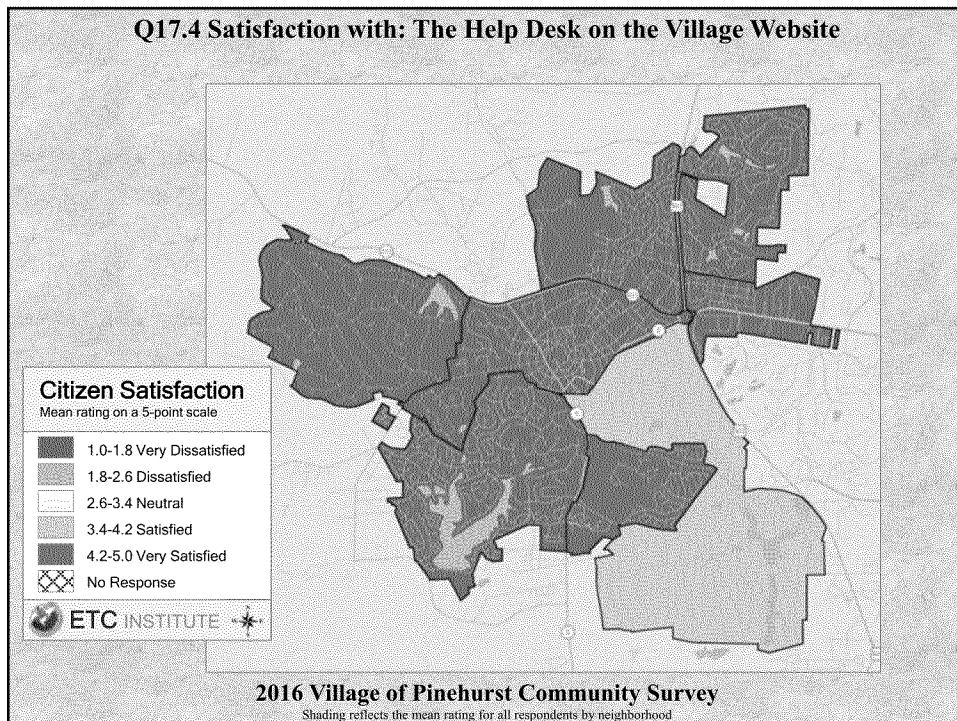


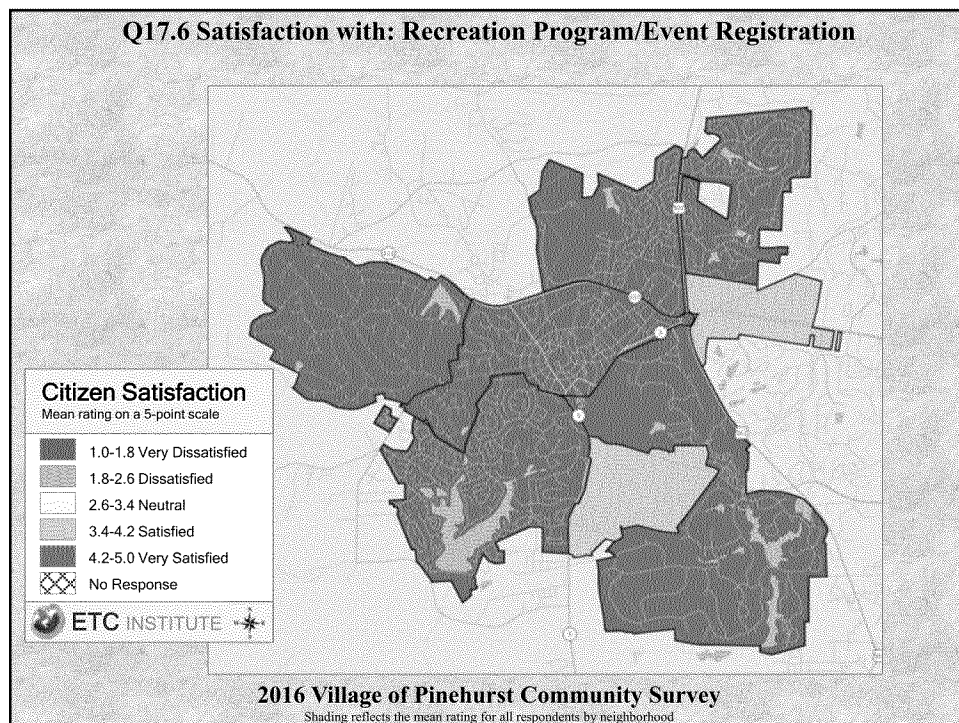
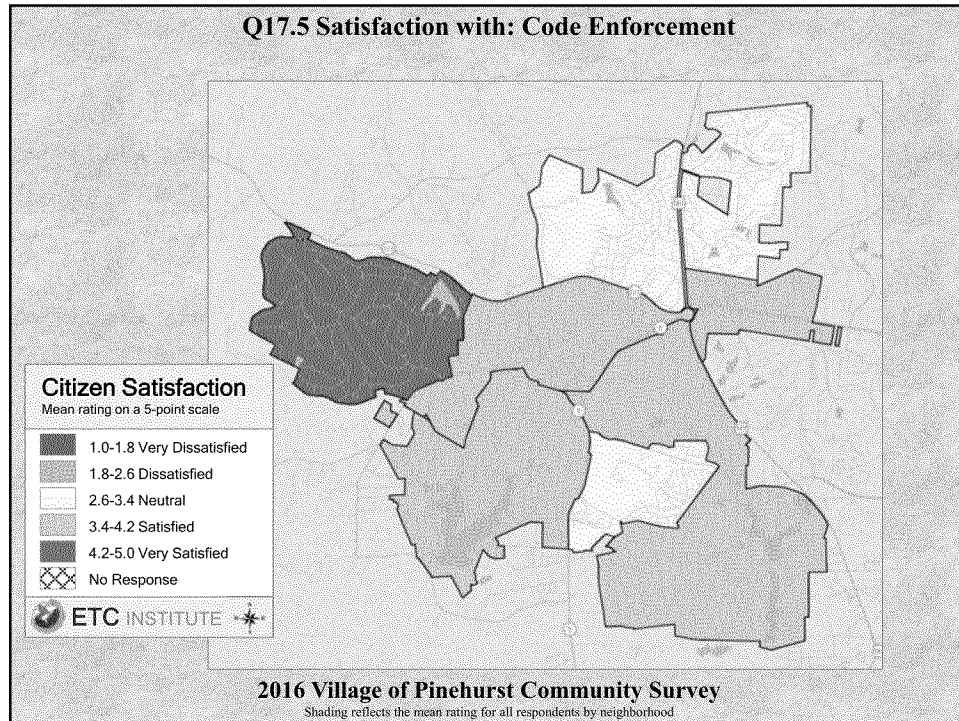


Q17.3 Satisfaction with: Village Hall Reception Desk

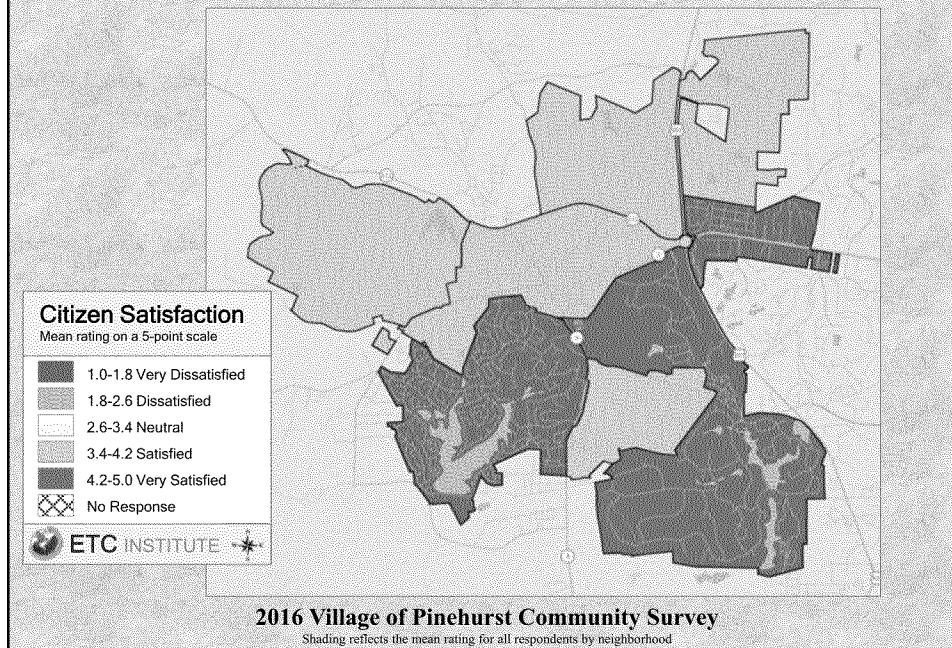


Q17.4 Satisfaction with: The Help Desk on the Village Website

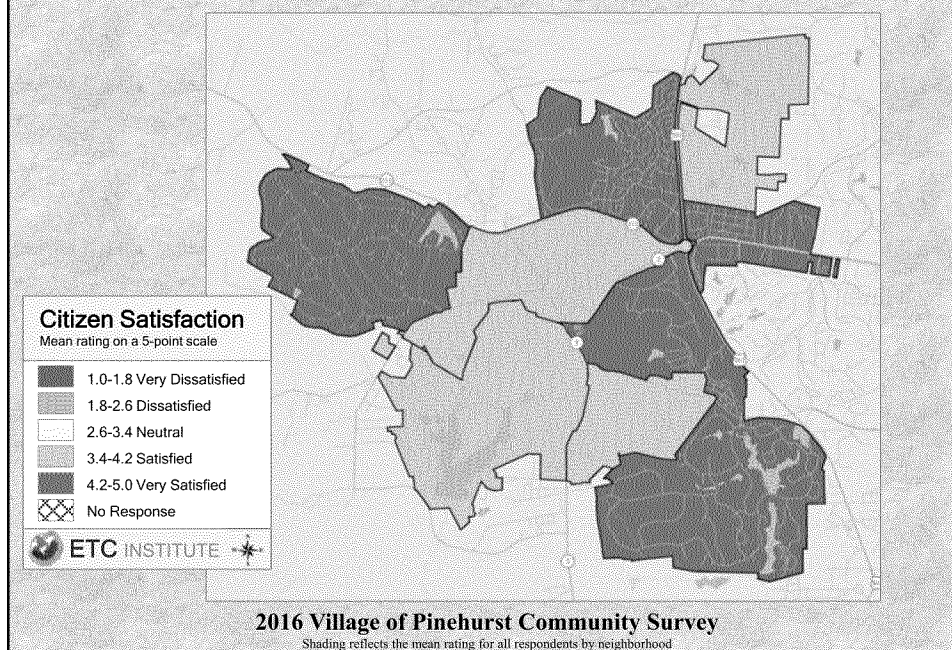




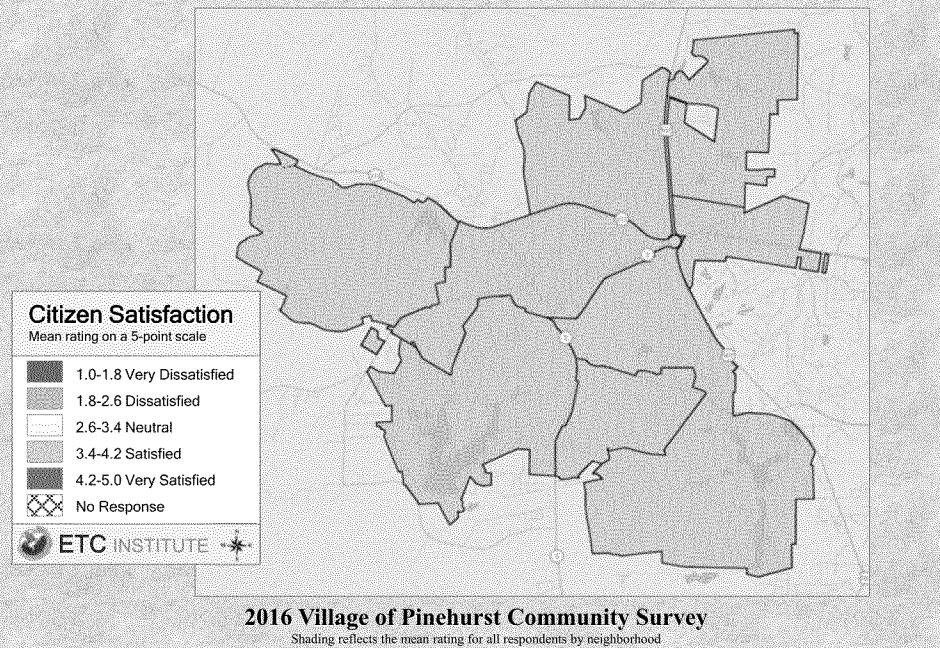
Q17.7 Satisfaction with: Public Services “Request for Service”



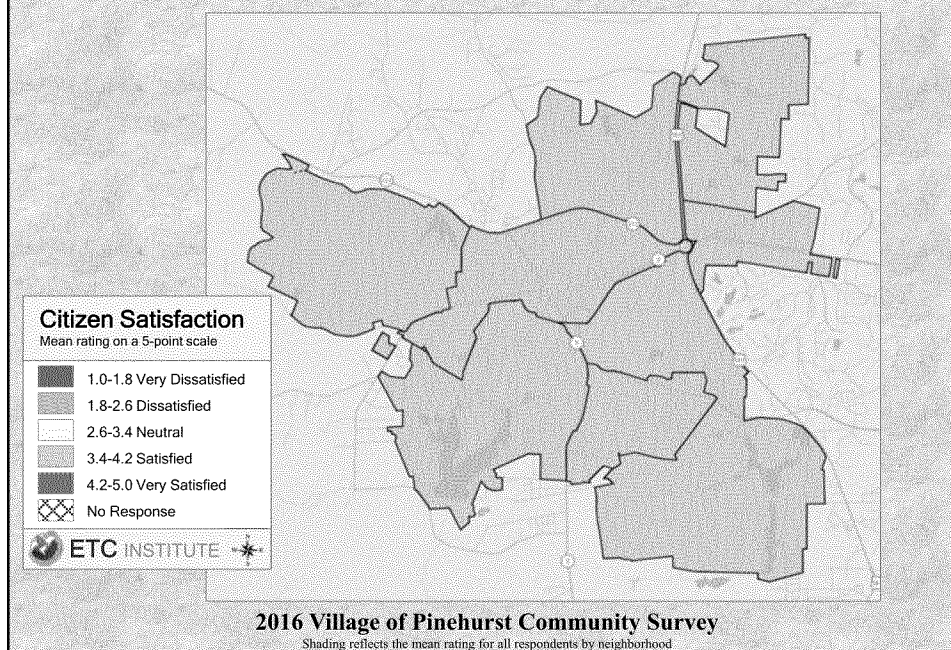
Q17.8 Satisfaction with: Planning and Inspections Services

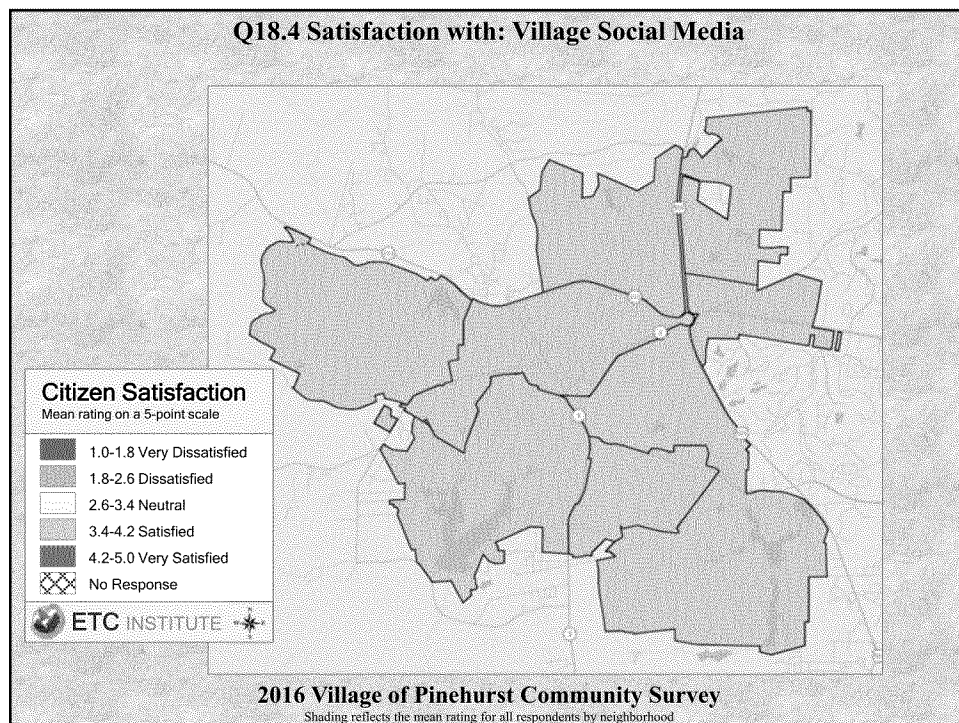
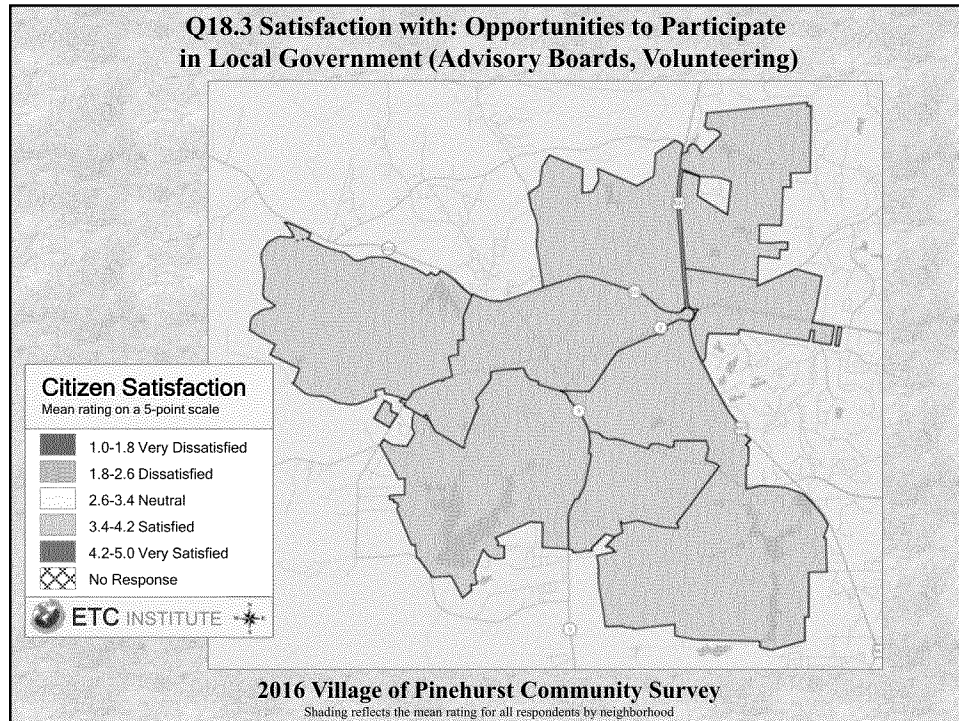


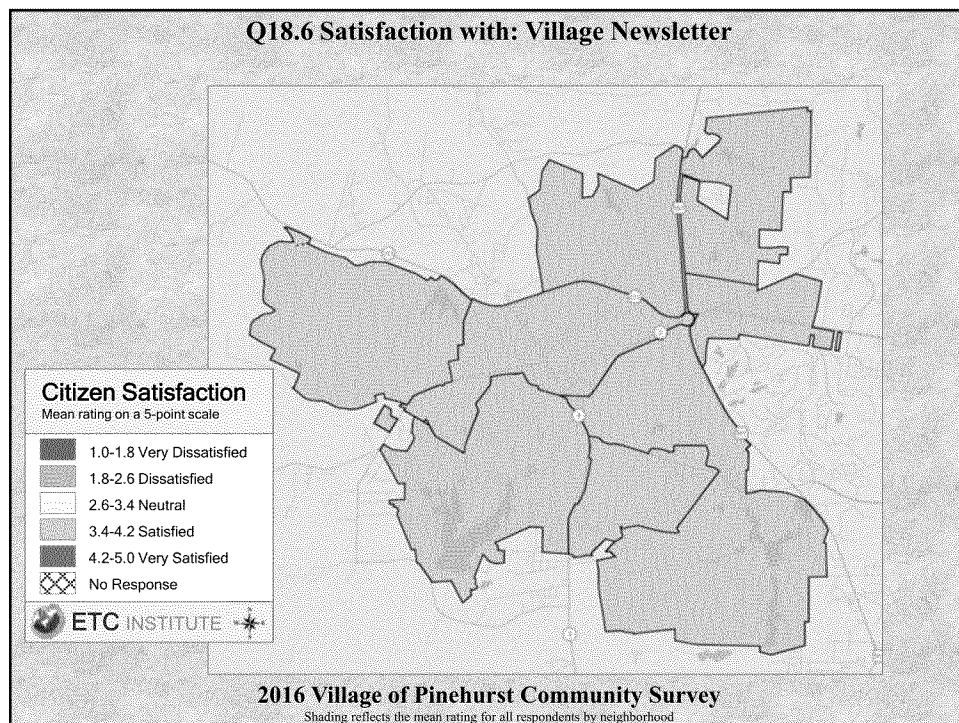
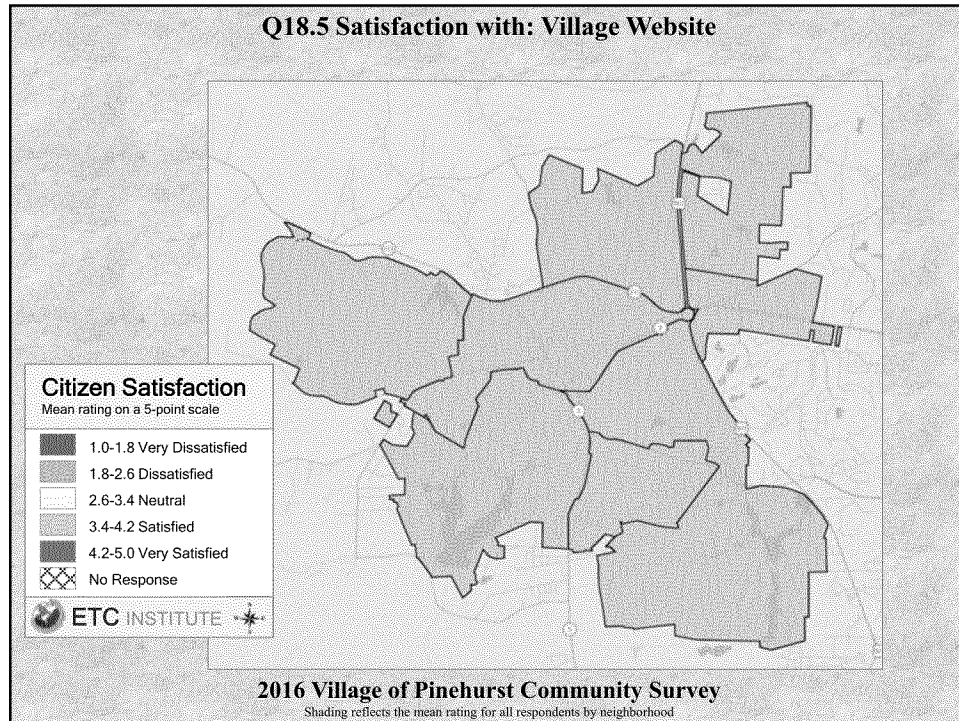
Q18.1 Satisfaction with: Quality of Information about Village Programs/Services

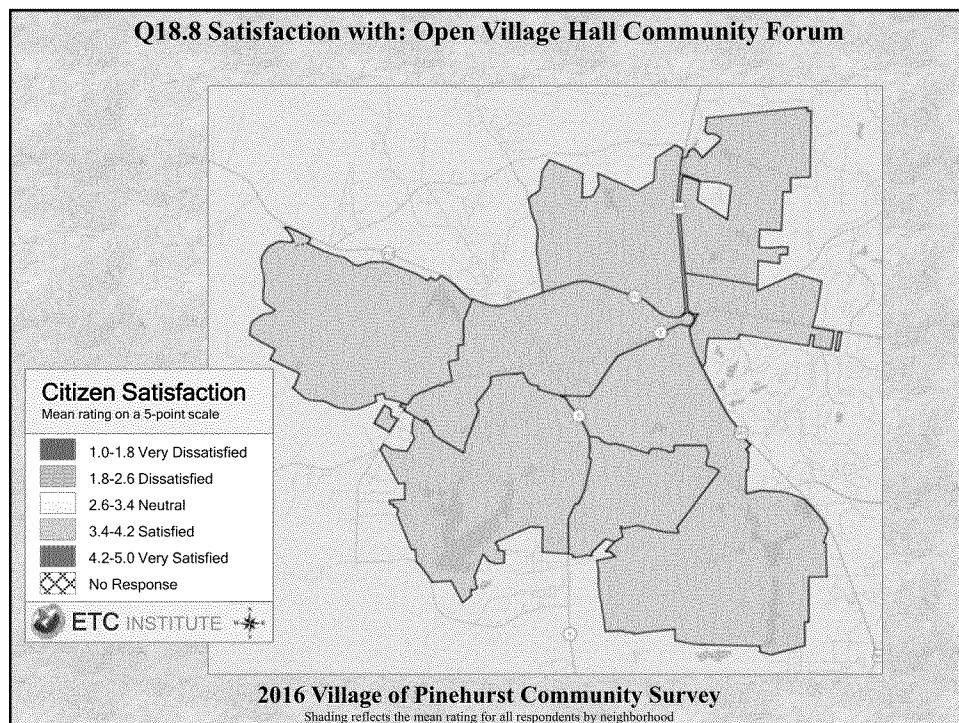
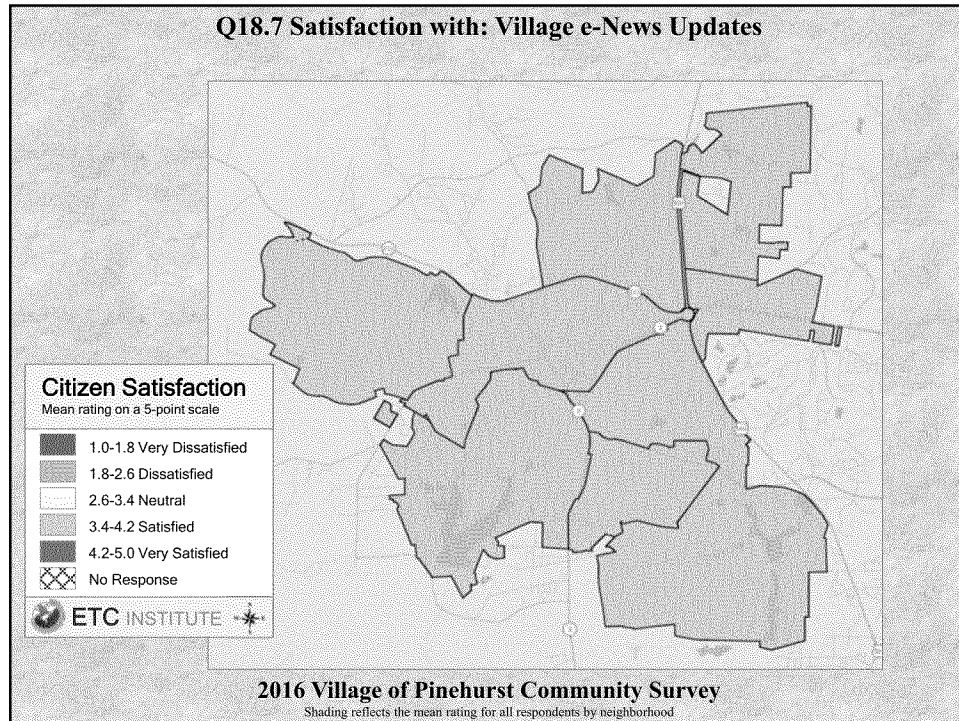


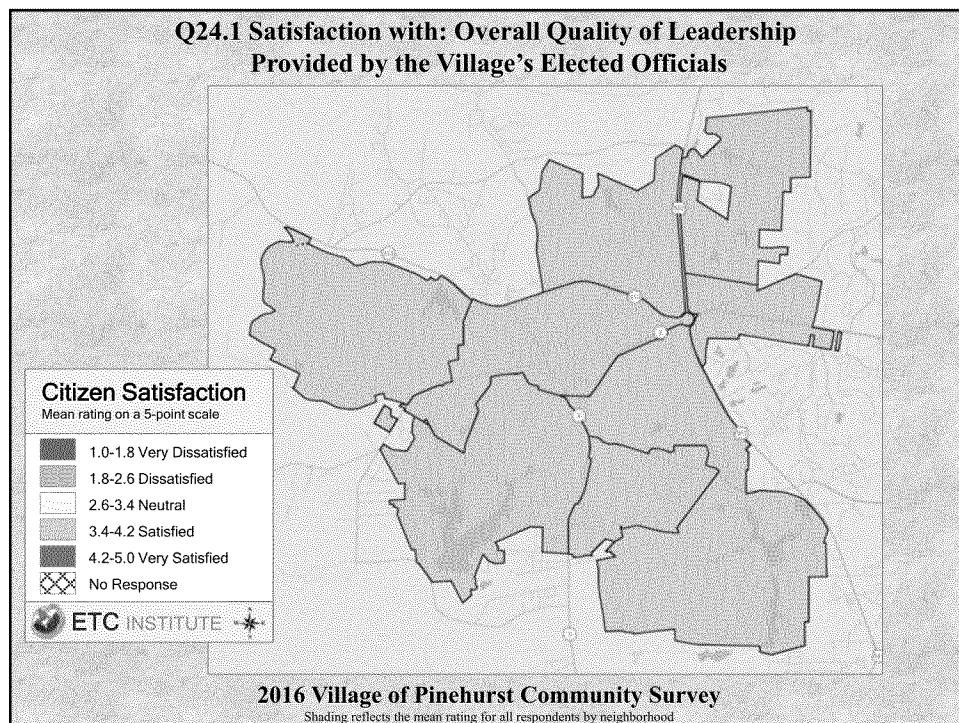
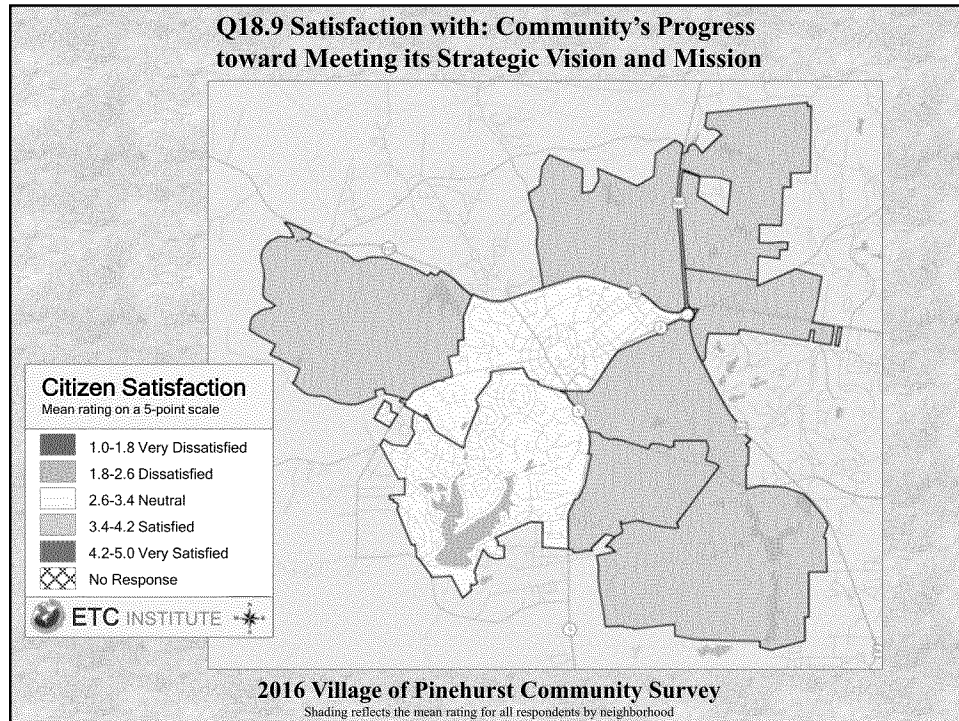
Q18.2 Satisfaction with: Village Efforts to keep you Informed About Local Issues

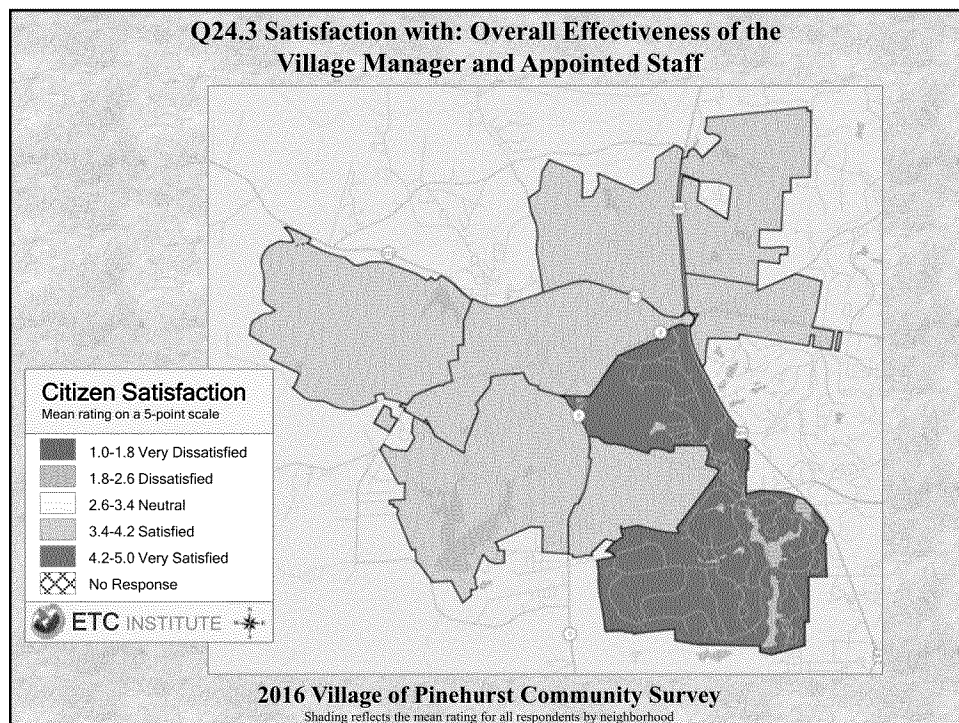
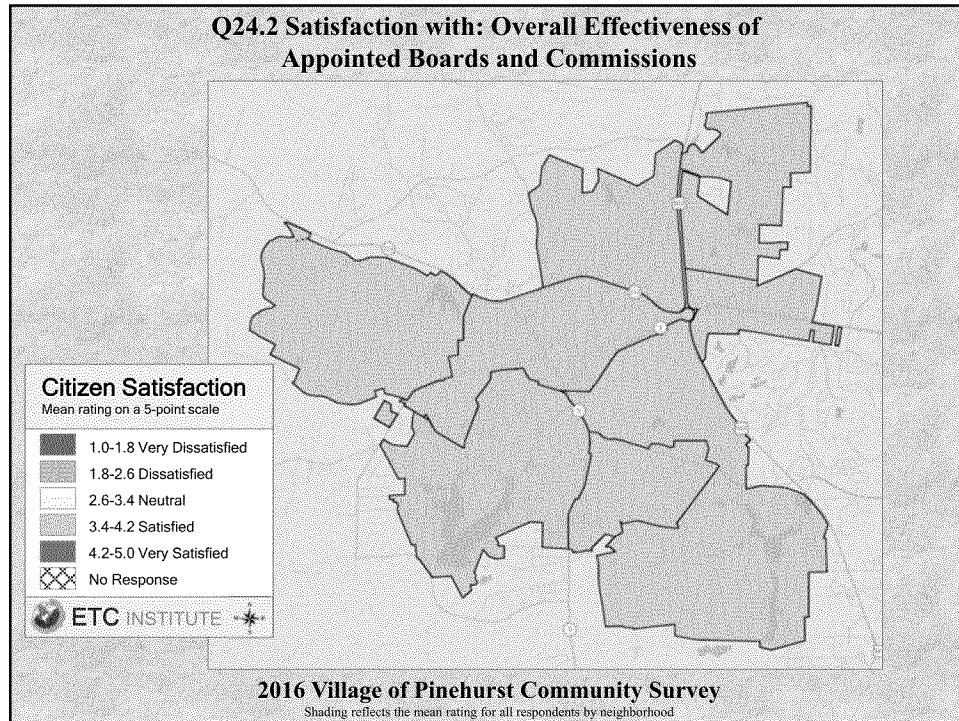












Section 3

Benchmarking Data

Benchmarking Summary Report

Village of Pinehurst

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 230 cities and counties in 48 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during the summer of 2014 to a random sample of over 4,000 residents across the United States, (2) a regional survey that was administered to a random sample of nearly 400 residents in the Southeastern region of the United States during the summer of 2014, and (3) individual communities with a population of less than 50,000 where ETC Institute had administered the *DirectionFinder Survey* since 2013; the 38 communities included in these comparisons are listed below.

- Auburn, CA
- Bensenville, IL
- Branson, MO
- Cedar Hill, TX
- Chickasha, OK
- Clayton, MO
- Coffeyville, KS
- Creve Coeur, MO
- Edgerton, KS
- Gardner, KS
- Gladstone, MO
- Glencoe, IL
- Glenview, IL
- Hallandale Beach, FL
- Hyattsville, MD
- Johnston, IA
- Kennesaw, GA
- Kirkwood, MO
- Knoxville, IA
- Lawrenceburg, IN
- Lenexa, KS
- Mission, KS
- Mountain Brook, AL
- Newport, RI
- Perryville, MO
- Pflugerville, TX
- Pinecrest, FL
- Pinehurst, NC
- Portland, TX
- Raymore, MO
- Rifle, CO
- Rio Blanco, CO
- Riverside, MO
- Rolla, MO
- San Marcos, TX
- Shoreline, WA
- Wentzville, MO
- Westlake, TX

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 and southeast regional 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. residents across the U.S., and over 400 residents in the southeast region of the U.S.

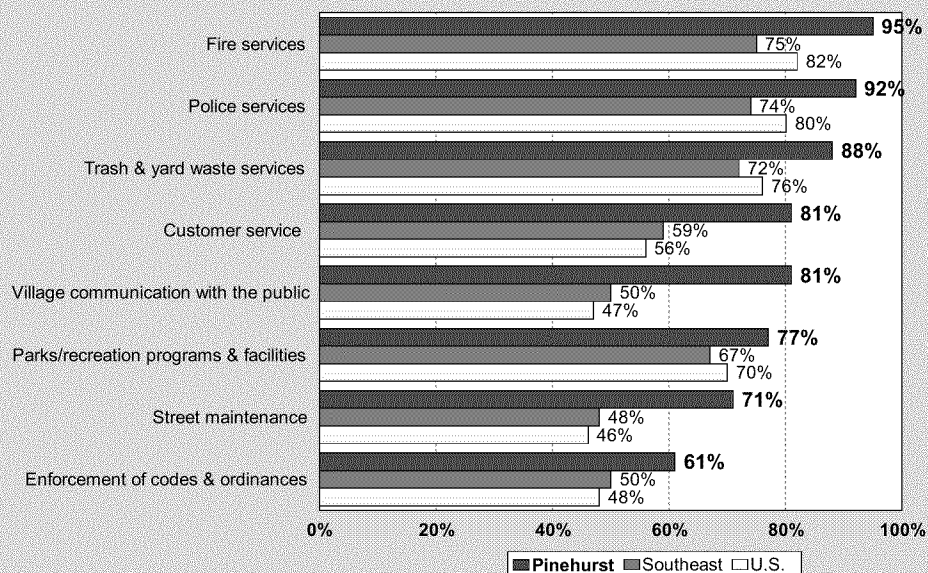
Performance Ranges. The second set of charts show the highest, lowest, and average (mean) levels of satisfaction in the 38 communities listed on the previous page. The mean rating is shown as a vertical line, which indicates the average level of satisfaction for the 38 communities. The actual ratings 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 ETC has administered the DirectionFinder® survey since 2013.

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. Southeast vs. the U.S.

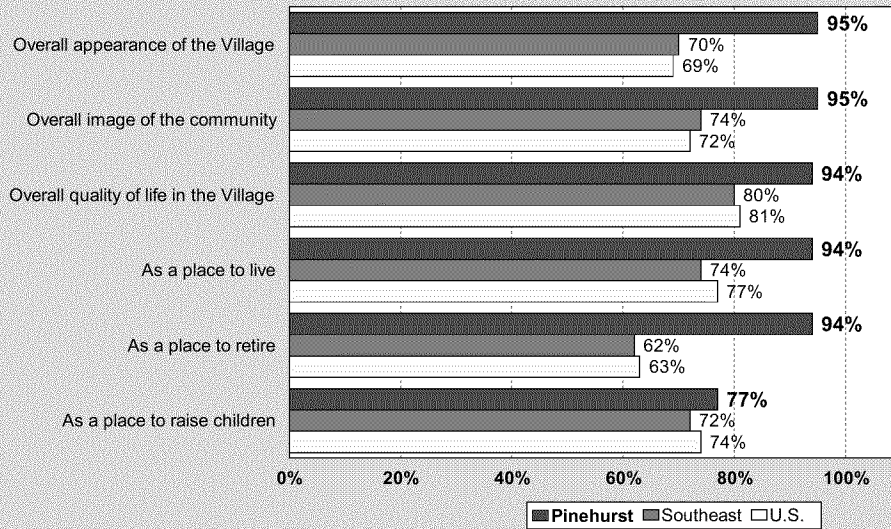
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Satisfaction with Issues that Influence Perceptions of the Village Pinehurst vs. Southeast vs. the U.S

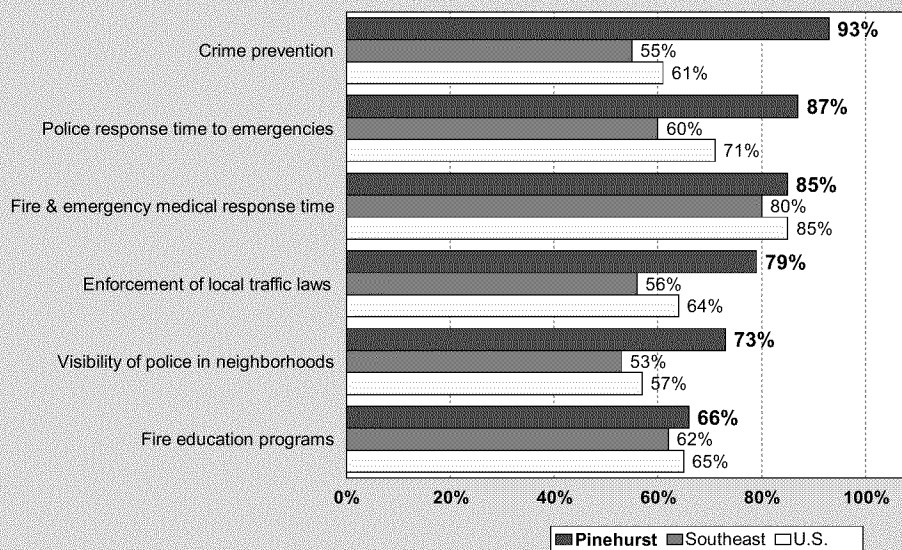
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Public Safety Services Pinehurst vs. Southeast vs. the U.S

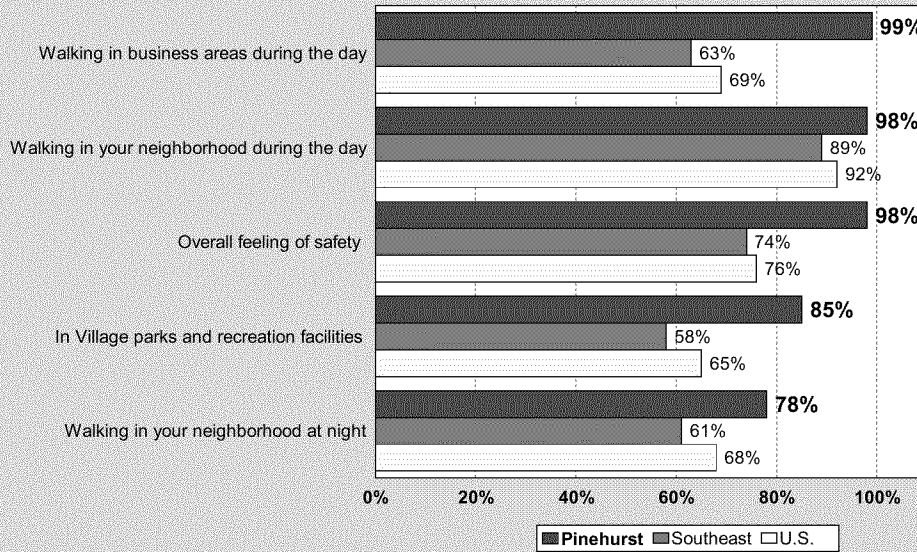
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

How Safe Residents Feel in Their Community Pinehurst vs. Southeast vs. the U.S

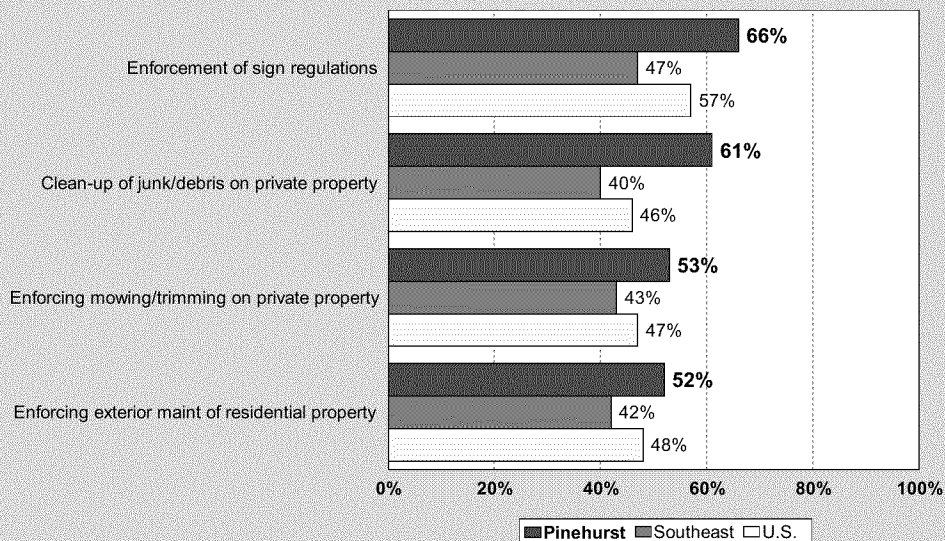
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Code Enforcement Pinehurst vs. Southeast vs. the U.S

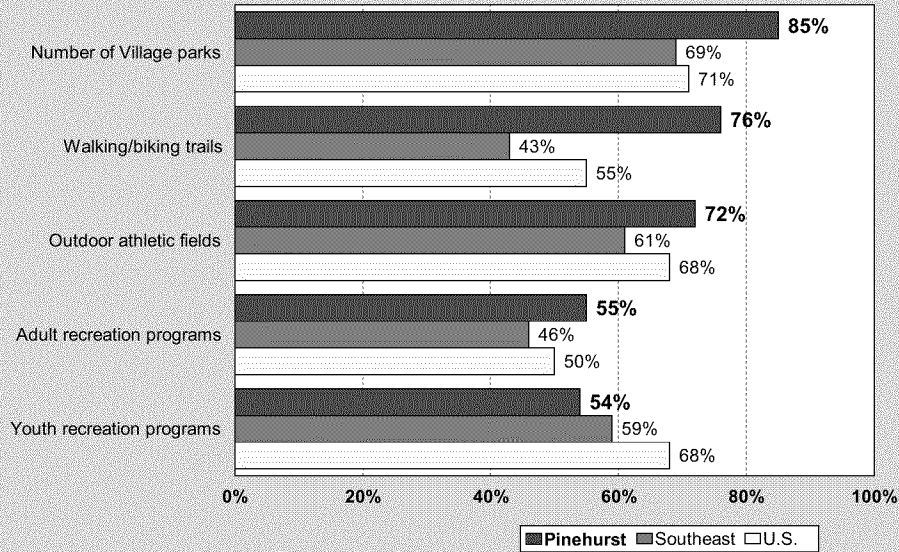
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Parks and Recreation Pinehurst vs. Southeast vs. the U.S

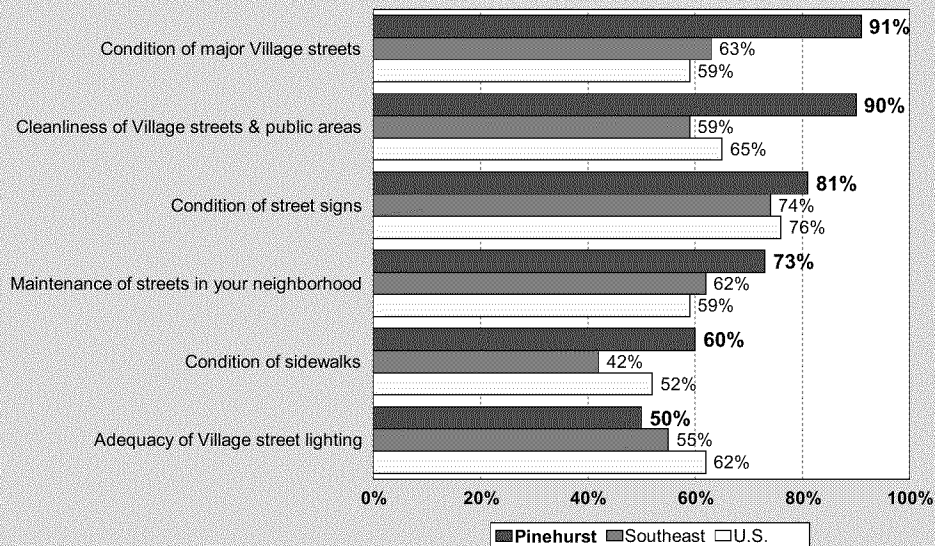
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Maintenance Pinehurst vs. Southeast vs. the U.S

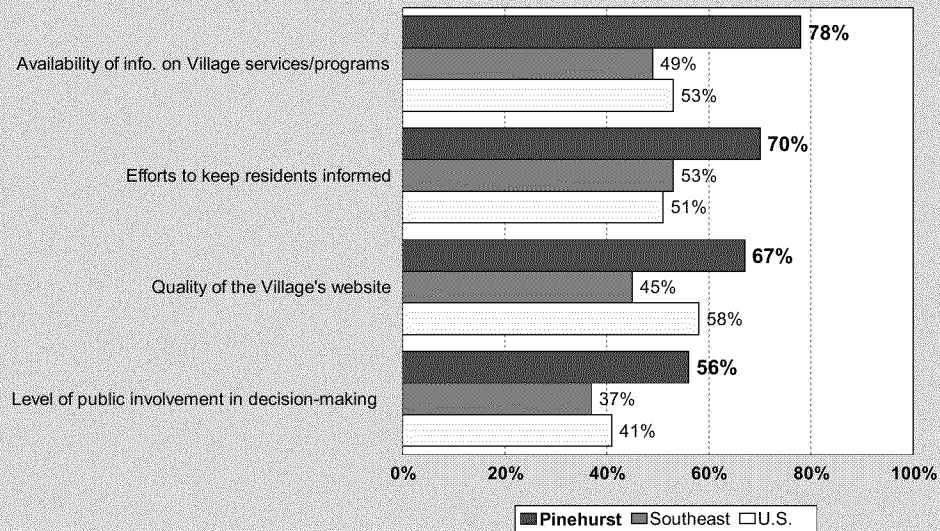
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Communication Pinehurst vs. Southeast vs. the U.S

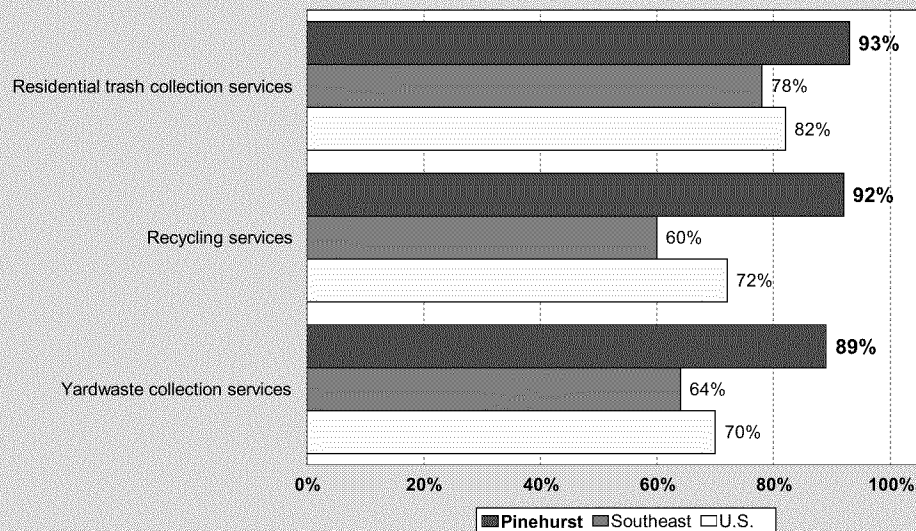
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Utility Services Pinehurst vs. Southeast vs. the U.S

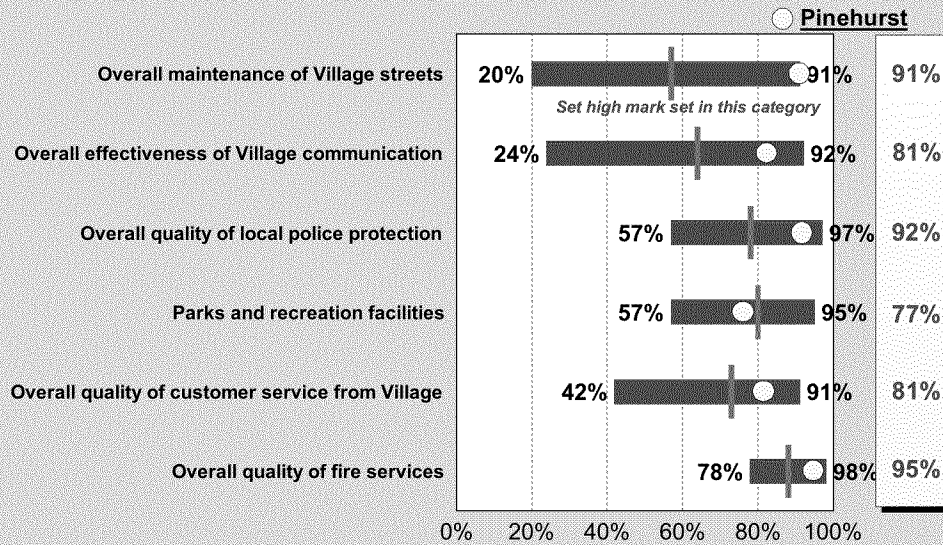
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Various Village Services 2016

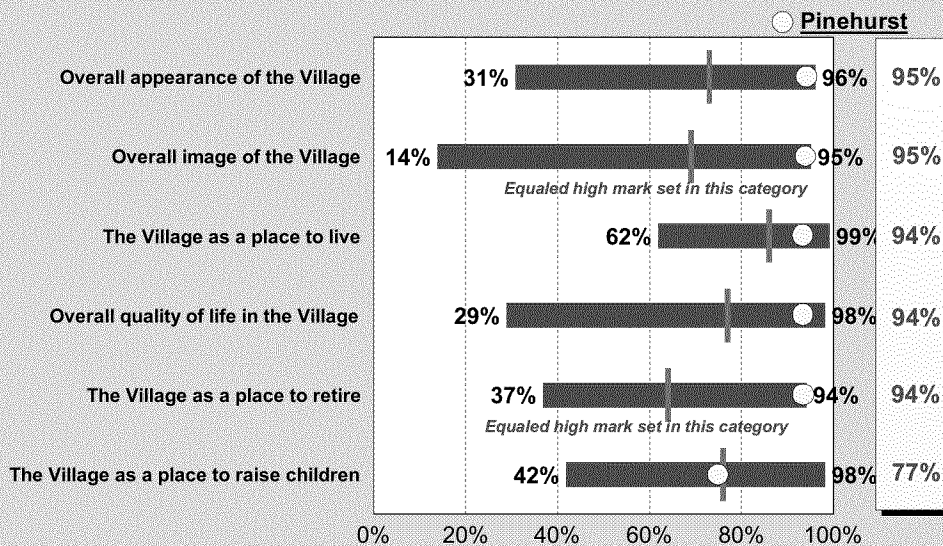
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Perceptions of the Village 2016

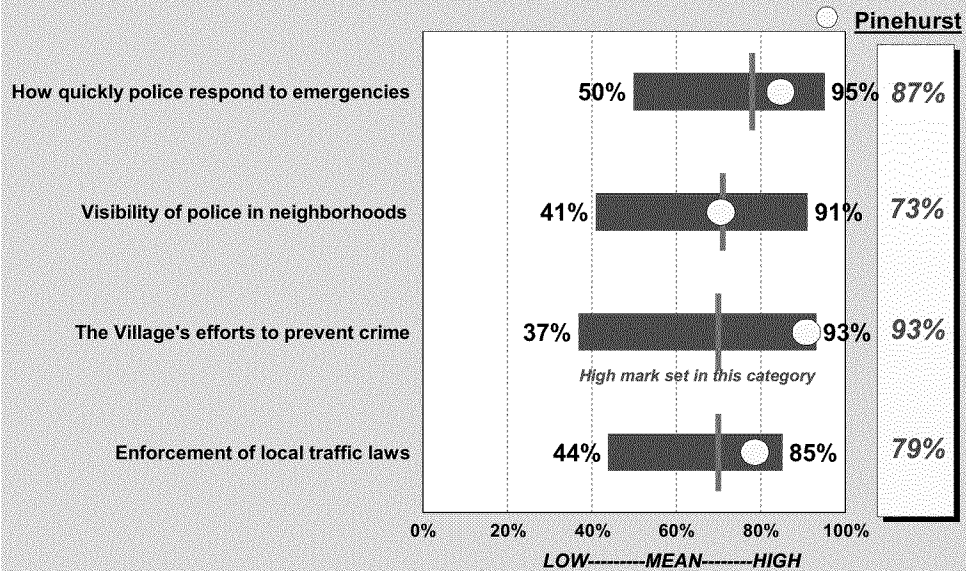
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Satisfaction with Public Safety 2016

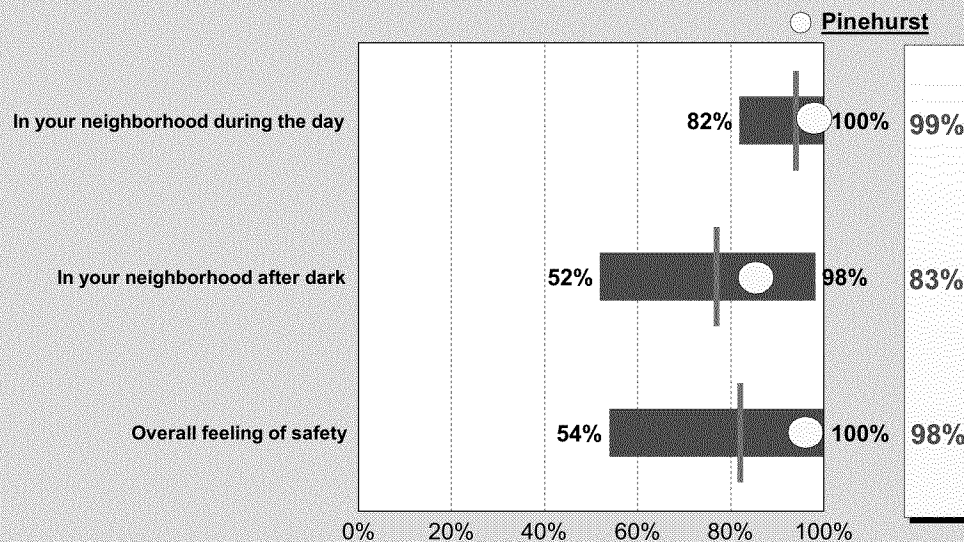
by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

How Safe Residents Feel in Their Community 2016

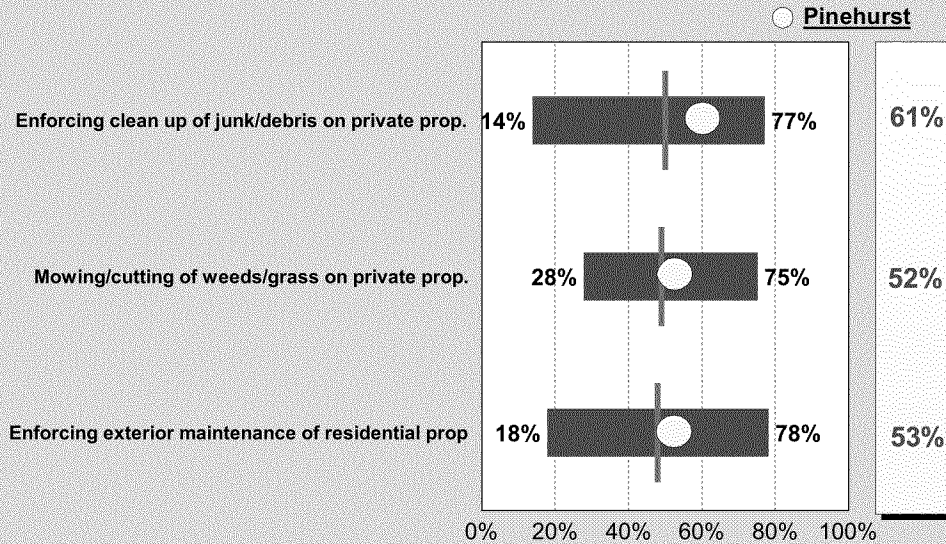
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very safe" and 1 was "very unsafe" (excluding don't knows)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Village Regulations 2016

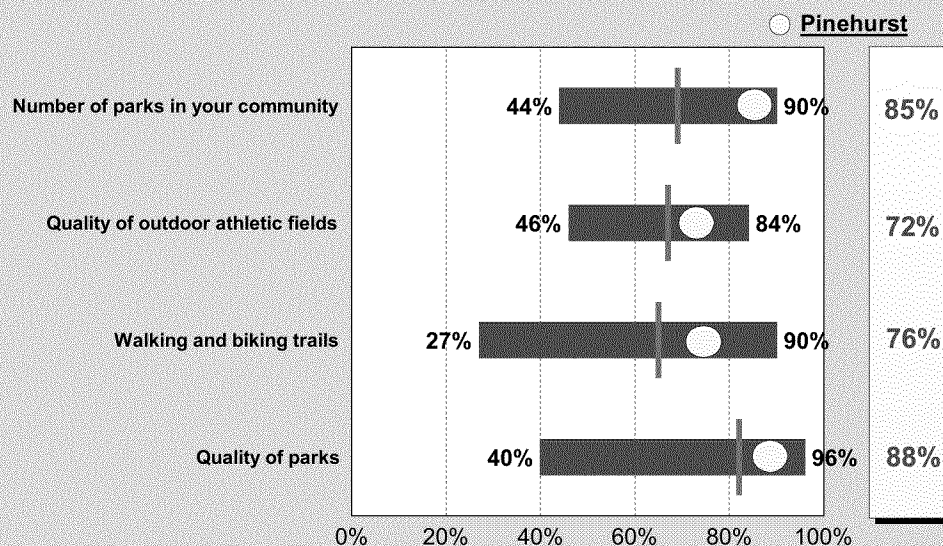
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Parks and Recreation 2016

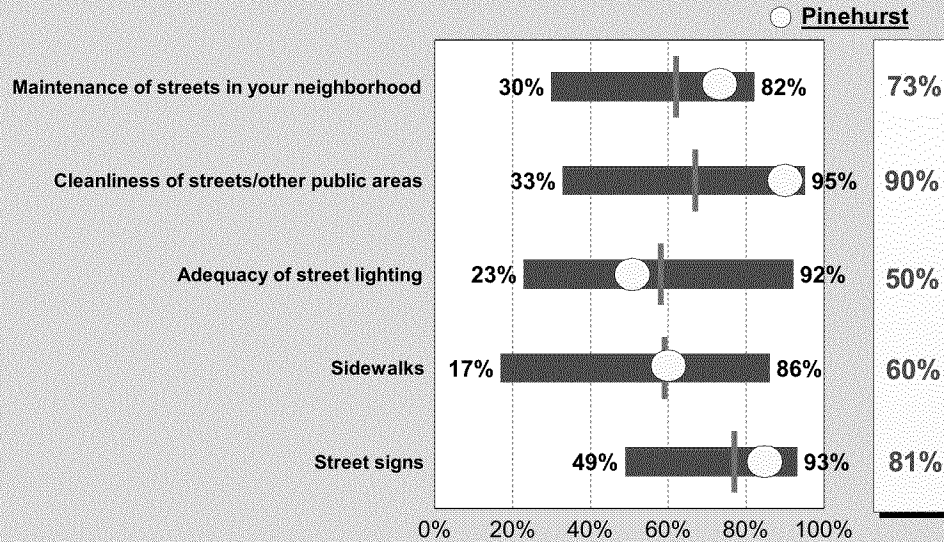
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Street Maintenance Services 2016

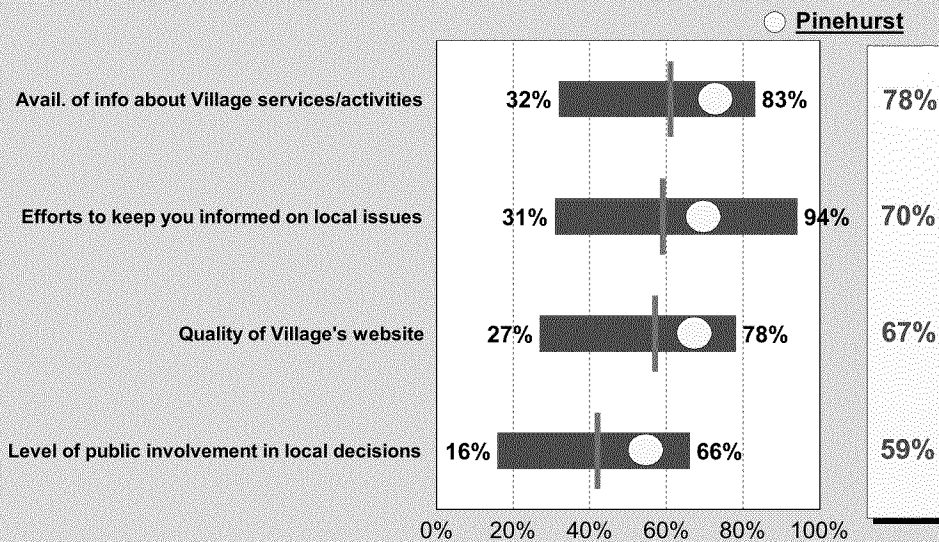
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding no opinion)



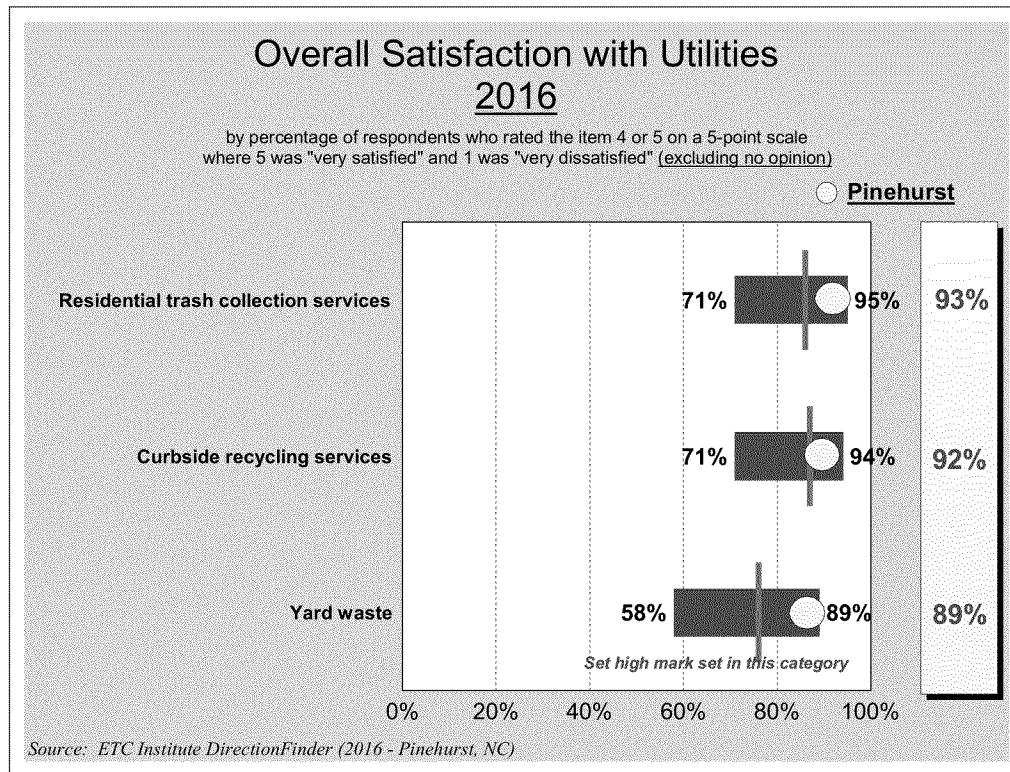
Source: ETC Institute DirectionFinder (2016 - Pinehurst, NC)

Overall Satisfaction with Public Information Services 2016

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 (2016 - Pinehurst, NC)



Section 4

Importance-Satisfaction Analysis

Importance-Satisfaction Analysis

Village of Pinehurst

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.

Overview

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 "No Opinion" responses). "No Opinion" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

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. Forty-one percent (41%) of respondents selected *efforts at maintaining quality of neighborhoods* as one of the most important services for the City to provide.

With regard to satisfaction, 72% of respondents surveyed rated the Village's overall performance in the *efforts at maintaining 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 for *efforts at maintaining quality of neighborhoods* was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example 41% was multiplied by 72% (1-0.28). This calculation yielded an I-S rating of 0.1166 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 Village 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* ($IS \geq 0.20$)
- *Increase Current Emphasis* ($0.10 \leq IS < 0.20$)
- *Maintain Current Emphasis* ($IS < 0.10$)

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

Importance-Satisfaction Rating

Village of Pinehurst, NC

OVERALL 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	41%	1	72%	8	0.1166	1
Level of public involvement in local decisions	25%	5	57%	12	0.1070	2
Enforcement of Village codes & ordinances	26%	4	61%	11	0.1009	3
Medium Priority (IS < .10)						
Street & right-of-way maintenance	31%	3	71%	9	0.0894	4
Parks & recreation facilities	22%	6	77%	7	0.0511	5
Village promotion of natural resource conservation	14%	10	68%	10	0.0450	6
Parks & recreation programs	15%	8	78%	6	0.0342	7
Village communication with residents	15%	9	81%	5	0.0291	8
Police services	34%	2	92%	2	0.0255	9
Solid waste services	13%	11	88%	3	0.0155	10
Fire services	20%	7	95%	1	0.0096	11
Customer service provided by Village employees	4%	12	82%	4	0.0075	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

Village of Pinehurst, NC

PUBLIC SAFETY SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Medium Priority (IS <.10)</u>						
Frequency that police patrol your neighborhood	30%	3	73%	5	0.0836	1
Fire prevention & education programs	15%	6	67%	6	0.0488	2
Enforcement of local traffic laws	21%	5	79%	4	0.0447	3
How quickly police respond to emergencies	31%	2	87%	2	0.0391	4
Village efforts to prevent crimes	53%	1	93%	1	0.0379	5
How quickly fire personnel respond to emergencies	23%	4	85%	3	0.0336	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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Importance-Satisfaction Rating

Village of Pinehurst, NC

CULTURAL & RECREATION SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS .10 - .20)						
Availability of recreation indoor facilities	23%	5	42%	13	0.1351	1
Medium Priority (IS <.10)						
Village sponsored cultural arts events	28%	1	66%	7	0.0944	2
Quality of adult recreation programs	20%	6	55%	10	0.0881	3
Quality of recreation indoor facilities	15%	10	47%	12	0.0790	4
Quality of youth recreation programs	15%	9	54%	11	0.0715	5
Range of amenities at parks & rec facilities	17%	7	59%	9	0.0709	6
Availability of info about recreation programs	16%	8	63%	8	0.0586	7
Condition of Walking/Greenway trails	24%	4	76%	4	0.0559	8
Availability of Walking/Greenway trails	25%	3	78%	3	0.0529	9
Quality of Village parks	25%	2	87%	1	0.0318	10
Availability of outdoor athletic fields/facilities	7%	12	66%	6	0.0249	11
Quality of outdoor athletic fields & facilities	7%	13	72%	5	0.0197	12
Number of Village parks	9%	11	86%	2	0.0125	13

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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

Importance-Satisfaction Rating

Village of Pinehurst, NC

PUBLIC SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS >.20)</u>						
Availability of sidewalks	43%	1	42%	11	0.2480	1
Adequacy of street lighting	41%	2	50%	10	0.2022	2
<u>High Priority (IS .10 -.20)</u>						
Quality of stormwater runoff/management system	23%	4	54%	9	0.1035	3
<u>Medium Priority (IS <.10)</u>						
Maintenance of streets in your neighborhood	31%	3	74%	6	0.0808	4
Winter weather response on Village streets	21%	5	71%	7	0.0618	5
Condition of sidewalks	11%	10	60%	8	0.0448	6
Maintenance of street signs/pavement markings	11%	11	81%	5	0.0212	7
Maintenance/preservation of Downtown	18%	8	89%	3	0.0190	8
Overall cleanliness of streets & other public areas	19%	6	90%	2	0.0189	9
Maintenance of main Village street thoroughfares	18%	7	91%	1	0.0166	10
Landscaping in medians & other public areas	15%	9	89%	4	0.0162	11

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 receive the most emphasis over the next two years.

Satisfaction %:

The "Satisfaction" percentage represents the sum of the ratings "4" and "5" excluding 'don't knows.' Respondents ranked their level of satisfaction with the each of the items on a scale of 1 to 5 with "5" being very satisfied and "1" being very dissatisfied.

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Section 5

Tabular Data

Q1. OVERALL SATISFACTION WITH VILLAGE SERVICES. Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q1-1. Police services	58.7%	29.6%	5.7%	1.1%	0.5%	4.3%
Q1-2. Fire services	61.6%	24.4%	4.2%	0.0%	0.1%	9.7%
Q1-3. Parks & recreation programs	31.1%	33.7%	15.3%	3.1%	0.1%	16.7%
Q1-4. Parks & recreation facilities	33.8%	34.5%	14.6%	4.9%	0.8%	11.4%
Q1-5. Solid waste services	53.5%	33.2%	8.0%	2.9%	0.9%	1.5%
Q1-6. Street & right-of-way maintenance	27.7%	41.0%	17.6%	8.0%	2.8%	2.9%
Q1-7. Enforcement of Village codes & ordinances	21.8%	33.7%	21.3%	9.7%	4.6%	8.8%
Q1-8. Customer service provided by Village employees	41.3%	29.9%	14.4%	1.3%	0.4%	12.7%
Q1-9. Village communication with residents	37.3%	40.6%	14.2%	3.2%	1.4%	3.3%
Q1-10. Village efforts at maintaining quality of your neighborhoods	29.2%	39.8%	15.5%	8.8%	3.0%	3.7%
Q1-11. Village promotion of natural resource conservation	24.5%	33.2%	22.5%	4.1%	1.0%	14.7%
Q1-12. Level of public involvement in local decisions	18.1%	32.5%	24.2%	10.7%	4.0%	10.5%

WITHOUT NO OPINION

Q1. OVERALL SATISFACTION WITH VILLAGE SERVICES. Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied. (without "no opinion")

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1-1. Police services	61.4%	31.0%	6.0%	1.2%	0.5%
Q1-2. Fire services	68.2%	27.0%	4.6%	0.0%	0.1%
Q1-3. Parks & recreation programs	37.4%	40.4%	18.4%	3.7%	0.2%
Q1-4. Parks & recreation facilities	38.2%	38.9%	16.5%	5.5%	0.9%
Q1-5. Solid waste services	54.4%	33.7%	8.1%	3.0%	0.9%
Q1-6. Street & right-of-way maintenance	28.6%	42.2%	18.1%	8.3%	2.9%
Q1-7. Enforcement of Village codes & ordinances	23.9%	37.0%	23.4%	10.6%	5.0%
Q1-8. Customer service provided by Village employees	47.3%	34.3%	16.5%	1.5%	0.4%
Q1-9. Village communication with residents	38.6%	42.0%	14.7%	3.3%	1.4%
Q1-10. Village efforts at maintaining quality of your neighborhoods	30.3%	41.4%	16.1%	9.1%	3.2%
Q1-11. Village promotion of natural resource conservation	28.7%	38.9%	26.4%	4.8%	1.2%
Q1-12. Level of public involvement in local decisions	20.2%	36.3%	27.1%	12.0%	4.4%

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	185	23.3 %
Fire services	12	1.5 %
Parks & recreation programs	37	4.7 %
Parks & recreation facilities	63	7.9 %
Solid waste services	21	2.6 %
Street & right-of-way maintenance	94	11.9 %
Enforcement of Village codes & ordinances	81	10.2 %
Customer service provided by Village employees	5	0.6 %
Village communication with residents	34	4.3 %
Village efforts at maintaining quality of your neighborhoods	98	12.4 %
Village promotion of natural resource conservation	22	2.8 %
Level of public involvement in local decisions	63	7.9 %
None chosen	78	9.8 %
Total	793	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	43	5.4 %
Fire services	118	14.9 %
Parks & recreation programs	44	5.5 %
Parks & recreation facilities	71	9.0 %
Solid waste services	29	3.7 %
Street & right-of-way maintenance	75	9.5 %
Enforcement of Village codes & ordinances	67	8.4 %
Customer service provided by Village employees	11	1.4 %
Village communication with residents	34	4.3 %
Village efforts at maintaining quality of your neighborhoods	111	14.0 %
Village promotion of natural resource conservation	42	5.3 %
Level of public involvement in local decisions	51	6.4 %
None chosen	97	12.2 %
Total	793	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	39	4.9 %
Fire services	29	3.7 %
Parks & recreation programs	41	5.2 %
Parks & recreation facilities	43	5.4 %
Solid waste services	53	6.7 %
Street & right-of-way maintenance	73	9.2 %
Enforcement of Village codes & ordinances	57	7.2 %
Customer service provided by Village employees	17	2.1 %
Village communication with residents	51	6.4 %
Village efforts at maintaining quality of your neighborhoods	117	14.8 %
Village promotion of natural resource conservation	46	5.8 %
Level of public involvement in local decisions	82	10.3 %
None chosen	145	18.3 %
Total	793	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	267	33.7 %
Fire services	159	20.1 %
Parks & recreation programs	122	15.4 %
Parks & recreation facilities	177	22.3 %
Solid waste services	103	13.0 %
Street & right-of-way maintenance	242	30.5 %
Enforcement of Village codes & ordinances	205	25.9 %
Customer service provided by Village employees	33	4.2 %
Village communication with residents	119	15.0 %
Village efforts at maintaining quality of your neighborhoods	326	41.1 %
Village promotion of natural resource conservation	110	13.9 %
Level of public involvement in local decisions	196	24.7 %
None chosen	78	9.8 %
Total	2137	

Q3. REASONS TO LIVE IN PINEHURST. Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live?

(N=793)

	Very important	Somewhat important	Not sure	Unimportant
Q3-1. Sense of community	56.4%	36.4%	4.2%	2.9%
Q3-2. Quality of public education	51.2%	20.4%	10.1%	18.3%
Q3-3. Employment opportunities	30.8%	27.3%	12.1%	29.9%
Q3-4. Types of housing	64.2%	28.5%	3.3%	4.0%
Q3-5. Quality of housing	76.9%	20.0%	2.3%	0.8%
Q3-6. Access to quality shopping	43.6%	45.7%	5.4%	5.4%
Q3-7. Availability of cultural opportunities	38.5%	43.1%	10.1%	8.4%
Q3-8. Availability of recreational opportunities	46.1%	41.0%	7.2%	5.7%
Q3-9. Proximity to family or friends	27.8%	36.0%	10.8%	25.4%
Q3-10. Proximity to work	26.8%	22.8%	9.3%	41.1%
Q3-11. Safety & security	90.5%	7.0%	1.7%	0.8%
Q3-12. Quality health care	86.1%	11.0%	1.3%	1.7%
Q3-13. A "resort" community	29.6%	33.0%	10.9%	26.5%
Q3-14. Opportunities and/or resources for senior citizens	39.7%	34.4%	9.8%	16.2%
Q3-15. Opportunities and/or resources for children under 18	32.4%	22.4%	11.9%	33.2%

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

(N=793)

	Yes	No
Q3-1. Sense of community	85.2%	14.8%
Q3-2. Quality of public education	74.9%	25.1%
Q3-3. Employment opportunities	68.4%	31.6%
Q3-4. Types of housing	86.7%	13.3%
Q3-5. Quality of housing	85.6%	14.4%
Q3-6. Access to quality shopping	67.2%	32.8%
Q3-7. Availability of cultural opportunities	73.8%	26.2%
Q3-8. Availability of recreational opportunities	80.5%	19.5%
Q3-9. Proximity to family or friends	79.0%	21.0%
Q3-10. Proximity to work	76.0%	24.0%
Q3-11. Safety & security	91.3%	8.7%
Q3-12. Quality health care	90.0%	10.0%
Q3-13. A "resort" community	83.5%	16.5%
Q3-14. Opportunities and/or resources for senior citizens	81.8%	18.2%
Q3-15. Opportunities and/or resources for children under 18	63.0%	37.0%

Q4. PERCEPTION OF PINEHURST. Several items that may influence your perception of Pinehurst as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

(N=793)

	Excellent	Good	Neutral	Below Average	Poor	No Opinion
Q4-1. Overall image of Village	59.1%	35.1%	3.5%	1.4%	0.0%	0.9%
Q4-2. Overall quality of life in Village	55.3%	37.7%	4.9%	0.5%	0.1%	1.4%
Q4-3. Overall feeling of safety in Village	71.3%	25.6%	1.6%	0.1%	0.3%	1.1%
Q4-4. Quality of new development in Village	19.7%	31.8%	25.5%	10.6%	5.8%	6.7%
Q4-5. As a place to live	63.5%	29.5%	4.8%	0.5%	0.4%	1.3%
Q4-6. As a place to raise children	37.2%	23.8%	15.8%	1.6%	0.8%	20.9%
Q4-7. As a place to retire	64.7%	24.7%	4.7%	1.0%	0.0%	4.8%
Q4-8. Overall appearance of Village	60.0%	34.0%	3.7%	1.1%	0.1%	1.0%
Q4-9. Availability of affordable housing	26.8%	39.1%	18.9%	4.2%	1.7%	9.3%

WITHOUT NO OPINION

Q4. PERCEPTION OF PINEHURST. Several items that may influence your perception of Pinehurst as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor." (without "no opinion")

(N=793)

	Excellent	Good	Neutral	Below Average	Poor
Q4-1. Overall image of Village	59.6%	35.4%	3.6%	1.4%	0.0%
Q4-2. Overall quality of life in Village	56.1%	38.2%	5.0%	0.5%	0.1%
Q4-3. Overall feeling of safety in Village	72.1%	25.9%	1.7%	0.1%	0.3%
Q4-4. Quality of new development in Village	21.1%	34.1%	27.3%	11.3%	6.2%
Q4-5. As a place to live	64.3%	29.9%	4.9%	0.5%	0.4%
Q4-6. As a place to raise children	47.0%	30.1%	20.0%	2.0%	1.0%
Q4-7. As a place to retire	68.0%	26.0%	4.9%	1.1%	0.0%
Q4-8. Overall appearance of Village	60.6%	34.4%	3.7%	1.2%	0.1%
Q4-9. Availability of affordable housing	29.6%	43.1%	20.8%	4.6%	1.8%

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=793)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	No Opinion
Q5-1. Walking alone in your neighborhood during the day	83.0%	15.1%	1.0%	0.5%	0.1%	0.3%
Q5-2. Walking alone in your neighborhood after dark	38.1%	36.0%	14.6%	5.8%	0.9%	4.6%
Q5-3. In Village parks & recreation facilities	40.7%	34.9%	12.8%	0.8%	0.1%	10.7%
Q5-4. In business areas of Village during the day	81.6%	15.7%	1.0%	0.3%	0.0%	1.4%
Q5-5. In business areas of Village after dark	38.8%	38.9%	14.7%	1.1%	0.1%	6.4%

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=793)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q5-1. Walking alone in your neighborhood during the day	83.2%	15.1%	1.0%	0.5%	0.1%
Q5-2. Walking alone in your neighborhood after dark	39.9%	37.8%	15.3%	6.1%	0.9%
Q5-3. In Village parks & recreation facilities	45.6%	39.1%	14.3%	0.9%	0.1%
Q5-4. In business areas of Village during the day	82.8%	16.0%	1.0%	0.3%	0.0%
Q5-5. In business areas of Village after dark	41.4%	41.6%	15.7%	1.2%	0.1%

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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q6-1. Village efforts to prevent crimes	52.8%	36.2%	6.1%	0.5%	0.3%	4.2%
Q6-2. Enforcement of local traffic laws	37.2%	38.6%	11.1%	6.1%	3.5%	3.4%
Q6-3. How quickly police respond to emergencies	43.0%	26.1%	9.5%	0.5%	0.0%	21.0%
Q6-4. Frequency that police officers patrol your neighborhood	29.7%	36.3%	16.8%	5.9%	2.4%	8.9%
Q6-5. Fire prevention & education programs provided by Village	23.8%	23.8%	22.9%	0.9%	0.1%	28.3%
Q6-6. How quickly fire personnel respond to emergencies	39.4%	21.8%	10.1%	0.4%	0.0%	28.3%

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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6-1. Village efforts to prevent crimes	55.1%	37.7%	6.4%	0.5%	0.3%
Q6-2. Enforcement of local traffic laws	38.5%	40.0%	11.5%	6.3%	3.7%
Q6-3. How quickly police respond to emergencies	54.4%	33.0%	12.0%	0.6%	0.0%
Q6-4. Frequency that police officers patrol your neighborhood	32.6%	39.9%	18.5%	6.4%	2.7%
Q6-5. Fire prevention & education programs provided by Village	33.3%	33.3%	32.0%	1.3%	0.2%
Q6-6. How quickly fire personnel respond to emergencies	55.0%	30.4%	14.1%	0.5%	0.0%

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. Top choice	Number	Percent
Village efforts to prevent crimes	326	41.1 %
Enforcement of local traffic laws	88	11.1 %
How quickly police respond to emergencies	115	14.5 %
Frequency that police officers patrol your neighborhood	109	13.7 %
Fire prevention & education programs provided by Village	37	4.7 %
How quickly fire personnel respond to emergencies	32	4.0 %
None chosen	86	10.8 %
Total	793	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
Village efforts to prevent crimes	92	11.6 %
Enforcement of local traffic laws	77	9.7 %
How quickly police respond to emergencies	131	16.5 %
Frequency that police officers patrol your neighborhood	132	16.6 %
Fire prevention & education programs provided by Village	79	10.0 %
How quickly fire personnel respond to emergencies	150	18.9 %
None chosen	132	16.6 %
Total	793	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
Village efforts to prevent crimes	418	52.7 %
Enforcement of local traffic laws	165	20.8 %
How quickly police respond to emergencies	246	31.0 %
Frequency that police officers patrol your neighborhood	241	30.4 %
Fire prevention & education programs provided by Village	116	14.6 %
How quickly fire personnel respond to emergencies	182	23.0 %
None chosen	86	10.8 %
Total	1454	

Q8. CULTURAL AND RECREATION 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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q8-1. Number of Village parks	36.7%	41.4%	9.1%	3.7%	0.4%	8.6%
Q8-2. Quality of Village parks	36.0%	43.6%	9.1%	2.3%	0.1%	8.8%
Q8-3. Quality of recreation indoor facilities	13.2%	20.4%	24.7%	10.9%	2.2%	28.6%
Q8-4. Availability of recreation indoor facilities	11.7%	18.4%	24.7%	14.5%	3.4%	27.3%
Q8-5. Availability of Walking/Greenway trails	31.1%	39.3%	12.0%	6.4%	1.0%	10.2%
Q8-6. Condition of Walking/Greenway trails	27.8%	38.2%	16.9%	2.9%	0.8%	13.3%
Q8-7. Quality of outdoor athletic fields & facilities	20.1%	33.0%	17.5%	2.8%	0.1%	26.4%
Q8-8. Availability of outdoor athletic fields & facilities	18.9%	29.1%	19.3%	4.3%	0.8%	27.6%
Q8-9. Availability of information about recreation programs	20.0%	32.9%	22.1%	7.6%	0.9%	16.5%
Q8-10. Quality of youth recreation programs	13.3%	18.4%	23.8%	3.4%	0.3%	40.9%
Q8-11. Quality of adult recreation programs	13.5%	24.0%	25.7%	4.7%	0.5%	31.6%
Q8-12. Range of amenities at parks & recreation facilities	16.4%	29.9%	25.5%	6.5%	0.5%	21.2%
Q8-13. Village sponsored cultural arts events	20.6%	35.3%	21.6%	6.9%	0.6%	14.9%

WITHOUT NO OPINION

Q8. CULTURAL AND RECREATION 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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8-1. Number of Village parks	40.1%	45.4%	10.0%	4.1%	0.4%
Q8-2. Quality of Village parks	39.5%	47.8%	10.0%	2.5%	0.1%
Q8-3. Quality of recreation indoor facilities	18.5%	28.5%	34.5%	15.3%	3.1%
Q8-4. Availability of recreation indoor facilities	16.1%	25.4%	33.9%	20.0%	4.6%
Q8-5. Availability of Walking/Greenway trails	34.7%	43.7%	13.3%	7.2%	1.1%
Q8-6. Condition of Walking/Greenway trails	32.1%	44.1%	19.5%	3.4%	0.9%
Q8-7. Quality of outdoor athletic fields & facilities	27.3%	44.9%	23.8%	3.9%	0.2%
Q8-8. Availability of outdoor athletic fields & facilities	26.1%	40.3%	26.7%	5.9%	1.1%
Q8-9. Availability of information about recreation programs	24.0%	39.4%	26.4%	9.1%	1.1%
Q8-10. Quality of youth recreation programs	22.5%	31.1%	40.2%	5.7%	0.4%
Q8-11. Quality of adult recreation programs	19.7%	35.1%	37.6%	6.8%	0.8%
Q8-12. Range of amenities at parks & recreation facilities	20.9%	37.9%	32.3%	8.2%	0.7%
Q8-13. Village sponsored cultural arts events	24.3%	41.5%	25.3%	8.1%	0.8%

Q9. Which THREE of the Cultural and Recreation Services items listed in Question 8 do you think should receive the MOST EMPHASIS from Village leaders over the next two years?

Q9. Top choice	Number	Percent
Number of Village parks	29	3.7 %
Quality of Village parks	111	14.0 %
Quality of recreation indoor facilities	42	5.3 %
Availability of recreation indoor facilities	82	10.3 %
Availability of Walking/Greenway trails	99	12.5 %
Condition of Walking/Greenway trails	41	5.2 %
Quality of outdoor athletic fields & facilities	16	2.0 %
Availability of outdoor athletic fields & facilities	13	1.6 %
Availability of information about recreation programs	33	4.2 %
Quality of youth recreation programs	36	4.5 %
Quality of adult recreation programs	32	4.0 %
Range of amenities at parks & recreation facilities	19	2.4 %
Village sponsored cultural arts events	92	11.6 %
None chosen	148	18.7 %
Total	793	100.0 %

Q9. Which THREE of the Cultural and Recreation Services items listed in Question 8 do you think should receive the MOST EMPHASIS from Village leaders over the next two years?

Q9. 2nd choice	Number	Percent
Number of Village parks	20	2.5 %
Quality of Village parks	59	7.4 %
Quality of recreation indoor facilities	50	6.3 %
Availability of recreation indoor facilities	57	7.2 %
Availability of Walking/Greenway trails	67	8.4 %
Condition of Walking/Greenway trails	82	10.3 %
Quality of outdoor athletic fields & facilities	25	3.2 %
Availability of outdoor athletic fields & facilities	25	3.2 %
Availability of information about recreation programs	49	6.2 %
Quality of youth recreation programs	37	4.7 %
Quality of adult recreation programs	65	8.2 %
Range of amenities at parks & recreation facilities	37	4.7 %
Village sponsored cultural arts events	41	5.2 %
None chosen	179	22.6 %
Total	793	100.0 %

Q9. Which THREE of the Cultural and Recreation Services items listed in Question 8 do you think should receive the MOST EMPHASIS from Village leaders over the next two years?

Q9. 3rd choice	Number	Percent
Number of Village parks	19	2.4 %
Quality of Village parks	28	3.5 %
Quality of recreation indoor facilities	26	3.3 %
Availability of recreation indoor facilities	44	5.5 %
Availability of Walking/Greenway trails	28	3.5 %
Condition of Walking/Greenway trails	63	7.9 %
Quality of outdoor athletic fields & facilities	15	1.9 %
Availability of outdoor athletic fields & facilities	21	2.6 %
Availability of information about recreation programs	45	5.7 %
Quality of youth recreation programs	49	6.2 %
Quality of adult recreation programs	58	7.3 %
Range of amenities at parks & recreation facilities	80	10.1 %
Village sponsored cultural arts events	86	10.8 %
None chosen	231	29.1 %
Total	793	100.0 %

SUM OF TOP 3 CHOICES

Q9. Which THREE of the Cultural and Recreation Services items listed in Question 8 do you think should receive the MOST EMPHASIS from Village leaders over the next two years? (top 3)

Q9. Sum of Top 3 Choices	Number	Percent
Number of Village parks	68	8.6 %
Quality of Village parks	198	25.0 %
Quality of recreation indoor facilities	118	14.9 %
Availability of recreation indoor facilities	183	23.1 %
Availability of Walking/Greenway trails	194	24.5 %
Condition of Walking/Greenway trails	186	23.5 %
Quality of outdoor athletic fields & facilities	56	7.1 %
Availability of outdoor athletic fields & facilities	59	7.4 %
Availability of information about recreation programs	127	16.0 %
Quality of youth recreation programs	122	15.4 %
Quality of adult recreation programs	155	19.5 %
Range of amenities at parks & recreation facilities	136	17.2 %
Village sponsored cultural arts events	219	27.6 %
None chosen	148	18.7 %
Total	1969	

Q10. Which of the following parks and recreation programs and facilities have you used in the Village of Pinehurst during the past year?

Q10. Parks & recreation programs & facilities you have used during past year	Number	Percent
Greenway trails	458	57.8 %
Village sponsored cultural/arts events	426	53.7 %
Cannon Park	340	42.9 %
Arboretum/Timmel Pavilion	318	40.1 %
Rassie Wicker Park	446	56.2 %
Camelot Playground	262	33.0 %
West Pinehurst Park (e.g. disc golf)	46	5.8 %
Total	2296	

Q11. PUBLIC LIBRARY SERVICES. The Village of Pinehurst helps provide public library services through a cooperative agreement with the Given Memorial Library-a private, non-profit organization-providing only 22% of the operational costs of the library. Please indicate whether you or other members of your household used the Given Memorial Library's services.

(N=793)

	Yes	No
Q11-1. Given Memorial Library services	51.1%	48.9%
Q11-2. Library programs provided	23.6%	76.4%
Q11-3. Print collection	25.7%	74.3%
Q11-4. E-book collection	11.9%	88.1%

Q11. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means you are "Very Satisfied" and 1 means you are "Very Dissatisfied" with the service or facility.

(N=413)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q11-1. Given Memorial Library services	59.4%	30.0%	6.5%	2.3%	1.0%	0.8%
Q11-2. Library programs provided	54.9%	30.2%	8.8%	3.8%	0.5%	1.6%
Q11-3. Print collection	39.8%	39.8%	11.9%	6.0%	0.5%	2.0%
Q11-4. E-book collection	42.2%	25.6%	20.0%	5.6%	2.2%	4.4%

WITHOUT NO OPINION

Q11. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means you are "Very Satisfied" and 1 means you are "Very Dissatisfied" with the service or facility. (without "no opinion")

(N=413)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11-1. Given Memorial Library services	59.9%	30.2%	6.6%	2.3%	1.0%
Q11-2. Library programs provided	55.9%	30.7%	8.9%	3.9%	0.6%
Q11-3. Print collection	40.6%	40.6%	12.2%	6.1%	0.5%
Q11-4. E-book collection	44.2%	26.7%	20.9%	5.8%	2.3%

Q12. CODE ENFORCEMENT. For each of the items listed, please rate your satisfaction with Village efforts to enforce regulations on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q12-1. Enforcing cleanup of litter & debris on private property	18.2%	37.1%	16.4%	12.5%	5.6%	10.1%
Q12-2. Enforcing mowing/cutting of weeds/grass on private property	16.1%	31.0%	19.3%	17.3%	6.8%	9.5%
Q12-3. Enforcing maintenance of residential property (exterior of homes)	15.5%	32.4%	24.6%	12.2%	5.0%	10.4%
Q12-4. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	20.1%	31.6%	21.2%	9.0%	5.4%	12.7%
Q12-5. Enforcing sign regulations	20.7%	37.1%	21.9%	5.4%	2.3%	12.5%
Q12-6. Enforcing solid waste cart regulations	23.5%	36.4%	18.9%	6.4%	4.4%	10.4%

WITHOUT NO OPINION

Q12. CODE ENFORCEMENT. For each of the items listed, please rate your satisfaction with Village efforts to enforce regulations on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12-1. Enforcing cleanup of litter & debris on private property	20.2%	41.3%	18.2%	14.0%	6.3%
Q12-2. Enforcing mowing/cutting of weeds/grass on private property	17.8%	34.2%	21.4%	19.1%	7.5%
Q12-3. Enforcing maintenance of residential property (exterior of homes)	17.3%	36.1%	27.4%	13.6%	5.6%
Q12-4. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	23.0%	36.2%	24.3%	10.3%	6.2%
Q12-5. Enforcing sign regulations	23.7%	42.4%	25.0%	6.2%	2.7%
Q12-6. Enforcing solid waste cart regulations	26.3%	40.6%	21.1%	7.2%	4.9%

Q13. CODE ENFORCEMENT PROGRAM. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?

Q13. Amount of effort Village applies to enforce its codes & ordinances	Number	Percent
About right	465	58.6 %
Too much	59	7.4 %
Too little	175	22.1 %
No opinion	94	11.9 %
Total	793	100.0 %

WITHOUT NO OPINION

Q13. CODE ENFORCEMENT PROGRAM. How would you describe the amount of effort the Village applies to enforce its codes and ordinances? (without "no opinion")

Q13. Amount of effort Village applies to enforce its codes & ordinances	Number	Percent
About right	465	66.5 %
Too much	59	8.4 %
Too little	175	25.0 %
Total	699	100.0 %

Q14. 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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q14-1. Residential trash collection services	66.5%	25.6%	3.1%	2.7%	1.0%	1.1%
Q14-2. Curbside recycling services	64.8%	25.9%	3.9%	2.0%	1.1%	2.2%
Q14-3. Yard waste collection services	58.7%	24.1%	5.4%	3.8%	1.9%	6.1%

WITHOUT NO OPINION

Q14. 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=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q14-1. Residential trash collection services	67.3%	25.9%	3.1%	2.7%	1.0%
Q14-2. Curbside recycling services	66.3%	26.4%	4.0%	2.1%	1.2%
Q14-3. Yard waste collection services	62.6%	25.6%	5.7%	4.1%	2.0%

Q15. PUBLIC SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q15-1. Maintenance of main Village street thoroughfares	42.2%	47.1%	6.0%	2.5%	0.5%	1.7%
Q15-2. Maintenance of streets in your neighborhood	26.8%	43.3%	11.6%	11.4%	2.3%	4.6%
Q15-3. Maintenance of street signs/ pavement markings	32.3%	46.6%	12.1%	5.7%	0.8%	2.4%
Q15-4. Maintenance/preservation of Downtown	44.6%	41.9%	8.2%	1.7%	0.5%	3.1%
Q15-5. Quality of landscaping in medians & other public areas	47.6%	40.1%	6.6%	3.7%	0.6%	1.4%
Q15-6. Overall cleanliness of streets & other public areas	45.3%	43.9%	6.4%	3.1%	0.5%	0.8%
Q15-7. Adequacy of street lighting	20.1%	28.5%	21.1%	18.1%	9.0%	3.1%
Q15-8. Availability of sidewalks	16.2%	24.6%	19.8%	24.6%	11.6%	3.1%
Q15-9. Condition of sidewalks	19.5%	32.3%	23.3%	6.8%	4.4%	13.7%
Q15-10. Quality of stormwater runoff/ management system	17.5%	30.5%	22.8%	11.8%	5.9%	11.6%
Q15-11. Winter weather response on Village streets (snow/ice)	24.7%	40.8%	17.6%	6.8%	2.3%	7.8%

WITHOUT NO OPINION

Q15. PUBLIC SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15-1. Maintenance of main Village street thoroughfares	42.9%	47.9%	6.1%	2.6%	0.5%
Q15-2. Maintenance of streets in your neighborhood	28.1%	45.4%	12.2%	11.9%	2.4%
Q15-3. Maintenance of street signs/pavement markings	33.1%	47.8%	12.4%	5.9%	0.8%
Q15-4. Maintenance/preservation of Downtown	46.0%	43.3%	8.4%	1.7%	0.5%
Q15-5. Quality of landscaping in medians & other public areas	48.3%	40.6%	6.7%	3.8%	0.6%
Q15-6. Overall cleanliness of streets & other public areas	45.7%	44.3%	6.4%	3.1%	0.5%
Q15-7. Adequacy of street lighting	20.8%	29.4%	21.8%	18.7%	9.3%
Q15-8. Availability of sidewalks	16.7%	25.4%	20.4%	25.4%	12.0%
Q15-9. Condition of sidewalks	22.6%	37.4%	26.9%	7.9%	5.1%
Q15-10. Quality of stormwater runoff/management system	19.8%	34.4%	25.7%	13.4%	6.7%
Q15-11. Winter weather response on Village streets (snow/ice)	26.8%	44.3%	19.1%	7.3%	2.5%

Q16. Which THREE of the Public 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	78	9.8 %
Maintenance of streets in your neighborhood	109	13.7 %
Maintenance of street signs/pavement markings	22	2.8 %
Maintenance/preservation of Downtown	44	5.5 %
Quality of landscaping in medians & other public areas	32	4.0 %
Overall cleanliness of streets & other public areas	22	2.8 %
Adequacy of street lighting	154	19.4 %
Availability of sidewalks	137	17.3 %
Condition of sidewalks	5	0.6 %
Quality of stormwater runoff/management system	63	7.9 %
Winter weather response on Village streets (snow/ice)	50	6.3 %
None chosen	77	9.7 %
Total	793	100.0 %

Q16. Which THREE of the Public 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	32	4.0 %
Maintenance of streets in your neighborhood	66	8.3 %
Maintenance of street signs/pavement markings	32	4.0 %
Maintenance/preservation of Downtown	50	6.3 %
Quality of landscaping in medians & other public areas	45	5.7 %
Overall cleanliness of streets & other public areas	57	7.2 %
Adequacy of street lighting	113	14.2 %
Availability of sidewalks	149	18.8 %
Condition of sidewalks	31	3.9 %
Quality of stormwater runoff/management system	50	6.3 %
Winter weather response on Village streets (snow/ice)	44	5.5 %
None chosen	124	15.6 %
Total	793	100.0 %

Q16. Which THREE of the Public 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	33	4.2 %
Maintenance of streets in your neighborhood	67	8.4 %
Maintenance of street signs/pavement markings	34	4.3 %
Maintenance/preservation of Downtown	47	5.9 %
Quality of landscaping in medians & other public areas	39	4.9 %
Overall cleanliness of streets & other public areas	71	9.0 %
Adequacy of street lighting	55	6.9 %
Availability of sidewalks	54	6.8 %
Condition of sidewalks	53	6.7 %
Quality of stormwater runoff/management system	66	8.3 %
Winter weather response on Village streets (snow/ice)	76	9.6 %
None chosen	198	25.0 %
Total	793	100.0 %

SUM OF TOP 3 CHOICES

Q16. Which THREE of the Public 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	143	18.0 %
Maintenance of streets in your neighborhood	242	30.5 %
Maintenance of street signs/pavement markings	88	11.1 %
Maintenance/preservation of Downtown	141	17.8 %
Quality of landscaping in medians & other public areas	116	14.6 %
Overall cleanliness of streets & other public areas	150	18.9 %
Adequacy of street lighting	322	40.6 %
Availability of sidewalks	340	42.9 %
Condition of sidewalks	89	11.2 %
Quality of stormwater runoff/management system	179	22.6 %
Winter weather response on Village streets (snow/ice)	170	21.4 %
None chosen	77	9.7 %
Total	2057	

Q17. Please indicate whether you or other members of your household used any of the following Village services and facilities.

(N=793)

	Yes	No
Q17-1. Fire services	17.0%	83.0%
Q17-2. Police services	32.8%	67.2%
Q17-3. Village Hall reception desk	41.4%	58.6%
Q17-4. The Help Desk on Village website	21.2%	78.8%
Q17-5. Code enforcement	20.6%	79.4%
Q17-6. Recreation program/event registration	26.9%	73.1%
Q17-7. Public Services "request for service"	18.9%	81.1%
Q17-8. Planning & Inspections services	19.5%	80.5%

Q17. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the service or facility.

(N=587)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q17-1. Fire services	86.7%	11.1%	0.7%	0.7%	0.0%	0.7%
Q17-2. Police services	71.0%	20.5%	3.9%	3.1%	0.4%	1.2%
Q17-3. Village Hall reception desk	69.8%	24.7%	3.7%	0.0%	0.0%	1.9%
Q17-4. The Help Desk on Village website	52.1%	29.7%	10.3%	4.8%	1.2%	1.8%
Q17-5. Code enforcement	30.9%	24.1%	13.0%	19.8%	11.1%	1.2%
Q17-6. Recreation program/event registration	50.9%	37.7%	7.5%	2.4%	0.0%	1.4%
Q17-7. Public Services "request for service"	46.9%	30.6%	11.6%	4.8%	4.1%	2.0%
Q17-8. Planning & Inspections services	46.1%	37.0%	8.4%	2.6%	3.9%	1.9%

WITHOUT NO OPINION

Q17. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the service or facility. (without "no opinion")

(N=587)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17-1. Fire services	87.3%	11.2%	0.7%	0.7%	0.0%
Q17-2. Police services	71.9%	20.7%	3.9%	3.1%	0.4%
Q17-3. Village Hall reception desk	71.1%	25.2%	3.8%	0.0%	0.0%
Q17-4. The Help Desk on Village website	53.1%	30.2%	10.5%	4.9%	1.2%
Q17-5. Code enforcement	31.3%	24.4%	13.1%	20.0%	11.3%
Q17-6. Recreation program/event registration	51.7%	38.3%	7.7%	2.4%	0.0%
Q17-7. Public Services "request for service"	47.9%	31.3%	11.8%	4.9%	4.2%
Q17-8. Planning & Inspections services	47.0%	37.7%	8.6%	2.6%	4.0%

Q18. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q18-1. Quality of information about Village programs/services	26.6%	47.9%	16.5%	3.7%	0.9%	4.4%
Q18-2. Village efforts to keep you informed about local issues	24.3%	43.2%	19.6%	8.5%	1.0%	3.3%
Q18-3. Opportunities to participate in local government (advisory boards, volunteering)	17.7%	31.6%	27.4%	4.8%	1.6%	16.9%
Q18-4. Village social media	16.5%	28.2%	27.3%	3.3%	0.7%	24.1%
Q18-5. Village website	19.7%	37.7%	23.7%	3.7%	0.9%	14.2%
Q18-6. Village newsletter	29.3%	46.5%	14.6%	3.0%	0.4%	6.3%
Q18-7. Village e-News updates	18.2%	25.9%	26.3%	3.6%	0.8%	25.2%
Q18-8. Open Village Hall community forum	13.2%	24.7%	26.3%	4.3%	1.0%	30.5%
Q18-9. Community's progress toward meeting its strategic vision & mission	12.1%	26.0%	27.6%	6.5%	2.2%	25.6%

WITHOUT NO OPINION

Q18. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q18-1. Quality of information about Village programs/services	27.9%	50.1%	17.2%	3.9%	0.9%
Q18-2. Village efforts to keep you informed about local issues	25.2%	44.7%	20.2%	8.8%	1.1%
Q18-3. Opportunities to participate in local government (advisory boards, volunteering)	21.3%	38.0%	33.0%	5.8%	1.9%
Q18-4. Village social media	21.7%	37.2%	36.0%	4.3%	0.9%
Q18-5. Village website	23.0%	43.9%	27.7%	4.4%	1.1%
Q18-6. Village newsletter	31.2%	49.7%	15.5%	3.2%	0.4%
Q18-7. Village e-News updates	24.3%	34.6%	35.1%	4.9%	1.0%
Q18-8. Open Village Hall community forum	19.0%	35.5%	37.8%	6.2%	1.5%
Q18-9. Community's progress toward meeting its strategic vision & mission	16.3%	35.0%	37.1%	8.7%	3.0%

Q19. Which of the following do you use to get information about the Village of Pinehurst?

Q19. What do you use to get information about

Village of Pinehurst	Number	Percent
Village employees	147	18.5 %
Village Newsletter	640	80.7 %
Village website (www.vopnc.org)	430	54.2 %
Village e-News	134	16.9 %
Village mobile app	76	9.6 %
Village social media (Facebook, Twitter, etc.)	129	16.3 %
The Pilot newspaper	616	77.7 %
The Fayetteville Observer newspaper	106	13.4 %
The Aberdeen Times website	93	11.7 %
Time Warner TV-14	161	20.3 %
Total	2532	

Q20. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

Q20. How often do you read the Village

Newsletter	Number	Percent
All the time	624	78.7 %
Sometimes	97	12.2 %
Seldom	21	2.6 %
Never	19	2.4 %
Don't Know	32	4.0 %
Total	793	100.0 %

Q21. CUSTOMER SERVICE. Have you contacted the Village during the past year?

Q21. Have you contacted the Village during past

year	Number	Percent
Yes	374	47.2 %
No	419	52.8 %
Total	793	100.0 %

Q21a. (If YES to Question 21) Using a 5-point scale, where 5 means "Always" and 1 means "Never," please indicate your experience with Village employees (not elected officials) on the following behaviors:

(N=374)

	Always	Usually	Sometimes	Seldom	Never	No opinion
Q21a-1. Village staff was responsive to my needs	69.6%	18.8%	5.6%	3.0%	1.6%	1.3%
Q21a-2. The Village staff was competent & professional	72.5%	19.1%	4.0%	0.8%	1.3%	2.2%
Q21a-3. Village staff was courteous	78.9%	15.9%	2.7%	0.0%	0.8%	1.6%
Q21a-4. My issue was resolved promptly	57.5%	18.5%	7.8%	5.6%	5.6%	4.8%

WITHOUT NO OPINION

Q21a. (If YES to Question 21) Using a 5-point scale, where 5 means "Always" and 1 means "Never," please indicate your experience with Village employees (not elected officials) on the following behaviors: (without "no opinion")

(N=374)

	Always	Usually	Sometimes	Seldom	Never
Q21a-1. Village staff was responsive to my needs	70.6%	19.1%	5.7%	3.0%	1.6%
Q21a-2. The Village staff was competent & professional	74.1%	19.6%	4.1%	0.8%	1.4%
Q21a-3. Village staff was courteous	80.2%	16.2%	2.7%	0.0%	0.8%
Q21a-4. My issue was resolved promptly	60.5%	19.5%	8.2%	5.9%	5.9%

Q22. CAPITAL IMPROVEMENTS. Of these capital improvements, which would you select as the most important?

<u>Q22. Most important Capital Improvements</u>	<u>Number</u>	<u>Percent</u>
Sidewalk construction in neighborhoods	353	44.5 %
Greenway trails (walking paths)	219	27.6 %
Bicycle lanes & paths	219	27.6 %
Street lighting in neighborhoods	342	43.1 %
Stormwater (drainage) improvements	220	27.7 %
Street resurfacing	301	38.0 %
Additional parks & open spaces	97	12.2 %
Additional athletic fields	34	4.3 %
Community Center for recreation & cultural programs	168	21.2 %
<u>Expansion of Village Center/Redevelopment of Village Place</u>	<u>83</u>	<u>10.5 %</u>
Total	2036	

Q23. If you own a home in Pinehurst, 39% 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 (61%). 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?

Q23. Your level of satisfaction with the value you receive for the portion of your property taxes

	Number	Percent
Very Satisfied	179	22.6 %
Satisfied	337	42.5 %
Neutral	145	18.3 %
Dissatisfied	49	6.2 %
Very Dissatisfied	15	1.9 %
Don't Know	68	8.6 %
Total	793	100.0 %

WITHOUT DON'T KNOW

Q23. If you own a home in Pinehurst, 39% 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 (61%). 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? (without "no opinion")

Q23. Your level of satisfaction with the value you receive for the portion of your property taxes

	Number	Percent
Very Satisfied	179	24.7 %
Satisfied	337	46.5 %
Neutral	145	20.0 %
Dissatisfied	49	6.8 %
Very Dissatisfied	15	2.1 %
Total	725	100.0 %

Q24. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
Q24-1. Overall quality of leadership provided by Village's elected officials	19.3%	41.2%	17.1%	9.9%	2.6%	10.0%
Q24-2. Overall effectiveness of appointed boards & commissions	13.8%	40.5%	24.1%	6.2%	1.5%	13.9%
Q24-3. Overall effectiveness of Village Manager & appointed staff	22.1%	44.0%	15.2%	4.1%	1.5%	13.0%

WITHOUT NO OPINION

Q24. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=793)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q24-1. Overall quality of leadership provided by Village's elected officials	21.4%	45.8%	19.0%	11.0%	2.9%
Q24-2. Overall effectiveness of appointed boards & commissions	16.0%	47.1%	28.0%	7.2%	1.8%
Q24-3. Overall effectiveness of Village Manager & appointed staff	25.4%	50.6%	17.5%	4.7%	1.8%

Q25. Would you recommend Pinehurst to others as a place to live?

Q25. Would you recommend Pinehurst to others
as a place to live

	Number	Percent
Yes	719	90.7 %
No	49	6.2 %
No opinion	25	3.2 %
Total	793	100.0 %

WITHOUT NO OPINION**Q25. Would you recommend Pinehurst to others as a place to live? (without "no opinion")**

Q25. Would you recommend Pinehurst to others
as a place to live

	Number	Percent
Yes	719	93.6 %
No	49	6.4 %
Total	768	100.0 %

Q26. Approximately how many years have you lived in the Village of Pinehurst?

Q26. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	200	25.2 %
5-10 years	173	21.8 %
11-20 years	281	35.4 %
20+ years	134	16.9 %
Not provided	5	0.6 %
Total	793	100.0 %

Q27. Do you have school age children (grades K-12) living at home?

Q27. Do you have school age children (grades K-12) living at home	Number	Percent
Yes	135	17.0 %
No	652	82.2 %
Not provided	6	0.8 %
Total	793	100.0 %

Q27a. (If YES to Question 27) For your school age children, what grade level are they?

Q27a. What grade level are they	Number	Percent
K-5	83	61.5 %
6-8	44	32.6 %
High school	47	34.8 %
Total	174	

Q28. Which of the following best describes your current employment status?

Q28. Your current employment status	Number	Percent
Employed outside the home	291	36.7 %
Employed in the home/have a home-based business	46	5.8 %
Student	4	0.5 %
Retired	424	53.5 %
Not currently employed	27	3.4 %
Not provided	1	0.1 %
Total	793	100.0 %

Q28-1. (If "Employed outside the home") What is the zip code where you work?

Q28-1. What is the zip code where you work	Number	Percent
27157	1	0.4 %
27209	1	0.4 %
27306	1	0.4 %
27330	4	1.6 %
27371	1	0.4 %
27376	10	4.1 %
27607	1	0.4 %
28307	10	4.1 %
28308	4	1.6 %
28310	20	8.2 %
28314	1	0.4 %
28315	17	7.0 %
28327	7	2.9 %
28345	1	0.4 %
28347	1	0.4 %
28348	1	0.4 %
28352	4	1.6 %
28364	1	0.4 %
28371	1	0.4 %
28372	2	0.8 %
28374	101	41.6 %
28376	1	0.4 %
28378	1	0.4 %
28379	3	1.2 %
28381	1	0.4 %
28387	32	13.2 %
28388	3	1.2 %
28390	1	0.4 %
28394	1	0.4 %
28601	1	0.4 %
28610	1	0.4 %
28774	1	0.4 %
29341	1	0.4 %
29512	1	0.4 %
47374	1	0.4 %
58103	1	0.4 %
77024	1	0.4 %
80622	1	0.4 %
94080	1	0.4 %
Total	243	100.0 %

Q29. Which of the following best describe your age?

Q29. Your age	Number	Percent
Under 35 years	56	7.1 %
35-44 years	93	11.7 %
45-54 years	93	11.7 %
55-64 years	161	20.3 %
65+ years	389	49.1 %
Not provided	1	0.1 %
Total	793	100.0 %

Q30. Which of the following best describes your race?

Q30. Your race	Number	Percent
Asian	8	1.0 %
White	731	92.2 %
American Indian/Alaskan Native	5	0.6 %
Black/African American	9	1.1 %
Two or more races	11	1.4 %
Hispanic	12	1.5 %
Other	2	0.3 %
Total	778	

Q31. Which of the following best describes where you live?

Q31. Where do you live	Number	Percent
Pinehurst #6	170	21.4 %
Pinehurst Trace/Pinedale/MidlandCC/Taylorhurst	33	4.2 %
Pinehurst #7/Lawn & Tennis/CCNC	40	5.0 %
Morganton/Monticello	57	7.2 %
Lake Pinehurst/Burning Tree/St. Andrews	192	24.2 %
Pinewild	93	11.7 %
Old Town/Linden Road/Donald Ross/Clarendon Gardens	82	10.3 %
Village Acres	116	14.6 %
Not provided	10	1.3 %
Total	793	100.0 %

Q32. What is your gender?

Q32. Your gender	Number	Percent
Male	399	50.3 %
Female	389	49.1 %
Not provided	5	0.6 %
Total	793	100.0 %

Section 6

Survey Instrument

HISTORY, CHARM, AND SOUTHERN HOSPITALITY

Dear Village of Pinehurst Resident,

The Village of Pinehurst is requesting your help. You have been chosen to participate in a survey designed to gather resident opinions and feedback regarding Village services and programs. The information requested in this survey will be used to help improve our services and determine the future needs of Pinehurst's citizens.

We greatly appreciate your participation. Please take a few minutes to complete and return the survey. We estimate it should take approximately 15-20 minutes to answer all the questions, and your individual responses to the questions will remain confidential. The address information on the survey identifies responses from broad geographic areas and helps us know where we might improve our service delivery.

Please return your completed survey in the next few days using the postage paid envelope provided.

You may also take the survey online by visiting www.2016PinehurstCommunitySurvey.com.

The survey data will be compiled and analyzed by ETC Institute, one of the nation's leading governmental research firms. ETC representatives will present survey results to the Pinehurst Village Council at a public meeting in September.

If you have any questions about the survey, please contact me at 295-1900, ext. 1101. Thank you for helping guide the direction of our community by completing and returning the enclosed 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



2016 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. **OVERALL SATISFACTION WITH VILLAGE SERVICES.** Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

Village Services:	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. Village 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. **REASONS TO LIVE IN PINEHURST.** Several reasons for deciding where to live are listed below. On a scale of 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in Pinehurst.

Indicators:	Very Important	Somewhat Important	Not sure	Un-Important	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. Employment opportunities	4	3	2	1	Yes	No
04. Types of housing	4	3	2	1	Yes	No
05. Quality of housing	4	3	2	1	Yes	No
06. Access to quality shopping	4	3	2	1	Yes	No
07. Availability of cultural opportunities	4	3	2	1	Yes	No
08. Availability of 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. A "resort" community	4	3	2	1	Yes	No
14. Opportunities and/or resources for senior citizens	4	3	2	1	Yes	No
15. Opportunities and/or resources for children under 18	4	3	2	1	Yes	No

4. **PERCEPTION OF PINEHURST.** Several items that may influence your perception of Pinehurst as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5, where 5 means "Excellent" and 1 means "Poor."

How would you rate the Village of Pinehurst:	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. **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:

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. **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:

How Satisfied are you with:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1. Village 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. **CULTURAL AND RECREATION 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."

	How Satisfied are you with:	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

9. Which **THREE** of the Cultural and Recreation Services items listed in Question 8 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 8.]*

1st: _____ 2nd: _____ 3rd: _____

10. 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) West Pinehurst Park (e.g. disc golf)

11. **PUBLIC LIBRARY SERVICES.** The Village of Pinehurst helps provide public library services through a cooperative agreement with the Given Memorial Library—a private, non-profit organization—providing only 22% of the operational costs of the library. Please indicate whether you or other members of your household used the Given Memorial Library's services by circling either "Yes" or "No" below. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means you are "Very Satisfied" and 1 means you are "Very Dissatisfied" with the service or facility.

Have You Used This Service?			Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	No Opinion
1.	Given Memorial Library services	Yes No	5	4	3	2	1	9
2.	Library programs	Yes No	5	4	3	2	1	9
3.	Print collection	Yes No	5	4	3	2	1	9
4.	E-book collection	Yes No	5	4	3	2	1	9

- 12. CODE ENFORCEMENT.** For each of the items listed, please rate your satisfaction with Village efforts to enforce regulations on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How Satisfied are you with:	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 the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
4.	Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	5	4	3	2	1	9
5.	Enforcing sign regulations	5	4	3	2	1	9
6.	Enforcing solid waste cart regulations	5	4	3	2	1	9

- 13. CODE ENFORCEMENT PROGRAM.** 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

- 14. 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."

	How Satisfied are you with:	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

- 15. PUBLIC SERVICES.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

	How Satisfied are you with:	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.	Maintenance/preservation of downtown	5	4	3	2	1	9
05.	Quality of landscaping in medians and other public areas	5	4	3	2	1	9
06.	Overall cleanliness of streets and other public areas	5	4	3	2	1	9
07.	Adequacy of street lighting	5	4	3	2	1	9
08.	Availability of sidewalks	5	4	3	2	1	9
09.	Condition of sidewalks	5	4	3	2	1	9
10.	Quality of the stormwater runoff/management system	5	4	3	2	1	9
11.	Winter weather response on Village streets (snow/ice)	5	4	3	2	1	9

- 16. Which THREE of the Public 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 list in Question 15.]**

1st: ____ 2nd: ____ 3rd: ____

17. Please indicate whether you or other members of your household used any of the following Village services and facilities by circling "Yes" or "No" below. If you answer "Yes," please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied" with the service or facility.

Have You Used this Service or Facility?			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 Help Desk on the Village website	Yes No	5	4	3	2	1	9
5.	Code enforcement	Yes No	5	4	3	2	1	9
6.	Recreation program/event registration	Yes No	5	4	3	2	1	9
7.	Public Services "request for service"	Yes No	5	4	3	2	1	9
8.	Planning and Inspections services	Yes No	5	4	3	2	1	9

18. **PUBLIC COMMUNICATION AND OUTREACH.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:		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	5	4	3	2	1	9
6.	Village Newsletter	5	4	3	2	1	9
7.	Village e-News updates	5	4	3	2	1	9
8.	Open Village Hall community forum	5	4	3	2	1	9
9.	Community's progress toward meeting its strategic vision and mission	5	4	3	2	1	9

19. Which of the following do you use to get information about the Village of Pinehurst? [Check all that apply.]

____(01) Village employees	____(06) Village social media (Facebook, Twitter, etc.)
____(02) Village Newsletter	____(07) The Pilot newspaper
____(03) Village website (www.vopnc.org)	____(08) The Fayetteville Observer newspaper
____(04) Village e-News	____(09) The Aberdeen Times website
____(05) Village mobile app	____(10) Time Warner TV-14

20. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

____(4) All the time ____ (3) Sometimes ____ (2) Seldom ____ (1) Never ____ (9) Don't know

21. CUSTOMER SERVICE. Have you contacted the Village during the past year?

____(1) Yes [Answer Question 21-2.] ____ (2) No [Skip to Question 22.]

21-2. Using a 5-point scale, where 5 means "Always" and 1 means "Never," please indicate your experience with Village employees (*not elected officials*) on the following behaviors:

Customer Service Characteristics:	Always	Usually	Sometimes	Seldom	Never	No Opinion
1. Village staff was responsive to my needs	5	4	3	2	1	9
2. The Village staff was competent and professional	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

22. CAPITAL IMPROVEMENTS. Of these capital improvements, which would you select as the most important? [Check up to 3.]

- ____ (01) Sidewalk construction in neighborhoods ____ (06) Street resurfacing
 ____ (02) Greenway trails (walking paths) ____ (07) Additional parks and open spaces
 ____ (03) Bicycle lanes and paths ____ (08) Additional athletic fields
 ____ (04) Street lighting in neighborhoods ____ (09) Community Center for recreation and cultural programs
 ____ (05) Stormwater (drainage) improvements ____ (10) Expansion of Village Center/Redevelopment of Village Place

23. If you own a home in Pinehurst, 39% 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 (61%). 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?

- ____ (5) Very satisfied ____ (3) Neutral ____ (1) Very Dissatisfied
 ____ (4) Satisfied ____ (2) Dissatisfied ____ (9) Don't know

24. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

How Satisfied are you with:	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

25. Would you recommend Pinehurst to others as a place to live? ____ (1) Yes ____ (2) No**DEMOGRAPHICS****26. 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) More than 20 years

27. Do you have school age children (*grades K-12*) living at home?

- ____ (1) Yes [Answer Question 27-2.] ____ (2) No

27-2. For your school age children, what grade level are they? [Check all that apply.]

- ____ (1) K-5 ____ (2) 6-8 ____ (3) High School

28. 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

29. Which of the following best describe your age?

- ☐ (1) Under 25 years ☐ (3) 35-44 years ☐ (5) 55-64 years
☐ (2) 25-34 years ☐ (4) 45-54 years ☐ (6) 65+ years

30. Which of the following best describes your race?

- ☐ (1) Asian ☐ (5) Black/African American
☐ (2) White ☐ (6) Two or more races
☐ (3) American Indian/Alaskan Native ☐ (7) Hispanic
☐ (4) Native Hawaiian/Pacific Islander ☐ (8) Other: _____

31. Which of the following best describes where you live?

- ☐ (1) Pinehurst #6 ☐ (5) Lake Pinehurst/Burning Tree/St. Andrews
☐ (2) Pinehurst Trace/Pinedale/MidlandCC/Taylorhurst ☐ (6) Pinewild
☐ (3) Pinehurst #7/Lawn & Tennis/CCNC ☐ (7) Old Town/Linden Road/Donald Ross/Clarendon Gardens
☐ (4) Morganton/Monticello ☐ (8) Village Acres

32. What is your gender? ☐ (1) Male ☐ (2) Female

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.