



**Village Council
Agenda for Regular Meeting of October 8, 2024
Assembly Hall
395 Magnolia Road, Pinehurst, NC 28374
Pinehurst, North Carolina
4:30 PM**

1. Call to Order
2. Invocation and Pledge of Allegiance
3. Reports
 - A. Manager
 - B. Council
4. Motion to Approve Consent Agenda

All items listed below are considered routine or have been discussed at length in previous meetings and will be enacted by one motion. No separate discussion will be held unless requested by a member of the Village Council.

- A. Approval of Village Council Meeting Minutes
 1. September 24, 2024, Special Meeting Minutes
 2. September 24, 2024, Regular Meeting Minutes
 3. September 24, 2024, Work Session Minutes

End of Consent Agenda

5. Public Comments
6. Appointments
 - A. Resolution 24-31 Reappointment of Ms. Louise Mercuro to the Planning & Zoning Board and Board of Adjustment
 - B. Resolution 24-32 Appointment of Ms. Carol Higgins to the Neighborhood Advisory Committee (Doral Woods)
7. Ordinances
 - A. Ordinance 24-19 Amending the FY 2025 Budget for the Microsoft Enterprise SBITA

- B. Ordinance 24-18: An ordinance amending Chapter 92 of the Village of Pinehurst municipal code regarding the regulation of sound levels and light pollution in residential neighborhoods

8. Regular Business

- A. Report on the State of the Village and Community Survey Results

9. Motion to Adjourn

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

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

Values: Service, Initiative, Teamwork, and Improvement.



September 24, 2024, Special Meeting Minutes
ADDITIONAL AGENDA DETAILS:

FROM: Shannon Konstantinou, Village Clerk
CC: Village Council; Doug Willardson
DATE OF MEMO: 09/24/2024

MEMO DETAILS

ATTACHMENTS

1. 09.24.2024 DRAFT Special Meeting Minutes



**Village Council
Minutes for the Special Meeting of September 24, 2024
Assembly Hall
395 Magnolia Road
Pinehurst, North Carolina
9:00 a.m.**

The Pinehurst Village Council held a Special Meeting at 09:00 a.m., Tuesday, September 24, 2024, in the Assembly Hall of Village Hall, 395 Magnolia Road, Pinehurst, North Carolina.

The following were in attendance in Assembly Hall:

Mr. Patrick Pizzella, Mayor
Dr. Jeff Morgan, Councilmember
Ms. Barb Ficklin, Councilmember
Mr. John Taylor, Mayor Pro Tem
Mr. Jack Farrell, Councilmember
Mr. Doug Willardson, Village Manager
Mr. Alex Cameron, Planning & Inspections Director
Ms. Shannon Konstantinou, Village Clerk

And approximately 1 attendee in addition to 1 staff.

1. Call to Order.

Mayor Pizzella called the Village Council meeting to order at 09:01 a.m.

Upon a motion by Councilmember Ficklin, seconded by Councilmember Farrell, Council unanimously approved relocating the Special Meeting to the Fallon Council Conference Room by a vote of 5-0.

Mayor Pizzella recessed the Special Meeting at 09:01 a.m. to relocate to the Fallon Council Conference Room.

Mayor Pizzella reconvened the Special Meeting at 09:05 a.m.

2. Regular Business.

A. 09:00 a.m. Interview with Kimley Horn

Ms. Cindy Szwarcop, Mr. Kelley Klepper, Mr. Jonathan Whitehurst, and Ms. Rachel Patterson introduced themselves and reviewed a PowerPoint presentation outlining the experience of Kimley Horn and the ways the firm will be able to assist the Village of Pinehurst with the update of the Pinehurst Development Ordinance (PDO).

Council and the representatives of Kimley Horn discussed the traffic impact analysis process, the PDO update timeline and process, quality control measures for the update process and draft materials, the weaknesses or challenges of the current PDO and ways to address these issues, how emergency or unexpected situations that come up during the update process are addressed (such as COVID, etc.), the role of a steering committee or ambassadors in the update process, the modulation and impact of community engagement, how integration of the

form-based guidelines into the PDO would occur, what is meant by new types of residential development and what issues does this address, what risks or challenges may arise relating to the PDO update and how the firm will address these issues (such as community perceptions, staffing, etc.), what redevelopment means to the firm, what experience the firm had with ordinance updates in communities with short-term rental regulations, and where the Village is in the PDO update process.

B. 10:30 a.m. Interview with CPL

Ms. Rebecca Keefer and Ms. Sarah McCarley introduced themselves and reviewed a PowerPoint presentation outlining the experience of CPL and the ways the firm will be able to assist the Village of Pinehurst with the update of the Pinehurst Development Ordinance (PDO).

Council and the representatives of CPL discussed the locations of the firm's offices and experience within Moore County, the firm's analysis of variance decisions example, what defines success for the PDO update, the firm's code observation analysis and how this analysis impacts ordinance updates, examples of projects for communities similar in size to the Village that the firm has recently completed, how the firm approaches traffic analysis, the firm's interest in working with the Village, the roles the firm's support staff and project management team would play in the PDO update, the firm's ability to respond to changes throughout the update process, integration of existing documents into the updated PDO would occur (such as form-based guidelines, engineering standards, etc.), the amount of on-site engagement that is anticipated, what constitutes successful engagement between the firm and the community, and where the Village is in the PDO update process.

3. Motion to Adjourn.

Upon a motion by Councilmember Morgan, seconded by Councilmember Ficklin, Council unanimously approved to adjourn the Special Meeting by a vote of 5-0 at 11:24 a.m.

Respectfully Submitted,

Shannon Konstantinou
Village Clerk

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

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Values: Service, Initiative, Teamwork, and Improvement



September 24, 2024, Regular Meeting Minutes
ADDITIONAL AGENDA DETAILS:

FROM: Shannon Konstantinou, Village Clerk
CC: Village Council; Doug Willardson
DATE OF MEMO: 09/30/2024

MEMO DETAILS

ATTACHMENTS

1. 09.24.2024 DRAFT Regular Meeting Minutes & True Copy of 24-12



**Village Council
Minutes for the Regular Meeting of September 24, 2024
Assembly Hall
395 Magnolia Road
Pinehurst, North Carolina
4:30 p.m.**

The Pinehurst Village Council held a Regular Meeting at 04:30 p.m., Tuesday, September 24, 2024, in the Assembly Hall of Village Hall, 395 Magnolia Road, Pinehurst, North Carolina.

The following were in attendance in Assembly Hall:

Mr. Patrick Pizzella, Mayor
Dr. Jeff Morgan, Councilmember
Ms. Barb Ficklin, Councilmember
Mr. John Taylor, Mayor Pro Tem
Mr. Jack Farrell, Councilmember
Mr. Doug Willardson, Village Manager
Ms. Shannon Konstantinou, Village Clerk
Mr. Paul Conners, IT Systems Specialist
Ms. JoEllen Richter, IT Technician

And approximately 30 attendees in addition to 5 staff and 1 press.

1. Call to Order.

Mayor Pizzella called the Village Council meeting to order at 04:31 p.m.

2. Invocation by Pastor Katie Hoerster and Pledge of Allegiance by Landon Smith.

3. Reports:

Village Manager

- Mr. Doug Willardson reported on the September 28, 2024, Flutterby Festival, reminded everyone to complete the resident and business surveys, and stated there are still vacancies to be filled on various Village of Pinehurst Advisory Boards and Committees (which will be advertised soon).

Village Council

- Mayor Pizzella reiterated the need to fill various Village of Pinehurst Advisory Board and Committee vacancies; and reported on the September 17, 2024, 9th Annual Village Heritage Foundation Historic Plaque Awards Reception, on the September 27-28, 2024, Sandhills Quilters Guild “Quilting in the Pines” event, and on the September 17, 2024, Pinehurst Police Department’s Daily Report.
- Councilmember Morgan reported on the September 13, 2024, 15th Annual Carolina Philharmonic Gala and on the September 14, 2024, Walk to End Alzheimer’s event.
- Councilmember Ficklin reported on the September 14, 2024, Walk to End Alzheimer’s event, on the September 23, 2024, Pinehurst Business Partners’ meeting, on the October 19, 2024, Holly Arts Festival, and on the December 06, 2024, Christmas Tree Lighting Ceremony.

- Mayor Pro Tem Taylor had nothing to report.
- Councilmember Farrell reiterated the importance of the need for volunteers to serve on the Village of Pinehurst Advisory Boards and Committees and at the Welcome Center.

4. Motion to Approve Consent Agenda.

All items listed below are considered routine or have been discussed at length in previous meetings and will be enacted by one motion. No separate discussion will be held unless requested by a member of the Village Council.

A. Approval of Village Council Meeting Minutes

- September 10, 2024, Regular Meeting Minutes
- September 10, 2024, Work Session Minutes
- September 10, 2024, Closed Session Minutes

End of Consent Agenda.

Upon a motion by Councilmember Morgan, seconded by Councilmember Farrell, Council unanimously approved the Consent Agenda by a vote of 5-0.

5. Public Comments.

Ms. Sara Copeland, Pinehurst resident, read a prepared statement on behalf of her neighbor, Vicki Pennington Bowles, who was unable to attend that outlined guiding principles for the Pinehurst Traffic Circle (PTC).

Mr. Joe Jefferis, Pinehurst resident, reviewed a PowerPoint presentation on an alternative proposal for the PTC, which focuses on the use of Artificial Intelligence to regulate traffic flow.

Mr. Peter Mamuzic, Pinehurst resident, spoke in favor of preserving the PTC and in opposition to the Continuous Flow Intersection (CFI) proposed by the NCDOT and provided suggestions to improve the existing PTC.

Ms. Collett Kolinski, Pinehurst resident, questioned the accuracy of the population data used by the NCDOT to develop proposed changes to the PTC.

Ms. Lynn Goldhammer, Pinehurst resident, provided suggestions to improve the existing PTC.

Mr. Ray Ford, Pinehurst resident, thanked Council for approval of the resolution to the NCDOT and spoke in favor of the provided suggestions to improve the existing PTC.

Mr. Jim Artman, Pinehurst resident, provided suggestions to improve the existing PTC and spoke in favor of considering an Artificial Intelligence solution.

Mr. Robert Hammond, Pinehurst resident, provided suggestions to improve the existing PTC.

Ms. Debra Myatt, Pinehurst resident, spoke in favor of the construction of a traffic bypass to alleviate demand on the PTC and of the construction of a tunnel under the PTC for either HWY 15-501 or HWY 211.

Council expressed appreciation to the Village of Pinehurst residents for their thoughtful and well-researched suggestions on the Pinehurst Traffic Circle and stated Council will compile suggestions to be shared with NCDOT.

6. Ordinances.

A. Ordinance 24-12 Amending Chapter 110 of the Village of Pinehurst Municipal Code Regarding Peddling and Soliciting on Private Property within the Village of Pinehurst

Ms. Shannon Konstantinou, Village Clerk, reviewed a memo detailing the reasons for the amendments to Chapter 110 of the Pinehurst Municipal Code.

Upon a motion by Councilmember Morgan, seconded by Councilmember Ficklin, Council unanimously approved Ordinance 24-12 Amending Chapter 110 of the Village of Pinehurst Municipal Code Regarding Peddling and Soliciting on Private Property within the Village of Pinehurst by a vote of 5-0.

A true copy of Ordinance 24-12 is attached to this meeting's minutes.

7. Other Business

None.

8. Motion to Adjourn.

Upon a motion by Councilmember Farrell, seconded by Councilmember Morgan, Council unanimously approved to adjourn the Regular Meeting by a vote of 5-0 at 05:28 p.m.

Respectfully Submitted,

Shannon Konstantinou
Village Clerk

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

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ORDINANCE #24-12:

AN ORDINANCE AMENDING CHAPTER 110 OF THE VILLAGE OF PINEHURST MUNICIPAL CODE REGARDING PEDDLING AND SOLICITING ON PRIVATE PROPERTY IN THE VILLAGE OF PINEHURST.

WHEREAS, the Village Council of the Village of Pinehurst provides services for the public health, safety, and general welfare of the community; and

WHEREAS, North Carolina General Statute 160A-174 gives authority to municipalities to define, prohibit, regulate, or abate acts, omissions, or conditions, detrimental to the health, safety, or welfare of its citizens and the peace and dignity of the city, and may define and abate nuisances in a manner consistent with the Constitution and laws of North Carolina and of the United States; and

WHEREAS, North Carolina General Statute 160A-178 gives authority to municipalities to regulate, restrict or prohibit the solicitation of contributions from the public for any charitable or eleemosynary purpose, and also the business activities of itinerant merchants, salesmen, promoters, drummers, peddlers, flea market operators and flea market vendors or hawkers; and

WHEREAS, the Village Council adopted Ordinance 09-15 on May 26, 2009, establishing the regulations for peddling and soliciting on private property in the Village of Pinehurst; and

WHEREAS, the Village Council adopted Ordinance 22-19 on November 25, 2022, amending Ordinance 09-15 to prohibit peddling and soliciting by any person or persons other than for a political candidate, organization, or program; or non-profit, religious, charitable, recreational, civic, or veteran's organization; service club; or volunteer fire or first aid company; and

WHEREAS, regulation of peddling and solicitation on private property in the Village of Pinehurst should be done in a manner that protects the safety of both residents and visitors without violating any person's or persons' First Amendment rights; and

WHEREAS, the Village Council feels it is necessary to amend the Village of Pinehurst Municipal Code governing the manner in which businesses and individuals will be allowed to peddle and solicit for business and other purposes on private property in the Village of Pinehurst.

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in regular meeting assembled this 24th day of September 2024, as follows:

SECTION 1. That the following amendments be made to Chapter 110 of the Village of Pinehurst Municipal Code:

CHAPTER 110: PEDDLING AND SOLICITING ON PRIVATE PROPERTY

SECTION

110.01	Definitions
110.02	Purpose
110.03	Permit Required
110.04	Application for Permit & Fees
110.05	Investigation of Applicant; Denial or Issuance of Permit
110.06	Appeals
110.07	Display of Permits
110.08	Regulations
110.09	Revocation of Permits
110.99	Penalties

110.01 DEFINITIONS:

For the purpose of this Chapter, the following words and phrases shall have the meanings ascribed to them by this Section:

COMMERCIAL PEDDLER or SOLICITOR

- A. An itinerant vendor of merchandise who shall go from door-to-door or place-to-place, selling, causing to be sold, offering for sale or taking orders for present or future delivery of merchandise, products or services of any description whatever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations.
- B. A person who makes or conducts surveys for research purposes, analyses, opinion polls, rating data and any such similar work, which, by nature, involves door-to-door or place-to-place activity.
- C. A person who goes from door-to-door or place-to-place for the purpose of soliciting contributions, donations or any other thing of value for any person or organization.
- D. A person who goes from door-to-door or place-to-place for the purpose of distributing circulars or other printed or electronic media.

COMMERCIAL PEDDLING or SOLICITING

The act of going from door-to-door or place-to-place for the purpose of (a) sale, distribution, advertising, promoting, demonstrating, and/or vending of merchandise, products, services, or materials, or taking orders for present or future delivery of merchandise, products, services or materials, of any description whatever, including but not limited to magazines, periodicals, books and orders or contracts for home improvements or alterations; (b) making or conducting surveys for research purposes, analyses, opinion polls, rating data and any such similar work, which, by nature, involves door-to-door or place-to-place activity; (c)

soliciting contributions, donations or any other thing of value for any person or organization; of (d) distributing circulars, advertisements, brochures, or other, similar printed matter.

NON-COMMERCIAL CANVASSING

The act of going from door-to-door or place-to-place for a political candidate, organization or program; a non-profit, religious, charitable, recreational, civic, or veteran's organization or club; or other non-commercial purposes, such as:

- i. Speaking with residents
- ii. Distributing informational or educational literature

PERSON

Any individual, firm, partnership, association, group, persons, or corporation.

110.02

PURPOSE:

The purposes of this Chapter are:

- A. Discouraging unethical and dishonest business practices.
- B. For the general protection, health, and welfare of the residents of the Village of Pinehurst.
- C. To preserve a record to identify names and addresses of all commercial peddlers or solicitors.

110.03

PERMIT REQUIRED:

No person shall peddle, solicit, or sell food, beverages, services, or merchandise or engage in any act of commercial peddling or soliciting in any public or quasi-public place, door-to-door, or place-to-place, within the Village of Pinehurst, without first having obtained a permit therefore in accordance with the provisions of this Chapter.

Permits are not required for non-commercial canvassing.

110.04

APPLICATION FOR PERMIT:

- A. A separate application shall be filed for each individual conducting commercial peddling or soliciting within the Village of Pinehurst.
- B. Applications must be submitted at least 7 days prior to the beginning date for commercial peddling or soliciting.
- C. Applications for permits shall be made upon forms provided by the Village Clerk, who shall file a duplicate copy with the Police Department, containing the following information:
 1. The name, date of birth, and age of the person engaging in the commercial peddling or soliciting (applicant).

2. The complete permanent home address and complete local address of the applicant.
3. The name and address of the Organization or person for whom commercial peddling or soliciting is being conducted.
4. A description of the nature of the business or activity and the goods, services, or wares to be sold.
5. Two (2) recent photographs of the applicant, which shall be approximately two and one-half by two and one-half (2 ½" x 2 ½") inches in size, showing the head and shoulders of the applicant in a clear and distinguishing manner.
6. The dates upon which the commercial peddling or soliciting is to take place.
7. A statement as to whether the applicant has been convicted of a crime, misdemeanor, or disorderly persons offense and, if so, the details thereof.
8. The make, model, year, color, and license plate number of each vehicle used by the applicant during the period of commercial peddling or soliciting within the Village of Pinehurst and copies of the applicant's driver's license, vehicle registration, and insurance certificate.
9. A list of current commercial peddling or soliciting permits received from other municipalities.
10. A statement as to whether the applicant has been denied a commercial peddling or soliciting permit during the past year.

D. Fees: The Village Council shall annually adopt by resolution a Fees and Charges Schedule for commercial peddling and soliciting permit applications.

110.05

INVESTIGATION OF APPLICANT; DENIAL OR ISSUANCE OF PERMIT:

- A. Upon receipt of a duplicate application, the Police Department shall cause an investigation to be made of the applicant's business or moral character for the protection of the public safety and welfare.

If the investigation as aforesaid should reveal any of the following, the Chief of Police, or their designee, shall deny a permit to the applicant:

1. Conviction of any crime or misdemeanor involving arson and/or other burnings, assault and battery, breaking and entering, bribery and corruption, burglary, embezzlement, conspiracy, conversion and misappropriation of funds, extortion or threats, forgery and counterfeiting, frauds and cheats, indecency and obscenity, larceny, loan sharking, possession or use of a controlled dangerous substance, rape and carnal abuse, receiving stolen property and any other crimes against the person or crimes involving moral turpitude.
2. Conviction of any misdemeanor or disorderly persons offense, common theft, burglary, pick pocketing, carrying weapons, conspiracy,

unlawful soliciting, assault and battery, fraud and misrepresentation, possession or use of habit producing drugs, shoplifting and any other offense involving moral turpitude.

3. Business pursuits resulting in fraud, misappropriation of funds, or similar activity.
- B. The above crimes, misdemeanors or disorderly persons offenses shall be deemed to be those as defined or equivalent to crimes and disorderly persons offenses defined by law in the State of North Carolina.
- C. If the Chief of Police, or their designee, shall deny a permit to the applicant, they shall detail the reasons for such denial.
- D. If the investigation as aforesaid should not disclose any of the above, a permit shall be issued forthwith by the Village Clerk, upon which shall be affixed one (1) photograph of the applicant and the municipal seal of the Village of Pinehurst.

110.06

APPEALS:

If the Chief of Police, or their designee, shall deny any application for a permit, the applicant may appeal that decision within a period of ten (10) days from the date of denial. Said appeal shall be filed with the Village Clerk and shall be heard by the Village Manager within a period of seven (7) days from the date it is filed. The Village Manager may affirm, modify, or reverse the decision of the Chief of Police, or their designee, and shall indicate, in writing, the reason for their determination. The Village Manager shall apply the standards indicated hereinabove and shall relate their findings and conclusions to the objectives of this Chapter. The Village Manager's determination shall be rendered forthwith and shall be final.

110.07

DISPLAY OF PERMITS:

Each applicant, when conducting commercial peddling or soliciting within the Village of Pinehurst, shall carry the permit at all times and shall exhibit the same to any citizen or Police Officer upon request.

110.08

REGULATIONS:

- A. All permits issued pursuant to this Chapter, shall be for a term of one (1) week (7 days) from date of issuance with no commercial peddling or soliciting taking place on Sundays or holidays recognized by the State of North Carolina.
- B. Commercial peddling or soliciting shall be conducted between the hours of 9:00 am and 5:00 pm, Monday through Saturday.

- C. No commercial peddler or solicitor shall enter or attempt to enter the house or apartment of any resident of the Village of Pinehurst without an express invitation from the occupant thereof.
- D. No commercial peddler or solicitor shall conduct themselves in such a manner as to become objectionable to or annoy any person while commercial peddling or soliciting.
- E. No commercial peddler or solicitor shall peddle or solicit upon premises where signs so located give adequate notice of the prohibition of such activities.
 - i. The owner and/or occupant of premises identified in the Village of Pinehurst may obtain a sign, placard or sticker from the Village Clerk, which may be affixed to a front door, front window or front facing wall of the premises, and giving notice that commercial peddling or soliciting is not permitted on the premises.
- F. All circulars, samples, merchandise, or other printed or electronic media distributed by the commercial peddler or solicitor shall be handed to an occupant of the property or left in a secure location on the premises.

110.09

REVOCATION OF PERMITS:

- A. Permits issued under this Chapter may be revoked by the Chief of Police, or their designee, after written notice outlining reasons, for any of the following causes:
 - 1. Misrepresentation or false material statement contained in the application.
 - 2. Misrepresentation or false material statement contained in the course of carrying on activities regulated herein.
 - 3. Conviction of any crime, misdemeanor or disorderly person's offense or engaging in business activity that would have precluded issuance of a permit as set forth hereinabove.
 - 4. Conducting commercial peddling or soliciting in an unlawful manner in violation of the provisions of this Chapter or in such manner as to cause a breach of the peace or to constitute a menace to safety or general welfare of the public.
- B. Any person whose permit has been revoked shall have the right of appeal, subject to the procedure and standards as set forth in Section 110.06 above.

110.99

PENALTIES:

Any person who violates any provision of this Chapter, upon conviction thereof, shall be punished by a fine not exceeding five hundred (\$500) dollars or by imprisonment for a term not exceeding ninety (90) days or both. A separate offense shall be deemed committed on each day during or on which a violation occurs or continues.

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

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

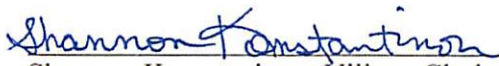
Adopted this 24th day of September 2024.

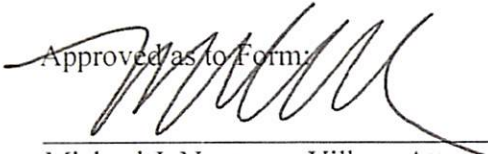
VILLAGE OF PINEHURST
VILLAGE COUNCIL



By: 
Patrick Pizzella, Mayor

Attest:


Shannon Konstantinou, Village Clerk

Approved as to Form: 
Michael J. Newman, Village Attorney

I, Shannon Konstantinou do hereby affirm that attached is a true copy of Ordinance 24-12 and that this copy contains no alterations from the original.

 Principal's signature





September 24, 2024, Work Session Minutes
ADDITIONAL AGENDA DETAILS:

FROM: Shannon Konstantinou, Village Clerk
CC: Village Council; Doug Willardson
DATE OF MEMO: 10/01/2024

MEMO DETAILS

ATTACHMENTS

1. 09.24.2024 DRAFT Work Session Minutes



**Village Council
Minutes for the Work Session of September 24, 2024
Assembly Hall
395 Magnolia Road
Pinehurst, North Carolina
04:30 p.m.**

The Pinehurst Village Council held a Work Session Meeting at 05:35 p.m., Tuesday, September 24, 2024, in the Assembly Hall of Village Hall, 395 Magnolia Road, Pinehurst, North Carolina.

The following were in attendance in Assembly Hall:

Mr. Patrick Pizzella, Mayor
Dr. Jeff Morgan, Councilmember
Ms. Barb Ficklin, Councilmember
Mr. John Taylor, Mayor Pro Tem
Mr. Jack Farrell, Councilmember
Mr. Doug Willardson, Village Manager
Ms. Shannon Konstantinou, Village Clerk
Mr. Paul Conners, IT Specialist
Ms. JoEllen Richter, IT Technician

And approximately 12 attendees in addition to 4 staff and 1 press.

1. Call to Order.

Mayor Pizzella called the Village Council Work Session to order at 05:35 p.m.

2. General Business.

A. Discussion on Potential Changes to the Village Nuisance Noise Ordinance

Mr. Willardson; Mr. Glen Webb, Police Chief; and Mr. Alex Cameron, Planning & Inspections Director; reviewed a Nuisance Noise Ordinance PowerPoint presentation containing slides on the Existing Ordinance, How Sound Works, Ambient Sound and Decibel Levels, Calculating Total Decibel Level, a Decibel Level chart, and Decibel Levels Not Included in Other Local Jurisdictions.

Council and Village Staff reviewed the proposed amendments to Section 92.16 of the Pinehurst Municipal Code and agreed to remove ambient noise from noise level calculations; to remove the second and third bullet points of section B.1 General Noise Standards: Permissible Noise Levels relating to construction or maintenance activities and sustained vehicle noise; to change Village Council to Village Manager in sections C.2 Special Exceptions: Permits for Special Events and E.1 Exceptions and Variances: Exceptions; to change shall to may or can and to check with the Village Attorney about adding property

owners as potential violators in section D.2 Enforcement and Compliance: Penalties; to further discuss the acceptable decibel level of noise for different times of day; and to consider how to communicate with residents and non-resident property owners that there has been a change to the ordinance regulating noise.

B. Discussion on Potential Changes to the Village Nuisance Lighting Ordinance

Mr. Willardson; Mr. Glen Webb, Police Chief; and Mr. Alex Cameron, Planning & Inspections Director; reviewed a Nuisance Lighting Ordinance PowerPoint presentation containing slides on the Existing Ordinance, Lumens, Foot Candles, and Ambient Light.

Council and Village Staff reviewed the proposed amendments to Section 92.18 of the Pinehurst Municipal Code and agreed to use foot candles as the light measurement and to change Village Council to Village Manager in section D.1 Exceptions and Variances: Exceptions.

Village Staff stated further work will be done on the amendments to Chapter 92 of the Pinehurst Municipal Code and an updated draft presented to Council at a future meeting.

C. Discussion on Resident-Submitted Traffic Circle Alternative Ideas

Mayor Pizzella stated Councilmember Farrell compiled a list of the top Pinehurst Traffic Circle suggestions submitted to Council. Council discussed each of the suggestions listed, which included additional lane dividers, speed limit reduction and signage within the Circle, rumble strips, earlier signage on approaching roads to help with proper lane selection, changing “Yield” signs to “Merge” signs (and improving sightlines on approach to the Circle), increase of Police presence (with support from County and / or State enforcement agencies), and synchronized traffic lights during peak hours.

Council agreed to present the suggestions to NCDOT for feedback and to open dialogue with NCDOT on viable bypass solutions to reduce the daily volume of vehicles travelling through the Circle and improved approach angles as well.

Council agreed to draft a letter and to have the Village Manager reach out to NCDOT directly via email or phone.

D. Discussion on the Village Council Strategic Planning Process

Mr. Willardson reviewed a proposed timeline and framework for the Strategic Planning Process.

Council agreed to follow the proposed timeline and framework for the Strategic Planning Process as presented.

Council asked for the website to be updated with correct performance data and information, and Council analyzing data in a strategic way with a five-year horizon in mind.

3. Other Business.

Mr. Willardson provided Council with an update on future Council meeting items such as a review of the survey data and Initiative Action Plans (IAPs), consideration of Ordinance 24-18 dealing with

the amendments to Chapter 92 of the Pinehurst Municipal Code, and a Closed Session pursuant to NC GS § 143-318.11(3).

Council and Village Staff agreed to delay the discussion on parking in the Downtown area until after other nuisance issues have been addressed.

Mr. Willardson provided Council with an updated timeline for the work to be completed at the Chinquapin Road and Magnolia Road intersection.

4. Motion to Adjourn.

Upon a motion by Mayor Pro Tem Taylor, seconded by Councilmember Morgan, Council unanimously approved to adjourn the Work Session by a vote of 5-0 at 07:06 p.m.

Respectfully submitted,

Shannon Konstantinou
Village Clerk

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

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

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

Values: Service, Initiative, Teamwork, and Improvement



**Resolution 24-31 Reappointment of Ms. Louise Mercuro to the Planning & Zoning Board and Board of Adjustment
ADDITIONAL AGENDA DETAILS:**

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 10/02/2024

MEMO DETAILS

Staff recommends the reappointment of Louise Mercuro to the Planning and Zoning Board/Board of Appeals (P&Z/BOA).

Louise has a strong background as a professional town planner and was instrumental in helping the Village Place and Pinehurst South Small Area Plans, as well as the Form Based Guidance Plans be approved. Her in-depth knowledge of these processes, combined with her professional experience, will be invaluable in implementing these plans effectively during her next term.

Additionally, Louise has demonstrated consistent attendance and commitment to her responsibilities on the board, further underscoring her dedication to our community.

I strongly support her reappointment, as her expertise and reliability will continue to benefit our planning efforts.

Thank you for considering this recommendation.

ATTACHMENTS

1. DRAFT Resolution 24-31 Reappoint P&Z-BOA (Mercuro)

RESOLUTION #24-31:

A RESOLUTION REGARDING A RE-APPOINTMENT TO THE PINEHURST PLANNING & ZONING BOARD AND BOARD OF ADJUSTMENT.

THAT WHEREAS, the Village of Pinehurst has established a Planning & Zoning Board and a Board of Adjustment as required by its Development Ordinance and authorized by North Carolina General Statutes 160D-301 and 160D-302; and

WHEREAS, on the 13th day of March, 2012, the Pinehurst Village Council adopted Ordinance #12-10 to amend Chapter 31 of the Pinehurst Municipal Code to combine the Planning & Zoning Board and the Board of Adjustment; and

WHEREAS, the term of Ms. Louise Mercuro will expire on October 31st, 2024; and

WHEREAS, Ms. Mercuro and the Village Council of Pinehurst are desirous of her continuing to serve as a member of the Planning & Zoning Board and the Board of Adjustment for an additional term; and

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in a Regular Meeting assembled this 8th day of October, 2024 as follows:

SECTION 1. That the following appointment is hereby made to the Planning & Zoning Board and the Board of Adjustment for the term indicated:

Ms. Louise Mercuro is re-appointed as a member of the Planning & Zoning Board and the Board of Adjustment effective November 01, 2024, to serve at the pleasure of the Council until the end of her term on October 31, 2026.

THIS RESOLUTION passed and adopted this 8th day of October, 2024.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
Patrick Pizzella, Mayor

Attest:

Approved as to Form:

Shannon Konstantinou, Village Clerk

Michael J. Newman, Village Attorney



**Resolution 24-32 Appointment of Ms. Carol Higgins to the Neighborhood
Advisory Committee (Doral Woods)
ADDITIONAL AGENDA DETAILS:**

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 10/02/2024

MEMO DETAILS

Staff recommends Carol Higgins for the position of NAC representative for Doral Woods.

Earlier this week, we conducted an interview with Carol, and we were impressed by her qualifications and commitment to the community. Although Doral Woods does not have a formal Property Owners Association (POA), Carol and her husband, Bert, lead an informal organization that serves similar functions. They have access to the neighborhood's Facebook page, allowing them to effectively disseminate information to residents.

Additionally, Carol is highly civic-minded and has actively participated in the beautification committee and various other organizations within the Village. Her experience and enthusiasm make her an excellent candidate for this role.

We believe that appointing Carol as the NAC representative will greatly benefit Doral Woods and foster stronger community engagement.

ATTACHMENTS

1. DRAFT Resolution 24-32 Appoint NAC member (Higgins)

RESOLUTION #24-32:

**A RESOLUTION APPOINTING THE NEIGHBORHOOD ADVISORY COMMITTEE
REPRESENTATIVE FOR DORAL WOODS.**

WHEREAS, the Village of Pinehurst established a Neighborhood Advisory Committee (NAC) in 2008; and

WHEREAS, the Village of Pinehurst officially reorganized the Neighborhood Advisory Committee (NAC) under the leadership of the Village Council of the Village of Pinehurst on the 11th day of April 2023; and

WHEREAS, there is a need to fill a vacancy on the Neighborhood Advisory Committee to represent the Doral Woods designated area; and

WHEREAS, Mrs. Carol Higgins and the Village Council of Pinehurst are desirous of Mrs. Carol Higgins serving as a representative of the Doral Woods area on the Neighborhood Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in a Regular Meeting assembled this 8th day of October 2024 as follows:

SECTION 1. That the following appointment is hereby made to the Neighborhood Advisory Committee for the term indicated:

Mrs. Carol Higgins is appointed as a representative of the Doral Woods area on the Neighborhood Advisory Committee, effective October 8th, 2024, said term to expire June 30th, 2026.

THIS RESOLUTION passed and adopted this the 8th day of October 2024.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Patrick Pizzella, Mayor

Attest:

Approved as to Form:

Shannon Konstantinou, Village Clerk

Michael J. Newman, Village Attorney



Ordinance 24-19 Amending the FY 2025 Budget for the Microsoft Enterprise SBITA

ADDITIONAL AGENDA DETAILS:

FROM: Dana Van Nostrand, Financial Services Director
CC: Village Council;
DATE OF MEMO: 10/01/2024

MEMO DETAILS

The Village's three-year contract for its Microsoft Enterprise software subscription expired 9/30/2024. The new three-year contract qualifies as a subscription-based IT arrangement (SBITA) under GASB Statement No. 96 which requires us to budget and account for the contract as a financing arrangement for the right to use the software. Since we did not know the terms of the new contract when the FY 2025 budget was being developed, we did not include budgets for debt service, capital outlays, or other financing sources related to this subscription in the original FY 2025 budget. Instead, this subscription was budgeted within the IT department as an operating expenditure.

The attached ordinance is presented for your consideration to amend the FY 2025 budget to transfer the operating expenditure appropriation to debt service for the year 1 payment and add the offsetting capital outlay and other financing source budgets for the recognition of the right-to-use asset and subscription liability for the three-year contract. Since IT is an internal service department which has its expenditure budget allocated to the other departments, the ordinance also includes the necessary adjustments to the IT allocations.

ATTACHMENTS

1. DRAFT Ordinance 24-19 FY 2025 Microsoft GASB 96 SBITA Budget Amendment

ORDINANCE #24-19:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2025, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND (SUBSCRIPTION-BASED INFORMATION TECHNOLOGY ARRANGEMENTS REPORTING REQUIREMENTS UNDER GASB STATEMENT NO. 96)

THAT WHEREAS, the Governmental Accounting Standards Board (GASB) released Statement No. 96 entitled *Subscription-Based Information Technology Arrangements* which was adopted in the fiscal year beginning July 1, 2022 (FY 2023); and

WHEREAS, Ordinance 24-11, adopted on June 4, 2025, appropriated funds for the FY 2025 General Fund budget based on the subscription-based information technology arrangements (SBITAs) known at the time; and

WHEREAS, an amendment is needed to increase expenditure appropriations and amend anticipated revenues in the General Fund for a SBITA that was not included in Ordinance 24-11 for a Microsoft Enterprise software subscription;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in the regular meeting assembled this 8th day of October, 2024, as follows:

SECTION 1. To amend the FY 2025 General Fund budgeted expenditures, the following amounts are to be added to the expenditure appropriations:

GENERAL FUND EXPENDITURES:

Administration	\$ 9,570
Financial Services	3,200
Human Resources	9,570
Police	26,570
Fire	19,130
Inspections	3,190
Public Services Administration	5,320
Streets & Grounds	4,260
Solid Waste	3,190
Planning	8,510
Recreation	6,380
Library & Archives	4,260
Harness Track	1,070
Fair Barn	2,130
Debt Service	<u>55,650</u>

TOTAL EXPENDITURES AMENDMENT \$ 162,000

SECTION 2. To amend the General Fund budgeted revenues, the following amount should be added to the original estimated revenues for FY 2025:

GENERAL FUND REVENUES:

Other Financing Sources \$ 162,000

TOTAL REVENUES AMENDMENT \$ 162,000

SECTION 3. Copies of this budget amendment shall be furnished to the Village Clerk, Village Manager, and Financial Services Director for their direction and implementation.

THIS ORDINANCE passed and adopted this 8th day of October, 2024.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Patrick Pizzella, Mayor

Attest:

Approved as to Form:

Shannon Konstantinou, Village Clerk

Michael J. Newman, Village Attorney



Ordinance 24-18: An ordinance amending Chapter 92 of the Village of Pinehurst municipal code regarding the regulation of sound levels and light pollution in residential neighborhoods
ADDITIONAL AGENDA DETAILS:

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 10/01/2024

MEMO DETAILS

The proposed ordinance aims to amend Chapter 92 of our Municipal Code to better regulate sound levels and light pollution in residential neighborhoods. Key highlights include:

- **Noise Regulations:**
 - Establishes specific permissible noise levels instead of a threshold above the ambient noise level.
 - Sets specific noise limits for vehicles.
 - Limits time for construction activities.
 - Allows for exceptions and emergencies.
 - Introduces a complaint and enforcement process, including penalties for violations.
- **Lighting Regulations:**
 - Limits light trespass from one property to another at 2.0 foot-candles above ambient lighting.
 - Requires motion-activated security lights and sets operational hours for residential lighting.
 - Outlines compliance measures and penalties for non-compliance.

These adjustments were made after gathering your feedback, reviewing with staff and consulting with the Village attorney to refine the ordinance.

ATTACHMENTS

1. DRAFT Ordinance 24-18 Amending Chapter 92 of the Municipal Code 2.0

ORDINANCE #24-18:

AN ORDINANCE AMENDING CHAPTER 92 OF THE VILLAGE OF PINEHURST MUNICIPAL CODE REGARDING THE REGULATION OF SOUND LEVELS AND LIGHT POLLUTION IN RESIDENTIAL NEIGHBORHOODS.

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 established the general ordinances of the Village of Pinehurst as revised, amended, restated, codified, and compiled in book form and declared that these shall constitute the "Village of Pinehurst, North Carolina Municipal Code"; and

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

WHEREAS, the Village of Pinehurst is committed to preserving the quality of life for its residents by managing and mitigating excessive noise that disrupts the peace and tranquility of the community. It is necessary to establish specific noise regulations to prevent disturbances and ensure a harmonious living environment; and

WHEREAS, the Village of Pinehurst aims to enhance the quality of life for its residents by managing residential lighting to prevent excessive glare and light pollution. It is necessary to set specific limits on residential lighting to protect the tranquility of our community and the enjoyment of private properties; and

WHEREAS, the Village Council has determined that it is in the best interest of the citizens of Pinehurst to amend Chapter 92, Sections 92.16 and 92.18 in the Pinehurst Municipal Code to further promote and protect quality of life in Pinehurst's various residential neighborhoods.

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in Regular Meeting assembled this 24th day of September 2024 as follows:

SECTION 1. That the following amendment be made to Chapter 92. Chapter 92.16 be eliminated in its entirety and replaced with the following:

§ 92.16 REGULATING UNREASONABLY LOUD, DISTURBING SOUND LEVELS.

A. Definitions:

- 1. Noise:** Any sound that is loud or disruptive enough to interfere with the normal activities of residents or to cause a disturbance.
- 2. Nuisance Noise:** Noise that exceeds permissible levels as defined in this ordinance and that creates a disturbance or annoyance to neighboring properties.
- 3. Decibel (dB):** A unit used to measure the intensity of sound.

B. General Noise Standards:

1. Permissible Noise Levels:

- a. Sustained noise levels exceeding 80 decibels (dB) during the hours of 7:00 AM to 10:00 PM and exceeding 65 decibels (dB) between 10:00 PM and 7:00 AM, as measured from any nearby residential property are subject to violation. Sustained is defined as a continuous measurement over the threshold for at least ten seconds, or at least 15 instances of measurements over the threshold in a 60-second period.
- b. Construction or maintenance activities are permissible between the hours of 7:00 a.m. and 7:00 p.m. on Monday through Saturday, excluding holidays. This restriction shall not pertain to the following:
 - i. On Sundays and holidays, home maintenance and improvement tasks may be performed by home occupants with or without unpaid/uncontracted assistance, between the hours of 10:00 a.m. and 7:00 p.m. using power and hand tools that are generally available for retail sale from home improvement and hardware stores as long as said work does not produce noise that a reasonably prudent person would recognize as likely to unreasonably disturb persons on adjacent property or in the vicinity.
 - ii. Upon receipt of prior written approval from the Village Planning and Inspections Department, any construction, demolition, alteration or repair not otherwise allowed by this restriction may be performed. This provision is intended to accommodate work that is in the best interests of the village as a whole, as well as work contracted or paid for by a home occupant that must be done on a Sunday or holiday for valid reasons.
- c. For the use of any automobile, motorcycle or other vehicle, permissible sustained noise levels exceeding 80 decibels (dB) at 25 feet from the vehicle, or in a manner as to create unreasonably loud, disturbing sounds are subject to violation.

C. Exceptions:

1. Emergency Exceptions:

- a. Noise resulting from emergency activities, including but not limited to police, fire, and medical emergency operations, is exempt from the provisions of this ordinance.
- b. Stand-by power generators in operation during periods of utility power outages and test periods.
- c. Emergency repairs to dwellings or structures that are needed to protect health or property.

2. Permits for Special Events: Public or private events requiring noise levels above the permitted limits must obtain a special event permit from the Village. The application must include a detailed noise management plan and a schedule of the event. Permits may be issued with specific conditions to mitigate potential disturbances.

3. Other Exceptions: Property owners may request an exception from the noise level limits by submitting a written request to the Village Manager. The application must include a detailed explanation for the variance and any proposed measures to mitigate potential nuisance impacts.

D. Enforcement and Compliance:

1. **Inspection and Complaint Process:** The Village of Pinehurst may conduct inspections or investigations in response to noise complaints. Residents may file noise complaints with the Police Department's Non-Emergency Dispatch which will assess and document the complaint.
2. **Penalties:** If determined to be in violation of this ordinance, violators may be issued a notice of civil infraction subject to a maximum penalty of \$500 and/or may be guilty of a Class 3 misdemeanor and subject to a fine of \$100 or imprisonment not to exceed 30 days. Civil penalties will start at \$100 for the first infraction within a 24-month period and will escalate by \$100 for each subsequent infraction within a 24-month period up to the maximum of \$500. For penalty purposes each violation recorded and subsequently abated on any distinct enforcement officer visit shall constitute a separate offense. If a property owner is not the violator, they may still be subject to civil penalties for failing to control noise on their property (See G.S. § 14-4(a) and § 160A-175).

SECTION 2. That the following additional amendment be made to Chapter 92. Chapter 92.18 be eliminated in its entirety and replaced with the following:

§ 92.18 REGULATING LIGHT POLLUTION IN RESIDENTIAL NEIGHBORHOODS

A. Definitions:

1. **Residential Lighting:** Any lighting installed for single-family residential purposes, including security lights, landscape lighting, decorative lights, and outdoor fixtures.
2. **Foot-Candles:** A measure of light intensity falling on a surface area.
3. **Nuisance Lighting:** Lighting that creates excessive glare or light trespass, interfering with the quality of life of neighboring properties.
4. **Light Trespass:** Light that spills over from one property to another, creating discomfort or interference with the use and enjoyment of the neighboring property.
5. **Glare:** Excessive brightness that causes visual discomfort or impairs vision.

B. Lighting Standards:

1. **Foot-Candle Measurements:** The intensity of lighting onto an adjacent single family residential property shall not exceed 2.0 foot-candles above ambient lighting. This measurement shall be taken on the property line, not at the source of the lighting. Ambient lighting levels shall be assessed by eliminating any light spillage from the potential violating light source or by shielding the measuring instrument from the spillage light to obtain the most accurate ambient light reading possible.
2. **Exceptions:**
 - a. **Security Lighting.** Security lighting must be motion-activated by a motion sensor and aimed or shielded in such a manner as to prevent glare and light trespass. The light shall only go on when activated and go off within five minutes of activation. Motion sensor activated lighting shall not be triggered by any movement or activity located off the property on which the light is located.

- b. Property owners may apply for an exception by submitting a request to the Village Manager. The request must include reasons for the exception and proposed measures to mitigate potential nuisance effects.

C. Compliance and Enforcement:

1. **Inspection and Complaints:** The Village of Pinehurst may conduct inspections in response to complaints about nuisance lighting. Property owners are required to grant access for inspections if requested by Village officials.
2. **Notice of Violation:** Property owners found in violation of this ordinance will receive a written notice detailing the nature of the violation and a specified deadline for compliance. The property owner must remedy the violation within the timeframe given.
3. **Penalties:** If determined to be in violation of this ordinance, violators may be issued a notice of civil infraction subject to a maximum penalty of \$500 and/or may be guilty of a Class 3 misdemeanor and subject to a fine of \$100 or imprisonment not to exceed 30 days. Civil penalties will start at \$100 for the first infraction within a 24-month period and will escalate by \$100 for each subsequent infraction within a 24-month period up to the maximum of \$500. For penalty purposes each violation recorded and subsequently abated on any distinct enforcement officer visit shall constitute a separate offense. (See G.S. § 14-4(a) and § 160A-175).

SECTION 3. If any provision of this ordinance is found to be invalid by a court of competent jurisdiction, the remaining provisions shall continue in full force and effect.

SECTION 4. This ordinance shall take effect on upon adoption and all residential lighting must comply with its provisions within 90 days.

SECTION 5. That all ordinances or sections thereof in conflict herewith are hereby repealed and declared null and void from and after the date of adoption of this ordinance.

SECTION 6. That this Ordinance shall be and remain in full force and effect from and after the date of its adoption.

Adopted this 8th day of October 2024.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
Patrick Pizzella, Mayor

Attest:

Approved as to Form:

Shannon Konstantinou, Village Clerk

Michael J. Newman, Village Attorney



Report on the State of the Village and Community Survey Results ADDITIONAL AGENDA DETAILS:

FROM: Doug Willardson, Village Manager
CC: Village Council;
DATE OF MEMO: 10/01/2024

MEMO DETAILS

State of the Village Overview

The State of the Village is composed of three key components:

- 1. Balanced Scorecard Results**
- 2. Completion Report on Initiative Action Plans**
- 3. Resident and Business Survey Results**

Balanced Scorecard

As a reminder, the Balanced Scorecard (BSC) is a strategic planning and management tool that helps organizations align their activities with their vision and strategy, enhance communication, and monitor performance against strategic goals. The Village has established nine BSC goals—six focused on residents and three on internal operations. These goals are further divided into 20 strategic objectives, each accompanied by key performance indicators (KPIs) that measure the Village's success in achieving these objectives. All KPIs on the BSC are "lag" measures, reflecting performance levels at the end of the fiscal year. Most KPIs from the customer perspective are derived from annual resident satisfaction surveys conducted by ETC Institute. Please find the updated BSC with KPIs for the close of FY24 attached.

Initiative Action Plans

Initiative Action Plans (IAPs) detail the strategies and specific actions designed to achieve the goals outlined in the Balanced Scorecard framework. These plans translate strategic objectives into actionable steps, ensuring effective implementation of the Village's strategies. Essentially, IAPs represent the significant initiatives we believe will help us meet our BSC goals. The following IAPs are in place for FY24:

- Update the Pinehurst Development Ordinance
- Relocate the Public Services Complex
- Develop a Metropolitan Planning Organization (MPO) in partnership with regional stakeholders
- Expand and renovate the Given Memorial Library/Tufts Archives

Future Year IAPs include:

- Establishing a third fire facility
- Developing a Multi-Modal Transportation Plan
- Retrofitting athletic fields with synthetic turf

For an update on these IAPs, please refer to the attached IAP presentation.

Resident and Business Survey Results

ETC Institute has conducted the Village of Pinehurst's Community Survey annually since 2013, providing valuable insights into resident satisfaction with village services. These results have served as a critical tool for strategic planning and benchmarking. However, the results from the business survey are not yet available due to delays in gathering more input, but they will be released later this month. Attached are the results from the resident survey. A more detailed report of the resident survey results will be released by ETC next Wednesday.

ATTACHMENTS

1. FY24 IAP Review
2. Pinehurst 2024 Community Survey Results

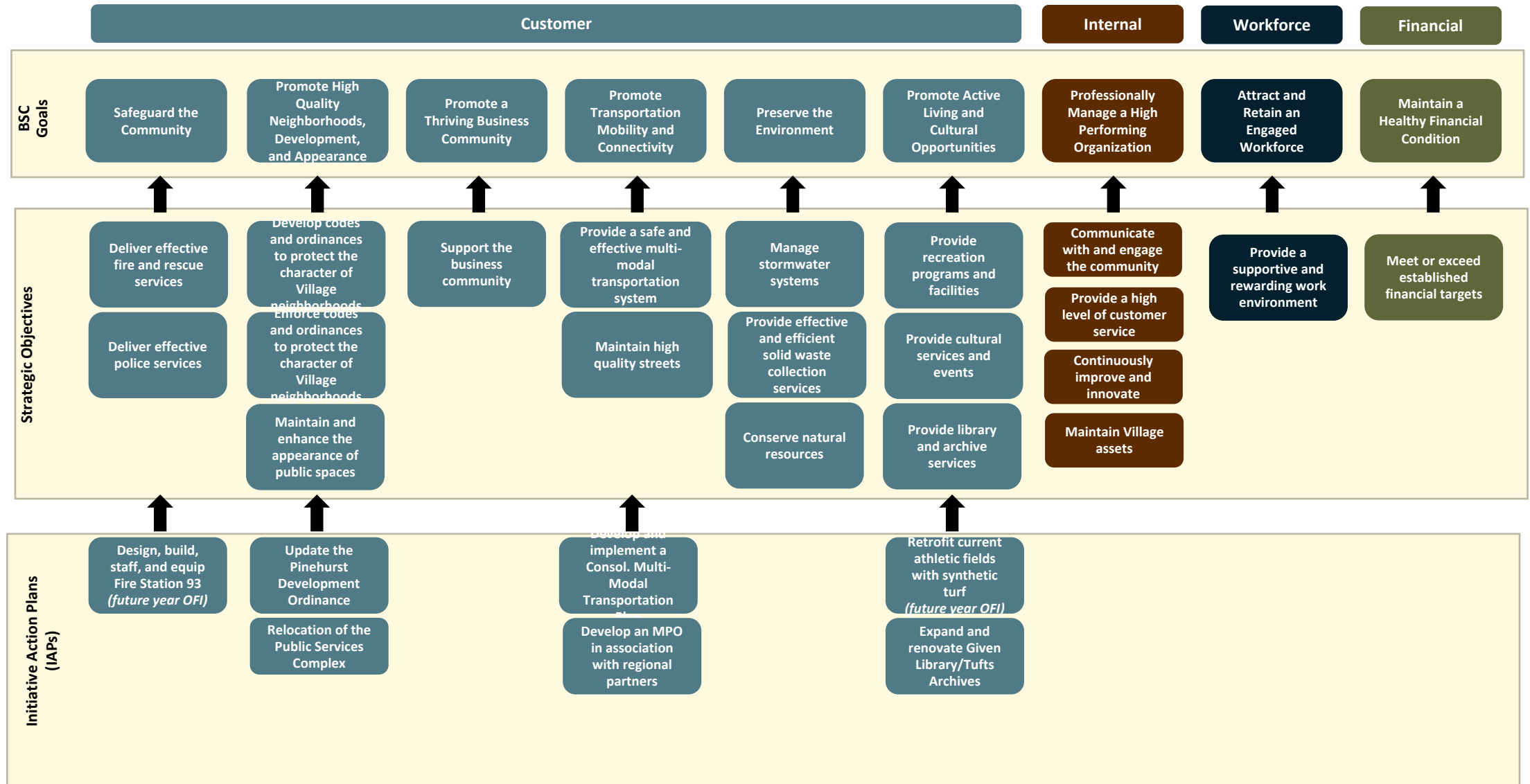
FY24 Initiative Action Plan Review



FY 2024 VOP Strategy Map

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

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



FY24 Initiative Action Plans



- Update the Pinehurst Development Ordinance
- Relocation of Public Services Complex
- Develop an MPO in association with regional partners
- Expand and renovate Given Memorial Library/Tufts Archives

Future Year IAPs

- 3rd Fire Facility
- Develop Multi-Modal Transportation Plan
- Retrofit athletic fields with synthetic turf

Update the Pinehurst Development Ordinance



- **Department:** Planning
- **Cost:** \$0 (costs budgeted in previous FY)
- **Background:** Update the Pinehurst Development Ordinance to reflect priorities of the 2019 Comprehensive Plan and create a unified development ordinance
- **Update:** Council is currently in the interview process to select a consultant.

Timeline to Present Day

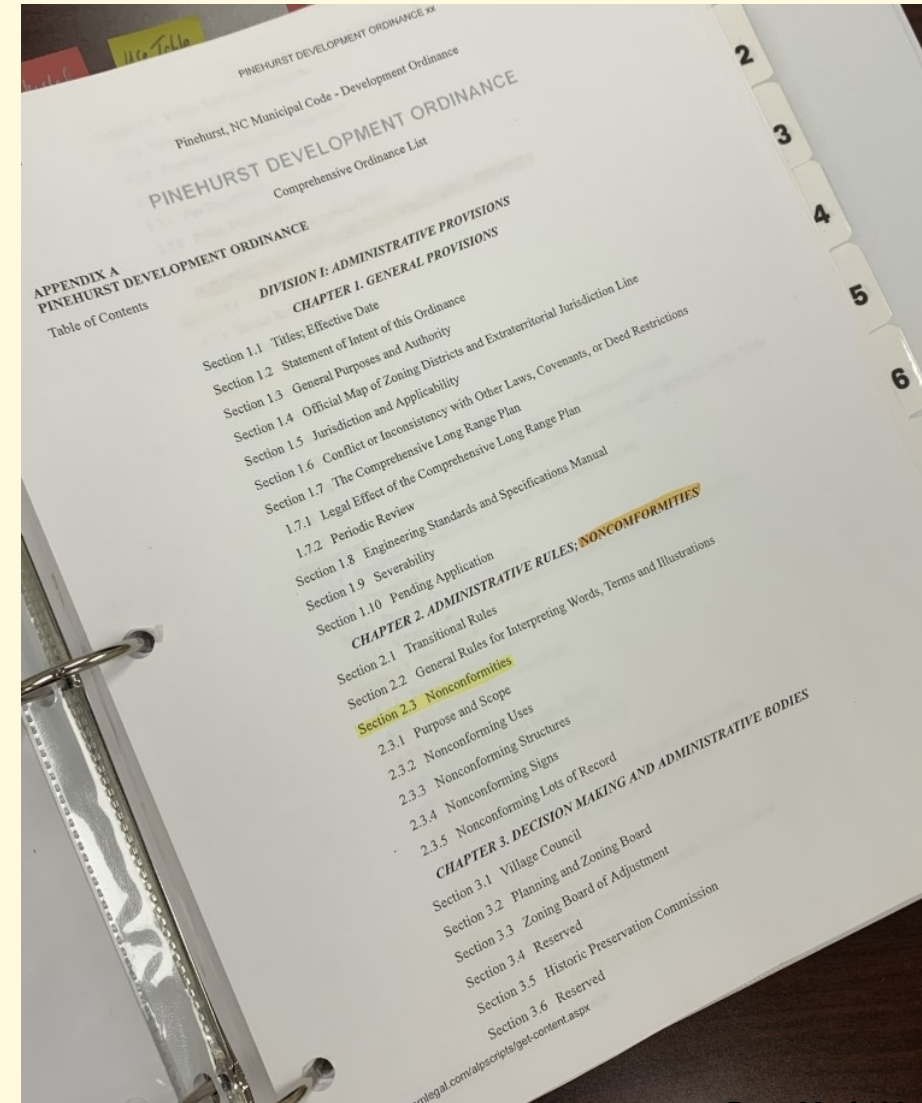
Identified as a need
in the 2019
Comprehensive
Plan

FY 2021 Strategic
Operating Plan –
Identified as an IAP
for FY21-25

FY 2022 Strategic
Operating Plan –
Identified as an IAP
for FY22-24

FY 2023 Strategic
Operating Plan –
Identified as an IAP
for FY23-24

FY 2024 Strategic
Operating Plan –
Identified as an IAP
for FY24-26



Relocation of Public Services



- **Department:** PS & Admin
- **Cost:** \$5,980,000
- **Background:** To allow for additional development in Village Place, the PS Dept will be relocated.
- **Update:** Continue to search for viable property locations.



Timeline to Present Day

Identified as a need in the 2019 Comprehensive Plan

FY 2021 Strategic Operating Plan – Discussed as part of Small Area Plan IAP

FY 2022 Strategic Operating Plan – Discussed as part of Small Area Plan IAP

FY 2023 Strategic Operating Plan – Identified as an IAP for FY23-25

FY 2024 Strategic Operating Plan – Identified as an IAP for FY24-28

Implement a Metropolitan Planning Organization (MPO)



- **Department:** Administration
- **Cost:** \$15,000
- **Background:** Urban areas greater than 50,000 population are required to have an MPO to assist with regional transportation planning.
- **Completed.** SMPO is officially approved and working on future transportation planning



Timeline to Present Day

Southern Moore County identified as urban area after 2020 Census

Spring 2023 – Communities met to discuss creating MPO

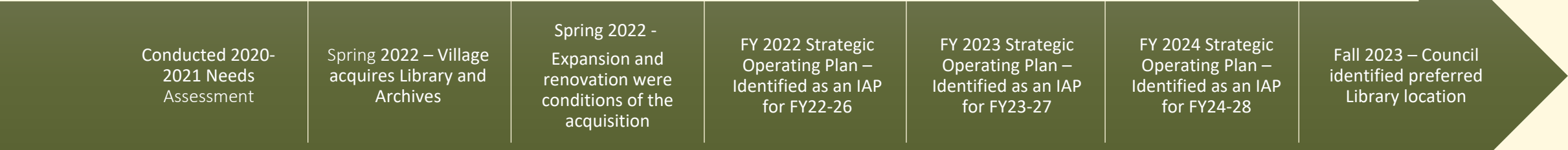
June 2023 – Communities voted on MPO boundaries

Present Day – Finalizing steps before submission of MOU to NCDOT Secretary

Expand and Renovate Givens Library & Tufts Archives



- **Department:** Library/Administration
- **Cost:** \$5,600,000-\$8,000,000
- **Background:** After acquiring the Givens Memorial Library and Tufts Archives, the plan is to expand the archives in the current building and construct a new library building.
- **Update:** Construction documents should be complete in October 2024.



Future Year IAPs

Retrofit Current Athletic Fields with Synthetic Turf



- **Department:** Parks and Recreation
- **Cost:** \$1,481,700
- **Background:** The Village began the process of retrofitting athletic fields in FY 2023 to decrease maintenance time/costs while decreasing the short-term needs of additional fields.
- **Update:** Rassie Wicker Field will start the transition to synthetic turf in December.

Timeline to Present Day

FY 2023 Strategic Operating Plan – Identified as an IAP for FY23-27

Spring 2023 – Cannon Park Field 1 was completed

FY 2024 Strategic Operating Plan – Identified as an IAP for FY24-28



Develop Multi-Modal Transportation Plan



- **Department:** Planning
- **Cost:** \$100,000
- **Background:** Consolidate the Village's multi-modal transportation plans into one document that incorporates bicycle, pedestrian, and golf cart accessibility. Identified as part of the 2019 Comprehensive Plan.
- **Update:** Staff is drafting a Multi-Modal Transportation Plan and will be reviewing with the BPAC.

Timeline to Present Day

Identified as a need in the 2019 Comprehensive Plan

FY 2021 Strategic Operating Plan – Identified as an IAP for FY24-25

FY 2022 Strategic Operating Plan – Identified as an IAP for FY23-24

FY 2023 Strategic Operating Plan – Identified as an IAP for FY24-25

FY 2024 Strategic Operating Plan – Identified as an IAP for FY24-28 for full implementation



3rd Fire Facility



- **Department:** Fire
- **Cost:** \$400,000 for design (FY 2028)
- **Background:** The Fire Department Response BIRDIE (completed in FY 2020) identified the need for an additional fire station to improve service delivery and meet identified performance standards.
- **Update:** Staff is reviewing and updating the FY20 BIRDIE. Staff is also considering alternatives.



Timeline to Present Day

Identified as part of Fire Response BIRDIE, completed in 2020

Discussed as potential IAP in FY 2022 and FY 2023 Strategic Operating Plan Retreats

FY 2024 Strategic Operating Plan – Identified as an IAP for FY28 (initial design)

Q1. Overall Satisfaction with Village Services. Please rate your level of satisfaction with each of the following major categories of services provided by the Village of Pinehurst using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q1-1. Police services	57.5%	32.1%	4.1%	1.7%	0.1%	4.5%
Q1-2. Fire services	63.6%	24.8%	2.3%	0.0%	0.0%	9.4%
Q1-3. Parks & recreation programs	40.1%	30.1%	10.5%	1.8%	0.1%	17.3%
Q1-4. Parks & recreation facilities	44.7%	32.9%	7.9%	1.4%	0.0%	13.1%
Q1-5. Solid waste services	58.6%	31.8%	4.5%	1.5%	0.4%	3.1%
Q1-6. Street & right-of-way maintenance	33.8%	40.6%	14.9%	6.3%	1.1%	3.2%
Q1-7. Library & archives services	32.3%	25.3%	17.0%	2.7%	1.7%	21.0%
Q1-8. Enforcement of Village codes & ordinances	19.0%	32.6%	23.1%	9.8%	3.5%	12.0%
Q1-9. Customer service provided by Village employees	41.6%	31.8%	11.3%	0.7%	0.4%	14.2%
Q1-10. Village communication with residents	35.3%	43.0%	14.5%	2.5%	0.4%	4.2%
Q1-11. Village efforts at maintaining quality of your neighborhood	30.1%	39.4%	16.9%	7.7%	1.4%	4.5%
Q1-12. Promotion of natural resource conservation	23.1%	30.1%	24.2%	4.4%	1.1%	17.2%
Q1-13. Level of public involvement in local decisions	20.8%	36.0%	25.6%	6.6%	1.8%	9.1%

WITHOUT "NO OPINION"

Q1. Overall Satisfaction with Village Services. Please rate your level of satisfaction with each of the following major categories of services provided by the Village of Pinehurst using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q1-1. Police services	60.2%	33.6%	4.3%	1.8%	0.1%
Q1-2. Fire services	70.2%	27.3%	2.5%	0.0%	0.0%
Q1-3. Parks & recreation programs	48.5%	36.4%	12.8%	2.2%	0.2%
Q1-4. Parks & recreation facilities	51.5%	37.9%	9.1%	1.6%	0.0%
Q1-5. Solid waste services	60.5%	32.8%	4.6%	1.6%	0.4%
Q1-6. Street & right-of-way maintenance	34.9%	42.0%	15.4%	6.5%	1.2%
Q1-7. Library & archives services	40.9%	32.0%	21.5%	3.4%	2.1%
Q1-8. Enforcement of Village codes & ordinances	21.6%	37.1%	26.2%	11.2%	4.0%
Q1-9. Customer service provided by Village employees	48.5%	37.0%	13.1%	0.8%	0.5%
Q1-10. Village communication with residents	36.9%	44.9%	15.1%	2.6%	0.4%
Q1-11. Village efforts at maintaining quality of your neighborhood	31.5%	41.2%	17.7%	8.1%	1.5%
Q1-12. Promotion of natural resource conservation	27.8%	36.3%	29.2%	5.3%	1.4%
Q1-13. Level of public involvement in local decisions	22.9%	39.6%	28.2%	7.3%	2.0%

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. Top choice	Number	Percent
Police services	154	21.7 %
Fire services	15	2.1 %
Parks & recreation programs	26	3.7 %
Parks & recreation facilities	29	4.1 %
Solid waste services	14	2.0 %
Street & right-of-way maintenance	93	13.1 %
Library & archives services	47	6.6 %
Enforcement of Village codes & ordinances	84	11.8 %
Customer service provided by Village employees	10	1.4 %
Village communication with residents	28	3.9 %
Village efforts at maintaining quality of your neighborhoods	67	9.4 %
Promotion of natural resource conservation	32	4.5 %
Level of public involvement in local decisions	51	7.2 %
None chosen	61	8.6 %
Total	711	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	37	5.2 %
Fire services	87	12.2 %
Parks & recreation programs	38	5.3 %
Parks & recreation facilities	29	4.1 %
Solid waste services	17	2.4 %
Street & right-of-way maintenance	74	10.4 %
Library & archives services	22	3.1 %
Enforcement of Village codes & ordinances	78	11.0 %
Customer service provided by Village employees	9	1.3 %
Village communication with residents	60	8.4 %
Village efforts at maintaining quality of your neighborhoods	88	12.4 %
Promotion of natural resource conservation	46	6.5 %
Level of public involvement in local decisions	48	6.8 %
None chosen	78	11.0 %
Total	711	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	31	4.4 %
Fire services	24	3.4 %
Parks & recreation programs	31	4.4 %
Parks & recreation facilities	30	4.2 %
Solid waste services	36	5.1 %
Street & right-of-way maintenance	71	10.0 %
Library & archives services	26	3.7 %
Enforcement of Village codes & ordinances	64	9.0 %
Customer service provided by Village employees	19	2.7 %
Village communication with residents	52	7.3 %
Village efforts at maintaining quality of your neighborhoods	89	12.5 %
Promotion of natural resource conservation	46	6.5 %
Level of public involvement in local decisions	83	11.7 %
None chosen	109	15.3 %
Total	711	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	222	31.2 %
Fire services	126	17.7 %
Parks & recreation programs	95	13.4 %
Parks & recreation facilities	88	12.4 %
Solid waste services	67	9.4 %
Street & right-of-way maintenance	238	33.5 %
Library & archives services	95	13.4 %
Enforcement of Village codes & ordinances	226	31.8 %
Customer service provided by Village employees	38	5.3 %
Village communication with residents	140	19.7 %
Village efforts at maintaining quality of your neighborhoods	244	34.3 %
Promotion of natural resource conservation	124	17.4 %
Level of public involvement in local decisions	182	25.6 %
None chosen	61	8.6 %
Total	1946	

Q3. Reasons to Stay in Pinehurst. Several reasons to consider residing in the Village of Pinehurst are listed below. On a scale from 1 to 4, where 4 is "Very Important" and 1 is "Unimportant," please rate how important each reason is in your decision to stay where you live.

(N=711)

	Very important	Somewhat important	Not sure	Unimportant
Q3-1. Sense of community	66.5%	26.3%	5.1%	2.1%
Q3-2. Quality of public education	56.1%	20.0%	15.0%	8.9%
Q3-3. Types of housing	62.3%	27.0%	8.0%	2.7%
Q3-4. Quality of housing	75.7%	17.3%	5.9%	1.1%
Q3-5. Access to quality shopping	42.2%	41.9%	7.2%	8.7%
Q3-6. Availability of cultural arts opportunities	38.5%	39.9%	13.9%	7.6%
Q3-7. Availability of golfing opportunities	42.6%	24.3%	9.0%	24.1%
Q3-8. Availability of other recreational opportunities	40.2%	42.3%	11.1%	6.3%
Q3-9. Proximity to family or friends	33.6%	35.4%	13.9%	17.0%
Q3-10. Proximity to work	19.4%	20.0%	15.5%	45.1%
Q3-11. Safety & security	92.7%	4.9%	2.0%	0.4%
Q3-12. Quality health care	89.5%	7.5%	2.8%	0.3%
Q3-13. Opportunities and/or resources for senior citizens	54.4%	28.1%	9.3%	8.2%
Q3-14. Opportunities and/or resources for children under 18	34.0%	25.3%	18.7%	21.9%
Q3-15. Low property tax rate	68.6%	23.6%	5.3%	2.4%
Q3-16. Historic landmark designation	39.2%	29.4%	12.9%	18.4%

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

(N=711)

	Yes	No	Not provided
Q3-1. Sense of community	70.5%	6.0%	23.5%
Q3-2. Quality of public education	50.8%	12.8%	36.4%
Q3-3. Types of housing	65.1%	7.5%	27.4%
Q3-4. Quality of housing	65.4%	8.3%	26.3%
Q3-5. Access to quality shopping	57.5%	17.3%	25.2%
Q3-6. Availability of cultural arts opportunities	60.1%	11.0%	29.0%
Q3-7. Availability of golfing opportunities	64.7%	4.6%	30.7%
Q3-8. Availability of other recreational opportunities	56.4%	13.2%	30.4%
Q3-9. Proximity to family or friends	58.9%	9.7%	31.4%
Q3-10. Proximity to work	47.5%	10.3%	42.2%
Q3-11. Safety & security	72.9%	2.1%	25.0%
Q3-12. Quality health care	69.1%	5.3%	25.6%
Q3-13. Opportunities and/or resources for senior citizens	61.3%	6.9%	31.8%
Q3-14. Opportunities and/or resources for children under 18	41.6%	16.3%	42.1%
Q3-15. Low property tax rate	62.4%	9.1%	28.4%
Q3-16. Historic landmark designation	57.4%	6.2%	36.4%

WITHOUT "NOT PROVIDED"**Q3. Then, please indicate if your needs are being met in Pinehurst. (without "not provided")**

(N=711)

	Yes	No
Q3-1. Sense of community	92.1%	7.9%
Q3-2. Quality of public education	79.9%	20.1%
Q3-3. Types of housing	89.7%	10.3%
Q3-4. Quality of housing	88.7%	11.3%
Q3-5. Access to quality shopping	76.9%	23.1%
Q3-6. Availability of cultural arts opportunities	84.6%	15.4%
Q3-7. Availability of golfing opportunities	93.3%	6.7%
Q3-8. Availability of other recreational opportunities	81.0%	19.0%
Q3-9. Proximity to family or friends	85.9%	14.1%
Q3-10. Proximity to work	82.2%	17.8%
Q3-11. Safety & security	97.2%	2.8%
Q3-12. Quality health care	92.8%	7.2%
Q3-13. Opportunities and/or resources for senior citizens	89.9%	10.1%
Q3-14. Opportunities and/or resources for children under 18	71.8%	28.2%
Q3-15. Low property tax rate	87.2%	12.8%
Q3-16. Historic landmark designation	90.3%	9.7%

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

(N=711)

	Excellent	Good	Neutral	Below average	Poor	No opinion
Q4-1. Overall image of Village	63.7%	31.6%	2.1%	0.4%	0.0%	2.1%
Q4-2. Overall quality of life in Village	59.5%	35.3%	2.5%	0.1%	0.1%	2.4%
Q4-3. Overall feeling of safety in Village	71.2%	25.2%	1.8%	0.1%	0.0%	1.7%
Q4-4. Quality of new residential development in Village	15.9%	28.3%	30.0%	11.5%	3.4%	11.0%
Q4-5. Quality of new commercial development in Village	13.5%	26.2%	36.8%	9.1%	3.0%	11.4%
Q4-6. As a place to live	71.7%	23.2%	2.1%	0.4%	0.0%	2.5%
Q4-7. As a place to raise children	38.0%	24.9%	12.8%	1.5%	0.7%	22.1%
Q4-8. As a place to retire	70.0%	21.9%	3.2%	0.4%	0.3%	4.1%
Q4-9. Overall appearance of public spaces across Village	63.6%	30.0%	3.0%	1.1%	0.3%	2.1%
Q4-10. Availability of affordable housing	14.3%	24.3%	26.2%	13.8%	6.5%	14.9%
Q4-11. Overall quality of Village services	48.1%	42.3%	6.5%	0.4%	0.3%	2.4%

WITHOUT "NO OPINION"

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

(N=711)

	Excellent	Good	Neutral	Below average	Poor
Q4-1. Overall image of Village	65.1%	32.3%	2.2%	0.4%	0.0%
Q4-2. Overall quality of life in Village	61.0%	36.2%	2.6%	0.1%	0.1%
Q4-3. Overall feeling of safety in Village	72.4%	25.6%	1.9%	0.1%	0.0%
Q4-4. Quality of new residential development in Village	17.9%	31.8%	33.6%	13.0%	3.8%
Q4-5. Quality of new commercial development in Village	15.2%	29.5%	41.6%	10.3%	3.3%
Q4-6. As a place to live	73.6%	23.8%	2.2%	0.4%	0.0%
Q4-7. As a place to raise children	48.7%	31.9%	16.4%	2.0%	0.9%
Q4-8. As a place to retire	73.0%	22.9%	3.4%	0.4%	0.3%
Q4-9. Overall appearance of public spaces across Village	64.9%	30.6%	3.0%	1.1%	0.3%
Q4-10. Availability of affordable housing	16.9%	28.6%	30.7%	16.2%	7.6%
Q4-11. Overall quality of Village services	49.3%	43.4%	6.6%	0.4%	0.3%

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=711)

	Very safe	Safe	Neutral	Unsafe	Very unsafe	No opinion
Q5-1. Walking alone in your neighborhood during the day	85.8%	11.5%	0.7%	0.4%	0.1%	1.4%
Q5-2. Walking alone in your neighborhood after dark	42.2%	34.5%	11.8%	4.6%	1.4%	5.5%
Q5-3. In Village parks & recreation facilities	45.0%	33.9%	9.4%	0.7%	0.0%	11.0%
Q5-4. In business areas of Village during the day	78.8%	19.0%	1.1%	0.0%	0.0%	1.1%
Q5-5. In business areas of Village after dark	39.9%	38.7%	11.7%	2.1%	0.4%	7.2%

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=711)

	Very safe	Safe	Neutral	Unsafe	Very unsafe
Q5-1. Walking alone in your neighborhood during the day	87.0%	11.7%	0.7%	0.4%	0.1%
Q5-2. Walking alone in your neighborhood after dark	44.6%	36.5%	12.5%	4.9%	1.5%
Q5-3. In Village parks & recreation facilities	50.6%	38.1%	10.6%	0.8%	0.0%
Q5-4. In business areas of Village during the day	79.7%	19.2%	1.1%	0.0%	0.0%
Q5-5. In business areas of Village after dark	43.0%	41.7%	12.6%	2.3%	0.5%

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=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q6-1. Efforts to prevent crimes	43.0%	38.4%	9.0%	1.1%	0.0%	8.4%
Q6-2. Enforcement of local traffic laws	31.5%	36.0%	14.5%	10.0%	2.7%	5.3%
Q6-3. How quickly police respond to emergencies	42.8%	29.0%	7.6%	0.0%	0.1%	20.5%
Q6-4. Frequency that police officers patrol your neighborhood	23.2%	32.8%	23.1%	8.7%	0.8%	11.4%
Q6-5. Fire prevention & education programs provided by Village	21.1%	21.9%	25.2%	1.7%	0.1%	30.0%
Q6-6. How quickly fire personnel respond to emergencies	42.8%	24.5%	7.7%	0.3%	0.3%	24.5%

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=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q6-1. Efforts to prevent crimes	47.0%	41.9%	9.8%	1.2%	0.0%
Q6-2. Enforcement of local traffic laws	33.3%	38.0%	15.3%	10.5%	2.8%
Q6-3. How quickly police respond to emergencies	53.8%	36.5%	9.6%	0.0%	0.2%
Q6-4. Frequency that police officers patrol your neighborhood	26.2%	37.0%	26.0%	9.8%	1.0%
Q6-5. Fire prevention & education programs provided by Village	30.1%	31.3%	35.9%	2.4%	0.2%
Q6-6. How quickly fire personnel respond to emergencies	56.6%	32.4%	10.2%	0.4%	0.4%

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q7. Top choice	Number	Percent
Efforts to prevent crimes	304	42.8 %
Enforcement of local traffic laws	134	18.8 %
How quickly police respond to emergencies	56	7.9 %
Frequency that police officers patrol your neighborhood	72	10.1 %
Fire prevention & education programs provided by Village	23	3.2 %
How quickly fire personnel respond to emergencies	44	6.2 %
None chosen	78	11.0 %
Total	711	100.0 %

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q7. 2nd choice	Number	Percent
Efforts to prevent crimes	88	12.4 %
Enforcement of local traffic laws	106	14.9 %
How quickly police respond to emergencies	133	18.7 %
Frequency that police officers patrol your neighborhood	131	18.4 %
Fire prevention & education programs provided by Village	54	7.6 %
How quickly fire personnel respond to emergencies	94	13.2 %
None chosen	105	14.8 %
Total	711	100.0 %

SUM OF TOP 2 CHOICES

Q7. Which TWO of the Public Safety services listed in Question 6 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)

Q7. Sum of top 2 choices	Number	Percent
Efforts to prevent crimes	392	55.1 %
Enforcement of local traffic laws	240	33.8 %
How quickly police respond to emergencies	189	26.6 %
Frequency that police officers patrol your neighborhood	203	28.6 %
Fire prevention & education programs provided by Village	77	10.8 %
How quickly fire personnel respond to emergencies	138	19.4 %
None chosen	78	11.0 %
Total	1317	

Q8. 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=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q8-1. Residential trash collection services	71.6%	20.1%	3.7%	1.7%	0.3%	2.7%
Q8-2. Curbside recycling services	63.6%	22.2%	5.8%	3.4%	1.0%	4.1%
Q8-3. Yard waste collection services	64.8%	21.0%	4.6%	1.8%	0.7%	7.0%

WITHOUT "NO OPINION"

Q8. 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=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q8-1. Residential trash collection services	73.6%	20.7%	3.8%	1.7%	0.3%
Q8-2. Curbside recycling services	66.3%	23.2%	6.0%	3.5%	1.0%
Q8-3. Yard waste collection services	69.7%	22.5%	5.0%	2.0%	0.8%

Q9. Cultural and Recreation Services. Please indicate whether you or other members of your household have used these Cultural and Recreation Services during the past year.

(N=711)

	Yes	No
Q9-1. Greenway trails	51.5%	48.5%
Q9-2. Village sponsored cultural/arts events	54.3%	45.7%
Q9-3. Cannon Park	35.3%	64.7%
Q9-4. Arboretum/Timmel Pavilion	41.1%	58.9%
Q9-5. Rassie Wicker Park	49.2%	50.8%
Q9-6. Camelot Playground	25.0%	75.0%
Q9-7. Splash pad at Wicker Park	15.8%	84.2%
Q9-8. West Pinehurst Park (e.g., disc golf)	6.5%	93.5%
Q9-9. Community Center	27.3%	72.7%
Q9-10. Youth recreation programs	8.0%	92.0%
Q9-11. Adult recreation programs	12.0%	88.0%
Q9-12. Recreation program registration	12.7%	87.3%

Q9. Cultural and Recreation Services. If "yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=564)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q9-1. Greenway trails	48.4%	38.8%	5.2%	3.0%	0.8%	3.8%
Q9-2. Village sponsored cultural/arts events	45.3%	38.9%	9.6%	1.0%	0.0%	5.2%
Q9-3. Cannon Park	50.6%	37.8%	3.6%	0.8%	0.4%	6.8%
Q9-4. Arboretum/Timmel Pavilion	53.4%	34.6%	3.4%	1.0%	0.3%	7.2%
Q9-5. Rassie Wicker Park	52.6%	36.0%	4.9%	0.9%	0.3%	5.4%
Q9-6. Camelot Playground	57.9%	31.5%	3.4%	2.8%	0.0%	4.5%
Q9-7. Splash pad at Wicker Park	61.6%	27.7%	0.9%	5.4%	0.9%	3.6%
Q9-8. West Pinehurst Park (e.g., disc golf)	32.6%	47.8%	8.7%	10.9%	0.0%	0.0%
Q9-9. Community Center	49.0%	36.6%	5.7%	0.5%	0.0%	8.2%
Q9-10. Youth recreation programs	38.6%	42.1%	12.3%	3.5%	1.8%	1.8%
Q9-11. Adult recreation programs	43.5%	34.1%	10.6%	2.4%	2.4%	7.1%
Q9-12. Recreation program registration	45.6%	32.2%	14.4%	5.6%	1.1%	1.1%

WITHOUT "NO OPINION"

Q9. Cultural and Recreation Services. If "yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=564)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q9-1. Greenway trails	50.3%	40.3%	5.4%	3.1%	0.9%
Q9-2. Village sponsored cultural/arts events	47.8%	41.0%	10.1%	1.1%	0.0%
Q9-3. Cannon Park	54.3%	40.6%	3.8%	0.9%	0.4%
Q9-4. Arboretum/Timmel Pavilion	57.6%	37.3%	3.7%	1.1%	0.4%
Q9-5. Rassie Wicker Park	55.6%	38.1%	5.1%	0.9%	0.3%
Q9-6. Camelot Playground	60.6%	32.9%	3.5%	2.9%	0.0%
Q9-7. Splash pad at Wicker Park	63.9%	28.7%	0.9%	5.6%	0.9%
Q9-8. West Pinehurst Park (e.g., disc golf)	32.6%	47.8%	8.7%	10.9%	0.0%
Q9-9. Community Center	53.4%	39.9%	6.2%	0.6%	0.0%
Q9-10. Youth recreation programs	39.3%	42.9%	12.5%	3.6%	1.8%
Q9-11. Adult recreation programs	46.8%	36.7%	11.4%	2.5%	2.5%
Q9-12. Recreation program registration	46.1%	32.6%	14.6%	5.6%	1.1%

Q10. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q10-1. Number of Village parks	35.0%	37.8%	9.1%	2.0%	1.0%	15.0%
Q10-2. Quality of Village parks	39.2%	36.0%	8.3%	0.8%	0.0%	15.6%
Q10-3. Variety of amenities in Village parks	27.3%	34.6%	15.3%	3.0%	0.4%	19.4%
Q10-4. Quality of recreation indoor facilities	19.4%	22.1%	17.6%	3.1%	0.1%	37.7%
Q10-5. Availability of recreation indoor facilities	14.9%	19.8%	20.1%	5.3%	1.1%	38.7%
Q10-6. Variety of amenities in recreation indoor facilities	14.9%	19.4%	19.7%	3.7%	1.0%	41.4%
Q10-7. Availability of walking/ greenway trails	35.0%	31.9%	10.7%	4.4%	1.3%	16.7%
Q10-8. Condition of walking/ greenway trails	26.9%	35.4%	13.8%	3.4%	0.6%	20.0%
Q10-9. Quality of outdoor athletic fields & facilities	21.8%	24.3%	14.5%	0.4%	0.0%	39.0%
Q10-10. Availability of outdoor athletic fields & facilities	18.4%	23.6%	16.9%	2.0%	0.4%	38.7%
Q10-11. Availability of information about recreation programs	20.4%	28.8%	19.5%	5.6%	1.0%	24.6%
Q10-12. Quality of youth recreation programs	11.4%	14.1%	17.2%	1.4%	0.1%	55.8%
Q10-13. Quality of adult recreation programs	13.5%	18.7%	19.7%	2.7%	0.1%	45.3%
Q10-14. Variety of cultural arts events & programs in Southern Moore County	21.1%	33.2%	18.3%	4.2%	0.7%	22.5%

WITHOUT "NO OPINION"

Q10. Please rate your satisfaction with each item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q10-1. Number of Village parks	41.2%	44.5%	10.8%	2.3%	1.2%
Q10-2. Quality of Village parks	46.5%	42.7%	9.8%	1.0%	0.0%
Q10-3. Variety of amenities in Village parks	33.9%	42.9%	19.0%	3.7%	0.5%
Q10-4. Quality of recreation indoor facilities	31.2%	35.4%	28.2%	5.0%	0.2%
Q10-5. Availability of recreation indoor facilities	24.3%	32.3%	32.8%	8.7%	1.8%
Q10-6. Variety of amenities in recreation indoor facilities	25.4%	33.1%	33.6%	6.2%	1.7%
Q10-7. Availability of walking/greenway trails	42.1%	38.3%	12.8%	5.2%	1.5%
Q10-8. Condition of walking/greenway trails	33.6%	44.3%	17.2%	4.2%	0.7%
Q10-9. Quality of outdoor athletic fields & facilities	35.7%	39.9%	23.7%	0.7%	0.0%
Q10-10. Availability of outdoor athletic fields & facilities	30.0%	38.5%	27.5%	3.2%	0.7%
Q10-11. Availability of information about recreation programs	27.1%	38.2%	25.9%	7.5%	1.3%
Q10-12. Quality of youth recreation programs	25.8%	31.8%	38.9%	3.2%	0.3%
Q10-13. Quality of adult recreation programs	24.7%	34.2%	36.0%	4.9%	0.3%
Q10-14. Variety of cultural arts events & programs in Southern Moore County	27.2%	42.8%	23.6%	5.4%	0.9%

Q11. Which THREE of the Cultural and Recreation Services items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. Top choice	Number	Percent
Number of Village parks	44	6.2 %
Quality of Village parks	89	12.5 %
Variety of amenities in Village parks	37	5.2 %
Quality of recreation indoor facilities	21	3.0 %
Availability of recreation indoor facilities	33	4.6 %
Variety of amenities in recreation indoor facilities	16	2.3 %
Availability of walking/greenway trails	80	11.3 %
Condition of walking/greenway trails	62	8.7 %
Quality of outdoor athletic fields & facilities	5	0.7 %
Availability of outdoor athletic fields & facilities	13	1.8 %
Availability of information about recreation programs	30	4.2 %
Quality of youth recreation programs	26	3.7 %
Quality of adult recreation programs	20	2.8 %
Variety of cultural arts events & programs in Southern Moore County	69	9.7 %
None chosen	166	23.3 %
Total	711	100.0 %

Q11. Which THREE of the Cultural and Recreation Services items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. 2nd choice	Number	Percent
Number of Village parks	18	2.5 %
Quality of Village parks	55	7.7 %
Variety of amenities in Village parks	43	6.0 %
Quality of recreation indoor facilities	22	3.1 %
Availability of recreation indoor facilities	38	5.3 %
Variety of amenities in recreation indoor facilities	21	3.0 %
Availability of walking/greenway trails	60	8.4 %
Condition of walking/greenway trails	81	11.4 %
Quality of outdoor athletic fields & facilities	18	2.5 %
Availability of outdoor athletic fields & facilities	15	2.1 %
Availability of information about recreation programs	48	6.8 %
Quality of youth recreation programs	18	2.5 %
Quality of adult recreation programs	40	5.6 %
Variety of cultural arts events & programs in Southern Moore County	37	5.2 %
None chosen	197	27.7 %
Total	711	100.0 %

Q11. Which THREE of the Cultural and Recreation Services items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q11. 3rd choice	Number	Percent
Number of Village parks	12	1.7 %
Quality of Village parks	44	6.2 %
Variety of amenities in Village parks	49	6.9 %
Quality of recreation indoor facilities	17	2.4 %
Availability of recreation indoor facilities	25	3.5 %
Variety of amenities in recreation indoor facilities	24	3.4 %
Availability of walking/greenway trails	42	5.9 %
Condition of walking/greenway trails	51	7.2 %
Quality of outdoor athletic fields & facilities	22	3.1 %
Availability of outdoor athletic fields & facilities	15	2.1 %
Availability of information about recreation programs	27	3.8 %
Quality of youth recreation programs	26	3.7 %
Quality of adult recreation programs	34	4.8 %
Variety of cultural arts events & programs in Southern Moore County	67	9.4 %
None chosen	256	36.0 %
Total	711	100.0 %

SUM OF TOP 3 CHOICES

Q11. Which THREE of the Cultural and Recreation Services items listed in Question 10 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

Q11. Sum of top 3 choices	Number	Percent
Number of Village parks	74	10.4 %
Quality of Village parks	188	26.4 %
Variety of amenities in Village parks	129	18.1 %
Quality of recreation indoor facilities	60	8.4 %
Availability of recreation indoor facilities	96	13.5 %
Variety of amenities in recreation indoor facilities	61	8.6 %
Availability of walking/greenway trails	182	25.6 %
Condition of walking/greenway trails	194	27.3 %
Quality of outdoor athletic fields & facilities	45	6.3 %
Availability of outdoor athletic fields & facilities	43	6.0 %
Availability of information about recreation programs	105	14.8 %
Quality of youth recreation programs	70	9.8 %
Quality of adult recreation programs	94	13.2 %
Variety of cultural arts events & programs in Southern Moore County	173	24.3 %
None chosen	166	23.3 %
Total	1680	

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

Q12. Do you shop regularly in Village Center (downtown)	Number	Percent
Yes	284	39.9 %
No	398	56.0 %
Not provided	29	4.1 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q12. Do you shop regularly in the Village Center (downtown)? (without "not provided")**

Q12. Do you shop regularly in Village Center (downtown)	Number	Percent
Yes	284	41.6 %
No	398	58.4 %
Total	682	100.0 %

Q13. Do you regularly dine in the Village Center (downtown)?

Q13. Do you regularly dine in Village Center (downtown)	Number	Percent
Yes	383	53.9 %
No	303	42.6 %
Not provided	25	3.5 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q13. Do you regularly dine in the Village Center (downtown)? (without "not provided")**

Q13. Do you regularly dine in Village Center (downtown)	Number	Percent
Yes	383	55.8 %
No	303	44.2 %
Total	686	100.0 %

Q14. Please check each of the following reasons that prevent you from shopping/dining regularly in the Village Center (downtown) more often.

Q14. Reasons that prevent you from shopping/dining regularly in Village Center (downtown) more often		
	Number	Percent
Stores' hours of operation	119	16.7 %
Variety of merchandise/menu options offered	240	33.8 %
Merchandise is more targeted to tourists than local shoppers	275	38.7 %
Parking availability	176	24.8 %
Wait times for dining	66	9.3 %
Prices	209	29.4 %
Other	62	8.7 %
Nothing prevents me from shopping/dining more often in Village Center	180	25.3 %
Total	1327	

Q15. Code Enforcement. Please rate your satisfaction with each of the following Village efforts to enforce regulations using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q15-1. Enforcing cleanup of litter & debris on private property	19.7%	31.6%	18.6%	10.7%	3.2%	16.2%
Q15-2. Enforcing mowing/cutting of weeds/grass on private property	18.4%	29.3%	20.5%	11.5%	3.5%	16.7%
Q15-3. Enforcing overnight right-of-way parking prohibition in residential neighborhoods	18.1%	24.1%	24.5%	6.6%	3.0%	23.8%
Q15-4. Enforcing restrictions on oversized vehicles in residential neighborhoods	18.4%	24.2%	23.6%	9.1%	2.3%	22.4%
Q15-5. Enforcing noise ordinances	19.0%	27.7%	23.3%	7.2%	4.6%	18.1%
Q15-6. Enforcing sign regulations	18.6%	28.3%	22.4%	7.7%	3.2%	19.8%
Q15-7. Enforcing solid waste cart regulations	23.5%	30.9%	19.0%	5.6%	1.5%	19.4%

WITHOUT "NO OPINION"

Q15. Code Enforcement. Please rate your satisfaction with each of the following Village efforts to enforce regulations using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q15-1. Enforcing cleanup of litter & debris on private property	23.5%	37.8%	22.1%	12.8%	3.9%
Q15-2. Enforcing mowing/cutting of weeds/grass on private property	22.1%	35.1%	24.7%	13.9%	4.2%
Q15-3. Enforcing overnight right-of-way parking prohibition in residential neighborhoods	23.8%	31.5%	32.1%	8.7%	3.9%
Q15-4. Enforcing restrictions on oversized vehicles in residential neighborhoods	23.7%	31.2%	30.4%	11.8%	2.9%
Q15-5. Enforcing noise ordinances	23.2%	33.8%	28.5%	8.8%	5.7%
Q15-6. Enforcing sign regulations	23.2%	35.3%	27.9%	9.6%	4.0%
Q15-7. Enforcing solid waste cart regulations	29.1%	38.4%	23.6%	7.0%	1.9%

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

Q16. How would you describe the amount of effort

Village applies to enforce its codes & ordinances	Number	Percent
About right	405	57.0 %
Too much	43	6.0 %
Too little	147	20.7 %
Not provided	116	16.3 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q16. How would you describe the amount of effort the Village applies to enforce its codes and ordinances?****(without "not provided")**

Q16. How would you describe the amount of effort

Village applies to enforce its codes & ordinances	Number	Percent
About right	405	68.1 %
Too much	43	7.2 %
Too little	147	24.7 %
Total	595	100.0 %

Q17. Transportation Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q17-1. Maintenance of main Village street thoroughfares	42.8%	42.3%	6.9%	2.7%	0.3%	5.1%
Q17-2. Maintenance of streets in your neighborhood	30.2%	38.0%	11.5%	11.5%	2.0%	6.8%
Q17-3. Maintenance of street signs/pavement markings	33.3%	43.5%	13.8%	4.1%	0.4%	4.9%
Q17-4. Adequacy of street lighting	20.1%	28.3%	21.0%	18.1%	6.2%	6.3%
Q17-5. Ease of travel on NC Highway 5	9.7%	22.8%	20.4%	30.1%	12.8%	4.2%
Q17-6. Ease of travel through large traffic circle	19.5%	38.3%	19.0%	12.0%	8.2%	3.1%
Q17-7. Ease of travel on other streets in Village	30.7%	49.5%	13.5%	2.0%	0.6%	3.8%
Q17-8. Availability of walkways	18.4%	27.1%	17.9%	18.8%	8.7%	9.0%
Q17-9. Condition of existing walkways	20.1%	34.7%	23.3%	5.9%	2.0%	13.9%
Q17-10. Ease of golf cart travel	12.5%	18.0%	16.5%	5.1%	1.4%	46.6%

WITHOUT "NO OPINION"

Q17. Transportation Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q17-1. Maintenance of main Village street thoroughfares	45.0%	44.6%	7.3%	2.8%	0.3%
Q17-2. Maintenance of streets in your neighborhood	32.4%	40.7%	12.4%	12.4%	2.1%
Q17-3. Maintenance of street signs/pavement markings	35.1%	45.7%	14.5%	4.3%	0.4%
Q17-4. Adequacy of street lighting	21.5%	30.2%	22.4%	19.4%	6.6%
Q17-5. Ease of travel on NC Highway 5	10.1%	23.8%	21.3%	31.4%	13.4%
Q17-6. Ease of travel through large traffic circle	20.2%	39.5%	19.6%	12.3%	8.4%
Q17-7. Ease of travel on other streets in Village	31.9%	51.5%	14.0%	2.0%	0.6%
Q17-8. Availability of walkways	20.2%	29.8%	19.6%	20.7%	9.6%
Q17-9. Condition of existing walkways	23.4%	40.4%	27.1%	6.9%	2.3%
Q17-10. Ease of golf cart travel	23.4%	33.7%	30.8%	9.5%	2.6%

Q18. Which THREE of the Transportation Services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q18. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	61	8.6 %
Maintenance of streets in your neighborhood	77	10.8 %
Maintenance of street signs/pavement markings	14	2.0 %
Adequacy of street lighting	82	11.5 %
Ease of travel on NC Highway 5	181	25.5 %
Ease of travel through large traffic circle	96	13.5 %
Ease of travel on other streets in Village	4	0.6 %
Availability of walkways	84	11.8 %
Condition of existing walkways	10	1.4 %
Ease of golf cart travel	32	4.5 %
None chosen	70	9.8 %
Total	711	100.0 %

Q18. Which THREE of the Transportation Services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q18. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	33	4.6 %
Maintenance of streets in your neighborhood	62	8.7 %
Maintenance of street signs/pavement markings	32	4.5 %
Adequacy of street lighting	93	13.1 %
Ease of travel on NC Highway 5	110	15.5 %
Ease of travel through large traffic circle	99	13.9 %
Ease of travel on other streets in Village	13	1.8 %
Availability of walkways	80	11.3 %
Condition of existing walkways	41	5.8 %
Ease of golf cart travel	26	3.7 %
None chosen	122	17.2 %
Total	711	100.0 %

Q18. Which THREE of the Transportation Services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

<u>Q18. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	44	6.2 %
Maintenance of streets in your neighborhood	61	8.6 %
Maintenance of street signs/pavement markings	41	5.8 %
Adequacy of street lighting	55	7.7 %
Ease of travel on NC Highway 5	66	9.3 %
Ease of travel through large traffic circle	58	8.2 %
Ease of travel on other streets in Village	35	4.9 %
Availability of walkways	72	10.1 %
Condition of existing walkways	59	8.3 %
Ease of golf cart travel	37	5.2 %
None chosen	183	25.7 %
Total	711	100.0 %

SUM OF TOP 3 CHOICES

Q18. Which THREE of the Transportation Services listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 3)

<u>Q18. Sum of top 3 choices</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	138	19.4 %
Maintenance of streets in your neighborhood	200	28.1 %
Maintenance of street signs/pavement markings	87	12.2 %
Adequacy of street lighting	230	32.3 %
Ease of travel on NC Highway 5	357	50.2 %
Ease of travel through large traffic circle	253	35.6 %
Ease of travel on other streets in Village	52	7.3 %
Availability of walkways	236	33.2 %
Condition of existing walkways	110	15.5 %
Ease of golf cart travel	95	13.4 %
None chosen	70	9.8 %
Total	1828	

Q19. Public Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q19-1. Maintenance/preservation of Downtown	52.6%	37.1%	5.1%	1.1%	0.0%	4.1%
Q19-2. Quality of landscaping in medians & other public areas	63.6%	28.8%	3.5%	1.3%	0.4%	2.4%
Q19-3. Overall cleanliness of streets & other public areas	56.4%	36.3%	3.8%	0.8%	0.4%	2.3%
Q19-4. Quality of stormwater runoff/management system	22.8%	35.6%	18.1%	7.7%	4.9%	10.8%
Q19-5. Winter weather response on Village streets (snow/ice)	27.7%	34.0%	16.3%	2.7%	1.0%	18.3%

WITHOUT "NO OPINION"

Q19. Public Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Maintenance/preservation of Downtown	54.8%	38.7%	5.3%	1.2%	0.0%
Q19-2. Quality of landscaping in medians & other public areas	65.1%	29.5%	3.6%	1.3%	0.4%
Q19-3. Overall cleanliness of streets & other public areas	57.7%	37.1%	3.9%	0.9%	0.4%
Q19-4. Quality of stormwater runoff/management system	25.6%	39.9%	20.3%	8.7%	5.5%
Q19-5. Winter weather response on Village streets (snow/ice)	33.9%	41.7%	20.0%	3.3%	1.2%

Q20. Which TWO of the Public Services items listed in Question 19 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q20. Top choice	Number	Percent
Maintenance/preservation of Downtown	187	26.3 %
Quality of landscaping in medians & other public areas	74	10.4 %
Overall cleanliness of streets & other public areas	106	14.9 %
Quality of stormwater runoff/management system	213	30.0 %
Winter weather response on Village streets (snow/ice)	40	5.6 %
None chosen	91	12.8 %
Total	711	100.0 %

Q20. Which TWO of the Public Services items listed in Question 19 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years?

Q20. 2nd choice	Number	Percent
Maintenance/preservation of Downtown	75	10.5 %
Quality of landscaping in medians & other public areas	123	17.3 %
Overall cleanliness of streets & other public areas	172	24.2 %
Quality of stormwater runoff/management system	87	12.2 %
Winter weather response on Village streets (snow/ice)	103	14.5 %
None chosen	151	21.2 %
Total	711	100.0 %

SUM OF TOP 2 CHOICES

Q20. Which TWO of the Public Services items listed in Question 17 do you think should receive the MOST EMPHASIS from Village leaders over the next TWO years? (top 2)

Q20. Sum of top 2 choices	Number	Percent
Maintenance/preservation of Downtown	262	36.8 %
Quality of landscaping in medians & other public areas	197	27.7 %
Overall cleanliness of streets & other public areas	278	39.1 %
Quality of stormwater runoff/management system	300	42.2 %
Winter weather response on Village streets (snow/ice)	143	20.1 %
None chosen	91	12.8 %
Total	1271	

Q21. Please indicate whether you or other members of your household have used these Village services and facilities during the past year.

(N=711)

	Yes	No
Q21-1. Fire services	10.5%	89.5%
Q21-2. Police services	18.6%	81.4%
Q21-3. Village Hall reception desk	27.0%	73.0%
Q21-4. MyVOP service request system	20.5%	79.5%
Q21-5. Submitted a code & ordinance enforcement issue	11.8%	88.2%
Q21-6. Planning & inspections services	13.2%	86.8%
Q21-7. Library services	37.4%	62.6%
Q21-8. Archives services	12.7%	87.3%

Q21. If "yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=490)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q21-1. Fire services	82.7%	12.0%	1.3%	0.0%	0.0%	4.0%
Q21-2. Police services	68.2%	18.9%	1.5%	5.3%	0.0%	6.1%
Q21-3. Village Hall reception desk	69.3%	20.3%	2.1%	2.1%	0.5%	5.7%
Q21-4. MyVOP service request system	45.9%	31.5%	5.5%	8.9%	2.1%	6.2%
Q21-5. Submitted a code & ordinance enforcement issue	23.8%	27.4%	13.1%	20.2%	9.5%	6.0%
Q21-6. Planning & inspections services	46.8%	35.1%	7.4%	8.5%	0.0%	2.1%
Q21-7. Library services	51.1%	27.8%	6.8%	4.5%	1.9%	7.9%
Q21-8. Archives services	62.2%	23.3%	4.4%	1.1%	0.0%	8.9%

WITHOUT "NO OPINION"

Q21. If "yes," please rate your satisfaction with that item using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=490)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q21-1. Fire services	86.1%	12.5%	1.4%	0.0%	0.0%
Q21-2. Police services	72.6%	20.2%	1.6%	5.6%	0.0%
Q21-3. Village Hall reception desk	73.5%	21.5%	2.2%	2.2%	0.6%
Q21-4. MyVOP service request system	48.9%	33.6%	5.8%	9.5%	2.2%
Q21-5. Submitted a code & ordinance enforcement issue	25.3%	29.1%	13.9%	21.5%	10.1%
Q21-6. Planning & inspections services	47.8%	35.9%	7.6%	8.7%	0.0%
Q21-7. Library services	55.5%	30.2%	7.3%	4.9%	2.0%
Q21-8. Archives services	68.3%	25.6%	4.9%	1.2%	0.0%

Q22. Public Communication and Outreach. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q22-1. Quality of information about Village programs/services	28.1%	43.0%	16.3%	4.2%	0.4%	7.9%
Q22-2. Village efforts to keep you informed about local issues	26.3%	45.0%	14.9%	6.3%	0.4%	7.0%
Q22-3. Opportunities to participate in local government (advisory boards, volunteering)	18.1%	33.8%	23.9%	5.5%	1.0%	17.7%
Q22-4. Village social media	17.9%	31.9%	21.5%	3.1%	0.6%	25.0%
Q22-5. Village website (vopnc.org)	23.2%	38.5%	18.4%	2.7%	0.4%	16.7%
Q22-6. Village newsletter	25.7%	38.0%	16.5%	4.2%	1.1%	14.5%
Q22-7. Monthly Village eNews updates	18.4%	27.3%	22.5%	4.1%	0.6%	27.1%
Q22-8. Online engagement portals (engage.vopnc.org)	12.9%	20.8%	21.8%	2.5%	1.0%	40.9%
Q22-9. Community's progress toward meeting its strategic vision & mission	11.7%	26.2%	29.1%	4.1%	1.3%	27.7%

WITHOUT "NO OPINION"

Q22. Public Communication and Outreach. Please rate your satisfaction with each of the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q22-1. Quality of information about Village programs/ services	30.5%	46.7%	17.7%	4.6%	0.5%
Q22-2. Village efforts to keep you informed about local issues	28.3%	48.4%	16.0%	6.8%	0.5%
Q22-3. Opportunities to participate in local government (advisory boards, volunteering)	22.1%	41.0%	29.1%	6.7%	1.2%
Q22-4. Village social media	23.8%	42.6%	28.7%	4.1%	0.8%
Q22-5. Village website (vopnc.org)	27.9%	46.3%	22.1%	3.2%	0.5%
Q22-6. Village newsletter	30.1%	44.4%	19.2%	4.9%	1.3%
Q22-7. Monthly Village eNews updates	25.3%	37.5%	30.9%	5.6%	0.8%
Q22-8. Online engagement portals (engage.vopnc.org)	21.9%	35.2%	36.9%	4.3%	1.7%
Q22-9. Community's progress toward meeting its strategic vision & mission	16.1%	36.2%	40.3%	5.6%	1.8%

Q23. Which of the following do you use to get information about the Village of Pinehurst?

Q23. Which following do you use to get information
about Village of Pinehurst

	Number	Percent
Village employees	100	14.1 %
Village newsletter	436	61.3 %
Village website (vopnc.org)	344	48.4 %
Monthly Village eNews	141	19.8 %
Village mobile app (MYVOP)	124	17.4 %
Engage Pinehurst online engagement portal engage.vopnc.org)	29	4.1 %
Village social media (e.g., Facebook, X-formerly known as Twitter)	213	30.0 %
The Pilot newspaper	470	66.1 %
Attend or view public meetings	138	19.4 %
Other	36	5.1 %
Total	2031	

Q23-10. Other:

Q23-10. Other	Number	Percent
Word of mouth	10	27.8 %
Friends	6	16.7 %
Nextdoor	4	11.1 %
Neighbors	3	8.3 %
Friends, neighbors	1	2.8 %
Involvement with NAC	1	2.8 %
NEIGHBORHOOD FRIENDS	1	2.8 %
NAC	1	2.8 %
Welcome center visits	1	2.8 %
Residents	1	2.8 %
Church	1	2.8 %
Local people	1	2.8 %
Radio	1	2.8 %
Village Council members	1	2.8 %
Neighborhood representative	1	2.8 %
Neighbor	1	2.8 %
Instagram	1	2.8 %
Total	36	100.0 %

Q24. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

Q24. How often do you read Village Newsletter, which
is mailed to all residents

	Number	Percent
All the time	463	65.1 %
Sometimes	114	16.0 %
Seldom	25	3.5 %
Never	44	6.2 %
Don't know	65	9.1 %
Total	711	100.0 %

WITHOUT "DON 'T KNOW"**Q24. Please indicate how often you read the Village Newsletter, which is mailed to all residents. (without "don't know")**

Q24. How often do you read Village Newsletter, which
is mailed to all residents

	Number	Percent
All the time	463	71.7 %
Sometimes	114	17.6 %
Seldom	25	3.9 %
Never	44	6.8 %
Total	646	100.0 %

Q25. Customer Service. Have you contacted the Village during the past year for customer support?

Q25. Have you contacted Village during past year for customer support	Number	Percent
Yes	208	29.3 %
No	498	70.0 %
Not provided	5	0.7 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"

Q25. Customer Service. Have you contacted the Village during the past year for customer support? (without "not provided")

Q25. Have you contacted Village during past year for customer support	Number	Percent
Yes	208	29.5 %
No	498	70.5 %
Total	706	100.0 %

Q25a. Using a scale from 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with Village employees (not elected officials) on the following behaviors.

(N=208)

	Always	Usually	Sometimes	Seldom	Never	No opinion
Q25a-1. Village staff was responsive to my needs	71.6%	17.3%	4.8%	1.4%	3.4%	1.4%
Q25a-2. Village staff was competent	73.1%	16.8%	4.3%	1.4%	1.0%	3.4%
Q25a-3. Village staff was courteous	79.3%	14.9%	2.9%	1.0%	0.5%	1.4%
Q25a-4. My issue was resolved promptly	62.0%	17.3%	10.1%	2.9%	2.9%	4.8%

WITHOUT "NO OPINION"

Q25a. Using a scale from 1 to 5, where 5 means "Always" and 1 means "Never," please rate your experience with Village employees (not elected officials) on the following behaviors. (without "no opinion")

(N=208)

	Always	Usually	Sometimes	Seldom	Never
Q25a-1. Village staff was responsive to my needs	72.7%	17.6%	4.9%	1.5%	3.4%
Q25a-2. Village staff was competent	75.6%	17.4%	4.5%	1.5%	1.0%
Q25a-3. Village staff was courteous	80.5%	15.1%	2.9%	1.0%	0.5%
Q25a-4. My issue was resolved promptly	65.2%	18.2%	10.6%	3.0%	3.0%

Q26. Capital Improvements. Of the community improvements listed below, which THREE would you select as the MOST IMPORTANT?

Q26. Which community improvements would you select

as most important	Number	Percent
Additional walkway construction in neighborhoods	278	39.1 %
Additional greenway trails (walking paths)	180	25.3 %
Bicycle lanes & paths	191	26.9 %
Multi-purpose paths on main Village highways	143	20.1 %
Additional street lighting in neighborhoods	252	35.4 %
Additional stormwater (drainage) improvements	252	35.4 %
Additional street resurfacing	213	30.0 %
Additional parks & open spaces	75	10.5 %
Additional athletic fields	19	2.7 %
Fire Dept. station on Linden Rd.	96	13.5 %
Downtown parking	190	26.7 %
Total	1889	

Q27. If you own a home in the Village of Pinehurst, approximately 41% 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 (59%). Considering this, how satisfied are you with the value you receive for the portion of your property taxes that funds the Village's operating budget?

Q27. How satisfied are you with the value you receive for the portion of your property taxes that funds

<u>Village's operating budget</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	201	28.3 %
Satisfied	288	40.5 %
Neutral	124	17.4 %
Dissatisfied	21	3.0 %
Very dissatisfied	10	1.4 %
Don't know	67	9.4 %
Total	711	100.0 %

WITHOUT "DON'T KNOW"

Q27. If you own a home in the Village of Pinehurst, approximately 41% 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 (59%). Considering this, how satisfied are you with the value you receive for the portion of your property taxes that funds the Village's operating budget? (without "don't know")

Q27. How satisfied are you with the value you receive for the portion of your property taxes that funds

<u>Village's operating budget</u>	<u>Number</u>	<u>Percent</u>
Very satisfied	201	31.2 %
Satisfied	288	44.7 %
Neutral	124	19.3 %
Dissatisfied	21	3.3 %
Very dissatisfied	10	1.6 %
Total	644	100.0 %

Q28a. The language passed to regulate short-term rentals in the community is:

Q28a. What is the language passed to regulate short-term rentals in the community	Number	Percent
Too lenient	174	24.5 %
Just right	235	33.1 %
Too strict	83	11.7 %
Not sure	219	30.8 %
Total	711	100.0 %

WITHOUT "NOT SURE"**Q28a. The language passed to regulate short-term rentals in the community is: (without "not sure")**

Q28a. What is the language passed to regulate short-term rentals in the community	Number	Percent
Too lenient	174	35.4 %
Just right	235	47.8 %
Too strict	83	16.9 %
Total	492	100.0 %

Q28b. I believe the Village's enforcement of short-term rental related regulations is:

Q28b. What is Village's enforcement of short-term rental related regulations	Number	Percent
Too little	188	26.4 %
About right	209	29.4 %
Too much	72	10.1 %
Not sure	242	34.0 %
Total	711	100.0 %

WITHOUT "NOT SURE"**Q28b. I believe the Village's enforcement of short-term rental related regulations is: (without "not sure")**

Q28b. What is Village's enforcement of short-term rental related regulations	Number	Percent
Too little	188	40.1 %
About right	209	44.6 %
Too much	72	15.4 %
Total	469	100.0 %

Q29. Village Leadership. Please rate your level of satisfaction with the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	No opinion
Q29-1. Overall quality of leadership provided by Village's elected officials	18.1%	42.1%	20.0%	4.5%	3.1%	12.2%
Q29-2. Overall effectiveness of appointed boards & commissions	14.8%	39.4%	25.9%	3.5%	1.7%	14.8%
Q29-3. Overall effectiveness of Village Manager & appointed staff	22.2%	40.8%	21.4%	1.4%	2.0%	12.2%

WITHOUT "NO OPINIION"

Q29. Village Leadership. Please rate your level of satisfaction with the following items using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "no opinion")

(N=711)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q29-1. Overall quality of leadership provided by Village's elected officials	20.7%	47.9%	22.8%	5.1%	3.5%
Q29-2. Overall effectiveness of appointed boards & commissions	17.3%	46.2%	30.4%	4.1%	2.0%
Q29-3. Overall effectiveness of Village Manager & appointed staff	25.3%	46.5%	24.4%	1.6%	2.2%

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

(N=711)

	Significantly better	Better	Same	Worse	Significantly worse	No opinion
Q30-1. Overall quality of life	48.0%	31.2%	16.2%	1.7%	0.0%	3.0%
Q30-2. Overall quality of Village services	36.4%	36.1%	21.2%	2.4%	0.3%	3.5%
Q30-3. Customer service provided by Village employees	35.7%	27.3%	21.7%	1.0%	0.4%	13.9%

WITHOUT "NO OPINION"**Q30. How would you rate your satisfaction with the following in the Village of Pinehurst compared to other places you have lived in the past? (without "no opinion")**

(N=711)

	Significantly better	Better	Same	Worse	Significantly worse
Q30-1. Overall quality of life	49.4%	32.2%	16.7%	1.7%	0.0%
Q30-2. Overall quality of Village services	37.8%	37.5%	22.0%	2.5%	0.3%
Q30-3. Customer service provided by Village employees	41.5%	31.7%	25.2%	1.1%	0.5%

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

Q31. Would you recommend Village of Pinehurst to others as a place to live	Number	Percent
Yes	643	90.4 %
No	37	5.2 %
Not provided	31	4.4 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q31. Would you recommend the Village of Pinehurst to others as a place to live? (without "not provided")**

Q31. Would you recommend Village of Pinehurst to others as a place to live	Number	Percent
Yes	643	94.6 %
No	37	5.4 %
Total	680	100.0 %

Q34. Approximately how many years have you lived in the Village of Pinehurst?

Q34. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	160	22.5 %
5-10 years	155	21.8 %
11-20 years	147	20.7 %
20+ years	243	34.2 %
Not provided	6	0.8 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q34. Approximately how many years have you lived in the Village of Pinehurst? (without "not provided")**

Q34. How many years have you lived in Village of Pinehurst	Number	Percent
Less than 5 years	160	22.7 %
5-10 years	155	22.0 %
11-20 years	147	20.9 %
20+ years	243	34.5 %
Total	705	100.0 %

Q35. Do you have school-age children (grades K-12) living at home?

Q35. Do you have school-age children (grades K-12)

living at home	Number	Percent
Yes	114	16.0 %
No	591	83.1 %
Not provided	6	0.8 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q35. Do you have school-age children (grades K-12) living at home? (without "not provided")**

Q35. Do you have school-age children (grades K-12)

living at home	Number	Percent
Yes	114	16.2 %
No	591	83.8 %
Total	705	100.0 %

Q35a. What grade level(s) are your school-age children?

Q35a. What grade levels are your school-age children	Number	Percent
K-5	58	50.9 %
6-8	42	36.8 %
High school	53	46.5 %
Total	153	

Q36. Which of the following best describes your current employment status?

Q36. Which following best describes your current employment status	Number	Percent
Employed outside the home	197	27.7 %
Employed in the home/have a home-based business	67	9.4 %
Student	2	0.3 %
Retired	416	58.5 %
Not currently employed	10	1.4 %
Not provided	19	2.7 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q36. Which of the following best describes your current employment status? (without "not provided")**

Q36. Which following best describes your current employment status	Number	Percent
Employed outside the home	197	28.5 %
Employed in the home/have a home-based business	67	9.7 %
Student	2	0.3 %
Retired	416	60.1 %
Not currently employed	10	1.4 %
Total	692	100.0 %

Q36-1. "If employed outside the home," what is the zip code where you work?

Q36-1. What is the zip code where you work	Number	Percent
28374	95	53.7 %
28387	31	17.5 %
28310	6	3.4 %
28315	6	3.4 %
27376	5	2.8 %
28308	4	2.3 %
28376	4	2.3 %
28345	3	1.7 %
28301	1	0.6 %
46373	1	0.6 %
27511	1	0.6 %
87185	1	0.6 %
27615	1	0.6 %
10022	1	0.6 %
28202	1	0.6 %
28347	1	0.6 %
28304	1	0.6 %
27332	1	0.6 %
27330	1	0.6 %
25311	1	0.6 %
28312	1	0.6 %
28352	1	0.6 %
28306	1	0.6 %
28327	1	0.6 %
28303	1	0.6 %
28370	1	0.6 %
47374	1	0.6 %
27409	1	0.6 %
17870	1	0.6 %
28307	1	0.6 %
21401	1	0.6 %
Total	177	100.0 %

Q37. Which of the following best describes your age?

<u>Q37. Which following best describes your age</u>	<u>Number</u>	<u>Percent</u>
18-34	53	7.5 %
35-44	66	9.3 %
45-54	96	13.5 %
55-64	117	16.5 %
65+	355	49.9 %
Not provided	24	3.4 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q37. Which of the following best describes your age? (without "not provided")**

<u>Q37. Which following best describes your age</u>	<u>Number</u>	<u>Percent</u>
18-34	53	7.7 %
35-44	66	9.6 %
45-54	96	14.0 %
55-64	117	17.0 %
65+	355	51.7 %
Total	687	100.0 %

Q38. Which of the following best describes your race?

<u>Q38. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian or Asian Indian	14	2.0 %
Black or African American	13	1.8 %
American Indian or Alaska Native	5	0.7 %
White or Caucasian	637	89.6 %
Native Hawaiian or other Pacific Islander	2	0.3 %
Hispanic, Spanish, or Latino/a/x	18	2.5 %
<u>Other</u>	<u>2</u>	<u>0.3 %</u>
Total	691	

Q38-7. Self-describe your race:

<u>Q38-7. Self-describe your race</u>	<u>Number</u>	<u>Percent</u>
WHITE SPANISH GERMAN	1	50.0 %
<u>Multiple races</u>	<u>1</u>	<u>50.0 %</u>
Total	2	100.0 %

Q39. Which of the following best describes the general neighborhood areas where you live?

Q39. Which following best describes the general neighborhood area where you live	Number	Percent
Pinehurst No. 6	106	14.9 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	43	6.0 %
Pinehurst No. 7/Lawn & Tennis/CCNC	32	4.5 %
Morganton/Monticello Rd.	63	8.9 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	184	25.9 %
Pinewild	85	12.0 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	93	13.1 %
Village Acres/Murdocksville Rd.	81	11.4 %
Not provided	24	3.4 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q39. Which of the following best describes the general neighborhood areas where you live? (without "not provided")**

Q39. Which following best describes the general neighborhood area where you live	Number	Percent
Pinehurst No. 6	106	15.4 %
Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/ Walker Station	43	6.3 %
Pinehurst No. 7/Lawn & Tennis/CCNC	32	4.7 %
Morganton/Monticello Rd.	63	9.2 %
Lake Pinehurst/Burning Tree/St. Andrews/Cotswold	184	26.8 %
Pinewild	85	12.4 %
Old Town/Linden Rd./Donald Ross Dr./Clarendon Gardens	93	13.5 %
Village Acres/Murdocksville Rd.	81	11.8 %
Total	687	100.0 %

Q40. What is your gender?

<u>Q40. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	348	48.9 %
Female	356	50.1 %
Non-binary	1	0.1 %
Prefer to self-describe	1	0.1 %
Not provided	5	0.7 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q40. What is your gender? (without "not provided")**

<u>Q40. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	348	49.3 %
Female	356	50.4 %
Non-binary	1	0.1 %
Prefer to self-describe	1	0.1 %
Total	706	100.0 %

Q40-4. Self-describe your gender:

<u>Q40-4. Self-describe your gender</u>	<u>Number</u>	<u>Percent</u>
Transmale	1	100.0 %
Total	1	100.0 %

Q41. Do you own or rent your current residence?

Q41. Do you own or rent your current residence	Number	Percent
Own	642	90.3 %
Rent	60	8.4 %
Not provided	9	1.3 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q41. Do you own or rent your current residence? (without "not provided")**

Q41. Do you own or rent your current residence	Number	Percent
Own	642	91.5 %
Rent	60	8.5 %
Total	702	100.0 %

Q42. What is your total annual household income?

Q42. Your total annual household income	Number	Percent
Under \$30K	31	4.4 %
\$30K to \$59,999	69	9.7 %
\$60K to \$99,999	170	23.9 %
\$100K to \$149,999	138	19.4 %
\$150K+	151	21.2 %
Not provided	152	21.4 %
Total	711	100.0 %

WITHOUT "NOT PROVIDED"**Q42. What is your total annual household income? (without "not provided")**

Q42. Your total annual household income	Number	Percent
Under \$30K	31	5.5 %
\$30K to \$59,999	69	12.3 %
\$60K to \$99,999	170	30.4 %
\$100K to \$149,999	138	24.7 %
\$150K+	151	27.0 %
Total	559	100.0 %