



**VILLAGE COUNCIL
AGENDA FOR WORK SESSION OF MAY 26, 2020
ASSEMBLY HALL
395 MAGNOLIA RD.
PINEHURST, NORTH CAROLINA**

1. Call to Order.
2. Discuss Highway 15-501 Corridor Protection and Impacts of Public Utility Expansion.
3. Discuss Library Needs Assessment.
4. Other Work Session Business.
5. Potential Future Agenda Topics
6. Adjournment.

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.



**DISCUSS HIGHWAY 15-501 CORRIDOR PROTECTION AND IMPACTS OF
PUBLIC UTILITY EXPANSION.
ADDITIONAL AGENDA DETAILS:**

ATTACHMENTS:

Description

- ☐ Moore County Utility Extension Policy Draft
- ☐ Draft Carthage Annexation Agreement
- ☐ Draft Carthage Annexation Agreement Map

WATER & WASTEWATER SYSTEMS

DEVELOPMENT ORDINANCE



MOORE COUNTY PUBLIC WORKS DEPARTMENT

Adopted: January 2013
Latest Revision: March 19, 2019

PREFACE

This Manual is for the Moore County Public Utilities and the East Moore Water District water and sewer systems, all of which are under the Moore County Public Works Department (MCPW).

The purpose of this Water and Wastewater Development Ordinance is to set forth the requirements which citizens and developers of residential, commercial, and industrial properties must satisfy in order to install water and/or wastewater infrastructure within Moore County. This Ordinance is adopted to maintain uniform standards and orderly procedures for the extension of water and wastewater services to the MCPW systems.

The standards and procedures established by this Policy are applicable to all citizens, developers, utility contractors, engineers and other professionals which design, install, or cause to be installed water and/or sewer facilities that connect to the MCPW water and/or wastewater system(s). The uniform standards and professional processes set forth herein are to ensure that the water and wastewater systems extended pursuant to this Ordinance provide years of low-cost maintenance for the MCPW and uninterrupted service to the customers of MCPW.

Although substantial effort was made to ensure that this Ordinance was comprehensive and reflective of the MCPW requirements for developers that wish to connect to the MCPW water and/or wastewater system(s), other rules and regulations may be applicable or may be adopted hereafter as amendments hereto or as separate policies. Furthermore, this Ordinance will be updated on a regular basis. As a result, contractors, engineers, developers and other professionals are encouraged to contact the Moore County Public Works on a regular basis to ensure that they are in compliance with the most current standards and processes. MCPW reserves the right to revise this Ordinance and any other related policies in order to ensure the integrity of the MCPW water and wastewater systems.

There may be circumstances whereby the design engineer may wish to propose changes or modifications to these standards. When this occurs, permission from the County Engineer shall be obtained prior to submission to the North Carolina Department of Environmental Quality (NCDEQ)

DISCLAIMER

To the best of its ability, the County has ensured that the material presented in this manual is accurate and reliable. However, the design of engineered facilities requires considerable judgment on the part of the designer. It is the responsibility of the design professional to ensure that techniques utilized are appropriate for a given situation. Therefore, neither the County of Moore nor any officer, employee or agent of the County accepts any responsibility for improper design, loss, damage, or injury as a result of the use of this manual.

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I. CITIZEN INITIATED WATER AND WASTEWATER EXTENSIONS

A. EXTENSION POLICIES WITHIN MOORE COUNTY'S SERVICE AREA

1. Moore County may provide the following basic facilities within the County's service area utilizing revenue bond, grant funds, current enterprise revenues, user charges, special assessments, availability fees and other available funds:
 - a. Wastewater Outfalls
 - b. Wastewater Lift Stations (designed for entire drainage basin)
 - c. Wastewater Force Mains
 - d. Wastewater Treatment Plants
 - e. Water Distribution Mains
 - f. Water Booster Pump Stations
 - g. Water Storage Tanks
 - h. Water Treatment Plants
2. The County will schedule the construction of the basic facilities described herein each year on the basis of need and subject to budgetary limits. If an applicant for service desires to have unscheduled and expanded facilities constructed by the County, he shall file an application (Letter of Intent) with the Moore County Public Works Department.
3. Water and/or Wastewater extensions from the basic facilities described herein to individual customer services may be made by or through the County for the following reasons:
 - a. The need to protect health, public safety and welfare.
 - b. Upon request of property owners of existing development.
4. Except as provided in this Ordinance, all applicants for connection to the County's water and/or wastewater system shall pay applicable fees in effect at the time the application is made.
5. Citizen initiated water and/or wastewater extensions within 2 miles of the corporate limits of the Village of Pinehurst shall petition the Village of Pinehurst for voluntary annexation. Should the Village Council approve the petition for voluntary annexation, the Village of Pinehurst would regulate development of the property.

B. EXTENSIONS FOR NEED AND EXISTING DEVELOPMENTS

1. All extensions from the basic facilities described herein to individual customer services for need or existing developments will be made by the County's Public Works Department or by a licensed contractor approved by the County.
2. Extensions of service within the County for existing developed areas shall be made as follows:

- a. Property owners requesting water and/or wastewater service shall petition the County to provide services. The petition for extension of service shall be provided to the Public Works Department and shall designate the names, addresses, and signatures of property owners requesting service in conformance with the provision of this Ordinance.
 - b. Whenever it is determined by the Board of Commissioners or East Moore Water District (EMWD) Board of Directors based on evidence presented that an area is without service and that the protection of the public health requires that extensions be made into such area, the Board of Commissioners or EMWD Board of Directors may authorize the extension(s).
 - c. The Board of Commissioners or EMWD Board of Directors may adopt other such rules and regulations as are necessary to carry out the requirements of this Ordinance.
3. Extension of water and/or wastewater service within 2 miles of the corporate limits of the Village of Pinehurst shall require a voluntary petition for annexation into the corporate limits of the Village of Pinehurst. Should the Village Council approve the petition for voluntary annexation, the Village of Pinehurst would regulate development of the property.
4. Extension of water and/or wastewater service outside the boundary limits of Moore County and/or the East Moore Water District shall be considered by special exception only.
5. Extension request petitions outlined herein shall be reviewed by the Public Works Department. The Department shall prepare a feasibility study for the project, which includes cost estimates for extension(s) to serve the properties requesting service and a payback analysis. The payback analysis shall include project construction costs, connection fee revenue, monthly use revenue, wastewater disposal costs, and/or water supply costs. The feasibility of a project shall be determined by the Moore County Board of Commissioners or East Moore Water District (EMWD) Board of Directors based on the results of the payback analysis and/or the construction costs of the necessary improvements. A feasible project shall have a payback period less than 10 years or revenues generated from tap fees that total at least 50 percent of the cost of construction. Petitioners shall have the option to pay additional funds to Moore County or EMWD in order for the project to be able to meet the payback period of 10 years. Such additional funds will be designated for the specific project in question and shall be applied toward the overall cost of construction when calculating the payback period, as authorized by law.
6. Projects may be disapproved if funds are not available to construct the necessary improvements.

II. DEVELOPER OR MOORE COUNTY INITIATED WATER SYSTEM EXTENSIONS

A. STANDARDS

Water facilities which will or may be owned and operated by Moore County shall be designed and constructed in accordance with the requirements of Title 15A 18C of the North Carolina Administrative Code, NCDEQ and Moore County Public Works Department (MCPW) policies, standards and specifications.

B. OWNERSHIP OF SYSTEMS

1. All water facilities constructed for the benefit of the public and to be maintained by Moore County Public Works Department shall become the property of Moore County upon acceptance by MCPW at the completion of the 1-year warranty period with dates established by the Deed of Dedication (DOD).
2. All extensions to the water system of Moore County shall be considered as public facilities up to and including the meter and meter box on the water service. Therefore, all such facilities must be installed in public street rights-of-way or easements having a minimum width as prescribed in the County's appropriate water and sewer standards.
3. Any proposed water infrastructure shall be approved by the County Engineer. All easements and encroachments for such shall be fully platted and recorded with the Moore County Register of Deeds.
4. All water service mains beyond the meter are the property of and responsibility of parties other than MCPW.
5. All fire mains beyond the right-of-way or easement are the property of and responsibility of the parties other than MCPW.

C. WATER SYSTEM EXTENSION

1. If there is no or inadequate water service available to the property desiring potable water service, the Developer shall furnish and install the infrastructure extensions needed to provide service to the property.
2. The water system shall provide a minimum system pressure of 20 psi at peak demand (fire flow) and 30 psi during peak flow at all points of the distribution system.
3. The size and capacity of the infrastructure extensions will be determined by Moore County to provide adequate water pressure and water quality, and to accommodate future growth projections. Dedication of additional utility easements may be required of the Developer.

Major transmission mains shall be sized for the future full development of the area unless more specific data is available in the Capital Improvement Plan. Water main extensions will be approved on the basis of current actual land use. The following

procedures and criteria are to be used for sizing and hydraulic design of water mains:

A. Determine Area and Population of Future Buildout to be served:

- i. Outline the 20 Year Buildout areas on topographic maps.
 - ii. Determine the acres to be served. If the area is undeveloped, reduce the area by 20% to account for streets. Further reduce the area by any acreage that is not considered developable (i.e. lakes, wetlands, greenways, recreation areas, etc.). If the area is developed, reduce the area as necessary to allow for existing streets.
 - iii. For the 20 Year Buildout areas, determine the existing population, land use and zoning. Consideration shall be given to the maximum anticipated capacity of commercial areas, of institutions, industrial parks, etc. Refer to the appropriate area Land Use Plan to determine trends in land use and zoning and for predictions of population growth rate.
 - iv. The NCDEQ standard demands shall be used to determine the total demand.
4. Water system infrastructure extensions may include the following:
- A. Water mains, elevated tanks, water booster pump stations, pressure reducing valves, altitude valves and other facilities as may be required to deliver the water service.
 - B. For subdivisions lots, water taps shall be provided to vacant and occupied lots.
5. Developer initiated water system extensions within 2 miles of the corporate limits of the Village of Pinehurst shall require a voluntary petition for annexation into the corporate limits of the Village of Pinehurst. Should the Village Council approve the petition for voluntary annexation, the Village of Pinehurst would regulate development of the property.

D. MANDATORY STANDARDS AND QUALITY CONTROL

1. All water system extensions accepted by Moore County will have plans and specifications approved by NCDEQ Public Water Supply and bear the approval/permit stamp from NCDEQ and approval/permit stamp from MCPW.
2. All plans shall be designed and sealed by a Professional Engineer, licensed in the State of North Carolina.
3. All extensions by developers will be constructed by a licensed Utility Contractor approved by the County.
4. The Developer shall provide "Record Drawings" before water service is provided.
5. A designated representative of MCPW will review construction and will personally

witness pressure tests and disinfection tests in accordance with the adopted Fee Schedule. The Developer's Engineer shall be responsible for day-to-day construction administration and inspection.

6. A (1) one year warranty period shall be established in the DOD from the date MCPW accepts the infrastructure for operation. See Section H. WARRANTY PERIOD for more details. The Developer's Engineer shall certify that the work has been properly constructed to NCDEQ and Moore County standards.

E. EASEMENTS

Where public water mains and facilities are installed within or across private property, the developer or property owner will obtain and provide the County with all necessary easements or encroachments, as deemed necessary by the County.

Any easement will be centered upon the utility line, apparatus or equipment and will have a width of 20 feet unless otherwise provided in the table below. The easement will provide that the County has the right to enter upon the easement area for purposes of constructing, installing, reconstructing, operating, maintaining, inspecting, repairing, relocating, modifying, and removing wastewater apparatus and equipment. The easement will prohibit the developer or property owner from placing trees, shrubs, buildings, structures (e.g. docks or retaining walls), and obstructions (e.g. fences or paved surfaces) within the easement area. Additionally, the easement will permit the County to keep the easement area cleared of all trees, shrubs, undergrowth, buildings, structures, and obstructions. Where plants, buildings, structures, or obstructions have been placed within an easement, the County will not be responsible for their cost, repair, or replacement.

No shrubs, structures (e.g. docks or retaining walls), or obstructions (e.g. fences or paved surfaces) will be installed within an easement of the County without approval from the County and the execution of an encroachment agreement. Any such unapproved encroachments will be removed from the easement at the property owner's expense. Trees and buildings are not allowed within an easement of the County and those placed inside the easement will be removed at the property owner's expense. Naturally occurring shrubs and trees within the easement will be removed by the County at no charge to the property owner.

With regards to encroaching structures (e.g. docks or retaining walls) and obstructions (e.g. fences or paved surfaces) currently within an easement of the County as of October 3, 2017, those encroachments are acknowledged as existing and the County considers them as having been permitted by the County. Where access to the easement has been partially or completely denied due to the installation of a structure or obstruction, the property owner must provide the County with access to the easement (e.g. provide an alternative access easement or install a gate in a fence). Furthermore, in the event of an emergency, encroaching structures and obstructions will be removed if the County, in its sole discretion, determines that the removal is necessary to resolve the emergency. In the event the encroachment is removed, the property owner will be assessed the cost of removal and the County will prohibit a similar encroachment from being reinstalled within the

easement.

All trees, shrubs, structures (e.g. docks or retaining walls), and obstructions (e.g. fences or paved surfaces) installed within the County's easement after October 3, 2017 will be removed from the easement at the owner's expense.

Trench Depth (feet)	EASEMENT WIDTH			
	2-12 Inch Dia. Pipe (feet)	14-20 Inch Pipe Dia. (feet)	24-36 Inch Pipe Dia. (feet)	=/> 42 Inch Pipe Dia. (feet)
0-6	20	25	25	30
6-12	25	30	30	40
12-18	30	35	40	45
> 18	Need Approval	Need Approval	Need Approval	Need Approval

F. SERVICE TAPS FOR NON-ADJACENT PREMISES

A water service tap may be provided to serve a lot not adjacent to a roadway or utility easement, containing a water main, which is separated by one intermediate property owner. To acquire this water tap the following condition must be met:

1. The County Engineer must approve the tap location.
2. A utility easement shall be obtained from the intermediate property owner(s).
3. A copy of the easement is to be provided to the County Engineer.
4. After collecting the water tap fee, MCPW will make a tap and provide a meter and meter box at the edge of roadway right-of-way or easement right-of-way with the user providing and paying for the service from the meter to the building to be served.
5. The one intermediate property owner crossing can be increased to two or more lots with approval from the Public Works Director.

G. DIVIDED HIGHWAYS

1. Where a divided highway contains an existing water main located on one side of the roadway, a single dwelling on the opposite side of the roadway may obtain a water tap for a single service, if approved by the North Carolina Department of Transportation (NCDOT).
2. To obtain a water main connection across a divided highway for a development, the Developer shall construct a water main of sufficient size to provide fire protection. Refer to the appropriate Fire Marshal for determination of fire flow requirements.

H. CROSS-CONNECTION CONTROL

1. Cross-connection control shall comply with the following:
 - a. Federal Safe Drinking Water Act of 1974 (P.L. 93-523).
 - b. North Carolina State Administrative Code (Title 15A, Subchapter 18C-.0709).
 - c. North Carolina State Building Code (Volume II, Appendix D, Subsection 102.4.)
 - d. Moore County Cross Connections Control Ordinance

I. METER POLICY

1. Separate Meters - Meters furnished for a given lot shall be used on that lot only. Each customer's service shall be separately metered at a single delivery and metering point. That single delivery and metering point shall be supplied by a single tap or connection to the water main along the roadway separately for each lot. No other metering point shall be connected to this single tap.
2. Master Meters - For commercial, industrial, apartment and other complexes, mobile home parks or recreation parks, a master meter is allowed if the complex or park is owned and services are maintained by a single person or organization.
3. By-Pass Meters - In the case of a master meter requiring a bypass main, the bypass shall be equipped with a meter installed between two shut-off valves.
4. Irrigation Meters - Meters used on a lot for outside purposes that do not result in the water entering the wastewater collection system shall be used on that lot only. A Backflow preventer will be required after the meter in accordance with the Moore County Cross Connection Control Ordinance. Each customer's irrigation service that has public sewer shall be separately metered at a single delivery and metering point unless the Owner provides documentation that the land was platted before July 1, 2009. Houses that have sewer septic tanks are allowed by law (after October 1, 2017) to connect their irrigation system to their domestic service line and not required to have a separate irrigation meter. Such installations shall require a lockable valve within two (2) feet of the domestic water meter.

J. FIRE HYDRANTS

1. A fire hydrant should generally be located at a street intersection and in accordance with NCFC 2018.
2. All fire hydrants shall be installed on a minimum six-inch water main.
3. A hydrant shall be located within 50 feet of the "Fire Department Connection" for automatic fire sprinkler systems.

4. A “Fire Department Connection” shall be located outside of the anticipated collapse zone of a building containing a sprinkler system and approved by the Fire Marshal.
5. All hydrants shall be located within a highway right-of-way unless otherwise approved by Moore County Public Works. All hydrants and mains that are located on private property shall be maintained by the private property owner.
6. All hydrants shall have a safety red barrel with a 5 inch Storz Adaptor for connection.
7. Hydrant valves shall be located as close to the hydrants as practical.
8. Water services of any type shall not be installed on fire hydrant legs or fire mains unless approved by the County Engineer.

NOTES: No one except Moore County Public Works Department personnel, an authorized agent of Moore County or qualified Fire Department personnel are authorized to operate any of the water distribution system fire hydrants. This requirement is in accordance with the N.C. Register 10 NCAC 10D.1066 (b)(7).

K. FIRE FLOW CALCULATIONS

Fire Flow requirements for building or portions of building and facilities shall be determined by the ISO Fire Suppression Rating schedule, NFPA 1142, or approved method.

L. FIRE FLOW

1. Needed Fire Flow:
The Developer/Engineer shall submit information to the MCPW on the development's Needed Fire Flow and calculations to confirm that the Needed Fire Flow is available to service the development.
2. Available Fire Flow:
The Developer/Engineer shall be responsible for contacting MCPW to determine the Available Fire Flow at the point of connection to the MCPW water system, and to confirm whether the system can meet the Needed Fire Flow for the proposed development. MCPW, in conjunction with the Fire Marshal, will provide certified water model results for the development. MCPW will also provide fire flow information to the Developer/Engineer based on actual field data (hydrant tests) in the vicinity of the proposed development if the developer pays the fire flow test fee.
3. The Fire Marshal, or their appointee, shall make the final decision of the Needed Fire Flow requirement for site specific conditions. For fire hydrants locations see the Fire Marshal.

III.DEVELOPER OR MOORE COUNTY INITIATED WASTEWATER SYSTEM EXTENSIONS

A. STANDARDS

Wastewater facilities which will or may be owned by Moore County shall be designed and constructed in accordance with the requirements of Title 15A 2T of the North Carolina Administrative Code, Department of Environmental Quality, “Waste Not Discharged to Surface Waters” (latest revision) and Moore County Public Works Department (MCPW) policies, standards and specifications.

B. OWNERSHIP OF SYSTEM

1. All wastewater infrastructures constructed for the benefit of the public and to be maintained by Moore County Public Works Department shall become the property of Moore County upon acceptance by MCPW at the completion of the 1-year warranty period.
2. All extensions to the wastewater collection system of Moore County shall be considered as public facilities up to and including the cleanout on the service main. Therefore, all such facilities shall be installed in public street rights-of-way or easements.
3. Any proposed wastewater collection system infrastructure shall be approved by the County Engineer. All easements and encroachments for such shall be fully platted and recorded with the Moore County Register of Deeds.
4. All wastewater service mains beyond the cleanout connection are the property of and responsibility of parties other than MCPW.

C. WASTEWATER SYSTEM EXTENSION

1. Collection System Hydraulic Design and Route Selection
Generally, sewer outfalls and trunk mains shall be sized for the future full development of the natural basin using the following criteria unless more specific data is available. These design and peak flow calculations are not to be used to calculate flows for wastewater permits. Wastewater extensions will be approved on the basis of current actual land use and flow allocations as required by NCDEQ standards and regulations. The following procedures and criteria are to be used for sizing and hydraulic design of gravity sanitary sewers:

A. Determine Drainage Basin and Population to be served:

- i. Outline the major basin on topographic maps. Identify and outline all sub-basins and identify any other basins or sub-basins that will be pumping into the sewer being designed.

- ii. Determine the acres to be served. Include the basins or sub-basins that will be pumped into the sewer. If the area is undeveloped, reduce the area by 20% to account for streets. Further reduce the area by any acreage that is not considered developable (i.e. lakes, wetlands, greenways, recreation areas, etc.). If the area is developed, reduce the area as necessary to allow for existing streets.
 - iii. For each basin and sub-basin, determine the existing population, land use and zoning. Consideration shall be given to the maximum anticipated capacity of commercial areas, of institutions, industrial parks, etc. Refer to the appropriate area Land Use Plan to determine trends in land use and zoning and for predictions of population growth rate.
 - iv. NCDEQ flow rates shall be used to determine the total flow.
- 2. Lift Station Design:
In situations where gravity flow to an existing sewer is not feasible, MCPW will consider the installation of a wastewater pumping station and a force main. Certain factors must be addressed by the developer for the project for consideration by MCPW. The factors include the influent flow calculated from the collection system shall be used. Pumps shall be sized for a minimum of 20 year build out or as approved by the County Engineer.
- 3. If there is no or inadequate wastewater service available to the property desiring wastewater service, the Developer shall provide the infrastructure extensions and upgraded lift station infrastructure needed to provide service to the property.
- 4. Wastewater services, 4-inch minimum diameter, shall be installed with service cleanouts at the Right-of-Way on new wastewater main extensions between existing infrastructure and new developments to provide requesting owners with service connections.
- 5. For commercial, industrial, apartment complex, etc., one service cleanout is allowed per building if the building is owned and the service is maintained by a single person or organization.
- 6. Wastewater infrastructure extensions to be owned by others shall provide a monitoring station or lift station with flow metering capabilities built to MCPW specifications, or shall pay MCPW sewer fees based on water use.
- 7. Wastewater system infrastructure extensions may include:
 - A. Wastewater mains, manholes, cleanouts, services, sewage lift stations, force mains, air release valves, monitoring stations and other facilities as may be required to provide sewer service.

B. For subdivisions lots, wastewater service mains with cleanouts shall be provided to vacant and occupied lots with a four inch sewer service connection.

8. Developer initiated wastewater system infrastructure extensions within 2 miles of the corporate limits of the Village of Pinehurst shall require a voluntary petition for annexation into the corporate limits of the Village of Pinehurst. Should the Village Council approve the petition for voluntary annexation, the Village of Pinehurst would regulate development of the property.

D. MANDATORY STANDARDS AND QUALITY CONTROL

1. All wastewater system extensions accepted by Moore County will have plans and specifications approved by NCDEQ Water Quality and bear the approval/permit stamp from NCDEQ and approval/permit stamp from MCPW.
2. All plans shall be designed and sealed by a Professional Engineer, licensed in the State of North Carolina.
3. The Developer shall provide “Record Drawings” before wastewater service is provided.
4. The designated representative of MCPW will review construction and will personally witness manhole vacuum tests, air leak test, mandrel tests, force-main tie-ins, manhole construction over existing wastewater mains and wastewater main extension in accordance with the adopted Fee Schedule. The Developer’s Engineer shall be responsible for day-to-day construction administration and inspection.
5. A (1) one year warranty period shall be established in the DOD from the date MCPW accepts the infrastructure for operation. See Section H. WARRANTY PERIOD for more details.
6. The Developer’s Engineer shall certify that the work has been properly constructed to NCDEQ and Moore County standards.

E. EASEMENTS AND ENCROACHMENTS

Where public wastewater mains and facilities are installed within or cross private property, the developer or property owner will obtain and provide the County with all necessary easements or encroachments, as deemed necessary by the County.

Any easement will be centered upon the utility line, apparatus or equipment and will have a width of 20 feet unless otherwise provided in the table below. The easement will provide that the County has the right to enter upon the easement area for purposes of constructing, installing, reconstructing, operating, maintaining, inspecting, repairing, relocating, modifying, and removing wastewater apparatus and equipment. The easement will prohibit the developer or property owner from placing trees, shrubs, buildings, structures (e.g. docks or retaining walls), and obstructions (e.g. fences or paved surfaces) within the easement area. Additionally, the easement will permit the County to keep the easement area cleared of all trees, shrubs, undergrowth, buildings, structures, and obstructions. Where plants, buildings, structures, or obstructions have been placed within an easement, the County will not be responsible for their cost, repair, or replacement.

No shrubs, structures (e.g. docks or retaining walls), or obstructions (e.g. fences or paved surfaces) will be installed within an easement of the County without approval from the County and the execution of an encroachment agreement. Any such unapproved encroachments will be removed from the easement at the property owner's expense.. Trees and buildings are not allowed within an easement of the County and those placed inside the easement will be removed at the property owner's expense. Naturally occurring shrubs and trees within the easement will be removed by the County at no charge to the property owner.

With regards to encroaching structures (e.g. docks or retaining walls) and obstructions (e.g. fences or paved surfaces) currently within an easement of the County as of October 3, 2017, those encroachments are acknowledged as existing and the County considers them as having been permitted by the County. Where access to the easement has been partially or completely denied due to the installation of a structure or obstruction, the property owner must provide the County with access to the easement (e.g. provide an alternative access easement or install a gate in a fence). Furthermore, in the event of an emergency, encroaching structures and obstructions will be removed if the County, in its sole discretion, determines that the removal is necessary to resolve the emergency. In the event the encroachment is removed, the property owner will be assessed the cost of removal and the County will prohibit a similar encroachment from being reinstalled within the easement.

All trees, shrubs, structures (e.g. docks or retaining walls), and obstructions (e.g. fences or paved surfaces) installed within the County's easement after October 3, 2017 will be removed from the easement at the owner's expense.

Trench Depth (feet)	EASEMENT WIDTH (Centered upon the utility line)				
	8-12 Inch Dia. Pipe (feet)	15-18 Inch Dia. Pipe (feet)	21-27 Inch Dia. Pipe (feet)	30-36 Inch Dia. Pipe (feet)	=/> 42 Inch Dia. Pipe (feet)
0-6	20	20	25	25	30
6-8	20	20	25	25	30
8-10	20	25	25	25	30
10-12	20	25	25	30	30
12-14	25	30	30	35	35
14-16	30	35	35	35	40
16-18	30	35	40	40	40
18-20	30	40	45	45	45
> 20	Need Approval	Need Approval	Need Approval	Need Approval	Need Approval

F. SERVICE TAPS FOR NON-ADJACENT PREMISES

A Wastewater Service Tap may be provided to serve a building not adjacent to a roadway or utility easement that is separated by only one intermediate property owner. To acquire this wastewater tap the following must be met:

1. The County Engineer must initially approve this tap for location and pipe size.
2. A utility easement shall be obtained from the intermediate property owner for the service.
3. A copy of the easement is to be provided to the County Engineer.
4. After collecting the wastewater tap fee, MCPW will make a tap and provide a cleanout at the edge of roadway right-of-way or easement right-of-way with the user providing and paying for the service from the cleanout to the building to be served.
5. The one intermediate property owner crossing can be increased to two or more lots with approval from the Public Works Director.

G. SERVICE TAPS

A new sewer service can only be provided if there is also a water service for the same lot, unless approved otherwise by the Moore County Public Works Director.

H. INDUSTRIAL PRETREATMENT

Refer to Moore County Sewer Use Ordinance.

I. GREASE, OIL AND SAND INTERCEPTOR

Refer to Moore County Sewer Use Ordinance

J. WASTEWATER FACILITIES OWNED BY OTHERS

Wastewater lift stations, force mains, monitoring stations and other components of the wastewater collection system owned by others that discharge into the MCPW wastewater collection system shall meet NCDEQ and MCPW standard specifications for design, construction and maintenance.

K. FORCE MAIN CONNECTIONS, INTERCEPTOR CONNECTIONS AND MONITORING STATIONS

1. With approval from the County Engineer, regional lift station force main connection can be made to an existing force main. Individual Wastewater Services for homes, business, etc. are not permitted to connect to the force main.
2. Individual Wastewater Services for homes, business, etc. are not permitted to connect to the Interceptor at any location (pipe or manhole).
3. With approval from the County Engineer, wastewater collector mains (8" or larger) can connect to the Interceptor. These connections shall be made at manholes only, not in the pipe.
4. A Flow Monitoring Station shall be constructed at all Interceptor connections, consisting of a manhole, flow meter and flow monitoring equipment, ultrasonic sensor, flow transmitter, telemetry/SCADA equipment, electrical works, yard hydrant (if water service is available to the site), fencing, wastewater main from the monitoring station to the interceptor manhole and appurtenances.
5. Monitoring Stations for Wastewater systems shall be designed to MCPW standards and furnished and installed by the Developer. MCPW will maintain and collect meter readings for billing and monthly usage payment.
6. If an existing Monitoring Station needs to be upgraded due to increased flow from Developer, the Developer shall be required to design and construct the improvement as approved by the County Engineer.
7. Moore County will become the owner of the monitoring station after the one year warranty and acceptance by MCPW.

L. LOW PRESSURE SEWER LIFT STATIONS

MCPW will permit installation of Low Pressure Sewer Lift Stations with force mains, where wastewater gravity mains are not possible, that are individually owned for small commercial and residential developments with prior approval from MCPW. The operation and maintenance of this unit shall be the responsibility of the Owner up to the connection to the gravity main.

M. BACKWATER VALVE

A Backwater Valve is required by the owner for their wastewater service main if the first up-stream manhole top elevation is higher than the floor elevation of the service building.

IV. DEVELOPMENT SUBMITTAL PROCEDURES

A. DEVELOPMENT PLAN

Refer to the development review procedures established by the appropriate jurisdiction's Planning Department.

B. PRELIMINARY CONSTRUCTION PLANS

1. Letter of Intent to Develop:

The first step required of a developer is to submit a completed "Letter of Intent to Develop" form (See Appendix A). The form is to be forwarded to the County Engineer, Moore County Public Works, P.O. Box 1927, Carthage, N.C., 28327.

2. Sketch Plan:

The sketch plan of a proposed development should be provided and contain or be accompanied by the following information:

- a. Maps of property for proposed development including north arrow and graphic scale;
- b. Vicinity or location map;
- c. Tract boundaries and total acreage;
- d. The name and number of all abutting NC Department of Transportation, Municipal, private or public road rights-of-way;
- e. Closest available existing water and wastewater utilities and where proposed utilities are to be connected to public utilities.

3. Calculations:

The following information for the proposed project should accompany the Letter of Intent to Develop:

- a. Potable Water Demands
- b. Fire Flow Requirements
- c. Wastewater Flow Rates

It is the responsibility of the Developer's Engineer to provide calculations and proof that the existing and proposed water and wastewater systems can provide the needed water and wastewater service to the proposed development. Water calculations for average and maximum day demands and fire flows shall be clearly denoted. Wastewater calculations for peaking factors used for pump station flows shall be clearly denoted. The County will model the submitted data in their overall system models.

The Developer shall provide MCPW with all necessary information to add the proposed development in the County water model. The County will provide the Developer with the water model results.

The Developer shall provide MCPW with all necessary information to add the proposed development in the County sewer model. The County will provide the Developer with the sewer model results.

4. Fees:

To defray the cost of reviewing and processing the Letter of Intent to Develop, Sketch Plan, and Calculations, the fees shall be paid to MCPW in accordance with the adopted Fee Schedule.

5. Response to Letter of Intent:

Once MCPW has reviewed the Developer's information noted above, a Flow Tracking Form can be generated.

A project will be considered cancelled and removed from active status if the project has not begun construction within a 24 month period from the date of approval, unless proper documentation has been provided to the County Engineer demonstrating that the project is being actively developed. Cancellation includes wastewater flow allocation and potable water assurance. Once the project is cancelled, future return to active status will require that the project be resubmitted as a new project with new fees being assessed.

C. CONSTRUCTION PLANS

1. General:

The construction plans of a proposed water and/or wastewater construction project shall be clearly and legibly drawn to maximum scale of one (1) inch equals (50) feet horizontal and (1) inch equals (10) feet vertical on twenty-four inches by thirty-six inches (24 x 36) plan sheet. Plan and profile views shall be submitted for all wastewater collection projects. If the construction plan requires more than one sheet, a key diagram showing location of the sheets relative to each other shall be provided on the cover sheet.

2. Content:

The Construction Plan shall contain the following information:

- a. Name of owner of record.
- b. Name of subdivision, date, north arrow, graphic scale, and vicinity map.
- c. Name, registration number, and seal for Professional Land Surveyor and/or Professional Engineer as appropriate.
- d. Sufficient data to determine readily and reproduce on the ground the location, bearing, and length of every street and alley line, lot line, easement, boundary line, whether curved or tangent, and sewer and/or water infrastructure

improvement. This shall include the radius, point of tangent, and other data for curved property lines and curved streets, to an appropriate accuracy and in conformance with surveying practice.

- e. Names of owners of record of all adjoining land and all property boundaries, water courses, easements, utilities and other such improvements, which cross or form any boundary line of track being developed.
- f. Streets and alleys, right-of-way, and street names.
- g. All lengths shall be to the nearest one hundredth of a foot and angles to the nearest second.
- h. Accurate description of the location of all property monuments and/or markers.
- i. All platted information shall conform to the appropriate jurisdiction's Planning Department subdivision and land use regulations.
- j. Proposed utility easements, showing the accurate dimensions in hundredths of feet and including notation of any limitations on such easements. Easements shall be a minimum width no less than 20 feet, minimum 10 feet each side of pipe. See the MCPW Specifications for any additional width requirements.
- k. Plan and profile sheets along the center line of proposed roadway shall be provided. Such sheets shall show natural and finished pavement grade with typical road right-of-way section shown. Show profiles of water and sewer crossings or other utility crossings.
- l. Water system design shall indicate pipe size and all special appurtenances, valves, tees, and bends. The water system design shall also indicate the location of fire hydrants, air relief valves, and any special appurtenances. Sufficient data shall be provided to determine and readily reproduce the location on the ground.
- m. Wastewater plan and profile sheets will contain the following information: elevations relative to mean sea level (with benchmarks) for inlet invert, outlet invert, manhole rim, 100 year flood; all pipe crossings; percent grade; and length and type of pipe. Plan view will show service connection location with reference to existing utilities and utility easements. Station numbers shall be shown numbered to a minimum interval of 100 feet. Sufficient data shall be provided to readily reproduce the location on the ground.
- n. Site plans shall be provided for water booster pumps stations, water tanks, wastewater lift stations, monitoring and metering stations, and other facilities. Site plans shall include proposed dimensions, benchmarks, delineation of boundaries and designation of the ownership of the property on which the site is located. The 100 year flood elevation shall be shown. Detailed design of

facilities shall include site grading, storm drainage, roadway access, fencing, plan and section views of structures, electrical, mechanical, and architectural design, as applicable. Provide detailed design for tie-ins, construction details and specifications.

- o. For wastewater force mains, provide plan and profile sheets; include type of pipe, utility crossings, air relief valves and details. Sufficient data shall be provided to determine and readily reproduce location on the ground.
- p. Show all items of work that are to proposed to be installed in phases.

3. Accompanying Information:

Detailed information shall be provided identifying necessary construction specifications and procedures along with the required construction documents, Performance and Payment Bonds, General and Special Conditions, etc.

- a. NCDOT Encroachment Permit Application Form, if applicable.
- b. Railroad Encroachment Permit Application Form, if applicable.
- c. Municipal Encroachment Application Form, if applicable.
- d. NCDEQ Public Water Supply Application
- e. NCDEQ Water Quality Application
- f. NCDEQ Land Quality Application
- g. Engineering Report to cover the basic factors and principles considered in planning of the project.
- h. NCDEQ – Public Water Supply Authorization to Construct.
- i. NCDEQ – Water Quality Authorization to Construct.
- j. Moore County Subdivision Review Board Approval, if applicable.
- k. Municipal Review Board Approval, if applicable.
- l. A copy of a certified Petition for Voluntary Annexation to the Pinehurst Village Council, if applicable.
- m. The County or Municipal Fire Marshall's Letter of Approval.
- n. Submittal of all shop drawings for materials used in project must be approved prior to scheduling the Pre-Construction Conference.
- o. Power Company easement approving High Transmission Line crossing, if applicable.

4. Fees:

To defray the cost of reviewing the construction plans, reviewing the accompanied information, and providing the needed field inspection and testing, Engineering fees shall be paid to MCPW in accordance with the adopted Fee Schedule.

5. Approval of Construction Plan:

Preliminary plan review shall be obtained from MCPW staff with at least a 30 day review period. All requirements of this Manual must be satisfied and plans/specifications shall be stamped "MCPW approved" before construction can begin.

D. CONTRACTOR DOCUMENTS

The standards listed herein define a number of documents and standards that Contractors must possess.

1. Contractor's License:

All Contractors must be licensed as a Public Utilities Contractor by the North Carolina Licensing Board for General Contractors. The MCPW reserves the right to accept or reject the Contractor selected to perform work on systems to be conveyed to the MCPW based upon past performance and experiences.

2. Federal I.D. Number:

Contractors shall provide their Federal Identification Number, if applicable.

3. Performance Bond:

Performance Bond, if required by the contract documents, in the amount of one hundred percent (100 percent) of the contract amount, conditioned upon the faithful performance of the contract in accordance with specifications and conditions of the contract is required. The bond shall be in the name of Moore County.

4. Payment Bond:

Payment Bond, if required by the contract documents, in the amount of one hundred percent (100%) of the contract amount, conditioned upon the faithful payment of the contract in accordance with specifications and conditions of the contract is required. The bond shall be in the name of Moore County.

5. Certificate of Insurance:

The Contractor, at his sole expense, shall provide an original signed certificate of insurance, if required by the contract documents.

a. Workers' Compensation – Statutory Limits – Employers' Liability - \$2,000,000.

b. Coverage shall be provided under a Comprehensive General Liability or Commercial General Liability and Automobile Liability form of Insurance, such as is usual to the practice of the Insurance Industry, including (but not limited to) all the usual coverage referred to as:

- Comprehensive/Commercial Form;
- Premises/Operations Liability (M&C);
- Underground Explosion & Collapse Hazard;
- Products/Completed Operations;
- Blanket Contractual;
- Broad Form Property Damage;
- Personal Injury;
- Automobile Liability, Including Coverage for owned, non-owned, leased or hired vehicles, and

- Garage/Garage keepers, Bailers, or Ship keepers Liability, if applicable
- c. Minimum Limits of Protection must be:
 - \$2,000,000 – Professional Liability
 - \$1,000,000 – Bodily Injury Liability
 - \$ 500,000 – Property Damage Liability
 - \$3,000,000 – Combined single Limit bodily Injury and Property Damage
 - d. Policy period must cover the term of contract
 - e. The County of Moore shall be given not less than 30 days' notice of any change, cancellation, expiration or renewal of the policy.
 - f. Enforcement:
 1. A copy of the fully completed Endorsement must be provided. The Endorsement must name the County of Moore as an Additional Insured, identify the policy number and be signed by an authorized representative. The Certificate of Insurance and Endorsement must be submitted as one document. To expedite approval, a Binder (ACORD #75) for the Endorsement will be accepted for 90 days until the actual policy is issued, or
 2. The broker/agent submits a certified copy of the insurance policy, which includes the County of Moore as an additional insured.
6. Observation of Laws:

The Contractor shall at all times observe and comply with all Federal, State, and local laws, ordinances, regulations, and all such decreed as exist at present or as may be enacted during the period of construction, by bodies or tribunals having any jurisdiction or authority over the work, in any manner effecting the conduct of the work or those employed on the work. No plea of misunderstanding will be considered on account of their ignorance thereof.
 7. Indemnity:

To the fullest extent permitted by law and regulations, the Contractor shall indemnify and hold harmless the County and its officials, agents, and employees from and against all claims, damages, losses, and expenses, direct, indirect, or consequential (including but not limited to fees and charges of engineers or architects, attorneys, and other professionals and costs related to court action or arbitration) arising out of or resulting from the performance of a Contract or the actions of the Contractor or its officials, employees, or Subcontractors.

The Contractor shall comply with the North Carolina Workers' Compensation Act. In the event the Contractor is excluded from the requirements of such Act and does not voluntarily carry workers' compensation coverage, the Contractor shall carry or cause its employees to carry adequate medical/accident insurance to cover any injuries sustained by its employees or agents during the performance of service.

E. PRE-CONSTRUCTION CONFERENCE

A pre-construction conference shall be scheduled with MCPW by the Developer's Engineer when the construction plans have been approved by MCPW, NCDOT, NCDEQ, and other permitting agencies. A minimum five business days of advance notification to MCPW is required to schedule the conference. Upon notification of the pre-construction conference by the Developer's Engineer, MCPW will review the project to see if all requirements set forth have been met.

The appropriate jurisdiction's Planning Department will schedule the preconstruction conference. Those in attendance include representatives of the following: General Contractor, Subcontractor(s), Developer, Developer's Engineer, County Engineer, appropriate jurisdiction's Inspection personnel, and Moore County Public Utilities personnel. Others who may be in attendance are representatives of the NC Division of Highways, Municipality, and applicable utility companies and regulatory agencies.

Topics to be discussed at the meeting include the scope of the project, safety (being the Contractor's responsibility), inspection, preliminary progress schedule, preliminary schedule of shop drawings and submittals, insurance and bonds, project close-out procedures and additional issues that the attending parties feel need to be addressed. Contractor's safety plan shall include specific requirements with which Contractor and others must comply while at the Site.

The Contractor shall provide shop drawings for all materials required for the execution of the work prior to construction. The Developer's Engineer and MCPW will review all shop drawings with at least a two week review period. The Developer's Engineer and MCPW's approval of any shop drawing shall not release the Contractor from responsibility to strictly adhere to the mandated standards and regulations.. Any changes to the approved project documents shall be submitted to the County Engineer for approval prior to implementation into the project.

Construction shall not begin until the shop drawing or submission has been approved by the Developer's Engineer and MCPW. A copy of each approved shop drawing shall be kept in good order by the Contractor at the site and shall be available to inspectors and engineers.

The Contractor is reminded that before digging, all contractors are required by state law to notify the North Carolina One Call Center at 811 or 1-800-632-4949 in order to request locations from each utility company to make an on-site visit for the purpose of locating all existing underground utilities. The Contractor is responsible to ensure that all subcontractors follow this requirement. No construction will begin until the pre-construction conference is held, and the Developer's Engineer and the County Engineer are notified.

F. CONSTRUCTION

1. Interpretation of Plans:

The approved plans will show the locations, details, and dimensions of the work contemplated, which shall be performed in strict accordance therewith and in accordance with the approved specifications. Interpretations of the plans and specifications shall be the responsibility of the Developer's Engineer. Any deviations from the approved plans, specifications, etc., in all cases will be determined by the Developer's Engineer, with the approval of the County Engineer. A set of approved plans shall be kept at the job site during construction.

2. Construction Layout:

The Contractor shall furnish all lines and grade necessary to construct the project. The work, as completed, shall conform to the approved construction plans except where grade and/or alignment are changed to avoid obstructions and such changes have been previously approved by the County Engineer in writing.

3. Field Changes:

If the project work site requires any field changes, then all such changes must be approved by the County Engineer in writing. Major changes must be addressed by re-submitting the revised plans to MCPW, NCDOT, NCDEQ and other permitting agencies for the necessary approval. Minor changes, as determined by MCPW, may be documented on the as-built record drawings once the construction is completed.

4. General Inspection:

Moore County Public Works Department Personnel will make periodic observations, during construction to ensure that the Contractor is complying fully with project design and specifications, as well as the policies and procedures herein established that the materials and methods used in the construction are of acceptable quality.

Public Works Department personnel shall at all times have access to the work. In addition, authorized representatives and agents of any participating Federal or State Agency shall be permitted to inspect all work, materials, and other relevant data and records. The Contractor shall provide proper access for observation of the work and for testing thereof.

Public Works Personnel shall be present to observe the following items of work:

- a. All concrete pads
- b. All concrete blocking
- c. All bolted fittings and appurtenances
- d. All utility, roadway and creek crossings
- e. All tie-ins
- f. All stations, vaults, manholes and major Structures
- g. All testing as required below

If any underground work is covered prior to proper observation by the Public Works Department Personnel, it must, if requested, be uncovered for their observation and replaced at the Contractor's expense.

5. Preliminary Final Inspection:

A preliminary final inspection may be requested by the Contractor for the purpose of preparing a "punch list" of items to be completed prior to final inspection. This inspection does not authorize the Developer or Contractor to discharge wastewater into the County sewer system or to transmit potable water by County water system. After the final construction is approved by the County, easements are dedicated, the Deed of Dedication has been approved by the Board and NCDEQ has issued final approval, the County will accept wastewater from and/or transmit potable water to the proposed development.

6. Tests Required:

The Contractor shall provide, at his expense, the necessary testing required. Public Works Department Personnel shall observe the following tests:

- a. Water system Pressure Test
- b. Water system Bacteriological Sampling
- c. Water system Tracer Wire Test
- d. Wastewater System Mandrel Test
- e. Wastewater System Air Leak Test
- f. Wastewater System Manhole Vacuum Test

If the contract documents, laws, ordinances, regulations or request of any public authority having jurisdiction require any work to be inspected, tested, or approved by someone other than the Contractor, the Contractor will give MCPW timely notice of readiness. The Contractor will then furnish to the Developer's Engineer and MCPW the required certificates of inspection and testing.

7. Responsibilities of MCPW Personnel:

Moore County Public Works Department Personnel are authorized to observe all work performed and materials furnished. Authorized MCPW personnel shall be assigned to the project to report the progress of the work and the manner in which it is being performed. They will report problems immediately whenever it appears that the material and/or work performed by the Contractor fail to fulfill the requirements of the standards and specifications, and to call to the attention of the Contractor such failure. Such observation, or any failure to provide such observation, however, shall not relieve the Contractor or Developer from their obligations to perform all work strictly in accordance with the requirements of the approved Construction Plans and Specifications.. The Authorized MCPW personnel is not authorized to revoke, alter or waive any of the requirements of the Developer's Contract with his Contractor, to approve or accept any portion of the completed project, or to give any instructions to the Contractor which are contrary to the approved construction plans and specifications. They shall have the authority to reject inferior materials and to refer

other items to the County Engineer. Any advice or instructions which MCPW personnel may give the Contactor shall not be construed as binding upon the County in any way, or releasing the Contactor or Developer from meeting the requirements of the County standards and specifications.

8. Responsibilities of the Design Engineer:

The Design Engineer shall interpret the intent of the contract documents. He is responsible for certifying that the project was constructed in accordance with the plans and specifications at the end of construction. The Developer's Engineer is expected to perform the construction administration and inspection services for the construction of the project, including the following:

- a. Attend and provide input during the preconstruction conference
- b. Review shop drawings and coordinate review comments with MCPW
- c. Schedule and run construction progress meetings
- d. Issue change orders to change the scope of the work, as needed
- e. Inspect the work to ensure compliance with County and NCDEQ requirements
- f. Assist County with Preparation of punch lists for work to be completed
- g. Coordinate start-up of equipment and facilities
- h. Deliver certification to Moore County to submit to NCDEQ that the project is built in conformance with the project plans and specifications
- i. Prepare Record Drawings

9. Responsibilities of the County and Stop Work Orders:

MCPW will direct the observation of the work to ensure compliance with County standards and specifications.

MCPW may issue a Stop Work Order, with approval of the Public Works Director, (written or verbal with written follow-up) instructing the Developer/Contractor to immediately cease work if such work poses a threat or hazard to the public, on-site personnel or property; is being performed without proper approvals; is not following approved plans and specifications; is not following Moore County standards and specifications; or if there is no current set of approved plans onsite. In the event work is undertaken prior to appropriate approvals being secured or is not properly inspected, the Contractor may be required to remove and reinstall all work not properly inspected or approved and may receive a Stop Work Order for all new construction at the site until the matter in question has been fully corrected to MCPW and the Director's approval.

The Stop Work Order may also include instructions for remedial work or repairs deemed necessary to correct such threats or hazards. In the event that corrective measures are not taken properly or in a timely manner, County reserves the right to implement such corrective measures and to pursue any and all legal means to seek reimbursement for any costs to the County incurred as a result. The County will not bear any responsibility for consequential damages incurred by the Developer/Contractor or others resulting from issuance of a Stop Work Order, such

damages including, but not limited to, lost time or liquidated damages, loss of materials, payroll and overhead costs, equipment rental cost, permit cost, fines or legal costs, etc.

10. Public Convenience and Safety:

Safety is the Contractor's responsibility. Contractor's safety plan shall advise Owner and others of the safety requirements while on site. Contractors shall adhere to OSHA requirements.

The Contractor shall, at all times, conduct the work in such a manner as to allow proper vehicular and pedestrian traffic in accordance with NCDOT standards. Submit traffic control plans and receive approvals from appropriate parties when encroaching in a dedicated right-of-way or easement. The convenience of the general public and of the residents along and adjacent to the work area shall be satisfactorily provided for, including provisions for and maintenance of access to passageways and entrances into public and private property. The Contractor shall provide, erect, and maintain all necessary barricades, suitable and sufficient warning lights and danger signals, provide workmen, and take all precautions necessary for the protection of the work and safety of the public. Any necessary signs shall be suitable mounted and shall be conspicuously placed adjacent to the work where traffic will be alerted.

The Contractor shall, at their own risk and expenses shore up and otherwise protect buildings, bridges, fences, walls, property monuments, pipes, and other structures and objects legally existing along the pipe or adjacent to the work; and in the event of any damage to such public or private property by reason of, or consequent upon any act, omission, neglect or misconduct in the execution of the work provided for herein, the Contractor shall, at their own cost and expense, make all such repairs as may be necessary to restore such property to its former condition. Failure on the part of the Contractor to make all necessary repairs, or to satisfy any legal demand or liability, shall confer upon the MCPW the right to disallow the connection of the project to the County's system.

It is clearly understood that it is the responsibility of the Contractor to maintain reasonable cleanliness of all streets which are used in the construction of the project. When, in the opinion of the Engineer's representative, any street inside or outside of the project becomes excessively dusty or unclean due to its use by the Contractor's equipment, the Contractor shall, at their own expense, furnish employees and equipment to clean (flush, etc.) said street to a degree acceptable. At the completion of the project, the Contractor shall thoroughly clean the above mentioned streets to a degree acceptable to the County Engineer, Municipal Officer and Department of Transportation standards. The inspection of these streets will be a part of the overall inspection.

G. POST CONSTRUCTION

1. Final Inspection:

- a. It is recommended that the Developer's Engineer make an inspection of the project to determine items that require attention and to require that such items are subsequently completed by the Contractor prior to notifying MCPW and NCDEQ.
- b. A pre-final inspection will be conducted by Public Works Personnel, at the Developer's Engineer's request, in order to list all remaining items; provide minimum 48 hour notice.
- c. After completion of the punch list items, it is recommended that the Developer's Engineer call for a final inspection. The final inspection shall be conducted by the County Engineer and Developer, with other agencies and parties of interest, such as NCDEQ, Municipality, NCDOT, Railroad, project inspectors, etc., minimum 48 hour notice. A preliminary Record Drawings (As-Built) shall be supplied by the Developer's Engineer to MCPW at this time to verify the accuracy of same and to make the necessary changes for final submittal. The Engineer's Certification shall be submitted to Moore County. Final Approval will be submitted to NCDEQ by MCPW stating that all work has been performed in accordance with the plans and specifications.

2. Final Approval by Other Agencies:

- a. NCDEQ approval letter has been issued and copies are on file in the MCPW office.
- b. NCDOT approval of work performed under their Encroachment Agreement.
- c. Railroad approval of work performed under their Encroachment Agreement.
- d. Municipality approval of work performed under their Encroachment Agreement and policies.

3. Final Records:

- a. Record Drawings (As-Built) shall accurately depict the locations and condition of the project. The plans shall be noted "Record Drawings", dated and signed by the Developer's Engineer. All valves, manholes (including final depth) service connections and appurtenances shall be located by station number and by distance from at least two permanent structures that are readily visible near the appurtenance, and supply G.P.S. points.
- b. A Digital PDF file and a paper hard copy of the Record Drawings shall be provided to the County Engineer.
- c. The encroachments to be recorded in Moore County Register of Deeds, must include a certificate of ownership and dedication to Moore County Public Works, and be placed on the cover sheet of the plans. This certificate must be

signed and dated by the Developer, and must use the text written in the following paragraph:

Certificate of Ownership and Dedication – I hereby certify that I am the owner of the property shown and described herein. That I certify the land shown hereon is within the planning jurisdiction of Moore County, North Carolina and that I hereby adopt this plan of subdivision with my free consent, establish minimum building lines, and dedicated all streets, alleys, walks, parks and other sited and easements to public or private use as noted. Furthermore, I hereby dedicate all sanitary sewer and water mains to the County of Moore.

Date

Owner

Also, the Deed of Dedication (DOD-See Appendix B) shall be signed and dated by the Developer and approved by the appropriate Moore County or EMWD Board. The completed DOD will be recorded by Moore County in the Moore County Register of Deeds with fee paid by the Developer. The commitment of flow for a land subdivision is made at the time the Deed of Dedication is executed and recorded and the appropriate fees are paid by the Developer. For other development, the commitment of flow is made at the time the application for service is made and the connection fees are paid.

- d. One original of deeds or easements and plat prepared by the Developer's Attorney for conveyance of property to the County. Property to be conveyed includes pump/lift station site, well site, elevated storage tank site, or other facility site to be operated and maintained by the County. Provide appropriate notations for transfer and recording by the Moore Clerk of Court, indicating the date and time of recording, the plat book and location thereof and instrument number.
- e. Cost of Water and Sewer Infrastructure that was installed with a detailed breakdown of all items and their associated cost with a Total Cost for the County assets list.
- f. Release and Waiver of All Claims and Liens signed by the Contractor and the Developer.
- g. MCPW will receive final approval from NCDEQ,
- h. Water and Wastewater utilities will be activated only after all Post Construction requirements are met.

4. Final Approval:

- a. All items must be constructed per the approved construction drawings and specifications and final punch list items completed before MCPW will issue the final approval.
- b. If there are items that are to be installed in phases, then that needs to be delineated on the approved plans.
- c. Meters will be set only after there has been a final approval and warranty issued

H. WARRANTY AND WARRANTY PROCESS

This article pertains to the Developers and Contractors that are constructing utility projects to be owned by the County. Upon completion of construction, acceptance of As-Builts and execution of the Deed of Dedication and Release and Waiver of All Claims and Liens, a (1) one year warranty period shall begin on all material, equipment and work performed from the date MCPW accepts the infrastructure for operation. No water meters shall be set, wastewater services connected or DOD recorded until all required final inspection punch list items are completed and required documentation submitted to the County, unless approved by the Director of Public Works.

It shall be the sole responsibility of the Developer to ensure that the water and/or wastewater utilities are in the same condition as when accepted for operation (not ownership) by Moore County and shall remain in said condition, less normal wear, for a period of one (1) year from the date of acceptance for operation. The warranty shall cover all incidental repairs needed, including, but not limited to, incidents such as a power company damaging a meter box or a car accident damaging a fire hydrant.

During the eleventh (11th) month following acceptance of operation by Moore County, Moore County and the Developer shall conduct a field inspection. All items noted in the inspection punch list shall be the responsibility of the Developer. All items noted in the inspection punch list shall be addressed by the end of the twelfth (12th) month of the warranty period or a fine of \$100 per day will be assessed to the Developer. In the alternative to the fine, if such items fail to be addressed by the Developer or its Contractor, the County may elect to disconnect the services and return the dedicated system to the Developer.

Once the inspection punch list items have been addressed to the satisfaction of Moore County, Moore County will send the Developer a letter to inform him that the warranty period has ended and that Moore County has accepted the water and/or wastewater infrastructure for ownership as a permanent part of the Moore County system. Equipment and manufacturer warranties will apply in addition to the one (1) year Developer and Contractor warranties. The steps below shall be adhered to for the warranty process.

Warranty Process Steps

- 1) Construction Completed
- 2) Construction Final Inspection
- 3) Final Inspection Punch List
- 4) Final Inspection Punch List Completed
- 5) Submit As-Builts
- 6) Submit all Equipment and Manufacturer Warranties
- 7) Execution of the Deed of Dedication and the Release and Waiver of All Claims and Liens
- 8) Infrastructure Acceptance by Moore County for Operation
- 9) One Year Warranty Start Date Set
- 10) Eleventh (11th) Month Inspection
- 11) Eleventh (11th) Month Inspection Punch List
- 12) Punch List Completed by the End of the Twelfth (12th) Month
- 13) Fine of \$100 per Day if Punch List is Not Completed by the End of the Twelfth (12th) Month or the dedicated system may be

APPENDIX A

LETTER OF INTENT TO DEVELOP

1. PROPOSED PROJECT NAME: _____
2. CONTACT PERSON: (Name, address and telephone number)

3. DEVELOPER OR DEVELOPMENT FIRM: (Name, address and telephone number)

4. PROPERTY OWNER(s): (Name, address and telephone number)

5. LICENSED ENGINEER OR ENGINEER FIRM: (Name, address and telephone number)

6. PLAT SHOWING LOCATION OF PROPERTY TO BE DEVELOPED: (Acreage, tax map, lot number, road name/number, location map, adjacent property owners, zoning, existing water and sewer location):

7. NATURE OF PROPOSED DEVELOPMENT OR COMMERCIAL/INDUSTRIAL BUSINESS: (Subdivision, mobile home park, apartment, number of residential units, etc...) (Shopping center, retail square footage, restaurant seating, motel /number of rooms, commercial and industrial square footages, etc...)

8. DISTANCE TO NEAREST WATER MAIN AND SIZE: _____
9. FIRE FLOW CALCULATIONS: _____
10. DISTANCE TO NEAREST SEWER MAIN AND SIZE: _____
11. WILL ROADS BE DEDICATED TO :
 - ☐ City
 - ☐ State
 - ☐ Public
 - ☐ Private
 - ☐ Other

12. ANTICIPATED COMPLETION DATE: _____

14. ANTICIPATED BUILD OUT DATE: _____

15. IF PROJECT IS TO BE PHASED, LIST THE NUMBER OF UNITS TO BE
CONSTRUCTED FOR EACH PHASE AND DATE PLANED FOR THE START AND
COMPLETION OF EACH PHASE:

This Letter of Intent to Develop is valid for one year of Date of filing.
(To be signed and dated by MCPW)

Name

Date

APPENDIX B

Template Developer Deed of Dedication and Easement

[See the following five pages.]

The following is a template generated by the County Attorney's Office. Only the description of the property may be changed, as necessary, to successfully complete the Deed of Dedication. If other changes are necessary, those changes must be approved by the County Attorney's Office.

DEED OF DEDICATION AND EASEMENT

This instrument prepared by: _____, Attorney

Return to: Moore County Attorney's Office, P.O. Box 905, Carthage, NC 28327

THIS DEED OF DEDICATION is made the ____ day of _____, 20____, by and between:

<u>GRANTOR</u>	<u>GRANTEE</u>
_____	COUNTY OF MOORE , a political subdivision of the State of North Carolina 1 Courthouse Square P.O. Box 905 Carthage, NC 28327

WITNESSETH:

WHEREAS, Grantor is the owner and developer of a tract or parcel located in the _____ Township, Moore County, North Carolina, known as " _____ " (the "Property"); and

WHEREAS, Grantor has caused to be installed water and/or sewer utility lines and equipment under or across a portion of the Property; and

WHEREAS, Grantor wishes to obtain water and/or sewer service from Grantee for the Property; and

WHEREAS, Grantee has adopted a policy regarding water distribution systems and sewer collection systems under the terms of which includes that in order to obtain water and/or sewer service for the Property, Grantor must convey title to the water distribution system and/or sewer collection systems and all necessary easements to Grantee through an instrument acceptable to Grantee; and

NOW, THEREFORE, Grantor, in consideration of Grantee accepting said water and/or sewer collection systems and making water and/or sewer service available to the Property, does hereby convey to Grantee, its lawful successors and assigns, the following described property:

All water and/or sewer mains, equipment, and apparatuses used in the water distribution system and/or sewer collection system that is/are constructed upon the Property (the "Facilities"), which is/are more fully depicted in the plat recorded at Plat Cabinet _____, Slide _____, and which is hereby incorporated by reference as if fully set forth herein.

A perpetual and non-exclusive easement under, along, and upon the entire area of the roads, streets and cul-de-sac rights-of-ways as depicted in the plat recorded at Plat Cabinet _____, Slide _____ (the "Easement Area").

TO HAVE AND TO HOLD said property and easement above described together with the privileges and appurtenances thereto belonging to Grantee forever.

The Grantee shall have the right to construct, install, reconstruct, operate, maintain, inspect, repair, relocate, modify, and remove water distribution and/or wastewater collection pipeline, apparatus, and equipment within the Easement Area. The easement granted to the Grantee includes the following rights: 1) ingress and egress over the Easement Area and over adjoining portions of the Property (using lanes, driveways, and paved areas where practical, as determined by the Grantee); 2) to relocate the Facilities and Easement Area on the Property to conform to any future highway or street relocation, widening, or improvement; 3) to keep clear from the Easement Area, now or at any time in the future, trees, shrubs, undergrowth, buildings, structures (e.g. docks or retaining walls), and obstructions (e.g. fences or paved areas); and 4) all other rights and privileges reasonably necessary or convenient for the Grantee's safe, reliable, and efficient installation, operation, and maintenance of the Facilities and for the enjoyment and use of the Easement Area for the purposes described herein. Grantee will not be responsible for the costs, repair, or replacement of plants, buildings, structures, or obstructions located within the Easement Area, including those that may occur as a result of the Grantee's use of the easement.

Grantor will not place shrubs, structures (e.g. docks or retaining walls), or obstructions (e.g. fences or paved areas) within the easement area without the express written consent of the Grantee. Grantor will not place trees or buildings within the easement area.

Furthermore, Grantor does hereby covenant that it is seized of said real property and personal property described above in fee simple and has the right to convey the same in fee simple, that the same are free and clear of encumbrances, and that it will warrant and defend the title to the same against all persons whomsoever.

Grantor agrees and understands that Grantee conditionally accepts the personal property and easement being dedicated by Grantor. Grantor is responsible for maintaining the personal property for one year beginning_____, 20 . Grantee will have until _____, 20 __, to inspect the personal property and easement for any needed repairs. Grantor will be provided with a list of items that must be resolved prior to the Grantee's final acceptance of the personal property and easement. If Grantor fails to resolve the items as required by Grantee, then Grantee may, in its sole discretion, revoke this Deed of Dedication and Easement.

[Intentionally left blank. Signatures on the following page.]

IN WITNESS WHEREOF, the Grantor has caused this instrument to be duly executed as of the day and year first written above.

GRANTOR

By: _____ (Print)

STATE OF NORTH CAROLINA

COUNTY OF MOORE

I, a Notary Public of the County and State aforesaid, do hereby certify that _____ personally came before me this day, and I have seen satisfactory evidence of the principal's identity, by a current state or federal identification with the principal's photograph in the form of a _____; and he/she has acknowledged that he/she is the Organizer of _____, a North Carolina _____ company, and that he/she, as Organizer, being authorized to do so, executed the foregoing on behalf of _____.

Witness my hand and official seal, this _____ day of _____, 20_____.

Signature of Notary Public

(NOTARY SEAL)

Printed Name of Notary Public

My Commission Expires: _____

ACCEPTANCE OF DEED

This Deed of Dedication and accompanying Affidavit was accepted by the Moore County Board of Commissioners on the _____ day of _____, 20_____.

COUNTY OF MOORE

ATTEST:

_____, Chair
Moore County Board of Commissioners Clerk to the Board

Laura M. Williams

STATE OF NORTH CAROLINA

AFFIDAVIT

COUNTY OF MOORE

_____, a North Carolina _____(LLC, Inc., etc.), with an office and place of business located at _____and conducting business in Moore County, North Carolina (the “Affiant”), being first duly sworn, hereby deposes and says under oath as follows:

1. That it is the owner of certain property located in _____Township, Moore County, North Carolina, known as “ _____,” containing lots numbered through _____, as more particularly described in a Deed of Dedication in favor of the County of Moore of even date herewith.
2. That it has caused to be installed water and/or sewer mains under and along the road right-of-ways for the property hereinafter described and referenced:

All water and/or sewer mains, equipment, and apparatuses used in the water distribution system and/or sewer collection system that is constructed upon the property more fully depicted in the plat recorded at Plat Cabinet _____, Slide _____, which plat is hereby incorporated by reference as if fully set forth herein.

3. All the work which has been performed in the construction and installation of said water and/or sewer mains described in paragraph 2, above, has been fully paid for and there are now no liens of any kind, including any lien for labor or material, against the subdivision property, which would in any way jeopardize title of Affiant to the property in said subdivision nor are there any legal actions pending against Affiant or any contractor arising out of any work performed in said subdivision or the water and/or sewer mains installed therein which would in any way jeopardize title to the subdivision or the water and/or sewer mains located therein.

[Intentionally left blank. Signature on the following page.]

IN WITNESS WHEREOF, the Affiant has caused this instrument to be duly executed by its authorized officer, this the _____ day of _____, 20__.

GRANTOR

By: _____ (Print)

STATE OF NORTH CAROLINA

COUNTY OF MOORE

I, a Notary Public of the County and State aforesaid, do hereby certify that _____ personally came before me this day, and I have seen satisfactory evidence of the principal's identity, by a current state or federal identification with the principal's photograph in the form of a _____; and he/she has acknowledged that he/she is the Organizer of _____, a North Carolina _____ company, and that he/she, as Organizer, being authorized to do so, executed the foregoing on behalf of _____.

Witness my hand and official seal, this _____ day of _____, 20__.

Signature of Notary Public

(NOTARY SEAL)

Printed Name of Notary Public

My Commission Expires: _____

APPENDIX C

TEMPLATE DEVELOPER RELEASE AND WAIVER OF ALL CLAIMS AND LIENS

[See the following two pages.]

The following is a template generated by the County Attorney's Office. Only the description of the property may be changed, as necessary, to successfully complete the Waiver. If other changes are necessary, those changes must be approved by the County Attorney's Office.

DEVELOPER RELEASE AND WAIVER OF ALL CLAIMS AND LIENS

The County of Moore (the "County") is willing to accept a Deed of Dedication of water and/or sewer mains and easement access to the water and/or sewer mains from _____(the "Developer"), as described in the Deed of Dedication and Easement executed by the Developer on_____. In exchange for the acceptance and operation of the water distribution system and/or sewer collection system, the Developer executes this Release and Waiver of All Claims and Liens.

The Deed of Dedication from the Developer to the County is for the following property:

All water and/or sewer mains, equipment and apparatuses used in the water distribution system and/or the sewer collection system that is constructed upon the property more fully depicted in the plats recorded at Plat Cabinet , Slide(s) , which plats are hereby incorporated by reference as if fully set forth herein. A perpetual and exclusive easement that is_____feet in total width,_____feet in width on both and all sides of the constructed and installed equipment and water and/or sewer mains as the same are located over, upon and under the real property more further described in the plats recorded at Plat Cabinet , Slide(s) .

The property described above, which includes, but is not limited to, all water and/or sewer mains, equipment and apparatuses shall hereinafter be referred to as the "Property."

The Developer agrees for itself, its assigns, heirs, contractors, vendors, suppliers, materialmen, laborers and other persons or entities providing services, labor, parts or materials, that there are no claims, demands or liens existing, pending or threatened against the Property. Further, the Developer agrees that all invoices, including purchases, supplies, parts and labor concerning the Property have been paid in full.

For and in consideration of the County's acceptance of the Property and the County's agreement to operate the water distribution system and/or sewer collection system, the Developer, for itself and its assigns, heirs, subcontractors, vendors, suppliers, materialmen, laborers and other persons or entities providing services, labor, parts or materials, hereby releases and forever discharges the County, its agents, affiliates, representatives, officers, directors, attorneys and employees from any and all claims, demands or causes of action that might exist, arise out of, or in any way be related to the Property as of the date this release is executed.

To the fullest extent permitted by law and regulation, the Developer agrees to indemnify and hold harmless the County and its officials, agents, and employees from and against any and all claims, damages, losses and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers or architects, subcontractors, attorneys and other professionals

and costs related to court action or arbitration) arising out of or resulting from the Property or from the Property being transferred to the County.

In addition to this Release and Waiver of All Claims and Liens, in exchange for the County accepting the water and/or sewer mains, the Developer will provide the County with a one-year warranty on labor and repair of the water and/or sewer mains, equipment and apparatuses.

IN WITNESS WHEREOF, this Release and Waiver has been executed this _____ day of _____, 20____.

DEVELOPER

ATTEST:

By: _____ (Print)

By: _____ (Print)

APPENDIX D

TEMPLATE CONTRACTOR RELEASE AND WAIVER OF ALL CLAIMS AND LIENS

[See the following two pages.]

The following is a template generated by the County Attorney's Office. Only the description of the property may be changed, as necessary, to successfully complete the Waiver. If other changes are necessary, those changes must be approved by the County Attorney's Office.

CONTRACTOR RELEASE AND WAIVER OF ALL CLAIMS AND LIENS

The County of Moore (the "County") is willing to accept a Deed of Dedication of water and/or sewer mains and easement access to the water and/or sewer mains from _____ (the "Developer"), as described in the Deed of Dedication executed by the Developer on _____. In exchange for the acceptance and operation of the water distribution system and/or sewer collection system, the Developer's Contractor, _____, a North Carolina _____ (Inc., LLC, etc.) executes this Release and Waiver of All Claims and Liens.

The Deed of Dedication from the Developer to the County is for the following property:

All water and/or sewer mains, equipment and apparatuses used in the water distribution system and/or the sewer collection system that is constructed upon the property more fully depicted in the plats recorded at Plat Cabinet _____, Slide(s) _____, which plats are hereby incorporated by reference as if fully set forth herein. A perpetual and exclusive easement that is _____ feet in total width, _____ feet in width on both and all sides of the constructed and installed equipment and water and/or sewer mains as the same are located over, upon and under the real property more further described in the plats recorded at Plat Cabinet _____, Slide(s) _____.

The property described above, which includes, but is not limited to, all water and/or sewer mains, equipment and apparatuses shall hereinafter be referred to as the "Property."

The Contractor agrees for itself, assigns, heirs, subcontractors, vendors, suppliers, materialmen, laborers and other persons or entities providing services, labor, parts or materials that there are no claims, demands or liens existing, pending or threatened against the Property. Further, the Contractor agrees that all invoices, including purchases, supplies, parts and labor concerning the Property have been paid in full.

For and in consideration of the County's acceptance of the Property, and the County's agreement to operate the water distribution system and/or the sewer collection system, the Contractor agrees for itself, assigns, heirs, subcontractors, vendors, suppliers, materialmen, laborers and other persons or entities providing services, labor, parts or materials, hereby releases and forever discharges the County, its agents, affiliates, representatives, officers, directors, attorneys and employees from any and all claims, demands or causes of action that the Contractor has or might have arising out of or in any way related to the Property and has submitted this separate Release and Lien Waiver forever releasing the County from and against any and all claims, liens, demands, judgments or suits at law and equity, in connection with or related to the Property, effective as of the date this release is executed.

To the fullest extent permitted by laws and regulations, the Contractor agrees to indemnify and hold harmless the County and its officials, agents, and employees from and against all claims, damages, losses, and expenses, direct, indirect or consequential (including but not limited to fees and charges of engineers or architects, subcontractors, attorneys and other professionals and costs related to court action or arbitration) arising out of or resulting from the Property or from the Property being transferred to the County.

In addition to this Release and Waiver of All Claims and Liens, in exchange for the County accepting the water and/or sewer mains, the Contractor will provide the County with a one-year warranty on labor and repair of the water and/or sewer mains, equipment and apparatuses.

IN WITNESS WHEREOF, this Release and Waiver has been executed this_____day of _____, 20_____.

CONTRACTOR

ATTEST:

By:_____(Print)

By:_____(Print)

NORTH CAROLINA
MOORE COUNTY

ANNEXATION AGREEMENT

WHEREAS, the Village of Pinehurst, a North Carolina municipal corporation, (hereinafter "Pinehurst") and the Town of Carthage, a North Carolina municipal corporation, (hereinafter "Carthage"), have undertaken a joint planning effort to encourage the orderly development of the unincorporated areas adjacent to the two municipalities; and

WHEREAS, Pinehurst and Carthage desire to reduce uncertainty among residents and property owners in the potential growth areas of the municipalities which will improve planning by both public and private interests in such areas; and

WHEREAS, the General Statutes of North Carolina, Chapter 160A, Part 6 authorizes municipalities to enter into binding agreements relating to future annexations and designating areas which are not subject to annexation by each participating municipality;

NOW, THEREFORE upon the premises contained herein, the parties agree as follows:

1. This Agreement is executed pursuant to the authority of Article 4A, Part 6 of General Statutes Chapter 160A of the North Carolina General Statutes (the "Act").
2. Subject to the provisions hereinafter stated, Pinehurst shall not annex within the area identified as "Town of Carthage Sphere of Influence" as shown on Exhibit A which is incorporated herein as a part of this Agreement. The line of demarcation between the Pinehurst and Carthage Spheres of Influence is that portion of the Little River located between NC Hwy 15/501 and Murdocksville Road.
3. Subject to the provisions hereinafter stated, Carthage shall not annex within the area identified as "Village of Pinehurst Sphere of Influence" as shown on Exhibit A which is incorporated herein as a part of this Agreement. The line of demarcation between the Pinehurst and Carthage Spheres of Influence is that portion of the Little River located between NC Hwy 15/501 and Murdocksville Road.
4. The effective date of this Agreement is _____, 2020 or the date of adoption of an ordinance approving this Agreement by the last participating town to do so, whichever is later and shall terminate at 12:01 AM on the twentieth anniversary following the effective date, or as otherwise terminated as provided herein.
5. This Agreement shall not be effective unless and until each participating municipality has held a public hearing on this Agreement prior to adopted the ordinance approving the Agreement. Until such time as the required public hearings are held and the respective approving ordinances are adopted, this Agreement shall be considered a proposed agreement.

6. At least sixty (60) days prior to the adoption of any annexation ordinance affecting the geographical area which is the subject of this Agreement, the participating municipality proposing such annexation shall give written notice to the other participating municipality of the proposed annexation. Such notice shall describe the area to be annexed by a legible map, clearly and accurately showing the boundaries of the area to be annexed in relation to this Agreement delineated by roads, streams, and any other prominent geographical features. Such notice shall not be effective for more than one hundred and eighty (180) days. Such notice may be deemed served by a copy of a petition for annexation with legal description and map. The geographical area of import includes all parcels located within one half (½) mile of the Pinehurst – Carthage Annexation Boundary Line depicted on Exhibit A.
7. This Agreement may be modified or terminated only by a subsequent amending agreement adopted and executed by each participating municipality. Any amending agreement shall be adopted by ordinance after public hearings as provided in NCGS 160A-31(c).
8. This Agreement shall not be binding beyond three (3) miles of the primary corporate limits of a participating town unless approved by the Moore County Board of Commissioners. Provided, however, that any area where this Agreement is not binding because of the failure of the Board of County Commissioners to approve it shall become subject to this Agreement if a subsequent annexation brings it within three (3) miles. The approval of a Board of County Commissioners shall be evidenced by a resolution adopted after a public hearing as provided in NCGS 160A-58.24 and 160A-31(c).
9. This Agreement may be terminated by a participating municipality by repealing the ordinance which approved this Agreement and providing a five (5)- year advance written notice to the other participating municipality. Upon the expiration of the five (5)- year notice period, this Agreement shall terminate.
10. From and after the effective date of this Agreement, no participating municipality may adopt an annexation ordinance as to all or any portion of an area in breach of this Agreement.
11. Nothing in this Agreement shall be construed to authorize the annexation of any area which is not otherwise subject to annexation under applicable law.
12. This Agreement contains the entire Agreement between the participating municipalities.

[The Remainder of This Page is Intentionally Blank]

IN WITNESS THEREOF, the Mayors of the participating municipalities execute this Agreement in duplicate to become effective as provided in Item 4 hereinabove this the _____ day of _____, 2020.

VILLAGE OF PINEHURST

BY: _____

John C. Strickland, Mayor

ATTEST:

Beth Dunn, Village Clerk

IN WITNESS THEREOF, the Mayors of the participating municipalities execute this Agreement in duplicate to become effective as provided in Item 4 hereinabove this the _____ day of _____, 2020.

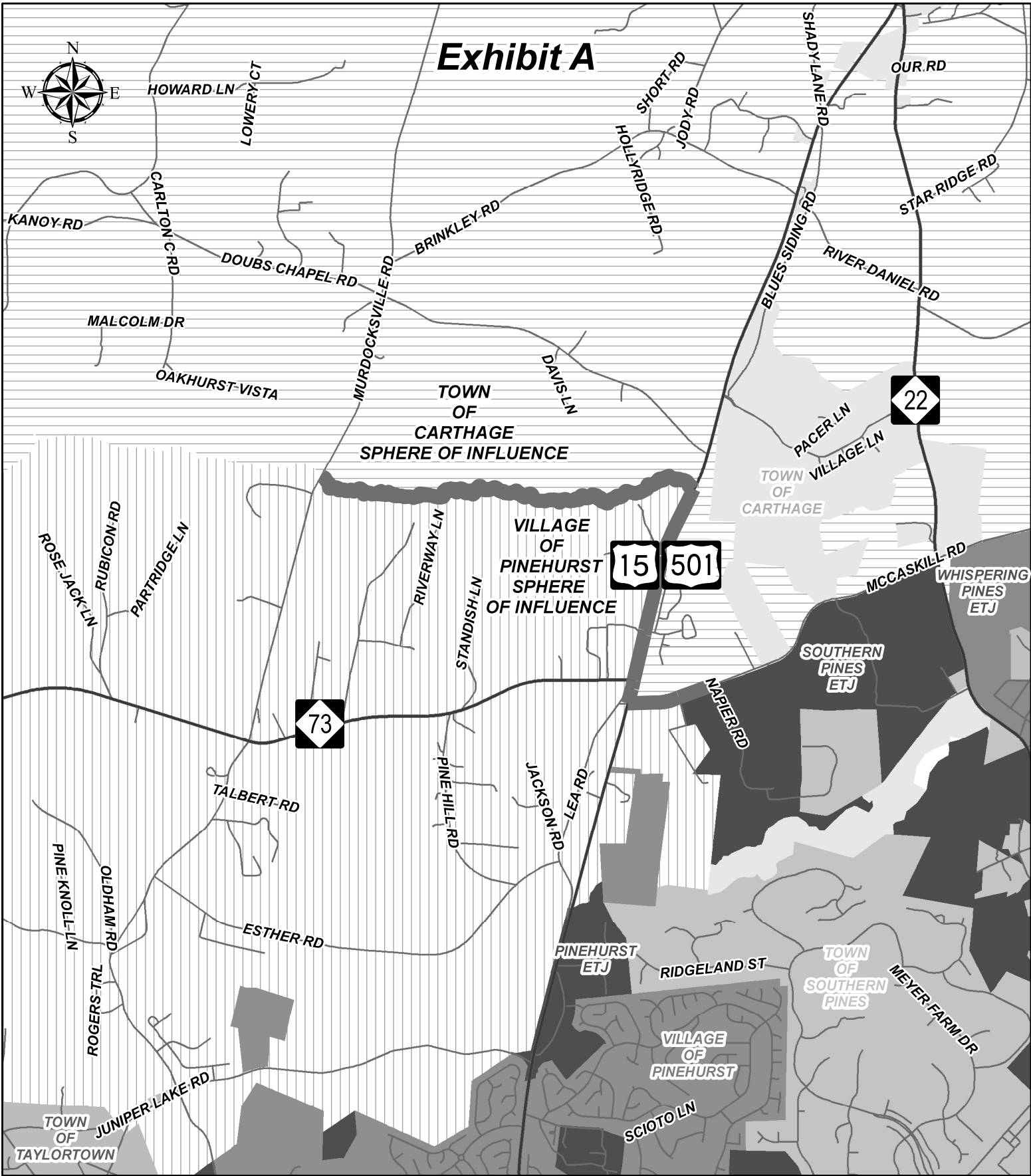
TOWN OF CARTHAGE

BY: _____

Jimmy Chalflinch, Mayor

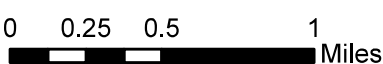
ATTEST:

Dorothy V. Dutton, Town Clerk



Pinehurst-Carthage Annexation Boundary

PINEHURST - CARTHAGE
ANNEXATION BOUNDARY LINE



Village of Pinehurst Disclaimer: It is understood that the data contained herein is subject to constant change and that its accuracy cannot be guaranteed. The maps have been created from information provided by various government and private sources at various levels of accuracy. The data is provided to you "as is" with no warranty, representation or guaranty as to the content, sequence, accuracy, timeliness or completeness of any of the information provided herein. It is the responsibility of the user of the data to be aware of the data's limitations and to utilize the data in an appropriate manner. Any resale of this data is strictly prohibited in accordance with North Carolina General Statutes 132-10. Grid is based on North Carolina State Plane Coordinate System NAD83 (feet). X:\GIS\B_GIS\Carthage_Annexation_Boundary\Pinehurst_Carthage_Annexation_Boundary_ExhibitBW.mxd 5/18/2020



**DISCUSS LIBRARY NEEDS ASSESSMENT.
ADDITIONAL AGENDA DETAILS:**

FROM:

Natalie Dean Hawkins

CC:

Jeff Sanborn

DATE OF MEMO:

5/21/2020

MEMO DETAILS:

This agenda item is to continue the Council's discussion on the Library Needs Assessment.

Attached to this agenda item are:

1. A revised version of the DRAFT Library Needs Assessment Background Information.
2. A revised version of the DRAFT ETC Library Needs Assessment Survey Cover Letter.
3. A revised version of the DRAFT ETC Library Needs Assessment Survey.

Key revisions made to the DRAFT Library Needs Assessment Background Information based on Council's direction during the May 12, 2020 work session include:

1. Revisions to the benchmark comparisons to NC towns between 15,000 - 25,000 in population.
2. Addition of financial benchmark comparisons and other benchmark data staff was able to obtain from the State Library of NC.
3. Addition of public input obtained thus far in the process through the online survey, Community Conversations, Public Input Meetings, and personal interviews.

Some revisions have also been made to the ETC Library Needs Assessment Survey based on Council input thus far. At the May 12, 2020 work session, Council had a preliminary discussion about what library services to include in the ETC Survey. After reviewing all of the public input obtained thus far, my recommendation is to include those library services I have listed in the attached DRAFT ETC Library Needs Assessment Survey.

Also at the May 12, 2020 work session, Council discussed trying to get the ETC survey distributed in late June. To meet this timeline, I'd like to see if the Council can reach consensus and agreement on any changes needed to all three of the attached documents in this work session.

I look forward to continuing the Council's discussion on this topic and your feedback on the attached DRAFT documents.

ATTACHMENTS:

Description

- DRAFT Library Needs Assessment Background Information

- ▢ DRAFT ETC Library Services Needs Assessment Survey Cover Letter
- ▢ DRAFT ETC Library Services Needs Assessment Survey

Village of Pinehurst

Library Services Needs Assessment Background Information

May 2020



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I. Purpose of Library Services Needs Assessment

The Village of Pinehurst (VOP), is performing an in-depth Library Services Needs Assessment to help understand community need and demand for public library services in Pinehurst. The needs assessment is being conducted with the help of Library IQ in four stages:

1. Review existing conditions and identify best practices,
2. Solicit broad community input,
3. Analyze needs assessment findings and formulate a recommendation, and
4. Prepare and deliver a written library services needs assessment report.

The Library Services Needs Assessment has three key objectives:

1. Identify what library services Pinehurst residents need, such as collection, technology, library programs & services etc.,
2. Determine if additional library space is needed to meet resident needs, and
3. Determine the level of investment the Village may need to make to meet resident needs for library services now and in the future.

The Given Memorial Library (GML) is a privately funded 501c(3) non-profit organization that provides free library services to Pinehurst residents. Currently, the Village of Pinehurst supports the GML with an annual \$150,000 contribution to partially fund its library operations. This private funding structure is uncommon in NC, with most libraries that serve communities the size of Pinehurst publicly funded by the county or municipality.

II. Overview of the Given Memorial Library

Currently, the GML is privately operated and is not a part of a state-wide program that makes the combined resources of North Carolina's public libraries available to all people of the state through a shared catalog and a statewide library card. Membership to the State of NC library system provides resource sharing, cost savings, and collaborative collection development for public libraries in North Carolina.

GML is in the process of applying to be a part of the State of NC library system in order to provide Pinehurst residents with access to interlibrary loan materials in the future. A decision regarding GML's application should be available by July 1, 2020. Not being a part of this system currently limits resident access to collections that are not physically housed at GML.



Given Memorial Library, Pinehurst

Other libraries in Moore County that are members of the state-wide library system include: Moore County libraries operated by the Sandhills Regional Library System (SRLS); the Southern Pines Public Library; and the Katherine Boyd Library at Sandhills Community College.

Village of Pinehurst
Library Needs Assessment Background Information
May 2020

A. Given Memorial Library Facilities

The GML is located at 150 Cherokee Road in the Village Center and houses the operations of both the library and Tufts Archives. The original library building was constructed in 1963 and was expanded in 1975 to include the Tufts Archives.

The building contains 6,360 square feet (SF) on the first floor and 2,100 SF in the basement. Of the total 8,400 SF, 3,825 SF (46%) is allocated to the library and 4,575 SF (54%) is allocated to the Tufts Archives. The two functions (library and archives) also share 760 SF of space. The shared space includes 390 SF of restroom and office space, and 370 SF of collection space (Tin Whistles Room/Lobby to the Archives). 100% of the 2,100 SF basement is allocated to the Tufts Archives for storage of archive materials and supplies.

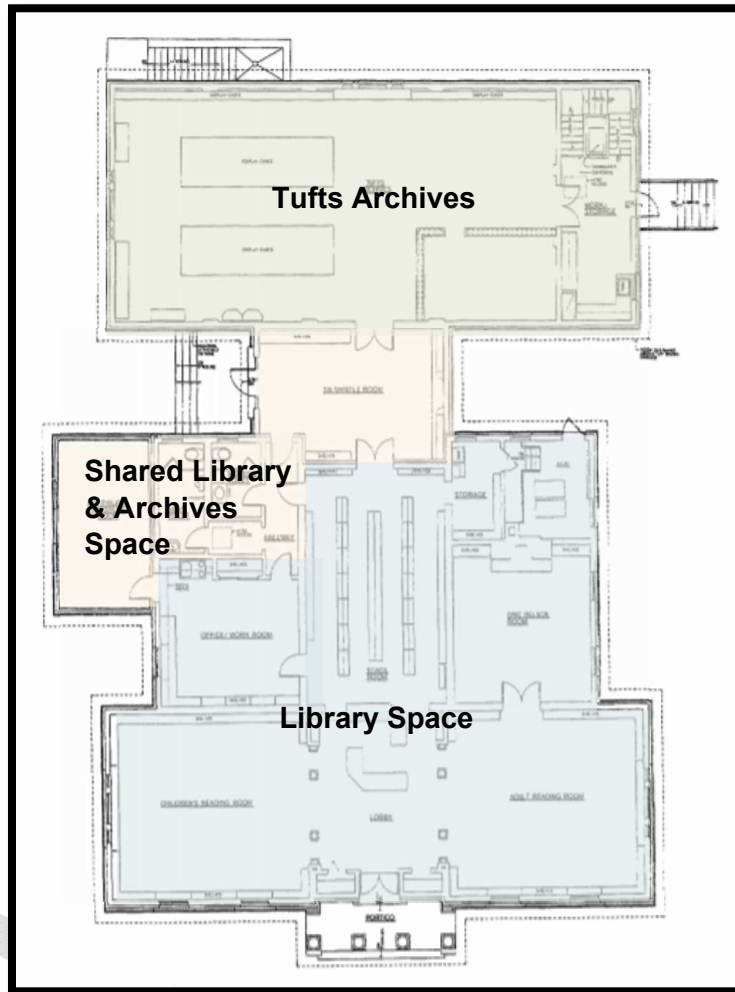
Use	Total SF	Library SF	Tufts Archives SF
Lobby/Circulation Area	292	292	
Children's Reading Room & Collection	575	575	
Adult Reading Room & Collection	575	575	
Stack Room/Collection	524	524	
Eric Nelson Room - NC Collection/Conference Room for 6	345	345	
Office/Work Room	294	294	
Storage/Utility Rooms	206	206	
Restrooms ¹	135	68	68
Office Space ¹	247	124	124
Tin Whistle Room - Large Print /Displays ¹	367	184	184
Hallways/Walls ²	640	640	
Tufts Archives	2,100		2,100
Subtotal 1st Floor	6,300	3,825	2,475
Basement Storage	2,100		2,100
TOTAL Square Footage (SF)	8,400	3,825	4,575
% of TOTAL Square Footage (SF)	100%	46%	54%

¹ Restrooms, office manager space, and the Tin Whistle Room are shared and allocated on a 50/50 basis.

² Total amount of SF not accounted for on floor plans includes hallways and walls.

Village of Pinehurst
Library Needs Assessment Background Information
May 2020

As the floor plan below indicates, the front of the GML building is dedicated to the library, the rear is dedicated to the Tufts Archives and shared space is in the middle of the building.



GML also operates the Given Book Shop (a used book store) in the old post office at 95 Cherokee Road. In this 4,420 SF building, space is allocated between the Given Book Shop (95%) and the independently operated Roast Office coffee shop (5%), as shown in the table below.

Use	TOTAL	Given Book Shop SF	Roast Office Coffee Shop SF
Used Books/Seating	3,640	3,440	200
Storage/Office Space	780	780	-
TOTAL SF	4,420	4,220	200
% of TOTAL SF	100%	95%	5%

Village of Pinehurst
Library Needs Assessment Background Information
May 2020

B. Operating Hours

Today, the Given Memorial Library is open 40 hours per week, as shown below.

Day of the Week	Operating Hours	Total # of Operating Hours/Week
Monday - Friday	9:30 am – 5:00 pm	37.5
Saturday	9:30 am – 12:00 pm	2.5
TOTAL		40

C. Staffing Levels

The GML and Tufts Archives are managed by a full-time Executive Director and utilize a combination of full-time (FT) staff, part-time (PT) staff, and volunteers to operate the GML, Tufts Archives, and Given Book Shop. The Executive Director and Office Manager oversee the entire operations of the GML, including the library, Tufts Archives, and Given Book Shop. The GML also employs one full-time equivalent (FTE) who acts as the manager of the Given Book Shop, programming director, and facilities manager. One employee, representing a 0.9 FTE is dedicated to fund development (i.e. fundraising) for the library. Three PT employees work in circulation, book processing, shelving and book repair. 12 dedicated volunteers support the library and eight dedicated volunteers support the Tufts Archives.

Position	# of FTEs	Library	Tufts Archives	Given Book Shop
FT Executive Director	1.0	X	X	X
FT Office Manager	1.0	X	X	X
FT Facilities Manager/Programming Director/Given Book Store Manager	1.0	X		X
PT Research/Archives Guide (1 staff)	0.4		X	
PT Fundraising/Events (1 staff)	0.9	X	X	
PT Circulation (3 PT staff)	1.0	X		
TOTAL FTEs	5.3			
TOTAL LIBRARY VOLUNTEERS	12	X		
TOTAL TUFTS ARCHIVES VOLUNTEERS	8		X	

D. Registered Cardholders

The Library has 7,986 total registered cardholders, 5,960 of whom are Village residents. This represents 39% of the total Pinehurst population of 17,100. Currently, GML does not track the frequency of library cardholder, or patron, use. The library adds an average of 48 new cardholders per month. Currently, 2,169 library patrons are from the Village of Pinehurst (78%), 535 are from other areas within Moore County (19%), and the remaining 3% are from outside of Moore County.

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E. Collection

The current GML collection size is approximately 15,520 items, or .9 per capita based on a population of 17,100. Library staff have taken steps to extend the collection beyond the building by participating in an eBook consortium in order to provide digital reading materials.

F. Visits and Circulation

The Library and Tufts Archives welcomed 35,558 visitors in 2019, an increase of 485 visits over 2018. In 2019, GML per capita visits were approximately 2.1 based on a population of 17,100.

In 2019, the Library circulated 43,887 physical items, or 2.6 items per capita based on a population of 17,100. Circulation of physical materials has declined each year, while digital circulation has increased, climbing from 14,632 eBook circulations in 2018 to 16,302 in 2019.

G. Technology

The GML provides one computer at the library with standard software that is available for public use. Residents can print documents (black & white and color) for a charge of \$0.25/page. GML provides fax services for a minimal fee that is most often used by residents to fax government and medical documents.

H. Programs

The GML offers several regularly scheduled programs for both children and adults.

Children's Programs

Children's programming at the GML building occurs in the 575 square feet (SF) Children's Room located at the front of the building. Regular children's programs include:

1. Story Time – Volunteers read books, followed by a simple craft for children ages 0-5 years old each week. On average, 10-15 children and their parents attend weekly story times in the Children's Room.
2. Saturday Kids Program – Staff lead a monthly program for children and parents to participate in activities, crafts, and experiments located at stations throughout the library. Participation can vary widely from 10 to 60 children and their parents each month.
3. Summer Camp – Staff lead a ½ day camp for 2nd – 5th graders that is offered twice in the summer months. Maximum participation is approximately 12 students per week, or 24 students in total. Summer Camps utilize the entire library and nearby outdoor space.
4. Babies, Songs, and Read-Alongs – Volunteer moms lead children ages 0-3 in stories, music, and movement twice a month. This program is held in the Children's Room and can sometimes attract up to 50 participants, including children and their parents.



Children's Room, Given Memorial Library

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Adult Programs

Regular adult programming occurs in the 575 SF Adult Reading Room, the 345 SF Eric Nelson Room, and the Given Bookshop (rolling bookcases are relocated, as needed). Other adult programs are associated with fundraising events that are held at various times throughout the year and at various locations. Regular adult programs provided by GML include:

1. Adult Story Time – Library staff read short stories aloud to approximately 6 adults every other month and meet in the Eric Nelson Room.
2. Gathering at the Given – A monthly outside speaker series is organized by library staff and held in the Adult Reading Room, which attracts on average 30 residents.
3. Workshops – Quarterly evening programs such as crafts and wine tastings are organized and facilitated by library staff. These events are held at the Given Book Shop, with an average of 15-30 participants each quarter.

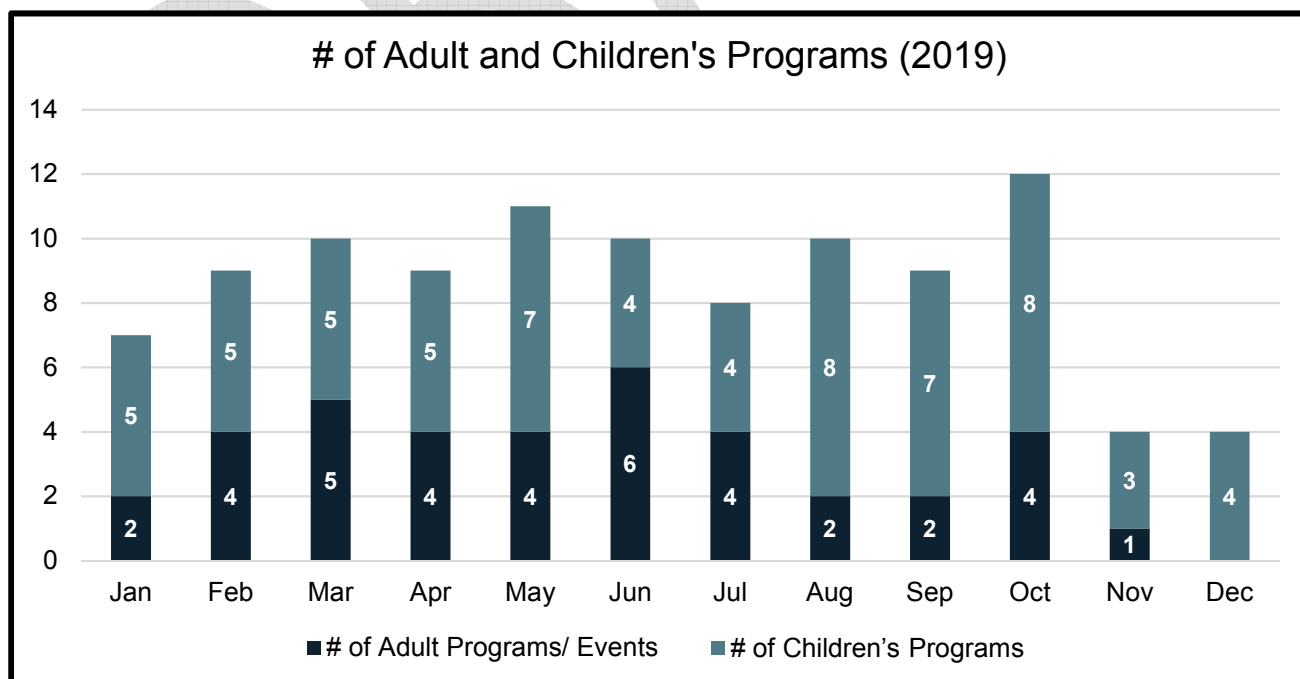


Eric Nelson Room, Given Memorial Library

In addition to these adult programs, there is one book club and one discussion group that assemble at the library approximately 9 times a year:

- Given Book Club – Volunteers lead a group of 10-12 residents who meet in the Eric Nelson Room to discuss books the group is reading.
- Men's Discussion Group – Volunteers lead a group of 6-10 residents who meet in the Eric Nelson Room to discuss topics of interest.

The total number of adult and children's programs provided by GML in 2019, excluding the book club and discussion group, is shown below. Source: [GML Online Calendar](#)



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I. Other Library Services

Other free services the Library offers to the public include: free notary services, ticket sales to local cultural events, and online test proctors for students.

J. Current Budget & Funding Sources

The financial operations of the GML, the Tufts Archives, and the Given Book Shop are reported under one umbrella. Previous attempts to allocate specific revenues and expenses to these three different functions have proved cumbersome and may not be reflective of the true cost if the three functions were operated separately.

The primary sources of revenue for all three of the GML operations (library, archives, and book shop) on average over the last four years include private fundraising efforts (36%), private contributions and grants (20%), and an annual contribution from the Village of Pinehurst (19%). The largest expenses for all of the GML operations is salaries and benefits, which accounts for 54% of total expenses on average over the last four years. The next largest expenses are for general operating expenses (14%) and rent and utilities (13%). Direct fundraising expenses account for approximately 10% of total expenses.

All GML operations (library, archives, and book shop) also rely on approximately \$41,000 (8%) in interest and dividend income from its roughly \$2 million endowment that is invested in stocks and options.

A review of the most recent four years of tax returns filed by GML that were prepared by an independent certified public accountant (CPA) indicate the following revenues and expenses for the library, Tufts Archives, and Given Book Shop combined:

	2018	2017	2016	2015	4 Year Avg	4 Year Avg %
Revenues:						
VOP Contributions	\$100,000	\$100,000	\$100,000	\$140,000	\$110,000	18.5%
Contributions/Grants	147,870	33,616	185,396	106,424	118,327	19.9%
Program Revenue ¹	102,836	104,244	103,703	94,310	101,273	18.1%
Investment Income	57,583	52,894	13,750	54,865	44,773	7.5%
Fundraising & Other Revenue	270,401	286,058	102,366	197,548	214,093	36.0%
TOTAL REVENUES	\$678,690	\$576,812	\$505,215	\$593,147	\$588,466	100%
Expenses:						
Salaries & Benefits	\$344,895	\$370,275	\$360,279	\$287,768	\$340,804	53.8%
Fundraising Expenses	66,039	65,357	48,748	67,084	61,807	9.8%
Rent & Utilities	84,941	82,769	83,271	76,041	81,756	12.9%
Books, Magazines, & Photos	32,590	33,605	32,121	29,380	31,924	5.0%
Other Expenses	77,556	71,745	112,341	105,819	91,865	14.5%
Depreciation ²	22,476	23,268	28,356	26,183	25,071	4.0%
TOTAL EXPENSES	\$628,497	\$647,019	\$665,116	\$592,275	\$633,227	100%
REVENUES OVER (UNDER) EXPENSES	\$50,193	(\$70,207)	(\$159,901)	\$872	\$(44,761)	

¹ Program revenue includes primarily proceeds from the sale of books, photos, and merchandise.

² Depreciation is a non-cash expense.

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The following table indicates the GML's cash and investment balances at year end, as reported on their annual tax returns.

Year	Cash Balance	Endowment Balance	Total Cash & Investments	Cash Basis Expenses ¹	Cash as a % of Expenses
2015	\$115,129	\$2,000,868	\$2,115,997	\$566,092	20%
2016	\$77,125	\$1,957,853	\$2,034,978	\$636,760	12%
2017	\$97,041	\$2,012,667	\$2,109,708	\$623,751	16%
2018	\$117,317	\$2,036,704	\$2,154,021	\$606,021	19%
4-Year Average	\$92,381	\$2,041,831	\$2,134,212	\$608,156	15%

¹ Cash basis expenses exclude depreciation.

GML currently leases the old post office for the Given Book Shop under an annual operating lease that extends until July 2024, with annual rent payments of \$51,804 in 2018. A portion of this lease expense is recovered through a sublease agreement for the Roast Office that also extends to July 2024. This sublease currently generates \$14,400 in annual rental income for GML. Therefore, the net annual cost to lease the old post office is approximately \$37,400.

K. Previous Library Expansion Plans

In 2013, the Pinehurst Village Council entered into an agreement with GML to support the Great Expectations fundraising campaign to raise money for the expansion of the GML building in the existing location. Under the terms of this agreement, the Village agreed to fund \$1 million toward the design or construction of an expansion of the building if the GML was able to raise \$3.5 million for the expansion. From 2013 to 2018, the Village made its \$1 million contribution incrementally, placing funds in an escrow account each year.

The Village's original 2013 agreement with the GML stipulated the library would have until 2018 to raise the agreed upon amount through fundraising efforts. This deadline was extended to 2019 in an amendment to the original agreement that was executed by both parties in 2015.

Under the terms of both the original and revised agreements, the \$1 million Village contribution would revert to the Village of Pinehurst if GML was not able to meet its fundraising commitment of \$3.5 million. Due to GML's inability to raise the agreed amount of donations, the \$1 million previously placed in escrow was returned to the Village in 2019. According to library representatives, GML ceased fundraising efforts when they became concerned about the potential negative impact of the planned expansion on the Village's Historic Landmark Status.

Upon return of the \$1 million Village contribution, the GML Board of Directors requested the Village Council "designate" or set aside the \$1 million returned for a future library capital investment. The Village Council at that time decided to leave the \$1 million undesignated, or available for any municipal use.

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L. Deed Restrictions on Library Building/Land

The .43 acre site that houses the library and Tufts Archives was donated to the GML by Pinehurst, Incorporated in December 1963. In 1964, the iconic building on the Village Green was constructed using the generous gifts of Sarah Given Larson and Richard S. Tufts. In 1974, Pinehurst, Incorporated donated additional land, or another 0.2 acres, that extended the library's site to the east, south, and west. In 1975, the Tufts Archives wing of the building was added to house, display, and preserve relics important to the history of Pinehurst. Today, the Given Memorial Library building sits on a combined total of 0.63 acres.

The two deeds that originally transferred the property to the Given Memorial Library indicate that should the land cease to be used for library purposes, title to the property shall revert to the Pinehurst Resort. In the event the .2 acre parcel reverts to Pinehurst Resort, the property deed restricts its use to being a part of the Village Green.

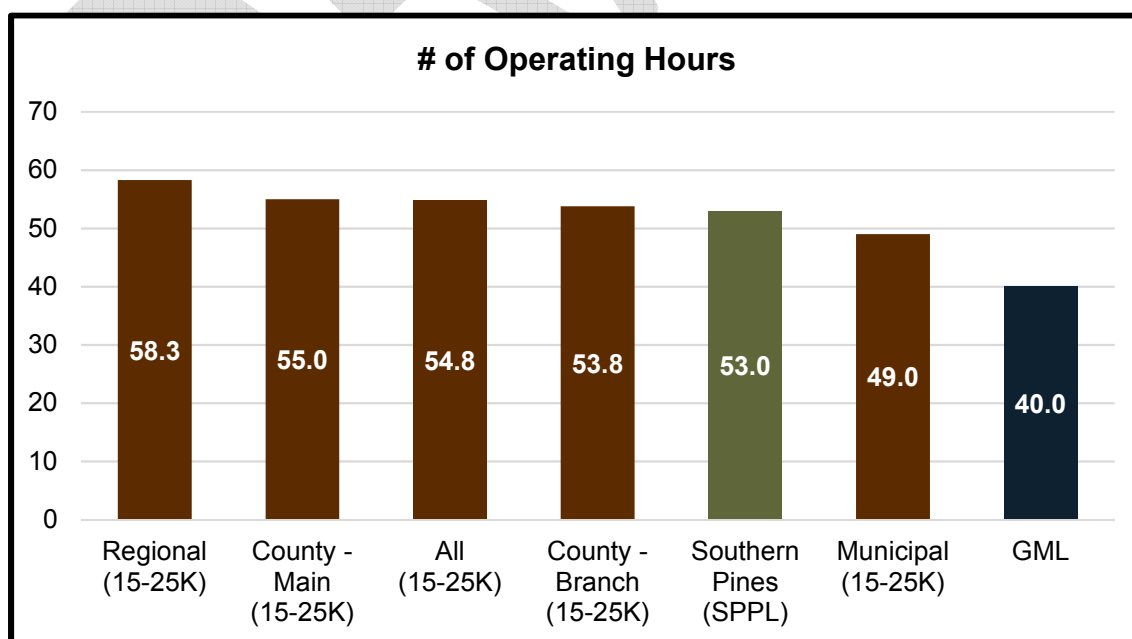
III. Benchmark Comparisons/Best Practices

To ensure high quality services in all service areas, the Village of Pinehurst regularly benchmarks its performance with comparative data and looks for best practices to implement. Using recognized library standards, benchmark comparisons, and best practices provided by the State Library of NC may help provide context for GML services, facilities, and financial data and information.

A. Benchmark Comparisons - Services

Operating Hours

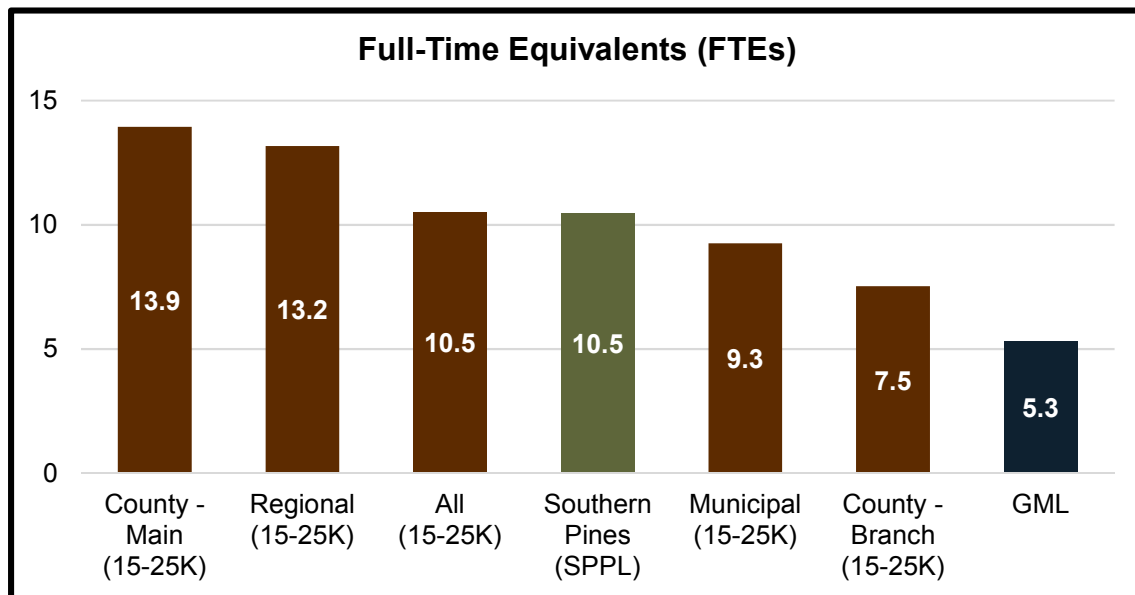
Operating hours provide an indication of library accessibility to the public. The GML is currently open to the public 40 hours per week. A comparison of GML operating hours to other public libraries in NC towns with a population of 15,000 – 25,000 and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Library Directory, State Library of NC](#)



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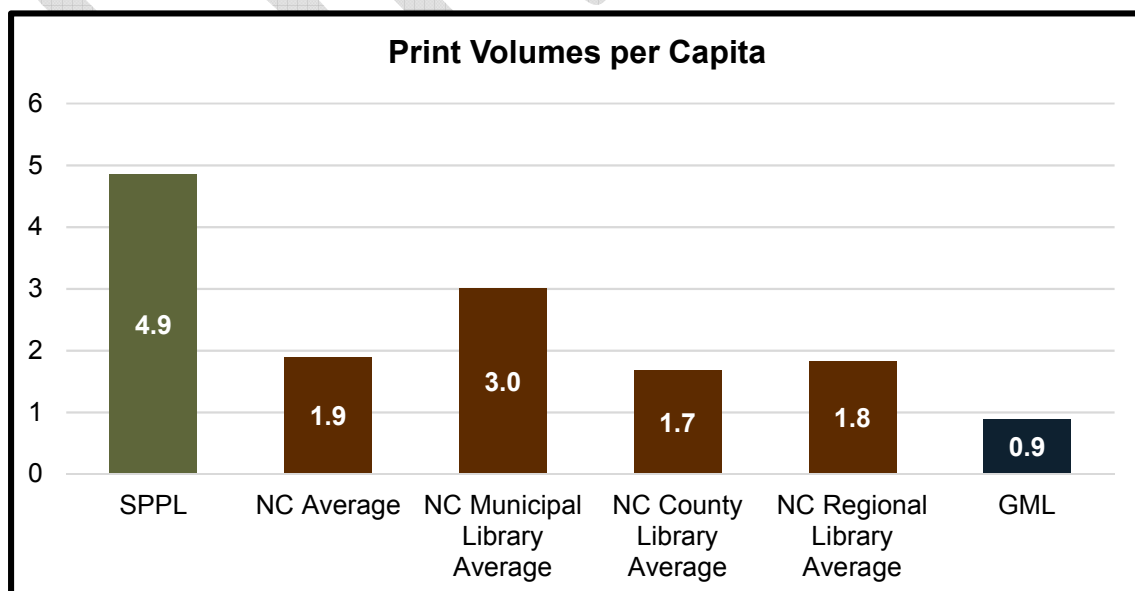
Staffing Levels

Staffing levels provide an indication of human resources available to provide library services and programs to the public. The GML currently employs 5.3 full-time equivalents (FTEs). A comparison of GML FTEs per capita to public libraries in NC towns with populations of 15,000 – 25,000 and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Library Directory, State Library of NC](#)



Collection

Collection size provides an indication of access to materials at the library. The GML's current print book collection size is approximately 15,520 items, or .9 per capita (or per resident). A comparison of GML print volumes per capita to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



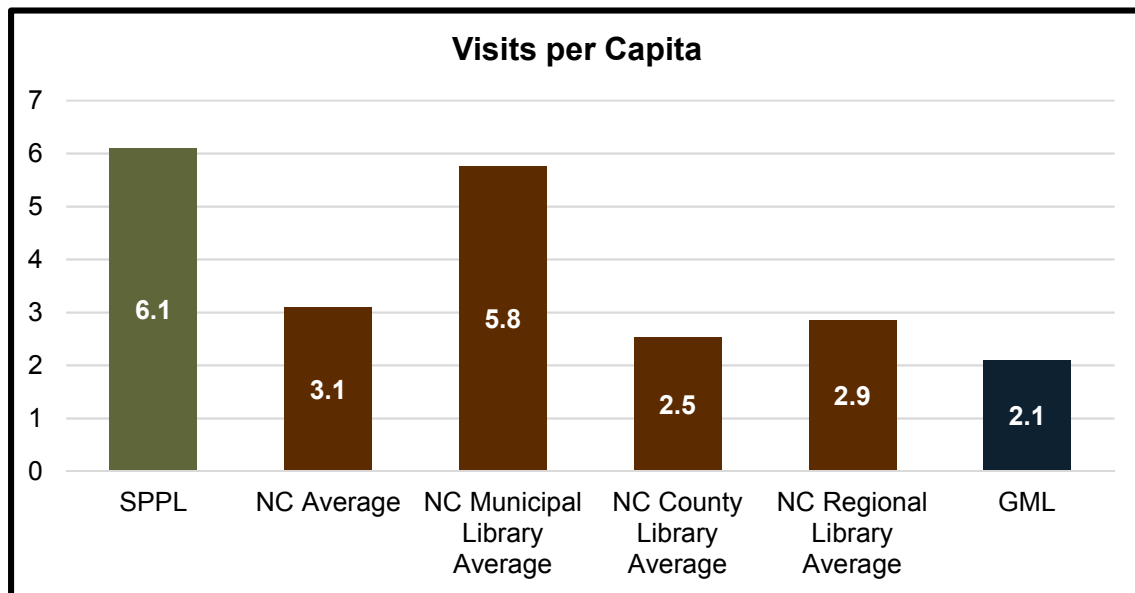
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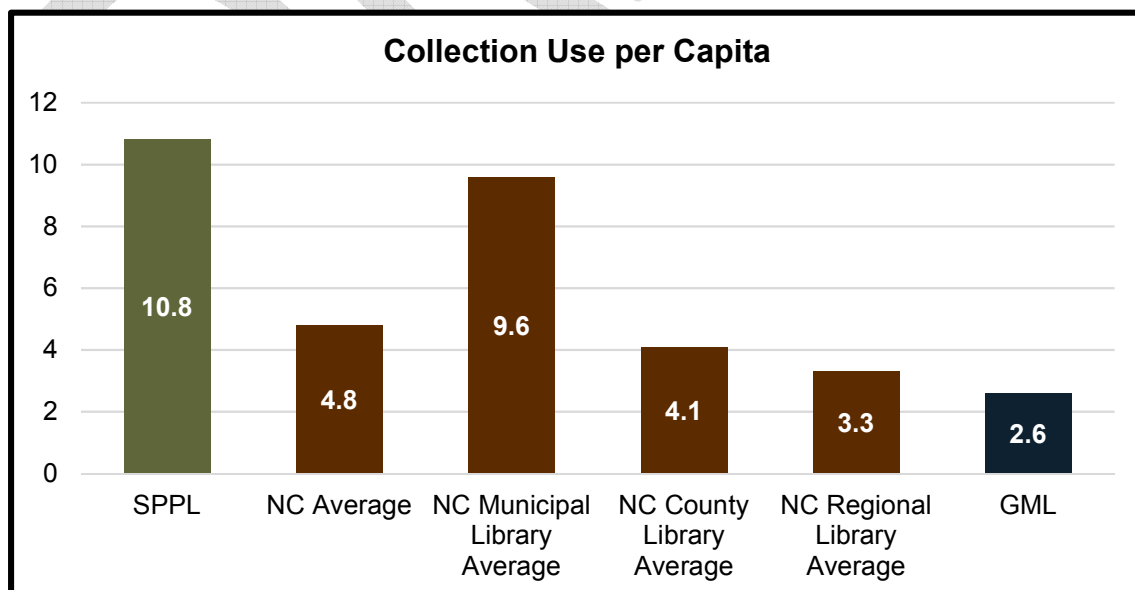
May 2020

Visits and Circulation

Visits provide an indication of how often residents visit a library. In 2019, GML visits to both the library and Tufts Archives per capita were approximately 2.1. A comparison of GML visits per capita to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library

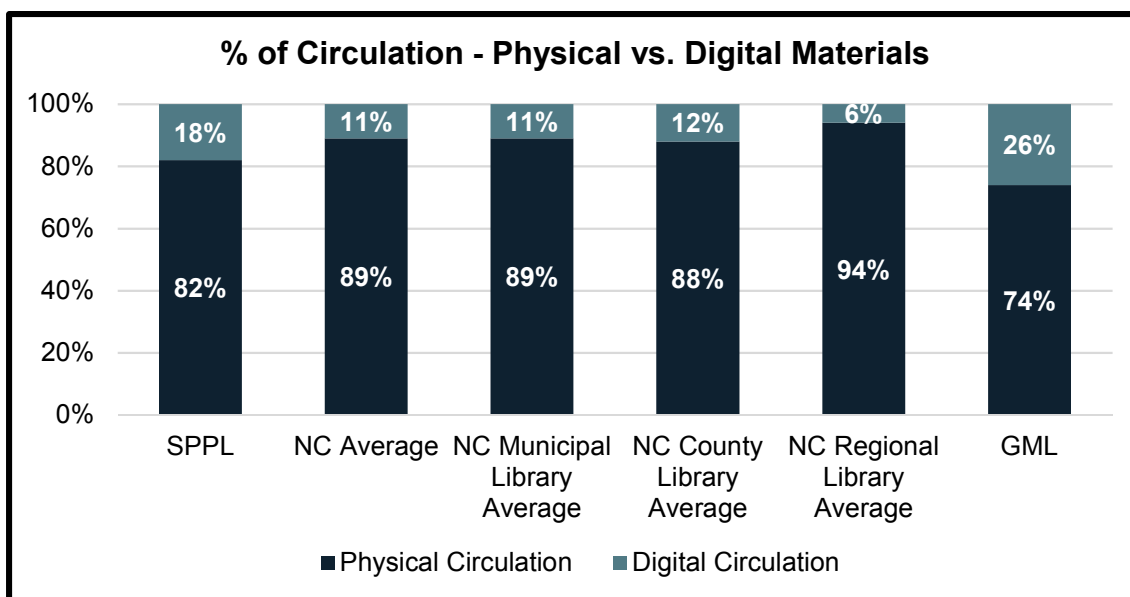


Collection use provides an indication of how frequently residents are checking out materials from the library. In 2019, GML's collection use per capita was 2.6. A comparison of GML collection use per capita to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library

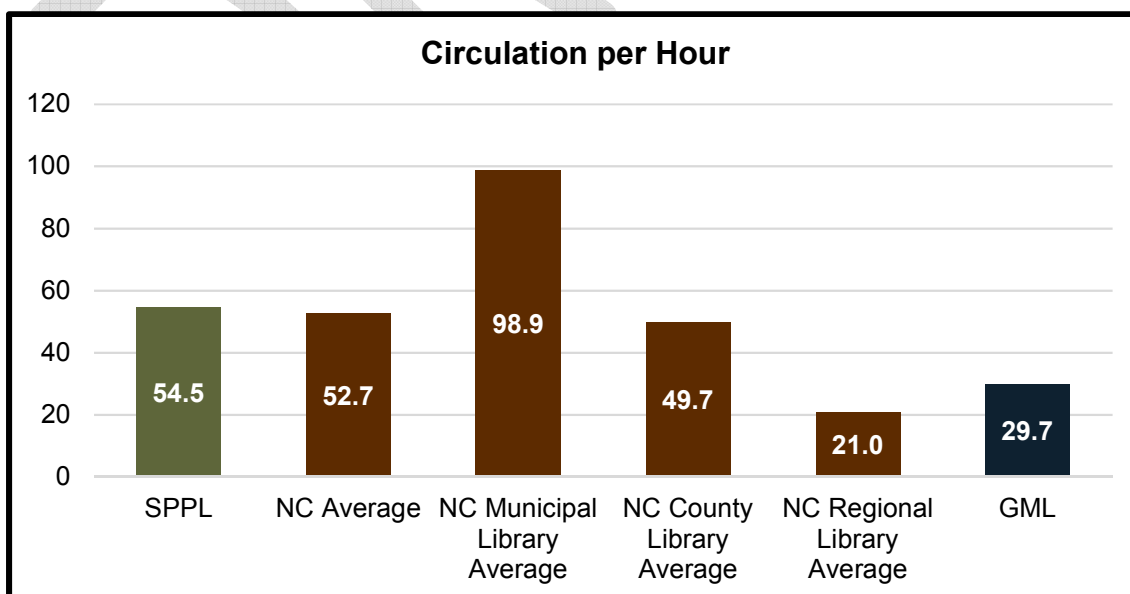


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In 2019, GML's total circulation was broken down between print (or physical) materials (79%) and digital materials (21%). A comparison of the breakdown between physical and digital materials circulation to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



In 2019, GML circulated a total of 61,805 items (45,764 books and 16,041 eBooks), or a total of 29.7 materials per operating hour. A comparison of GML circulation per hour to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



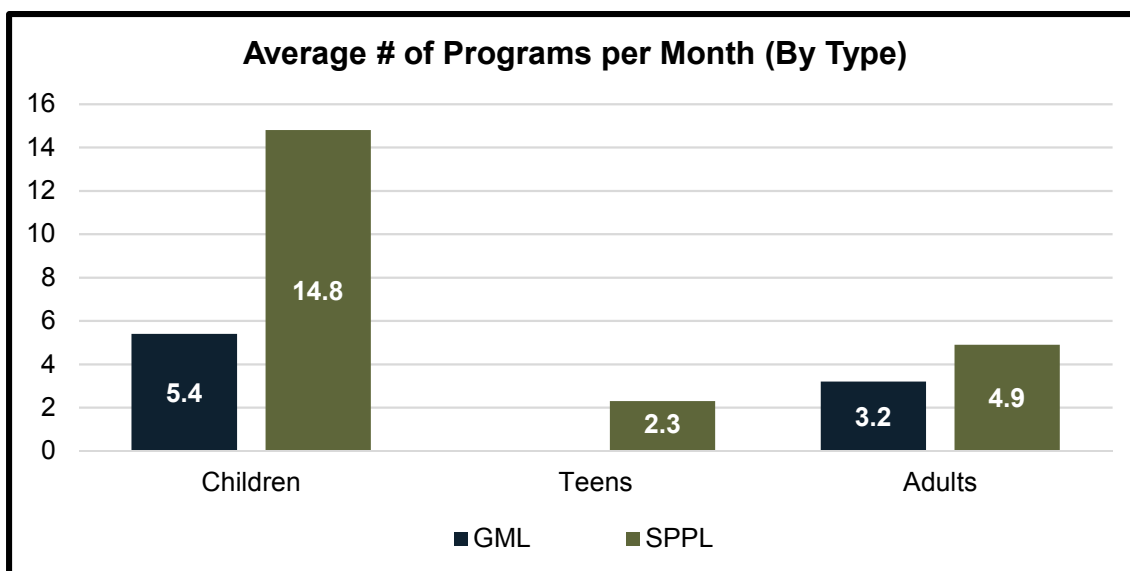
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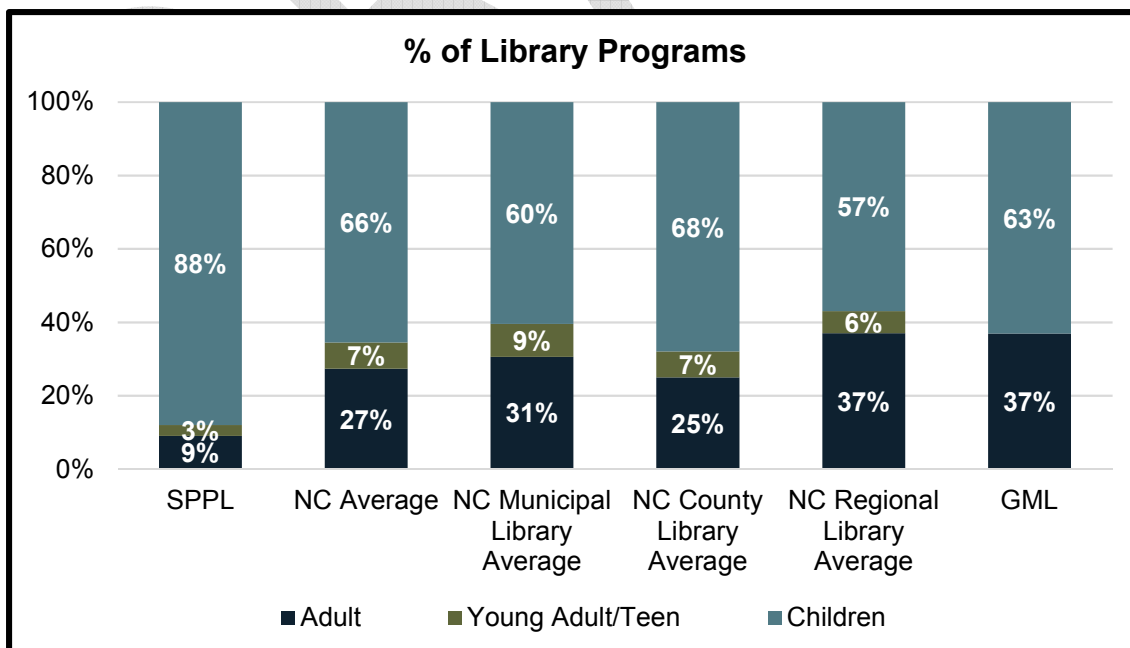
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Programs

The number of programs offered provides an indication of the availability of library programs. In 2019, GML held an average of 5.4 children's programs and 3.2 adult programs per month. A comparison of GML programs by type to the Town of Southern Pines Public Library (SPPL) is shown below. GML does not offer programming specifically for teens. Source: [GML Online Calendar](#) and [Southern Pines Public Library \(SPPL\) Online Calendar](#)

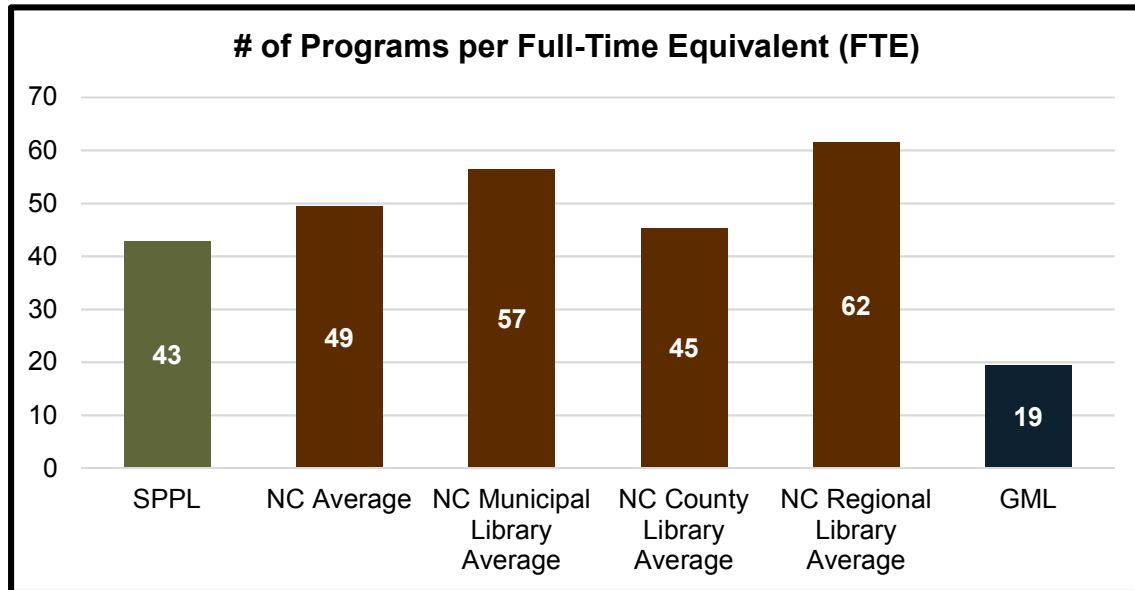


A comparison of the % of library programs GML holds for adults, young adults/teens, and children in 2019 compared to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



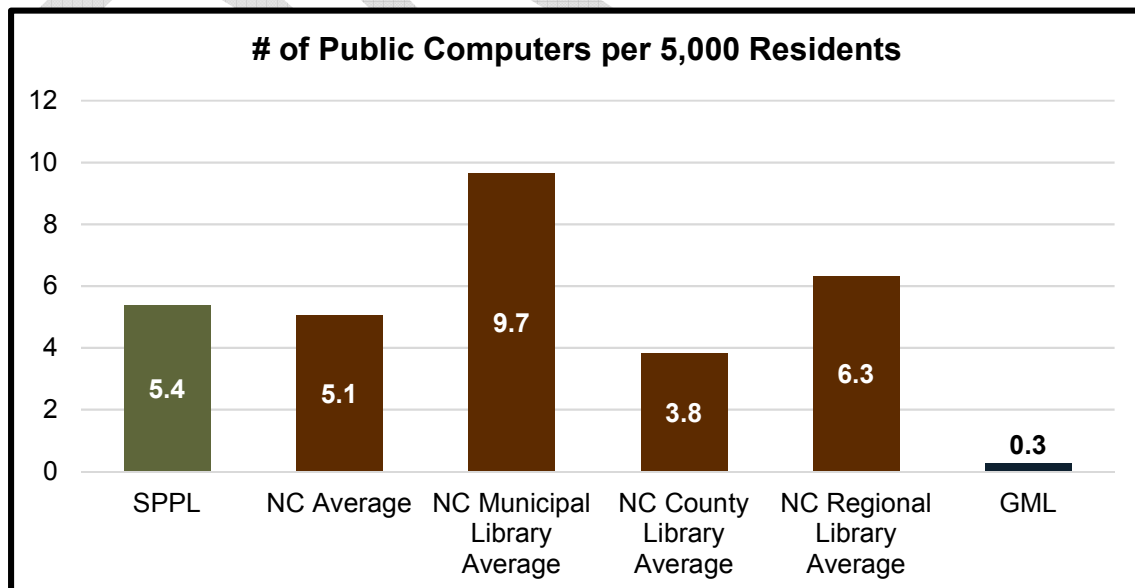
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In 2019, GML provided 19 programs per full-time equivalent (FTE). A comparison of the number of programs offered per full-time equivalent (FTE) at the GML to the averages of other NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



Technology

The number of public computers provide an indication of public access to technology in a library. GML has one computer available for public use, or 0.3 per 5,000 residents. A comparison of the number of public computers available at GML per 5,000 resident population to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



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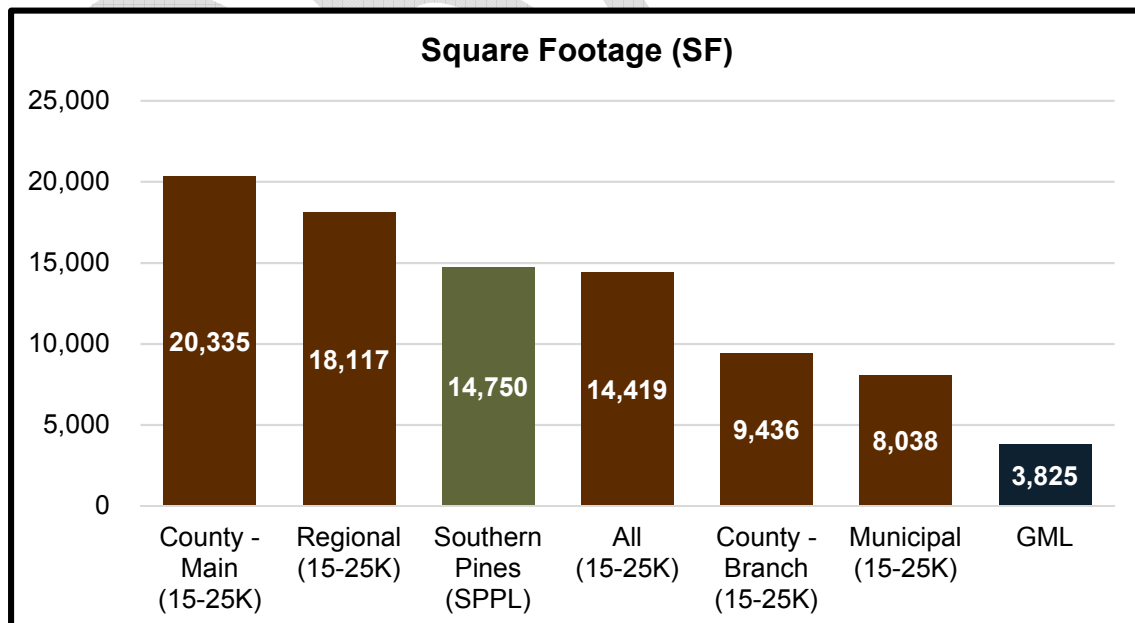
B. Benchmark Comparisons – Facilities

Currently, the privately operated GML serves a Pinehurst resident population of approximately 17,100. According to the State Library of NC, the vast majority of towns between 15,000 and 25,000 in population (75%) are served by county libraries, as shown below. Source: [Library Directory, State Library of NC](#)

Library Type	# of Towns With Population 15,000 – 25,000	% of Towns With Population 15,000 – 25,000
Municipal	1	4%
County - Branch	10	44%
County - Main	7	31%
Regional	4	17%
NONE	1	4%
TOTAL	23	100%

County libraries operated in Moore County are a part of the Sandhills Regional Library System (SRLS). The SRLS operates public libraries in the following Moore County towns: Aberdeen, Carthage, Pinebluff, Robbins, and Vass. The SRLS serves a total of five counties: Anson, Hoke, Montgomery, Moore, and Richmond. As shown in the table above, 17% of libraries serving NC towns between 15,000 and 25,000 in population are served by regional libraries and only 4% are served by an incorporated municipality. The Town of Southern Pines, which serves a population of 14,220, operates the Southern Pines Public Library (SPPL) and Sandhills Community College operates the Katherine Boyd Library, also in Southern Pines.

GML has a total of 3,825 square feet (SF) of library space. A comparison of the square footage of public libraries in NC towns with populations of 15,000 – 25,000 and the Town of Southern Pines Public Library (SPPL) is shown below. Source: [Library Directory, State Library of NC](#)



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Pinehurst residents who want full access to the collection and services of the SPPL in Southern Pines pay a non-resident fee of \$60/year or can obtain a limited access card for juvenile and young adult collection and services for \$20/year. Access to public libraries operated by the SRLS and Sandhills Community College are free for Pinehurst residents.

Pinehurst is not the only southern Moore Co. town trying to meet the library needs of a growing community. Currently, the Friends of the Aberdeen Library are raising funds and moving forward with plans to construct a new library in Aberdeen to supplement the 960 SF Page Memorial Library (operated by the SRLS) to serve its 7,860 residents. Upon construction of the planned 10,000 – 12,000 SF library, the Friends of the Aberdeen Library intend to donate the building and property to the Town of Aberdeen to operate as a municipal library.



Page Memorial Library, Aberdeen



Southern Pines Public Library

The Town of Southern Pines also recently expanded its library offerings with the addition of a 24/7 self-service kiosk at Fire Station 2 in Whispering Pines to better serve the expanding population areas along Southern Pines' northeastern boundary. The self-service kiosk supplements services provided at the 14,750 SF library located in downtown Southern Pines that serves a resident population of approximately 14,220.

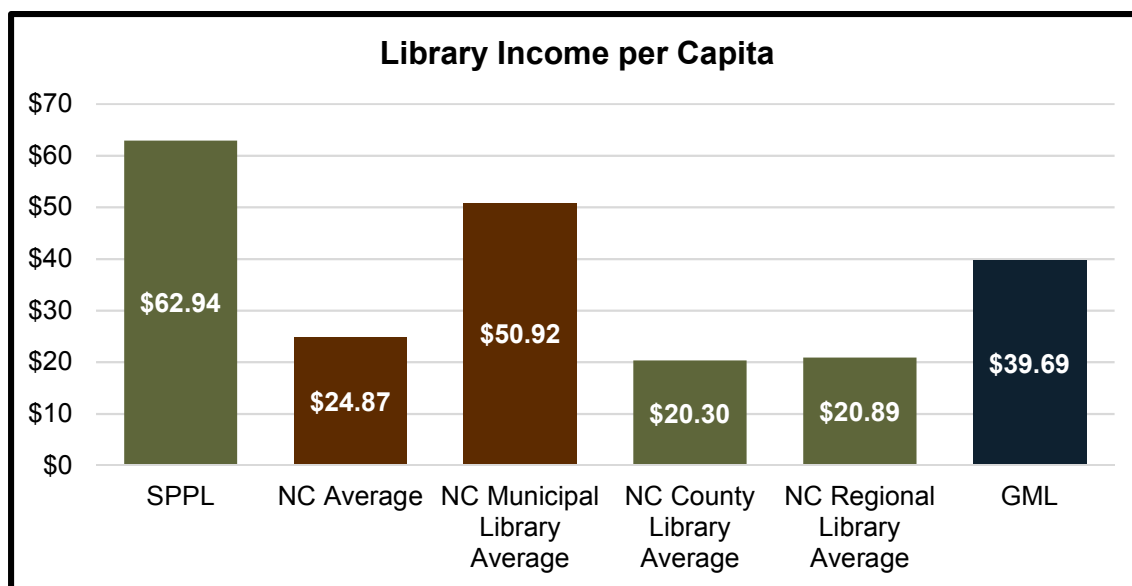
Square footage (SF) per capita is an indication of how much library space is available per resident of the community. The 2020 population in the Tri-cities area of Pinehurst, Southern Pines, and Aberdeen is approximately 39,180. Total library square footage and the square footage (SF) per capita in the Tri-Cities area is broken down between the three towns in the table below. Sources: [Population Estimates](#), NC State Demographer and [Library Directory](#), State Library of NC

Town	SF of Library Space	2020 Population	2020 SF Per Capita
Aberdeen	960	7,860	0.122
Pinehurst	3,825	17,100	0.224
Southern Pines	14,750	14,220	1.037
TOTAL	19,535	39,180	0.499

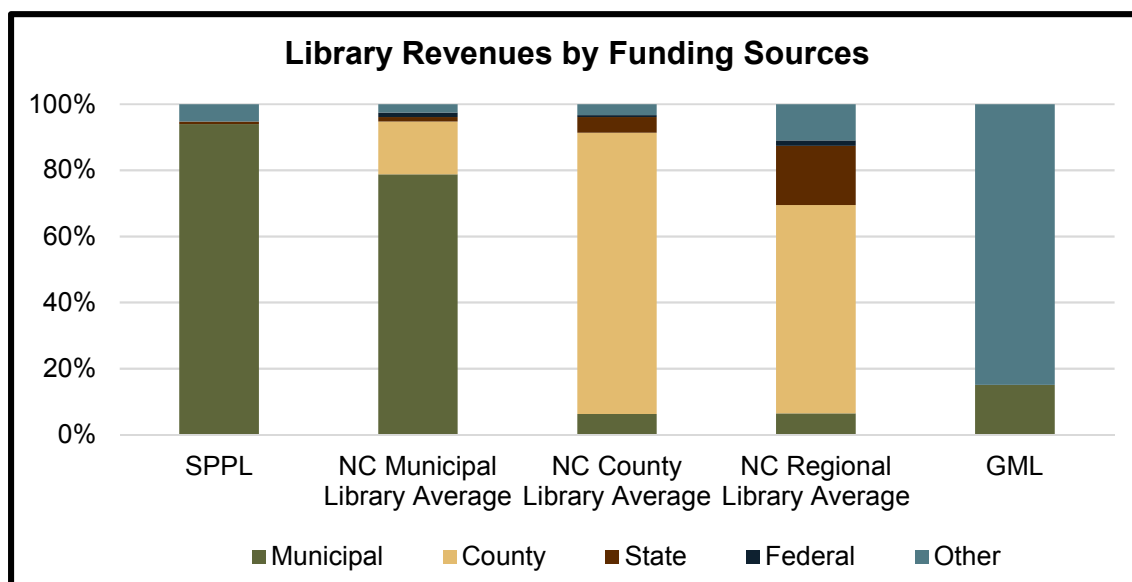
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C. Benchmark Comparisons – Financial Information

Income per capita provides an indication of the amount of funding allocated to meet resident library needs. In 2019, GML's per capita library income was \$39.69. A comparison of GML's income per capita to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) are shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library

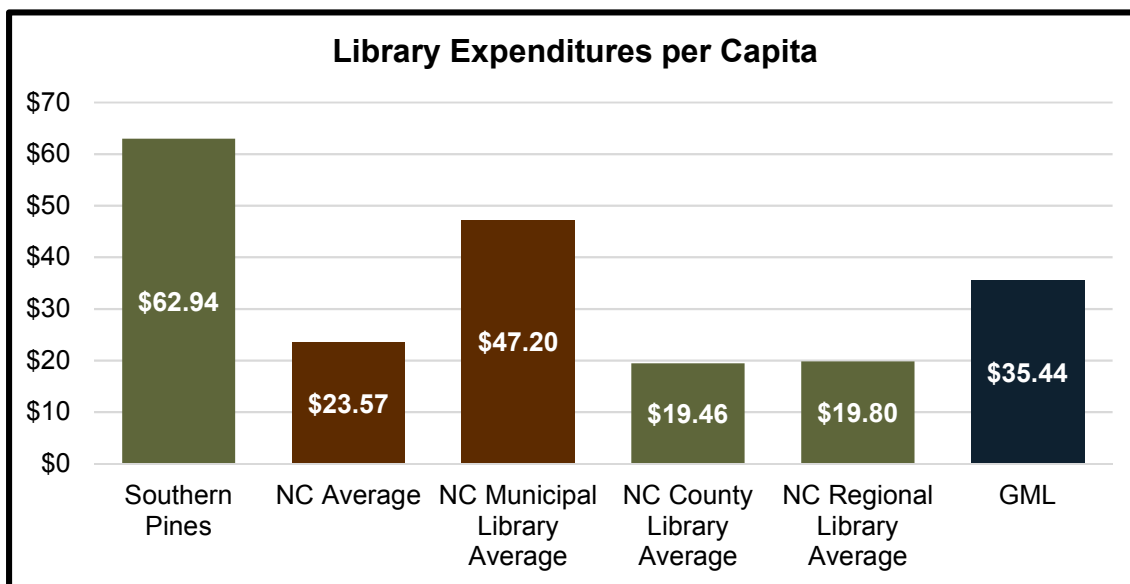


In 2018, 85% of GML funding was private and 15% came from the Village of Pinehurst. A comparison of GML's funding sources to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) are shown below. Of the 12 municipal libraries in NC, eight (67%) receive some level of funding from the county to support operations. The Town of Southern Pines Public Library (SPPL) does not receive funding from Moore County. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



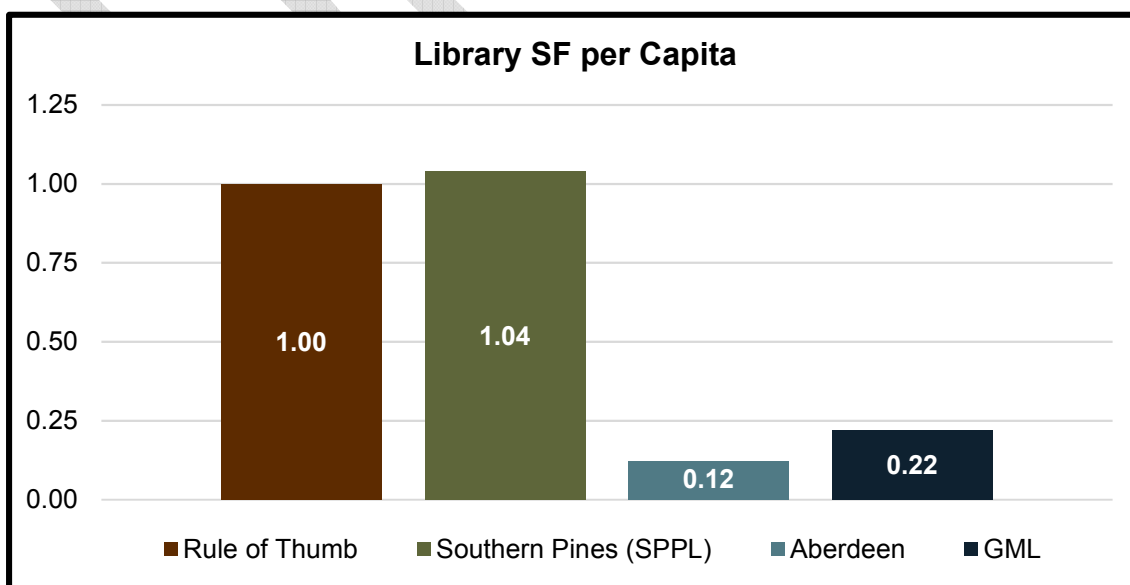
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Expenditures per capita provides an indication of the amount of library spending to meet resident library needs. GML spent \$35.44 per resident in 2019. A comparison of GML's expenditures per capita to the averages of NC public libraries and the Town of Southern Pines Public Library (SPPL) are shown below. Source: [Fiscal Year 2019 Statistical Report of North Carolina Public Libraries](#), State of NC Library



D. Public Library Standards & Best Practices

According to the Public Library Statistics Cooperative, some states such as Louisiana and Delaware specify 1.0 square foot (SF) per capita as a state standard (or recommendation) for public libraries. Some states have standards less than 1.0 SF per capita, while others have standards that exceed 1.0 SF per capita. NC does not have a SF per capita standard. A general “rule of thumb”, given the difference in standards across the US, is for libraries to have 1.0 SF of space per capita. SF of existing library facilities in the combined Tri-Cities area, relative to the “rule of thumb” is shown below.

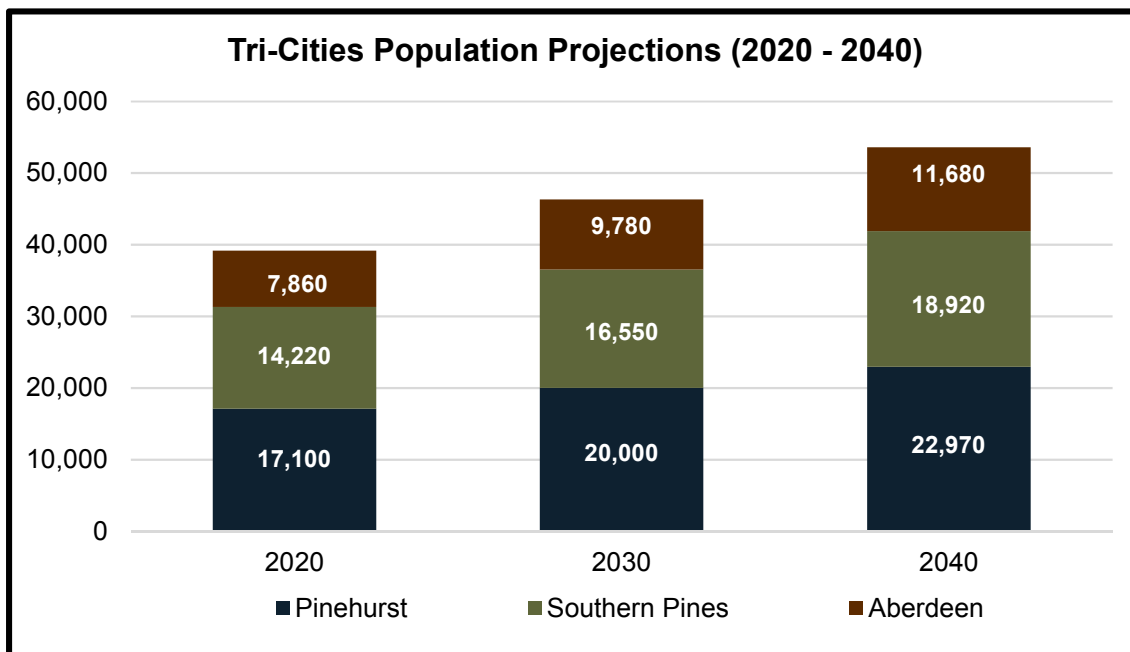


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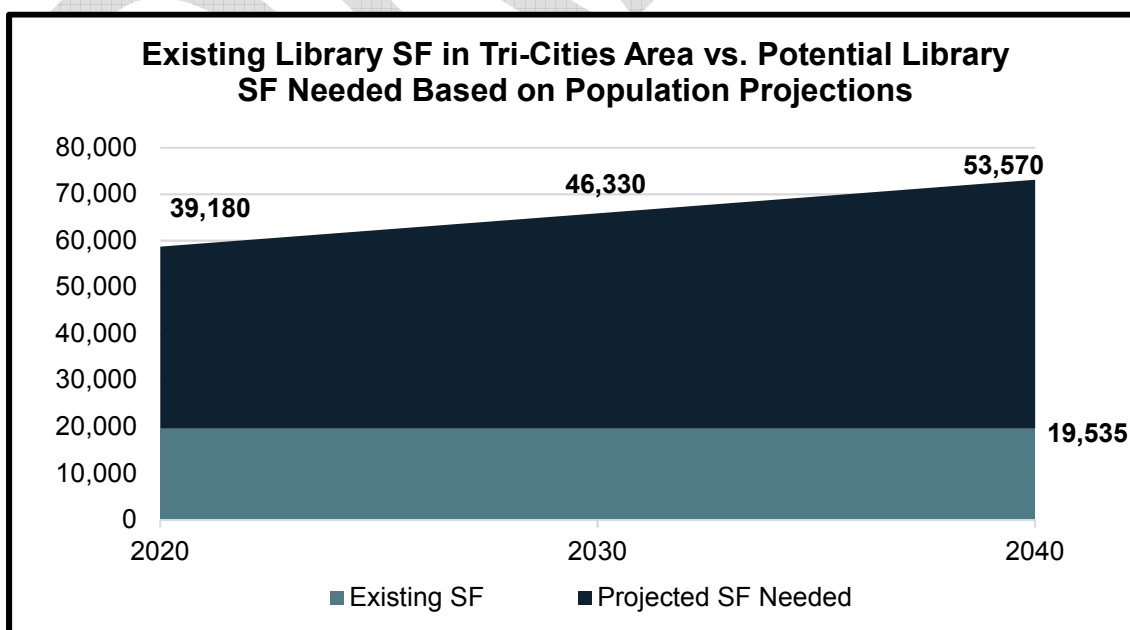
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A best practice when considering new or expanded library facilities is to project population growth 20 years into the future. Using trend analysis based on historical US Census data, population in the Tri-Cities area could reach approximately 53,500 in 20 years from now, or in 2040. These projections may look differently after the results of the 2020 Census become available. Source: Population Projections, Village of Pinehurst



Using the 1.0 SF per capita rule of thumb indicates the total square footage of library space that may be needed to serve residents of the Tri-Cities area could approach 53,570 SF in total by 2040. This is 63% (or 34,035 SF) below the total of 19,535 SF of library space that exists today in Pinehurst, Southern Pines, and Aberdeen combined, as shown below. Source: [Library Directory](#), State Library of NC and Population Projections, Village of Pinehurst



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If Aberdeen constructs its planned 10,000 SF new library, a shortage of library space totaling 9,645 SF would remain to meet the needs of the 39,180 residents today in the Tri-Cities area, as shown in the table below. The total amount of library SF that could be located in Pinehurst to help meet the library needs of Tri-Cities residents would total 13,470 SF. Source: [Population Estimates](#), NC State Demographer and [Library Directory](#), State Library of NC

Town	Current SF of Library Space	Minimum SF Expansion	Total SF to Meet Regional Needs
Aberdeen	960	10,000	10,960
Southern Pines	14,750	0	14,750
Pinehurst ¹	3,825	9,645	13,470
TOTAL	19,535	19,645	39,180

¹ Total SF for Pinehurst to help meet regional needs is calculated as follows: Current Tri-Cities population - (SF of Southern Pines library + SF of current and proposed Aberdeen library), or 39,180 - (14,750 + 10,960) = 13,470

A best practice published by the State Library of NC is to provide library service for all residents of the jurisdiction at geographic locations requiring no more than a 20 minute drive in metropolitan areas or a 30 minute drive in rural areas, or establish other service targets based on unique community needs. Source: [2012 NC Public Library Standards](#), State of NC Library

The chart below indicates the driving distance and driving time for Pinehurst residents to access other southern Moore County libraries, measured from the furthest residential point of the Village's municipal limits.

Library	Operated By	Location	Driving Distance/ Driving Time ¹
Carthage Library	SRLS	Carthage	15 miles/20 min
Southern Pines Library	Town of Southern Pines	Southern Pines	10 miles/22 min
Page Memorial Library	SRLS	Aberdeen	8 miles/15 min
Katherine Boyd Library	Sandhills Community College	Southern Pines	9 miles/15 min

¹ Measured from furthest residential point of the Pinehurst corporate limits

The [2012 NC Public Library Standards](#) represent “best practices” for library directors to implement while taking into account community needs and expectations. They are meant to inform and guide library funders, supporters, and staff; serve as a point of reference for evaluation; support a change in policy or services; and provide a framework for ongoing development.

The Standards are written as benchmarks of conditions necessary for effective library service in North Carolina. Each benchmark is supported by one or more activities that contribute to the development of those conditions. While a few activities do specify requirements established by North Carolina General Statute or Administrative Code, they do not generally include statistical measures that set a minimum requirement or represent an average public library. The benchmarks are divided into five sections:

1. Administration
2. Facilities
3. Human Resources
4. Resources
5. Services

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Within each section, the benchmarks are organized by three categories:

- I. Public Value – includes practices that demonstrate effective stewardship of public funds and establish the Library’s relevance and impact in the community.
- II. Management – includes practices that result in effective and sustainable library operations.
- III. Community Engagement – includes practices that build collaborative relationships and involve community members in planning, developing, using and evaluating library services.

Each benchmark has a desired outcome for a library’s community or community members. These are broad statements intended to provide libraries with a foundation for establishing more specific, measureable outcomes appropriate to the needs of their communities

The graphic is a rectangular box with a black border. At the top, a grey header contains the text 'Public Value' in white, followed by a description: 'To create library spaces that offer the community a compelling invitation to explore, gather, and engage, and to ensure equitable access to resources through appropriate infrastructure and up-to-date technology.' Below this, on the left, is a light blue vertical bar with the text 'COMMUNITY ANCHOR'. To the right of this bar is a large teal box containing the text 'BENCHMARK: Library facilities express the community's pride in its past, confidence in its present, and hope for its future.' followed by a bulleted list of three items: 'Assess community perceptions of library facilities.', 'Provide access to library facilities for cultural and community activities.', and 'Promote the library as a cultural and civic partner in the community.' Below the teal box is a light grey box containing the text 'OUTCOME: Community recognizes the library as cultural capital and as a symbol of civic pride.'

Public Value To create library spaces that offer the community a compelling invitation to explore, gather, and engage, and to ensure equitable access to resources through appropriate infrastructure and up-to-date technology.

COMMUNITY ANCHOR

BENCHMARK: Library facilities express the community's pride in its past, confidence in its present, and hope for its future.

- Assess community perceptions of library facilities.
- Provide access to library facilities for cultural and community activities.
- Promote the library as a cultural and civic partner in the community.

OUTCOME: Community recognizes the library as cultural capital and as a symbol of civic pride.

Sample Library Facilities Benchmark (Source: 2012 NC Public Library Standards)

IV. Public Input

A. Public Engagement Methods

The Village of Pinehurst and the Village's consultant, Library IQ, carefully designed a comprehensive and inclusive public engagement strategy to obtain a diverse representation of Pinehurst residents to provide input on the Library Services Needs Assessment in February 2020.

1. Online Survey - Conducted an online survey available on Engage Pinehurst at www.engage.vopnc.org/library, with 386 VOP residents responding.
2. Public Input Meetings - Conducted two open Public Input Meetings with 115 VOP residents attending.
3. Community Conversations - Conducted four 1 ½ hour Community Conversations with 53 volunteer residents who were carefully chosen from more than 100 applicants to provide representation from a variety of Pinehurst neighborhoods and diversity in age, gender, occupation, children in the household, and library users/non-users.
4. Personal Interviews - Conducted 26 interviews with Village Council Members, Village staff, business leaders including the Pinehurst Resort, West Pine Middle School students, education leaders, and Given Memorial Library (GML) leaders.

B. What We Have Heard So Far

Online Surveys

An online survey was conducted January 28 - March 2, 2020 to answer five key questions:

1. How often are residents using library services/what services & programs are they using?
2. Are residents satisfied with the programs, services, & staff of GML?
3. Why do residents choose not to use the GML?
4. How do residents hear about (and would like to hear about) GML programs & services?
5. How likely would residents be to utilize specific programs & services if they were available?

Results of the 386 completed online survey were segmented by the following groups:

- Users/Non-Users;
- Households With/Without Children; and
- Under/Over the age of 55

386 Online Surveys
115 Public Input Meeting Attendees
53 Residents in Community Conversations
26 Personal Interviews

Village of Pinehurst

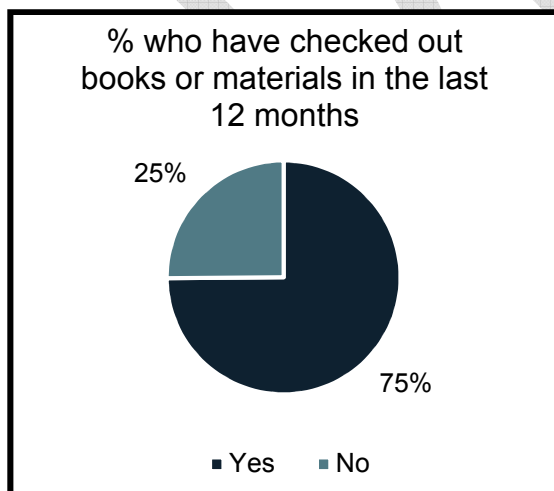
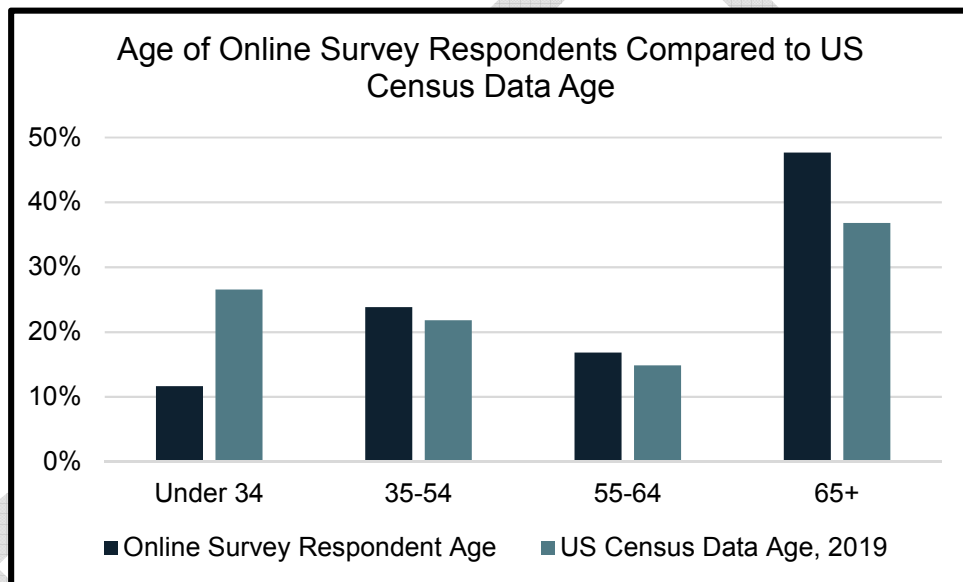
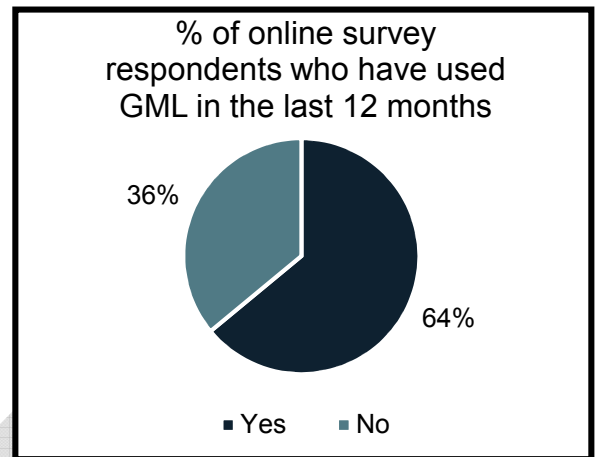
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Of the 386 Pinehurst residents who completed the online survey, 64% had used the GML within the last 12-months, while the other 36% were non-users of the library.

Almost 2/3 of the respondents were female and approximately 1/4 of respondents reported they have children in the household.

An analysis of the age of online survey respondents compared to 2019 US Census Data indicates that those who responded to the survey were on average older than the general demographics of the community as a whole.



Among library users who completed the online survey, roughly 3/4 reported they have checked out materials from the GML in the last 12 months. Only 25% indicated they used GML technology (or the one computer that is available for public use) in the last 12 months.

Overall, 47% of respondents have used other local libraries in the past 12 months to meet their library needs; 66% of households with children use other libraries to meet their needs.

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Key Question	Key Resident Input
1. How often are residents using library services and what services & programs are they using?	- Nearly 2/3 of respondents have used the GML in the last 12 months, with roughly 1/2 of respondents being frequent users - Approximately 3/4 of respondents are using the GML to check out materials; roughly 1/4 use GML's technology resources - Nearly 2/3 of all households with children who responded utilize other local libraries to meet their library needs
2. Are residents satisfied with the programs, services, & staff of GML?	All segments of GML users who responded indicated greater than 30% dissatisfaction with the availability of space at the GML, with households with children expressing the highest dissatisfaction rate at 44% - Over 90% of respondents over the age of 55 expressed satisfaction with their overall experience & interactions with GML staff, while respondents under the age of 55 expressed lower levels of satisfaction
3. Why do residents choose not to use the GML?	- The most common reasons non-users do not use GML is because they have Internet access elsewhere (43%) and the selection of books is too limited (30%) - Other top reasons for not using GML indicated by respondents include they prefer to get books from other places (29%) and there are no programs/services of interest (26%)
4. How do residents hear about (and would like to hear about) GML programs & services?	- More than 1/2 of all respondents do not hear about GML programs/services through any communication channels - There is a disparity between how respondents hear about GML programs/services and how they would prefer to hear about GML programs/services
5. How likely would residents be to utilize specific programs & services if they were available?	- More than 50% of respondents across all segments indicated they would definitely or likely use: Book & magazine collection; Digital media (ebooks, etc.); Children's programs & classes; Connected conference & meeting space; Welcome Center; and Digital learning lab - More than 1/2 of all respondents indicated they would be likely use a coffee shop/café or a book club, lecture, or discussion group, with residents under the age of 55 and current library users more likely to use than other segments 2/3 of all respondents <u>without</u> children in the household indicated they would be likely to use children's programs & classes; this could represent grandparents wanting library access for grandchildren - The likelihood to use programs/services varied by respondent segment, with households with children indicating they would be likely to utilize a wider variety of services than other segments, such as teen programs, individual study/work space, and art, music & performance exploration space - Most segments indicated they would not be likely to use: print, copy, scan, & fax access; maker space/innovation technology; and relaxation space

Village of Pinehurst
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The table below indicates the % of respondents to the online survey who indicated they would likely or definitely use the library services listed. Shaded areas indicate a response rate of 50% or greater. Source: [VOP Online Library Services Needs Assessment Survey](#), Village of Pinehurst

% of respondents who would likely or definitely use library services								
		ALL	Over 55	Under 55	HH with Children	HH without Children	Users	Non-Users
Educational Services	Book and Magazine Collection	73%	72%	76%	80%	71%	85%	54%
	Computer/Wi-Fi Access	33%	24%	47%	45%	28%	34%	30%
	Digital Media (eBooks, etc.)	61%	57%	69%	67%	59%	67%	51%
	Print, Copy, Scan & Fax Access	32%	28%	39%	32%	31%	32%	31%
Gathering Spaces	Individual Study/Work Space	37%	24%	61%	61%	28%	39%	34%
	Group Study/Work Space	47%	43%	53%	56%	43%	47%	46%
	Connected Conference & Meeting Space	62%	65%	58%	63%	62%	67%	54%
	Relaxation Space	33%	21%	56%	53%	26%	33%	34%
Programs/ Activities	Adult Programs & Classes	37%	33%	41%	40%	35%	38%	34%
	Book Clubs/Lectures/Discussion Groups	50%	41%	63%	65%	43%	54%	40%
	Children's Programs/Classes	64%	68%	56%	59%	66%	68%	56%
	Teen Programs & Classes	28%	12%	57%	73%	12%	29%	26%
Creative Spaces	Art, Music, Performance & Exploration	20%	4%	50%	60%	6%	18%	25%
	Digital Learning Lab	57%	55%	62%	64%	55%	60%	52%
	Maker Space/Innovation Technology	34%	23%	53%	54%	27%	35%	33%
Partner Services	Other Community Services	37%	31%	47%	49%	33%	39%	34%
	Retail Co-Location (coffee shop, café)	52%	49%	58%	60%	49%	55%	48%
	Welcome Center	69%	63%	79%	82%	64%	70%	66%

Items highlighted indicate 50% or more of respondents indicated they would likely or definitely use the service

Village of Pinehurst

Library Needs Assessment Background Information

May 2020

Public Input Meetings

The Village conducted two public input meetings that were open to all residents on February 18, 2020 (6:00 pm – 8:00 pm) and on February 19, 2020 (10:00 am – noon) in Assembly Hall. All Village neighborhoods and some neighboring communities were represented by 115 attendees. The Public Input Meetings began with a brief presentation on possibilities for modern library services, followed by an opportunity for attendees to indicate which library services they would be likely to use and to provide any thoughts or ideas on an “Idea Wall.” The table below indicates the percentage of participants who responded on their likelihood to use the library services listed.



Approximately ½ of participants in each of the two Public Input Meetings had completed the online survey prior to the meeting. In addition, the Public Input Meetings attracted an older demographic, with approximately 90% of participants in each of the two meetings over the age of 55.

Category	Library Service	Definitely Use	Likely to Use	Not Likely to Use
Educational Services	Book and magazine collection	70%	22%	8%
	Computer/Wi-Fi access	30%	33%	38%
	Digital media (eBooks, etc.)	44%	34%	22%
	Print, copy, scan, & fax access	20%	27%	53%
Gathering Spaces	Individual study/work space	29%	26%	46%
	Group study/work space	24%	26%	50%
	Connected conference & meeting space	26%	34%	41%
	Relaxation space	30%	24%	46%
Programs/ Activities	Adult programs & classes	46%	39%	14%
	Book clubs/lectures/discussion groups	50%	35%	15%
	Children's programs & classes	17%	17%	66%
	Teen programs & classes	15%	11%	74%
Creative Services	Art, music, performance, & exploration	37%	38%	25%
	Digital learning lab	23%	31%	46%
	Maker space/innovation technology	19%	19%	62%
Partner Services	Other community services	21%	34%	45%
	Retail co-location (coffee shop, cafe)	30%	43%	28%
	Welcome Center	12%	35%	53%

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At the Public Input Meetings, residents were able to indicate their ideas on an “Idea Wall.” Other residents could “like” an idea on the wall with a sticker to show their support for an idea previously identified by another participant. The tables on the following pages indicate the ideas provided by Village residents and the number of times the idea was “liked.” Ideas are grouped into the following categories:

- Library Facility/Spaces
- Programs/Services
- Library Location
- Coordination with Others
- Outreach
- Other



Idea Wall – Resident “Ideas”		# of Likes
LIBRARY FACILITY/SPACES		
Facility should have handicap accessibility (parking as well)		16
Lots of parking		10
Lots of space for kids, reading, writing, and etc.		10
Although I wouldn't use an individual or group workspace, I think it is important to have it in the community- now and in the future		7
Adequate space for children section		7
Vail CO. library has glassed in room for kids' programs. They can be noisy!		5
Keep the room that records Pinehurst history and Donald Ross collections		5
Let's just build a great library		3
High school oriented-study areas for group projects		3
Adequate space for summer youth camps (STEM)		2
1 to 3-person quiet study areas		2
Build library with flexibility to meet future needs		2
Build a new library ADA compliant		1



Village of Pinehurst
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Idea Wall – Resident “Ideas”	# of Likes
PROGRAMS/SERVICES	
Encourage literacy with reading programs for all ages-very young children to adults	17
Liked the idea of Teens teaching tech. or vice versa	17
Online renewal	12
We need not have a business center-it is a library	12
Services for handicapped, visually impaired and blind. Audiobooks and eAudiobooks	11
Extend hours	10
Writing workshops, journal writing, short story writing, poetry writing, etc.	7
More e-books	7
Wine bar/books "Books and Booze"	7
Online listing of books on tape/CD, movies	6
Increase non-fiction section	6
There is a group that does small business help. They could meet at a new library.	6
Develop programs for pre-school children	5
A program with Elem. Schools where they go to the library once a month and get access to the library services to further engage community. Specifically, the Pinehurst Elem. Bc the school is mobilized and assume they lost a lot of library facilities	5
Children's programs- Note: Working or single parents don't have advantages of daytime events. More inclusive.	4
Offer afternoon class to introduce patrons to Facebook, Twitter, Instagram, and Snapchat	4
Author series TOP authors. Tap into those appearing in Triangle.	4
Young adult outreach/activities	3
Mentorship programs	3
GIVENS Specific: "Thin the Herd". Limited space-1 author should not have 2 shelves. VCR tapes? Does anyone still have one. Upgrade magazines and newspapers.	3
Determine the gap between what the schools cannot offer and what a library could offer for ALL age groups.	3
Don't forget needs of working adults without children. Arts & Culture programs, talks, evening and weekend events, and singles meeting singles.	2
Summer camps for kids	2
Multi-media resources will bring in teen-aged population	2
Large collection of children and teen books	2
What about those that don't live in the Village?	2
Recognize that library needs change as we age	2
Think inclusive	1
Increase technology. Other database able to get other libraries services. E.g. Language programs (foreign language instruction)	1
I support digital learning lab-as long as it is different than what SCC has.	1
ESL, tax prep, and SRS	
More computers for people to use	
Separate young adult section-not in kids' area	
Critical to have staff be active participants in the community	

Village of Pinehurst
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May 2020

Idea Wall – Resident “Ideas”	# of Likes
LIBRARY LOCATION	
Make Tufts an enhanced museum or archives center. Build new library, small but up to date. Partner with Rec. building for larger arts/speaker programs.	20
Keep library as close to town center as possible. Example: Next to Community Center	20
Use existing library for Tuft's Archives and Pinehurst Museum	16
Move Tufts to upstairs Theatre Building with Welcome Center.	15
Pinehurst must have a museum to attract tourist. One that is open on the weekends like other museums. Turn Given into a full-service museum then build a library on Village property that is part of county wide system, sharing online and book loan services.	12
Let's not make the mistake of relocating the library out of the Village Center. We need the foot traffic in the Village.	10
Move Tuft's out. Expand in current building. Renovate.	8
Build library next to Police Station. Use Given for Archives and possibly Visitors Center	8
Relocate library facility to this municipal area for easier better access for all PH residents	5
Use current library facility for an expanded Archives facility	5
Library needs to be downtown	5
Move Archives into/near Welcome Center. Leave existing building for Library. Plus secure a satellite space for more.	4
Make current library Tufts Museum. Build new library elsewhere-how about where the Village voted against the medical center-next to apartments.	4
Should be walkable/accessible for Village residents	3
Should be a public library. Use current building for archives only and perhaps sell to the Resort so they can continue future archives. An additional would be more financially viable.	2
Keep library where it is and expand	2
Keep library in current location & expand. We don't need another Theater Building.	1
Facility: think outside box-Satellite locations for various components where needed most. Reuse & refurbishment of existing buildings.	

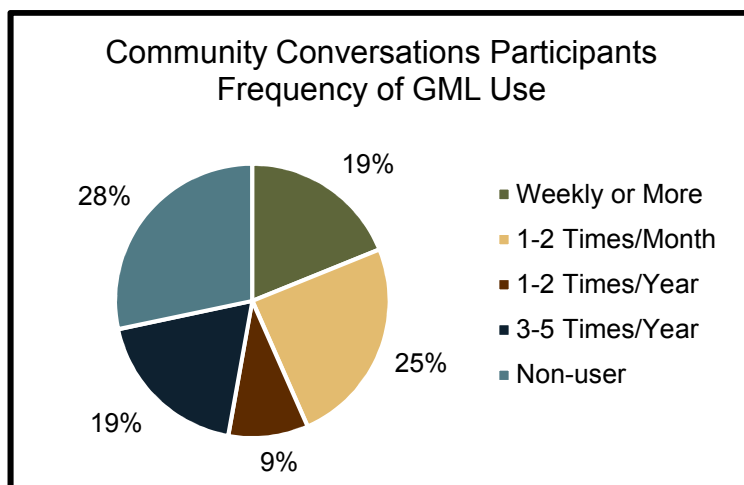
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Idea Wall – Resident “Ideas”	# of Likes
COORDINATION WITH OTHERS	
Consider County wide Library System-share resources	23
Inter Library loan	22
How do we leverage all 15 libraries in Moore Co. to work together?	21
Much of the services presentation is a duplication with the Community Center, SCC, Schools, clubs, health centers, and etc.	21
We have SCC, High School, and Community Center - No more need	12
<i>Disagree with comment above (# who do not agree with comment above)</i>	19
We should use services already provided by County and surrounding towns	10
\$60 a year per resident is cheaper than building. Cost is nothing now.	9
Coordination with other libraries to give us access to larger/various resources	7
Establish a connection with other libraries to obtain books not available in the requesting library.	7
Many special programs can be held at Community Center	6
Use Community Center for group activity	5
Pinehurst-yes. Southern Pines- yes \$60 a year. Other communities?	1
OUTREACH	
Bookmobile to visit regular route. Senior Centers, Park, shut ins, etc.	4
Like the idea of providing transportation to seniors and kids. Otherwise they wouldn't get to use the library.	2
OTHER	
Use same money for police, fire, and infrastructure. Like storm water control and road repair.	

Community Conversations

A series of four 1 ½ hour Community Conversations were held with 53 volunteer residents over the three-day period of February 18-20, 2020 at Village Hall. The groups were carefully chosen from more than 100 volunteer applicants to provide representation from a variety of Pinehurst neighborhoods and diversity in age, gender, occupation, children in the household, and library users/non-users.

44% of participants in the Community Conversations were frequent GML users (i.e. those who use GML weekly or 1-2 times per month). 28% of participants in Community Conversations were infrequent users of GML (i.e. those who use the library 1-2 or 3-5 times per year). 28% of participants in the Community Conversations were Non-Users of the GML.

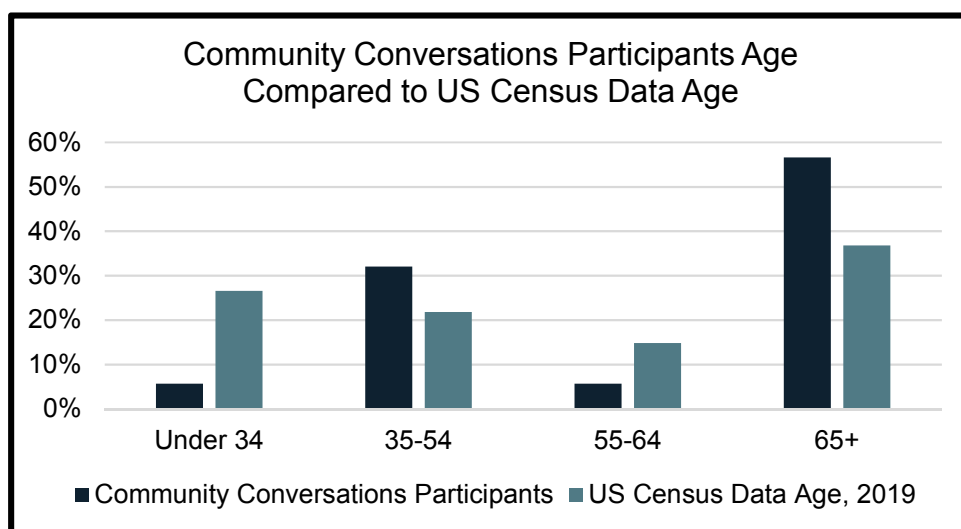


Village of Pinehurst

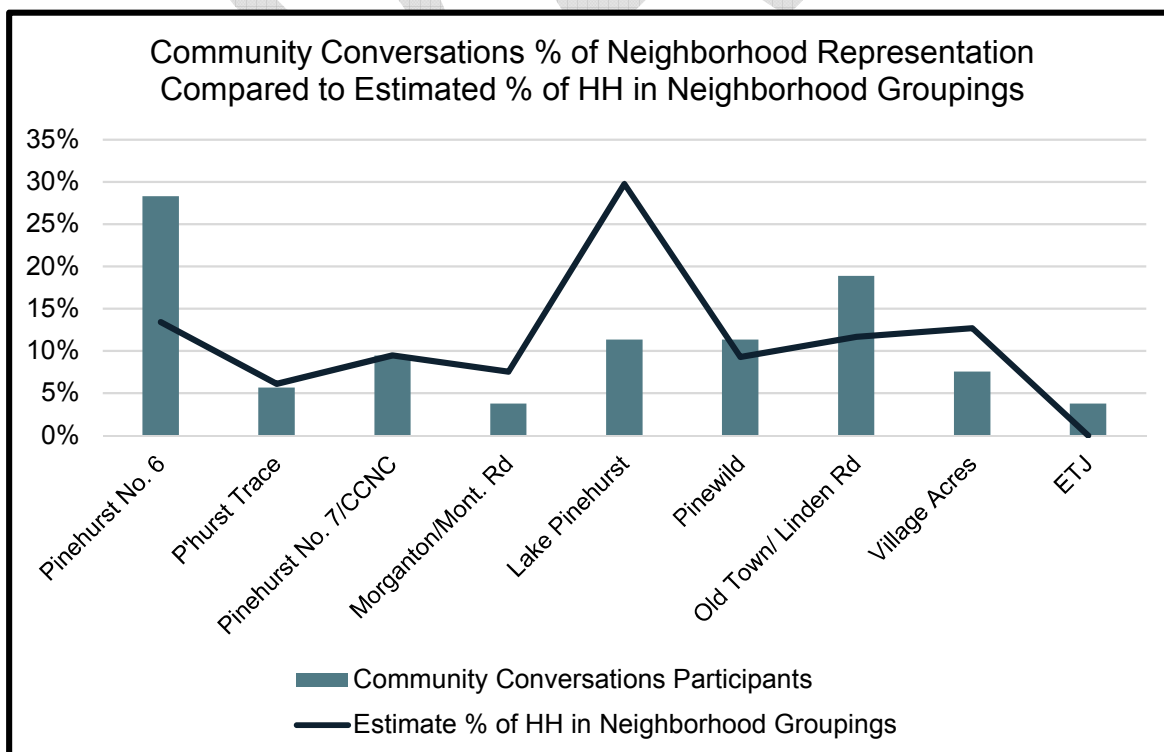
Library Needs Assessment Background Information

May 2020

The vast majority of residents who volunteered to participate in Community Conversations were those over the age of 65. Despite this, the Village was able to effectively recruit younger residents for the conversations by collaborating with the Moore County School System on communications to parents of school-aged children. Age ranges of Community Conversation participants relative to the most recent 2019 US Census Data is shown below. In addition, a total of 32% of participants reported having children under the age of 18 in the household.



Community Conversation volunteers were also selected to ensure a diverse representation from neighborhoods. Residents living in households (HH) in the Pinehurst No. 6 and Old Town/Linden Road areas volunteered to participate at higher rates than other neighborhoods.



Village of Pinehurst

Library Needs Assessment Background Information

May 2020

Some of the key library needs identified by participants in the Community Conversations included:

- Many participants indicated a desire for a larger collection (books, magazines, newspapers, etc.) with more variety, including access to interlibrary loan materials from other local libraries; collection for adults, children, and teens was requested by many participants.
- Participants expressed a desire for more dedicated space for children's programs where children can make noise and not disturb other library patrons.
- Parents and working adults would like extended library operating hours in the evenings and weekends.
- While some participants said they don't mind driving to other community libraries, others preferred a library in the Village Center, or the nearby area.
- Some participants expressed a preference for community meeting space for small groups, recognizing larger groups can be accommodated in other existing locations like the Community Center.
- Participants did not see a need for advanced or emerging technologies.
- Participants indicated a need for sufficient library parking.



Recurring themes observed by Village staff that cut across multiple Community Conversations were:

- Users of the GML indicated they like the charm of the existing library and do not want to lose that charm.
- Many participants viewed a library as more than a place to get books and referred to a library as a community gathering space, sometimes calling the library a "cultural space," a "cultural center," or a "resource center."
- Participants expressed desires for a traditional library with flexible spaces and segregated spaces for children to meet the needs of a changing demographic in Pinehurst.

Personal Interviews

The Village's consultant, Library IQ, conducted 26 individual interviews in person and by phone from January 14 - March 31, 2020. These interviews included representatives from the Pinehurst Village Council; Village staff; GML Board of Directors; GML staff and volunteers; business leaders from Partners in Progress and the Pinehurst Resort; the Moore County Literacy Council; Moore County School System; Town of Southern Pines Public Library (SPPL); Sandhills Community College; and students at West Pine Middle School. Representatives from the Sandhills Regional Library System declined an interview request. Some key topics or points discussed in the personal interviews included:

- Pinehurst is an educated and cultured community that values its library
- Pinehurst demographics are changing with more families moving to the area
- Ways to collaborate with other publicly funded libraries
- Alternative ways to fund a library
- Potential library locations beyond the existing location
- Unmet needs of the homeschooling community

DRAFT



HISTORY, CHARM, AND SOUTHERN HOSPITALITY_____

June 2020

Dear Village of Pinehurst Resident,

The Village of Pinehurst is in the process of conducting a Library Services Needs Assessment to identify the community's needs for public library services and we need your input. Information about the needs assessment can be found at engage.vopnc.org/library. You are encouraged to review this information prior to completing the attached survey.

The Given Memorial Library, located at 150 Cherokee Road, is operated by a 501c(3) non-profit organization that is privately funded, with the Village providing \$150,000 in annual support for public library services. Because this funding model may not be sustainable long term, the Village is seeking resident input to help determine:

- **What library services Pinehurst residents need,**
- **If the Given Memorial Library is adequately sized to meet those needs, and**
- **How much Pinehurst residents are willing to pay to support library services.**

Initial estimates indicate to expand the amount of library space to meet resident library needs could approach \$8 million in capital investment and require as much as \$1 million in annual operating costs. Funding mechanisms to expand library facilities could include a combination of one or more of the following options: issue debt, save money over a period of years, conduct a fundraising campaign, seek grants, issue non-resident library cards for a fee, and or increase the annual property tax rate.

Each year we ask residents to prioritize capital investments in the annual Community Survey. A library capital investment will be included in the 2020 Community Survey mailed in July as one capital item for residents to prioritize along with other possible capital investments. **Taking this 2020 Library Services Needs Assessment Survey will help inform the Village Council's decisions about how much money to spend on library facilities and what library services to offer in the future.**

The results of this survey will be collected and analyzed by ETC Institute, one of the nation's leading governmental research firms. **Complete this survey using the paper survey and postage paid envelope provided or complete it online by visiting www.2020VOPlibrarysurvey.org.**

If you have any questions about this survey, please contact Natalie Dean Hawkins at 295-1900, ext. 1103. Thank you for participating in the 2020 Library Services Needs Assessment Survey.

Sincerely,

John C. Strickland
Mayor, Village of Pinehurst

ADMINISTRATION

395 Magnolia Road • Pinehurst, NC 28374 • Telephone (910) 295-1900 • Fax (910) 295-4434 • www.vopnc.org



Library Services Needs Assessment Survey (June 2020)

Please complete this important survey to provide the Pinehurst Village Council with your feedback on resident needs for library services. You may also complete this survey online at www.2020VOPLibrarysurvey.org.

The Village of Pinehurst is currently conducting a Library Services Needs Assessment to determine the community's needs for library services. To date, the Village has obtained input through public input meetings, interviews of key stakeholders, Community Conversations, and an online survey. You are encouraged to review the background information located at www.engage.vopnc.org/library prior to completing this survey.

The Given Memorial Library, located at 150 Cherokee Road, is operated by a 501c(3) non-profit organization that is privately funded with \$150,000 in annual funding from the Village of Pinehurst. Because this funding model may not be sustainable long term, the Village is seeking resident input to help determine:

- What library services Pinehurst residents need,
- If the Given Memorial Library is adequately sized to meet those needs, and
- How much Pinehurst residents are willing to pay to support library services.

LIBRARY SIZE, SERVICES, & OPERATING HOURS

1. The library building contains 6,300 square feet (SF) on the 1st floor. Approximately 3,825 SF is allocated to the library, with the remaining 2,475 SF allocated to the Tufts Archives at the rear of the building.

Do you believe the Given Memorial Library is adequately sized to meet the library needs of Pinehurst residents?

- ____ (1) Strongly Agree ____ (3) Somewhat Disagree ____ (9) Do Not Know
____ (2) Somewhat Agree ____ (4) Strongly Disagree

2. On a scale of 1 to 5, where 1 means "Extremely Needed" and 5 means "Not Needed" please indicate which library features you believe need to be EXPANDED or ENHANCED in the library.

Library Features to EXPAND or ENHANCE	Extremely Needed	Very Needed	Moderately Needed	Slightly Needed	Not Needed	Do Not Know
Adult book & magazine collection	1	2	3	4	5	9
Children's book & magazine collection	1	2	3	4	5	9
Young adult (teen) book & magazine collection	1	2	3	4	5	9
Digital media (ebooks, etc.)	1	2	3	4	5	9
Adult programs & classes	1	2	3	4	5	9
Children's programs & classes	1	2	3	4	5	9
Young adult (teen) programs & classes	1	2	3	4	5	9
Individual quiet study/work space	1	2	3	4	5	9
Connected conference & meeting space for small groups (0-6 persons) with technology	1	2	3	4	5	9
Digital learning lab with public computers and access to specialized software	1	2	3	4	5	9
Access to print, copy, & scan services	1	2	3	4	5	9
Art, music, performance, & exploration for adults and children alike	1	2	3	4	5	9
Maker space with innovation technology	1	2	3	4	5	9
Relaxation space	1	2	3	4	5	9
Book clubs/lectures/discussion groups	1	2	3	4	5	9
Retail co-location (coffee shop, café) inside the library	1	2	3	4	5	9

3. The Given Memorial Library is currently open 40 hours per week, or Monday – Friday from 9:30 am – 5:00 pm and Saturday from 9:30 am – noon.

Do you agree the current operating hours of the library should be expanded to better meet the needs of the community?

- ☐ (1) Strongly Agree ☐ (3) Somewhat Disagree ☐ (9) Do Not Know
☐ (2) Somewhat Agree ☐ (4) Strongly Disagree

LIBRARY FUNDING & TIMING

4. **Do you agree the Village of Pinehurst should assume operations of the Given Memorial Library and operate a municipally funded library?**

- ☐ (1) Strongly Agree ☐ (3) Somewhat Disagree ☐ (9) Do Not Know
☐ (2) Somewhat Agree ☐ (4) Strongly Disagree

5. If the Village decided to operate a municipal library, it would likely require a significant initial capital investment for construction. This initial investment could approach \$8 million to meet current and projected future resident needs, but could be much less than that. Factors the Village Council will consider when evaluating the need for an expanded library will include the library needs expressed by residents, the amount of existing cash available to fund an expansion, and the availability of other alternative funding mechanisms (e.g. debt financing, grants, fundraising contributions, and/or additional property tax revenue).

If the Village decided to make a capital investment to expand library facilities and services in Pinehurst, what level of initial capital investment by the Village would you support?

- ☐ (1) Up to \$3 million
☐ (2) \$3 million to \$5 million
☐ (3) \$5 million to \$8 million
☐ (4) \$0 – I do not support the Village spending any money to expand library services and/or programs

6. One way to offset the initial capital cost of expanding library facilities is to conduct a capital fundraising campaign.

If the Village organized a capital fundraising campaign to fund the initial capital cost needed to expand library facilities, how much would you donate?

- ☐ (1) Up to \$50 ☐ (3) \$101 - \$500 ☐ (5) \$1,001 - \$5,000 ☐ (7) +\$10,000
☐ (2) \$51 - \$100 ☐ (4) \$501 - \$1,000 ☐ (6) \$5,001 - \$10,000 ☐ (8) \$0 – Would not donate

7. Ongoing annual costs to operate an expanded library to meet current and projected future needs could approach \$1 million, but could be less than that based on the size of any library expansion and the amount of initial capital costs financed with long term debt. Today, one penny on the Village tax rate generates approximately \$374,000 in annual revenue for the Village. The property tax rate is applied to every \$100 of property valuation. This means a \$0.01 tax rate increase would cost \$30/year for a resident who owns a \$300,000 home.

If the Village decided to operate a municipal library, indicate how much you would be willing to pay in additional taxes to support the costs of ongoing library operations.

- ☐ (1) \$0.01 tax increase ☐ (3) \$0.03 tax increase ☐ (5) \$0.05 tax increase
☐ (2) \$0.02 tax increase ☐ (4) \$0.04 tax increase ☐ (6) \$0.00 - Don't support a tax increase

OPEN-ENDED COMMENTS

8. What other information would you like to share as the Village Council evaluates the need for an expanded or new library?

DEMOGRAPHIC/LIBRARY USER INFORMATION

9. Have you used the Given Memorial Library within the last 12 months?

____ (1) Yes [Answer Q9a]

____ (2) No

9a. If you answered "Yes" on Question 9, indicate how often do you use the Given Memorial Library?

____ (1) Weekly or more

____ (3) 3-5 times per year

____ (2) About once or twice a month

____ (4) 1-2 times per year

10. Do you have children under the age of 18 in your household?

____ (1) Yes

____ (2) No

11. Which of the following best describes your age?

____ (1) Under 25 years

____ (4) 45-54 years

____ (2) 25-34 years

____ (5) 55-64 years

____ (3) 35-44 years

____ (6) 65+ years

12. Which of the following neighborhood groupings best describes where you live?

____ (1) Pinehurst No. 6

____ (2) Pinehurst Trace/Pinedale/Midland Country Club/Taylorhurst/Walker Station

____ (3) Pinehurst No. 7/Lawn & Tennis/CCNC

____ (4) Morganton/Monticello

____ (5) Lake Pinehurst/Burning Tree/St. Andrews/Cotswold

____ (6) Pinewild

____ (7) Old Town/Linden Road/Donald Ross/Clarendon Gardens

____ (8) Village Acres/Murdocksville Rd.

13. What is your gender?

____ (1) Male

____ (3) Non-binary/third gender

____ (2) Female

____ (4) Prefer to self-describe

This concludes the survey. Thank you for your time.

Please Return Your Completed Survey in the Enclosed Return-Reply Envelope Addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. **The information printed on the right will ONLY be used to help identify areas with special interests. If your address is not correct, please provide the correct information.** Thank you.