

**MINUTES OF
VILLAGE COUNCIL REGULAR MEETING
MARCH 22, 2016**

**395 MAGNOLIA ROAD
ASSEMBLY HALL
PINEHURST, NORTH CAROLINA
4:30 P.M.**

The Pinehurst Village Council held a Regular Meeting at 4:30 p.m., Tuesday, March 22, 2016 in the Assembly Hall of the Pinehurst Village Hall, 395 Magnolia Road, Pinehurst, North Carolina. The following were in attendance:

Ms. Nancy Roy Fiorillo, Mayor
Ms. Claire L. Berggren, Councilmember
Mr. John Bouldry, Councilmember
Mr. Clark H. Campbell, Councilmember
Mr. John R. Cashion, Mayor Pro-Tem
Mr. Jeffrey M. Sanborn, Village Manager
Ms. Natalie E. Dean, Interim Village Clerk

And approximately 24 attendees, including 10 staff and 2 press.

1. Call to Order.

Mayor Nancy Roy Fiorillo called the meeting to order.

2. Invocation and Pledge of Allegiance.

Dr. John Jacobs from The Village Chapel led the invocation and Mayor Fiorillo led the Pledge of Allegiance.

3. Reports.

Manager

- Village Manager Jeff Sanborn reported that the Village continues to gather additional traffic data and has completed assessments on Monticello Dr., Juniper Creek Blvd., Burning Tree Rd., and Spring Lake Drive. Manager Sanborn indicated the specific assessment results on Monticello Dr., which show traffic volumes have decreased by 18% on Monticello Dr. and speeds have decreased 2 MPH since installing the stop signs. Manager Sanborn also reported traffic speeds and volume data collected on Juniper Creek Blvd., Burning Tree Rd., Spring Lake Drive, and Hwy 5 based on recent traffic assessments.

Council

- Councilmember Bouldry congratulated staff for doing a good job addressing and quickly responding to a drainage problem brought to the Village's attention. He specifically thanked Manager Sanborn, Asst. Village Manager Jeff Batton, and S&G Superintendent Ralph Bowen.

4. Presentation of the Arbor Day Proclamation.

Mayor Fiorillo presented the proclamation to Wayne Haddock declaring April 19, 2016 as Arbor Day in the Village of Pinehurst.

5. Presentation of the Vietnam Veterans Proclamation.

Councilmember Bouldry presented the proclamation to Pat Tomasetti declaring March 29, 2016 as Vietnam Veterans Day in the Village of Pinehurst.

**MINUTES OF
VILLAGE COUNCIL REGULAR MEETING
MARCH 22, 2016**

6. Motion to Approve Consent Agenda.

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

- A. Approval of Draft Village Council Meeting Minutes.
 - February 9 Regular Meeting Minutes
 - February 10 Special Meeting Minutes
 - February 16 Work Session Minutes
 - February 23 Regular Meeting Minutes
- B. Public Safety Reports.
 - Police Department
 - Fire Department

End of Consent Agenda.

Councilmember Berggren moved to approve the Consent Agenda. The motion was seconded by Councilmember Campbell and passed unanimously with a vote of 5-0.

7. Consider Honoring Retiring Firefighters by Allowing them to Purchase their Helmets.

Councilmember Campbell moved to award the helmets used by Fire Department Battalion Chief J.J. Southers and Captain Rick Tufts for the price of \$1.00 each upon their retirements. The motion was seconded by Councilmember Berggren and carried unanimously with a vote of 5-0.

8. Presentation of VOP 311 BIRDIE Report.

Assistant Village Manager Natalie Dean presented the results of the VOP311 BIRDIE team's investigation into how the Village manages customer complaints. The BIRDIE team recommended the Village take the following actions to improve its process for handling customer complaints: 1. Develop a standard Complaint Management Policy and Procedure, 2. Develop a Complaint Management System to track complaints using a Customer Relationship Management (CRM) tool called "Public Stuff", and 3. Change the automated attendant message on the main telephone line to Village Hall to include Code Enforcement concerns. Council supported the BIRDIE team's recommendations and instructed staff to proceed with implementing them.

9. Other Business.

- Councilmember Campbell indicated he would like for staff to allow a discount for non-profits, such as Healthy Kids, for park facility rentals similar to what we do for non-profits at the Fair Barn. Councilmember Campbell indicated he spoke with Parks & Recreation Director, Mark Wagner, about this and he would like to work with Mark on this.

10. Comments from Attendees.

- There were no comments from attendees.

11. Motion to Adjourn.

Councilmember Campbell moved to adjourn the Regular Meeting. The motion was seconded by Councilmember Bouldry and carried unanimously. The Regular Meeting adjourned at 5:10 p.m.

Respectfully Submitted,



Natalie E. Dean
Interim Village Clerk