



**VILLAGE COUNCIL
AGENDA FY 2019 STRATEGIC PLANNING RETREAT OF NOVEMBER 29, 2018
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA
10:30 AM - 4:30 PM**

The Pinehurst Village Council held the FY 2019 Strategic Planning Pre-Retreat on Thursday, November 29, 2018 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
Mr. John Bouldry, Treasurer
Ms. Judy Davis, Councilmember
Mr. Kevin Drum, Councilmember
Mr. Jeffrey M. Sanborn, Village Manager
Ms. Beth Dunn, Village Clerk
Mr. Jeffrey Batton, Assistant Village Manager
Ms. Natalie Hawkins, Assistant Village Manager
Ms. Lauren M. Craig, Village Clerk
Ms. Angela Kantor, Director of Human Resources
Mr. Carlton Cole, Fire Chief
Mr. Randy Kuhn, Director of Fleet Maintenance
Mr. Walt Morgan, Director of Public Services
Mr. Mark Wagner, Director of Parks and Recreation
Mr. Earl Phipps, Police Chief
Ms. Brooke Hunter, Director of Financial Services
Mr. Jason Whitaker, Chief Information Officer
Mr. Leo Santowasso, Planning and Zoning Chair
Ms. Julia Latham, Board of Adjustment Chair
Mr. Molly Gwinn, Historic Preservation Commission Chair
Ms. Molly Rowell, Beautification Committee Chair
Mr. Tom Campbell, Bicycle and Pedestrian Advisory Committee Chair

And approximately 1 attendee and 1 press.

1. Call to Order.

Assistant Village Manager, Natalie Hawkins called the Strategic Planning Pre-Retreat to order and welcomed everyone.

2. FY 2020 Strategic Planning Pre-Retreat

Welcome/Introduction

Assistant Village Manager, Natalie Hawkins, outlined the agenda for the day, reviewed the key changes to this year's Strategic Planning Process and the objectives for the Pre-Retreat Meeting.

Review of Baldrige Excellence Framework

Lauren Craig, Performance Management Director, reviewed Baldrige Excellence Framework, the framework used by the Village to achieve high performance.

Review Key Findings from Data Analysis & Correlation

Lauren Craig presented Community, Business and Key Performance Indicator data for each of the 9 goals.

- Safeguard the Community

- Ensure an Attractive Residential Community
- Ensure a Thriving Business Community
- Provide a Multi-modal Transportation Systems
- Protect the Environment
- Maintain an Active, Healthy Community
- Professionally Manage a High Performing Organization
- Recruit & Retain an Engaged Workforce
- Maintain a Healthy Financial Condition

Staff and Council discussed the data provided and made recommendations for adding any opportunities for improvements.

Affirm FY 20 SOAR (Strengths, Opportunities, Aspirations, and Results) Analysis

Natalie Hawkins, Assistant Village Manager led the group in reviewing the current proposed Strengths, Opportunities, Aspirations and Results for FY20 set by Senior Leaders. The group discussed those recommendations and made some additional recommendations to discuss further at the Retreat next week.

Affirm Strategic Advantages & Challenges

Natalie Hawkins, Assistant Village Manager reviewed the KEY Strategic Advantages, sources of current and future competitive success that arise from core competencies and strengths important external resources, and the Strategic Challenges, proposed by Senior Staff for FY20.

Wrap Up, Next Steps, and Evaluation

Natalie Hawkins reviewed the agenda for the Retreat next week on December 4th and 5th. The group conducted a Plus /Delta for the Pre-Retreat meeting.

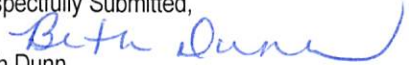
3. Other Business

Council discussed their preferred methodology for appointing a candidate to fill John Cashion's vacant Council seat. The Council agreed to interview all interested candidates on December 13th starting at 9:00 am. They also agreed to use a "motion and vote" methodology for selecting the winning candidate after discussing the results of the interviews.

4. Adjournment.

The meeting adjourned at 5:00 PM.

Respectfully Submitted,


Beth Dunn
Village Clerk

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