



**VILLAGE COUNCIL
AGENDA FOR WORK SESSION OF NOVEMBER 12, 2013
ASSEMBLY HALL
395 MAGNOLIA ROAD
PINEHURST, NORTH CAROLINA**

9:00 AM

1. Call to Order.
2. 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. Resolution #13-45: Appointment to the Village Center Enhancement Committee (Drum)
 - B. Budget amendment to reclassify capital items as maintenance
 - C. Purchasing Policy and Procedures Update
3. Reports
 - Manager
 - Council
 4. Interview for appointment to Historic Preservation Commission (Resolution 13-46; John Farrell)
 5. Cotswold Annexation discussion
 6. Comprehensive Annual Financial Report (CAFR) and Financial Condition Assessment
 7. Community Survey Results Presentation
 8. Budget Amendment-Condo Corrals and Carts
 9. Budget Amendment - Fleet Capital Reduction
 10. Amendment to Fees and Charges Schedule
 11. Risk Management Annual Report
 12. Discuss Paving/Striping Options for Dept. Store Parking
 13. Wayfinding Sign Program
 14. Resolution 13-47 Declaring Intent to Consider Closing and Abandoning a Portion of Village Green Road and Palmetto Road.
 15. Resolution 13-50 Scheduling the Organizational Meeting
 16. Preview of Regular Meeting Agenda.

17. Other Business
18. Comments from attendees.
19. Motion to go into Closed Session pursuant to NCGS 143-318.11 (a) (3) to consult with the Village Attorney in order to preserve the attorney-client privilege between the Village Attorney and the Village Council.

Specifically the Village Attorney will discuss with the Council the litigation between the estate of Ronald H. Armstrong, by and through his Administratrix, Jinia Armstrong Lopez, Plaintiff, v. The Village of Pinehurst et al, Defendants, and a potential claim of Align Development, LLC, Julie Sutton, et al against the Village of Pinehurst, NC.
20. Adjournment.



History, Charm, & Southern Hospitality.

Vision

The Village of Pinehurst is a charming, vibrant community which reflects our rich history and traditions, enhanced by a unique combination of cultural arts and recreational activities.

Mission

Preserve and enhance the community's character and ambience by guiding growth, managing change, and providing services in a financially responsible manner.

Values

Competent
Courteous
Professional
Responsive



RESOLUTION #13-45: APPOINTMENT TO THE VILLAGE CENTER ENHANCEMENT COMMITTEE (DRUM)

ADDITIONAL AGENDA DETAILS:

FROM:

Natalie Dean, Assistant Village Manager

DATE OF MEMO:

11/1/2013

MEMO DETAILS:

As you are aware, there is currently a vacancy on the Village Center Enhancement (VCE) Committee. VCE Committee Chairman, Patrick Barry, Councilmember John Strickland, and I interviewed two potential candidates and recommend the Council appoint Kevin Drum to a two-year term.

Kevin Drum owns Drum Media and Drum Marketing Solutions, located in the Harvard Building on Market Square. He was raised in Pinehurst and recently moved back to the area. Kevin's professional experience includes branding, destination marketing, public relations, advertising, and tourism development.

Included in the consent agenda for your consideration is Resolution #13-45 to appoint Kevin Drum to the Village Center Enhancement Committee.

ATTACHMENTS:

Description

☐ [Resolution 13-45](#)

RESOLUTION #13-45:

A RESOLUTION APPOINTING A MEMBER OF THE VILLAGE CENTER ENHANCEMENT COMMITTEE FOR THE VILLAGE OF PINEHURST (DRUM).

THAT WHEREAS, the Village of Pinehurst has established a Village Center Enhancement Committee by Resolution #10-15 on May 11, 2010; and

WHEREAS, the Village Council is desirous of having an individual on the Village Center Enhancement Committee who represents business owners in the Village of Pinehurst; and

WHEREAS, Mr. Kevin Drum would serve as a representative for Pinehurst business owners.

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in Work Session assembled this 12th day of November, 2013, as follows:

SECTION 1. That the following appointment is hereby made to the Village Center Enhancement Committee for the term indicated:

Mr. Kevin Drum shall be appointed to the Village Center Enhancement Committee, to serve at the pleasure of the Council until the expiration of his term on November 30, 2015.

SECTION 2. That the appointee shall continue serving until a replacement is appointed and qualified.

THIS RESOLUTION passed and adopted this 12th of November, 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney



BUDGET AMENDMENT TO RECLASSIFY CAPITAL ITEMS AS MAINTENANCE

ADDITIONAL AGENDA DETAILS:

FROM:

John Frye

CC:

Natalie Dean

DATE OF MEMO:

11/1/2013

MEMO DETAILS:

The FY 2013-2014 B&G capital budget included \$73,000 funding for carpet replacement and greenway trail repairs. As actual expenditures have been realized, staff has determined that individual actual expenditures are maintenance and do not meet the requirements for capitalization or extend the useful life of the asset and therefore recommends reallocating funds to operating expenditures in FY2013-2014.

Thank you for your consideration of this item. Should you have any questions, please let me know.

ATTACHMENTS:

Description

📎 [Ordinance 13-44 Budget Amendment](#)

ORDINANCE #13-44:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2014, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND (BUILDINGS & GROUNDS CAPITAL TO OPERATING FOR FY 2013-2014).

THAT WHEREAS, the FY 2013-2014 General Fund Capital Budget included \$73,000 funding for carpet replacement and greenway trail repairs; and

WHEREAS, staff has determined that individual actual expenditures are maintenance and do not meet the requirements for capitalization or extend the useful life of the asset and recommends reallocating funds to operating expenditures in FY 2013-2014;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in Work Session assembled this 12th day of November 2013, as follows:

SECTION 1. To amend the General Fund with regard to revenues and expenditures, the revenue and expenditure accounts are to be changed as follows:

<u>Account No.</u>	<u>Account Name</u>	<u>Debit</u>	<u>Credit</u>
10-00-970-7100	Capital Outlay: Land		\$ 35,000
10-00-970-7200	Capital Outlay: Buildings		38,000
10-00-970-5900	R&M: Bldgs. & Grounds	\$ 73,000	
10-00-220-7220	Admin.: Buildings Charge		25,000
10-00-220-5904	Admin: B&G Maintenance	25,000	
10-10-310-7220	Police: Buildings Charges		6,000
10-10-310-5904	Police: B&G Maintenance	6,000	
10-20-410-7220	Public Services: Buildings Charges		7,000
10-20-410-5904	Public Services: B&G Maintenance	7,000	
10-80-610-7120	Recreation: Buildings Charges		35,000
10-80-610-5904	Recreation: B&G Maintenance	35,000	

SECTION 2. Copies of this budget amendment shall be furnished to the Village Clerk, Village Manager and to the Financial Services Director for their direction and implementation.

Adopted this the 12th day of November 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

DRAFT



PURCHASING POLICY AND PROCEDURES UPDATE

ADDITIONAL AGENDA DETAILS:

FROM:

John Frye

CC:

Andy Wilkison; Natalie Dean

DATE OF MEMO:

11/1/2013

MEMO DETAILS:

The Village of Pinehurst adopted “Purchasing Policy & Procedures” by Resolution #10-03 on January 9, 2010 to guide the Village of Pinehurst’s purchasing methods and practices. The policy is in need of updating and all changes to financial policies must be approved by the Village Council.

The policy was updated to incorporate the new E-Verify requirements. A recently adopted North Carolina law now prohibits municipalities from contracting with businesses that do not use the E-Verify system. E-Verify is a Federal program used to verify the work authorization of newly hired employees. All businesses receiving purchase orders from the Village must comply with these requirements.

A new section was added to the policy regarding cooperative and group purchasing. The Village participates in several of these purchasing arrangements and the policy now reflects this practice. The policy was also updated to include new terminology and requirements related to historically underutilized businesses (HUBs). The policy requires the Village to make a good-faith effort to solicit bids from HUBs for most construction and repair projects.

In addition, the budget amendment section of the policy was removed as this is considered a separate function from the purchasing process. Finally, all of the purchasing forms were removed from the policy exhibits to facilitate more frequent updating.

The proposed changes have been reviewed the Village Policy Committee and senior management.

If you have any questions regarding these proposed changes, please give me a call.

ATTACHMENTS:

Description

- ☐ [Resolution 13-48](#)
- ☐ [Exhibit A Purchasing Policy and Procedures](#)

RESOLUTION #13-48:

A RESOLUTION AMENDING THE PURCHASING POLICY & PROCEDURES FOR THE VILLAGE OF PINEHURST, NORTH CAROLINA.

THAT WHEREAS, the Village of Pinehurst adopted the “Purchasing Policy & Procedures” by Resolution #10-03 on January 9, 2010 to guide the Village of Pinehurst’s purchasing methods and practices; and

WHEREAS, the Village of Pinehurst Financial Services Director has amended the “Purchasing Policy & Procedures” to incorporate the new E-Verify requirements, cooperative purchasing, and other changes and the Village Policy Committee has approved the proposed changes; and

WHEREAS, Resolution #10-03 requires all financial policies be approved by the Village Council;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in work session assembled this 12th day of November, 2013, as follows:

SECTION 1. That the aforementioned “Purchasing Policy & Procedures” and the same hereby is amended as shown in Exhibit A.

SECTION 2. That this resolution shall be and the same is hereby effective from and after the date of its adoption.

ADOPTED this 12th day of November, 2013.

VILLAGE OF PINEHURST
VILLAGE COUNCIL

(Municipal Seal)

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

Exhibit A

	VILLAGE OF PINEHURST STANDARD PROCEDURE	
SUBJECT: Purchasing Policy & Procedures	Revised Date: 6/1/07 11/1/13	
Department: Financial Services	Policy No.: FIN-416.1	
Prepared by: Natalie Dean, Assistant Village Mgr. John Frye, Director of Financial Services	# of Pages: 23 17	

PROCEDURE PURPOSE:

These purchasing policies and procedures are intended for use as a guide to the Village of Pinehurst's purchasing methods and practices. When used properly and with common sense, the policies and procedures established herein will enable the Village to obtain needed materials, equipment, supplies and services efficiently and economically.

The understanding and cooperation of all employees is essential if the Village is to obtain the maximum value for each dollar spent. While this policy and procedure does not answer all questions related to purchasing, it does provide the foundation for a sound purchasing system.

The basic goals of the Village's purchasing program are:

1. To comply with the legal requirements of competitive bidding that are outlined in Chapter 143, Article 8 of the North Carolina General Statutes.
2. To comply with other North Carolina General Statutes regarding procurement.
3. To assure vendors that impartial and equal treatment is afforded to all who wish to do business with the Village.
4. To receive maximum value for each dollar spent by awarding purchase orders to the lowest responsible bidder, taking into consideration quality, performance, technical support, delivery schedule, past performance and other relevant factors.
5. To provide Village departments the required goods, equipment, and

services at the time and place needed and in the proper quantity and quality.

6. To professionally administer the search for sources of supplies, the development of new sources, the selection of suppliers, negotiations, commitment, follow-up, and adjustments.
7. To promote good and effective vendor relations, cultivated by informed and fair buying practices and strict maintenance of ethical standards.
8. To effect maximum feasible standardization of products used within and among departments in order to minimize stock levels and obtain better prices.

If the established procedures and guidelines are followed, each department can efficiently manage, control and plan its available resources to meet present and future departmental needs and help the Village to meet these goals.

OVERVIEW:

Local Buying

It is the desire of the Village to purchase from vendors located within Moore County whenever possible. This can be accomplished by insuring that local vendors who have goods or services available which are needed by the Village are included in the competitive purchasing process. The Village has a responsibility to its residents; however, to insure that maximum value is obtained for each public dollar spent. **The Village cannot and will not make purchasing decisions solely on the basis of vendor residence.** Rather, the Village will endeavor to encourage local vendors and suppliers to compete for all Village business.

Planning

Planning for purchases should be done on both, a short-term and long-term basis, thereby minimizing small orders and last minute purchases. Planning will also reduce the number of trips required to obtain materials and minimize clerical and supervisory time spent on documenting purchases.

Buying Proper Quality

Quality and service are as important as price; and, it is the duty of the requesting department to secure the best, most economical, quality products and services that will meet but not exceed the requirements for which the goods or services are intended. In some instances the lowest price does not necessarily mean the lowest cost.

PURCHASING PROCEDURES :

This section outlines the Village's purchasing procedures. These procedures cover the purchase of apparatus, supplies, materials and/or equipment, as well as contracted services, for items costing over \$1,000. Purchases of less than \$1,000 are subject to the purchasing card policies and procedures, which are documented in Policy No. FIN-416.2. This policy does not, however, preclude departments from encumbering funds for purchases less than \$1,000. Construction contracts are addressed separately in this document.

Vendor Setup

Each vendor must be properly set up prior to the issuance of a purchase order. An E-Verify Compliance Statement must be obtained once for each new vendor (Federal and State agencies and Municipalities are exempt from this requirement). In addition, a subcontractor form (W-9) must be obtained for vendors who provide contracted or professional services. Please contact Financial Services if you have questions regarding these forms.

Formatted: No underline

Request to Purchase

The *Request to Purchase Form* (Exhibit B), which must be approved by the department head or his/her designee, initiates the procurement process.

A completed *Request to Purchase Form* with appropriate signatures is required for all purchases requiring a Purchase Order. See Exhibit A for a list of purchases that do not require a purchase order.

Formatted: No underline

Completing the Request to Purchase Form

The request is a one-part form. Once completed, forward the original form to the Financial Services Department. A copy of the request should be retained by the user department and attached to the copy of the purchase order that will follow.

All requests must indicate the account to be charged, a description of the item, the quantity to be purchased, the unit of issue (e.g. lbs., cases, dozen, each, etc.), the unit cost of the item requested, along with either the budgeted amount or a "Not To Exceed" (N.T.E.) amount in the appropriate column.

Each section of the request must be completed. If you are unable to provide required information please state "unknown" in that section. If the form is not completed in its entirety or if the Financial Services staff has questions concerning the request, he/she may return the form with a request for additional information needed to the department head or his/her designee.

Specific Instructions

All items must be completed on the *Request to Purchase Form* for a purchase order to be generated. Please remember the following items when completing the form:

1. Please number the page(s) if there is more than one page to assure that none are lost during the processing of the request.
2. The promised delivery date must be indicated; **the acronym ASAP is not accepted.**
3. The contact person with whom you normally deal should be listed.
4. The address of the delivery location must be provided.
5. Include a thorough description of all items requested with product numbers from a catalog, if applicable.
6. Indicate anticipated shipping costs separately from the cost of the product.
7. Do not send the form to the Financial Services Department until all required signatures are obtained.

VENDOR SELECTION

Selection Policy

Vendors should be selected on a competitive basis. Formal bids, informal bids, or telephone quotations will be solicited by the individual departments prior to submission of the *Request to Purchase Form*. Bid awards, purchase orders and or contracts should be issued to the lowest responsible bidder.

Selection Procedures

For the procurement of supplies, materials and or equipment and for construction or repair, the Village will observe the following procedures:

- a) In accordance with North Carolina General Statute §143-129, invitation for formal bids will be used for purchases of \$90,000 and greater (\$300,000 and greater for construction and repairs). This will include advertising in the local newspaper and/or other advertising media as deemed appropriate and receiving sealed bids.
- b) Purchases greater than \$5,000 but less than \$90,000 (less than \$300,000 for

construction and repairs), are subject to Informal Bidding Procedures. North Carolina General Statute §143-131 requires this for purchases greater than \$30,000 but less than \$90,000, however, the Village has elected to use a lower threshold of \$5,000. Purchases in this range will require three written quotes.

- c) In accordance with North Carolina General Statute §143-131, purchases of less than \$5,000 can be made in the open market with no requirement for a formal invitation for bids or request for quotations. Every effort should be given to obtain written competitive quotes for purchases of less than \$5,000. However, verbal quotes will be accepted if documented on the *Vendors Requested to Propose Form* in Exhibit E. All quotes, regardless of degree of formality, are required to be attached to the *Request to Purchase Form* before the purchase order is issued.

The department is required to obtain written quotations from any related party that submits a proposal to provide goods or services. A related party includes Village employees, Board members, and Council members and their immediate family members. In these instances, the department is **required** to obtain pricing from at least three vendors. Also, the related party is required to provide documentation of a bona-fide business in the form of either a taxpayer ID number for incorporated businesses or a copy of the most recent Schedule C from the vendor's personal tax Form 1040.

E-VERIFY

Per Session Law 2013-418, municipalities may not enter into a contract unless the contractor and the contractor's subcontractors comply with Article 2 of Chapter 64 of the General Statutes. Employers and their subcontractors with 25 or more employees in North Carolina as defined in Article 2 of Chapter 64 of the NC General Statutes must comply with E-Verify requirements to contract with the Village. Federal and State agencies and Municipalities are exempt from this requirement

Formatted: Font: Not Bold

Formatted: Font: Not Bold

Formatted: Justified, Tab stops: 0 pt, Right

Formatted: Font: Not Bold

Formatted: Font: Not Bold

E-Verify is a Federal program operated by the US Department of Homeland Security and other federal agencies, or any successor or equivalent program used to verify the work authorization of newly hired employees pursuant to federal law.

Formatted: Font: Not Bold

An E-Verify Compliance Statement must be obtained once for each new vendor. Any contract or purchase order approved by the Village will include these E-Verify contract requirements.

Formatted: Font: Not Bold

PURCHASE ORDERS

To be valid, a purchase order issued by the Village must be completed and signed by either the Director of Financial Services (the statutory Finance Officer) or his/her designee. **Purchase orders will not be issued without a properly executed *Request to Purchase Form*.**

The Purchase Order Process

A purchase order is a contract between the Village and a vendor. The Village will not recognize the issuance of purchase orders by unauthorized Village employees or officials and payment of these obligations will not be approved. Obtaining supplies, materials, equipment or services without a purchase order is an unauthorized purchase (except in emergency situations as outlined later).

Unauthorized purchases are classified as a personal expense and may be paid for by the employee.

In the event that a purchase order is not requested by the department and issued by Financial Services before the date of the invoice, the department head responsible for the unauthorized purchase should complete the Explanation for Delay of Purchase Order Request Form (Exhibit F). This form will then be signed by the department head, forwarded to their immediate supervisor for approval and then forwarded to the Village Manager, or his/her designee, for final approval. Once the Village Manager has approved the form, the Village Manager will send the form to Financial Services to authorize the issuance of the purchase order and the payment of the invoice. Financial Services will not issue payment of the invoice without an approved Explanation for Delay of Purchase Order Request form.

The original purchase order will be distributed to the requesting department and should be mailed to the vendor. It is recommended that departments make a copy of the original purchase order for their records prior to mailing it to the vendor. Financial Services will maintain two copies of the purchase order:

Accounts Payable Copy
Purchasing Copy

Matched and filed with the invoice
Filed sequentially

After an item is received, the department should indicate the purchase order number on the packing slip and invoice before forwarding to the Financial Services Department for payment. This should be done immediately after the item(s) have been received, inspected and accepted by the user department.

Formatted: Tab stops: 108 pt, Left + 162 pt, Left

Change Orders

In order to change, modify, cancel, or liquidate an existing purchase order, the user department must complete a *Change Order Form* (Exhibit C) with the department head's or his/her designee's approval. All pertinent information needed to make the changes should be completed. The change order should be forwarded to the Financial Services Department for processing and approval. Financial Services will then distribute the paperwork to the department head or his/her designee. It is the department's responsibility to forward the additional paperwork to the vendor. The

Village Council must approve change orders for purchases and/or contracts that it originally awarded.

Change orders will **not** be allowed:

1. That would alter the procurement procedures that were used in the original process. (i.e., from informal to formal).
2. After the scope of services have been rendered or materials have been received.
3. That would increase a blanket purchase order.

Change orders are not needed when the dollar amount of the change for a line item will not be exceeded by 10% of the original amount.

~~AVAILABILITY AND TRANSFER OF BUDGETARY FUNDS~~

~~Policy~~

~~It is the policy of the Village of Pinehurst to require a *Request for Transfer of Funds Form* for any purchase or commitment of Village funds for which there are insufficient funds available in the budgetary account against which a purchase or commitment is to be applied. Transfers of Funds are not allowed for the purpose of making it possible to spend all appropriations. Exhibit D is a sample *Request for Transfer of Funds Form*.~~

~~Authority~~

~~The Village Manager is authorized to make certain changes among operating expenditure line items in the budget of a department, when he/she feels the change would be in the best interest of the Village. A department is defined in the annual budget ordinance that is adopted by the Village Council.~~

~~Responsibility~~

~~A transfer of funds must be requested by the department head or his/her designee and forwarded to the Director of Financial Services before any commitments are approved against an expenditure line item which would exceed the amount budgeted for that particular line item.~~

~~Requests should be stated in even increments of \$50 (i.e. \$50, \$100, \$150, etc.).~~

~~The Director of Financial Services is expected and authorized to inquire about the appropriateness of any and all *Request for Transfer of Funds*. After review and approval of the Request, the Director of Financial Services shall attach a copy of this form to the corresponding *Request to Purchase Form* and forward the *Request for Transfer of Funds Form* to the Village Manager for approval.~~

SPECIAL PROCUREMENT PROCEDURES

Blanket Purchase Orders

The Financial Services Department will issue blanket purchase orders to selected vendors for the procurement of large volume items and recurring service contracts, such as cleaning and pest control services. Blanket purchase orders should not be used for items normally carried in stock in inventory.

Requests for blanket purchase orders must, in addition to the required information, indicate the following: items covered by the blanket purchase order and a Not to Exceed (NTE) amount in the appropriate column. The issued purchase order will instruct the vendor that unauthorized purchases will not be allowed. It is the responsibility of the individual authorized to purchase under a blanket purchase order to ensure that an unspent balance remains to cover the purchase to be made. **Any purchase that exceeds the funds available under a blanket purchase order or made by personnel not authorized will be classified as an unauthorized purchase, or personal expense, and may be charged to the employee.**

An authorized Village employee must sign the vendor's delivery ticket and the purchase order number should be indicated on the receiving documents when a purchase is received. Departments are asked to forward all delivery tickets immediately to Accounts Payable to be matched with invoices for payment.

Service Contracts

Recurring service contracts such as monthly or quarterly cleaning, pest control, maintenance, etc. can be encumbered at the beginning of the fiscal year for which a valid contract exists. A request for a blanket purchase order should be made in the total estimated amount to be expended on the service contract in the fiscal year. An executed contract should be attached to the *Request to Purchase Form* before a blanket purchase order will be issued for service contracts.

Purchasing Card Program

To procure small-dollar items, select Village employees will be issued a VISA-brand procurement card. Small-dollar purchases are individual expenditures of \$1,000 or less. Some cardholders could be authorized to make purchases for greater or lesser amounts. The policies and procedures for the Village Purchasing Card Program are documented in the Village of Pinehurst Standard Procedure Manual, Policy No. FIN-416.2.

Emergency Purchases

In cases of emergencies, the department head or his/her designee may purchase directly from any vendor supplies or services whose immediate procurement is essential to prevent delays in work that may affect the life, health, safety or convenience of Village of Pinehurst employees or citizens.

The user department shall exercise good judgment and use established vendors when making emergency purchases. Always obtain the best possible price and limit purchases to those items emergency related. Not anticipating needs does not constitute an emergency situation. First, the department should determine if a true emergency does exist. Second, the department should anticipate needs and avoid emergency situations whenever possible.

During working hours, the following procedure should be used for emergency purchases:

Contact the Financial Services Department and supply all pertinent information to obtain a purchase order. The information needed will include the vendor name, item(s) to be purchased with quantities, expenditure account to which the item(s) should be charged and the reason for the emergency purchase. After verifying available funds, a purchase order number will be issued for the expenditure and the purchase order will be distributed accordingly. Should the purchase over encumber the account balance, a *Request for Transfer of Funds* form will need to be completed as soon as possible.

After working hours, the following procedure should be used for emergency purchases:

The packing slip or invoice received should be coded with the account(s) to be charged and signed by the individual receiving the goods or services. The department head should approve the purchase and attach a brief explanation of the nature of the emergency, verify the availability of funds, and forward any documents immediately to the Financial Services Department for payment.

Emergency purchases, although sometimes necessary, are costly both in time and money. The use of emergency procedures should be limited and will be monitored for abuse.

Call-In Request for Purchase Orders

Call-in requests for purchase orders will be used for emergency situations only. However, faxing requests with the appropriate backup for rapid expedition is acceptable.

Purchase Order Cut-Off Date

Purchase requests for materials, supplies, services and equipment (not included in blanket purchase orders or service contracts) for the ending current fiscal year must be submitted to the Financial Services Department no later than June 1. Purchase requests of a routine nature that could have been scheduled prior to June 1, and are not critical, will be returned to the department for disposition in the new fiscal year. This procedure is necessary to allow for the delivery and receipt of the goods by the end of the fiscal year.

Sole Source of Supply

In the event there is only one vendor capable of providing a particular good or service, the competitive pricing procedures outlined in this manual may be waived by the Director of Financial Services for purchases in the informal range. Whenever a department head or his/her designee elects to purchase goods or services from a "sole source", he/she shall document on the request why only one company or individual is capable of providing the goods or services required. The provisions of G.S. §143-129, which requires Council to allow for this sole source exception, will be applied.

State of North Carolina Purchase Contract

Departments may utilize the State of North Carolina Department of Administration Purchase and Contract Division whenever possible for procurement of capital and non-capital items. This system expedites the purchase of goods, offers pricing compatible with quotes received from formal and informal bids, and satisfies North Carolina General Statutes. Examples of goods on state contract are: law enforcement vehicles,

office furniture, copiers, janitorial supplies, copier paper, and light bulbs. Contact the Financial Services Department with questions about which goods are on State Contract.

Cooperative or Group Purchasing Programs

Under North Carolina General Statute 143-129(e)(3) departments may make purchases from suppliers who are selected through a group purchasing program that is a "formally organized program that offers competitively obtained purchasing services at discount prices to two or more public agencies". Items selected for purchase from these contracts are not subject to informal or formal bidding requirements. Financial Services maintains membership in several such programs. Current information regarding these programs can be found on the Financial Services Self-Service page on the intranet.

Formatted: No underline

Professional Services

Normal competitive procedures cannot be utilized in securing professional services such as attorneys, engineers, planners, and other professional people who, in keeping with the standards of their discipline, will not enter into a competitive bidding process. When an agreement between a professional service company and the Village is established, a purchase order with a NTE amount shall be issued to satisfy accounting and statutory requirements. A copy of the contract should be provided to support the purchase order.

Purchasing Calendar: Capital and Non-Capital Equipment

In order to secure financing and maintain the fixed asset records for the fiscal year, the departments should try to complete all capital purchases no later than February 15 with delivery scheduled no later than May 15, if at all possible.

Vehicle and Equipment Repair: Outsourcing of Service

The Fleet Maintenance Dept. shall handle the procedures for outsourcing vehicle and equipment repairs, such as body repair, engine rebuilding, or any other service. The Director of Fleet Maintenance should submit written estimates showing separate labor, material(s), and towing costs to the Financial Services Department with the completed *Request to Purchase Form*.

COMPETITIVE BIDS

Formal Bids-Apparatus, Supplies, Materials, & Equipment (\$90,000 and Greater)

In order to purchase supplies, apparatus, materials or equipment with an expenditure of \$90,000 or more, the department head or his/her designee, in conjunction with the Director of Financial Services, shall develop and prepare specifications for bidding. The department head shall be responsible for ensuring that all North Carolina General

Statutes are satisfied, including, but not limited to, newspaper advertisement and receipt of sealed bids. These requirements are outlined in NCGS §143-129.

After receipt of a bid, the department head or his/her designee, shall review all bid responses to determine the bid deemed in the best interest of the Village. The department head or his/her designee shall make a formal recommendation of award, with supporting documentation to the Director of Financial Services, Village Manager, and the Village Council.

Upon Village Council approval of the recommendation, the responsible department head shall initiate the purchase order process and upon receipt of the issued purchase order, the department head may place the order with the successful bidder(s).

Informal Bids-Supplies and Materials (\$5,000 - \$90,000)

The department head shall utilize the informal bidding process for purchases greater than \$5,000 and up to \$90,000, in accordance with NCGS §143-131. The informal bidding process requires that competitive pricing be obtained in a written manner. Requests for quotes are sent to several sources that can supply the product(s) desired. Upon receiving the quotes and selecting the vendor, the department head shall forward a *Request to Purchase Form* to the Financial Services Department who will generate a purchase order. Copies of the written quotations submitted by vendors should accompany the *Request to Purchase Form* along with the basis for selecting the vendor chosen.

Purchases of Supplies and Materials (Less than \$5,000)

Every effort should be made to obtain three (3) written quotes when expending public funds of less than \$5,000. Once the department head determines the quote that is in the best interest of the Village, he/she or his/her designee should complete a *Request to Purchase Form* and forward it to the Financial Services Department, along with copies of the written quotes received. One method of documenting quotes is to use the *Vendors Requested to Quote Form* in Exhibit E. This form can be especially useful for documenting verbal quotes. If other documentation is supplied, the department should provide all of the information listed in Exhibit E. The Finance Technician will then generate a purchase order.

CONSTRUCTION AND REPAIR WORK

Formal Construction or Repair Contracts (\$300,000 and greater)

Construction contracts within this range shall be the responsibility of the department head, engineer, and other Village officials as deemed necessary. These officials are responsible for specification development. G.S. §143-128 details the five alternative bidding methods for building construction and repair contracts. G.S. §143-128.2 defines ~~minority-historically underutilized~~ business (HUB) participation goals and requirements. Per Ordinance #93-7, it is the Village's policy to have a verifiable goal of

five (5%) percent for participation by minority-historically underutilized businesses in building construction contracts awarded pursuant to G.S. §143-128.

After the formal bidding process has been completed, the department head or his/her designee shall recommend to the Village Council the lowest responsible bidder deemed in the best interest of the Village. Upon award by the Village Council and execution of the contract, the department head shall initiate a *Request to Purchase Form* so that a purchase order can be generated to encumber the expenditure account.

Informal Construction or Repair Contracts (Less than \$300,000)

Construction, renovation or repair work of less than \$300,000 shall be the responsibility of the department head, the contracted engineer and other Village officials as deemed necessary. The bid award will be made to the lowest responsible bidder, upon recommendation by the department head. Under G.S. 143-131(b) for construction or repair projects departments are required to document their good faith effort to solicit historically underutilized businesses. Upon approval by the Village Manager and execution of the contract, the department head or his/her designee shall initiate a *Request to Purchase Form* so that a purchase order can be generated to encumber the expenditure accounts. The department is also responsible for contacting the successful bidder(s).

VERIFICATION OF BIDS RECEIVED

When a *Request to Purchase Form* is submitted for the purchase of supplies, materials, or equipment, the Financial Services Department will periodically verify bid information provided by vendors directly with the vendors. All bids received should accompany the *Request to Purchase Form*, regardless of the bid selected. In addition, a listing of the vendors who were asked to propose on the goods/services should be provided on the *Vendors Requested to Propose Form*.

SPECIFICATIONS

When goods or services are procured under the formal or informal bidding process, specifications must be prepared. All specifications, should do at least four things:

- a. Identify minimum requirements,
- b. Encourage competitive bids,
- c. Be capable of objective review, and
- d. Provide for an equitable award at the lowest possible cost.

Specifications shall be as simple as possible while maintaining the degree of exactness required to prevent bidders from avoiding supplying the goods or services required or otherwise taking advantage of their competitors.

All specifications utilizing a name brand must include the term "or approved equal" to avoid being restrictive and eliminating fair competition from the bidding process.

Different methods of structuring specifications include:

- a. Qualified products on acceptable vendor list,
- b. Specification by blueprint or dimension sheet,
- c. Specification by chemical analysis or physical properties,
- d. Specification by performance, purpose or use,
- e. Specification by identification with industry standards, or
- f. Specification by samples.

DELIVERY AND PERFORMANCE

A completed and accepted purchase order by the parties concerned must produce the intended results or objectives before it can be considered a successful or completed purchase. The terms and conditions must clearly define the delivery and performance requirements of the services, supplies or equipment.

The importance of the delivery schedule should be emphasized to the vendor. Delivery requirements should be clearly written and fully understood by all vendors. If several items are required by the purchase order, there may be a different delivery schedule for each item. It is important to clearly indicate the delivery location on the *Request to Purchase Form*.

Partial Deliveries

Some purchase orders may list several items. It is possible the vendor may complete timely delivery on some items, which are referred to as "partial deliveries". Upon receipt of a partial delivery, the department should attach a copy of the signed delivery receipt, indicate "Partial Delivery" and forward to the Financial Services Department.

Non-performance

If a vendor fails to meet any requirements(s) of the specifications or terms and conditions of the contract or purchase order, the vendor can be cited for non-performance. The seriousness of non-performance will be evaluated based upon the circumstances of each violation. Specific types of non-performance are discussed in Section 11.

INSPECTION AND TESTING

Life and safety as well as successful operation of expensive equipment and supplies may depend upon how well a purchased item meets the design and performance specifications.

Goods and materials should be checked at the time of receipt for damage or defects. The inspection shall include assuring goods comply with the specifications. If damage is found or the goods fail to comply with the specifications, the item(s) shall be rejected as outlined below.

Rejection

In order to protect the Village's rights in the event of rejection, for whatever reason, the vendor shall be informed as soon as possible. Reasons for the rejection must be documented in memo form and forwarded to the Financial Services Department in a timely manner. It is the department head's or his/her designee's responsibility to notify Financial Services and the vendor of the reason for the rejection within three (3) business days if another employee received and signed for the goods.

Damaged Goods

One of the major reasons for immediately inspecting the goods or materials upon receipt is to detect any visible damage. When it is apparent that the extent of the damage causes the goods to be worthless, they will not be accepted. It is necessary that all damage including evidence of concealed damage shall be documented by memo and forwarded to the Financial Services Department. The department head or his/her designee is responsible for informing the vendor and Financial Services of the damaged goods within three (3) business days if another employee received and signed for the goods.

Latent Defects

Latent defects may be the result of damage in transit or failure of the manufacturer to conform to specifications. Consequently, it is often difficult to fix responsibility for the defective material. If specific liability for the defect cannot be determined between the carrier, the vendor, or the manufacturer, the Village may file a claim against all parties. A memo explaining the defects must be forwarded to the Financial Services Department to ensure all parties involved are properly informed. The department head or his/her designee is responsible for informing the vendor and Financial Services of the damaged goods within three (3) business days if another employee received and signed for the goods.

VENDOR RELATIONS

Good vendor relations are valuable business assets established through mutual confidence and satisfactory business relationships between buyer and seller. An important contribution toward promoting and preserving these relations is a clear

understanding of the method of contract between buyer and seller.

No employee or official should derive a direct personal benefit from any contract or purchase. Also, employees should not accept gifts or favors from vendors per G. S. 133-32.

Departments do not have the authorization to commit in writing, or verbally, future Village business to vendors.

AFTER THE ORDER

The procurement function is not accomplished by simply placing an order with a supplier. Satisfactory delivery must also be made. To insure delivery will be made when required, follow-up is necessary.

Follow-up or expediting delivery of an order is part of the purchasing process and can be more efficiently handled by the purchasing party.

The Financial Services Department shall on a regular basis review outstanding purchase orders to determine if vendors are delinquent in shipping the items requested or providing the services requested. The Department head or his/her designee should contact vendors directly concerning any delinquent deliveries.

The Financial Services Department shall contact vendors concerning invoice discrepancies and shall have the authorization to approve or disapprove invoice amounts.

Approved by:

#13-

Village Council Resolution

November 12, 2013

Date

EXHIBITS

Exhibit A. Examples of Purchases Not Requiring a Completed Request to Purchase Form

~~Exhibit B. Request to Purchase Form~~

~~Exhibit C. Change Order Form~~

~~Exhibit D. Request for Transfer of Funds Form~~

~~Exhibit E. Vendors Requested to Propose~~

~~Exhibit F. Explanation for Delay of Purchase Order Request~~

EXHIBIT A

EXAMPLES OF PURCHASES NOT REQUIRING A COMPLETED REQUEST TO PURCHASE FORM

The following items are not required to obtain a purchase order prior to their purchase:

Advertising (legal ads, radio announcements, etc.)

Annual dues

Claim payments

Contracted labor

Insurance premiums

Medical examinations

Memberships

Petty cash - replenishment of funds

Postage permits and expenses

Refunds

Rental of buildings

Subscriptions

Tuition fees for educational purposes

Utilities

Page ____ of ____

DEPARTMENT _____ DATE ____/____/____ PROMISED DELIVERY DATE ____/____/____
SUGGESTED VENDOR:
VENDOR NAME _____
CONTACT PERSON _____
ADDRESS _____

PHONE _____
FAX _____
SHIP TO ADDRESS: _____

ACCOUNT-TO-BE CHARGED	DESCRIPTION	QUANTITY	UNIT OF ISSUE	COST-PER UNIT-OR NTE-AMOUNT	TOTAL COST
				TOTAL	\$

REQUESTED BY: _____ APPROVED BY: _____

MATERIALS NEEDED FOR: _____

Formatted: Left

Formatted: Line spacing: single

Formatted: Line spacing: single, Tab stops:
Not at 18 pt + 108 pt + 360 pt

Formatted: Line spacing: single, Tab stops:
Not at 18 pt + 108 pt + 360 pt + 405 pt

Formatted: Line spacing: single, Tab stops:
Not at 18 pt + 108 pt + 360 pt + 405 pt +
459 pt + 531 pt

Formatted: Line spacing: single, Tab stops:
Not at 18 pt + 108 pt + 360 pt + 414 pt

Formatted: Line spacing: single, Tab stops:
Not at 360 pt

Formatted: Line spacing: single

Formatted: Left, Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted. Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

Formatted: Line spacing: single

~~EXHIBIT C~~
~~VILLAGE OF PINEHURST~~
~~CHANGE ORDER~~

PURCHASE ORDER NUMBER: _____

DATE OF PURCHASE ORDER: / /

~~☐ PLEASE CANCEL OR LIQUIDATE THIS PURCHASE ORDER~~

~~PLEASE REISSUE WITH CHANGES AS INDICATED BELOW~~

REVISIONS

[illegible]

Reason for change request: _____

Formatted: Normal, Tab stops: Not at 720 pt

Formatted: Left

Formatted: Border: Top: (No border), Bottom: (No border), Left: (No border), Right: (No border), Position: Horizontal: Left, Relative to: Column, Vertical: In line, Relative to: Margin, Horizontal: 0 pt, Width: Auto, Height: Auto, Wrap Around

Formatted: Tab stops: Not at 432 pt

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Left

Formatted: Tab stops: Not at 99 pt + 702 pt

AUTHORIZED SIGNATURE: _____ DATE: ____/____/____

EXHIBIT D

**VILLAGE OF PINEHURST
REQUEST TO TRANSFER FUNDS FORM**

TRANSFER FROM		TRANSFER TO		
ACCOUNT NUMBER	ACCOUNT DESCRIPTION	ACCOUNT NUMBER	ACCOUNT DESCRIPTION	AMOUNT TO BE TRANSFERRED

Description of reason for transfer request:

Requested by: _____

Approved: _____ Denied: _____
Village Manager Village Manager

EXHIBIT E

**VILLAGE OF PINEHURST
VENDORS REQUESTED TO PROPOSE**

Description of item requested from vendors:

Quote #1

Vendor Name _____ Phone: _____
Contact Person _____ Fax: _____
Address _____

Quote received \$ _____ per _____
(unit of issue)

Quote #2

Vendor Name _____ Phone: _____
Contact Person _____ Fax: _____
Address _____

Quote received \$ _____ per _____
(unit of issue)

Quote #3

Vendor Name _____ Phone: _____
Contact Person _____ Fax: _____
Address _____

Quote received \$ _____ per _____
(unit of issue)

Formatted: Left

Formatted: Left, Indent: Left: 0 pt

Formatted: Left

Formatted: Left, Border: Top: (No border)

Formatted: Left

Formatted: Left, Tab stops: Not at 207 pt

Formatted: Left

Formatted: Left, Border: Top: (No border)

Formatted: Left

Formatted: Left, Tab stops: Not at 207 pt

Formatted: Left, Border: Bottom: (No border)

Formatted: Left

Formatted: Left, Tab stops: Not at 207 pt

EXHIBIT F

**VILLAGE OF PINEHURST
EXPLANATION FOR DELAY OF PURCHASE ORDER REQUEST**

Village Manager,

I am requesting your approval for payment of the attached invoice:

Vendor: _____ Invoice #: _____

Invoice Amount: _____ Invoice Date: _____

Explanation for deviating from Village procedure:

Approved by:

Department Head — Date

Assistant Village Manager — Date

Village Manager — Date

Formatted: Left

Formatted: Left, Tab stops: Not at 252 pt



INTERVIEW FOR APPOINTMENT TO HISTORIC PRESERVATION COMMISSION (RESOLUTION 13-46; JOHN FARRELL)

ADDITIONAL AGENDA DETAILS:

FROM:

Lauren Craig, Village Clerk

CC:

Andy Wilkison, Village Manager

DATE OF MEMO:

11/7/2013

MEMO DETAILS:

Council will interview John Farrell in consideration for appointment on the Historic Preservation Commission. Please find attachments on his background and the resolution to consider for appointment.

ATTACHMENTS:

Description

- ☐ [Resolution 13-46](#)
- ☐ [Background Information on Jack Farrell for HPC Interview](#)

RESOLUTION #13-46:

A RESOLUTION REGARDING AN APPOINTMENT TO THE PINEHURST HISTORIC PRESERVATION COMMISSION.

THAT WHEREAS, the Village of Pinehurst has established an Historic Preservation Commission as authorized by North Carolina General Statutes, Chapter 160A, Article 19; and

WHEREAS, Mrs. Joyce Franke has resigned from the commission, effective June 2012, thus creating a vacancy within the Historic Preservation Commission; and

WHEREAS, the Village Council of Pinehurst is desirous of filling this vacancy;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in work session assembled this 12th day of November 2013, as follows:

SECTION 1. That the following appointment is hereby made to the Historic Preservation Commission for the term indicated:

Mr. John Farrell is appointed as a member of the Historic Preservation Commission, effective November 12, 2013, said term to expire November 30, 2015.

SECTION 2. That the appointee shall continue serving until a replacement is appointed and qualified.

THIS RESOLUTION passed and adopted this the 12th day of November, 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

EDUCATION, WORK, AND VOLUNTEER EXPERIENCE

Educational Background BS – Business Administration / Industrial Engineering, Lehigh University MBA – Finance, Lehigh University	Area of Study Engineering, Business – Finance Corporate Finance
Current or previous employer IBM Corporation Conrail Corporation Wyeth Pharmaceuticals Biomedical Computer Research Institute	Responsibilities IT Technical management, Contract Development, Strategic Planning IT and Data Management IT Management, Corporate and Government Regulatory Compliance Consulting – IT Management and Clinical Trial Development / Regulatory Compliance
Current or previous volunteer experience Planning Commission – Upper Makefield Township, PA Chairman, Historical and Bicentennial Commission – Washington Crossing, PA Zoning Board of Appeals - Alternate New Fairfield, CT Parks and Recreation Commission, New Fairfield, CT President, New Fairfield Racquet Club President, Fox Chapel Homeowner's Association, Wayne Pennsylvania Given Memorial Library / Tufts Archives	Responsibilities Review development, land, and building zoning compliance and plans Develop and execute historical events and celebrations to commemorate the Bicentennial, manage federal grants Review requests for relief from zoning regulations and hear appeals of cease and desist orders Develop and maintain recreation facilities and plan events for town residents Develop and manage recreation facilities and events for residents and club members Manage all aspects of homeowner's association including close liaison with township government Research and document Pinehurst history, provide history information and archive tours to visitors. Author "Guide to Historic Pinehurst"

Andy

2012 Volunteer List
Last Updated 01/26/12

Note- Board of interest is in bold: Board of Adjustment (BOA), Planning & Zoning (P&Z), Community Appearance (CAC), Historic Preservation Commission (HPC); Beautification Committee (Beaut), Conservation Commission (CC), Village Center Enhancement Committee (ENH), Water Committee (Water)

VOLUNTEER APPLICATIONS- 2012

NAME	YEAR BECAME RESIDENT	EXPERIENCE
Amanda C. Jacoby 1325 Burning Tree Road Pinehurst, NC 28374 Telephone: 728-4351 E-mail: amandacjacob@gmail.com RCVD 01/05/12	2005 03/30	BFA- Virginia Commonwealth University- Interior Design, Art & Architectural History (took specific courses on Historic Preservation and Adaptive Reuse); Total Design Solutions (Southern Pines)- CAD drawings and interior design, architectural interiors for historic hotels and resorts (involved with 1998 renovation of Holly Inn and 2000 design of Pinehurst Spa; co-leader Girl Scouts USA- Troop 568 (Pinehurst); Habitat for Humanity- finish selection recommendations for homeowners. Interested in HPC

NAME	YEAR BECAME RESIDENT	EXPERIENCE
Mary A. Welsch 105 Lakeview Drive E Pinehurst, NC 28374 Telephone: 215-5962 E-mail: mavericks.of.pinehurst@gmail.com RCVD 01/18/12	2008 07/31	Some college- arts; Self-employed in print production; volunteer for Miami Children's Home Society- print advertising consultant; volunteer for 2009 US Kids Golf; have attended the Enhancement meetings since October 2011. Interested in ENH

NAME	YEAR BECAME RESIDENT	EXPERIENCE
 John E. Farrell 21 Grey Abbey Drive Pinehurst, NC 28374 Telephone: 215-8028 E-mail: jackfarrell7@gmail.com RCVD 01/2512	ETJ 1958 Resident 2010 06/10	BS- Business Administration/Industrial Engineering, Lehigh Univ.; MBA- Finance, Lehigh Univ.; IBM Corp.- IT technical management, contract development, strategic planning; Conrail Corporation- IT and data management; Wyeth Pharmaceuticals- IT management, corporate and government regulatory compliance; Planning Commission- Upper Makefield Township, PA; Chairman, Historical and Bicentennial Commission- Washington Crossing, PA; Zoning Board of Appeals- alternate- New Fairfield, CT; President, New Fairfield Racquet Club; President, Fox Chapel Homeowner's Association- Wayne PA; Given Memorial Library/Tufts Archives. Interested in Water



COTSWOLD ANNEXATION DISCUSSION

ADDITIONAL AGENDA DETAILS:

FROM:

Andy Wilkison

CC:

Pat Corso, Mike Newman

DATE OF MEMO:

11/6/2013

MEMO DETAILS:

As Council is aware, staff and Council members Lapins and Strickland have been meeting for several months with representatives of the Cotswold Subdivision to discuss their desire to be annexed into the Village of Pinehurst. During those discussions, we have also discussed concerns about storm water management and road maintenance in the development. With regard to those issues, staff and Council member Strickland have also met with Dr. Mark Brenner, the developer/owner of the remaining vacant building sites in Cotswold.

Cotswold representatives are desirous of meeting with the Council on November 12, 2013 to discuss finalization of the attached term sheet. As you are also aware, I have kept Representative Boles apprised of all of these discussions, as the potential annexation of Cotswold by the Village of Pinehurst will require that local legislation be introduced in and adopted by the General Assembly of NC.

ATTACHMENTS:

Description

- ☐ [Term Sheet](#)
- ☐ [Map](#)
- ☐ [Cotswold Evaluation](#)

North Carolina

Moore County

Agreement

This Agreement is made and entered into this ____ day of _____, 2013 by and between the Village of Pinehurst, a municipality organized and existing under the laws of the State of North Carolina, The Cotswold of Pinehurst (Cotswold) Homeowners Association, and Planet Development (Dr. Mark E. Brenner);

Witnesseth;

That Whereas, the Village of Pinehurst, the Cotswold Homeowners Association and Planet Development wish to set forth the terms and conditions of roadway and storm water management under which the Cotswold of Pinehurst Development will be annexed into the Village of Pinehurst, how certain road and storm water issues will be addressed in the Cotswold of Pinehurst Development, and how the remaining home sites in Cotswold of Pinehurst will be developed so that storm water management is conducted in a responsible and reasonable manner.

Now, Therefore, the parties hereto agree as follows:

1. Dr. Brenner (Planet Development) or his successor will construct the final lift of asphalt on all Phase 2 roads in accordance with the development and engineering standards of the Village of Pinehurst.
2. Upon construction of the final lift of asphalt on all Phase 2 roads, the Village of Pinehurst will accept the dedication of the Phase 2 roads upon execution of any required petition for dedication.
3. Upon annexation the Village of Pinehurst will accept the petition for dedication of the roads on Phase 1 from the Cotswold Homeowners Association.
4. Upon annexation, the Cotswold Homeowners Association, the Village of Pinehurst, and Planet Development agree that prior to the Village of Pinehurst undertaking any road resurfacing work on any roads in the development that the Village accepts dedication of, a project to address the ponding of storm water runoff in the area of Chipping Campden, Windsor Terrace, Chipping Norton and Sodbury Court will be undertaken and completed. The project will consist of a subsurface storm water system similar or equivalent to the project described in the Updated Assessment of Cotswold Drainage System prepared by Mike Apke, PE., of McGill Associates, dated November 4, 2013. The Cotswold Homeowners Association, the Village of Pinehurst and Planet Development agree that the cost of the subsurface storm water system will be borne by the owners of the sixty-five homes or home sites in the totality of the development, via an assessment process conducted by the Village and amortized over a five year period. (est. project cost as of November 4, 2013 is \$125,000 to \$140,000, of which the Village in its assessment process will levy on the sixty five homes and home sites in the totality of the development in five equal annual payments at no interest. The construction of the subsurface storm water system will be managed by the Village of Pinehurst, and the system will become the property of and responsibility of the Village of Pinehurst upon its completion).
5. Upon annexation, the storm water retention ponds located at the intersection of Windsor Terrace, Chipping Campden and Buckingham Place and alongside Buckingham Place will remain common property owned by the Cotswold Homeowners Association, and their continued operation (including the maintenance of any pumping system) will be the responsibility of the Cotswold Homeowners Association. The storm water pipes located in the right of way of the roads within the Cotswold Subdivision will become the property of and maintenance responsibility of the Village of Pinehurst upon annexation.
6. Prior to the construction of any of the additional units in Phase 2, including the units to be located on the one remaining pad on Buckingham Place, Planet Development will cause the future storm water retention pond located behind the units on Buckingham Place (as shown on the attached map) to be constructed in a manner so that it will retain all of the potential run-off of a twenty-five year storm and in a manner that meets the approval of the Village Engineer and Village Council. Prior to

construction of this pond, soil borings will be conducted and the results provided to the Village of Pinehurst so that infiltration rates and proper sizing of the pond can be determined prior to construction. In addition, Planet Development shall have soil borings and calculations completed and provided to the Village of Pinehurst in order to determine proper sizing to retain potential run-off of a twenty-five year storm event for those units designed to drain to the pond between Victoria Court and Regency Court, whether constructed or to be constructed. Any necessary changes to the existing pond shall be done by Planet Development in a manner that meets the approval of the Village Engineer and the Village Council. Upon completion of their construction or alteration, the storm water retention ponds will become common property owned by the Cotswold Homeowners Association, and their continued operation will be the responsibility of the Cotswold Homeowners Association.

7. Planet Development, the Cotswold Homeowners Association and the Village of Pinehurst agree that these and any future terms are binding on each and their successors and assigns, and which may only be amended upon the agreement of all three parties. Upon the completion and sale of the remaining fourteen unbuilt units along Buckingham Place, Chipping Campden and Regency Court, Planet Development or its successor will be released from this agreement.
8. The Village of Pinehurst will not be responsible for the common areas and parking areas associated with the tennis courts and swimming pool and the croquet court.
9. The Village of Pinehurst, the Cotswold Homeowners Association and Planet Development will each support the introduction of local legislation in the NC General Assembly to annex the Cotswold Development into the Village of Pinehurst effective June 30, 2014.

Nancy R. Fiorillo, Mayor
Village of Pinehurst

John Scanlon, President
Cotswold Homeowners Association

Dr. Mark E. Brenner
Planet Development

C:\Users\104026\OneDrive\Cotswold.dwg 5/6/2013 1:19 PM WYNN



STORM DRAINAGE IMPROVEMENTS
FOR
COTSWOLD
PINEHURST, NORTH CAROLINA

JOB NO.: 10-04026
DATE: MAY 2013
DESIGNED BY: NSA
CADD BY: WW
DESIGN REVIEW: —
CONST. REVIEW: —
Cotswold.dwg

SITE VISIT PLAN

SHEET
C-1



Memorandum

To: Andy Wilkison, Village Manager
From: Mike Apke, P.E.
Cc: Jeff Batton, Assistant Village Manager
Date: November 4, 2013
Re: Updated Assessment of Cotswold Drainage System



11-4-13

Andy,

Pursuant to your request, McGill Associates (McGill) has updated our previous evaluation of the stormwater system serving the Cotswold subdivision based on additional information that has been made available since our initial evaluation in March 2013. In the past few months, we have participated in meetings with Mr. Glenn Bradley (the developer's design consultant), reviewed design plans provided by Mr. Bradley for improvements that have been made to the system, and made further observations during periods of wet weather to review drainage conditions within the subdivision.

As you know, the Cotswold development was developed in phases over the course of many years. We understand that the "Phase 1" development commenced in the mid-1980s, and, for the purposes of this memo, includes the southern portion of the development, along Chipping Norton, Stanton Circle, Tewkesbury Court, and Chalford Place. This area was designed and constructed prior to implementation of the current Village of Pinehurst Engineering Standards Manual, and has almost no stormwater infrastructure in place.

Runoff from the Phase 1 area is diverted via shallow roadside swales and a few small pipes to a low point in the subdivision along the main entrance road entering Cotswold (Chipping Campden). In an effort to improve the drainage in this area, the developer has constructed a small depressed area along the shoulder of Chipping Campden, which you photographed on October 7th after a minor rain event in the Village. This area holds water during wet weather and infiltrates the water into the ground. During an on-site meeting several years ago, McGill was informed that two (2) 90-foot sections of 12-inch pipe were also installed below-grade in this area, but the Village did not receive design plans, design calculations, or observe construction of any subsurface pipes or the depressed area.

E n g i n e e r i n g • P l a n n i n g • F i n a n c e

McGill Associates, P.A. • 5 Regional Circle, Suite A, Pinehurst, North Carolina 28374 • 910-295-3159 • FAX 910-295-3647

When the depressed area exceeds its capacity, stormwater has been observed backing up into the intersection of Chipping Campden and Windsor Terrace as shown in the photo below from 6/7/2013.



Flooding also occurs from the Phase 1 area on the western side of the intersection of Chipping Campden and Windsor Terrace as evidenced in the additional photograph below from 6/7/2013.



Subsequent phases within Cotswold have been performed within the past decade, and have included the design and construction of several dry detention ponds that temporarily store runoff created by the additional impervious surfaces. These ponds appear to have been designed in accordance with Village Engineering standards, and were approved by the Village prior to construction.

Plans for Phase “2C” of the development, which included units on Victoria Way were approved by the Village in September 2006. One of the main ponds serving the Phase 2C area is located near the intersection of Chipping Campden and Windsor Terrace, just above the intersection shown in the photographs above. Calculations indicate this pond (referred to as Bio-Retention Area #2 on the design plans, and “Pond #2” herein) was designed to accommodate a 10-year storm event; however, the infiltration rate into the soil appears to be very slow, resulting in standing water, even during dry weather. It has been noted during several previous meetings that this pond may have been constructed above a clay layer in the soil, which likely impacts the infiltration rate.

In addition, once Pond #2 exceeds its capacity, the design allows the pond to overflow into the same intersection and low area that the Phase 1 area drains to, which exacerbates flooding issues in the area. The photograph below was taken on 9/30/10, after several days of significant rainfall, which resulted in an overflow of existing Pond #2, coupled with runoff from the Phase 1 area.



The Village also approved design plans for Phases “2D-2G” in February 2007, which included proposed units along Buckingham Place, Castle Bridge Court, and Regency Court. To date, several units have been constructed on Buckingham Place, but no development has occurred on Castle Bridge or Regency Courts. The units along Buckingham Place primarily drain to an additional detention pond (referred to as Bio-Retention Area #1 on the design plans and “Pond #1” herein), while the undeveloped sections will primarily drain to Pond #2 when they are constructed. Calculations indicate that Pond #1 was designed to accommodate a 10-year storm in accordance with Village standards.

McGill has also received design plans for modifications that were made to both Pond #1 and Pond #2 around 2009. These plans were apparently never reviewed or approved by the Village, but included the installation of a forebay in each pond, construction of a stone spillway between the forebay and the detention area, and additional grading within the ponds.

In an attempt to alleviate flooding concerns associated with the slow infiltration rate into Pond #2, the Cotswold HOA and developer have jointly installed a 60 gallon per minute submersible pump that is designed to transfer water from Pond #2 to Pond #1 through a 1.5-inch force main pipe. It would appear, based on field observations, that the infiltration rate into Pond #1 is larger than Pond #2, though McGill has not received or reviewed a geotechnical analysis for either pond at this time.

In the summer of 2013, the pumping system was not operating properly, and we observed standing water in Pond #2 on multiple occasions, with no water being discharged into Pond #1. Cotswold residents have indicated that the pump was recently replaced, and the pump appears to be working at the present time.

From our evaluation, there are two (2) primary areas of concern with the drainage systems that are currently in place within the Cotswold subdivision:

1. The lack of adequate stormwater infrastructure serving the Phase 1 area, which causes water to temporarily pond along Chipping Camden during wet weather, and
2. The low infiltration rate in Pond #2 creates a situation where stormwater that overflows the pond enters the same low area as Phase 1, which exacerbates flooding concerns. This has been somewhat mitigated by the installation of the pumping system, which, when operational, reduces the likelihood of future Pond #2 overflows.

While the flooding experienced in Cotswold has been temporary, standing water in roadways can be detrimental to the overall integrity of the asphalt and can shorten the lifespan of the road, requiring more frequent repairs and resurfacing. Standing water can also create unsafe driving conditions and increase the risk of vehicular accidents.

If the Village elects to assume ownership and maintenance of the roads in Cotswold, but does nothing to improve drainage, it is reasonable to assume that temporary flooding will continue to occur that is similar to the flooding shown in the photographs above. The frequency and severity of the flooding and the impacts to the road surface is difficult to predict, since it is contingent upon the volume and

intensity of future rainfall in the area. Proper operation and maintenance of the pumping system will also reduce temporary flooding caused by any overflows from Pond #2, but will not reduce flooding from the Phase 1 area.

Pursuant to your request, McGill has evaluated the options available to improve drainage in the area, in the event that the Village elects to assume ownership and maintenance of the roads in Cotswold, and perform drainage improvements to remove stormwater from the roadway. Due to local topography in the subdivision, the options for alleviating the flooding problems are somewhat limited.

Given the topographical issues, McGill recommends that the construction of a subsurface stormwater system be considered in the Cotswold subdivision to alleviate flooding from the Phase 1 area. Subsurface systems are beneficial when topography limits the options available to drain the area via swales and pipes, as they include the construction of various underground “chambers” that store the runoff and allow it to infiltrate into a stone base and eventually into the soil. The Village has had success installing subsurface systems in the past, most recently along Pinehurst Trace Drive, and in the Downtown Parking Lot, as shown in the photograph below:



If a subsurface system is installed within Cotswold, the location of the system will need to be closely coordinated with the HOA, as installation within the roadway or the right-of-way does not appear to be a feasible option. Based on our review of the area, one potential location for a subsurface system is the lawn area that is adjacent to the existing tennis courts and swimming pool. One advantage of this area is the reduction in surface restoration cost, when compared to an installation beneath existing asphalt or other impervious area.

Prior to constructing a subsurface system in the existing lawn area, we would recommend that a geotechnical analysis be performed to verify the anticipated infiltration rate into the soils. Other potential considerations for this area include the presence of an existing sanitary sewer line that would need to be avoided during construction, and an existing large cedar tree, which would likely need to be removed prior to installation.

In addition to the subsurface system, stormwater piping would need to be installed from the intersection of Chipping Campden and Windsor Terrace (where the flooding currently occurs) to the subsurface system. The purpose of this infrastructure would be to transfer the runoff from the area to the subsurface system rather than allowing it to “pond” within the roadway.

Based on our analysis, we estimate the cost of the conveyance system and subsurface system to be in the range of \$125,000 to \$140,000. In preparing this estimate, we have made numerous assumptions, including an assumption that a geotechnical analysis would confirm that adequate soils are available to drain a subsurface system in the lawn area, and that the HOA would agree to the construction of a system in this area. Future adjustments to the estimated cost may be warranted if the system was constructed in another area, such as a parking lot that required significant surface restoration, or an area that required additional conveyance pipes.

Andy, we appreciate the opportunity to provide this analysis to the Village of Pinehurst, and we hope it is beneficial as you enter into further discussions with the residents of Cotswold. As always, if you have any questions or if you require additional information, please do not hesitate to give me a call.



COMPREHENSIVE ANNUAL FINANCIAL REPORT (CAFR) AND FINANCIAL CONDITION ASSESSMENT

ADDITIONAL AGENDA DETAILS:

FROM:

John Frye

CC:

Natalie Dean

DATE OF MEMO:

11/1/2013

MEMO DETAILS:

I am pleased to present to you the Village's Comprehensive Annual Financial Report (CAFR) for the year ended June 30, 2013. These financial statements have been prepared in accordance with generally accepted accounting principles (GAAP) and audited in accordance with Government Auditing Standards by a firm of licensed certified public accountants.

Ms. Jennifer Lambeth of Dixon Hughes Goodman, LLP will present the firm's opinion on these statements to you at the work session scheduled for next Tuesday, November 12, 2013.

Also, included with your copy of the CAFR is information required by professional auditing standards which explains the auditor's responsibilities under generally accepted auditing standards, as well as certain information related to the planned scope and timing of the audit.

Again this year we would like to make a brief presentation of financial condition. The presentation will provide five-year trend information from the CAFR in a graphical format with comparative data from peer municipalities.

As always, if you have any questions, please feel free to contact me.

ATTACHMENTS:

Description

- ☐ [Comprehensive Annual Financial Report \(CAFR\)](#)
- ☐ [Required Auditor Communications](#)
- ☐ [Financial Condition Assessment](#)

Report to the Honorable Mayor and Members
of the Village Council of

Village of Pinehurst, North Carolina

June, 30, 2013



DIXON HUGHES GOODMAN^{LLP}

positively unique



Table of Contents

Contacts.....	1
Required Auditor Communications.....	2
Appendix A - Management Representation Letter.....	5





Jennifer Lambeth, CPA

Director

Dixon Hughes Goodman LLP

130 Turnberry Way

Pinehurst, NC 28374

910-724-2018

jennifer.lambeth@dhgllp.com





September 20, 2013

To the Honorable Mayor and Member of the Village Council
Village of Pinehurst, North Carolina

We have audited the financial statements of the governmental activities, each major fund, and the aggregate remaining fund information of the Village of Pinehurst, North Carolina (the "Village") for the year ended June 30, 2013, and have issued our report thereon dated September 20, 2013. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards and Government Auditing Standards. We have communicated such information in our letter to you dated January 16, 2013. In addition, professional standards require that we provide information related to the planned scope and timing of our audit. We communicated such information with management prior to the start of the audit. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by the Village of Pinehurst, North Carolina are described in Note 1 to the financial statements. During the year ended June 30, 2013, the Board implemented GASB Statement No. 62, No. 63, and No. 65. GASB Statement No. 62, *Codification of Accounting and Financial Reporting Guidance Contained in Pre-November 30, 1989 GASB and AICPA Pronouncements* codifies sources of generally accepted accounting principles for state and local governments so that they derive from a single source. GASB Statement No. 63, *Financial Reporting of Deferred Outflows of Resources, Deferred Inflows of Resources, and Net Position* establishes a framework that specifies where and how deferred outflows of resources, deferred inflows of resources – including assets and liabilities – and net position should be displayed. GASB Statement No. 65, *Items Previously Reported as Assets and Liabilities*, reclassify, as deferred outflows or resources or deferred inflows of resources, certain items that were previously reported as assets and liabilities and recognizes, as outflows of resources or inflows or resources, certain items that were previously reported as assets and liabilities. GASB Statement No. 65 is effective for periods beginning after December 15, 2012; however, the Board had early adopted this Statement.





We noted no transactions entered into by the Village during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. The most sensitive estimate(s) affecting the financial statements was the estimation of the useful lives of depreciable assets. We evaluated the key factors and assumptions used to develop the useful lives in determining that it is reasonable in relation to the financial statements taken as a whole.

The financial statement disclosures are neutral, consistent, and clear.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. Management has corrected all such misstatements. In addition, none of the misstatements detected as a result of audit procedures and corrected by management were material, either individually or in the aggregate, to each opinion unit's financial statements taken as a whole.

Disagreements With Management

For purposes of this letter, professional standards define a disagreement with management as a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter included in Appendix A.





Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a “second opinion” on certain situations. If a consultation involves application of an accounting principle to the Village’s financial statements or a determination of the type of auditor’s opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Village’s auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Matters

With respect to the supplementary information accompanying the financial statements, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting principles generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

This information is intended solely for the use of the Village Council and management of the Village of Pinehurst and is not intended to be and should not be used by anyone other than these specified parties.

Sincerely,

Dixon Hughes Goodman LLP





DIXON HUGHES GOODMAN LLP

Appendix A – Management Representation Letter





HISTORY, CHARM, AND SOUTHERN HOSPITALITY

September 20, 2013

Dixon Hughes Goodman LLP
130 Turnberry Wood
Pinehurst, NC 28374

This representation letter is provided in connection with your audit of the financial statements of the Village of Pinehurst, which comprise the respective financial position of the governmental activities, each major fund, and the aggregate remaining fund information as of June 30, 2013, and the respective changes in financial position and the related notes to the financial statements, for the purpose of expressing opinions as to whether the financial statements are presented fairly, in all material respects, in accordance with accounting principles generally accepted in the United States of America (U.S. GAAP).

Certain representations in this letter are described as being limited to matters that are material. Items are considered material, regardless of size, if they involve an omission or misstatement of accounting information that, in light of surrounding circumstances, makes it probable that the judgment of a reasonable person relying on the information would be changed or influenced by the omission or misstatement. An omission or misstatement that is monetarily small in amount could be considered material as a result of qualitative factors.

We confirm, to the best of our knowledge and belief the following representations made to you during your audit.

Financial Statements

- 1) We have fulfilled our responsibilities, as set out in the terms of the audit engagement letter dated January 16, 2013, including our responsibility for the preparation and fair presentation of the financial statements and for preparation of the supplementary information in accordance with the applicable criteria.
- 2) The financial statements referred to above are fairly presented in conformity with U.S. GAAP and include all properly classified funds and other financial information of the primary government required by generally accepted accounting principles to be included in the financial reporting entity.
- 3) We acknowledge our responsibility for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.
- 4) We acknowledge our responsibility for the design, implementation, and maintenance of internal control to prevent and detect fraud.
- 5) Significant assumptions we used in making accounting estimates are reasonable.
- 6) Related party relationships and transactions, including revenues, expenditures/expenses, loans, transfers, leasing arrangements, and guarantees, and amounts receivable from or payable to related parties have been appropriately accounted for and disclosed in accordance with the requirements of U.S. GAAP.
- 7) All events subsequent to the date of the financial statements and for which U.S. GAAP requires adjustment or disclosure have been adjusted or disclosed. No events, including instances of noncompliance, have occurred subsequent to the balance sheet date and through the date of this letter that would require adjustment to or disclosure in the aforementioned financial statements.
- 8) We are in agreement with the adjusting journal entries you have proposed, and they have been posted to the Village's accounts.
- 9) The effects of all known actual or possible litigation, claims, and assessments have been accounted for and disclosed in accordance with U.S. GAAP.
- 10) Guarantees, whether written or oral, under which the village is contingently liable, if any, have been properly recorded or disclosed.

FINANCIAL SERVICES

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

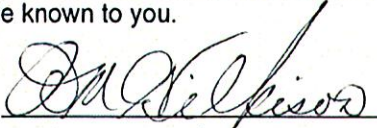
Information Provided

- 11) We have provided you with:
 - a) Access to all information, of which we are aware, that is relevant to the preparation and fair presentation of the financial statements, such as records, documentation, and other matters and all audit or relevant monitoring reports, if any, received from funding sources.
 - b) Additional information that you have requested from us for the purpose of the audit.
 - c) Unrestricted access to persons within the entity from whom you determined it necessary to obtain audit evidence.
 - d) Minutes of the meetings of Village council or summaries of actions of recent meetings for which minutes have not yet been prepared.
- 12) All material transactions have been recorded in the accounting records and are reflected in the financial statements.
- 13) We have disclosed to you the results of our assessment of the risk that the financial statements may be materially misstated as a result of fraud.
- 14) We have no knowledge of any fraud or suspected fraud that affects the entity and involves:
 - a) Management,
 - b) Employees who have significant roles in internal control, or
 - c) Others where the fraud could have a material effect on the financial statements.
- 15) We have no knowledge of any allegations of fraud or suspected fraud affecting the entity's financial statements communicated by employees, former employees, regulators, or others.
- 16) We have no knowledge of instances of noncompliance or suspected noncompliance with provisions of laws, regulations, contracts, or grant agreements, or abuse, whose effects should be considered when preparing financial statements.
- 17) We have disclosed to you all known actual or possible litigation, claims, and assessments whose effects should be considered when preparing the financial statements.
- 18) We have disclosed to you the identity of the entity's related parties and all the related party relationships and transactions of which we are aware.

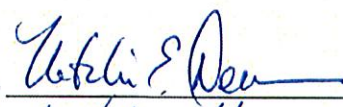
Government—specific

- 19) We have made available to you all financial records and related data.
- 20) There have been no communications from regulatory agencies concerning noncompliance with, or deficiencies in, financial reporting practices.
- 21) We have identified to you any previous audits, attestation engagements, and other studies related to the audit objectives and whether related recommendations have been implemented.
- 22) The Village has no plans or intentions that may materially affect the carrying value or classification of assets, liabilities, or equity.
- 23) We are responsible for compliance with the laws, regulations, and provisions of contracts and grant agreements applicable to us, including tax or debt limits and debt contracts; and we have identified and disclosed to you all laws, regulations and provisions of contracts and grant agreements that we believe have a direct and material effect on the determination of financial statement amounts or other financial data significant to the audit objectives, including legal and contractual provisions for reporting specific activities in separate funds.
- 24) There are no violations or possible violations of budget ordinances, laws and regulations (including those pertaining to adopting, approving, and amending budgets), provisions of contracts and grant agreements, tax or debt limits, and any related debt covenants whose effects should be considered for disclosure in the financial statements, or as a basis for recording a loss contingency, or for reporting on noncompliance.
- 25) The Village has satisfactory title to all owned assets, and there are no liens or encumbrances on such assets nor has any asset been pledged as collateral.
- 26) The Village has complied with all aspects of contractual agreements that would have a material effect on the financial statements in the event of noncompliance.
- 27) We have followed all applicable laws and regulations in adopting, approving, and amending budgets.

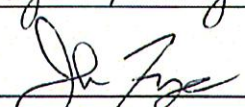
- 28) The financial statements include all component units as well as joint ventures with an equity interest, and properly disclose all other joint ventures and other related organizations.
- 29) The financial statements properly classify all funds and activities.
- 30) All funds that meet the quantitative criteria in GASBS Nos. 34 and 37 for presentation as major are identified and presented as such and all other funds that are presented as major are particularly important to financial statement users.
- 31) Components of net position (net investment in capital assets; restricted; and unrestricted) and equity amounts are properly classified and, if applicable, approved.
- 32) Investments, derivative instruments, and land and other real estate held by endowments are properly valued.
- 33) Provisions for uncollectible receivables have been properly identified and recorded.
- 34) Expenses have been appropriately classified in or allocated to functions and programs in the statement of activities, and allocations have been made on a reasonable basis.
- 35) Revenues are appropriately classified in the statement of activities within program revenues, general revenues, contributions to term or permanent endowments, or contributions to permanent fund principal.
- 36) Interfund, internal, and intra-entity activity and balances have been appropriately classified and reported.
- 37) Deposits and investment securities and derivative instruments are properly classified as to risk and are properly disclosed.
- 38) Capital assets, including infrastructure and intangible assets, are properly capitalized, reported, and, if applicable, depreciated.
- 39) We have appropriately disclosed the Village's policy regarding whether to first apply restricted or unrestricted resources when an expense is incurred for purposes for which both restricted and unrestricted net position is available and have determined that net position is properly recognized under the policy.
- 40) We acknowledge our responsibility for the required supplementary information (RSI). The RSI is measured and presented within prescribed guidelines and the methods of measurement and presentation have not changed from those used in the prior period. We have disclosed to you any significant assumptions and interpretations underlying the measurement and presentation of the RSI.
- 41) With respect to the combining and individual fund statements, budgetary schedules, other schedules, additional financing data, and schedule of expenditures of federal and State awards
- a) We acknowledge our responsibility for presenting the supplementary information indicated above in accordance with accounting principles generally accepted in the United States of America, and we believe the supplementary information, including its form and content, is fairly presented in accordance with accounting principles generally accepted in the United States of America. The methods of measurement and presentation of the supplementary information have not changed from those used in the prior period, and we have disclosed to you any significant assumptions or interpretations underlying the measurement and presentation of the supplementary information.
- 42) Expenditures of federal and State awards were below the \$500,000 threshold in the year ended June 30, 2013, and we were not required to have an audit in accordance with OMB Circular A-133 and the State Single Audit Implementation Act.
- 43) No events, including instances of noncompliance, have occurred subsequent to the balance sheet date and through the date of this letter that would require adjustment to or disclosure in the aforementioned financial statements, except as made known to you.

Signature: 

Title: Village Manager

Signature: 

Title: Asst. Village Manager

Signature: 

Title: Director of Financial Services



Village of Pinehurst
FY 2012-2013

FINANCIAL CONDITION ASSESSMENT

COMMUNICATING FINANCIAL CONDITION

- ❑ Developed by UNC School of Government to communicate financial condition to elected officials
- ❑ Compares Village to peer group over time
- ❑ Distinguishes between General Fund (modified accrual) and Government-Wide (full accrual and includes utilities for peers)
- ❑ Compares the Village's FY 2013 results to our peer's FY 2013 results (latest data available)

BENCHMARK GROUP

- ❑ Pinehurst – pop. 14,979
 - ❑ Moore County
- ❑ Southern Pines - pop. 12,502
 - ❑ Moore County
- ❑ Hendersonville – pop. 13,278
 - ❑ Henderson County
- ❑ Carrboro – pop. 19,582
 - ❑ Orange County
- ❑ Cornelius – pop. 25,671
 - ❑ Mecklenburg County

FINANCIAL CONDITION ASSESSMENT

❑ Resource Flow

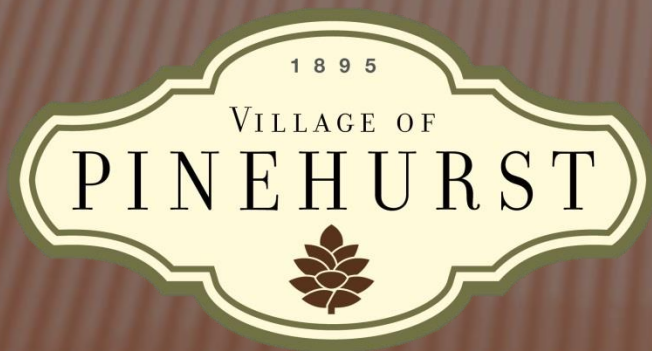
- ❑ Total Margin
- ❑ Financial Performance
- ❑ Self-Sufficiency
- ❑ Resource Obligation

❑ Resource Stock

- ❑ Liquidity
- ❑ Solvency
- ❑ Leverage
- ❑ Capital

Financial Condition Assessment

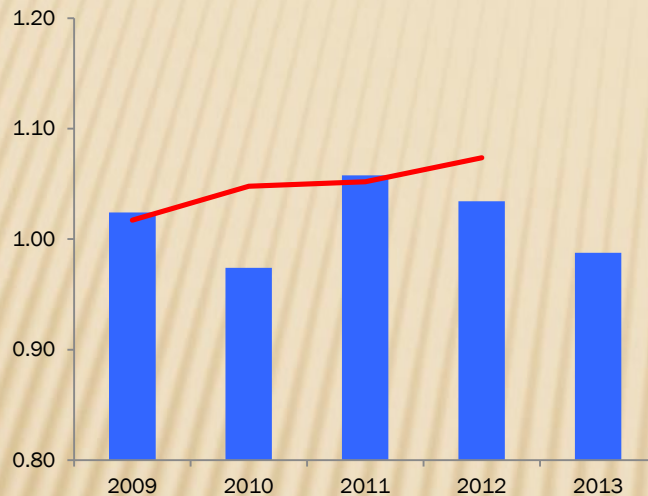
RESOURCE FLOW



TOTAL MARGIN RATIO

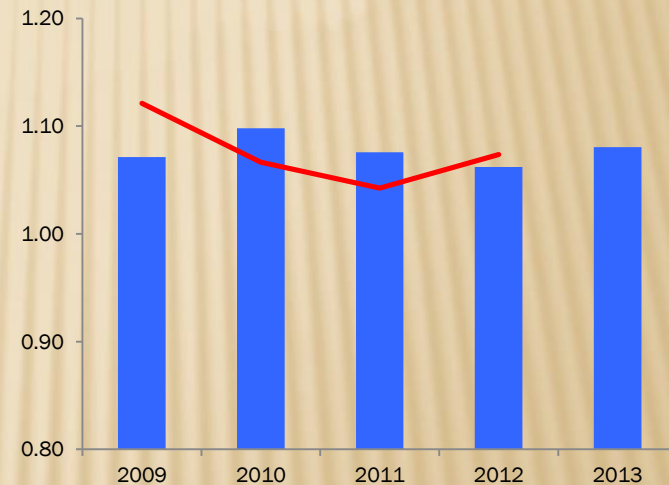
Ratio of operating revenues to expenditures

General Fund



Pinehurst = 0.99, Benchmark = 1.07

Government-wide



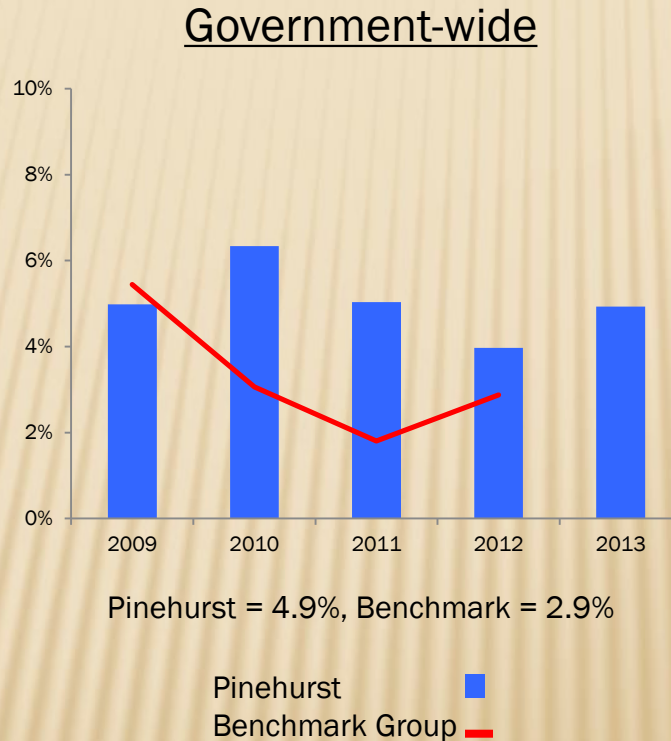
Pinehurst = 1.08, Benchmark = 1.07

Pinehurst ■
Benchmark Group —

A ratio higher than one, indicates the Village has lived within its means, while not building up excess reserves.

PERCENT CHANGE IN NET ASSETS

Change in net assets compared to beginning net assets

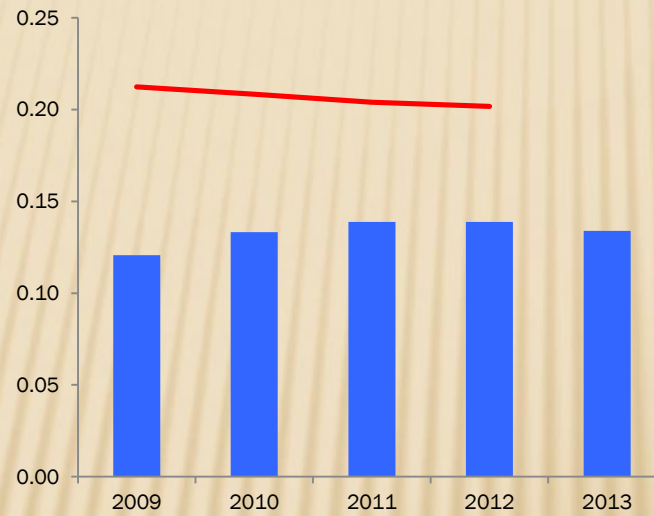


The growth rate in the Village's net assets is lower today than before the recession but is higher than its peer group.

INTERGOVERNMENTAL RATIO

Ratio of intergovernmental to total revenues

General Fund



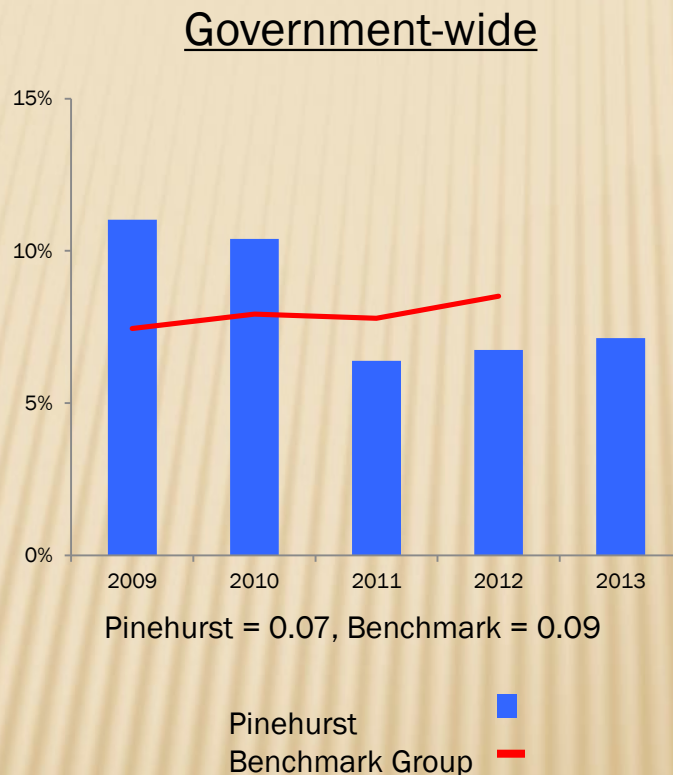
Pinehurst = 0.13, Benchmark = 0.20

Pinehurst ■
Benchmark Group —

The Village is consistently less reliant on other governments for revenues than its peer group.

CHARGE TO EXPENSE RATIO

Charges for services compared to total expenses

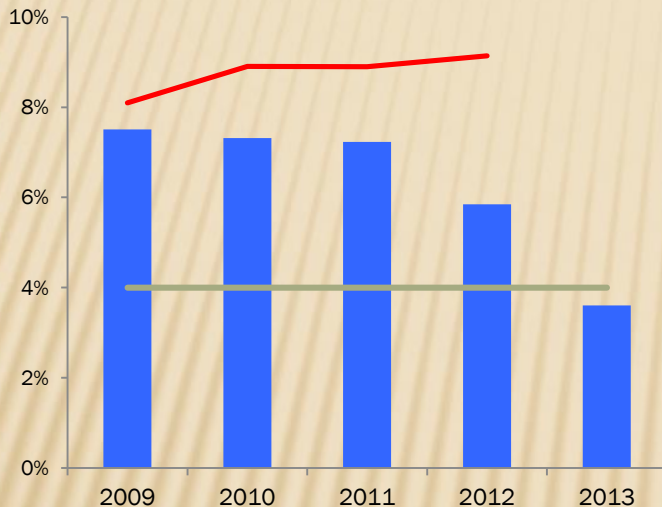


The Village's charges for services cover a similar portion of expenses as its peers. The sharp reduction in FY 2011 was due to the loss of fire district taxes related to the Pinewild annexation.

DEBT SERVICE RATIO

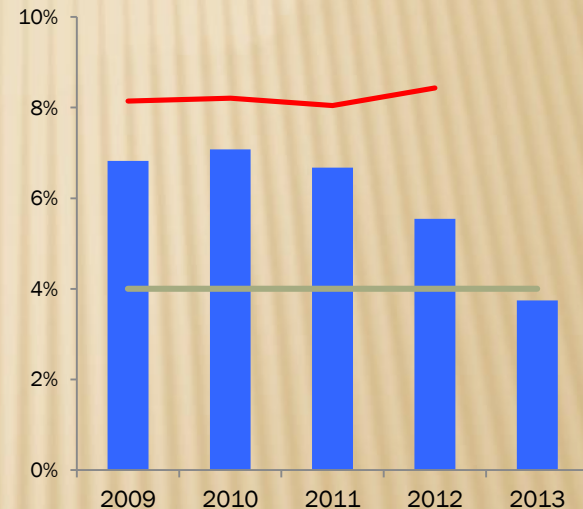
Debt service compared to total expenses

General Fund



Pinehurst = 0.04, Benchmark = 0.09,
BSC Target = 0.04

Government-wide



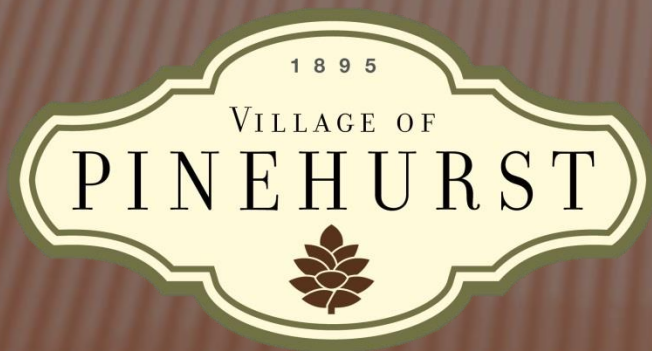
Pinehurst = 0.04, Benchmark = 0.08,
BSC Target = 0.04

Pinehurst ■
Benchmark Group —
BSC Target —

The Village is less reliant on debt, indicating a better ability to meet current and future debt service obligations.

Financial Condition Assessment

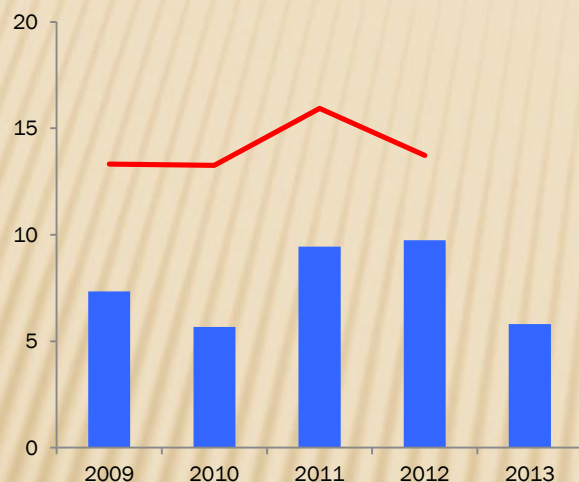
RESOURCE STOCK



QUICK RATIO

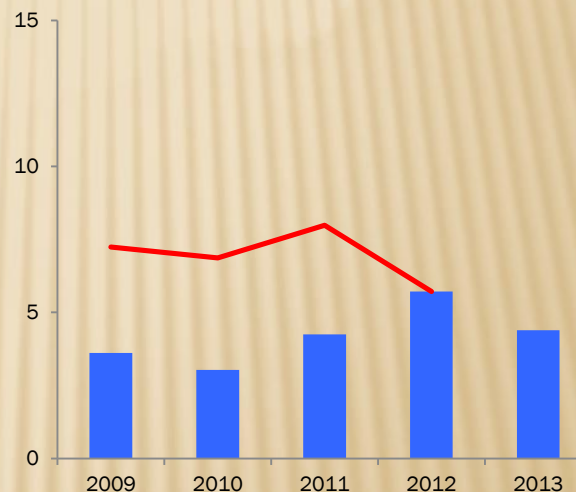
Cash and investments compared to current liabilities

General Fund



Pinehurst = 5.8, Benchmark = 13.7

Government-wide



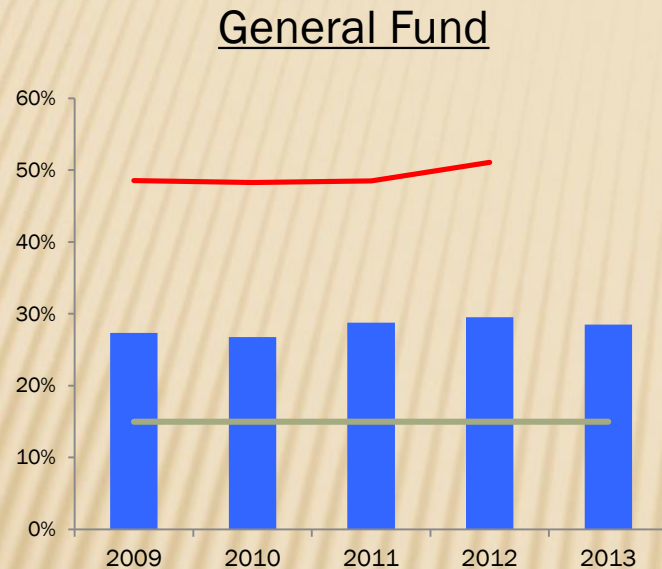
Pinehurst = 4.4, Benchmark = 5.7

Pinehurst ■
Benchmark Group —

Cash and investment levels while adequate to cover current obligations are lower than our peer group overall.

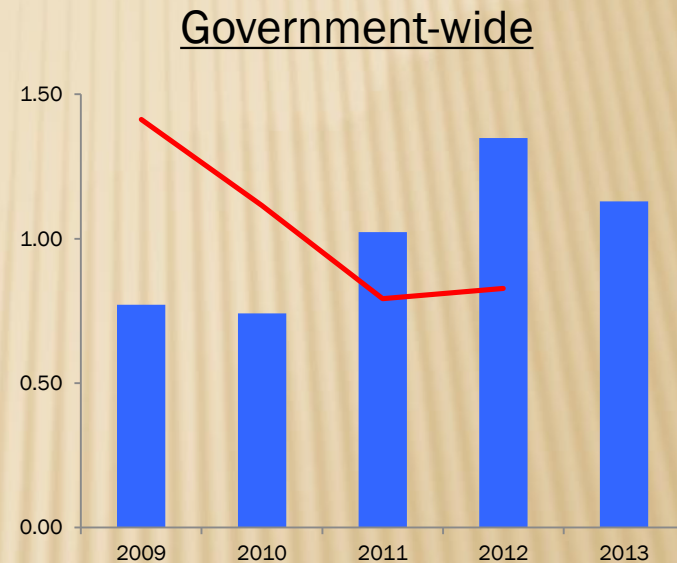
FUND BALANCE AND NET ASSETS RATIOS

Fund balance as a % of expenditures



Pinehurst = 28.5%, Benchmark = 51.1%
BSC Minimum = 15.0%

Ratio of net position to total liabilities



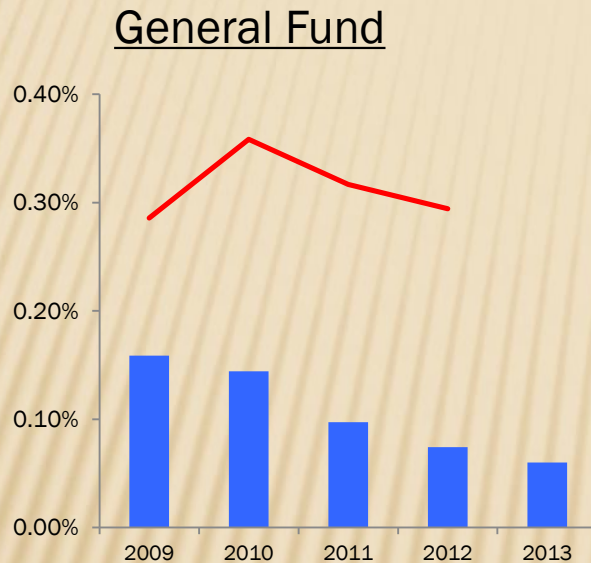
Pinehurst = 1.13, Benchmark = 0.83

Pinehurst ■
Benchmark Group —
BSC Target —

The Village's unassigned fund balance is lower than its peer group.
However, it is in the upper range the Village's adopted fund balance policy.

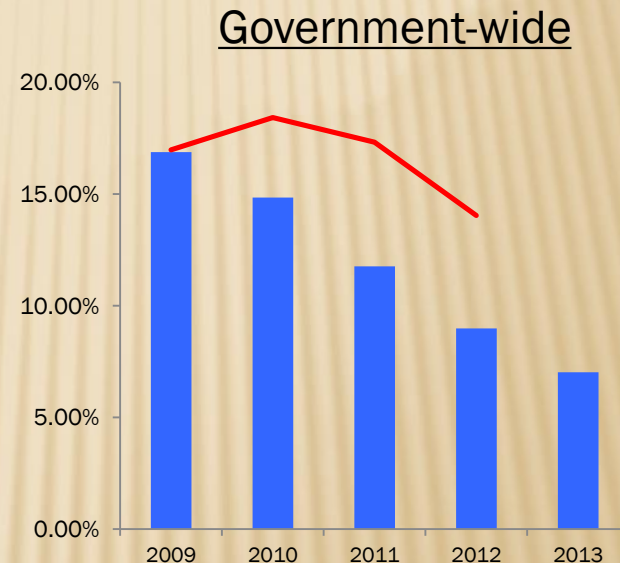
DEBT RATIOS

Debt as a % of assessed value



Pinehurst = 0.06%, Benchmark = 0.3%

Long Term Debt as a % of total assets



Pinehurst = 7%, Benchmark = 14%

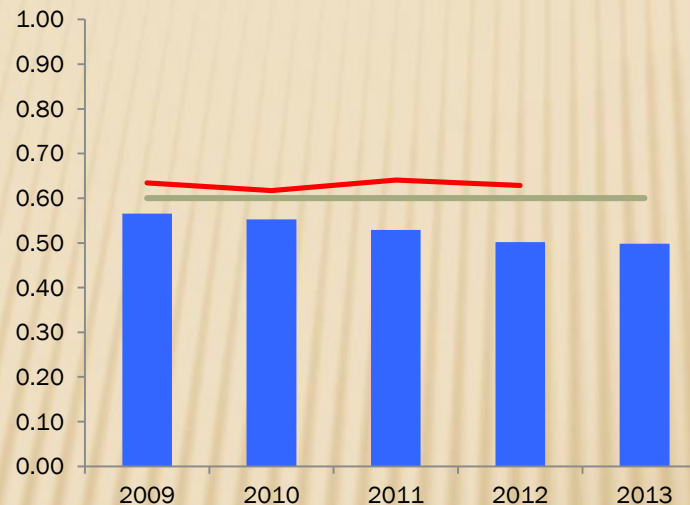
Pinehurst ■
Benchmark Group —

The Village's outstanding debt is lower than its peers and is declining which improves our ability to meet current and future financial obligations.

CAPITAL ASSET CONDITION RATIO

Accumulated depreciation divided by capital assets

Government-wide



Pinehurst = 0.50, Benchmark = 0.63

Pinehurst ■
Benchmark Group —
BSC Target —

The capital assets of the Village are only slightly more depreciated than our peers; this indicates a similar level of capital reinvestment.

SUMMARY

- ❑ When compared to our peer group:
 - ❑ The Village has lived within its means and has improved its financial condition compared to our peers
 - ❑ We are less reliant on other governments for revenues
 - ❑ Our charges for services cover a larger portion of expenses
 - ❑ We are less reliant on debt and have a better ability to meet current and future debt service obligations
 - ❑ The Village maintains smaller cash reserves and fund balances
 - ❑ We are investing in capital assets at a level comparable to our peers

THINGS TO CONSIDER

- ❑ The only significant deviations from our peer group are:
 - ❑ The Village maintains smaller cash reserves
 - ❑ The Village maintains smaller fund balance reserves
 - ❑ Fund balance is at the upper limit of Council's adopted policy
 - ❑ Have maintained a low tax rate
- ❑ Recommendation is to:
 - ❑ Seek to maintain fund balance within policy established levels



COMMUNITY SURVEY RESULTS PRESENTATION

ADDITIONAL AGENDA DETAILS:

FROM:

John Frye

CC:

Andy Wilkison; Natalie Dean

DATE OF MEMO:

11/6/2013

MEMO DETAILS:

The Village recently conducted its second annual Community Survey. The Village contracted with ETC Institute of Olathe, Kansas to gather input from residents on a broad spectrum of Village services. The survey is an integral part of the Village's strategic planning process.

ETC Institute administered the DirectionFinder® survey for the Village of Pinehurst during October of 2013. The information gathered from the survey will help the Village establish budget priorities and refine policy decisions.

Karen Falk, Vice President with ETC Institute will present the findings of the survey to you at the November 12 work session. An electronic version of the final report will be uploaded to Novus Agenda as soon as it is available. Bound copies of the report will also be distributed at the meeting.

ETC's final report includes:

- A summary of the methodology for administering the survey and major findings
- Charts and graphs for each question on the survey
- GIS maps that show the results of selected questions as neighborhood maps of the Village
- Benchmarking data that shows how the results for the Village of Pinehurst compare to other communities
- Importance-satisfaction analysis
- Tables that show the results for each question on the survey
- A copy of the survey instrument

I look forward to reviewing the findings with you. Should you have any questions, please let me know.

ATTACHMENTS:

Description

- ☐ [Community Survey Report](#)
- ☐ [Community Survey Presentation](#)

2013 Community Survey

FINAL Report



HISTORY, CHARM, AND SOUTHERN HOSPITALITY_____

conducted for
The Village of
Pinehurst, North Carolina

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

November, 2013

Contents

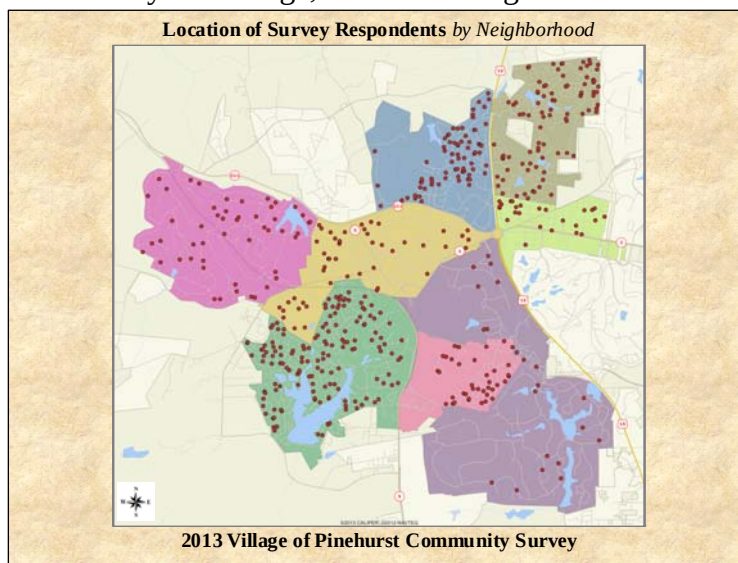
Executive Summary.....	i
Charts and Graphs	Section 1
GIS Mapping	Section 2
Importance-Satisfaction Analysis.....	Section 3
Benchmarks	Section 4
Tabular Data and Survey Instrument.....	Section 5



Purpose and Methodology

ETC Institute administered the DirectionFinder® survey for the Village of Pinehurst during September and October of 2013. This is the second time that the survey was administered for the Village. The first time was in August and September of 2012. The survey was administered as part of an effort to assess citizen satisfaction with the quality of Village services. The results of this year's survey provide a valuable measurement of change – **TRENDS**. The information gathered from the survey will help the Village establish budget priorities and refine policy decisions, based on performance measurement provided by residents.

Methodology. A seven-page survey was mailed to a random sample of 2,500 households in the Village of Pinehurst. Approximately seven days after the surveys were mailed, residents who received the survey were contacted by phone. Those who indicated that they had not returned the survey were given the option of completing it by phone. Of the households that received a survey, none completed the survey by phone, 58 completed it on-line, and 451 returned it by mail for a total of 509 completed surveys. The results for the random sample of 509 households have a 95% level of confidence with a precision of at least +/-4.3%. There were no statistically significant differences in the results of the survey based on the method of administration (internet vs. mail). In order to better understand how well services are being delivered by the Village, ETC Institute geocoded the home address of respondents to the survey. The map to the right shows the physical distribution of survey respondents based on the location of their home. This year the definition of areas was done by neighborhood and not by census block, which provided visual neighborhood-specific responses to survey questions on the maps (11 census blocks vs. 8 neighborhoods).



The percentage of “don’t know” responses has been excluded from many of the graphs shown in this report to facilitate valid comparisons of the results from the Village of Pinehurst from other communities in the *DirectionFinder*® database. Since the number of “don’t know” responses often reflects the utilization and awareness of city services, the percentage of “don’t know” responses has been provided in the tabular data section of this report. When the “don’t know” responses have been excluded, the text of this report will indicate that the responses have been excluded with the phrase “*who had an opinion.*”

This report contains:

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

Major Findings

- **Most of the residents surveyed were satisfied with Village services.** Ninety-three percent (93%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of fire services, 89% were satisfied with solid waste services, and 88% were satisfied with the overall quality of police services. **TRENDS: Change that is referred to as “significant” is above or below the +/-4.3% margin of error. Because the numbers measured are rounded, the margin of error is also rounded to +/- 4%, so “significant” applies to a change of 5% or more. There were no significant increases in this category and one significant decrease in the category of enforcement of Village Codes and Ordinances (65% in 2012 vs. 59% in 2013).**
- **Services that residents thought should receive the most increase in emphasis over the next two years.** The areas that residents thought should receive the most increase in emphasis from the Village of Pinehurst over the next two years were: (1) efforts to maintain the quality of their neighborhoods, (2) police services, and (3) street and right-of-way maintenance. These were also the top three, in this order, in 2012.
- **The Importance of Various Factors in Resident Decision to Live in the Village of Pinehurst (GAP Analysis)** Residents were asked to choose from a list of 13 issues that were the most important to their decision to live in the Village of Pinehurst. The top three reasons were 1st) safety and security, 2nd) quality of health care, and 3rd) the quality of housing.

With the same 13 issues, residents were asked if their needs were being met in Pinehurst. The greatest GAP between the order of importance and needs being met, were with;

- Access to quality shopping – 6th in importance – 12th at being met – GAP is -6

The Village of Pinehurst accomplished what none of our other communities have – the first 5 “needs met” are being met in exactly the same order as their “importance”.

- **Perceptions of the City.** Most (96%) of the residents surveyed *who had an opinion* indicated that they were satisfied with the overall feeling of safety in the Village; 94% were satisfied with the Village of Pinehurst as a place to live, and 93% were satisfied with the overall image of the Village. **TRENDS:** **There were no significant increases in this category and one significant decrease in the category of the Village as a place to raise children (80% in 2012 vs. 71% in 2013).**
- **Public Safety.** Eighty-nine percent (89%) of the residents surveyed who had an opinion were satisfied (rating of 4 or 5 on a 5-point scale) with Village efforts to prevent crime, 86% were satisfied with how quickly police respond to emergencies, and 84% were satisfied with the professionalism of Police Officers. **TRENDS:** **There was one significant increase in the category of frequency of police officers patrolling neighborhoods (62% in 2012 vs. 67% in 2013) and no significant decreases.**
- **Cultural and Recreation Services** Eighty-three percent (83%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of Village parks, 82% were satisfied with the number of Village parks, and 76% were satisfied with walking and greenway trails. **TRENDS:** **There were no significant increases and 7 significant decreases – the greatest was the quality of indoor facilities (67% in 2012 vs. 41% in 2013).**
- **Community Development** Seventy-two percent (72%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the quality of single family residential development, 63% were satisfied with the enforcing of sign regulations, and 59% were satisfied with the clean-up of litter and debris on private property. **TRENDS:** **There was one significant increase in the quality of retail development (45% in 2012 vs. 51% in 2013) and one significant decrease in prohibiting oversize vehicles in residential development (62% in 2012 vs. 55% in 2013).**
- **Public Services.** Eighty-nine percent (89%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the maintenance of main Village street thoroughfares, 87% were satisfied with the cleanliness of streets and other public areas, and 86% were satisfied with the maintenance and preservation of downtown. **TRENDS:** **There were no significant increases and one significant decrease in the quality of stormwater runoff/management system (54% in 2012 vs. 48% in 2013).**
- **Solid Waste Services.** Ninety-four percent (94%) of the residents *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with residential trash collection service services, 91% were satisfied with curbside recycling services, and 85% were satisfied with yard waste collection services. **TRENDS:** **There were two significant increases in yard waste collection services (79% in 2012 vs. 85% in 2013), and bulky items/white goods pick up (63% in 2012 vs. 68% in 2013), and no significant decreases.**

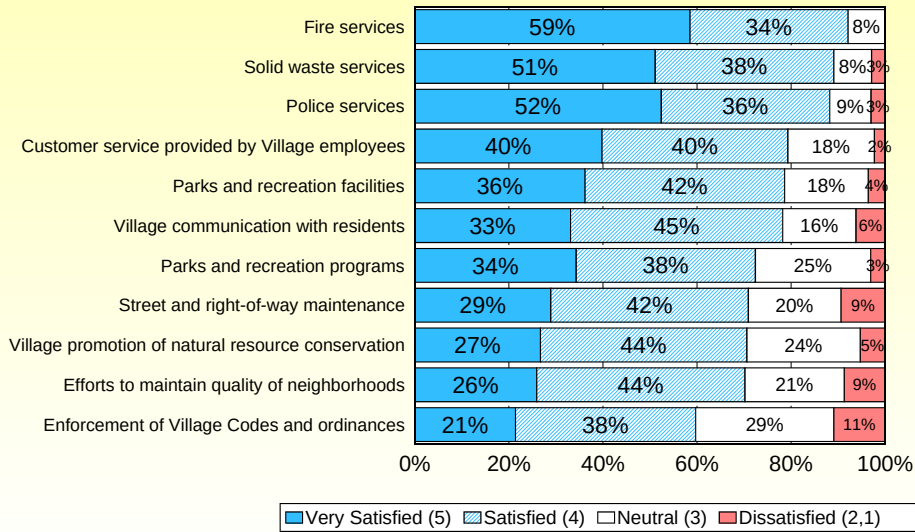
- **Communications and Outreach.** Seventy-six percent (76%) of the residents surveyed *who had an opinion* were satisfied (rating of 4 or 5 on a 5-point scale) with the Village Newsletter, 69% were satisfied with efforts to keep residents informed about local issues, and 69% were satisfied with the availability of information about Village programs and services. **TRENDS:** **There was one significant increase in the opportunities to participate in local government (50% in 2012 vs. 58% in 2013) and no significant decreases.**

- **Downtown Parking.** Residents were asked about the satisfaction with parking in downtown Pinehurst. In all three issues, Trend responses were up significantly. **TRENDS:**
1) Availability of parking downtown (56% in 2012 vs. 68% in 2013), 2) Quality of public parking lots (50% in 2012 vs. 80% in 2013) and 3) Security of parking downtown (79% in 2012 vs. 86% in 2013).

Section 1:
Charts and Graphs

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

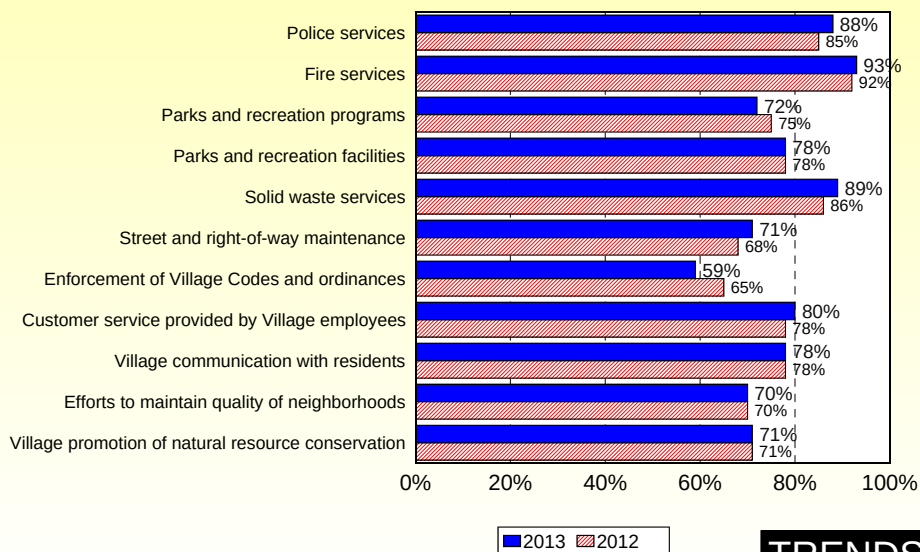
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Village of Pinehurst Services by Major Category - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

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

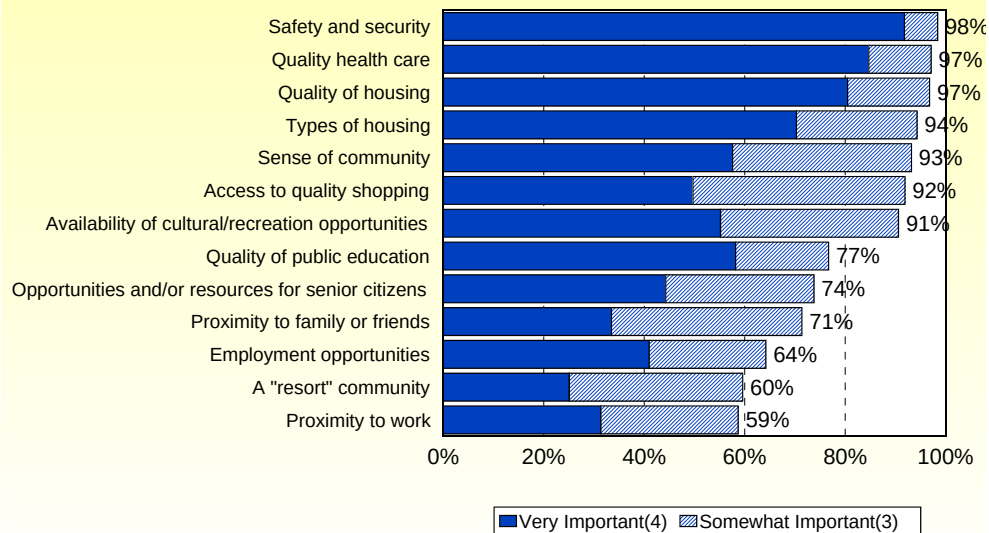
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q3. Level of Importance of Various Reasons for Choosing to Live in Pinehurst

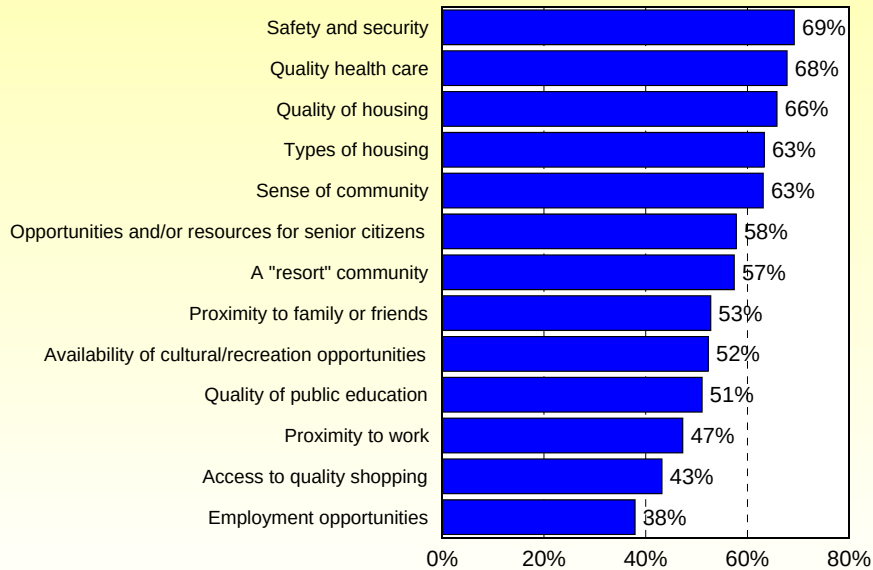
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

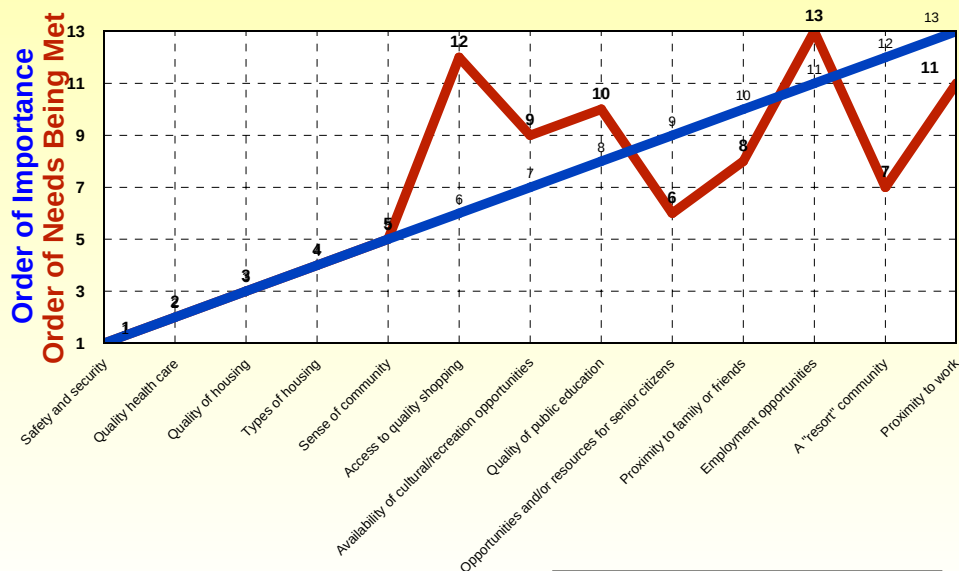
Q3a. Are your needs being met in Pinehurst?

by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

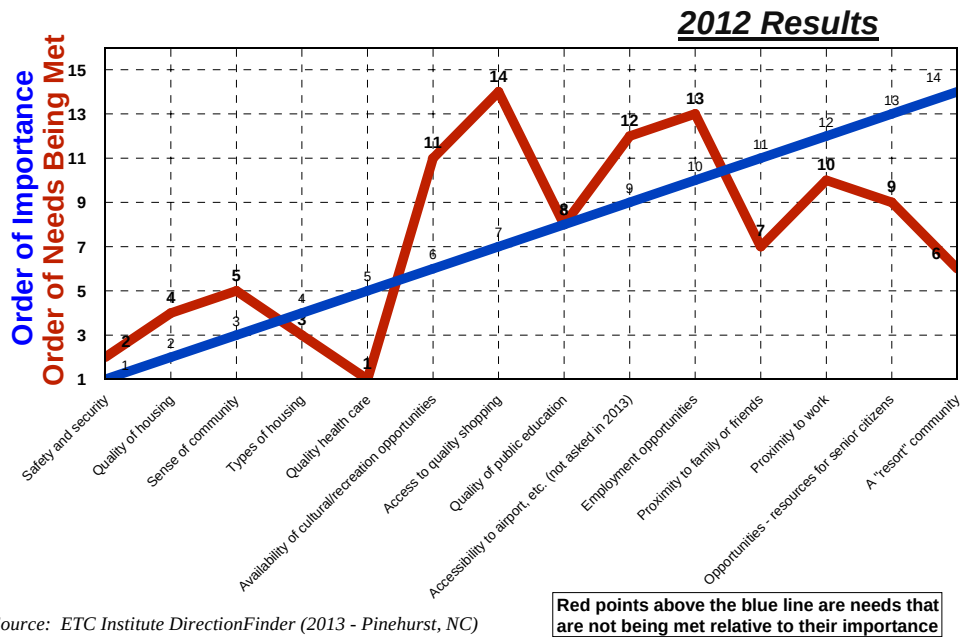
The Importance of Various Reasons for Choosing to Live in Pinehurst vs. Needs Being Met in Pinehurst



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

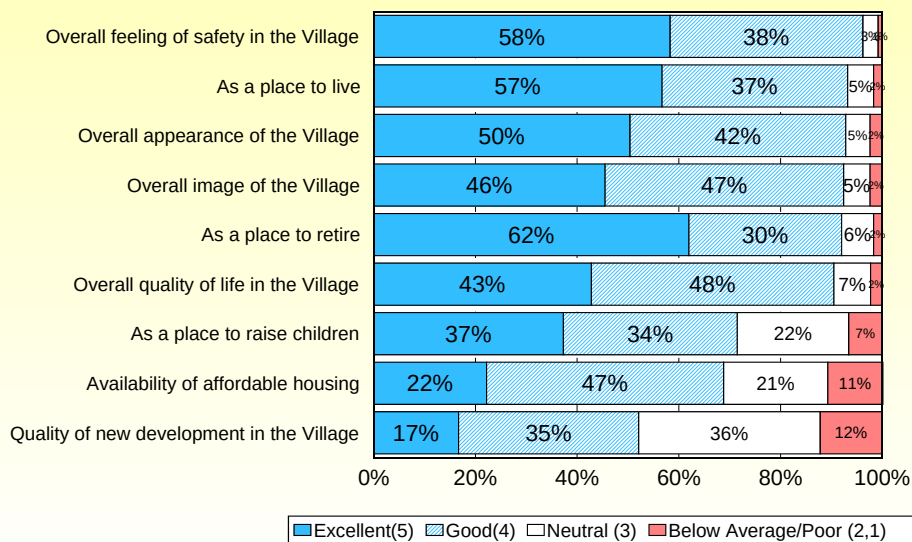
Red points above the blue line are needs that are not being met relative to their importance

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



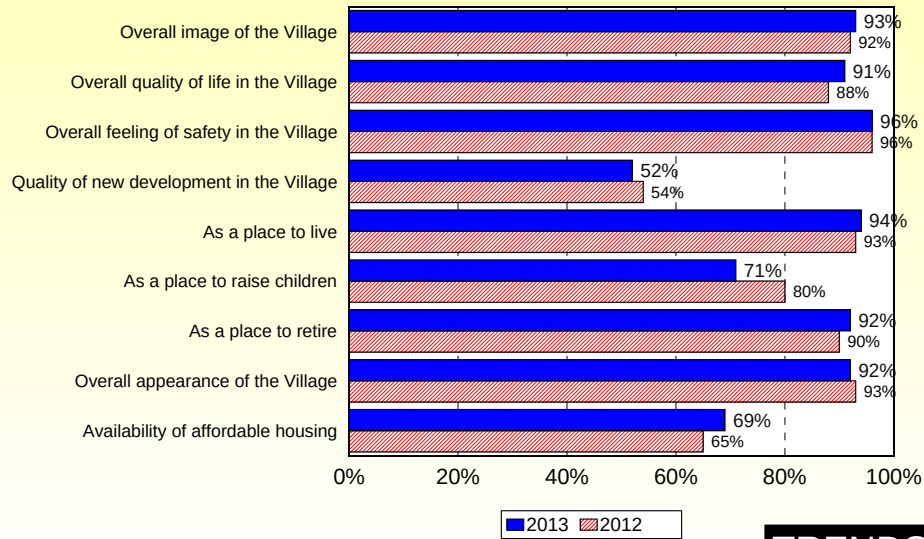
Q4. Perception Residents have of Pinehurst as a Community

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Perception Residents have of Pinehurst as a Community 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

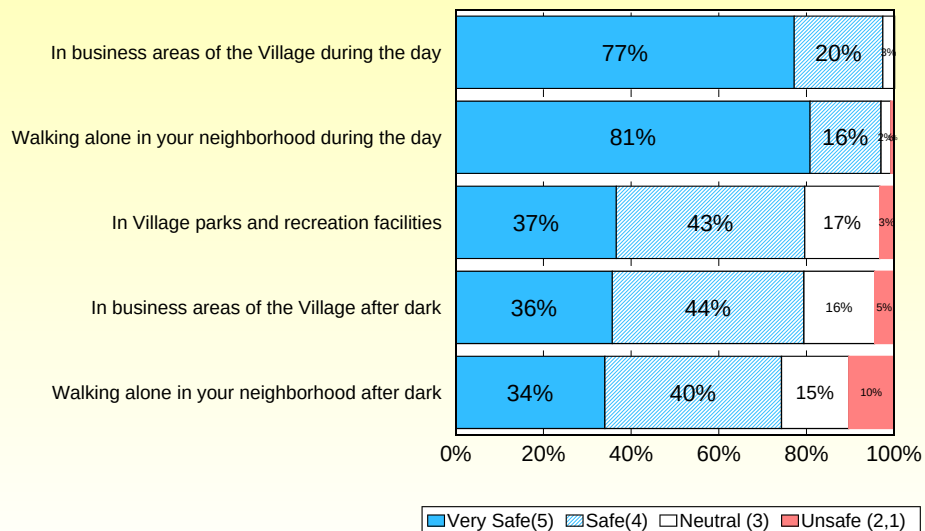


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q5. Perceptions of Safety and Security in Pinehurst

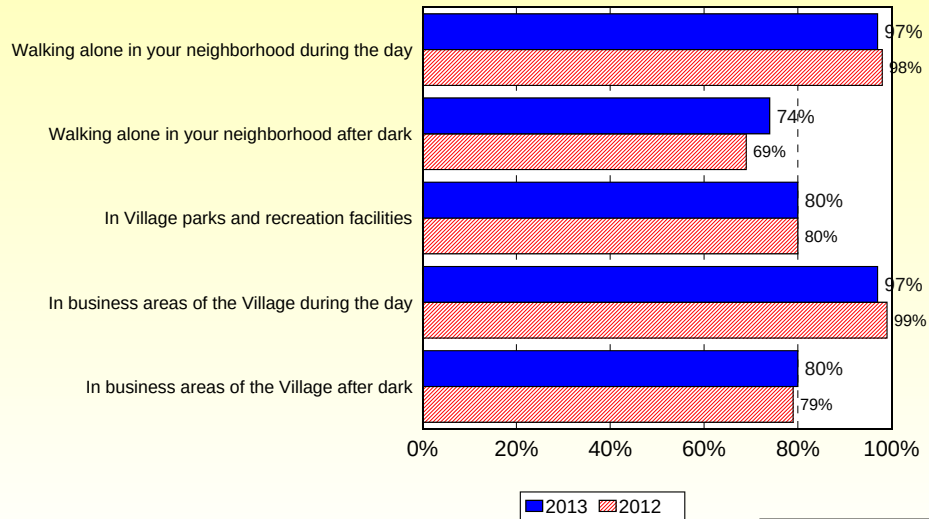
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Perceptions of Safety and Security in Pinehurst 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

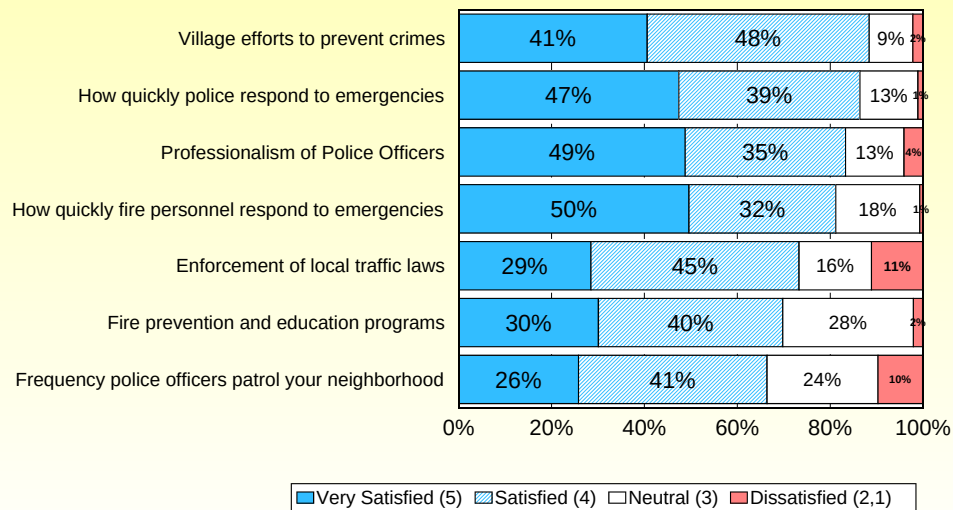


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q6. Satisfaction with Various Aspects of Public Safety

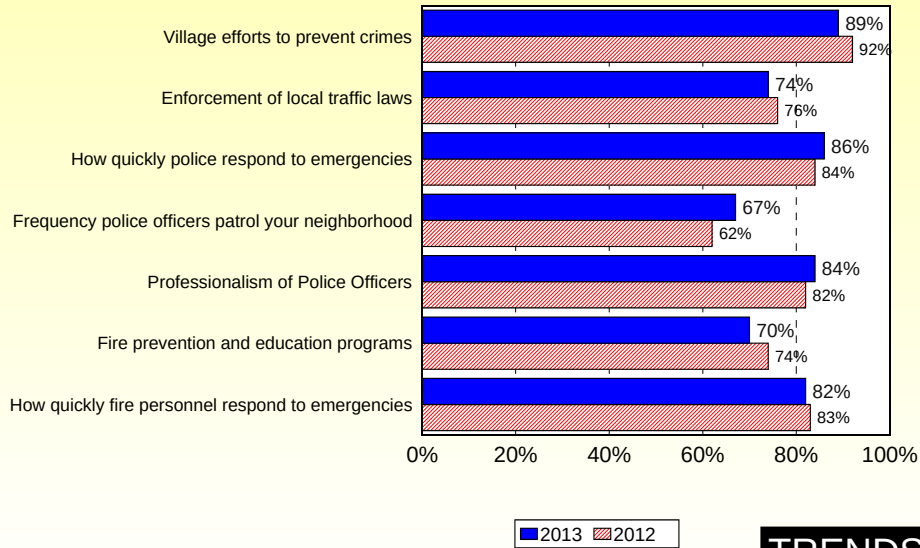
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Public Safety 2012 vs. 2013

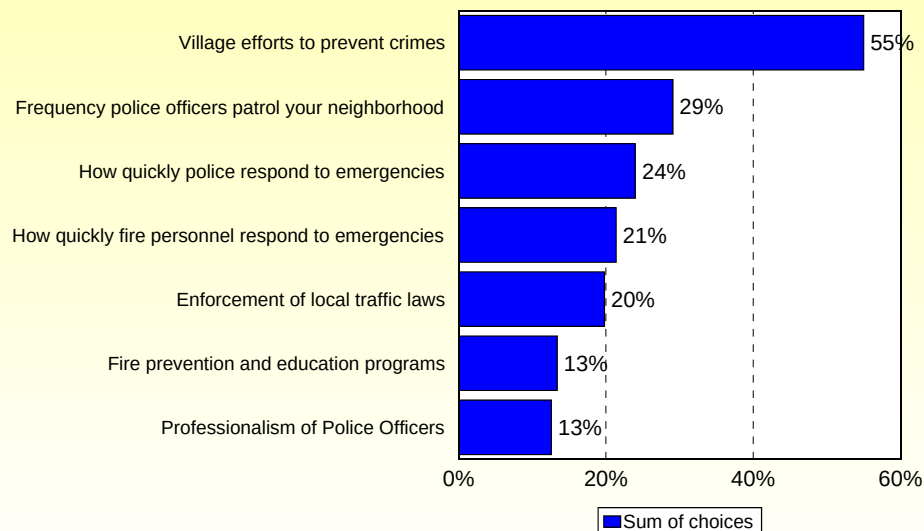
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

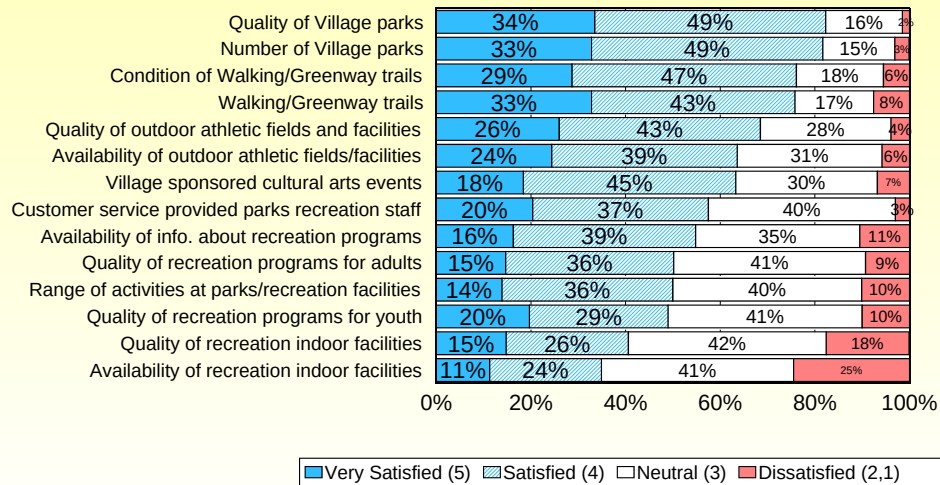
by percentage of respondents who selected the item as one of their top two choices



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q8. Satisfaction with Various Aspects of Cultural and Recreation Services

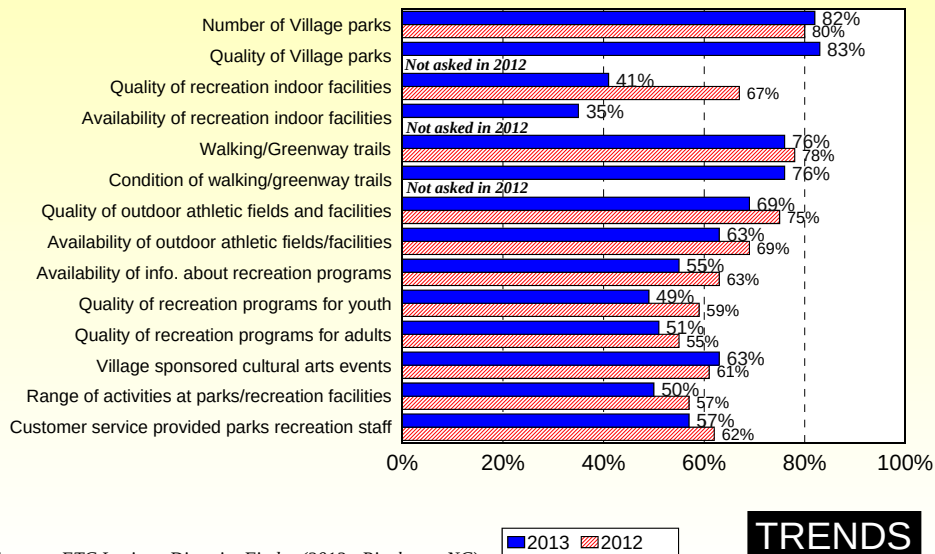
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Cultural and Recreation Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

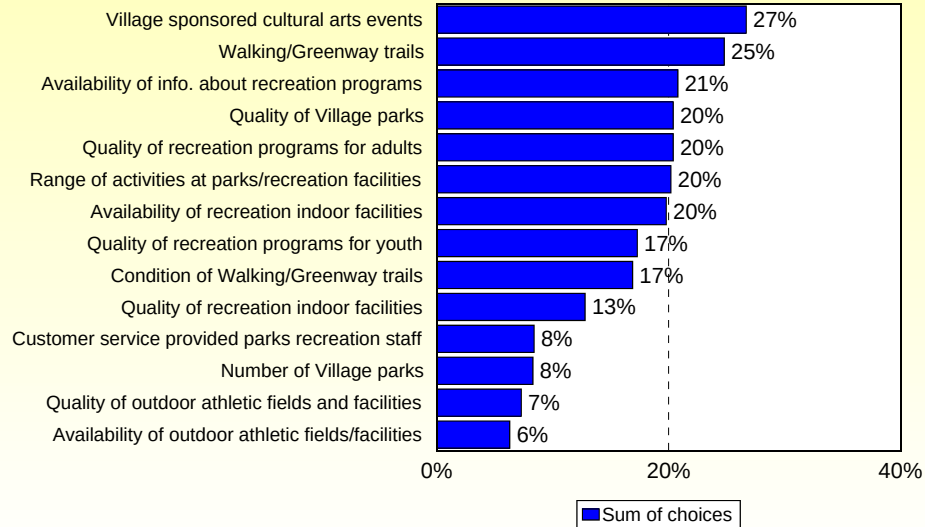


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

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

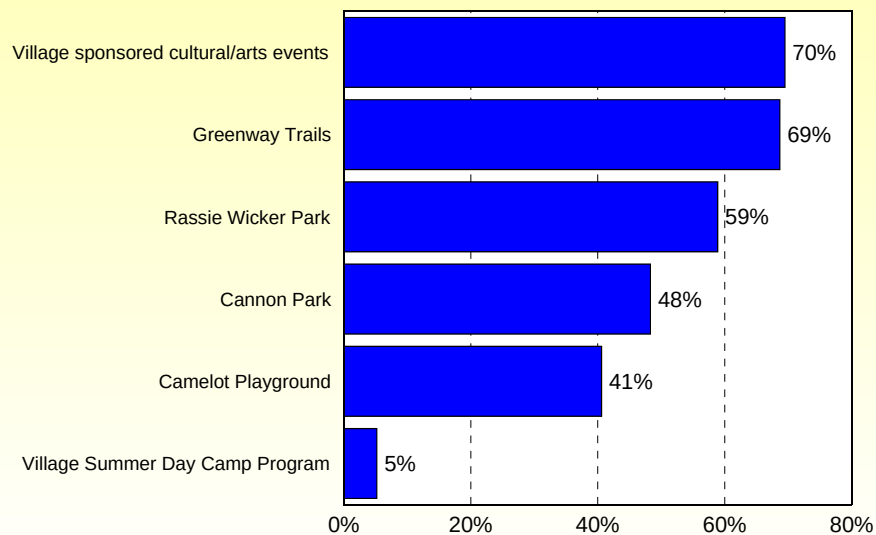
by percentage of respondents who selected the item as one of their top three choices



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

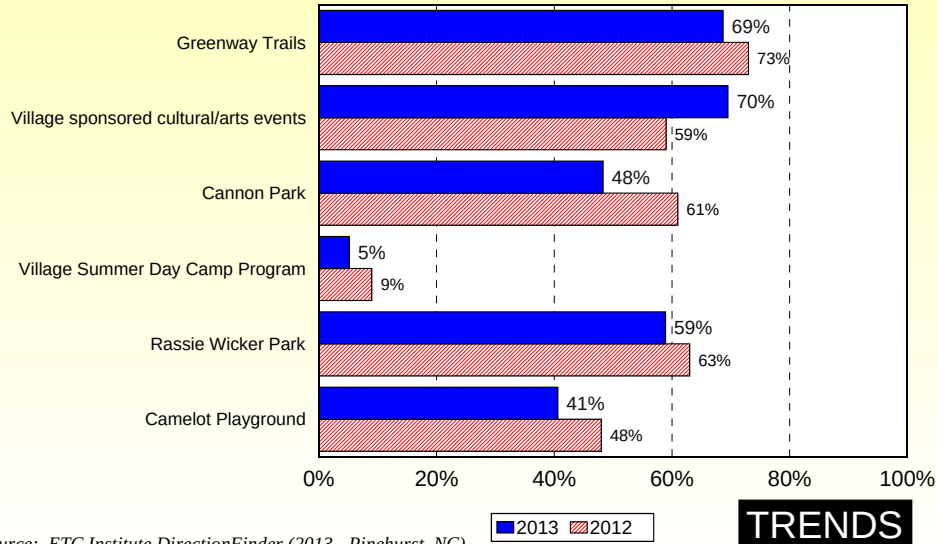
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

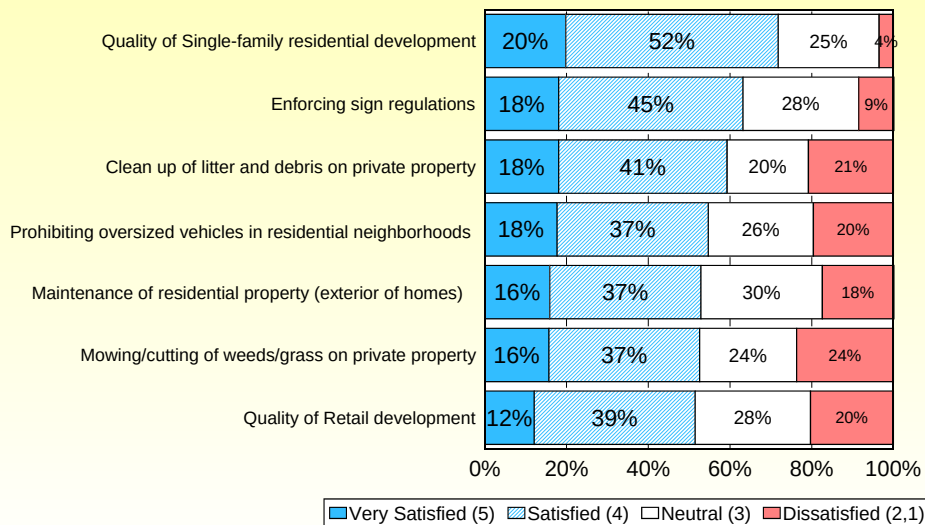
Parks and Recreation Programs and Facilities That Residents Have Used During the Past Year 2012 vs. 2013

by percentage of respondents (multiple selections could be made)



Q11. Satisfaction with Various Aspects of Community Development

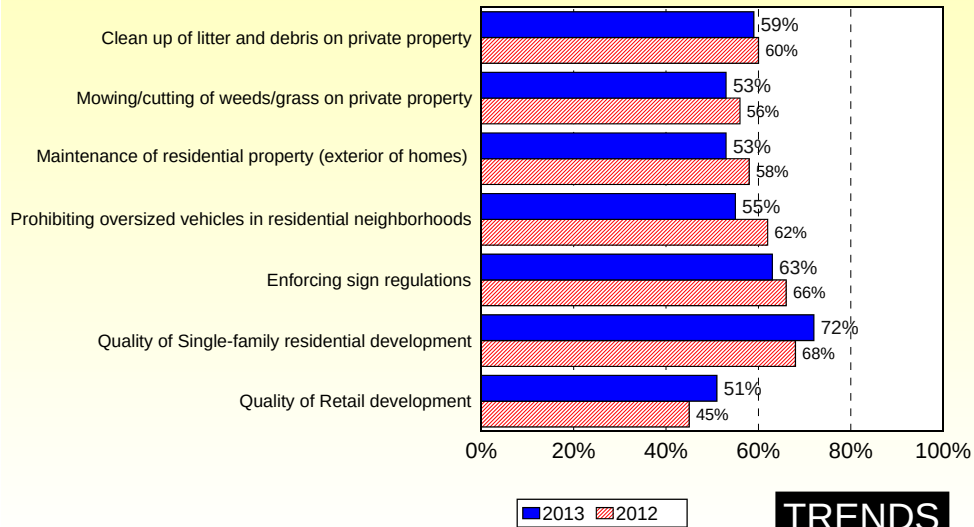
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction with Various Aspects of Community Development

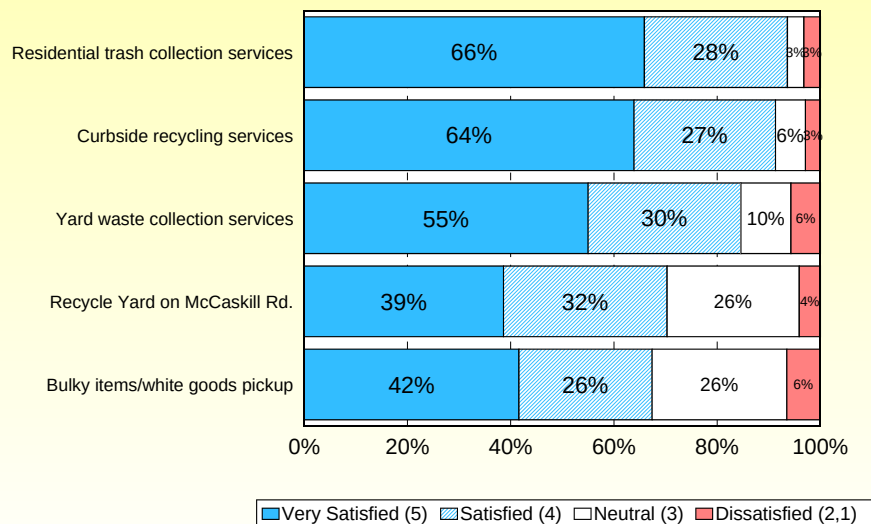
2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



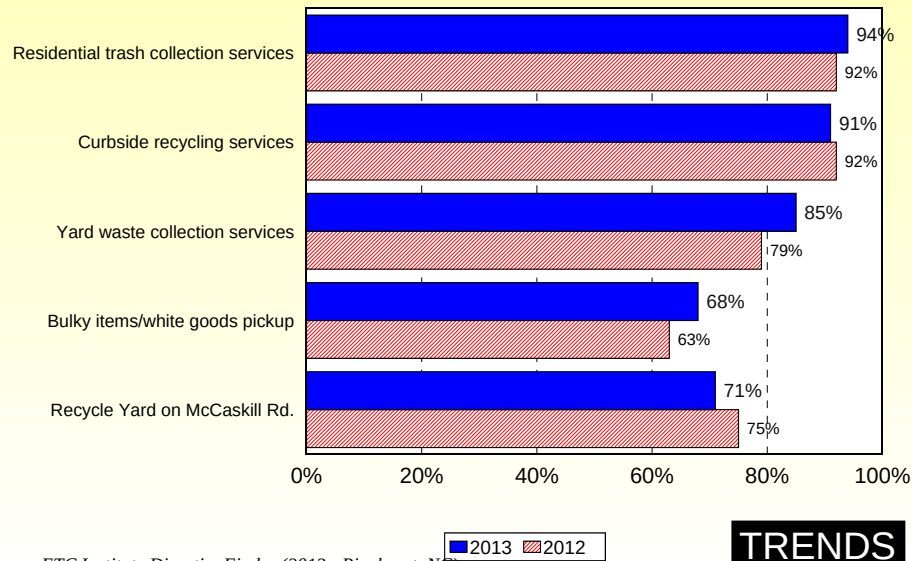
Q12. Satisfaction with Solid Waste Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



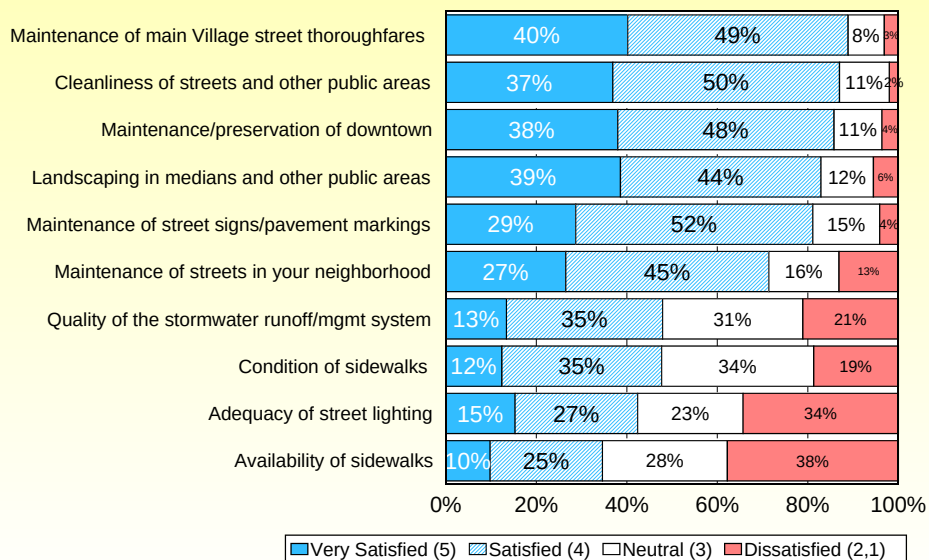
Satisfaction with Solid Waste Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



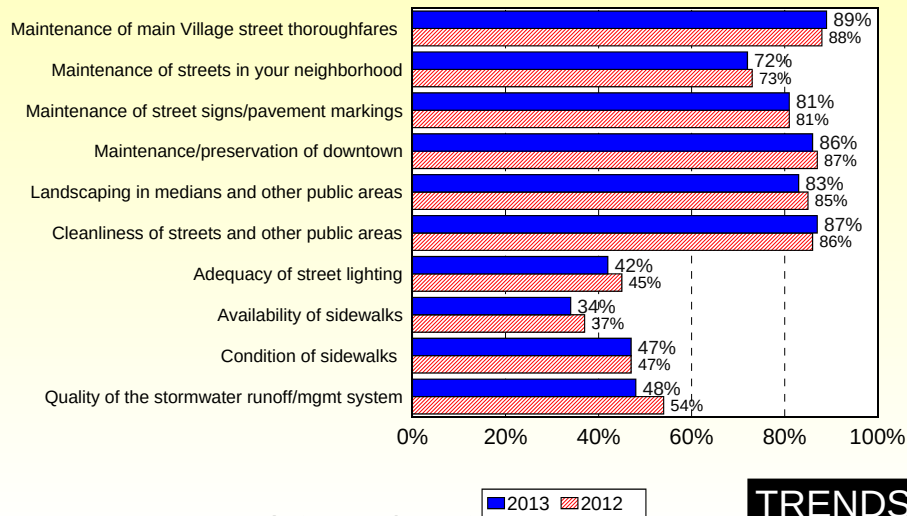
Q13. Satisfaction with Various Aspects of Public Services

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



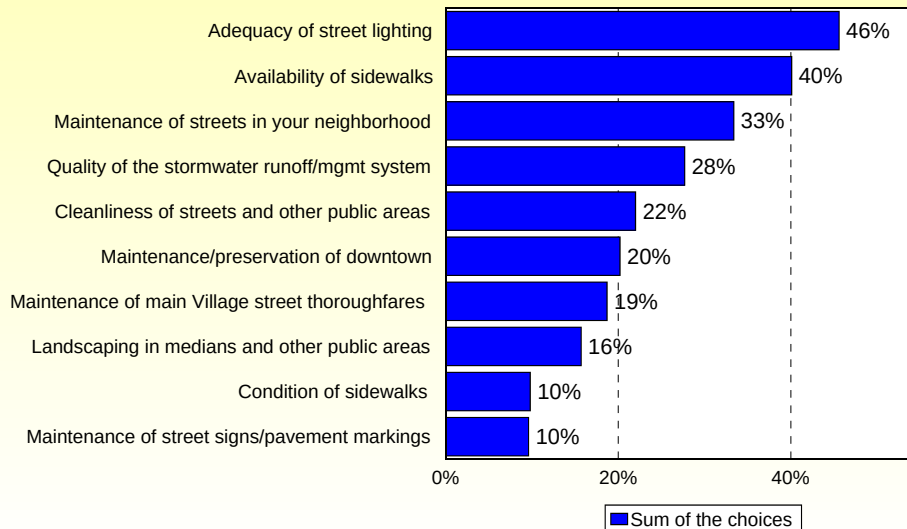
Satisfaction with Various Aspect of Public Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



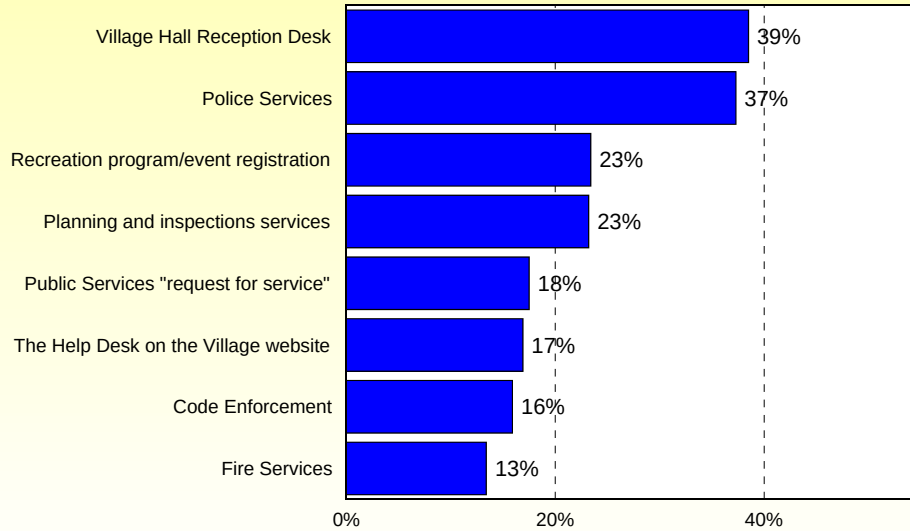
Q14. Which THREE of the Public Services items should receive the most emphasis from Village leaders over the next TWO Years?

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



Q15. Do you or other members of your household use Village services and facilities?

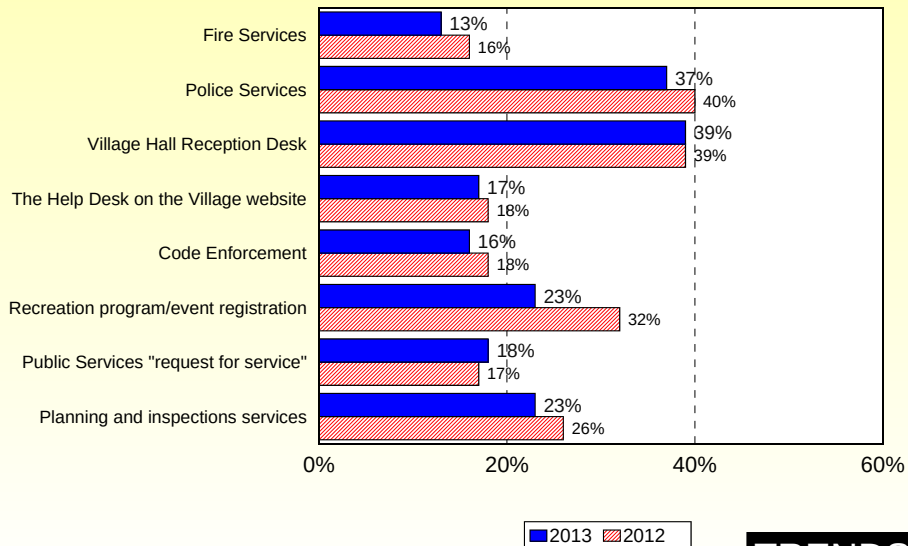
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Households That Use Village Services and Facilities - 2012 vs. 2013

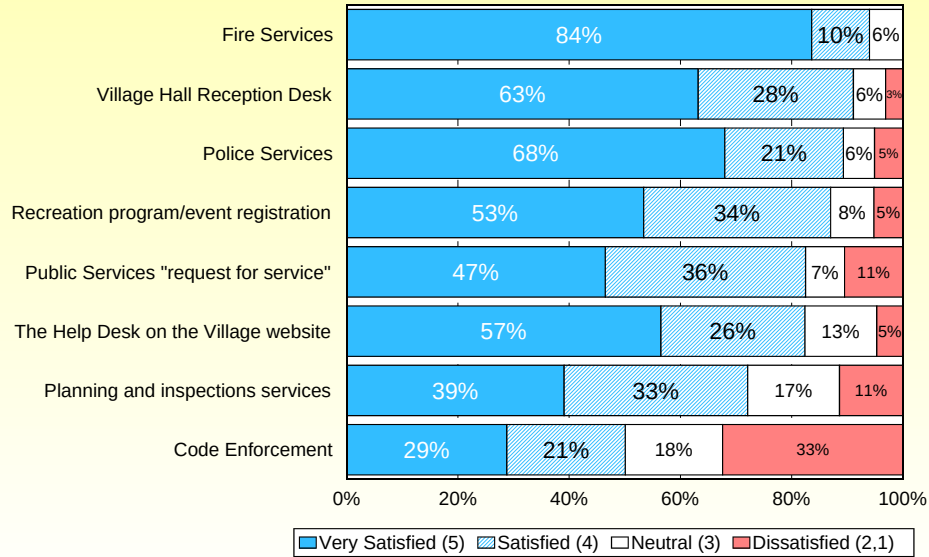
by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q15a. Please rate your satisfaction for the services you or your household member have used

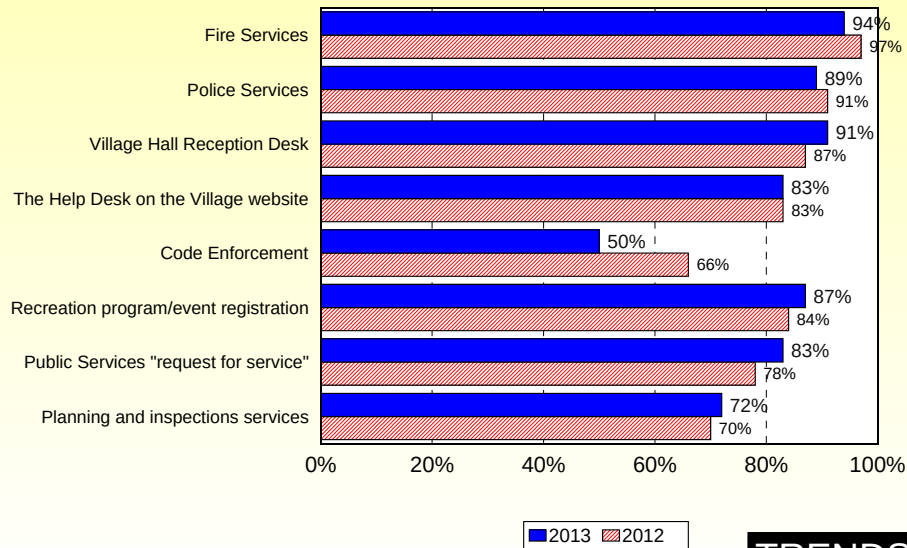
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction With Village Services and Facilities - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

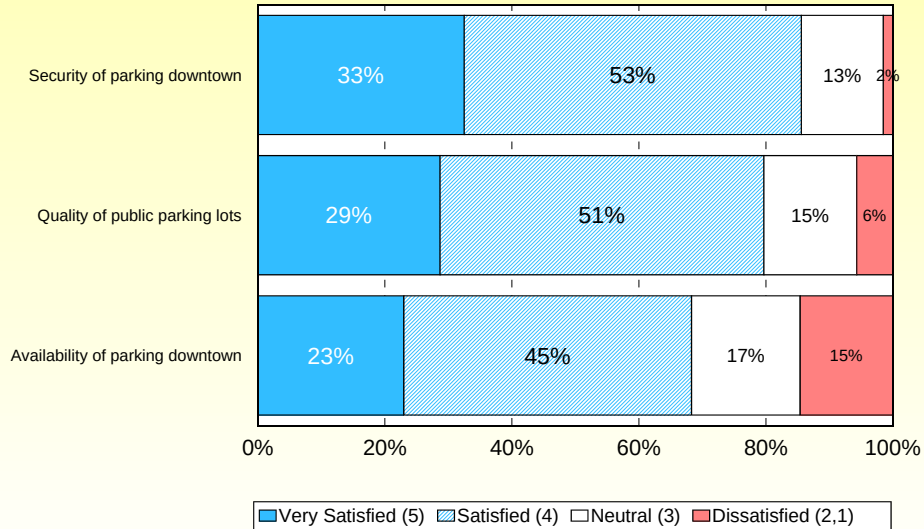


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q16. Satisfaction with Various Aspects of Downtown Parking

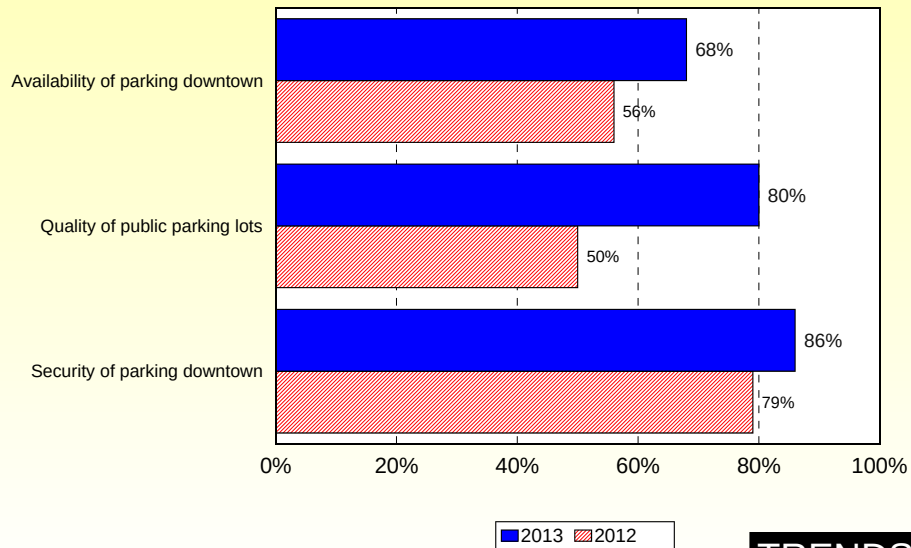
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Downtown Parking 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

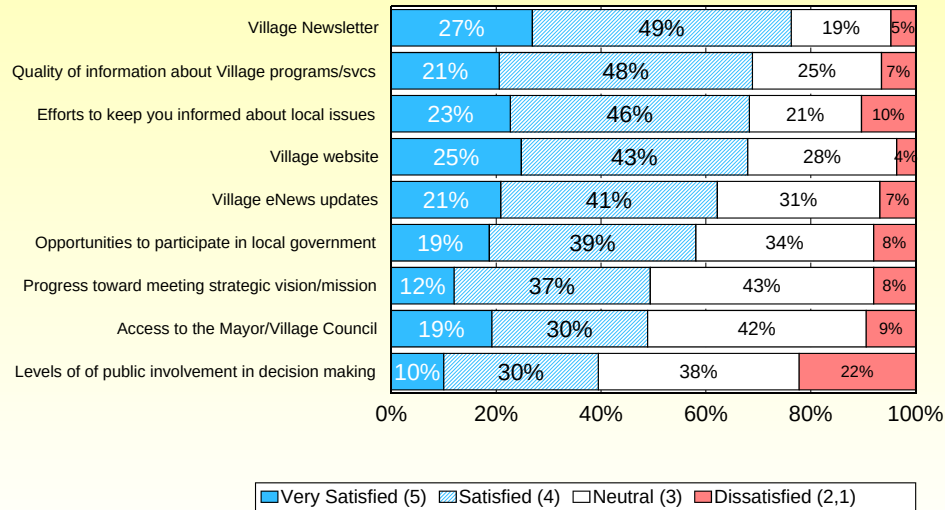


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q17. Satisfaction with Public Communication and Outreach

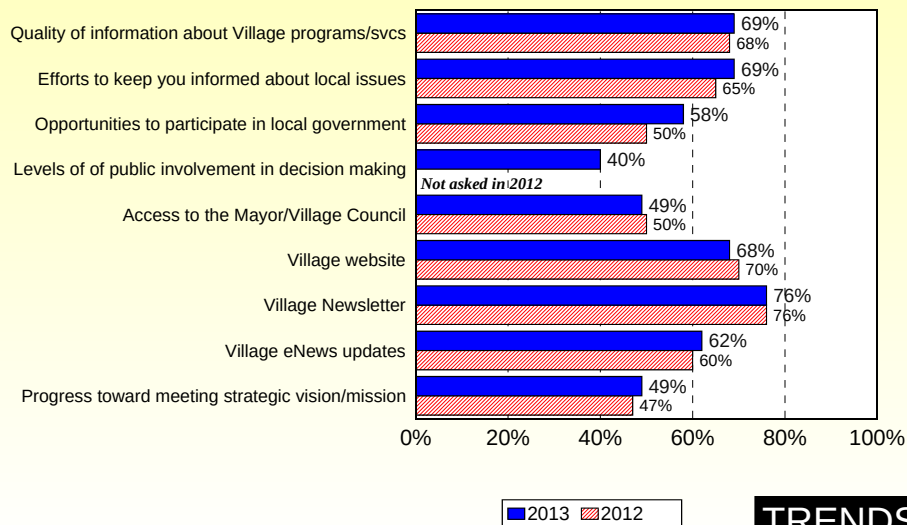
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Public Communication and Outreach 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

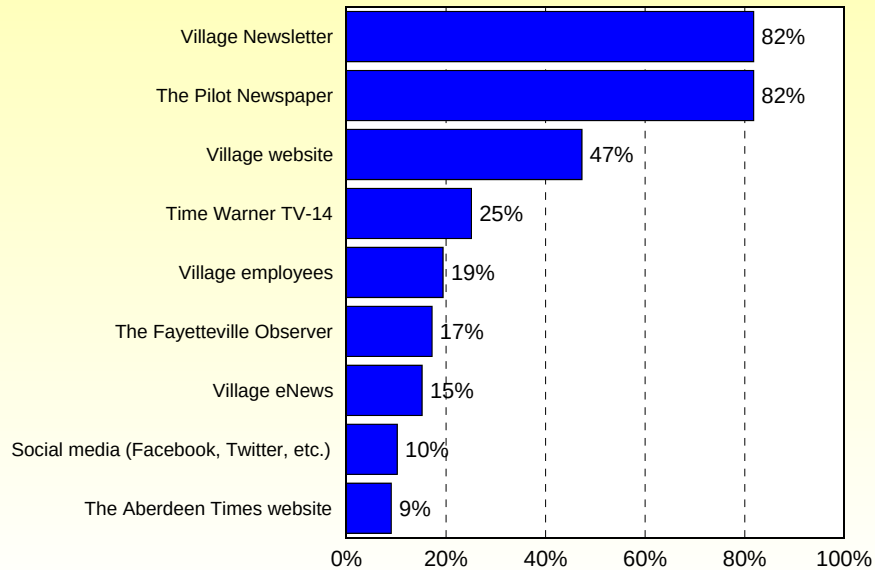


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q18. Which of the following do you use to get information about the Village of Pinehurst?

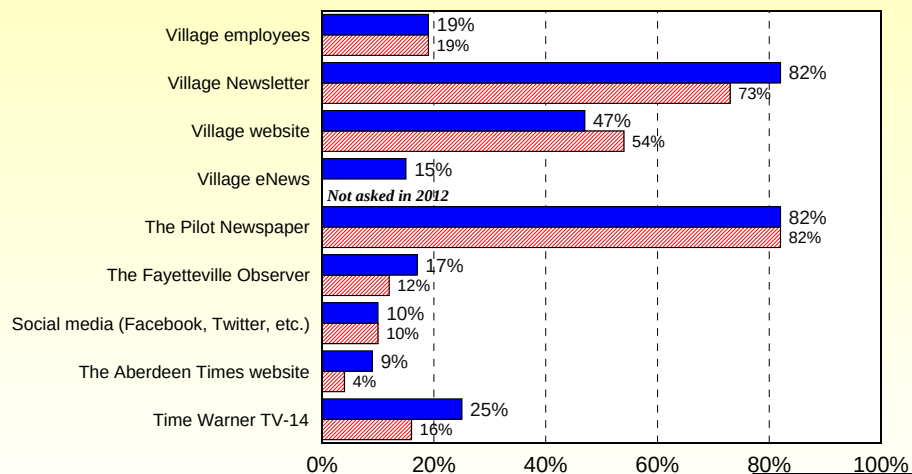
by percentage of respondents (multiple selections could be made)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Which of the following do you use to get information about the Village of Pinehurst? 2012 vs. 2013

by percentage of respondents (multiple selections could be made)

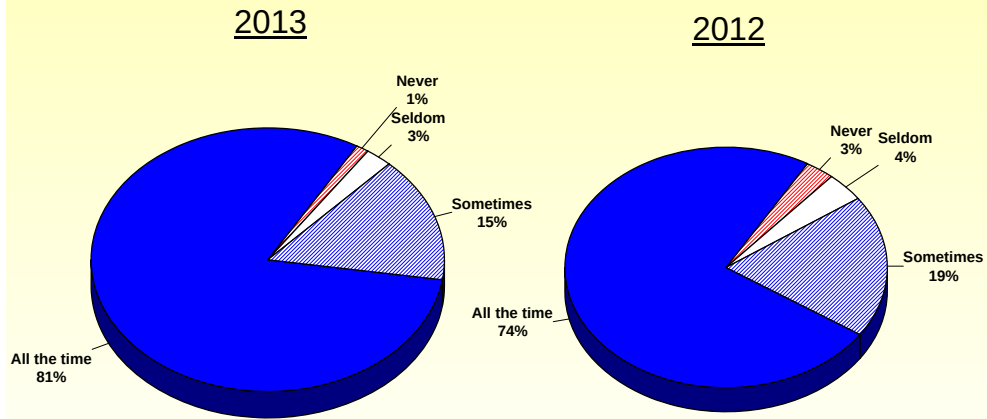


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q19. How often do you read the Village Newsletter, which is mailed to all residents?

by percentage of respondents

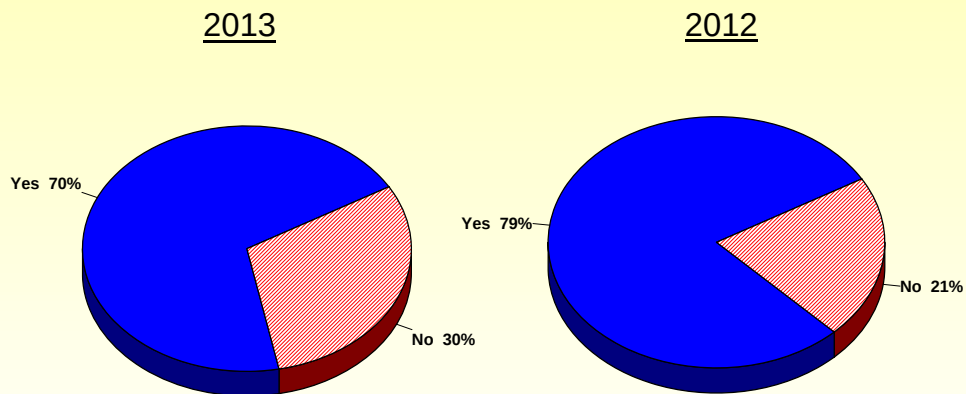


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q19a. Would you be willing to receive your newsletter electronically to cut costs?

by percentage of respondents

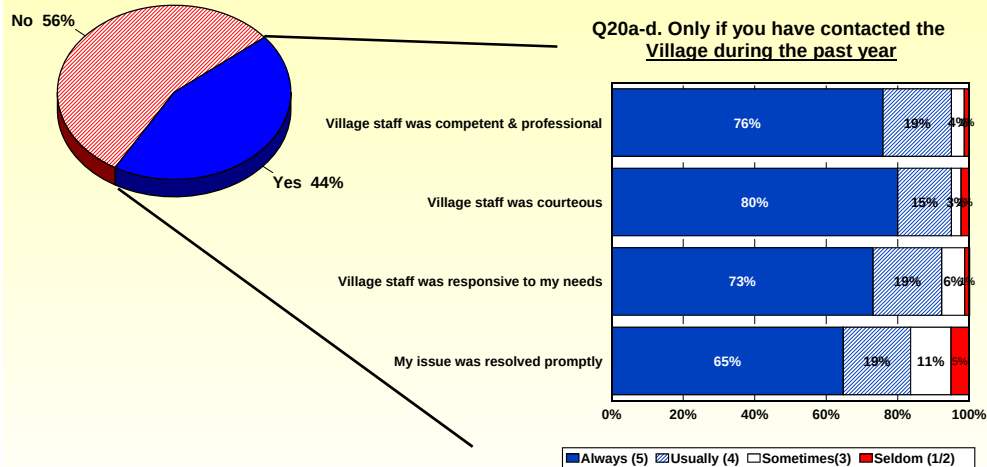


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q20. Have you contacted the Village during the past year?

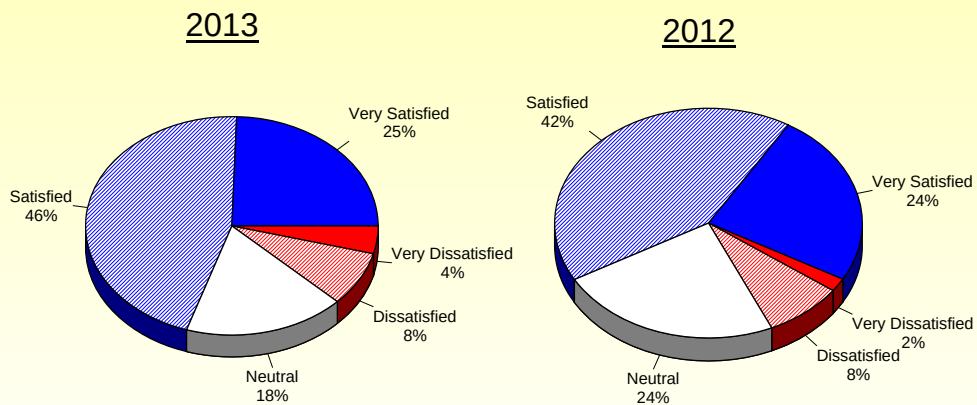
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q21. What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget?

by percentage of respondents

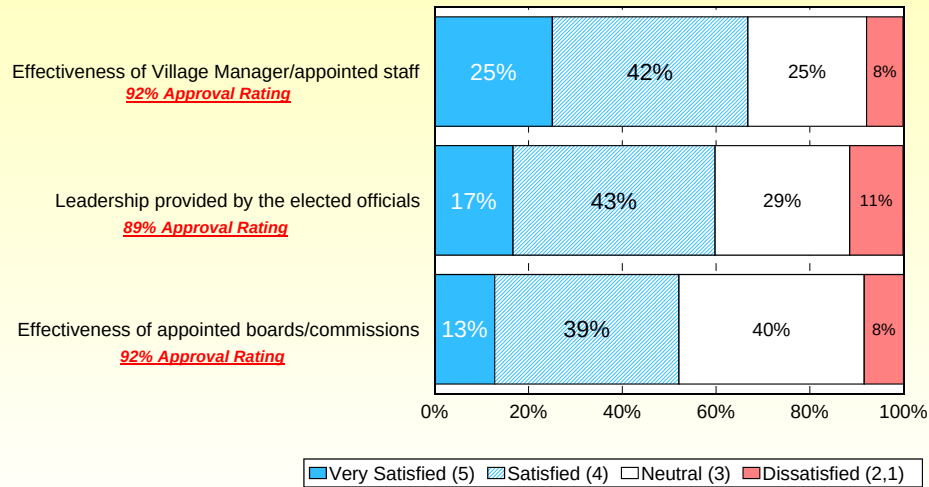


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q22. Please rate your satisfaction with Village Leadership for the following items:

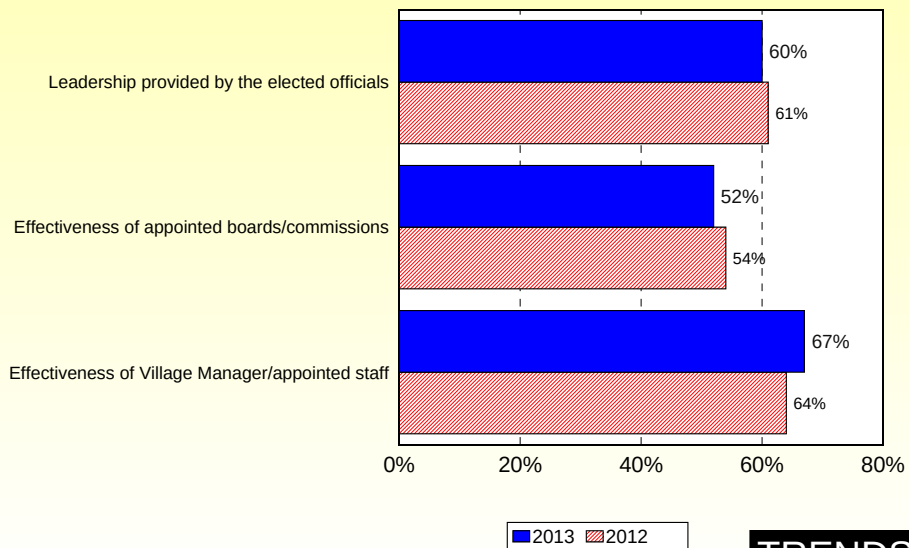
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Village Leadership - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

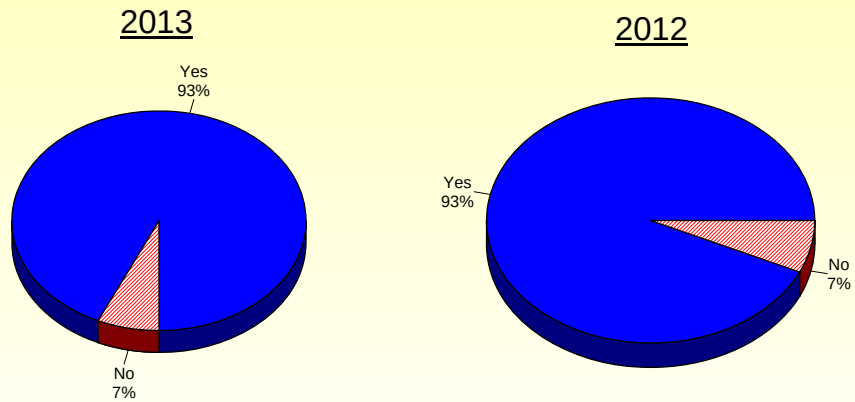


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q23. Would you recommend Pinehurst to others as a place to live?

by percentage of respondents

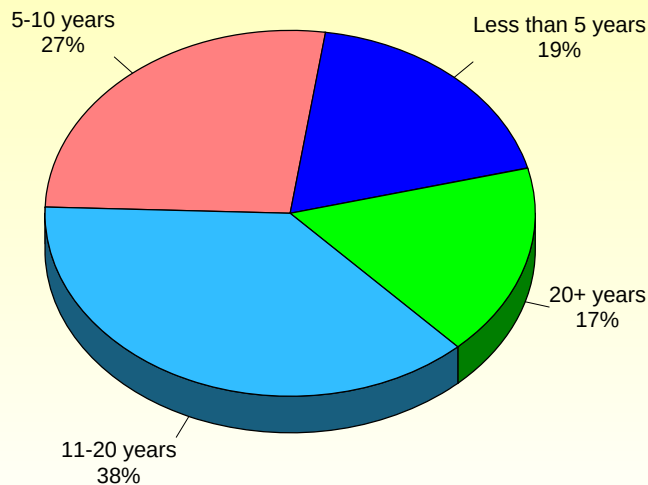


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q24. Approximately how many years have you lived in the Village of Pinehurst?

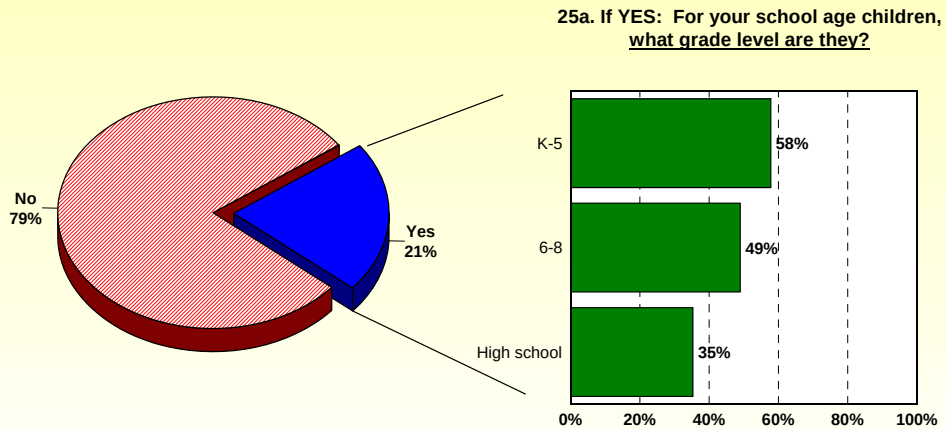
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q25. Do you have school age children (grades K-12) living at home?

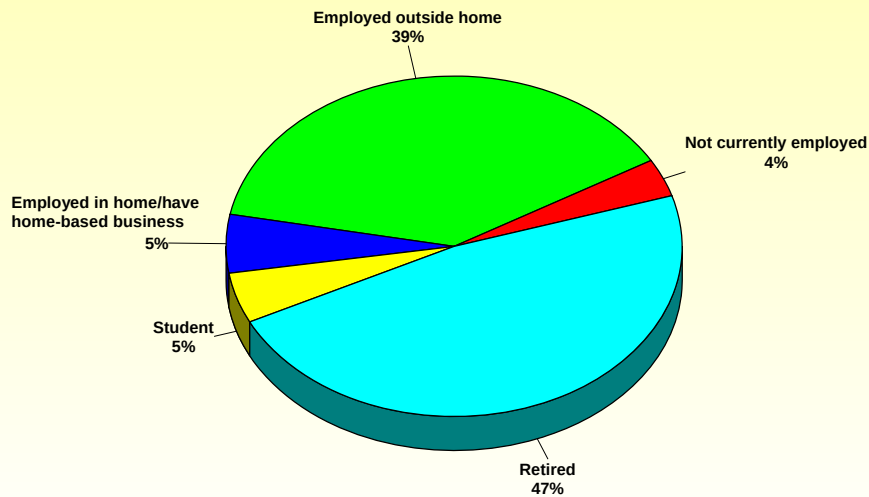
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q26. Demographics: Current Employment Status

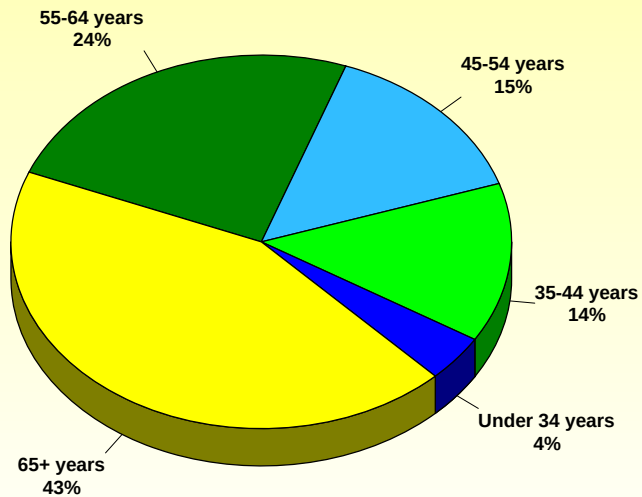
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q27. Demographics: Age of Respondents

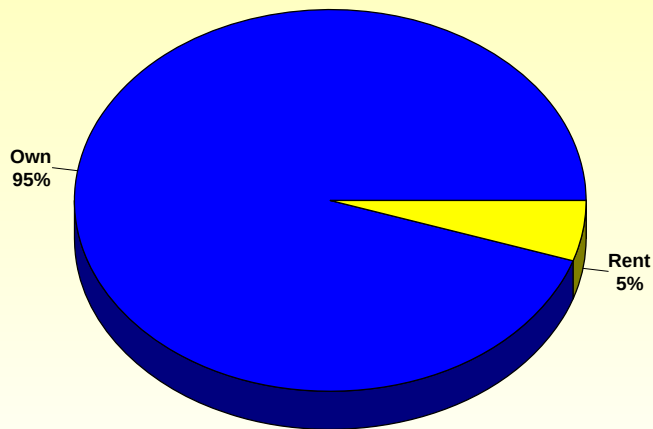
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q28. Do You Own Or Rent Current Residence?

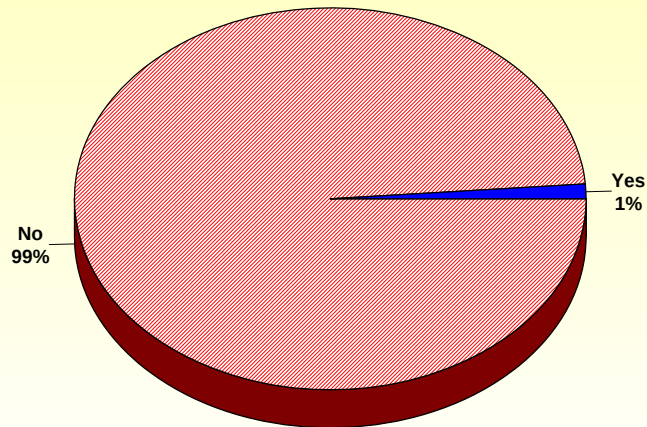
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin?

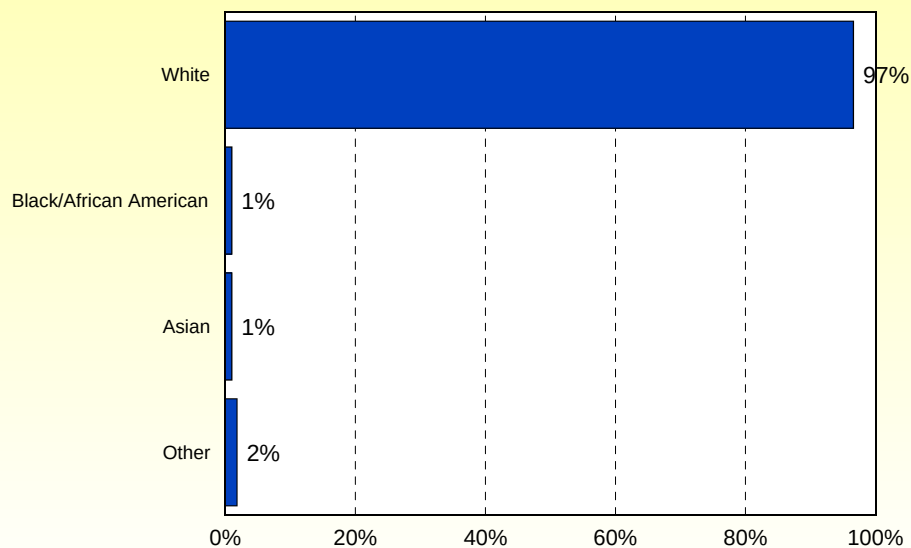
by percentage of respondents



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

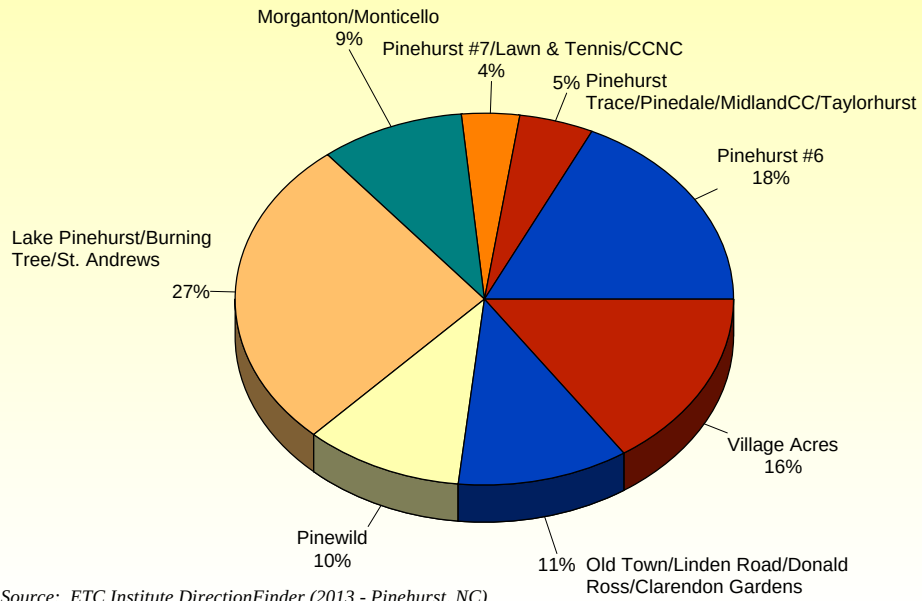
Q30. Which of the following best describes your race?

by percentage of respondents

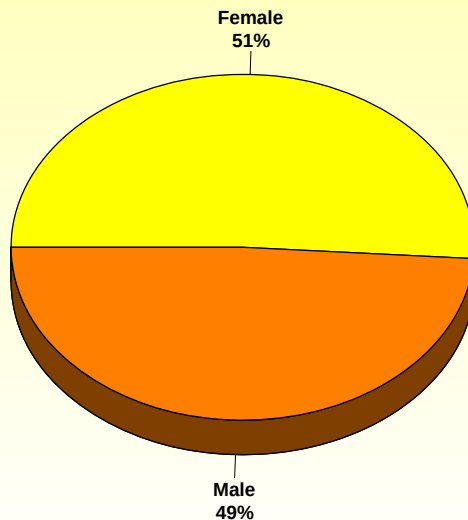


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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



Q32. Demographics: Gender of the Respondents
by percentage of respondents



Section 2:
GIS Mapping

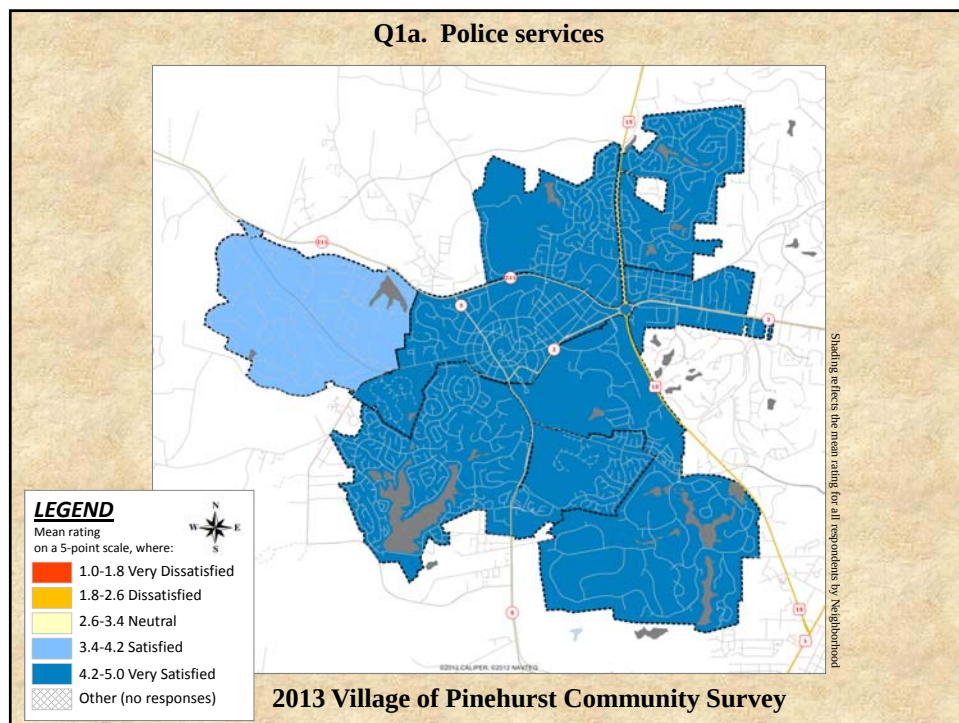
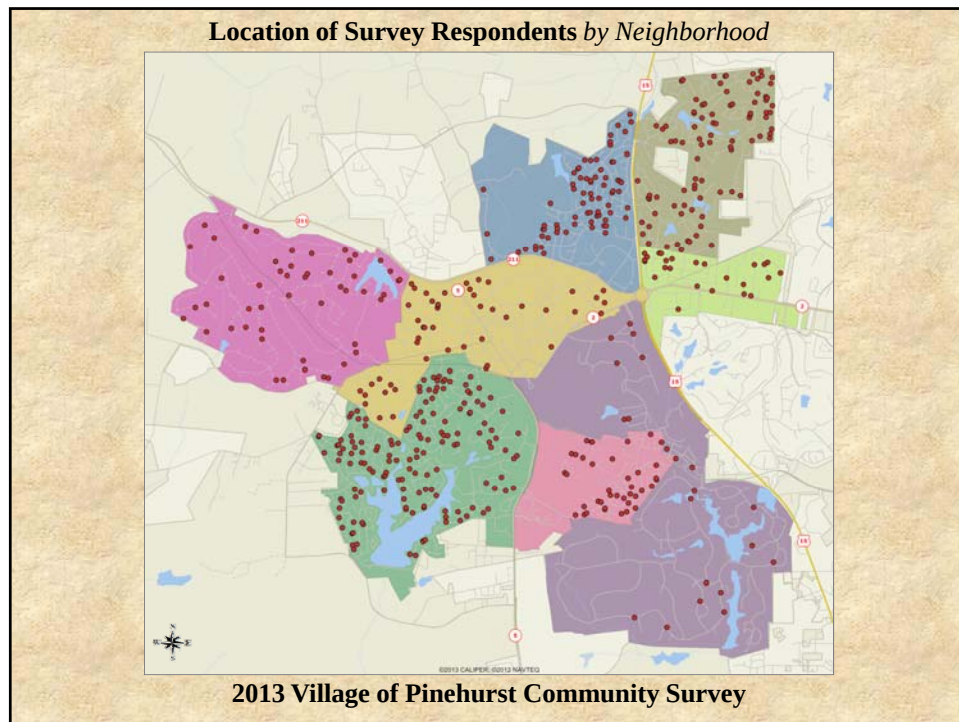
Interpreting the Maps

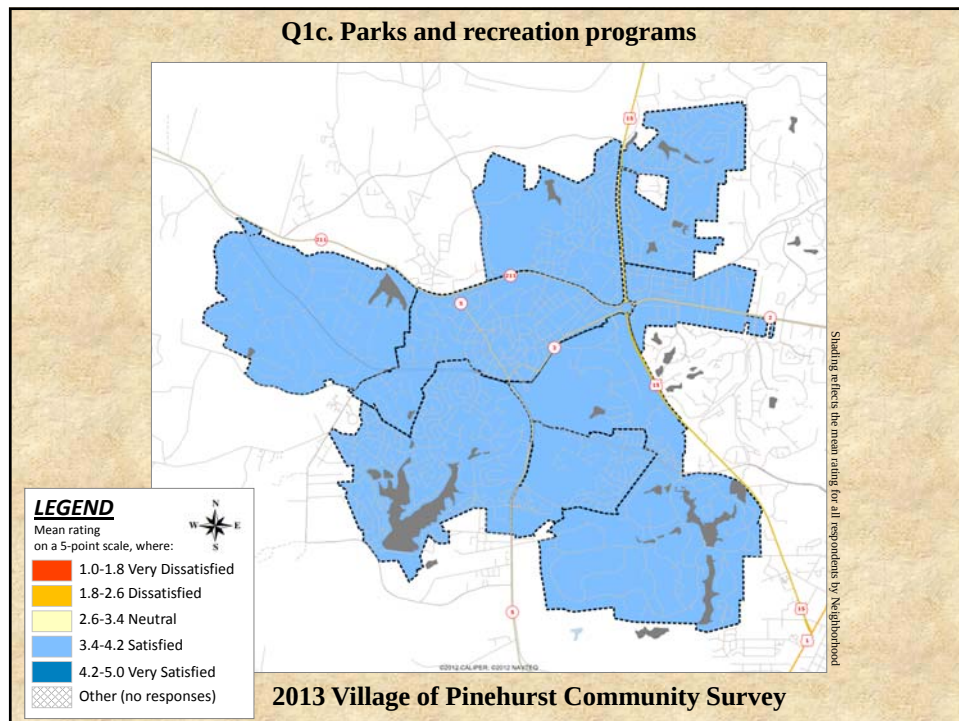
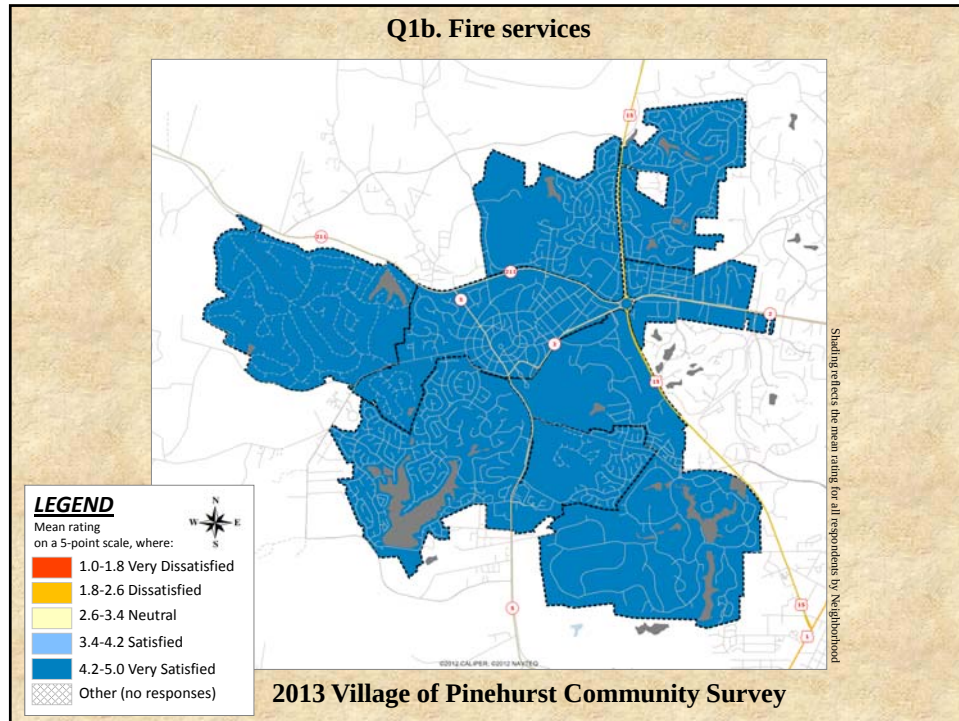
The maps on the following pages show the mean ratings for several questions by Neighborhood for the first time in the 2013 Report .

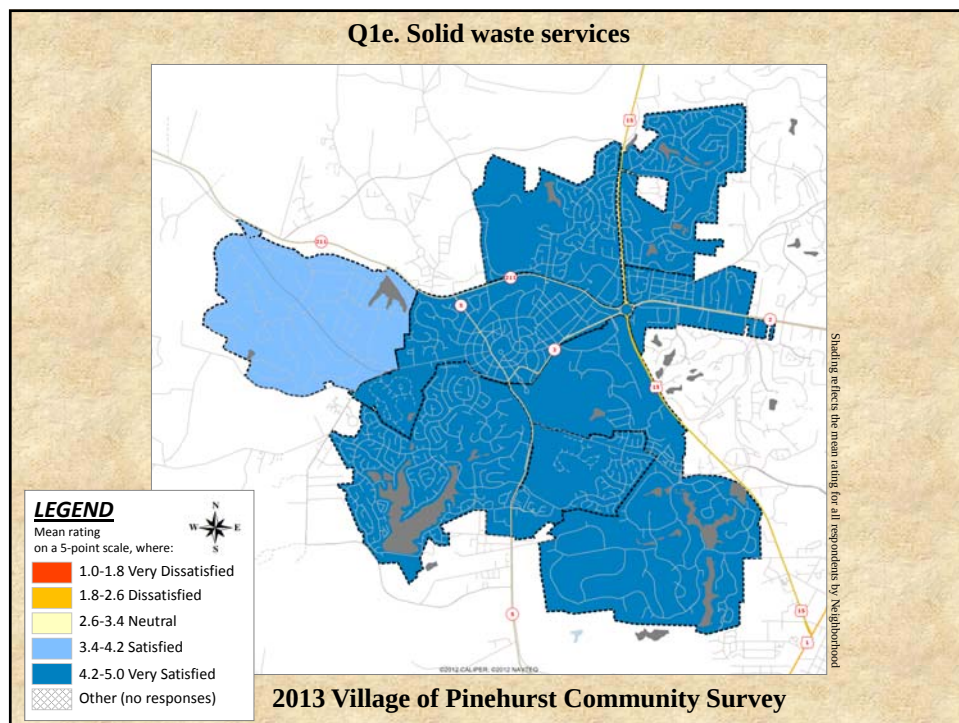
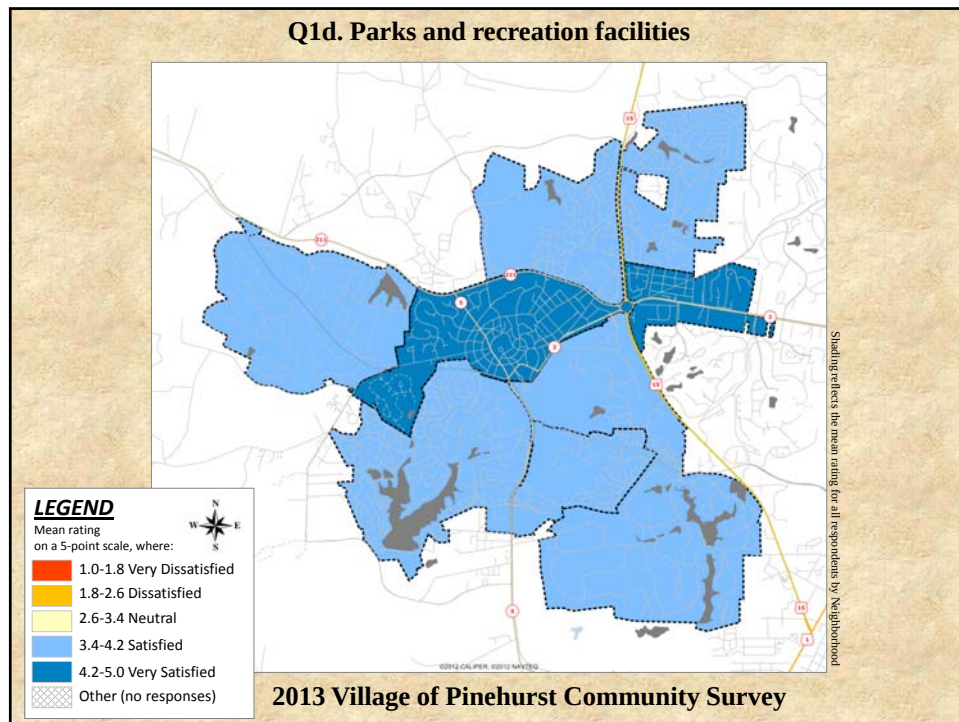
If all Neighborhoods on a map are the same color, then most residents in the community generally feel the same about that issue.

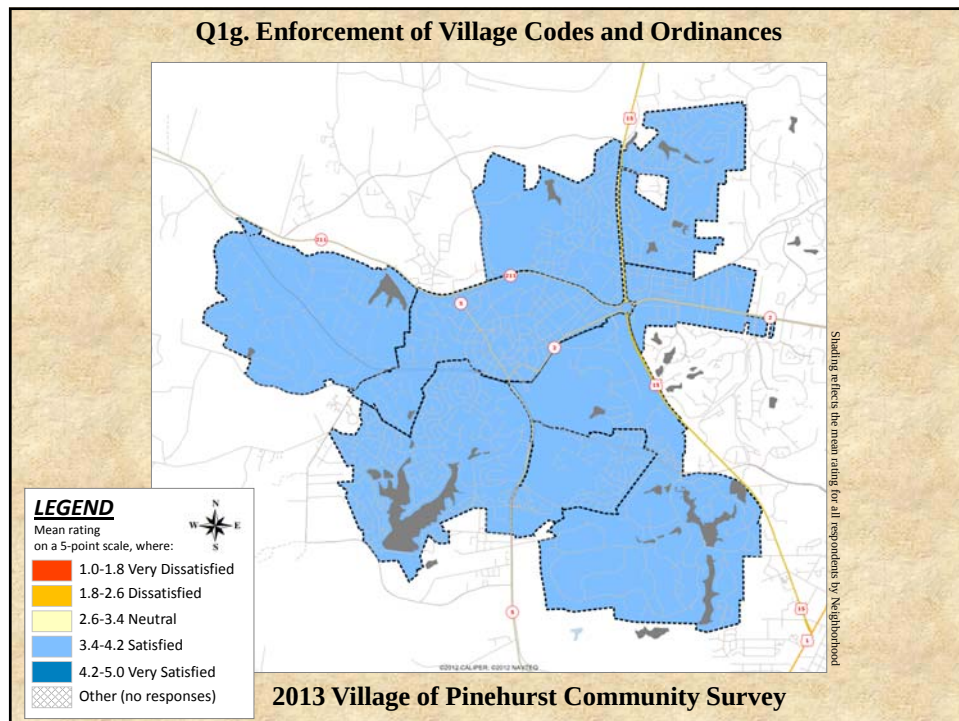
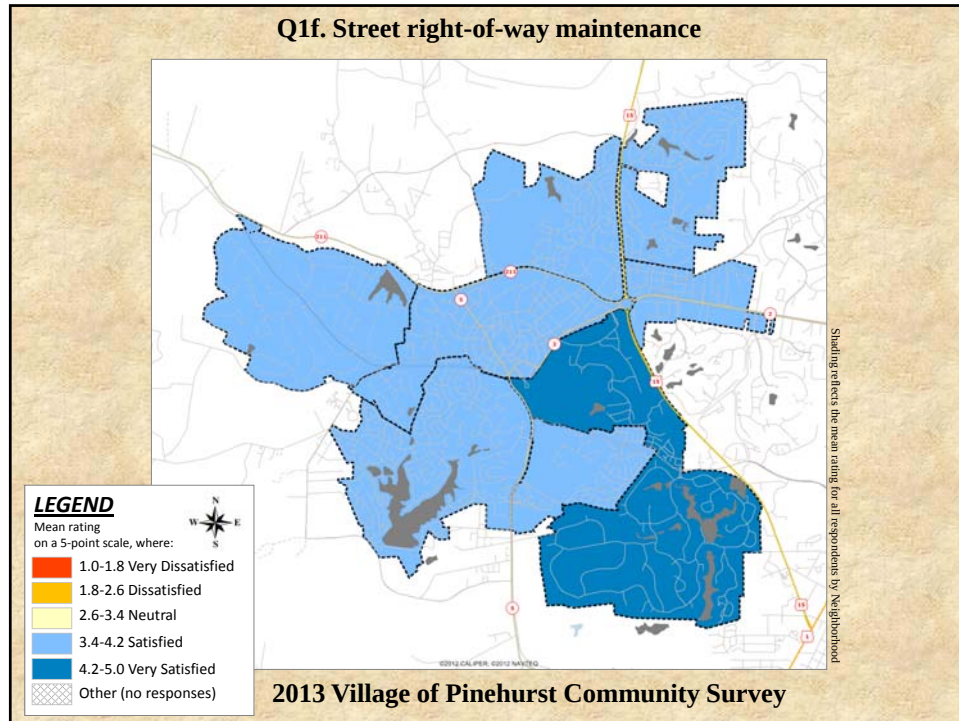
When reading the charts, please use the following color scheme as a guide:

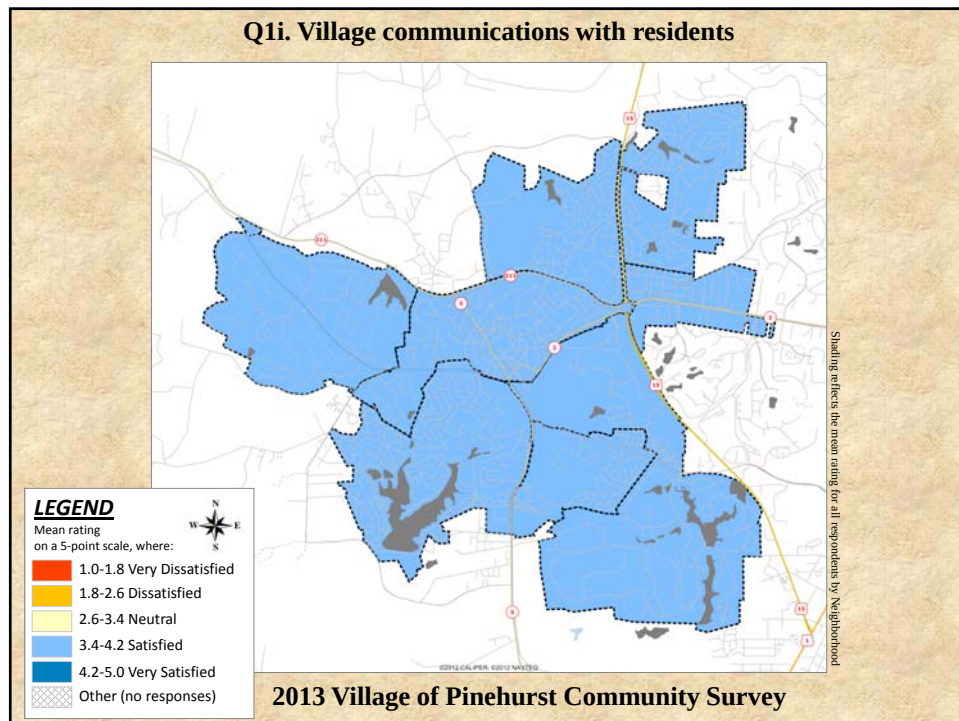
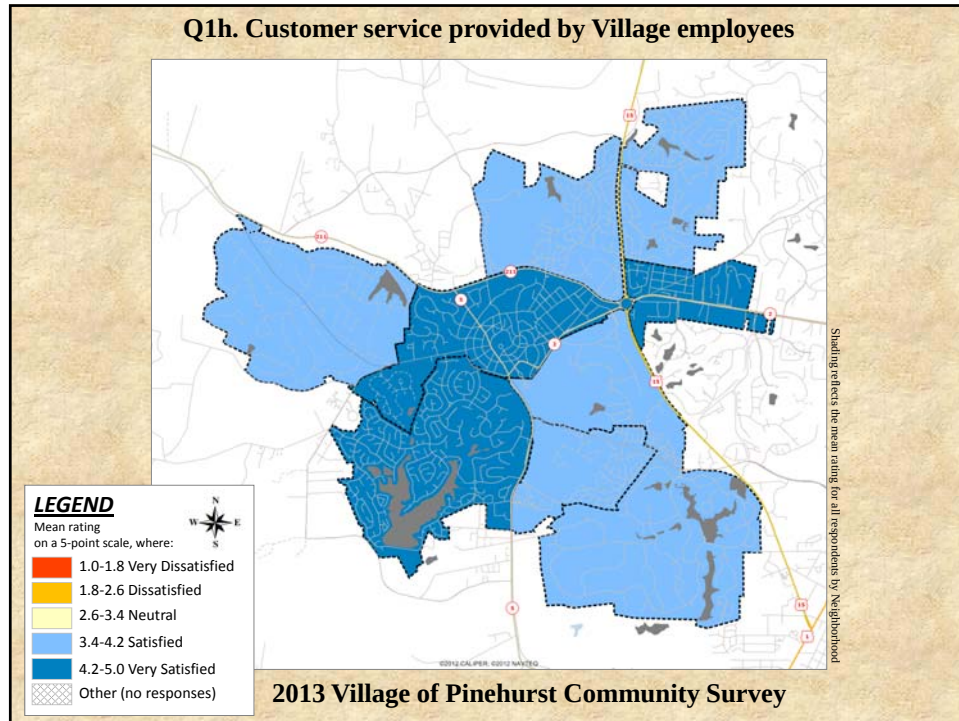
- **DARK/LIGHT BLUE** shades indicate POSITIVE ratings. Shades of blue generally indicate agreement and a willingness of residents to fund an initiative.
- OFF-WHITE/BEIGE shades indicate a NEUTRAL rating. Shades of neutral generally indicate a neutral or “not sure” opinion about an issue.
- **ORANGE/RED** shades indicate NEGATIVE ratings. Shades of orange/red generally indicate disagreement and an unwillingness to fund an initiative.

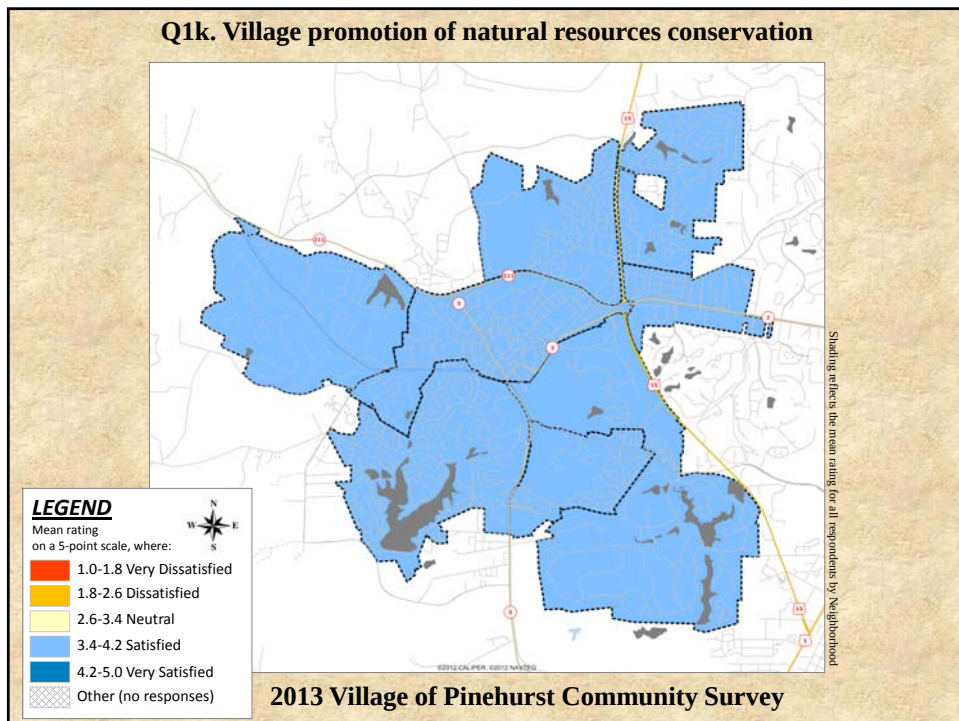
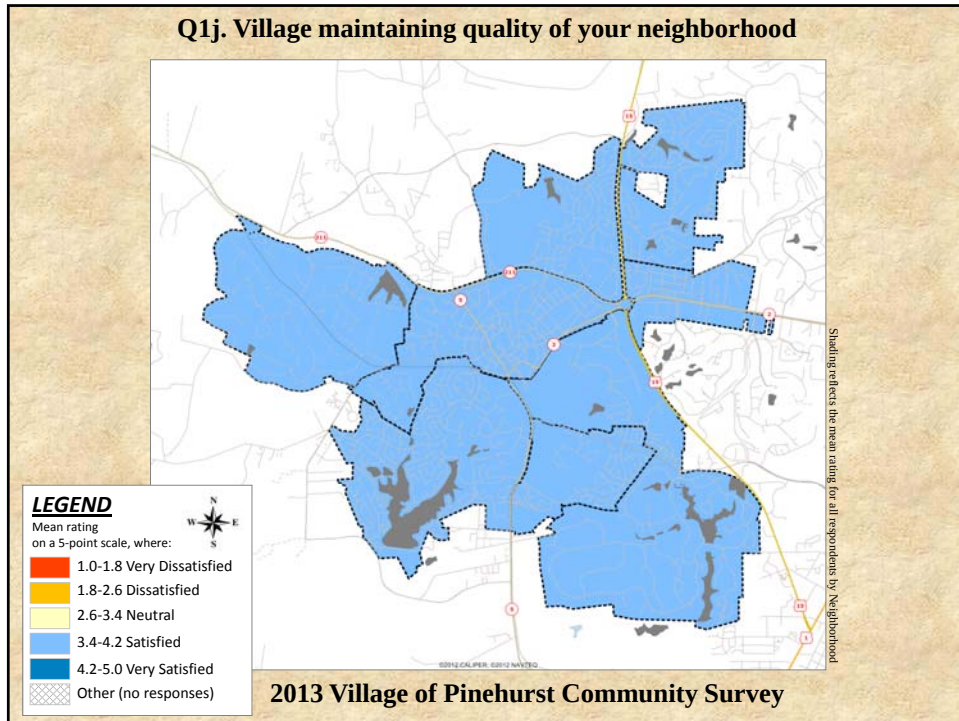


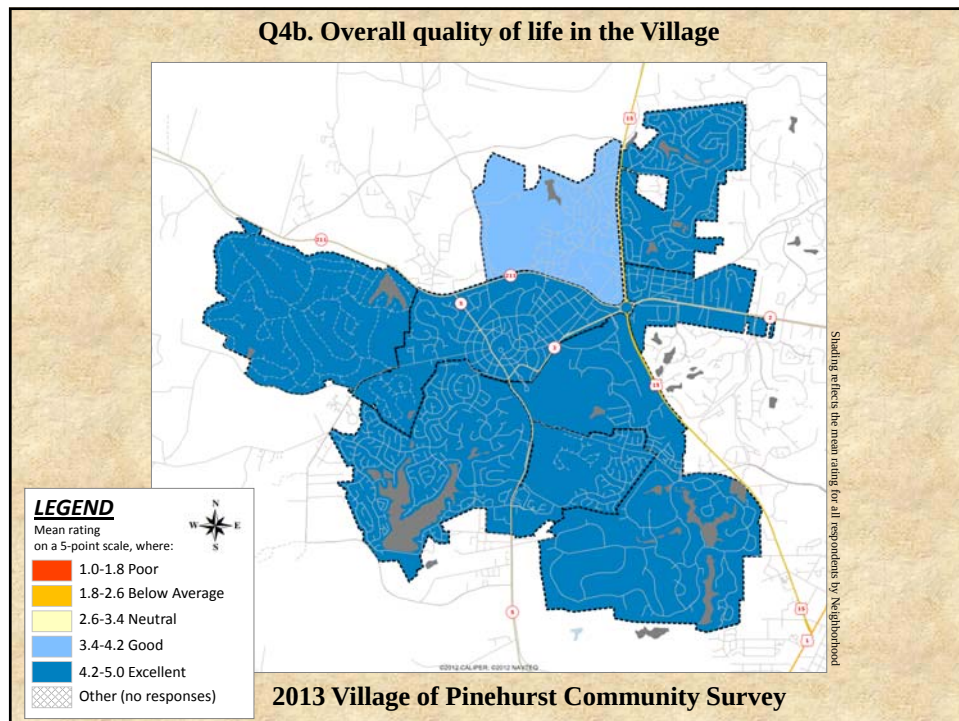
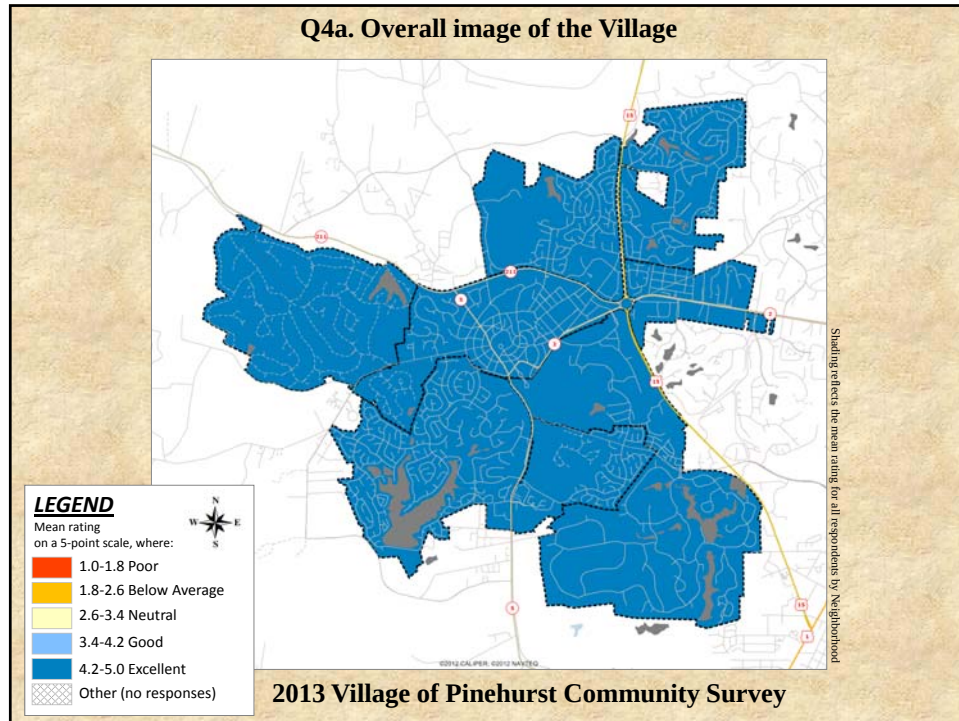


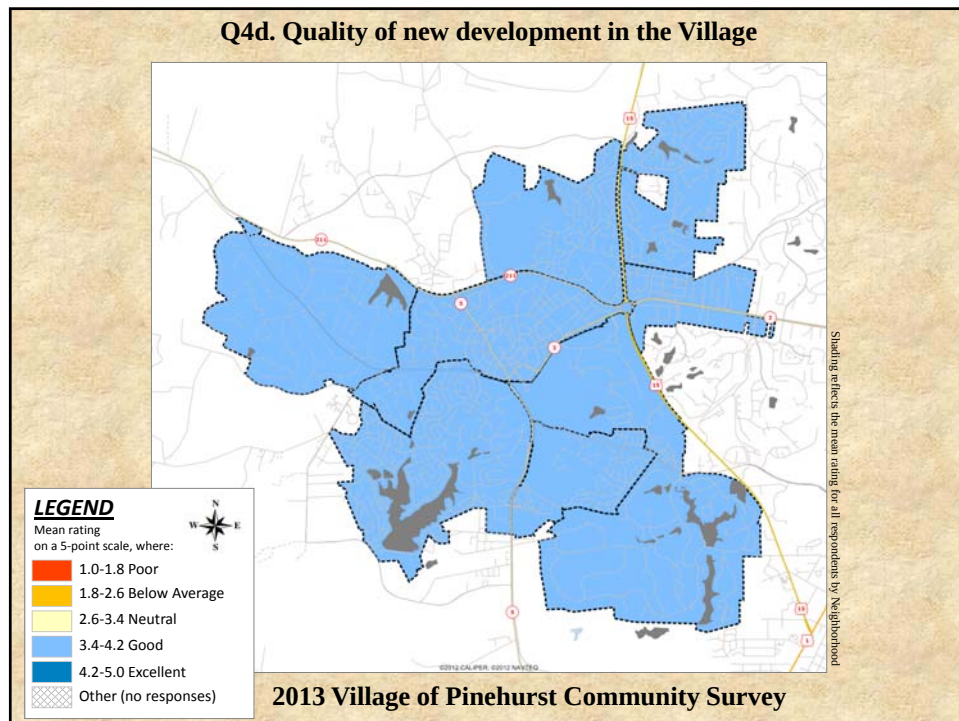
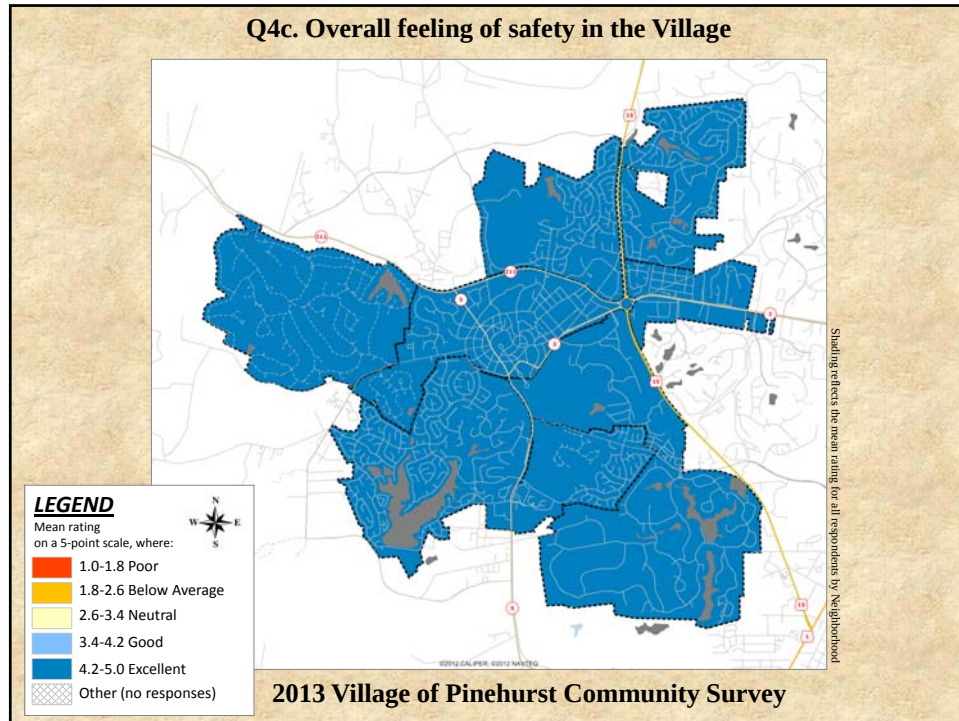


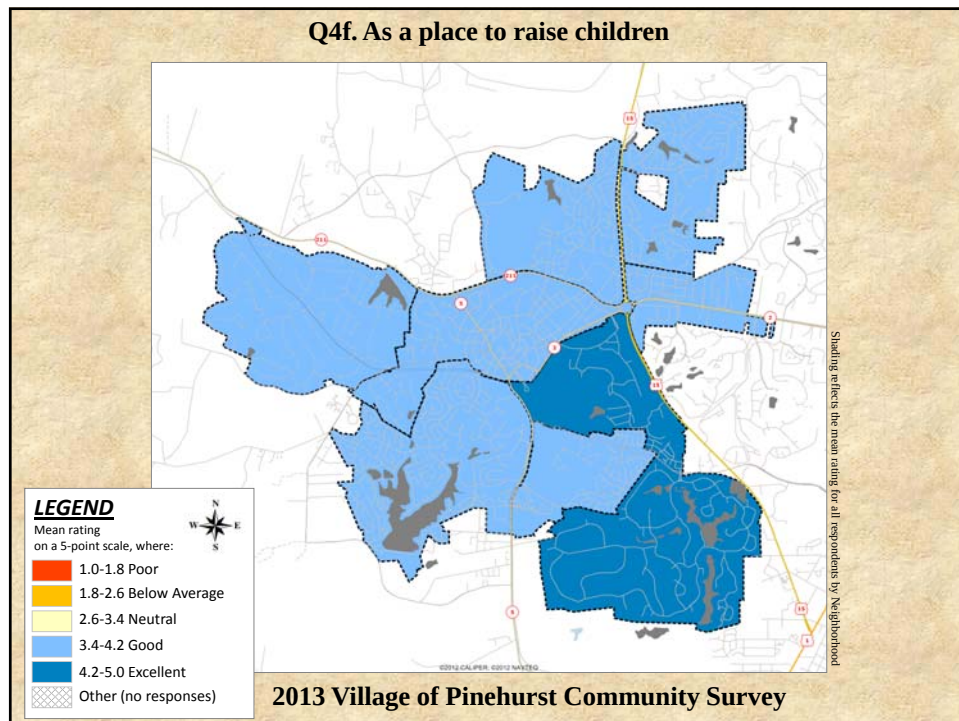
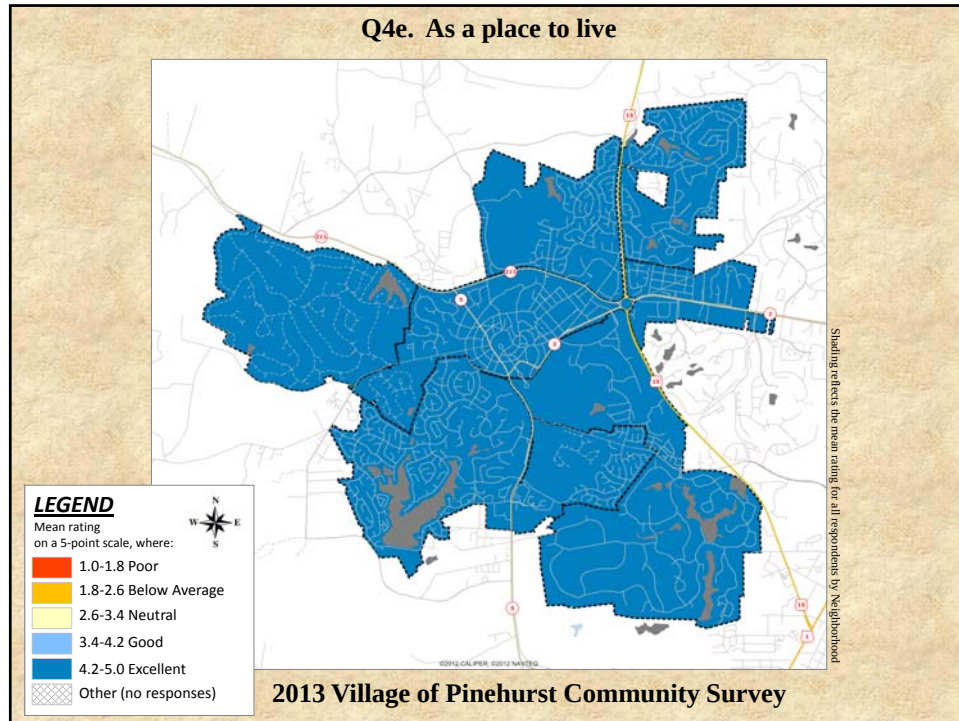


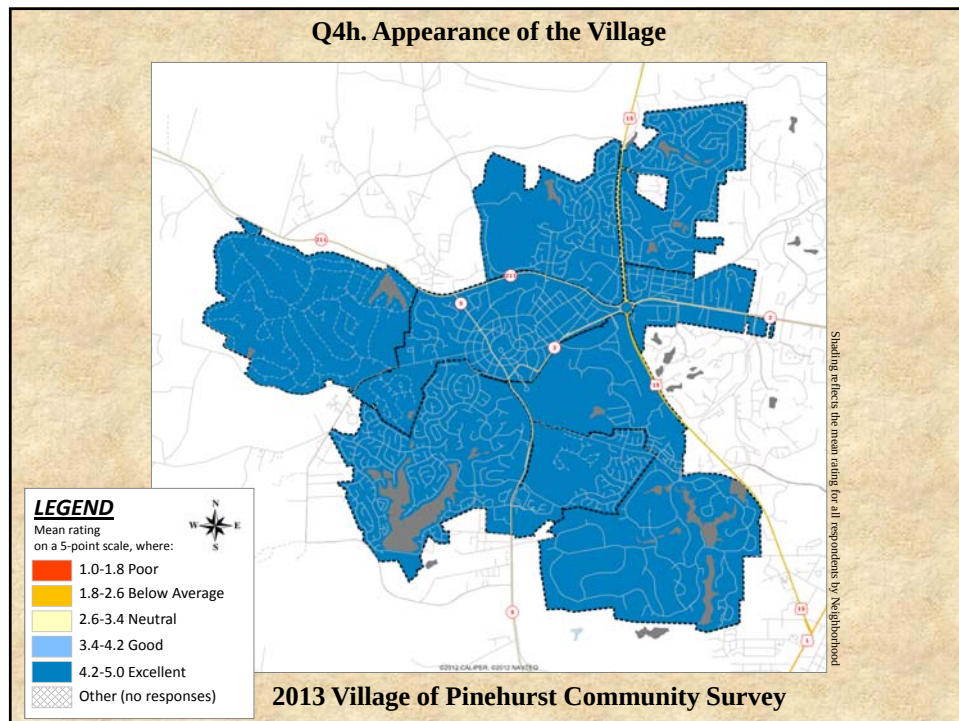
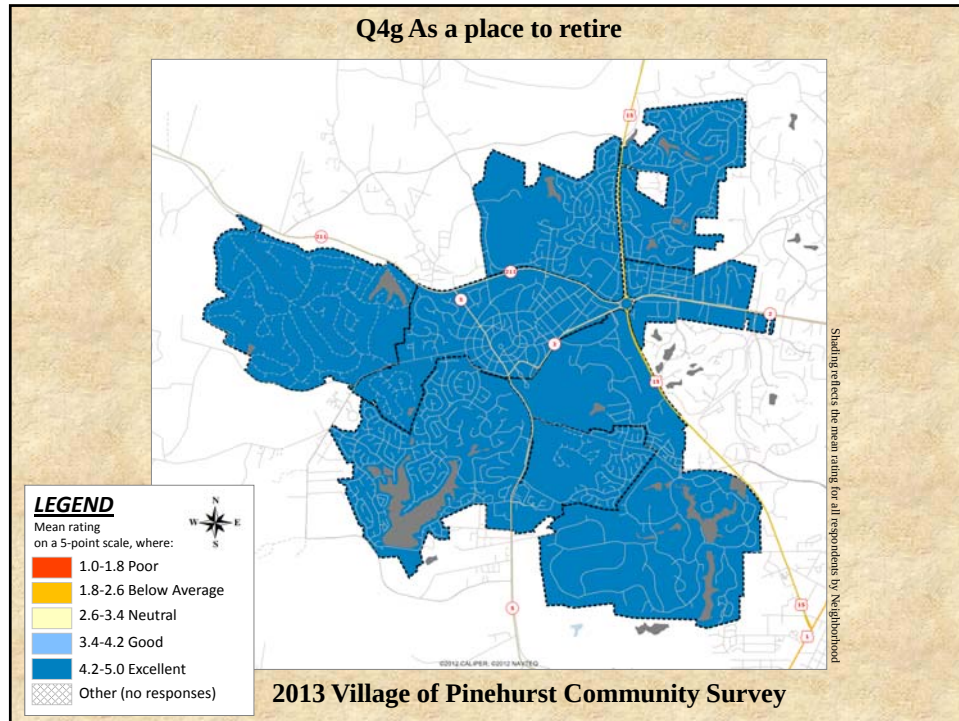


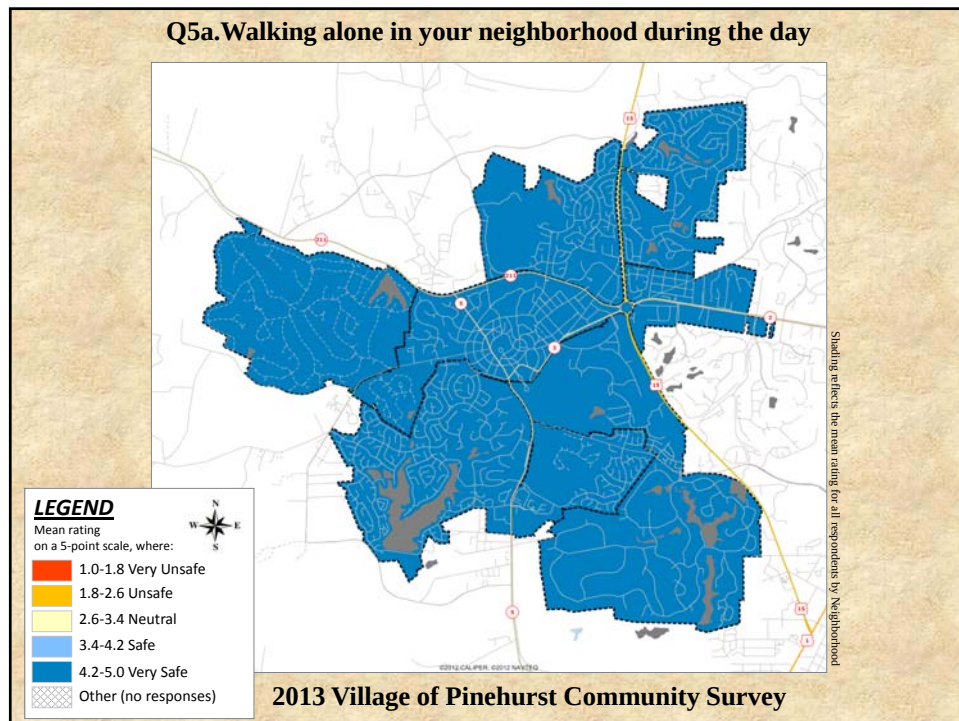
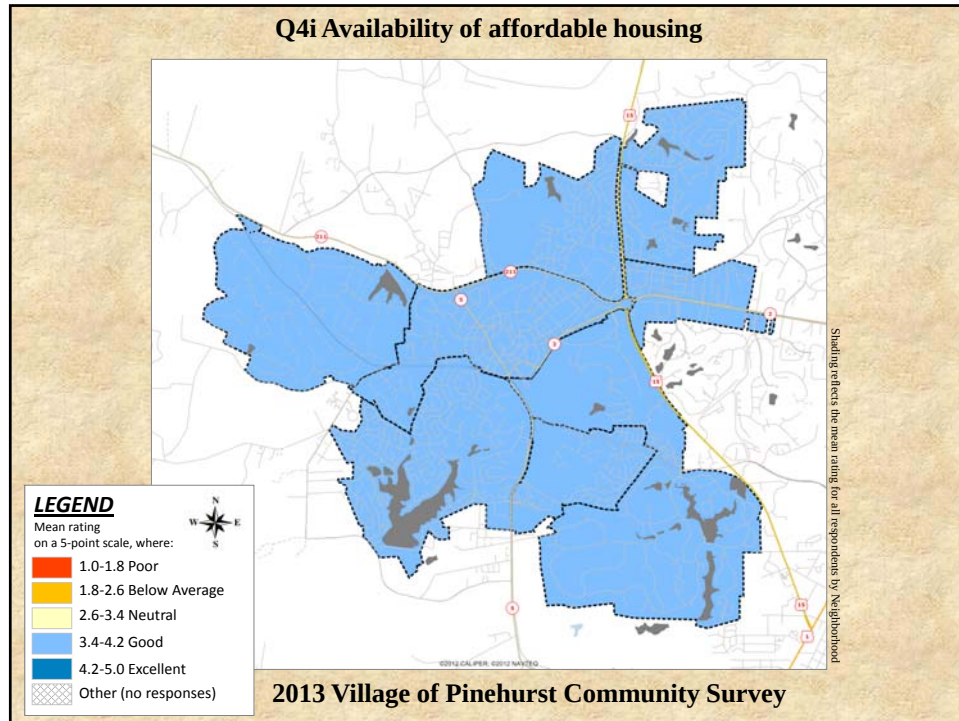


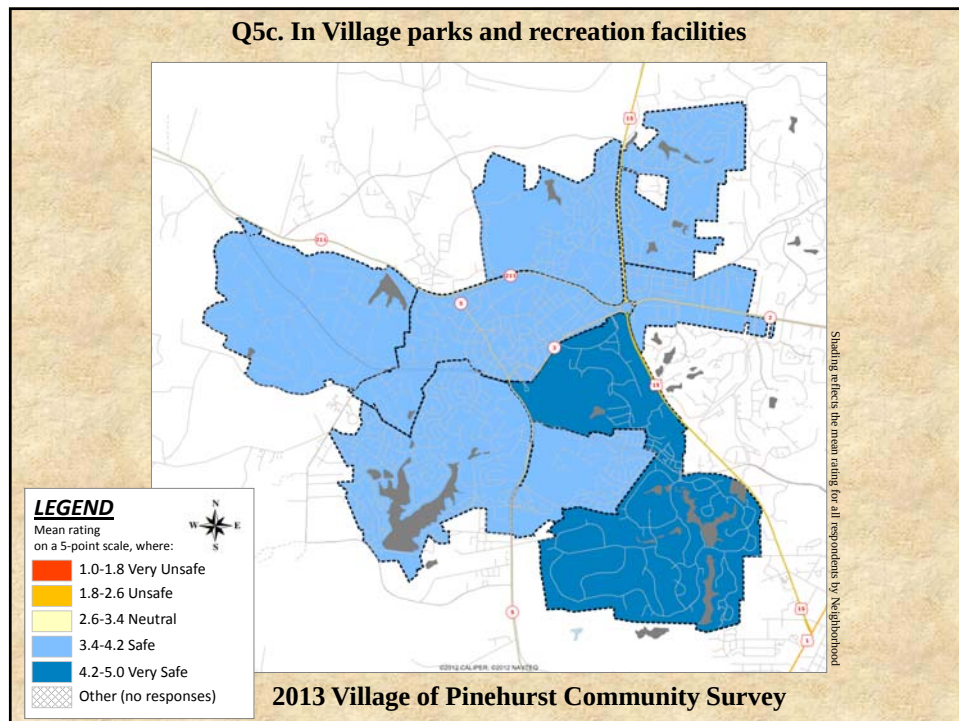
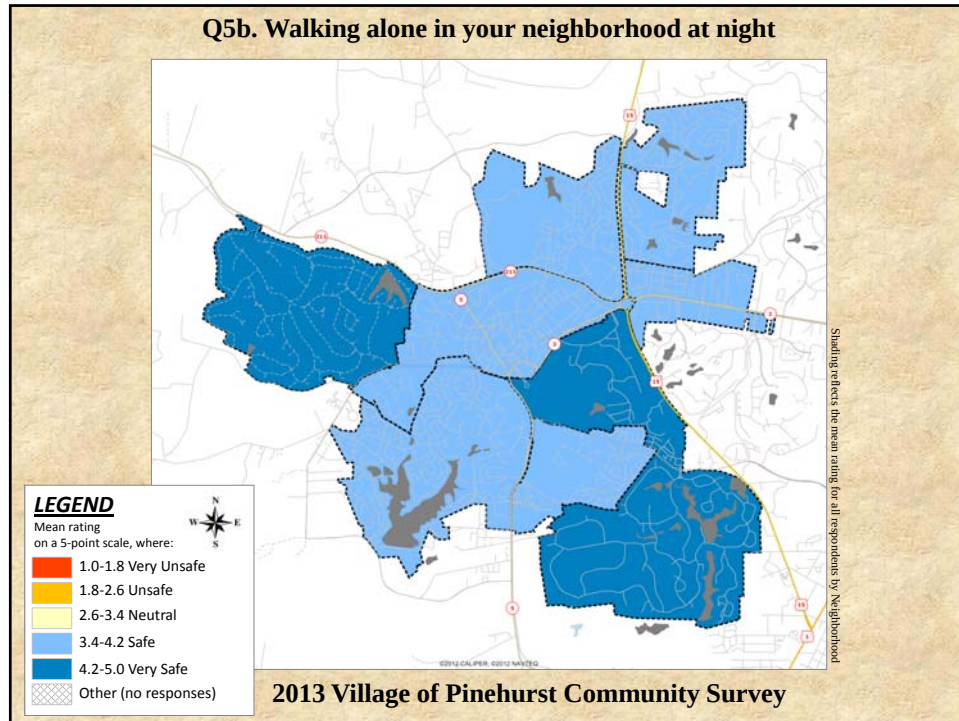


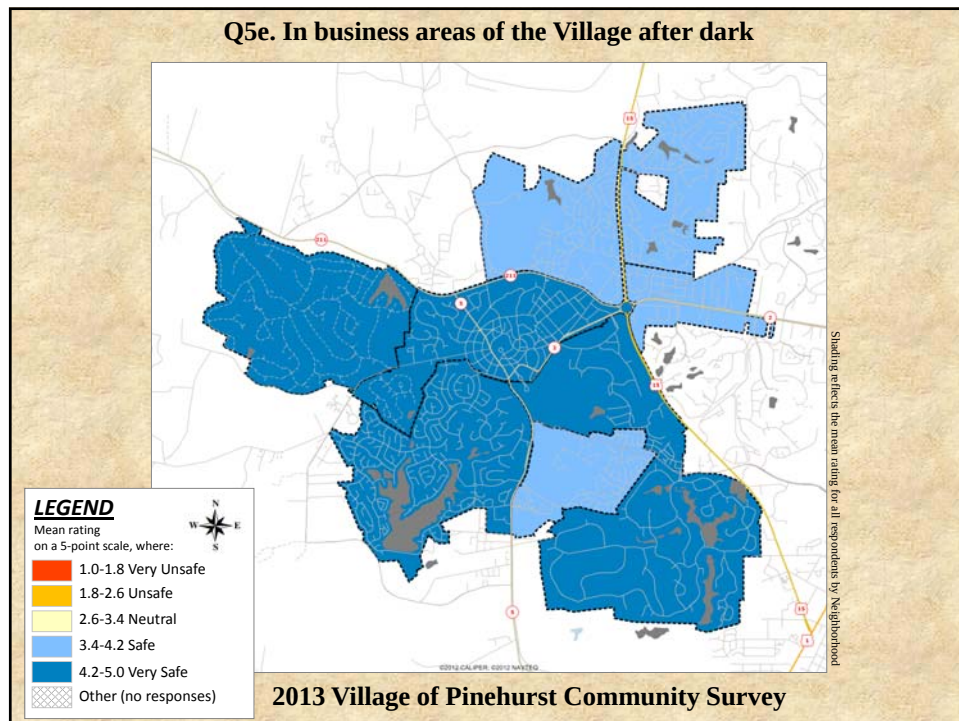
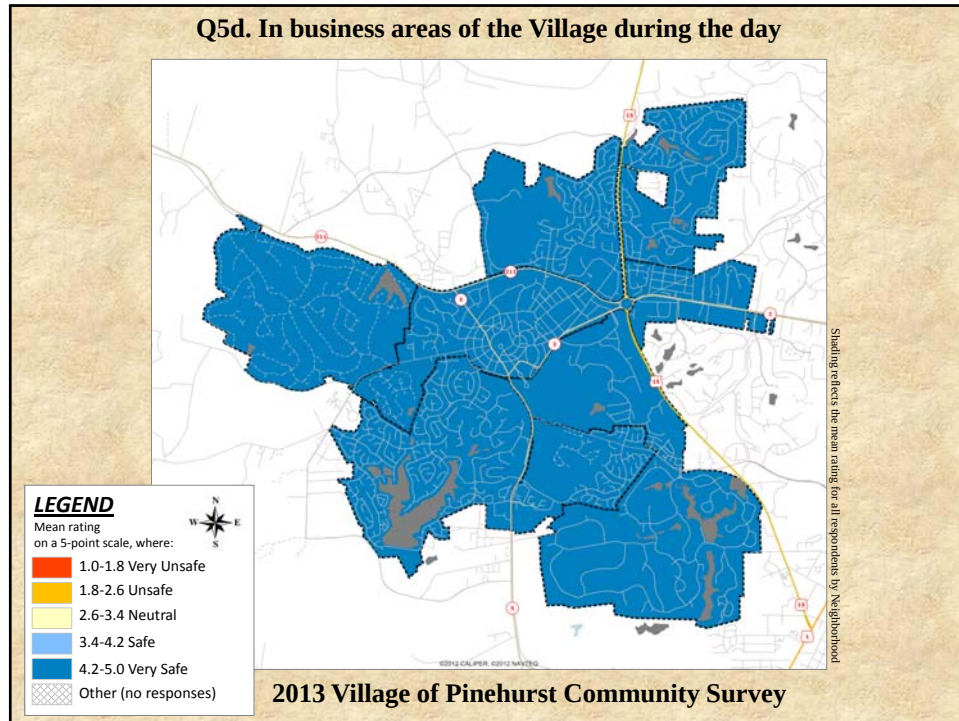


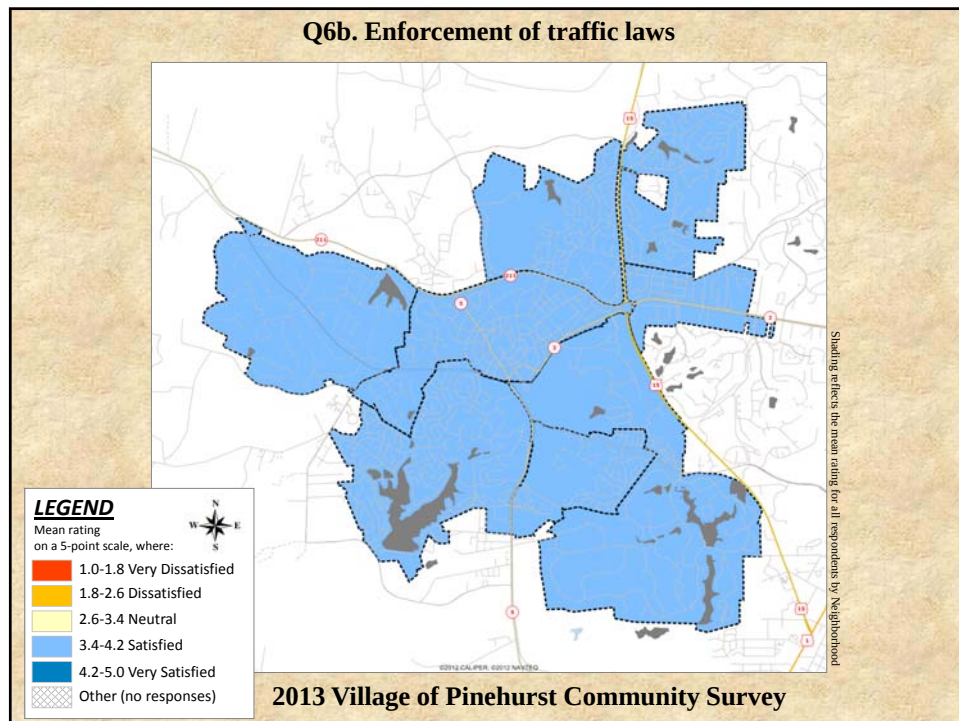
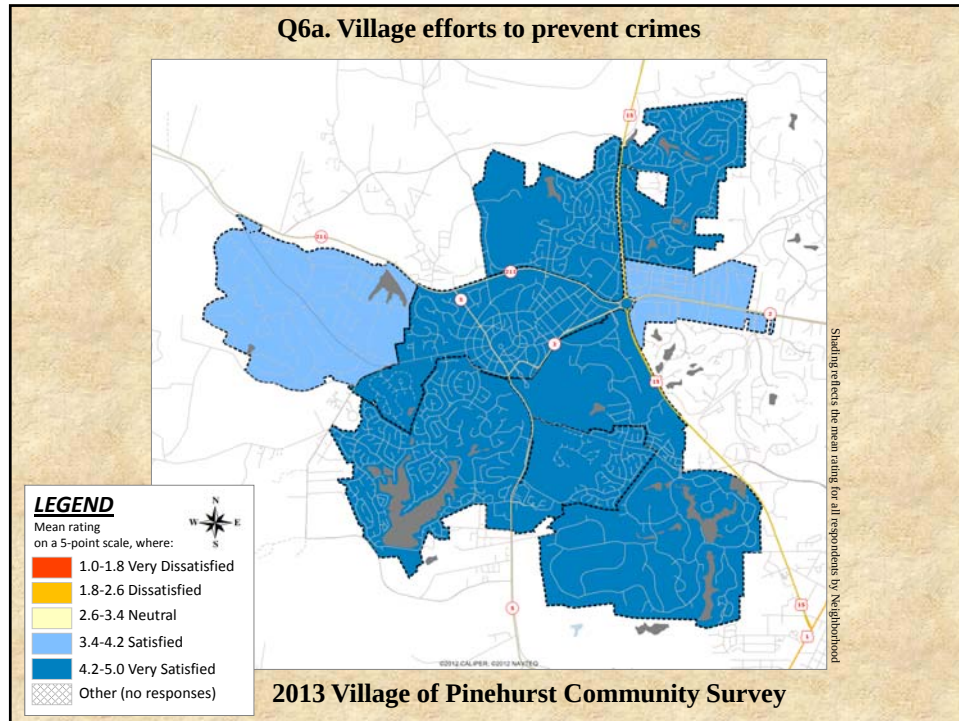


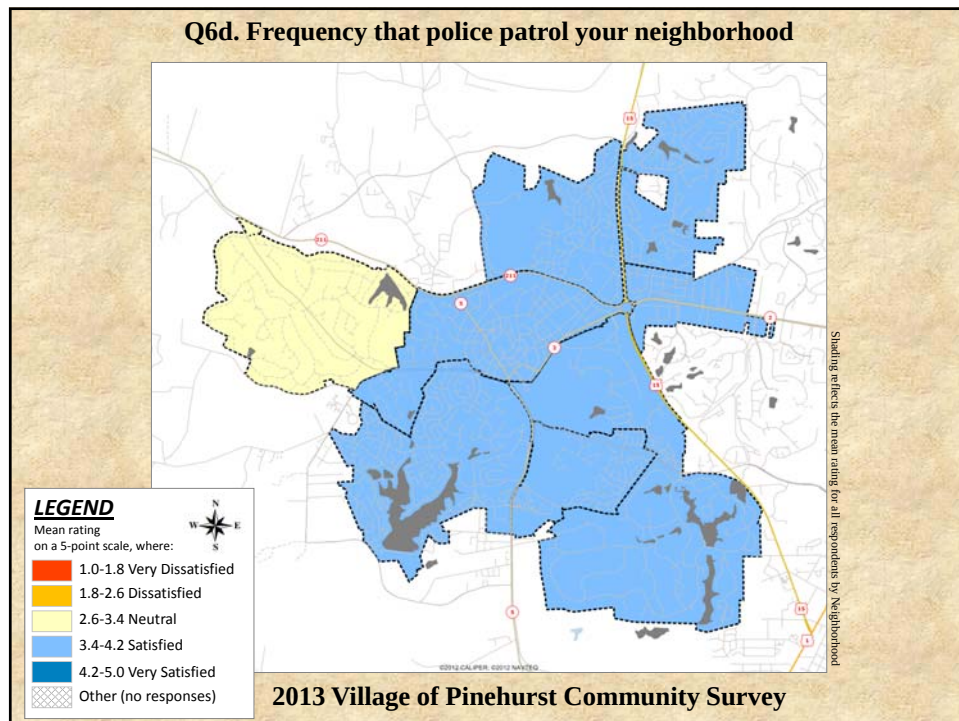
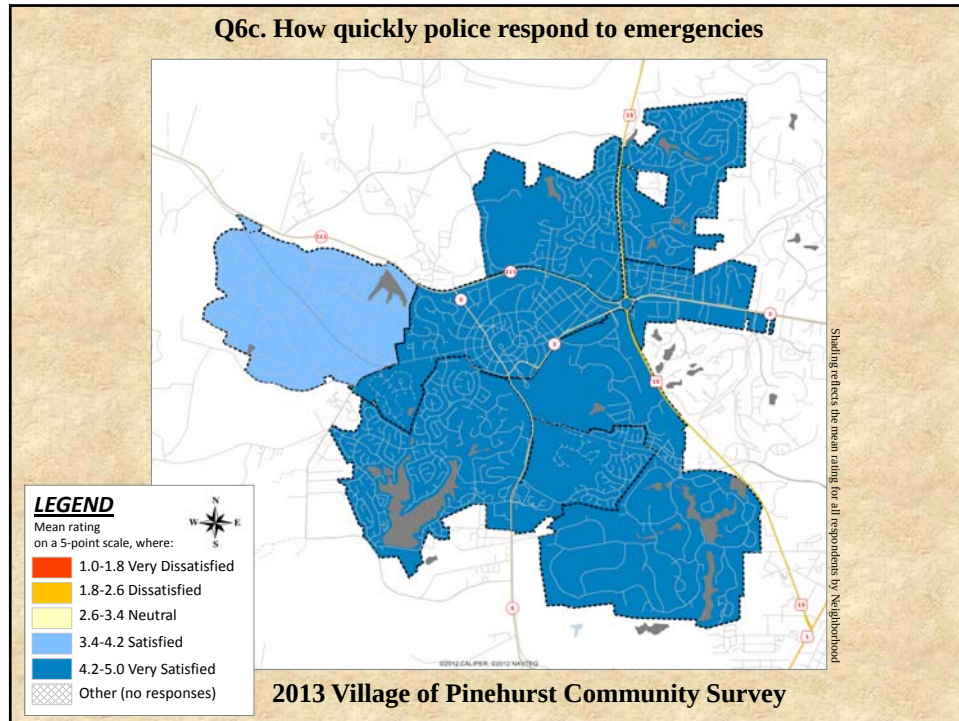


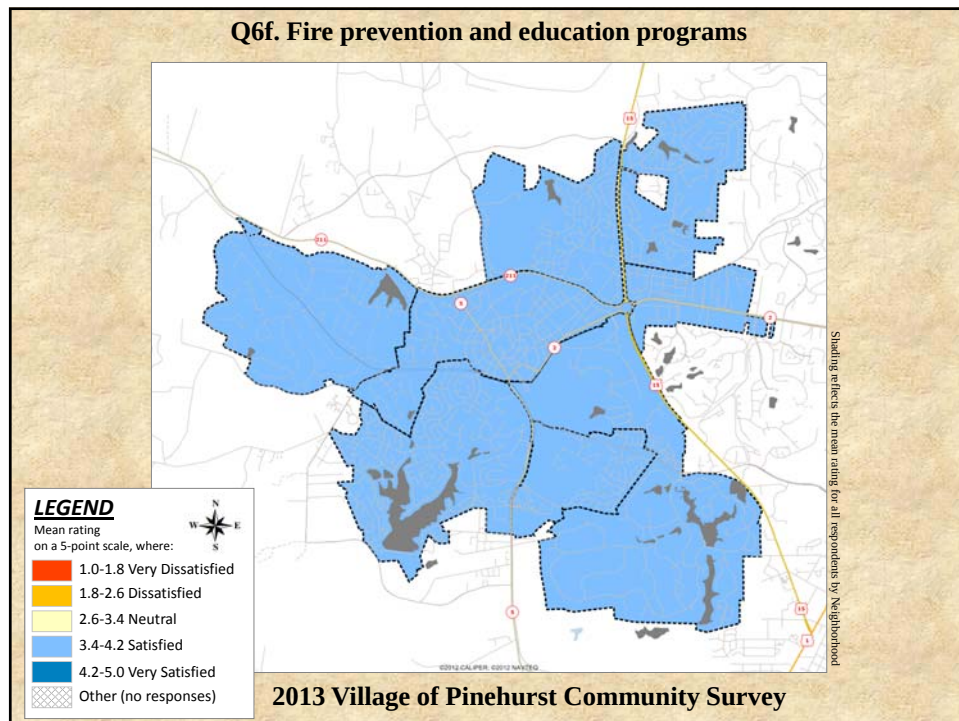
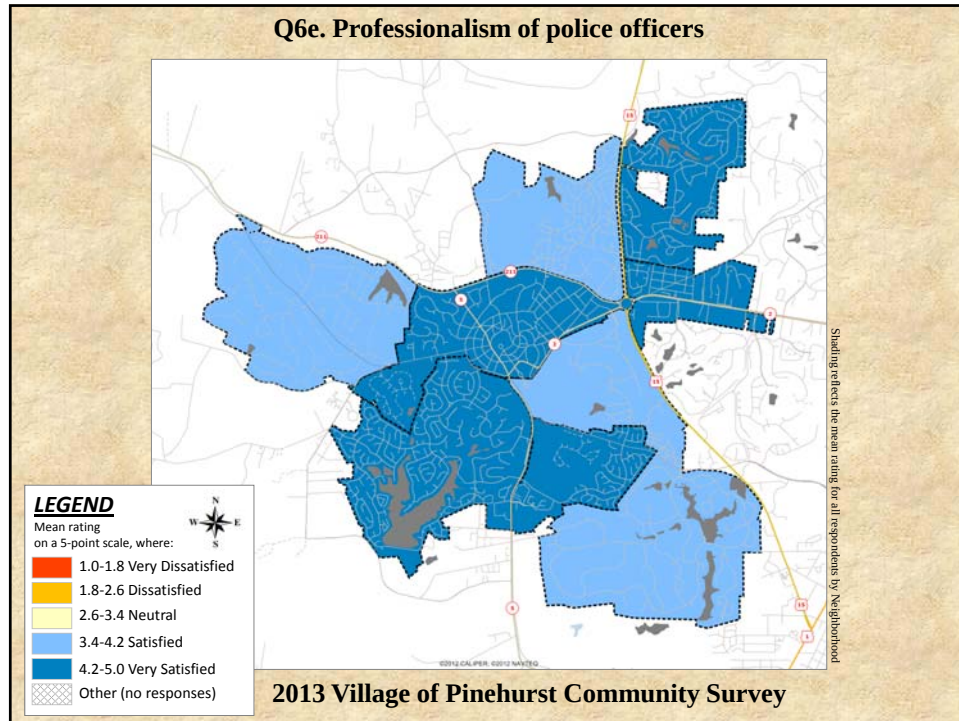


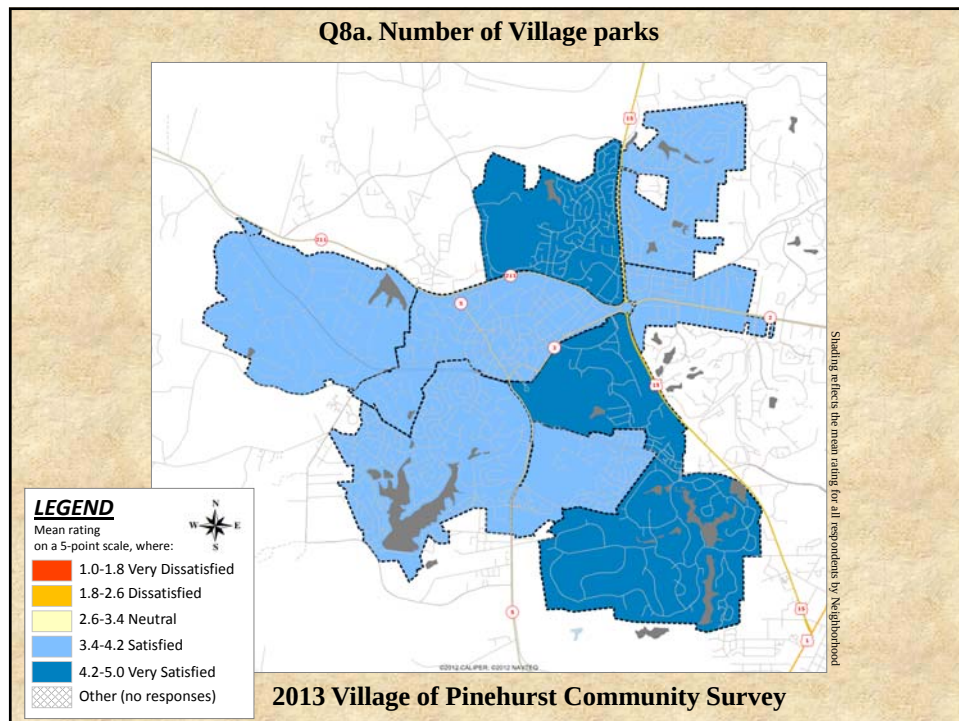
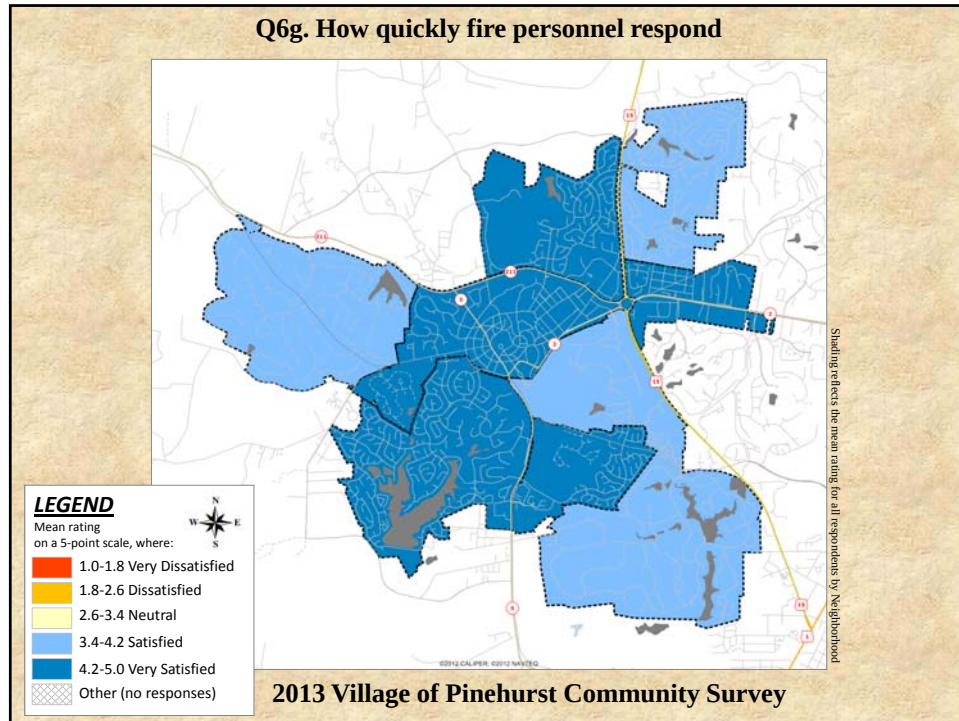


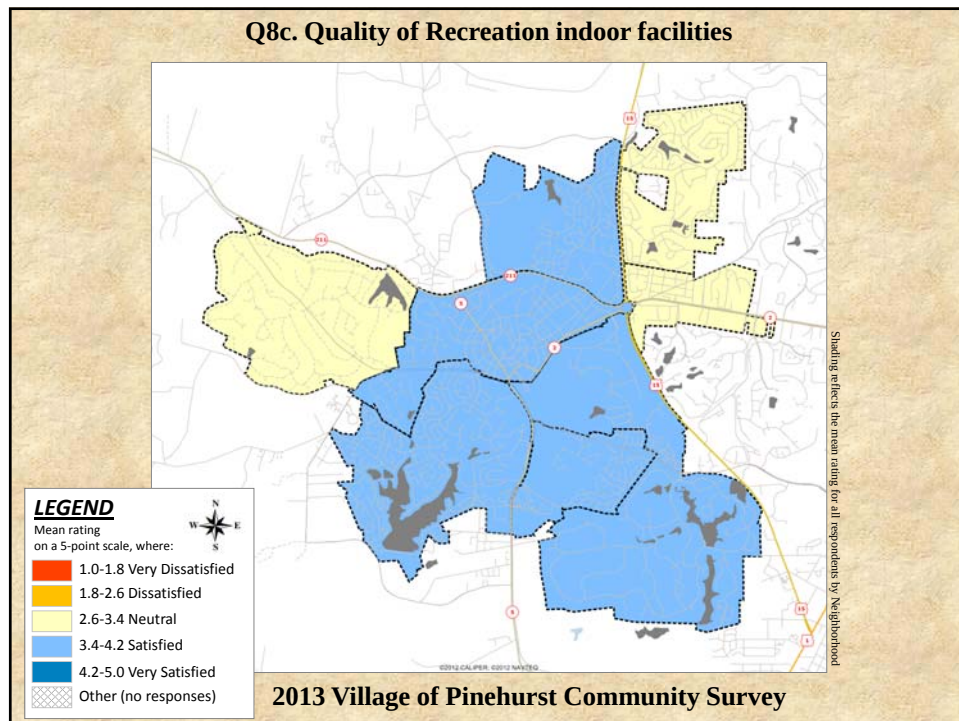
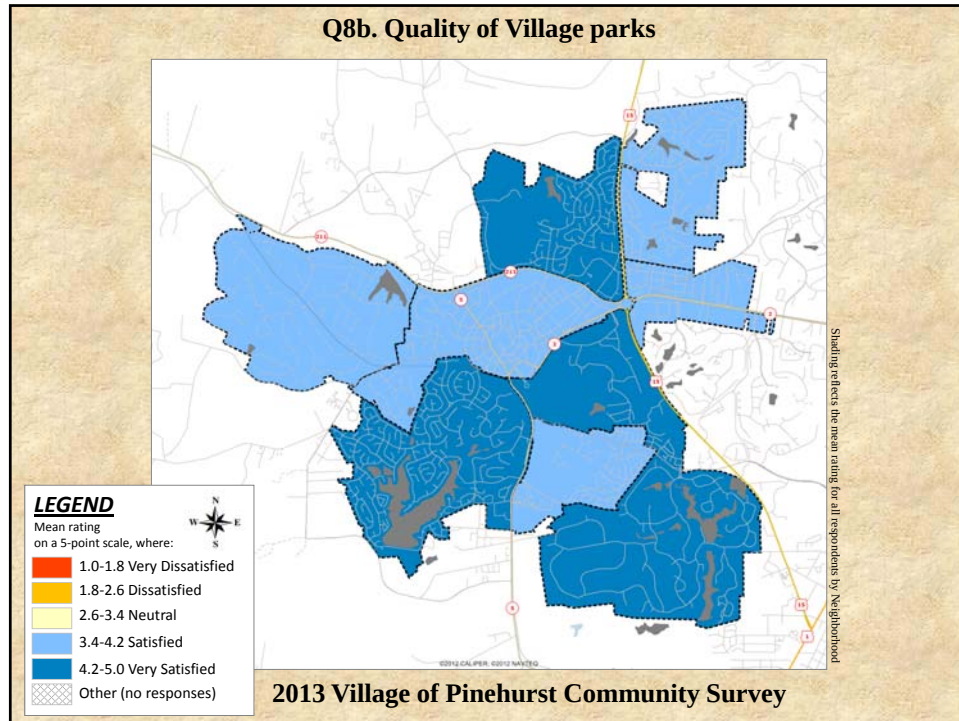


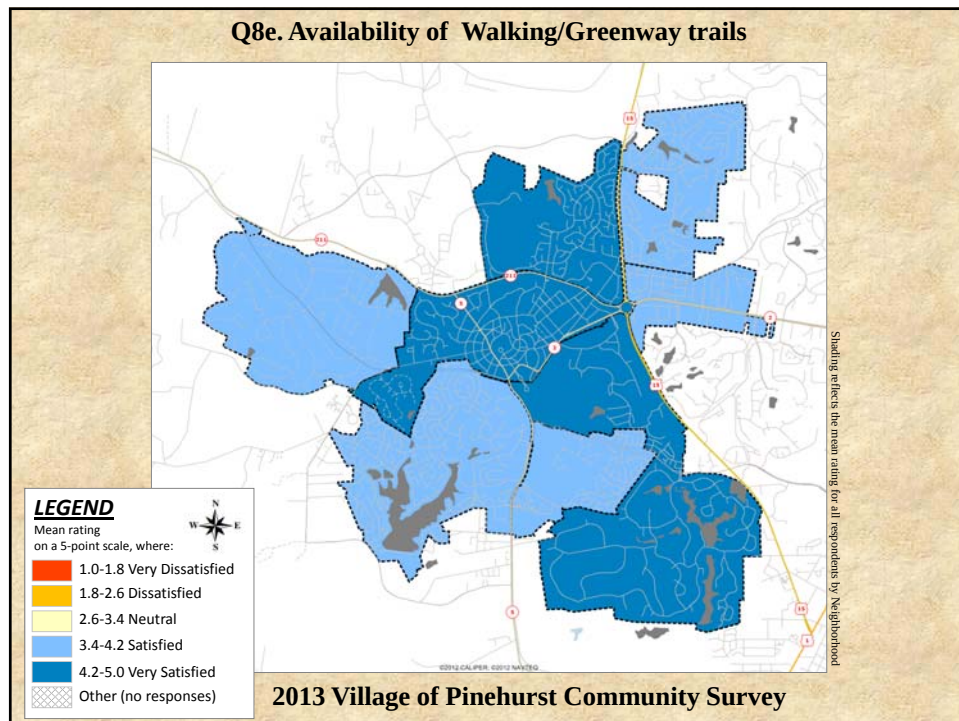
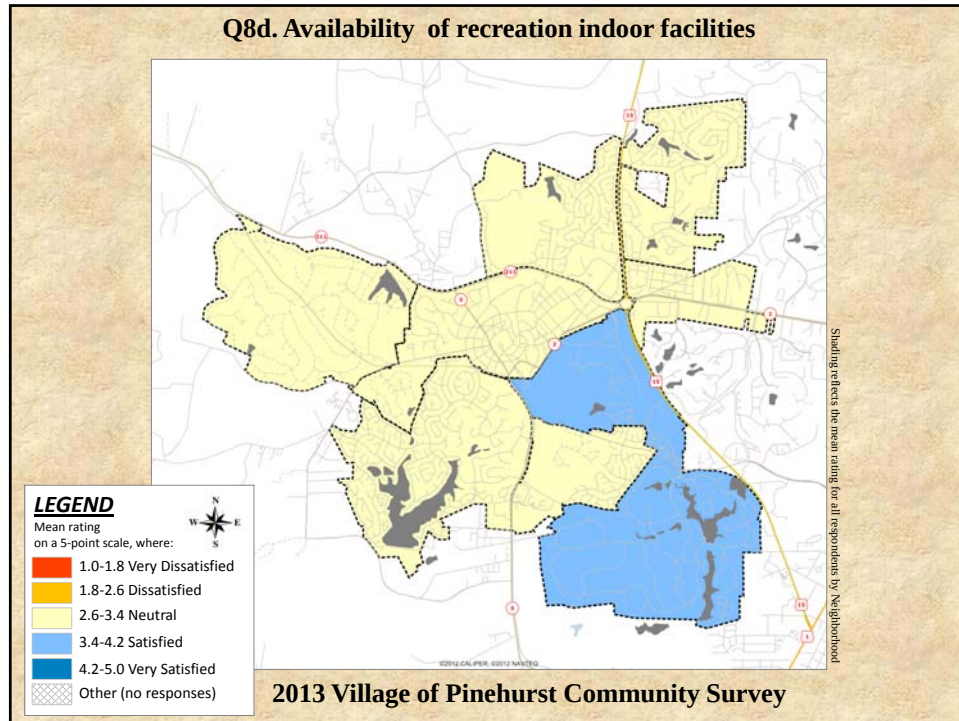


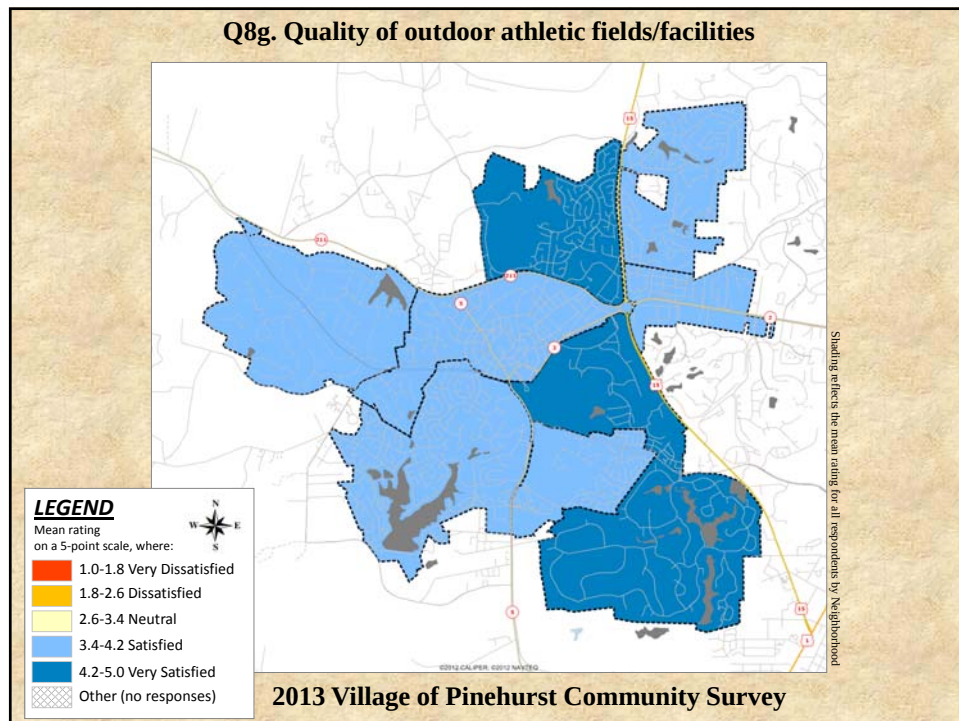
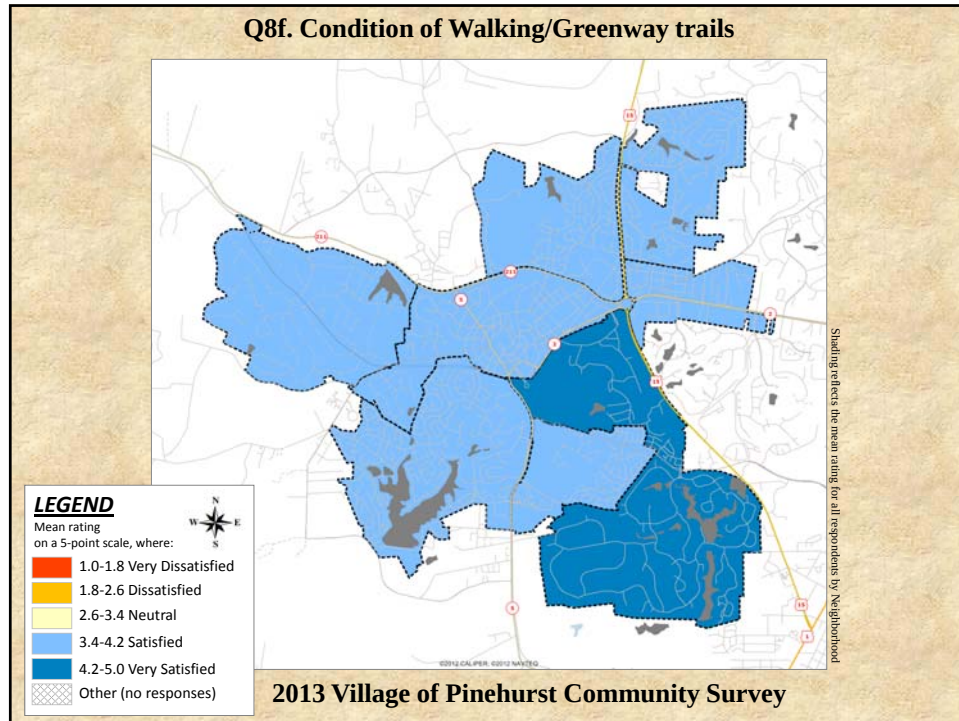


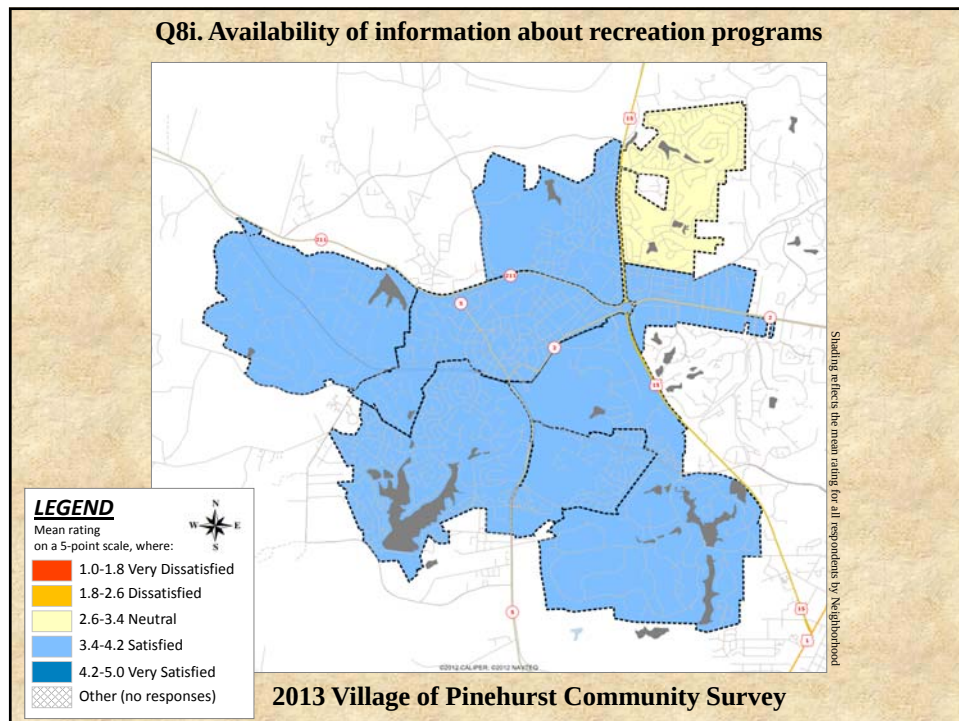
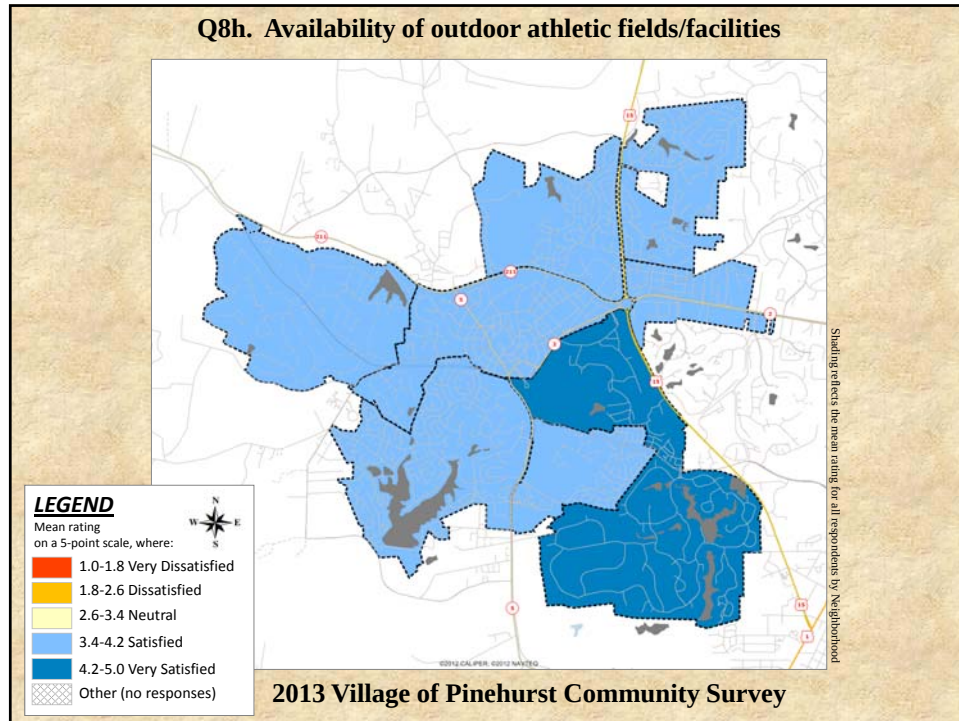


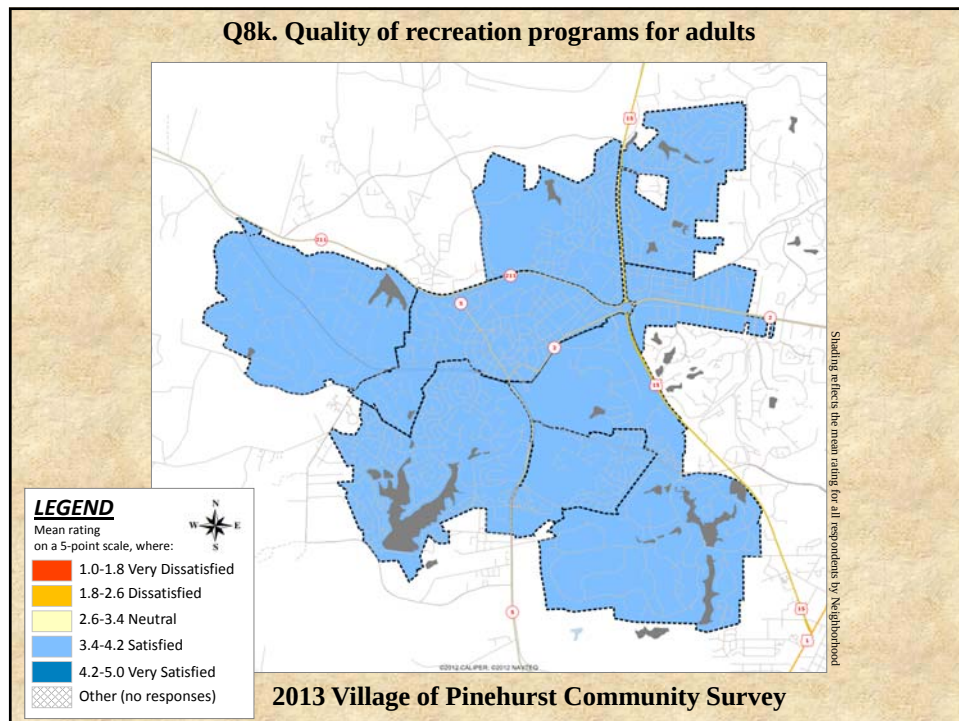
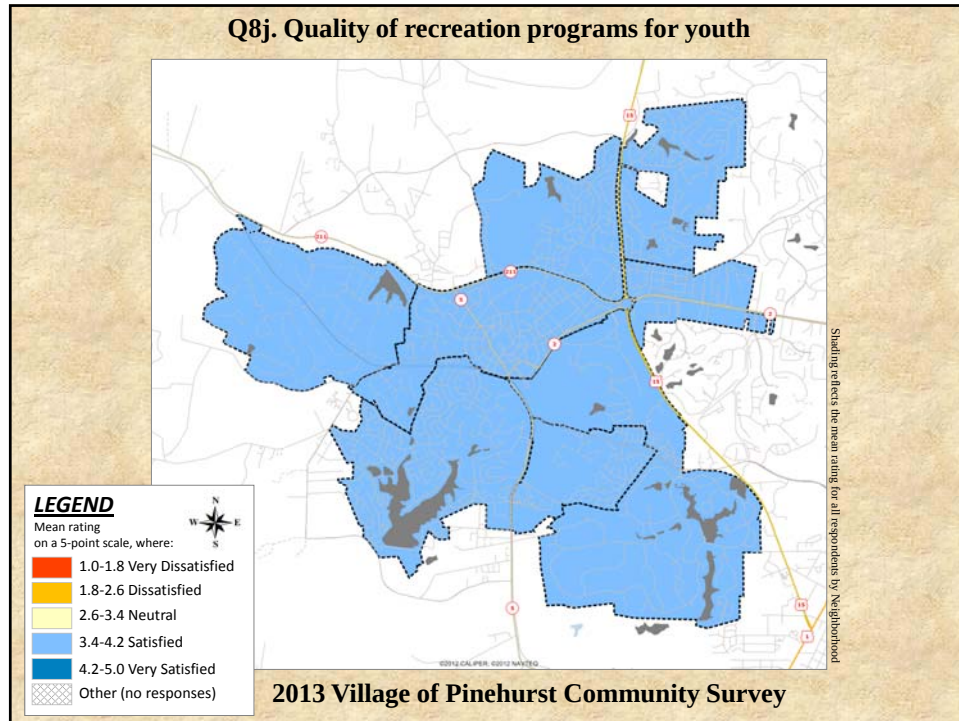


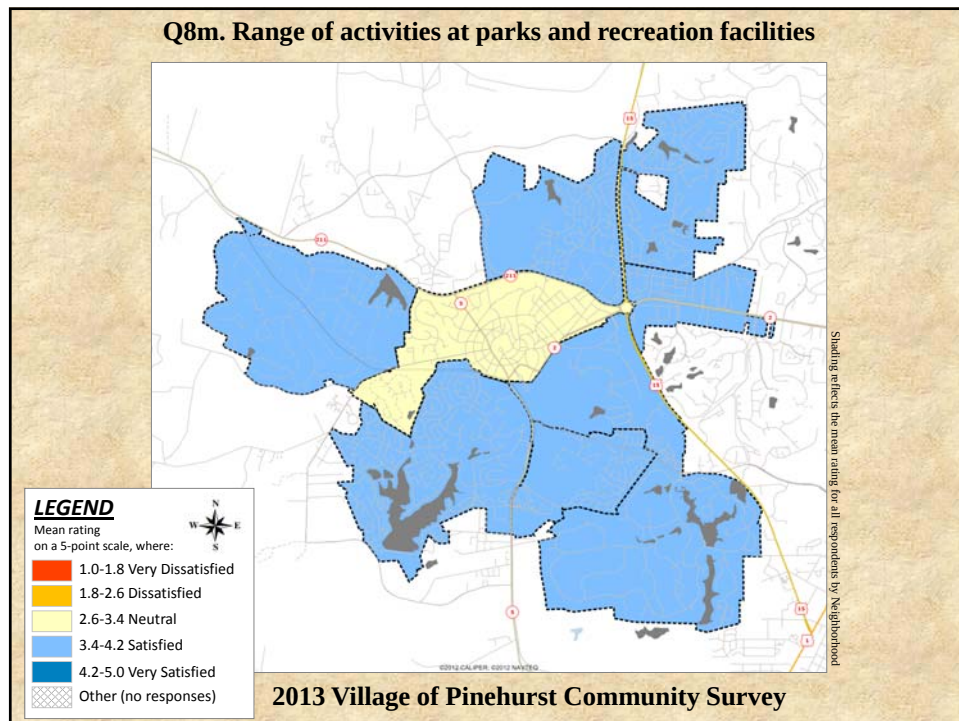
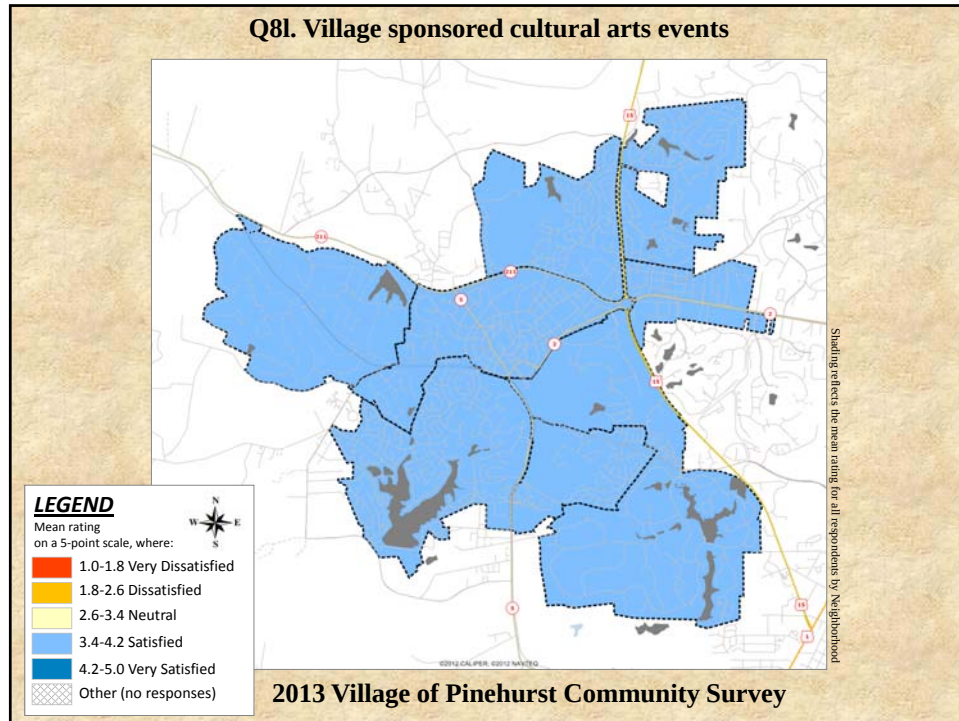


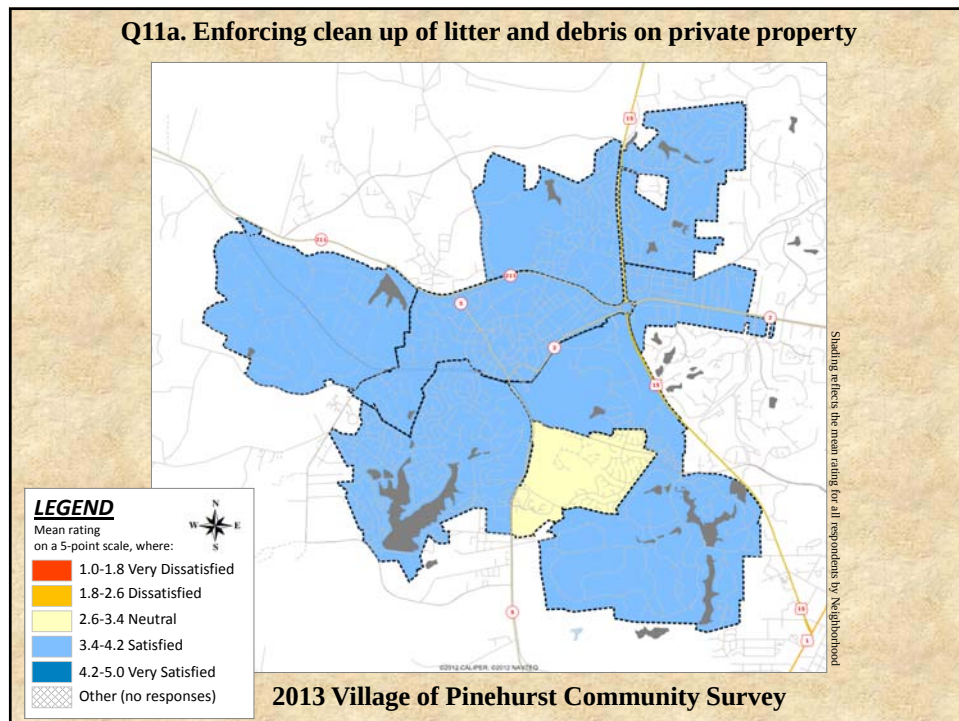
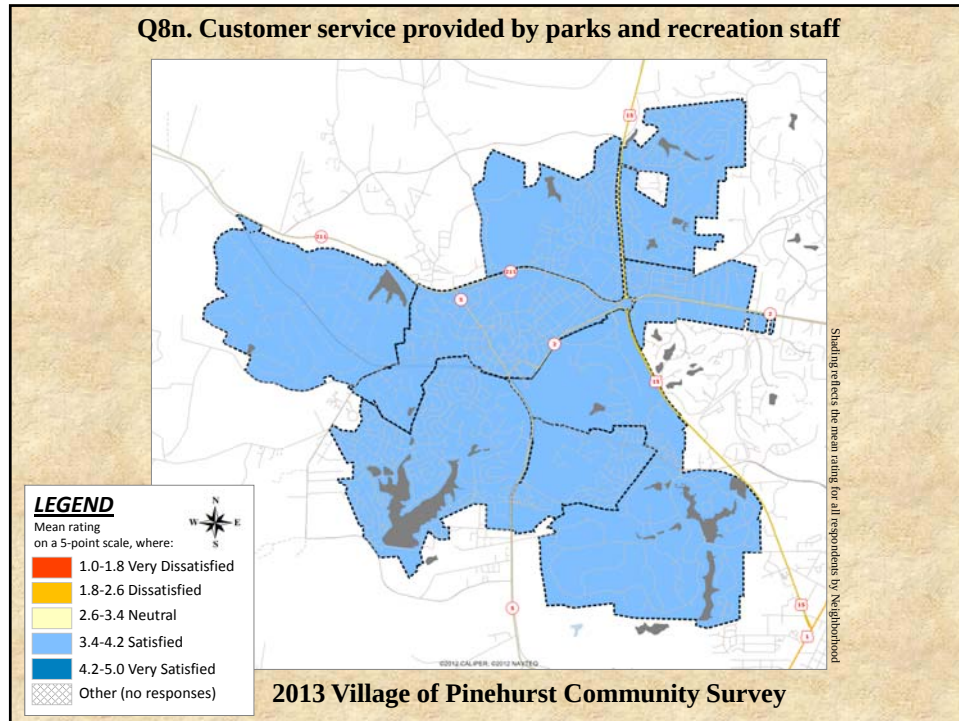


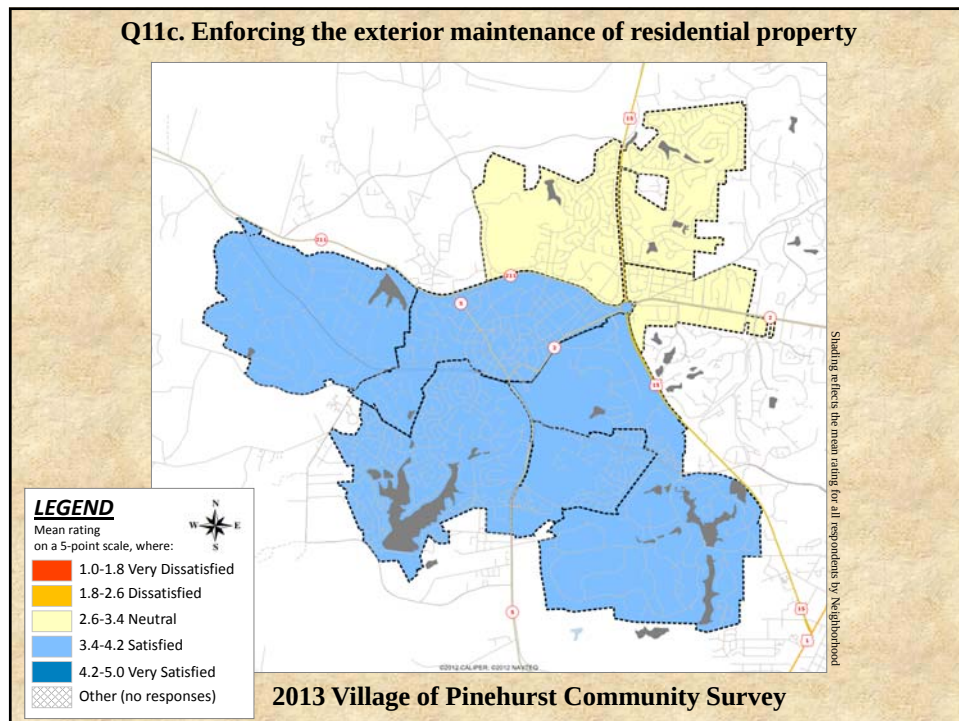
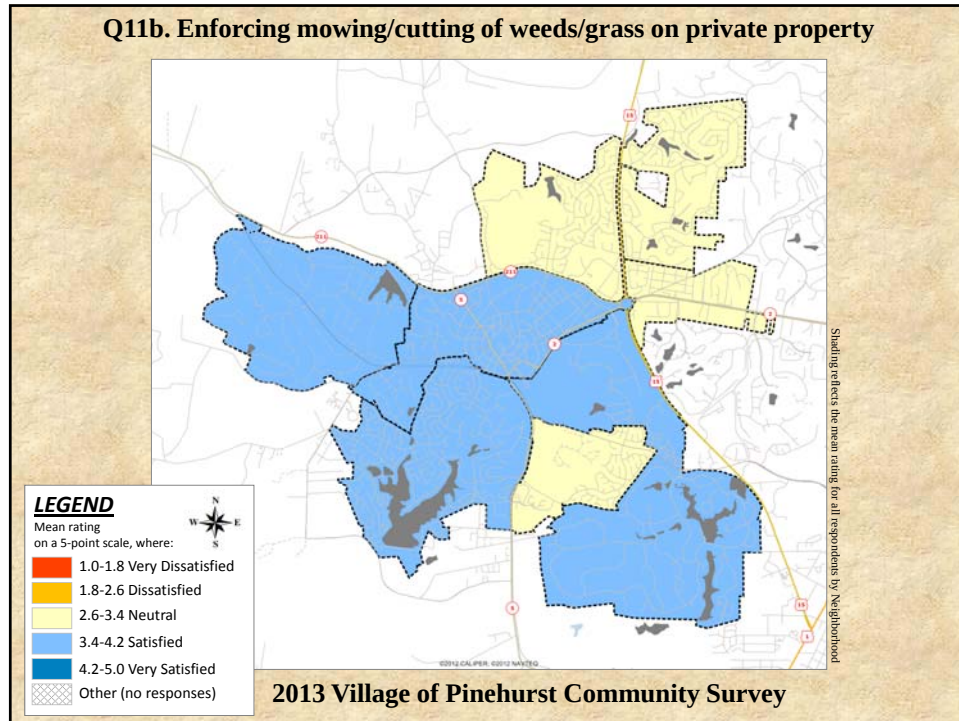


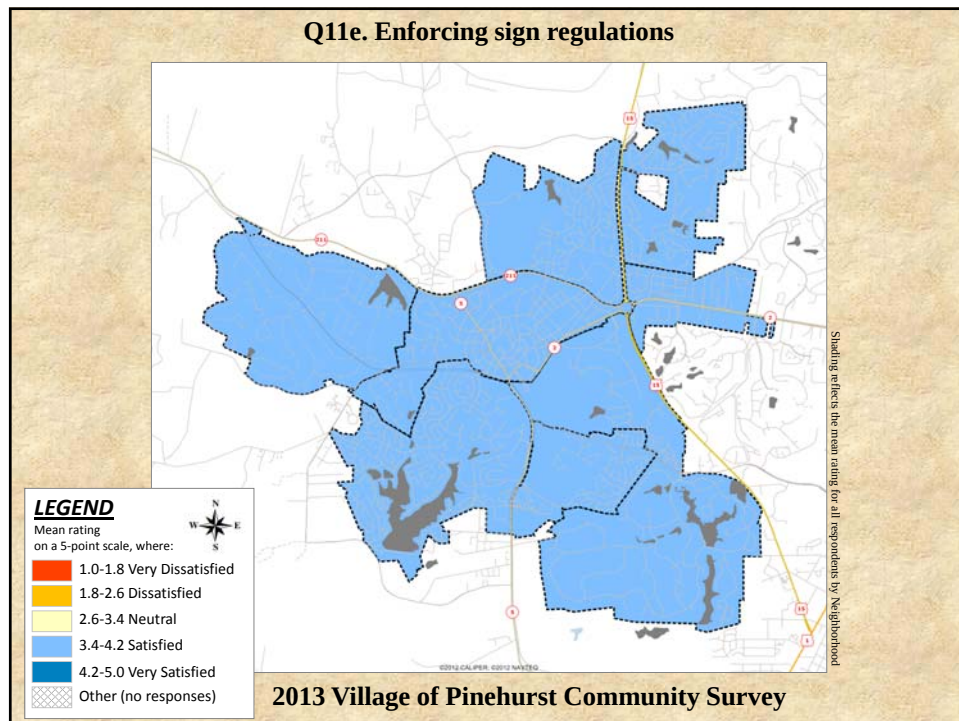
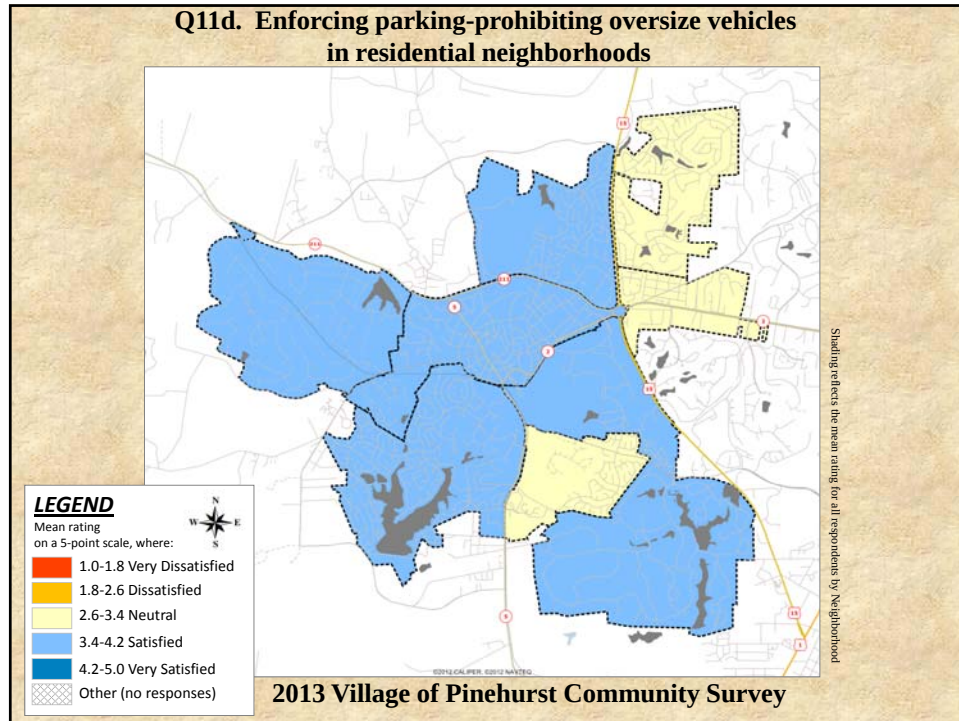


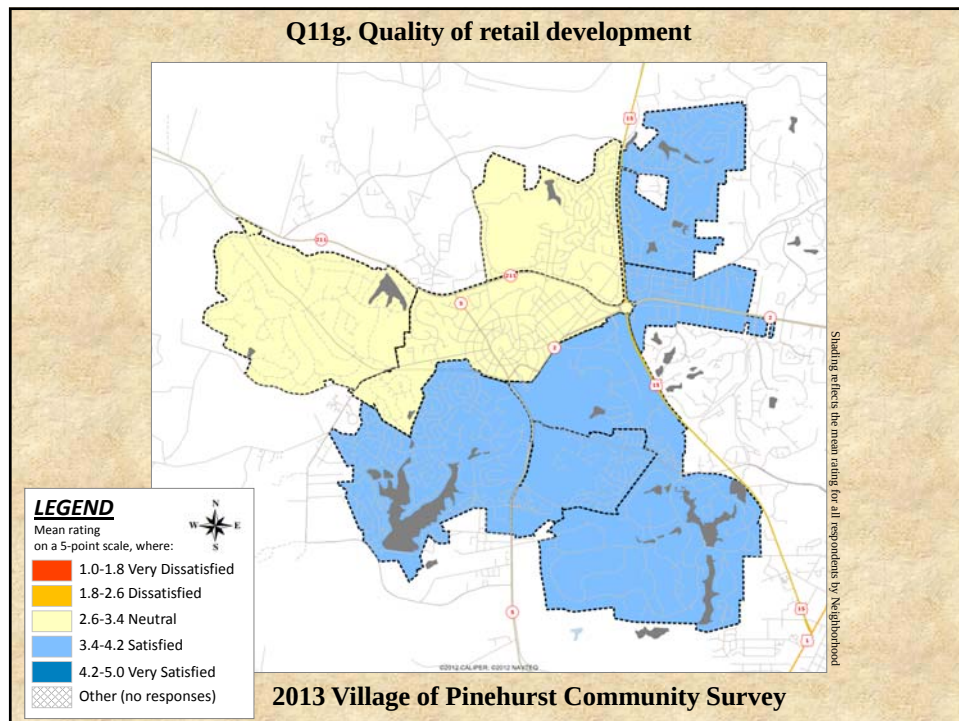
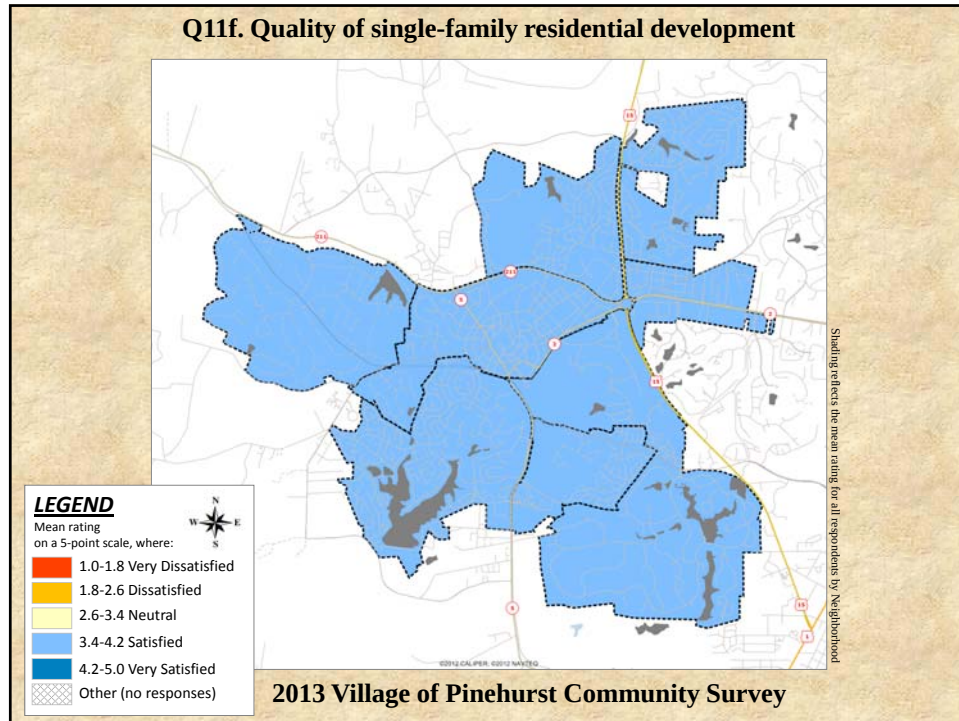


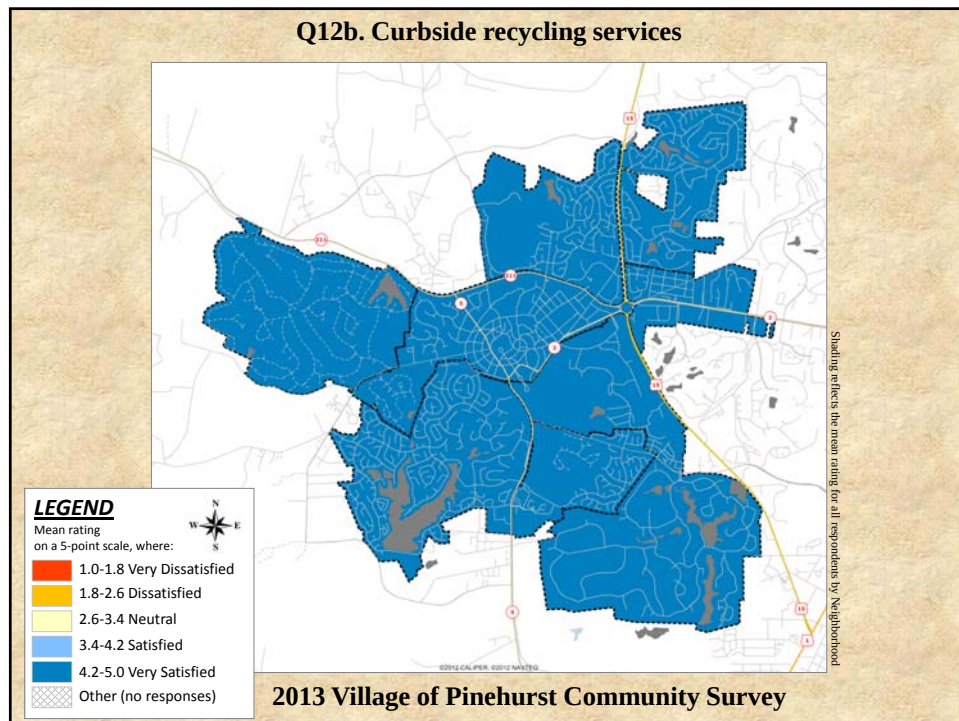
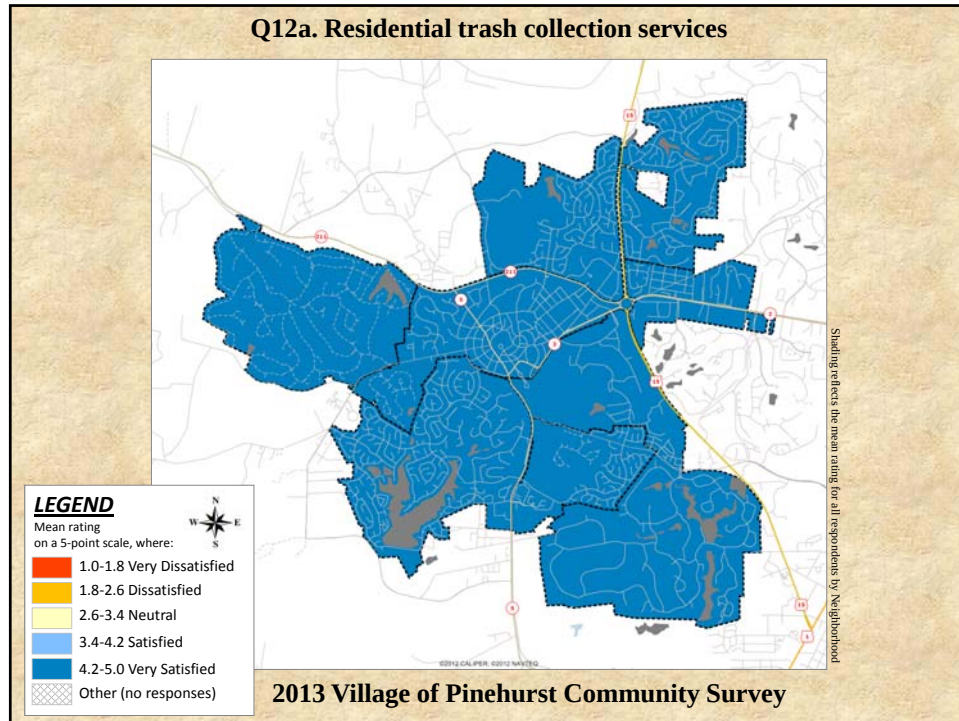


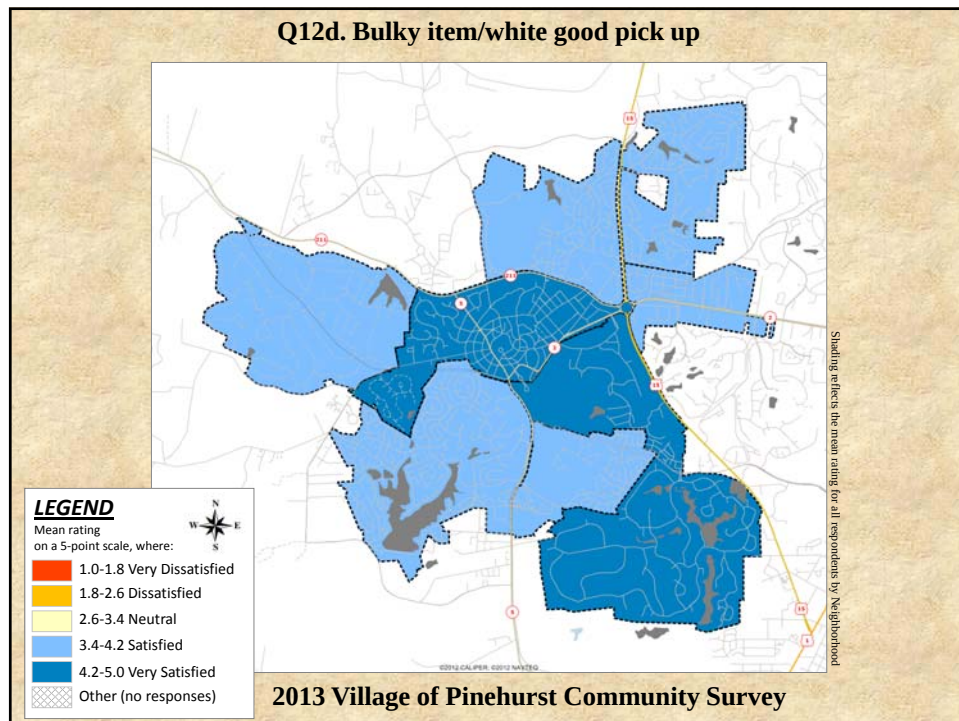
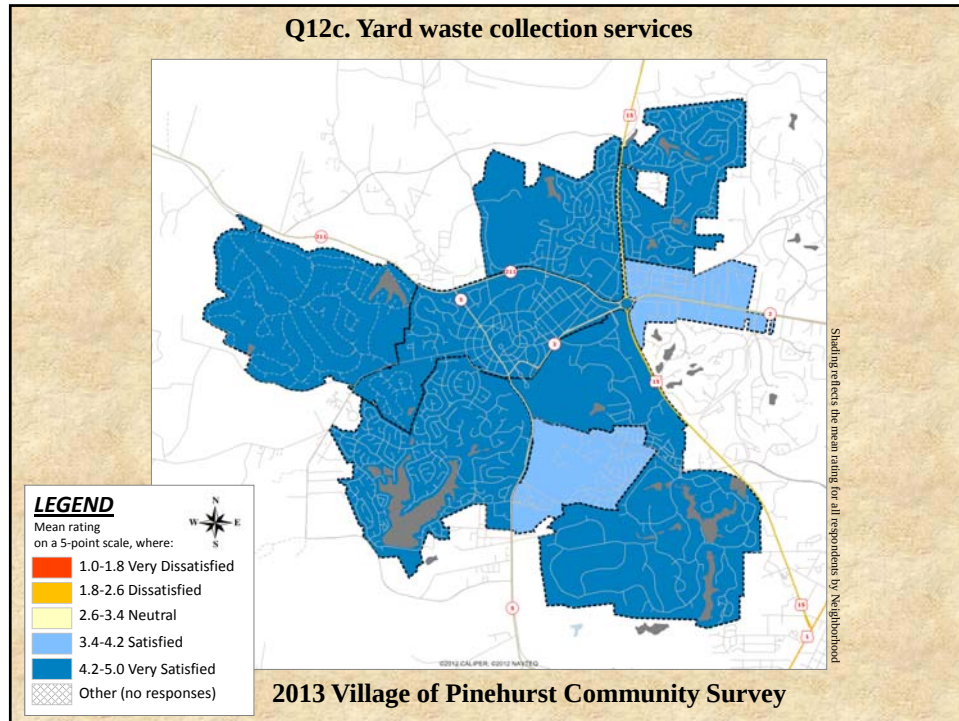


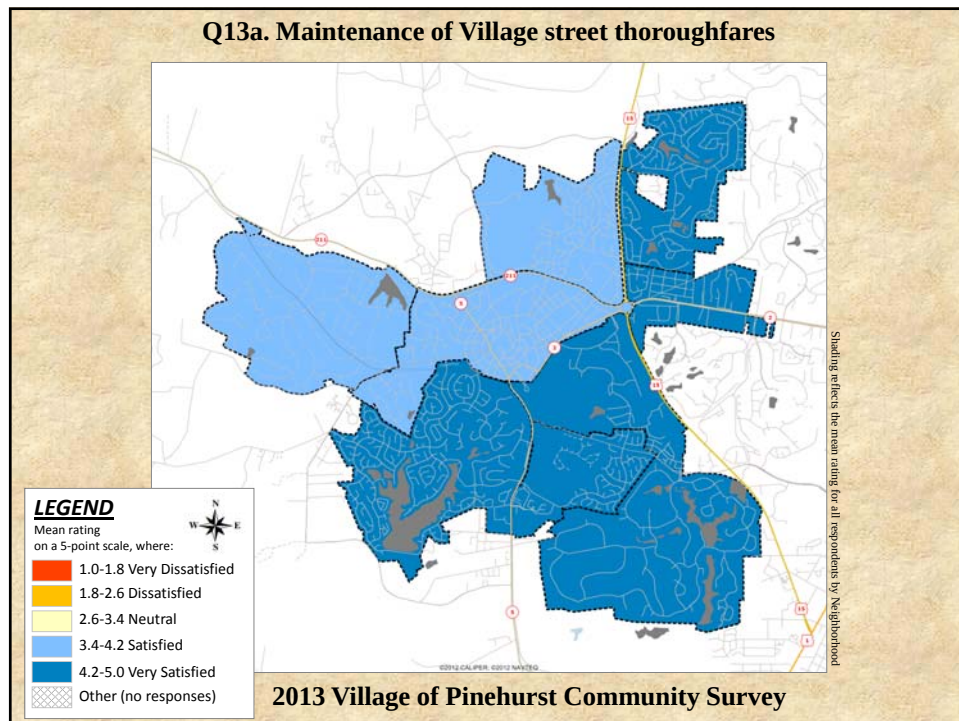
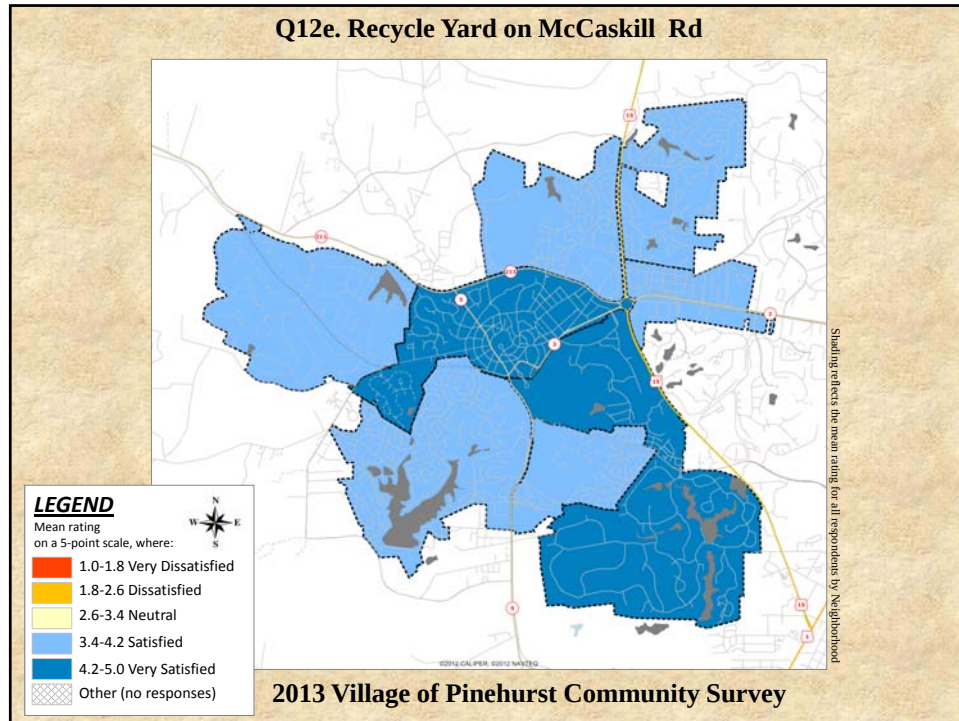


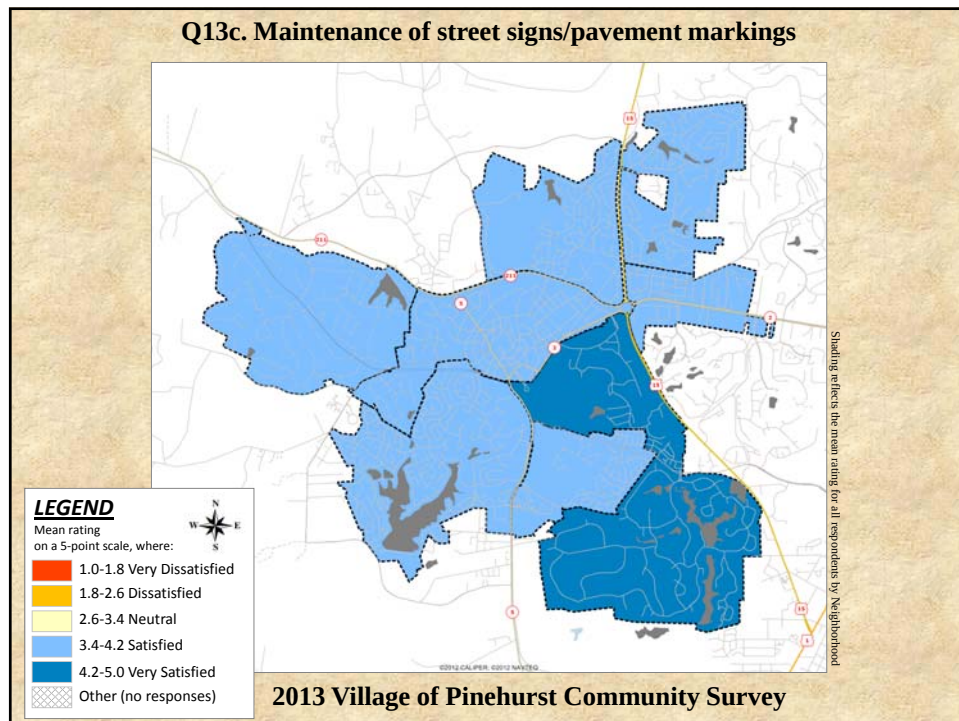
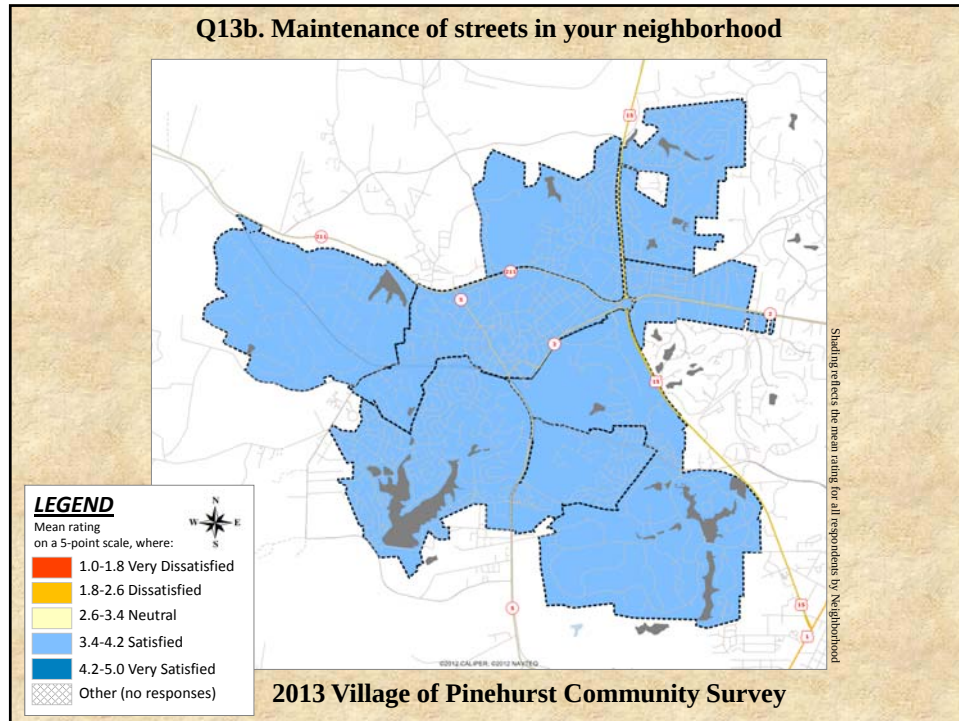


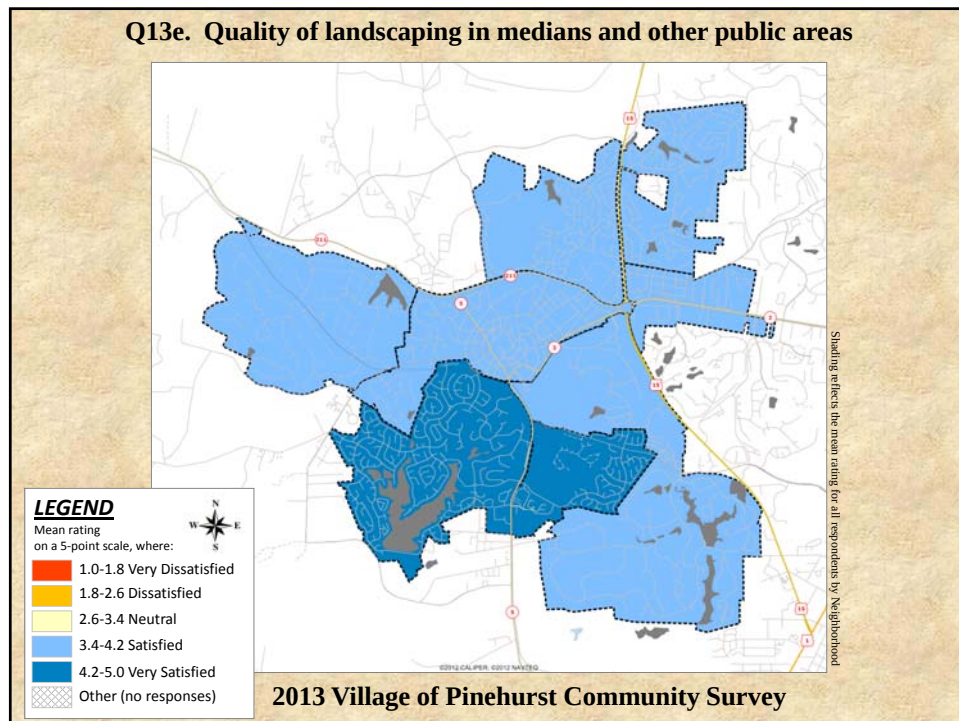
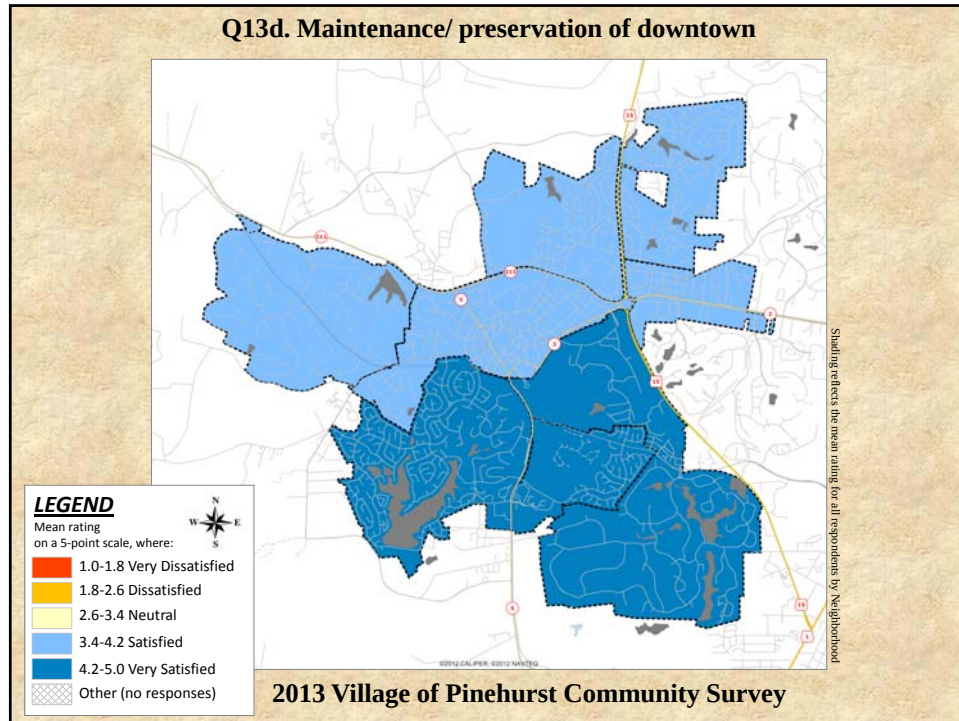


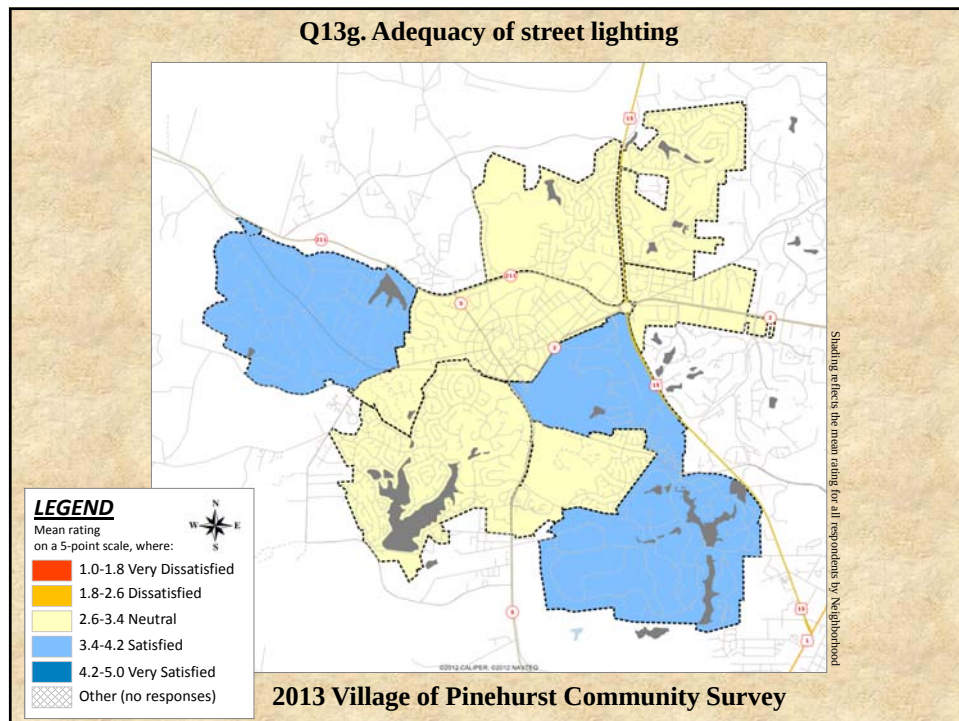
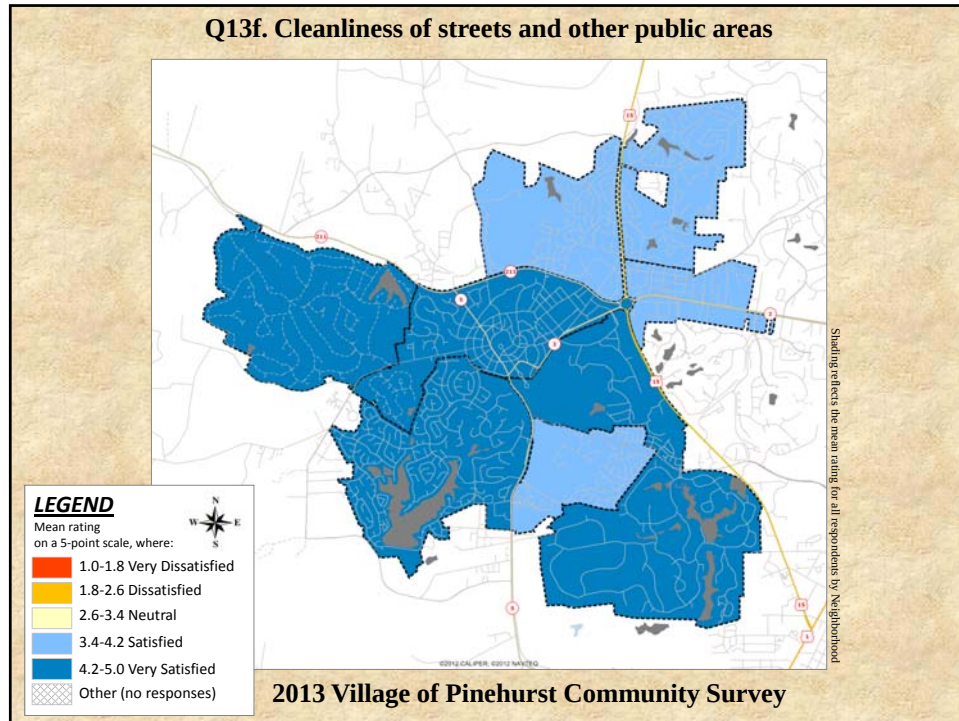


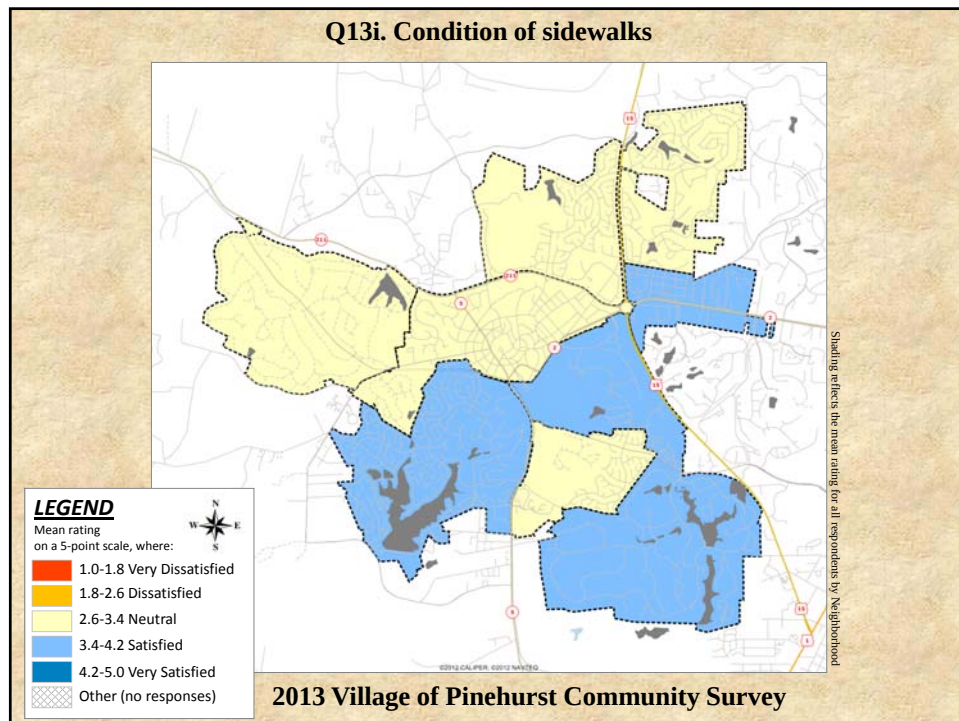
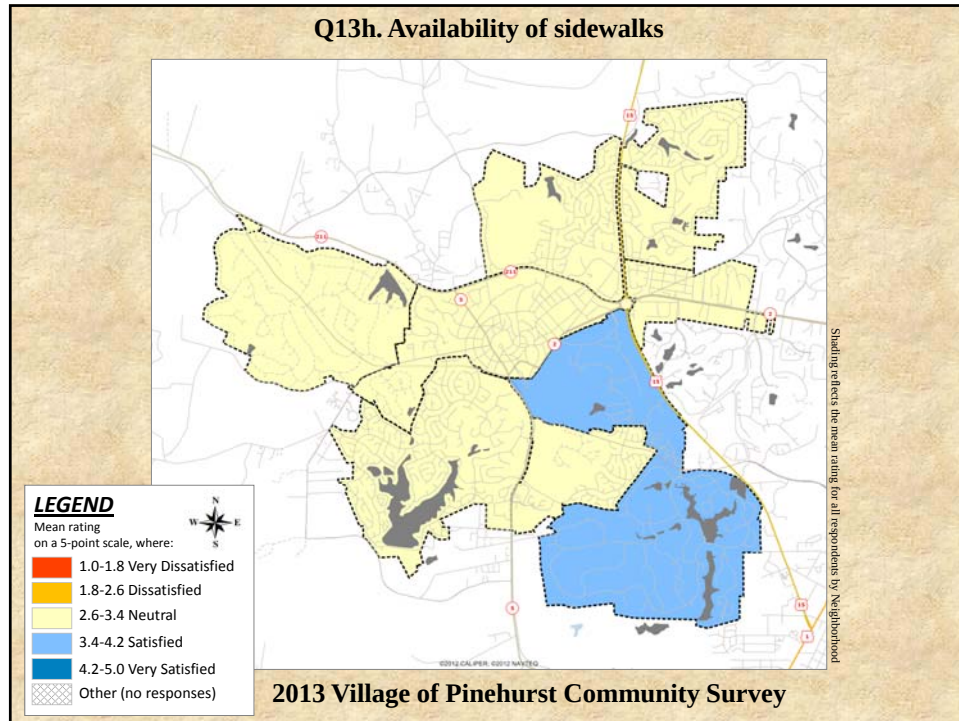


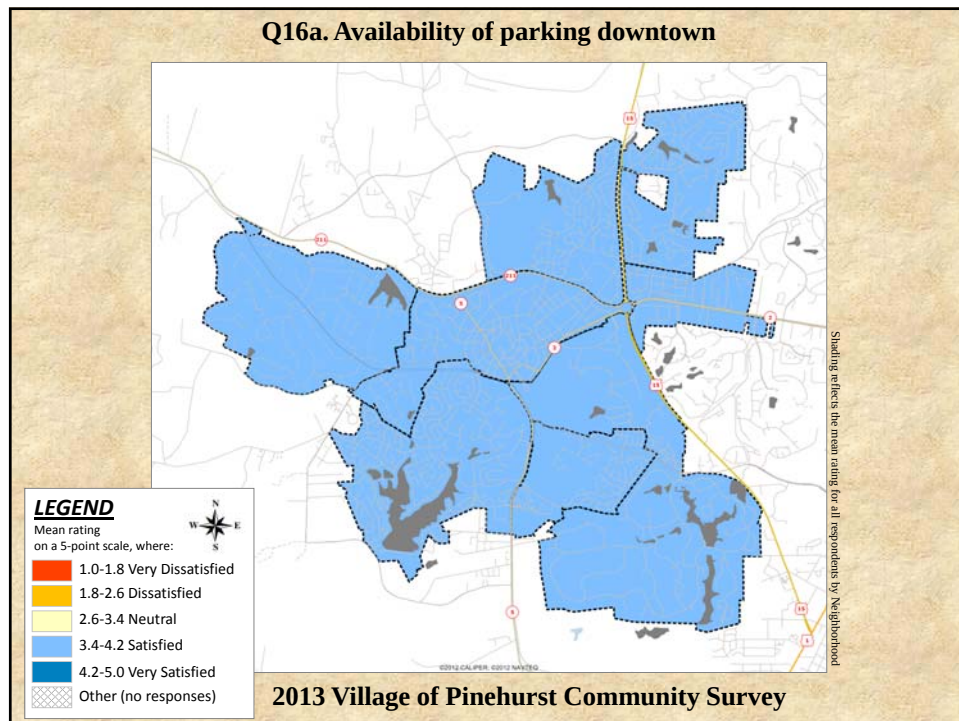
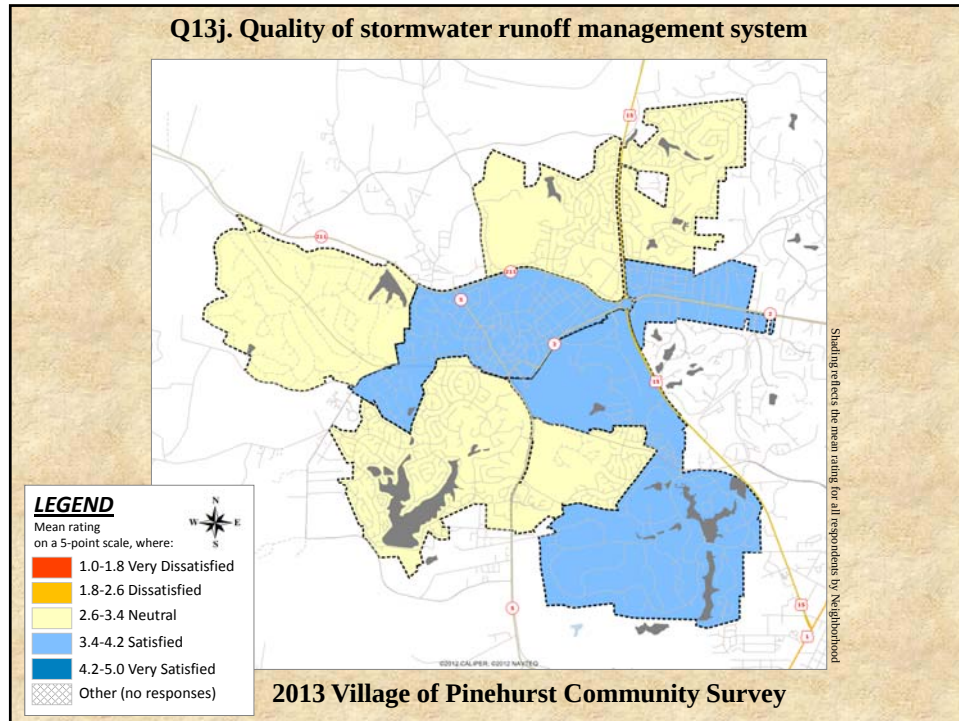


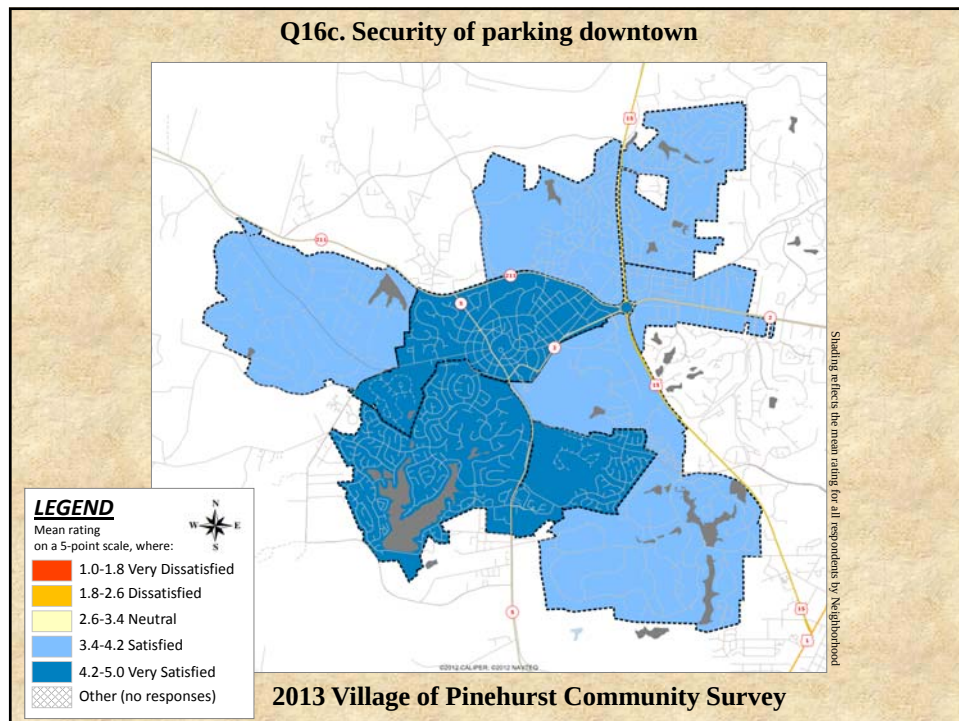
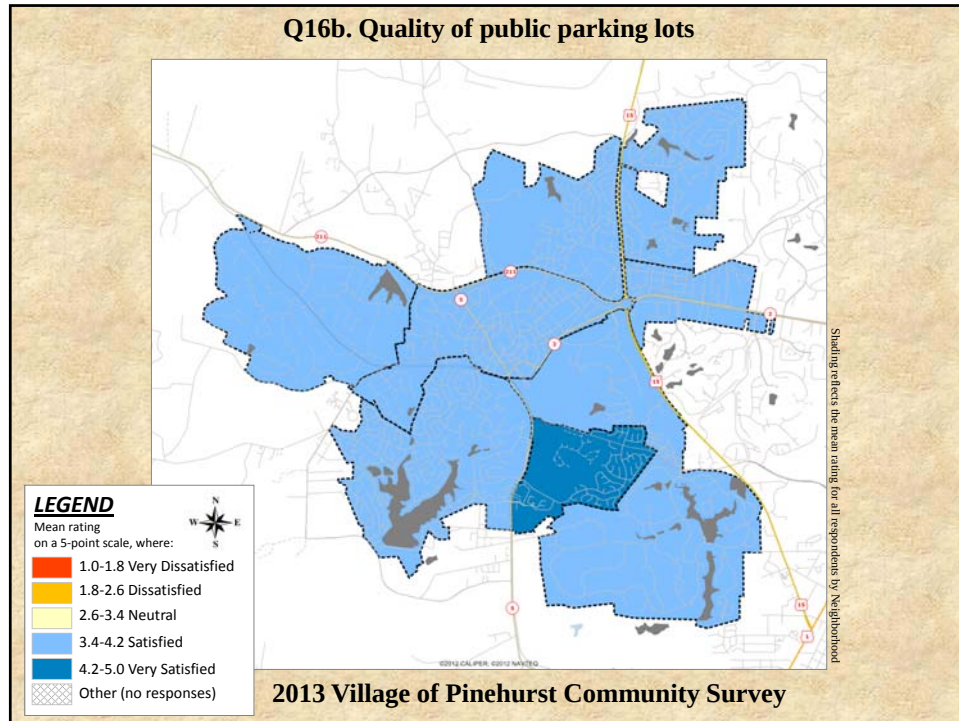












Section 3:
***Importance-Satisfaction
Analysis***



Importance-Satisfaction Analysis

The Village of Pinehurst, NC

Overview

Today, city officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that cities will maximize overall citizen satisfaction by emphasizing improvements in those service categories where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Village to emphasize over the next two years. This sum is then multiplied by 1 minus the percentage of respondents that indicated they were positively satisfied with the Village's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "don't know" responses). "Don't know" responses are excluded from the calculation to ensure that the satisfaction ratings among service categories are comparable. $[IS = \text{Importance} \times (1 - \text{Satisfaction})]$.

Example of the Calculation. Respondents were asked to identify the major services they thought were the most important for the Village to provide. Forty-two percent (42%) of residents selected "Village efforts at maintaining the quality of neighborhoods" as one of the most important major services to provide.

With regard to satisfaction, approximately seventy percent (70.2%) of the residents surveyed rated their overall satisfaction with “Village efforts at maintaining the quality of neighborhoods” as a “4” or a “5” on a 5-point scale (where “5” means “very satisfied”). The I-S rating for “Village efforts at maintaining the quality of neighborhoods” was calculated by multiplying the sum of the most important percentages by 1 minus the sum of the satisfaction percentages. In this example, 42% was multiplied by 30% (1-0.702). This calculation yielded an I-S rating of 0.1252, which ranked first out of eleven major Village services.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next two years and 0% indicate that they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either one of the following two situations:

- if 100% of the respondents were positively satisfied with the delivery of the service
- if none (0%) of the respondents selected the service as one of the three most important areas for the Village to emphasize over the next two years.

Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next two years. Ratings from .10 to .20 identify service areas that should receive increased emphasis. Ratings less than .10 should continue to receive the current level of emphasis.

- Definitely Increase Emphasis ($IS \geq 0.20$)
- Increase Current Emphasis ($0.10 \leq IS < 0.20$)
- Maintain Current Emphasis ($IS < 0.10$)

The results for Pinehurst are provided on the following page.

Importance-Satisfaction Rating

Village of Pinehurst, NC

OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Village efforts at maintaining quality of your neighborhoods	42%	1	70%	10	0.1252	1
<u>Medium Priority (IS <.10)</u>						
Enforcement of Village codes & ordinances	25%	4	60%	11	0.0991	2
Street & right-of-way maintenance	34%	3	71%	8	0.0978	3
Village promotion of natural resource conservation	21%	6	71%	9	0.0612	4
Parks & recreation programs	17%	9	72%	7	0.0466	5
Police services	38%	2	88%	3	0.0447	6
Village communication with residents	18%	8	78%	6	0.0399	7
Parks & recreation facilities	19%	7	79%	5	0.0396	8
Customer service provided by Village employees	8%	11	79%	4	0.0168	9
Fire services	21%	5	92%	1	0.0164	10
Solid waste services	14%	10	89%	2	0.0154	11

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, third and fourth most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Village of Pinehurst, NC

Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Frequency that police officers patrol your neighborhood	29%	2	66%	7	0.0978	1
Village efforts to prevent crimes	55%	1	88%	1	0.0638	2
Enforcement of local traffic laws	20%	5	73%	5	0.0529	3
Fire prevention & education programs provided by Village	13%	6	70%	6	0.0405	4
How quickly fire personnel respond to emergencies	21%	4	81%	4	0.0402	5
How quickly police respond to emergencies	24%	3	86%	2	0.0326	6
Professionalism of Police officers	13%	7	83%	3	0.0210	7

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

© 2013 DirectionFinder by ETC Institute

Importance-Satisfaction Rating

Village of Pinehurst, NC

Cultural and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
High Priority (IS.10 - .20)						
Availability of recreation indoor facilities	20%	7	35%	14	0.1289	1
Quality of recreation programs for adults	20%	5	50%	10	0.1016	2
Range of activities at parks & recreation	20%	6	50%	11	0.1010	3
Medium Priority (IS <.10)						
Village sponsored cultural arts events	27%	1	63%	7	0.0980	4
Availability of information about recreation programs	21%	3	55%	9	0.0940	5
Quality of recreation programs for youth	17%	8	49%	12	0.0882	6
Quality of recreation indoor facilities	13%	10	41%	13	0.0760	7
Availability of Walking/Greenway trails	25%	2	76%	4	0.0600	8
Condition of Walking/Greenway trails	17%	9	76%	3	0.0404	9
Quality of Village parks	20%	4	82%	1	0.0361	10
Customer service provided by parks & recreation staff	8%	11	58%	8	0.0357	11
Quality of outdoor athletic fields & facilities	7%	13	69%	5	0.0230	12
Availability of outdoor athletic fields & facilities	6%	14	64%	6	0.0229	13
Number of Village parks	8%	12	82%	2	0.0152	14

Note: The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Rating

Village of Pinehurst, NC

PUBLIC SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Adequacy of street lighting	46%	1	42%	9	0.2627	1
Availability of sidewalks	40%	2	35%	10	0.2623	2
<u>High Priority (IS .10 - .20)</u>						
Quality of stormwater runoff/management system	28%	4	48%	7	0.1443	3
<u>Medium Priority (IS < .10)</u>						
Maintenance of streets in your neighborhood	33%	3	71%	6	0.0955	4
Condition of sidewalks	10%	9	48%	8	0.0513	5
Maintenance/preservation of Downtown	20%	6	86%	3	0.0287	6
Overall cleanliness of streets & other public areas	22%	5	87%	2	0.0286	7
Quality of landscaping in medians & other public areas	16%	8	83%	4	0.0268	8
Maintenance of main Village street thoroughfares	19%	7	89%	1	0.0208	9
Maintenance of street signs/pavement markings	10%	10	81%	5	0.0181	10

Most Important %:

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most emphasis over the next two years.

Satisfaction %:

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

Importance-Satisfaction Matrix Analysis

The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. ETC Institute developed an Importance-Satisfaction Matrix to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery. The two axes on the matrix represent Satisfaction (vertical) and relative Importance (horizontal).

The I-S (Importance-Satisfaction) matrix should be interpreted as follows.

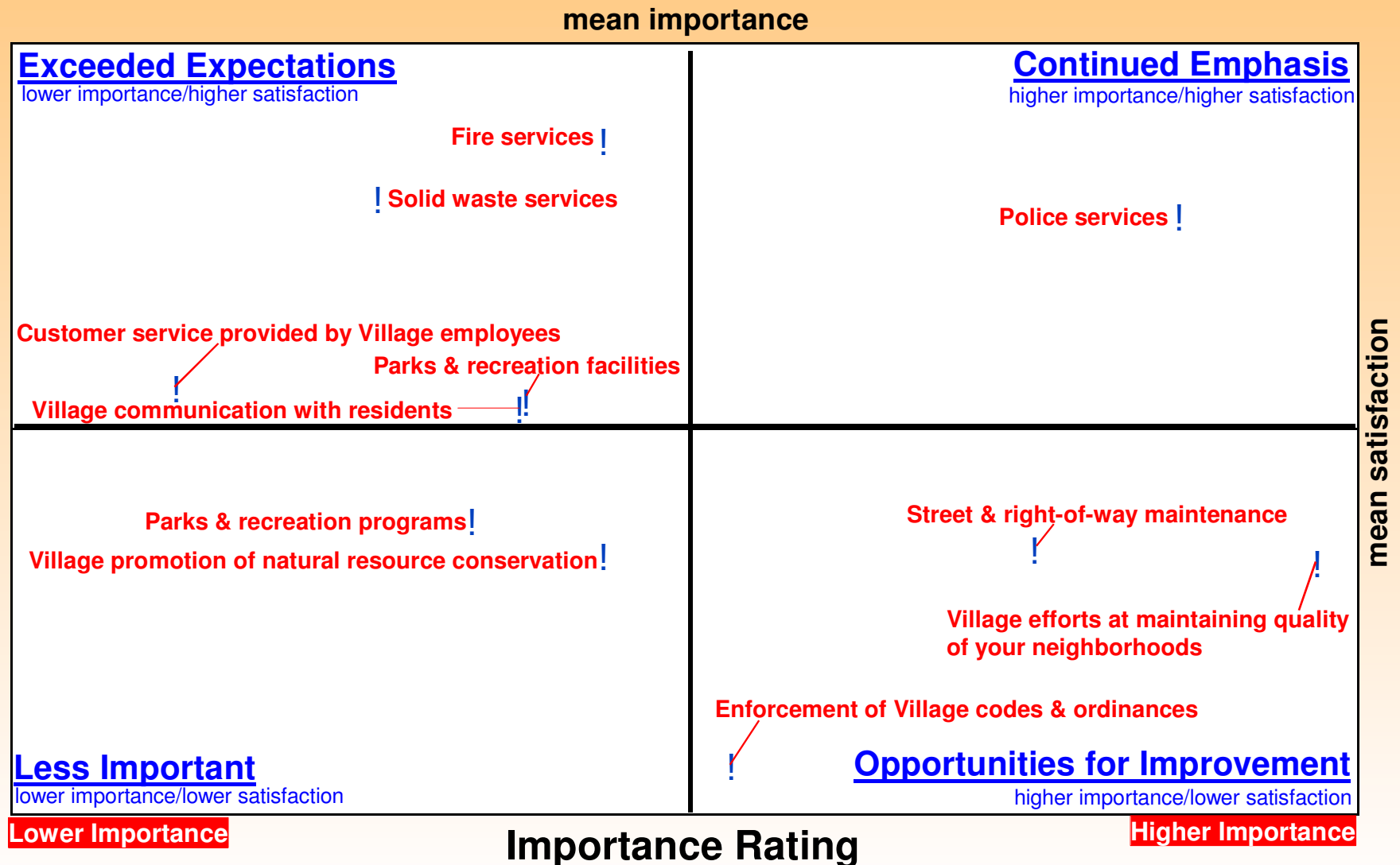
- **Continued Emphasis (above average importance and above average satisfaction).** This area shows where the Village is meeting customer expectations. Items in this area have a significant impact on the customer's overall level of satisfaction. The Village should maintain (or slightly increase) emphasis on items in this area.
- **Exceeding Expectations (below average importance and above average satisfaction).** This area shows where the Village is performing significantly better than customers expect the Village to perform. Items in this area do not significantly affect the overall level of satisfaction that residents have with Village services. The Village should maintain (or slightly decrease) emphasis on items in this area.
- **Opportunities for Improvement (above average importance and below average satisfaction).** This area shows where the Village is not performing as well as residents expect the Village to perform. This area has a significant impact on customer satisfaction, and the Village should DEFINITELY increase emphasis on items in this area.
- **Less Important (below average importance and below average satisfaction).** This area shows where the Village is not performing well relative to the Village's performance in other areas; however, this area is generally considered to be less important to residents. This area does not significantly affect overall satisfaction with Village services because the items are less important to residents. The agency should maintain current levels of emphasis on items in this area.

Matrices showing the results for Pinehurst are provided on the following pages.

2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Overall-

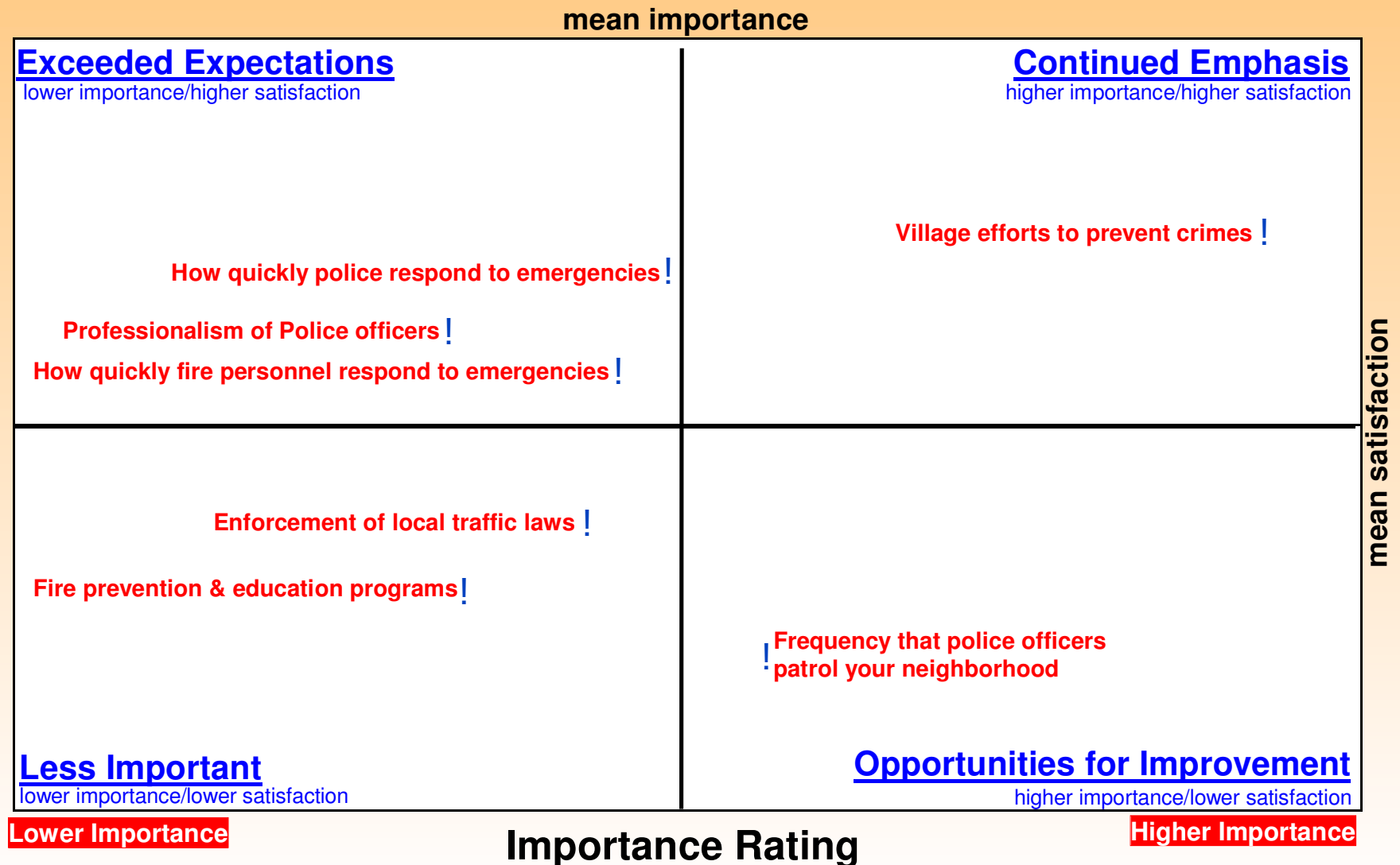
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

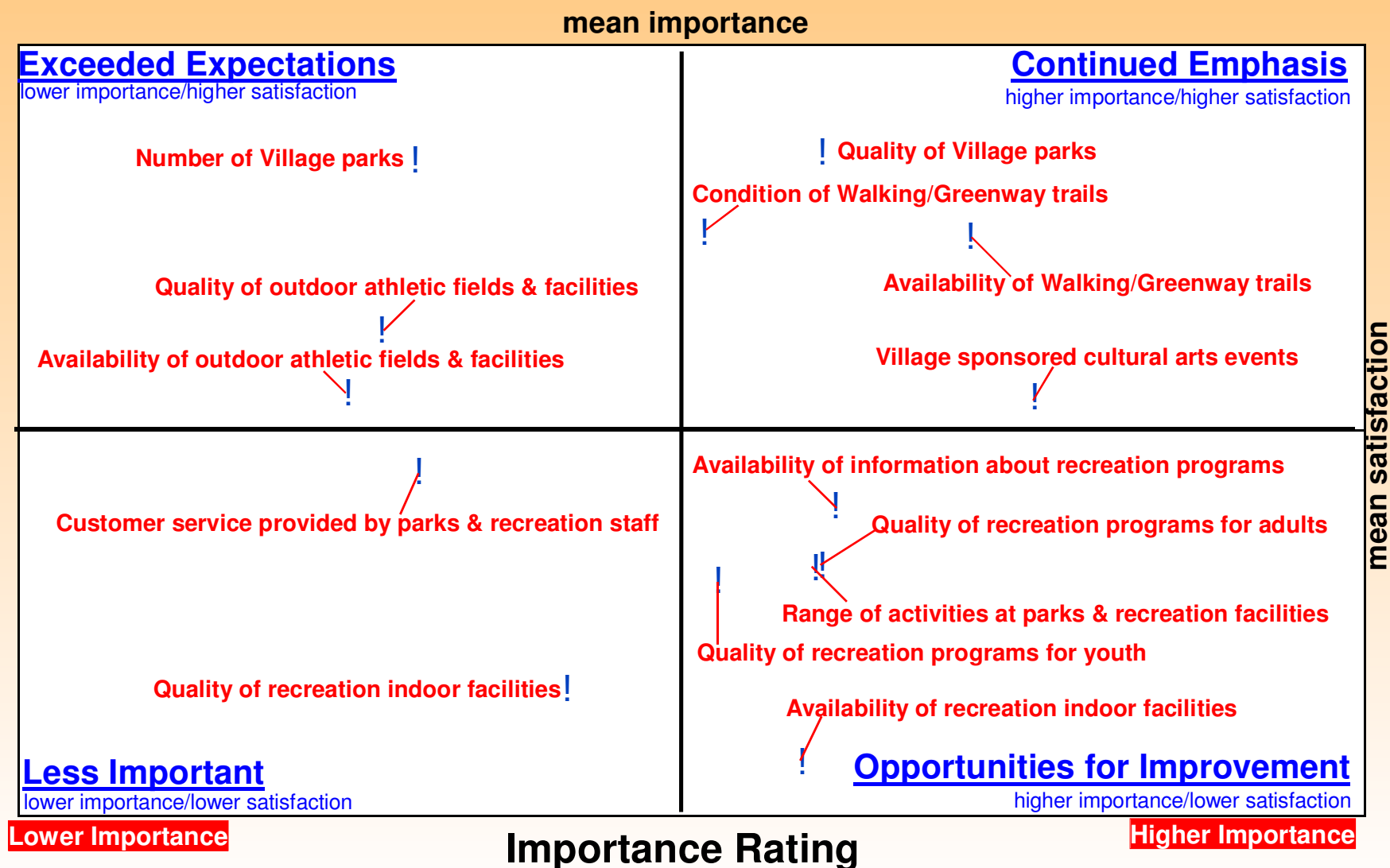
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Cultural and Recreation Services-

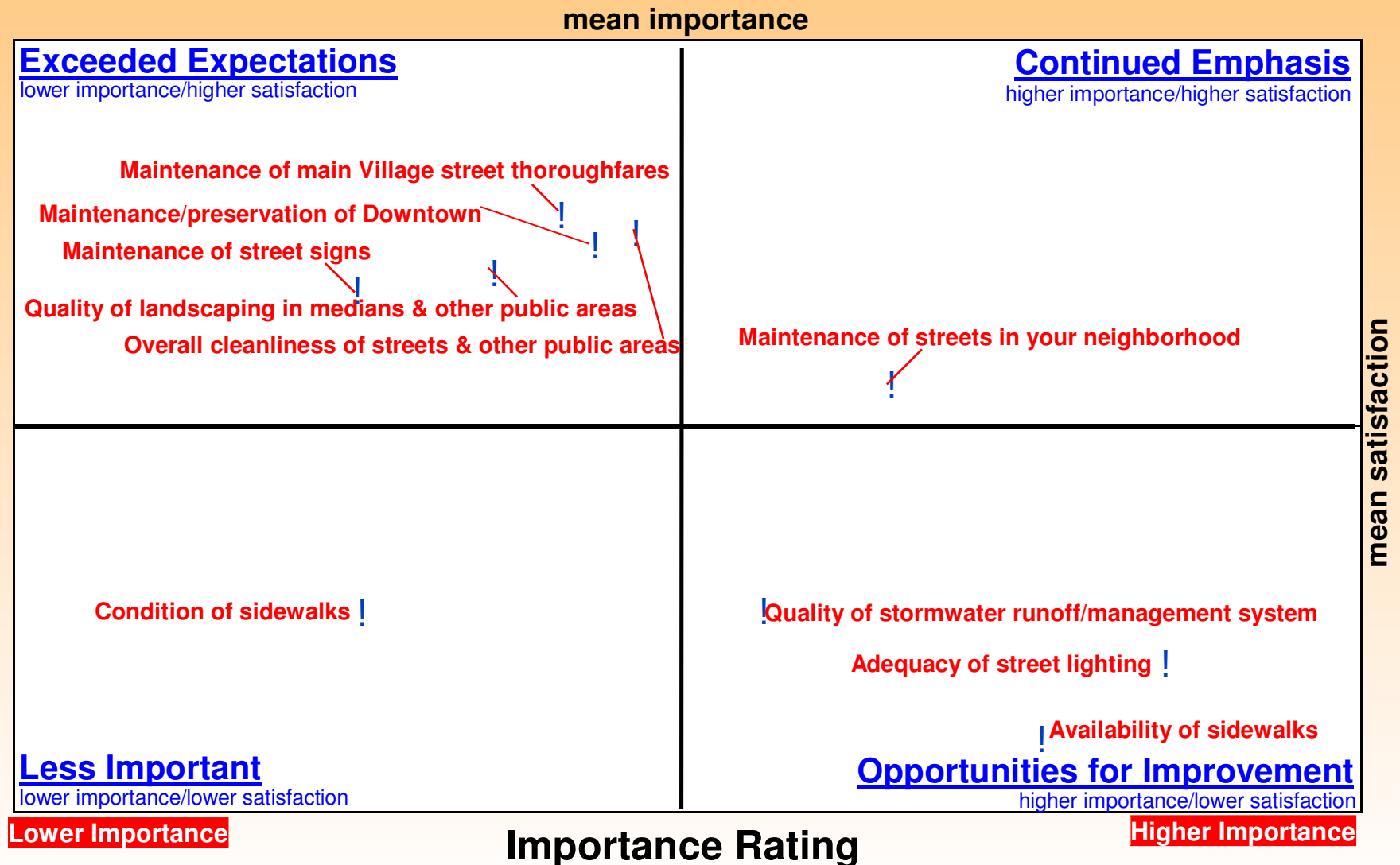
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Section 4:
Benchmarking



DirectionFinder® Survey

Year 2013 Benchmarking Summary Report

Overview

ETC Institute's *DirectionFinder* program was originally developed in 1999 to help community leaders across the United States use statistically valid community survey data as a tool for making better decisions. Since November 1999, the survey has been administered in more than 210 cities and counties in 48 states. Most participating communities conduct the survey on an annual or biennial basis.

This report contains benchmarking data from three sources: (1) a national survey that was administered by ETC Institute during May and June 2011 to a random sample of 3,926 residents in the continental United States, (2) a regional survey that was administered to a random sample of 388 residents in the Southeastern region of the United States during May and June 2011. The states included in the Southeastern region are: Kentucky, North Carolina, Tennessee, South Carolina, Alabama, Arkansas, Mississippi, Louisiana and Georgia.

Some of the cities included in the performance ranges that are shown in this report are listed below:

- Arlington, VA
- Auburn, AL
- Burbank, CA
- Bridgeport, CT
- Cabarrus County, NC
- Casper, WY
- Chapel Hill, NC
- Charlottesville, VA
- Coral Springs, FL
- Durham, NC
- Hallandale Beach, FL
- High Point, NC
- Indian Trail, NC
- Key Biscayne, FL
- Lauderdale Lakes, FL
- Palm Desert, CA
- Panama City, FL
- Providence, RI
- Provo, UT
- San Bernardino, CA
- Shoreline, WA
- Lubbock, TX
- Naperville, IL
- Tamarac, FL
- Wilmington, NC
- Yuma, AZ

Interpreting the Performance Range Charts

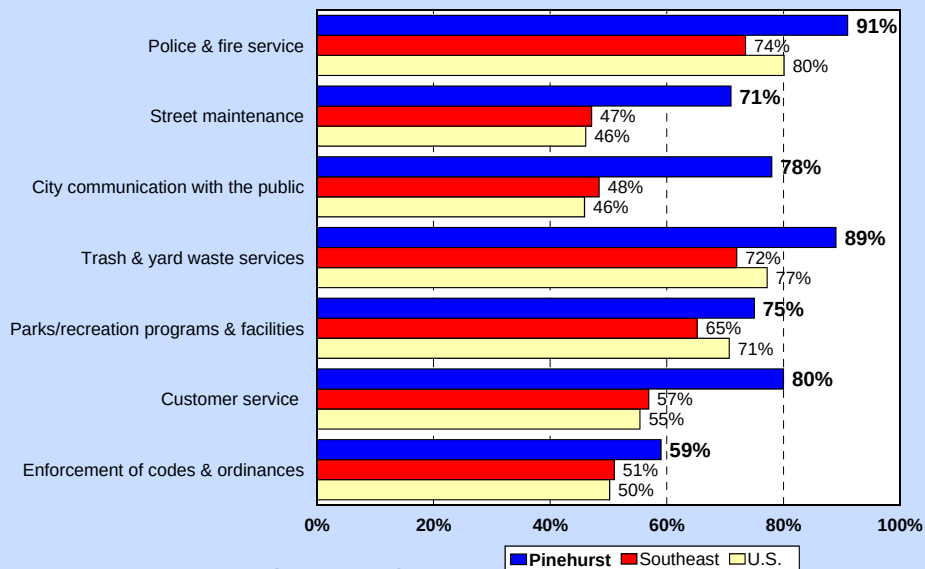
The charts on the following pages provide comparisons for several items that were rated on the survey. The horizontal bars show the range of satisfaction among residents in communities that have participated in the DirectionFinder® Survey during the past two years. The lowest and highest satisfaction ratings are listed to the left and right of each bar. The yellow dot on each bar shows how the results for Pinehurst compare to the community average, which is shown as a vertical dash in the middle of each horizontal bar. If the yellow dot is located to the right of the vertical dash, the Village of Pinehurst rated above the community average. If the yellow dot is located to the left of the vertical dash, the Village of Pinehurst rated below the community average.

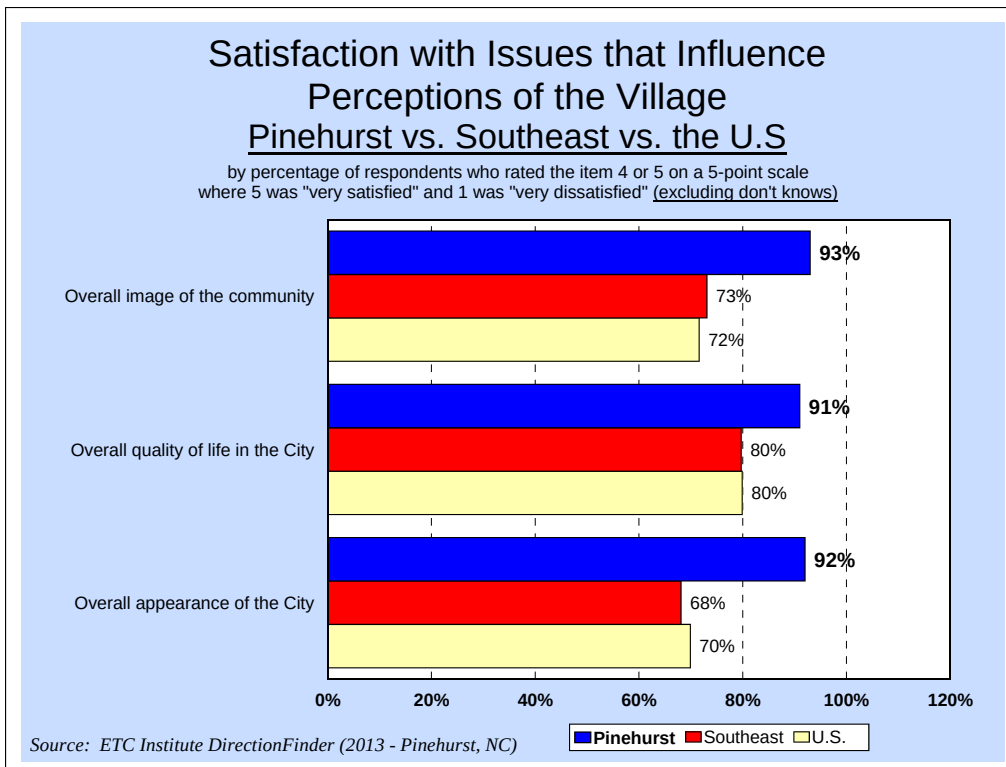
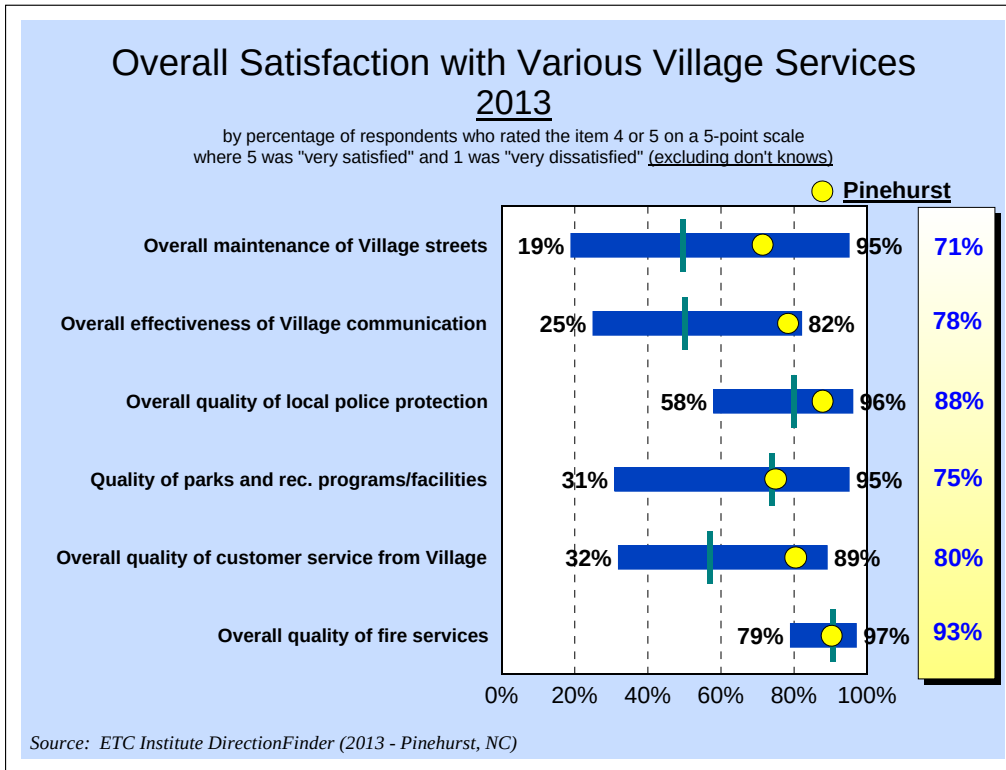
National Benchmarks

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Village of Pinehurst is not authorized without written consent from ETC Institute.

Overall Satisfaction with Various Community Services Pinehurst vs. Southeast vs. the U.S.

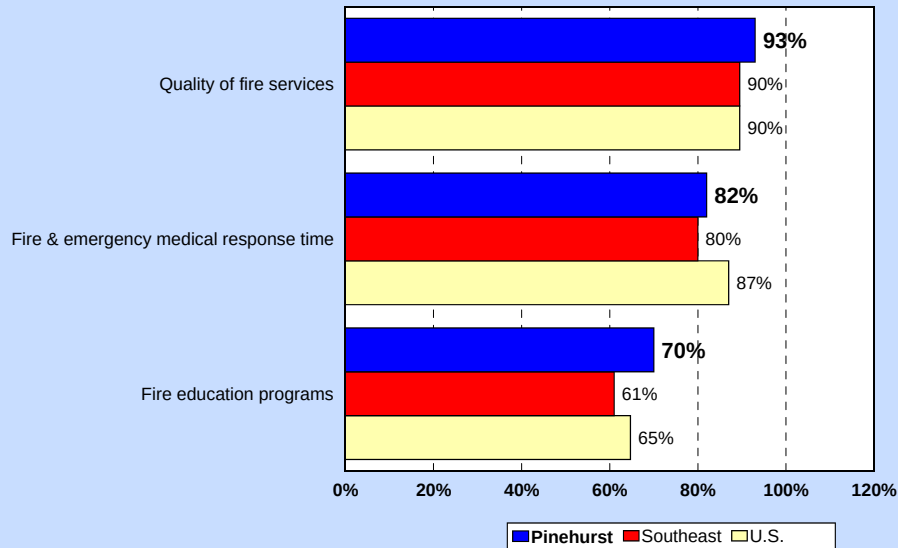
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)





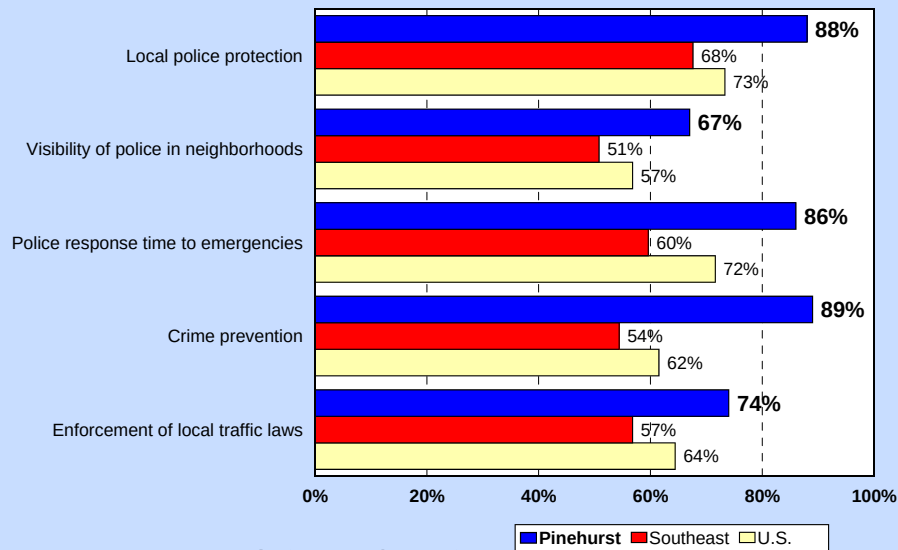
Overall Satisfaction with Fire and Ambulance Services Pinehurst vs. Southeast vs. the U.S

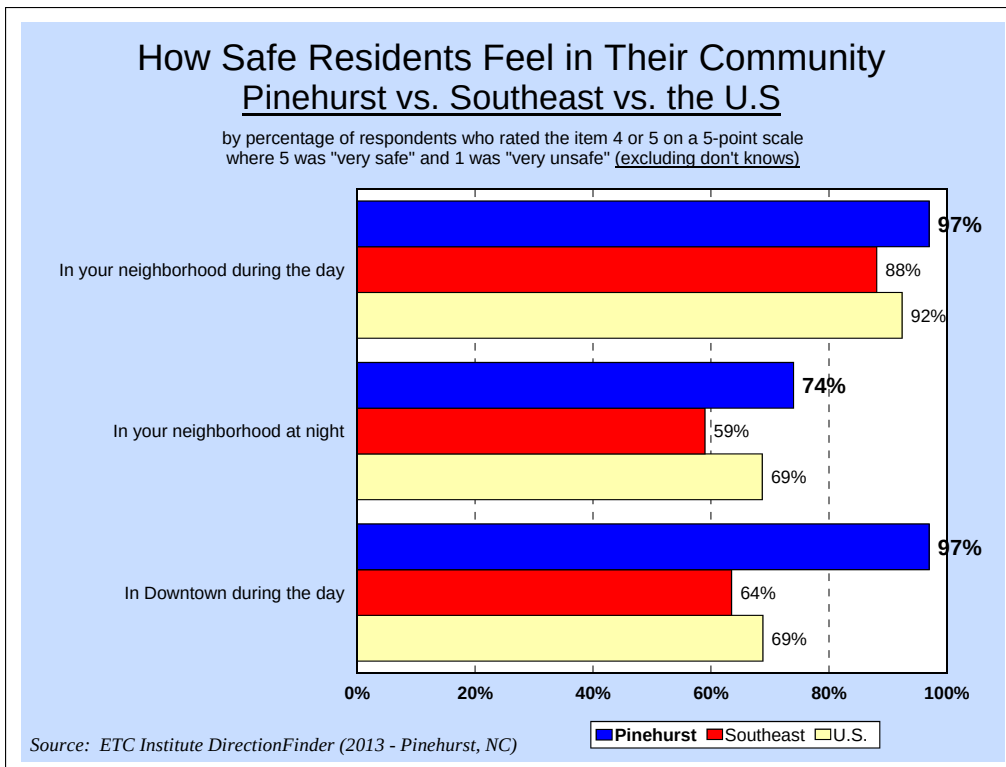
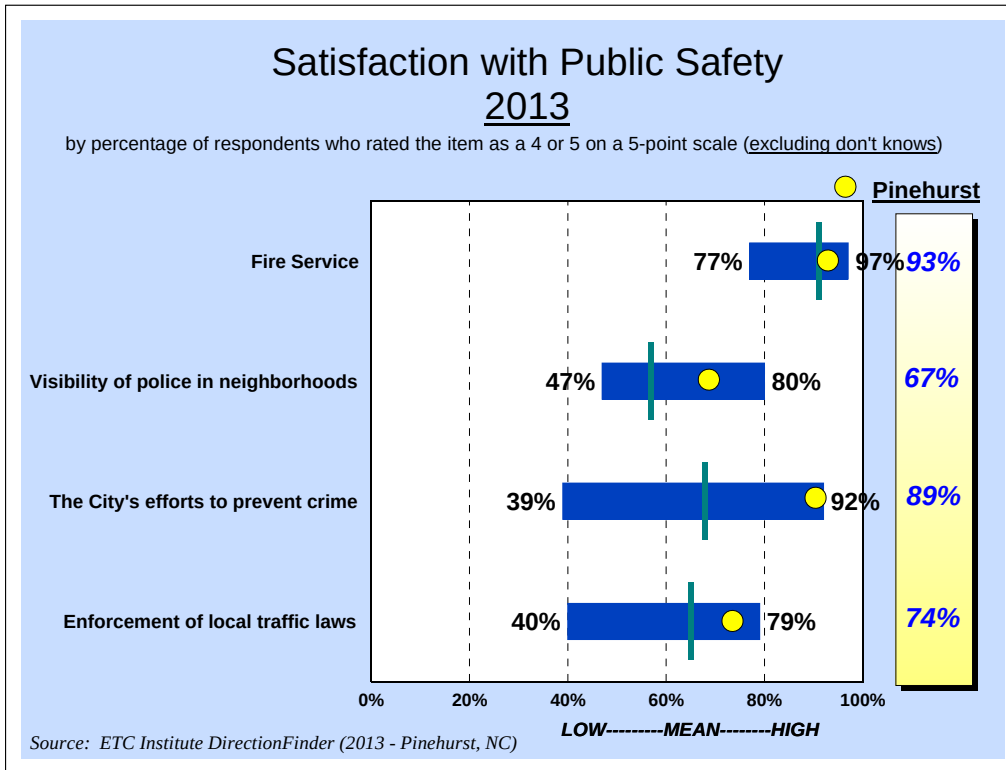
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

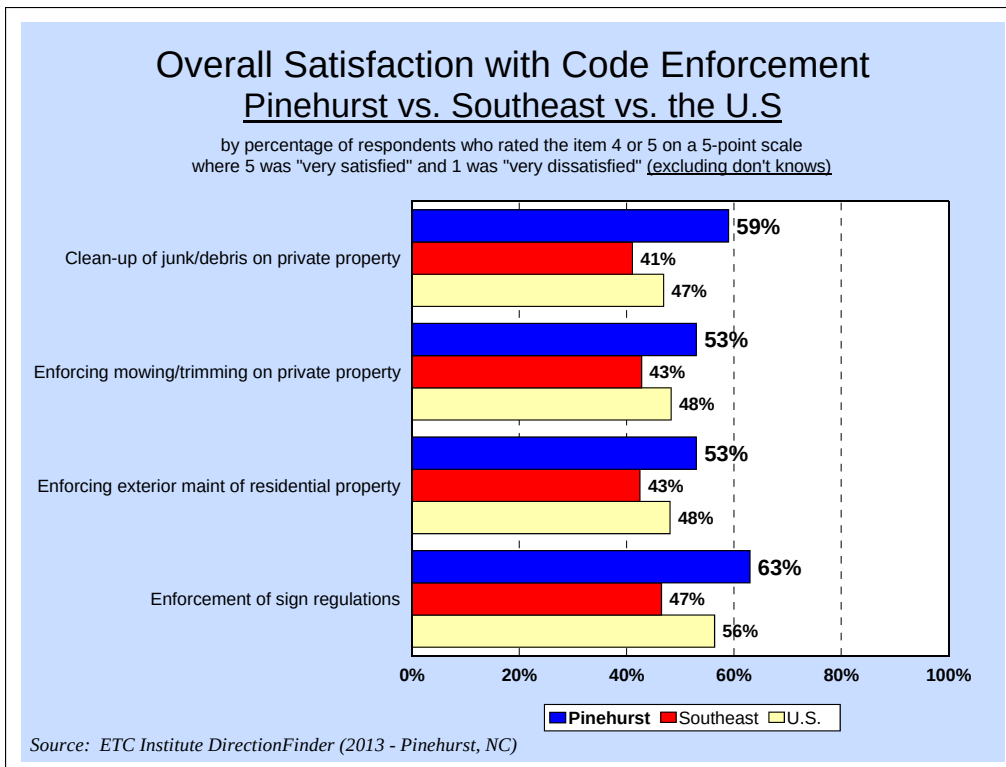
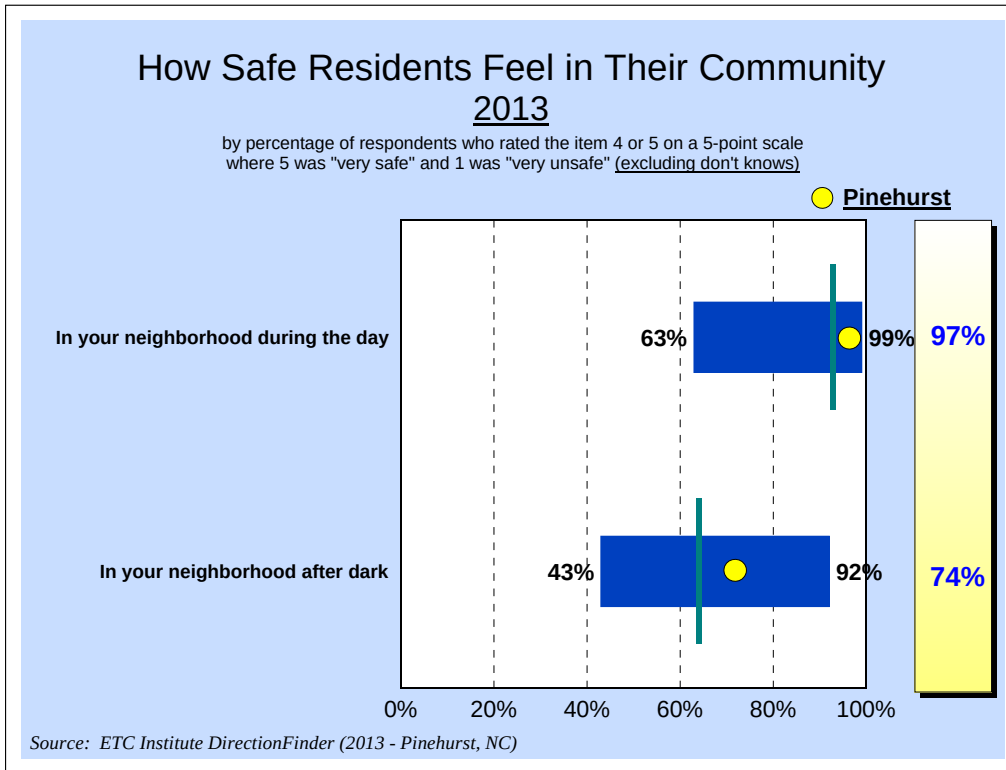


Overall Satisfaction with Police Services Pinehurst vs. Southeast vs. the U.S

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

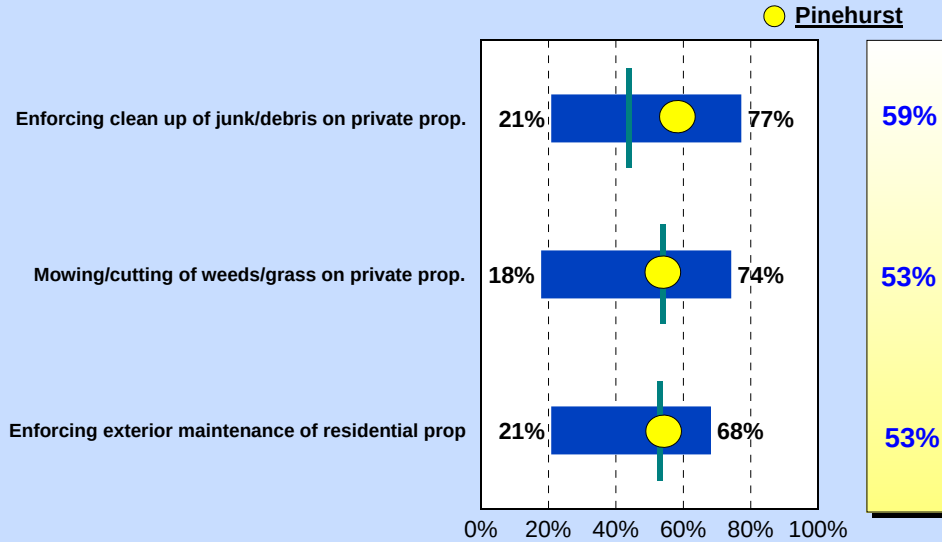






Overall Satisfaction with Village Regulations 2013

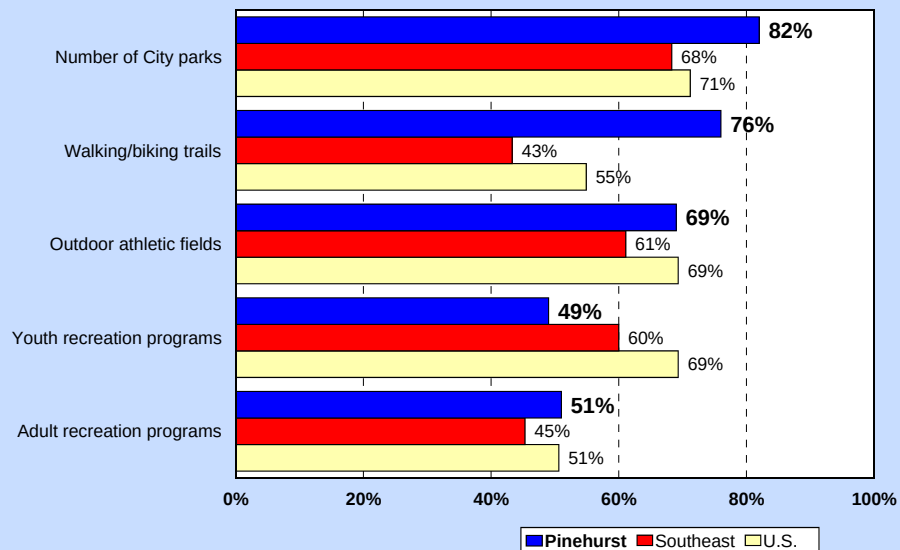
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

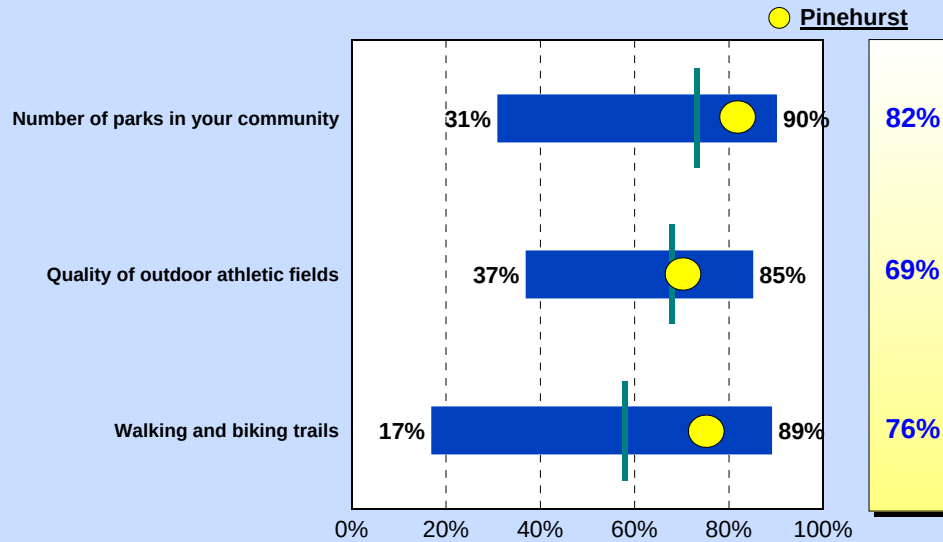
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Parks and Recreation 2013

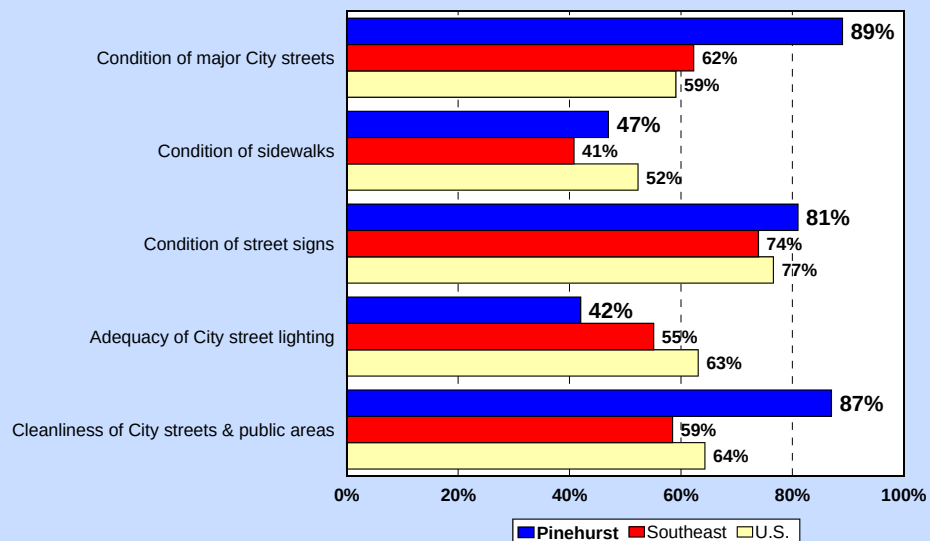
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

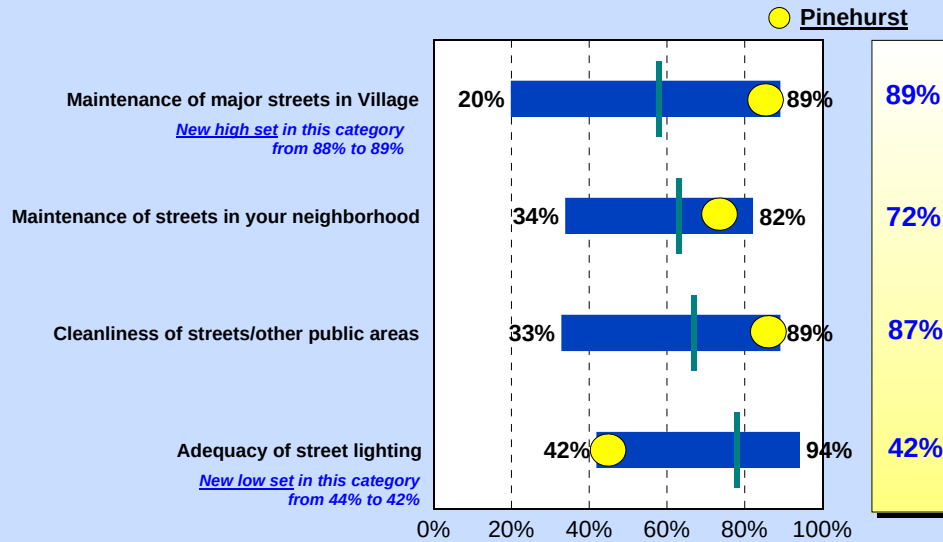
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

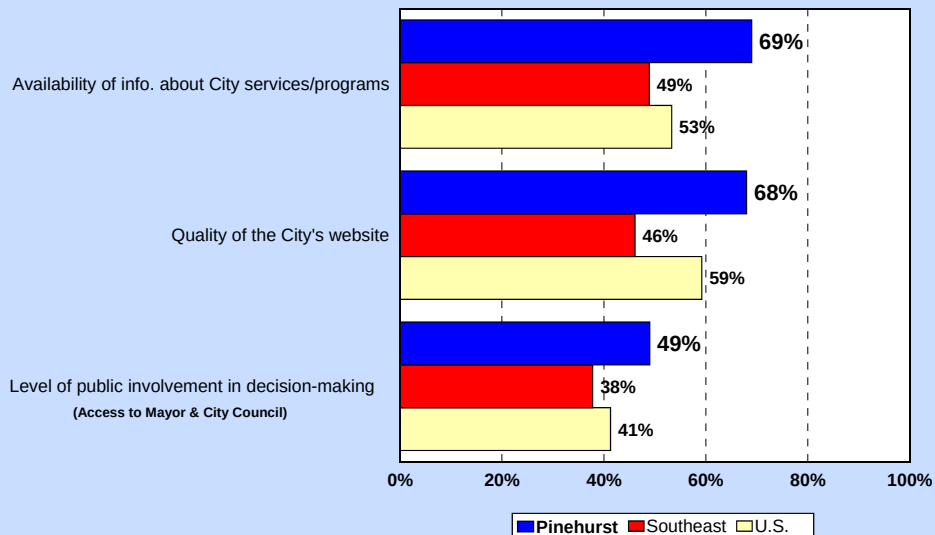
Overall Satisfaction with Street Maintenance Services 2013

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



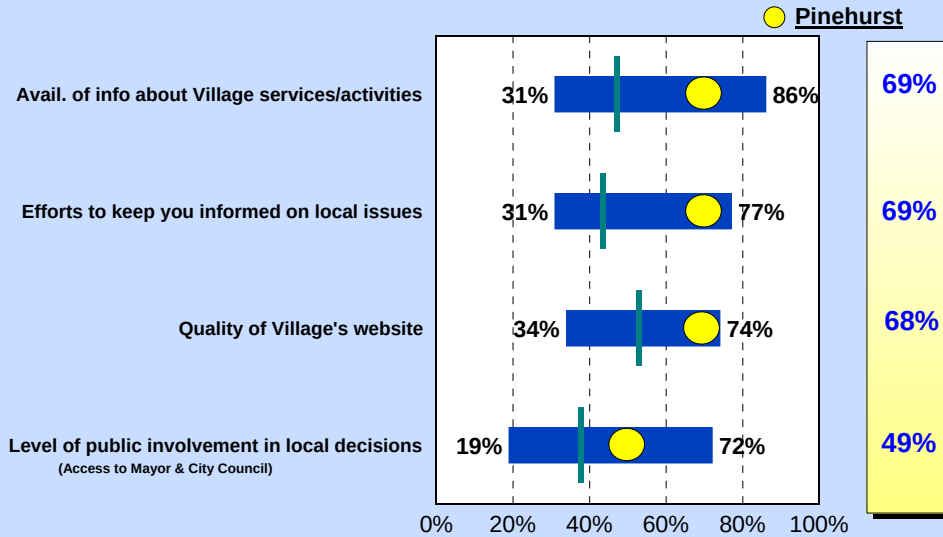
Overall Satisfaction with Communication Pinehurst vs. Southeast vs. the U.S

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



Overall Satisfaction with Public Information Services 2013

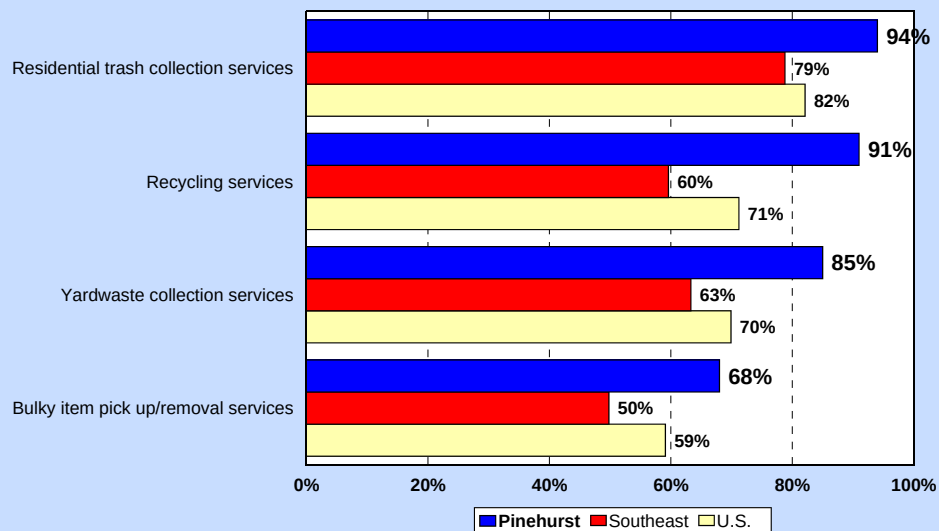
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



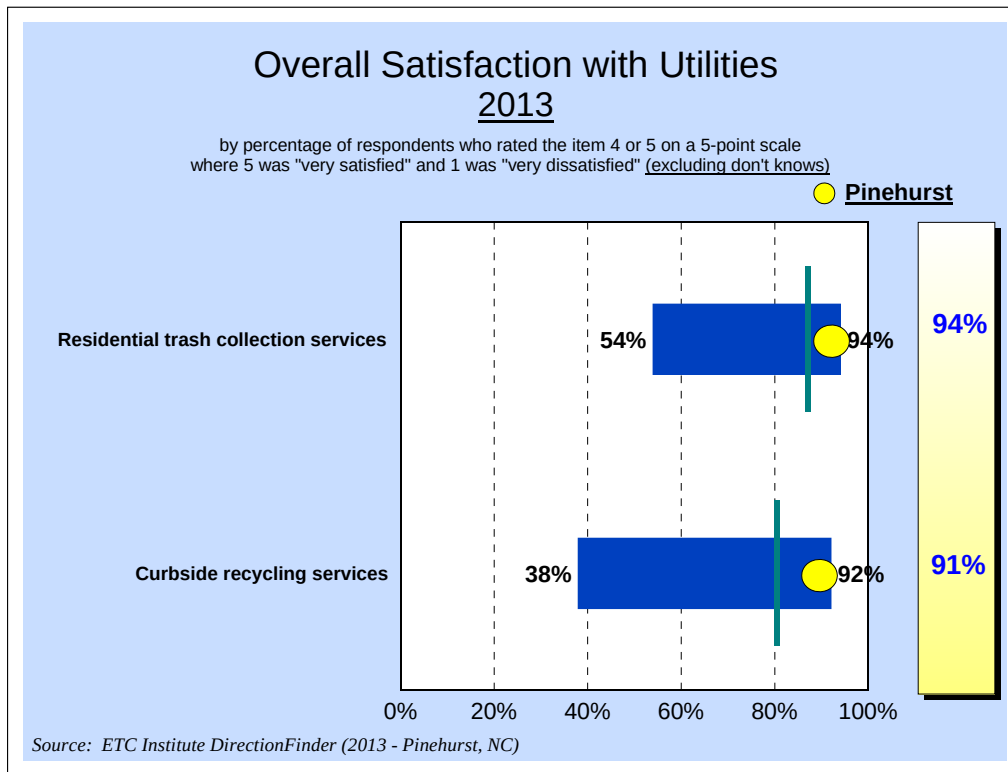
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



Section 5:
Tabular Data,
Survey Instrument

2013 Village of Pinehurst Community Survey

Q1. Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q1a. Police services	48.9%	33.4%	8.3%	2.0%	0.8%	6.7%
Q1b. Fire services	49.0%	28.1%	6.5%	0.0%	0.2%	16.1%
Q1c. Parks & recreation programs	28.3%	31.4%	20.2%	2.4%	0.2%	17.5%
Q1d. Parks & recreation facilities	31.2%	36.5%	15.3%	2.6%	0.6%	13.8%
Q1e. Solid waste services	49.1%	36.5%	7.7%	2.6%	0.2%	3.9%
Q1f. Street & right-of-way maintenance	27.8%	40.4%	18.9%	6.3%	2.8%	3.9%
Q1g. Enforcement of Village codes & ordinances	18.5%	33.0%	25.3%	7.5%	2.0%	13.8%
Q1h. Customer service provided by Village employees	34.0%	33.8%	15.7%	1.4%	0.6%	14.5%
Q1i. Village communication with residents	32.2%	43.8%	15.1%	4.5%	1.6%	2.8%
Q1j. Village efforts at maintaining quality of your neighborhoods	24.6%	42.0%	20.0%	6.1%	2.2%	5.1%
Q1k. Village promotion of natural resource conservation	22.8%	37.5%	20.6%	3.5%	1.0%	14.5%

2013 Village of Pinehurst Community Survey

Q1. Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q1a. Police services	52.4%	35.8%	8.8%	2.1%	0.8%
Q1b. Fire services	58.5%	33.6%	7.7%	0.0%	0.2%
Q1c. Parks & recreation programs	34.3%	38.1%	24.5%	2.9%	0.2%
Q1d. Parks & recreation facilities	36.2%	42.4%	17.8%	3.0%	0.7%
Q1e. Solid waste services	51.1%	38.0%	8.0%	2.7%	0.2%
Q1f. Street & right-of-way maintenance	28.9%	42.0%	19.7%	6.6%	2.9%
Q1g. Enforcement of Village codes & ordinances	21.4%	38.3%	29.4%	8.7%	2.3%
Q1h. Customer service provided by Village employees	39.8%	39.5%	18.4%	1.6%	0.7%
Q1i. Village communication with residents	33.1%	45.1%	15.6%	4.6%	1.6%
Q1j. Village efforts at maintaining quality of your neighborhoods	25.9%	44.3%	21.1%	6.4%	2.3%
Q1k. Village promotion of natural resource conservation	26.7%	43.9%	24.1%	4.1%	1.1%

2013 Village of Pinehurst Community Survey

Q2. From the list of items in Question #1, which THREE of the major categories of Village services do you think should receive the most emphasis from Village leaders over the next two years?

Q2. Top choice	Number	Percent
Police services	145	28.5 %
Fire services	7	1.4 %
Parks & recreation programs	33	6.5 %
Parks & recreation facilities	34	6.7 %
Solid waste services	11	2.2 %
Street & right-of-way maintenance	61	12.0 %
Enforcement of Village codes & ordinances	36	7.1 %
Customer service provided by Village employees	8	1.6 %
Village communication with residents	24	4.7 %
Village efforts at maintaining quality of your neighborhoods	64	12.6 %
Village promotion of natural resource conservation	31	6.1 %
None chosen	55	10.8 %
Total	509	100.0 %

Q2. From the list of items in Question #1, which THREE of the major categories of Village services do you think should receive the most emphasis from Village leaders over the next two years?

Q2. 2nd choice	Number	Percent
Police services	20	3.9 %
Fire services	85	16.7 %
Parks & recreation programs	26	5.1 %
Parks & recreation facilities	31	6.1 %
Solid waste services	16	3.1 %
Street & right-of-way maintenance	72	14.1 %
Enforcement of Village codes & ordinances	43	8.4 %
Customer service provided by Village employees	11	2.2 %
Village communication with residents	25	4.9 %
Village efforts at maintaining quality of your neighborhoods	84	16.5 %
Village promotion of natural resource conservation	24	4.7 %
None chosen	72	14.1 %
Total	509	100.0 %

2013 Village of Pinehurst Community Survey

Q2. From the list of items in Question #1, which THREE of the major categories of Village services do you think should receive the most emphasis from Village leaders over the next two years?

Q2. 3rd choice	Number	Percent
Police services	28	5.5 %
Fire services	14	2.8 %
Parks & recreation programs	27	5.3 %
Parks & recreation facilities	29	5.7 %
Solid waste services	45	8.8 %
Street & right-of-way maintenance	38	7.5 %
Enforcement of Village codes & ordinances	46	9.0 %
Customer service provided by Village employees	22	4.3 %
Village communication with residents	44	8.6 %
Village efforts at maintaining quality of your neighborhoods	66	13.0 %
Village promotion of natural resource conservation	51	10.0 %
None chosen	99	19.4 %
Total	509	100.0 %

Q2. From the list of items in Question #1, which THREE of the major categories of Village services do you think should receive the most emphasis from Village leaders over the next two years? (top 3)

Q2. Top choice	Number	Percent
Police services	193	37.9 %
Fire services	106	20.8 %
Parks & recreation programs	86	16.9 %
Parks & recreation facilities	94	18.5 %
Solid waste services	72	14.1 %
Street & right-of-way maintenance	171	33.6 %
Enforcement of Village codes & ordinances	125	24.6 %
Customer service provided by Village employees	41	8.1 %
Village communication with residents	93	18.3 %
Village efforts at maintaining quality of your neighborhoods	214	42.0 %
Village promotion of natural resource conservation	106	20.8 %
None chosen	55	10.8 %
Total	1356	

2013 Village of Pinehurst Community Survey

Q3. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live where you live?

(N=509)

	Very Important	Somewhat Important	Not Sure	Unimportant	No Response
Q3a. Sense of community	55.6%	34.4%	3.1%	3.3%	3.5%
Q3b. Quality of public education	55.2%	17.9%	5.9%	17.5%	3.5%
Q3c. Employment opportunities	38.9%	22.0%	7.1%	26.9%	5.1%
Q3d. Types of housing	68.4%	23.4%	2.6%	2.9%	2.8%
Q3e. Quality of housing	78.6%	15.9%	1.6%	1.6%	2.4%
Q3f. Access to quality shopping	48.3%	41.1%	2.9%	4.9%	2.8%
Q3g. Availability of cultural & recreation opportunities	54.2%	34.8%	3.3%	5.9%	1.8%
Q3h. Proximity to family or friends	32.4%	36.7%	6.7%	21.0%	3.1%
Q3i. Proximity to work	29.9%	25.9%	3.9%	35.4%	4.9%
Q3j. Safety & security	90.4%	6.5%	1.0%	0.6%	1.6%
Q3k. A "resort" community	24.4%	33.6%	6.9%	32.4%	2.8%
Q3l. Quality health care	83.5%	12.2%	1.2%	1.8%	1.4%
Q3m. Opportunities and/or resources for senior citizens	43.4%	28.9%	7.3%	18.5%	2.0%

2013 Village of Pinehurst Community Survey

Q3. QUALITY OF LIFE. Several reasons for deciding where to live are listed below. On a scale from 1 to 4 where 4 is "very important" and 1 is "unimportant," how important was each reason in your decision to live where you live? (without "no response")

(N=509)

	Very Important	Somewhat Important	Not Sure	Unimportant
Q3a. Sense of community	57.6%	35.6%	3.3%	3.5%
Q3b. Quality of public education	57.2%	18.5%	6.1%	18.1%
Q3c. Employment opportunities	41.0%	23.2%	7.5%	28.4%
Q3d. Types of housing	70.3%	24.0%	2.6%	3.0%
Q3e. Quality of housing	80.5%	16.3%	1.6%	1.6%
Q3f. Access to quality shopping	49.7%	42.2%	3.0%	5.1%
Q3g. Availability of cultural & recreation opportunities	55.2%	35.4%	3.4%	6.0%
Q3h. Proximity to family or friends	33.5%	37.9%	6.9%	21.7%
Q3i. Proximity to work	31.4%	27.3%	4.1%	37.2%
Q3j. Safety & security	91.8%	6.6%	1.0%	0.6%
Q3k. A "resort" community	25.1%	34.5%	7.1%	33.3%
Q3l. Quality health care	84.7%	12.4%	1.2%	1.8%
Q3m. Opportunities and/or resources for senior citizens	44.3%	29.5%	7.4%	18.8%

2013 Village of Pinehurst Community Survey

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

(N=509)

	Yes	No	No response
Q3a. Sense of community	63.1%	7.9%	29.1%
Q3b. Quality of public education	51.1%	9.4%	39.5%
Q3c. Employment opportunities	37.9%	19.8%	42.2%
Q3d. Types of housing	63.3%	4.1%	32.6%
Q3e. Quality of housing	65.8%	3.5%	30.6%
Q3f. Access to quality shopping	43.2%	25.0%	31.8%
Q3g. Availability of cultural & recreation opportunities	52.3%	15.1%	32.6%
Q3h. Proximity to family or friends	52.8%	10.2%	36.9%
Q3i. Proximity to work	47.3%	9.8%	42.8%
Q3j. Safety & security	69.2%	1.8%	29.1%
Q3k. A "resort" community	57.4%	4.5%	38.1%
Q3l. Quality health care	67.8%	3.7%	28.5%
Q3m. Opportunities and/or resources for senior citizens	57.8%	8.3%	34.0%

2013 Village of Pinehurst Community Survey

Q3. Then, please indicate if your needs are being met in Pinehurst. (without "no response")

(N=509)

	Yes	No
Q3a. Sense of community	88.9%	11.1%
Q3b. Quality of public education	84.4%	15.6%
Q3c. Employment opportunities	65.6%	34.4%
Q3d. Types of housing	93.9%	6.1%
Q3e. Quality of housing	94.9%	5.1%
Q3f. Access to quality shopping	63.4%	36.6%
Q3g. Availability of cultural & recreation opportunities	77.6%	22.4%
Q3h. Proximity to family or friends	83.8%	16.2%
Q3i. Proximity to work	82.8%	17.2%
Q3j. Safety & security	97.5%	2.5%
Q3k. A "resort" community	92.7%	7.3%
Q3l. Quality health care	94.8%	5.2%
Q3m. Opportunities and/or resources for senior citizens	87.5%	12.5%

2013 Village of Pinehurst Community Survey

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

(N=509)

	Excellent	Good	Neutral	Below Average	Poor	Don't Know
Q4a. Overall image of Village	44.4%	45.8%	5.1%	2.2%	0.2%	2.4%
Q4b. Overall quality of life in Village	41.1%	45.8%	6.9%	1.8%	0.4%	4.1%
Q4c. Overall feeling of safety in Village	56.8%	36.9%	2.9%	0.8%	0.0%	2.6%
Q4d. Quality of new development in Village	15.1%	32.0%	32.2%	8.1%	2.9%	9.6%
Q4e. As a place to live	54.6%	35.2%	4.9%	1.4%	0.2%	3.7%
Q4f. As a place to raise children	30.5%	28.0%	17.9%	4.1%	1.2%	18.3%
Q4g. As a place to retire	58.1%	28.1%	5.9%	1.4%	0.2%	6.3%
Q4h. Overall appearance of Village	49.3%	41.5%	4.7%	2.2%	0.2%	2.2%
Q4i. Availability of affordable housing	20.2%	42.4%	18.7%	7.1%	2.8%	8.8%

2013 Village of Pinehurst Community Survey

Q4. Several items that may influence your perception of Pinehurst as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor." (without "don't know")

(N=509)

	Excellent	Good	Neutral	Below Average	Poor
Q4a. Overall image of Village	45.5%	46.9%	5.2%	2.2%	0.2%
Q4b. Overall quality of life in Village	42.8%	47.7%	7.2%	1.8%	0.4%
Q4c. Overall feeling of safety in Village	58.3%	37.9%	3.0%	0.8%	0.0%
Q4d. Quality of new development in Village	16.7%	35.4%	35.7%	8.9%	3.3%
Q4e. As a place to live	56.7%	36.5%	5.1%	1.4%	0.2%
Q4f. As a place to raise children	37.3%	34.2%	21.9%	5.1%	1.4%
Q4g. As a place to retire	62.0%	30.0%	6.3%	1.5%	0.2%
Q4h. Overall appearance of Village	50.4%	42.4%	4.8%	2.2%	0.2%
Q4i. Availability of affordable housing	22.2%	46.6%	20.5%	7.8%	3.0%

2013 Village of Pinehurst Community Survey

Q5. PERCEPTIONS OF SAFETY AND SECURITY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

(N=509)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
Q5a. Walking alone in your neighborhood during the day	79.2%	15.9%	2.2%	0.6%	0.2%	2.0%
Q5b. Walking alone in your neighborhood after dark	31.8%	37.7%	14.3%	7.9%	2.0%	6.3%
Q5c. In Village parks & recreation facilities	30.3%	35.6%	14.1%	2.6%	0.2%	17.3%
Q5d. In business areas of Village during the day	75.0%	19.6%	2.4%	0.0%	0.2%	2.8%
Q5e. In business areas of Village after dark	31.0%	37.9%	13.9%	3.3%	0.6%	13.2%

Q5. PERCEPTIONS OF SAFETY AND SECURITY. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations: (without "don't know")

(N=509)

	Very Safe	Safe	Neutral	Unsafe	Very Unsafe
Q5a. Walking alone in your neighborhood during the day	80.8%	16.2%	2.2%	0.6%	0.2%
Q5b. Walking alone in your neighborhood after dark	34.0%	40.3%	15.3%	8.4%	2.1%
Q5c. In Village parks & recreation facilities	36.6%	43.0%	17.1%	3.1%	0.2%
Q5d. In business areas of Village during the day	77.2%	20.2%	2.4%	0.0%	0.2%
Q5e. In business areas of Village after dark	35.7%	43.7%	16.1%	3.8%	0.7%

2013 Village of Pinehurst Community Survey

Q6. PUBLIC SAFETY SERVICES. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items:

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q6a. Village efforts to prevent crimes	36.5%	43.0%	8.4%	1.2%	0.8%	10.0%
Q6b. Enforcement of local traffic laws	27.3%	42.8%	14.9%	7.3%	3.3%	4.3%
Q6c. How quickly police respond to emergencies	32.1%	26.4%	8.5%	0.6%	0.2%	32.3%
Q6d. Frequency that police officers patrol your neighborhood	21.6%	34.0%	20.0%	5.9%	2.2%	16.3%
Q6e. Professionalism of Police officers	39.7%	28.1%	10.2%	1.8%	1.6%	18.7%
Q6f. Fire prevention & education programs provided by Village	17.9%	23.7%	16.8%	0.8%	0.4%	40.4%
Q6g. How quickly fire personnel respond to emergencies	27.6%	17.5%	10.0%	0.2%	0.2%	44.5%

Q6. PUBLIC SAFETY SERVICES. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items: (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q6a. Village efforts to prevent crimes	40.6%	47.8%	9.4%	1.3%	0.9%
Q6b. Enforcement of local traffic laws	28.5%	44.8%	15.6%	7.6%	3.5%
Q6c. How quickly police respond to emergencies	47.4%	39.0%	12.5%	0.9%	0.3%
Q6d. Frequency that police officers patrol your neighborhood	25.8%	40.6%	23.9%	7.0%	2.6%
Q6e. Professionalism of Police officers	48.8%	34.5%	12.6%	2.2%	1.9%
Q6f. Fire prevention & education programs provided by Village	30.1%	39.7%	28.1%	1.3%	0.7%
Q6g. How quickly fire personnel respond to emergencies	49.6%	31.6%	18.1%	0.4%	0.4%

2013 Village of Pinehurst Community Survey

Q7. Which TWO of the PUBLIC SAFETY SERVICES listed in Question #6 do you think should receive the most emphasis from Village leaders over the next two years?

Q7. Top choice	Number	Percent
Village efforts to prevent crimes	223	43.8 %
Enforcement of local traffic laws	48	9.4 %
How quickly police respond to emergencies	45	8.8 %
Frequency that police officers patrol your neighborhood	60	11.8 %
Professionalism of Police officers	29	5.7 %
Fire prevention & education programs provided by Village	16	3.1 %
How quickly fire personnel respond to emergencies	30	5.9 %
None chosen	58	11.4 %
Total	509	100.0 %

Q7. Which TWO of the PUBLIC SAFETY SERVICES listed in Question #6 do you think should receive the most emphasis from Village leaders over the next two years?

Q7. 2nd choice	Number	Percent
Village efforts to prevent crimes	57	11.2 %
Enforcement of local traffic laws	53	10.4 %
How quickly police respond to emergencies	77	15.1 %
Frequency that police officers patrol your neighborhood	88	17.3 %
Professionalism of Police officers	35	6.9 %
Fire prevention & education programs provided by Village	52	10.2 %
How quickly fire personnel respond to emergencies	79	15.5 %
None chosen	68	13.4 %
Total	509	100.0 %

Q7. Which TWO of the PUBLIC SAFETY SERVICES listed in Question #6 do you think should receive the most emphasis from Village leaders over the next two years? (top 2)

Q7. Top choice	Number	Percent
Village efforts to prevent crimes	280	55.0 %
Enforcement of local traffic laws	101	19.8 %
How quickly police respond to emergencies	122	24.0 %
Frequency that police officers patrol your neighborhood	148	29.1 %
Professionalism of Police officers	64	12.6 %
Fire prevention & education programs provided by Village	68	13.4 %
How quickly fire personnel respond to emergencies	109	21.4 %
None chosen	58	11.4 %
Total	950	

2013 Village of Pinehurst Community Survey

Q8. CULTURAL AND RECREATION SERVICES. Please rate your satisfaction with each item using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q8a. Number of Village parks	30.1%	44.8%	13.9%	2.0%	0.8%	8.4%
Q8b. Quality of Village parks	30.5%	44.4%	14.7%	1.0%	0.4%	9.0%
Q8c. Quality of recreation indoor facilities	9.6%	16.7%	27.2%	8.7%	2.8%	35.0%
Q8d. Availability of recreation indoor facilities	7.5%	15.6%	26.8%	12.4%	3.7%	33.9%
Q8e. Availability of Walking/Greenway trails	29.1%	38.1%	14.7%	4.3%	2.4%	11.4%
Q8f. Condition of Walking/Greenway trails	23.6%	38.9%	15.1%	3.7%	0.8%	17.9%
Q8g. Quality of outdoor athletic fields & Facilities	18.5%	30.3%	19.7%	2.4%	0.4%	28.7%
Q8h. Availability of outdoor athletic fields & facilities	17.3%	27.8%	21.7%	3.9%	0.2%	29.1%
Q8i. Availability of information about recreation programs	13.4%	31.6%	28.5%	6.5%	2.2%	17.9%
Q8j. Quality of recreation programs for youth	11.2%	16.8%	23.5%	4.7%	1.0%	42.8%
Q8k. Quality of recreation programs for adults	9.9%	24.0%	27.3%	5.0%	1.4%	32.5%
Q8l. Village sponsored cultural arts events	15.3%	37.5%	25.0%	5.1%	0.6%	16.5%
Q8m. Range of activities at parks & recreation facilities	10.1%	26.0%	28.8%	5.1%	2.2%	27.8%
Q8n. Customer service provided by parks & recreation staff	12.0%	21.9%	23.2%	1.4%	0.4%	41.1%

2013 Village of Pinehurst Community Survey

Q8. CULTURAL AND RECREATION SERVICES. Please rate your satisfaction with each item using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q8a. Number of Village parks	32.8%	48.9%	15.2%	2.1%	0.9%
Q8b. Quality of Village parks	33.5%	48.8%	16.2%	1.1%	0.4%
Q8c. Quality of recreation indoor facilities	14.8%	25.8%	41.8%	13.3%	4.2%
Q8d. Availability of recreation indoor facilities	11.3%	23.6%	40.6%	18.8%	5.7%
Q8e. Availability of Walking/Greenway trails	32.8%	43.0%	16.6%	4.9%	2.7%
Q8f. Condition of Walking/Greenway trails	28.7%	47.4%	18.4%	4.5%	1.0%
Q8g. Quality of outdoor athletic fields & Facilities	26.0%	42.5%	27.6%	3.3%	0.6%
Q8h. Availability of outdoor athletic fields & facilities	24.4%	39.2%	30.6%	5.6%	0.3%
Q8i. Availability of information about recreation programs	16.3%	38.5%	34.7%	7.9%	2.6%
Q8j. Quality of recreation programs for youth	19.7%	29.3%	41.0%	8.3%	1.7%
Q8k. Quality of recreation programs for adults	14.7%	35.5%	40.5%	7.3%	2.1%
Q8l. Village sponsored cultural arts events	18.4%	44.9%	29.9%	6.1%	0.7%
Q8m. Range of activities at parks & recreation facilities	13.9%	36.1%	39.9%	7.1%	3.0%
Q8n. Customer service provided by parks & recreation staff	20.4%	37.1%	39.5%	2.3%	0.7%

2013 Village of Pinehurst Community Survey

Q9. Which THREE of the CULTURAL AND RECREATION SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next two years?

Q9. Top choice	Number	Percent
Number of Village parks	21	4.1 %
Quality of Village parks	55	10.8 %
Quality of recreation indoor facilities	30	5.9 %
Availability of recreation indoor facilities	45	8.8 %
Availability of Walking/Greenway trails	56	11.0 %
Condition of Walking/Greenway trails	20	3.9 %
Quality of outdoor athletic fields & facilities	11	2.2 %
Availability of outdoor athletic fields & facilities	6	1.2 %
Availability of information about recreation programs	41	8.1 %
Quality of recreation programs for youth	32	6.3 %
Quality of recreation programs for adults	26	5.1 %
Village sponsored cultural arts events	45	8.8 %
Range of activities at parks & recreation facilities	14	2.8 %
Customer service provided by parks & recreation staff	11	2.2 %
None chosen	96	18.9 %
Total	509	100.0 %

Q9. Which THREE of the CULTURAL AND RECREATION SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next two years?

Q9. 2nd choice	Number	Percent
Number of Village parks	9	1.8 %
Quality of Village parks	26	5.1 %
Quality of recreation indoor facilities	18	3.5 %
Availability of recreation indoor facilities	35	6.9 %
Availability of Walking/Greenway trails	44	8.6 %
Condition of Walking/Greenway trails	38	7.5 %
Quality of outdoor athletic fields & facilities	14	2.8 %
Availability of outdoor athletic fields & facilities	12	2.4 %
Availability of information about recreation programs	37	7.3 %
Quality of recreation programs for youth	30	5.9 %
Quality of recreation programs for adults	42	8.3 %
Village sponsored cultural arts events	48	9.4 %
Range of activities at parks & recreation facilities	36	7.1 %
Customer service provided by parks & recreation staff	6	1.2 %
None chosen	114	22.4 %
Total	509	100.0 %

2013 Village of Pinehurst Community Survey

Q9. Which THREE of the CULTURAL AND RECREATION SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next two years?

Q9. 3rd choice	Number	Percent
Number of Village parks	12	2.4 %
Quality of Village parks	23	4.5 %
Quality of recreation indoor facilities	17	3.3 %
Availability of recreation indoor facilities	21	4.1 %
Availability of Walking/Greenway trails	26	5.1 %
Condition of Walking/Greenway trails	28	5.5 %
Quality of outdoor athletic fields & facilities	12	2.4 %
Availability of outdoor athletic fields & facilities	14	2.8 %
Availability of information about recreation programs	28	5.5 %
Quality of recreation programs for youth	26	5.1 %
Quality of recreation programs for adults	36	7.1 %
Village sponsored cultural arts events	43	8.4 %
Range of activities at parks & recreation facilities	53	10.4 %
Customer service provided by parks & recreation staff	26	5.1 %
None chosen	144	28.3 %
Total	509	100.0 %

Q9. Which THREE of the CULTURAL AND RECREATION SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next two years? (top 3)

Q9. Top choice	Number	Percent
Number of Village parks	42	8.3 %
Quality of Village parks	104	20.4 %
Quality of recreation indoor facilities	65	12.8 %
Availability of recreation indoor facilities	101	19.8 %
Availability of Walking/Greenway trails	126	24.8 %
Condition of Walking/Greenway trails	86	16.9 %
Quality of outdoor athletic fields & facilities	37	7.3 %
Availability of outdoor athletic fields & facilities	32	6.3 %
Availability of information about recreation programs	106	20.8 %
Quality of recreation programs for youth	88	17.3 %
Quality of recreation programs for adults	104	20.4 %
Village sponsored cultural arts events	136	26.7 %
Range of activities at parks & recreation facilities	103	20.2 %
Customer service provided by parks & recreation staff	43	8.4 %
None chosen	96	18.9 %
Total	1269	

2013 Village of Pinehurst Community Survey

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

Q10. Which parks & recreation programs & facilities have you used during past year	Number	Percent
Greenway trails	279	54.8 %
Village sponsored cultural/arts events	282	55.4 %
Cannon Park	196	38.5 %
Village summer day camp program	21	4.1 %
Rassie Wicker Park	239	47.0 %
Camelot Playground	165	32.4 %
None chosen	103	20.2 %
Total	1285	

Q10. Which of the following parks and recreation programs and facilities have you used in the Village of Pinehurst during the past year? (without "none chosen")

Q10. Which parks & recreation programs & facilities have you used during past year	Number	Percent
Greenway trails	279	68.7 %
Village sponsored cultural/arts events	282	69.5 %
Cannon Park	196	48.3 %
Village summer day camp program	21	5.2 %
Rassie Wicker Park	239	58.9 %
Camelot Playground	165	40.6 %
Total	1182	

2013 Village of Pinehurst Community Survey

Q11. COMMUNITY DEVELOPMENT. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q11a. Enforcing clean up of litter & debris on private property	15.5%	35.4%	17.1%	14.9%	2.9%	14.1%
Q11b. Enforcing mowing/cutting of weeds/grass on private property	13.4%	31.4%	20.2%	16.7%	3.5%	14.7%
Q11c. Enforcing maintenance of residential property (exterior of homes)	13.6%	31.6%	25.3%	11.8%	3.1%	14.5%
Q11d. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	14.7%	30.8%	21.4%	13.0%	3.3%	16.7%
Q11e. Enforcing sign regulations	14.7%	36.7%	23.0%	5.7%	1.4%	18.5%
Q11f. Quality of Single-family residential development	17.5%	46.0%	21.8%	2.8%	0.4%	11.6%
Q11g. Quality of Retail development	10.8%	35.2%	25.1%	12.4%	5.7%	10.8%

2013 Village of Pinehurst Community Survey

Q11. COMMUNITY DEVELOPMENT. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q11a. Enforcing clean up of litter & debris on private property	18.1%	41.2%	19.9%	17.4%	3.4%
Q11b. Enforcing mowing/cutting of weeds/grass on private property	15.7%	36.9%	23.7%	19.6%	4.1%
Q11c. Enforcing maintenance of residential property (exterior of homes)	15.9%	37.0%	29.7%	13.8%	3.7%
Q11d. Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	17.7%	37.0%	25.7%	15.6%	4.0%
Q11e. Enforcing sign regulations	18.1%	45.1%	28.2%	7.0%	1.7%
Q11f. Quality of Single-family residential development	19.8%	52.0%	24.7%	3.1%	0.4%
Q11g. Quality of Retail development	12.1%	39.4%	28.2%	13.9%	6.4%

2013 Village of Pinehurst Community Survey

Q12. SOLID WASTE SERVICES. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q12a. Residential trash collection services	64.0%	26.9%	3.1%	3.1%	0.0%	2.8%
Q12b. Curbside recycling services	60.9%	26.1%	5.5%	2.4%	0.4%	4.7%
Q12c. Yard waste collection services	51.1%	27.5%	9.0%	3.7%	1.6%	7.1%
Q12d. Bulky items/white goods pick up	25.3%	15.7%	15.9%	2.8%	1.2%	39.1%
Q12e. Recycle Yard on McCaskill Rd	22.2%	18.3%	14.7%	2.0%	0.4%	42.4%

Q12. SOLID WASTE SERVICES. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q12a. Residential trash collection services	65.9%	27.7%	3.2%	3.2%	0.0%
Q12b. Curbside recycling services	63.9%	27.4%	5.8%	2.5%	0.4%
Q12c. Yard waste collection services	55.0%	29.6%	9.7%	4.0%	1.7%
Q12d. Bulky items/white goods pick up	41.6%	25.8%	26.1%	4.5%	1.9%
Q12e. Recycle Yard on McCaskill Rd	38.6%	31.7%	25.6%	3.4%	0.7%

2013 Village of Pinehurst Community Survey

Q13. PUBLIC SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q13a. Maintenance of main Village street thoroughfares	38.3%	46.4%	7.7%	2.2%	0.8%	4.7%
Q13b. Maintenance of streets in your neighborhood	25.1%	42.6%	14.7%	9.8%	2.6%	5.1%
Q13c. Maintenance of street signs/pavement markings	27.6%	50.2%	14.2%	3.0%	1.0%	4.1%
Q13d. Maintenance/preservation of Downtown	36.0%	45.2%	10.0%	2.9%	0.4%	5.5%
Q13e. Quality of landscaping in medians & other public areas	37.2%	42.7%	11.2%	4.7%	0.6%	3.5%
Q13f. Overall cleanliness of streets & other public areas	35.8%	48.5%	10.6%	1.8%	0.2%	3.1%
Q13g. Adequacy of street lighting	14.6%	25.8%	22.2%	20.1%	12.6%	4.7%
Q13h. Availability of sidewalks	9.3%	23.4%	26.0%	21.9%	13.8%	5.7%
Q13i. Condition of sidewalks	10.6%	30.1%	28.7%	8.7%	7.3%	14.6%
Q13j. Quality of stormwater runoff/management system	10.6%	27.3%	24.6%	9.8%	6.9%	20.8%

2013 Village of Pinehurst Community Survey

Q13. PUBLIC SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q13a. Maintenance of main Village street thoroughfares	40.2%	48.7%	8.0%	2.3%	0.8%
Q13b. Maintenance of streets in your neighborhood	26.5%	44.9%	15.5%	10.4%	2.7%
Q13c. Maintenance of street signs/pavement markings	28.7%	52.4%	14.8%	3.1%	1.0%
Q13d. Maintenance/preservation of Downtown	38.0%	47.8%	10.6%	3.1%	0.4%
Q13e. Quality of landscaping in medians & other public areas	38.6%	44.3%	11.6%	4.9%	0.6%
Q13f. Overall cleanliness of streets & other public areas	36.9%	50.1%	11.0%	1.8%	0.2%
Q13g. Adequacy of street lighting	15.3%	27.1%	23.3%	21.1%	13.2%
Q13h. Availability of sidewalks	9.8%	24.8%	27.6%	23.2%	14.6%
Q13i. Condition of sidewalks	12.4%	35.3%	33.6%	10.1%	8.5%
Q13j. Quality of stormwater runoff/management system	13.4%	34.5%	31.0%	12.4%	8.7%

2013 Village of Pinehurst Community Survey

Q14. Which THREE of the PUBLIC SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q14. Top choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	51	10.0 %
Maintenance of streets in your neighborhood	66	13.0 %
Maintenance of street signs/pavement markings	6	1.2 %
Maintenance/preservation of Downtown	39	7.7 %
Quality of landscaping in medians & other public areas	14	2.8 %
Overall cleanliness of streets & other public areas	20	3.9 %
Adequacy of street lighting	107	21.0 %
Availability of sidewalks	75	14.7 %
Condition of sidewalks	5	1.0 %
Quality of stormwater runoff/management system	57	11.2 %
None chosen	69	13.6 %
Total	509	100.0 %

Q14. Which THREE of the PUBLIC SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

<u>Q14. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Maintenance of main Village street thoroughfares	18	3.5 %
Maintenance of streets in your neighborhood	53	10.4 %
Maintenance of street signs/pavement markings	25	4.9 %
Maintenance/preservation of Downtown	32	6.3 %
Quality of landscaping in medians & other public areas	31	6.1 %
Overall cleanliness of streets & other public areas	46	9.0 %
Adequacy of street lighting	77	15.1 %
Availability of sidewalks	89	17.5 %
Condition of sidewalks	15	2.9 %
Quality of stormwater runoff/management system	29	5.7 %
None chosen	94	18.5 %
Total	509	100.0 %

2013 Village of Pinehurst Community Survey

Q14. Which THREE of the PUBLIC SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years?

Q14 3rd choice	Number	Percent
Maintenance of main Village street thoroughfares	26	5.1 %
Maintenance of streets in your neighborhood	51	10.0 %
Maintenance of street signs/pavement markings	18	3.5 %
Maintenance/preservation of Downtown	32	6.3 %
Quality of landscaping in medians & other public areas	35	6.9 %
Overall cleanliness of streets & other public areas	46	9.0 %
Adequacy of street lighting	48	9.4 %
Availability of sidewalks	40	7.9 %
Condition of sidewalks	30	5.9 %
Quality of stormwater runoff/management system	55	10.8 %
None chosen	128	25.1 %
Total	509	100.0 %

Q14. Which THREE of the PUBLIC SERVICES items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? (top 3)

Q14. Top choice	Number	Percent
Maintenance of main Village street thoroughfares	95	18.7 %
Maintenance of streets in your neighborhood	170	33.4 %
Maintenance of street signs/pavement markings	49	9.6 %
Maintenance/preservation of Downtown	103	20.2 %
Quality of landscaping in medians & other public areas	80	15.7 %
Overall cleanliness of streets & other public areas	112	22.0 %
Adequacy of street lighting	232	45.6 %
Availability of sidewalks	204	40.1 %
Condition of sidewalks	50	9.8 %
Quality of stormwater runoff/management system	141	27.7 %
None chosen	69	13.6 %
Total	1305	

2013 Village of Pinehurst Community Survey

Q15. Please indicate whether you or other members of your household used the Village services and facilities below.

(N=509)

	Yes	No
Q15a. Fire Services	13.4%	86.6%
Q15b. Police Services	37.3%	62.7%
Q15c. Village Hall Reception Desk	38.5%	61.5%
Q15d. Help Desk on Village website	16.9%	83.1%
Q15e. Code Enforcement	15.9%	84.1%
Q15f. Recreation program/event registration	23.4%	76.6%
Q15g. Public Services "request for service"	17.5%	82.5%
Q15h. Planning & inspections services	23.2%	76.8%

2013 Village of Pinehurst Community Survey

Q15. If you answer YES, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied" with the service or facility.

(N=355)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q15a. Fire Services	82.4%	10.3%	5.9%	0.0%	0.0%	1.5%
Q15b. Police Services	63.7%	20.0%	5.3%	2.1%	2.6%	6.3%
Q15c. Village Hall Reception Desk	61.2%	27.0%	5.6%	2.0%	1.0%	3.1%
Q15d. Help Desk on Village website	55.8%	25.6%	12.8%	2.3%	2.3%	1.2%
Q15e. Code Enforcement	28.4%	21.0%	17.3%	21.0%	11.1%	1.2%
Q15f. Recreation program/event registration	52.1%	32.8%	7.6%	1.7%	3.4%	2.5%
Q15g. Public Services "request for service"	44.9%	34.8%	6.7%	6.7%	3.4%	3.4%
Q15h. Planning & inspections services	38.1%	32.2%	16.1%	5.9%	5.1%	2.5%

Q15. If you answer YES, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied" with the service or facility. (without "don't know")

(N=355)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q15a. Fire Services	83.6%	10.4%	6.0%	0.0%	0.0%
Q15b. Police Services	68.0%	21.3%	5.6%	2.2%	2.8%
Q15c. Village Hall Reception Desk	63.2%	27.9%	5.8%	2.1%	1.1%
Q15d. Help Desk on Village website	56.5%	25.9%	12.9%	2.4%	2.4%
Q15e. Code Enforcement	28.8%	21.3%	17.5%	21.3%	11.3%
Q15f. Recreation program/event registration	53.4%	33.6%	7.8%	1.7%	3.4%
Q15g. Public Services "request for service"	46.5%	36.0%	7.0%	7.0%	3.5%
Q15h. Planning & inspections services	39.1%	33.0%	16.5%	6.1%	5.2%

2013 Village of Pinehurst Community Survey

Q16. DOWNTOWN PARKING. The Village continues to address parking Downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q16a. Availability of parking Downtown	22.0%	43.2%	16.3%	11.4%	2.6%	4.5%
Q16b. Quality of public parking lots	26.9%	47.9%	13.8%	3.9%	1.4%	6.1%
Q16c. Security of parking Downtown	29.1%	47.5%	11.6%	1.0%	0.4%	10.4%

Q16. DOWNTOWN PARKING. The Village continues to address parking Downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q16a. Availability of parking Downtown	23.0%	45.3%	17.1%	11.9%	2.7%
Q16b. Quality of public parking lots	28.7%	51.0%	14.6%	4.2%	1.5%
Q16c. Security of parking Downtown	32.5%	53.1%	12.9%	1.1%	0.4%

2013 Village of Pinehurst Community Survey

Q17. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q17a. Quality of information about Village programs/services	19.1%	44.8%	22.8%	5.1%	1.0%	7.3%
Q17b. Village efforts to keep you informed about local issues	21.6%	43.4%	20.4%	7.3%	2.6%	4.7%
Q17c. Opportunities to participate in local government	14.8%	31.1%	26.8%	3.7%	2.6%	21.1%
Q17d. Level of public involvement in decision making	7.9%	23.2%	30.1%	13.8%	3.7%	21.3%
Q17e. Access to Mayor & Village Council	13.0%	20.1%	28.1%	4.7%	1.6%	32.5%
Q17f. Village website	20.1%	35.0%	23.0%	2.6%	0.4%	18.9%
Q17g. Village Newsletter	24.8%	45.5%	17.5%	3.3%	1.0%	7.9%
Q17h. Village eNews updates	14.8%	29.2%	21.9%	3.8%	1.0%	29.2%
Q17i. Community's progress toward meeting its strategic vision & mission	7.7%	24.1%	27.4%	3.9%	1.2%	35.7%

2013 Village of Pinehurst Community Survey

Q17. PUBLIC COMMUNICATION AND OUTREACH. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q17a. Quality of information about Village programs/services	20.6%	48.3%	24.6%	5.5%	1.1%
Q17b. Village efforts to keep you informed about local issues	22.7%	45.6%	21.4%	7.6%	2.7%
Q17c. Opportunities to participate in local government	18.7%	39.4%	33.9%	4.7%	3.2%
Q17d. Level of public involvement in decision making	10.0%	29.5%	38.3%	17.5%	4.8%
Q17e. Access to Mayor & Village Council	19.2%	29.7%	41.7%	7.0%	2.3%
Q17f. Village website	24.8%	43.2%	28.4%	3.2%	0.5%
Q17g. Village Newsletter	26.9%	49.4%	19.0%	3.6%	1.1%
Q17h. Village eNews updates	20.9%	41.3%	31.0%	5.3%	1.4%
Q17i. Community's progress toward meeting its strategic vision & mission	12.0%	37.4%	42.6%	6.1%	1.8%

2013 Village of Pinehurst Community Survey

Q18. Which of the following do you use to get information about the Village of Pinehurst?

<u>Q18. What do you use to get information about Village</u>	<u>Number</u>	<u>Percent</u>
Village employees	97	19.1 %
Village newsletter	408	80.2 %
Village website	236	46.4 %
Village eNews	76	14.9 %
The Pilot Newspaper	408	80.2 %
The Fayetteville Observer	86	16.9 %
Social media (Facebook, Twitter, etc.)	51	10.0 %
The Aberdeen Times website	45	8.8 %
Time Warner TV-14	125	24.6 %
None chosen	10	2.0 %
Total	1542	

Q18. Which of the following do you use to get information about the Village of Pinehurst? (without "none chosen")

<u>Q18. What do you use to get information about Village</u>	<u>Number</u>	<u>Percent</u>
The Pilot Newspaper	408	81.8 %
Village newsletter	408	81.8 %
Village website	236	47.3 %
Time Warner TV-14	125	25.1 %
Village employees	97	19.4 %
The Fayetteville Observer	86	17.2 %
Village eNews	76	15.2 %
Social media (Facebook, Twitter, etc.)	51	10.2 %
The Aberdeen Times website	45	9.0 %
Total	1532	

2013 Village of Pinehurst Community Survey

Q19. Please indicate how often you read the Village Newsletter, which is mailed to all residents.

<u>Q19. How often you read Village Newsletter</u>	<u>Number</u>	<u>Percent</u>
All the time	396	77.8 %
Sometimes	75	14.7 %
Seldom	12	2.4 %
Never	6	1.2 %
<u>Don't know</u>	20	3.9 %
Total	509	100.0 %

Q19. Please indicate how often you read the Village Newsletter, which is mailed to all residents. (without "don't know")

<u>Q19. How often you read Village Newsletter</u>	<u>Number</u>	<u>Percent</u>
All the time	396	81.0 %
Sometimes	75	15.3 %
Seldom	12	2.5 %
<u>Never</u>	6	1.2 %
Total	489	100.0 %

Q19a. Would you be willing to receive your newsletter electronically to cut costs?

<u>Q19a. Willing to receive newsletter electronically to cut costs</u>	<u>Number</u>	<u>Percent</u>
Yes	347	68.2 %
No	151	29.7 %
<u>No response</u>	11	2.2 %
Total	509	100.0 %

Q19a. Would you be willing to receive your newsletter electronically to cut costs? (without "no response")

<u>Q19a. Willing to receive newsletter electronically to cut costs</u>	<u>Number</u>	<u>Percent</u>
Yes	347	69.7 %
<u>No</u>	151	30.3 %
Total	498	100.0 %

2013 Village of Pinehurst Community Survey

Q20. Have you contacted the Village during the past year?

Q20. Contacted Village during past year	Number	Percent
Yes	220	43.2 %
No	278	54.6 %
No response	11	2.2 %
Total	509	100.0 %

Q20. Have you contacted the Village during the past year? (without "no response")

Q20. Contacted Village during past year	Number	Percent
Yes	220	44.2 %
No	278	55.8 %
Total	498	100.0 %

Q20a-d. (Only if you have contacted the Village during the past year): Using a 5-point scale where 5 means "always" and 1 means "never," please indicate your experience with Village employees (not elected officials) on the following behaviors:

(N=220)

	Always	Usually	Sometimes	Seldom	Never	Don't Know
Q20a. Village staff was responsive to my needs	72.7%	19.1%	6.4%	0.9%	0.5%	0.5%
Q20b. Village staff was competent & professional	75.9%	19.1%	3.6%	1.4%	0.0%	0.0%
Q20c. Village staff was courteous	80.0%	15.0%	2.7%	2.3%	0.0%	0.0%
Q20d. My issue was resolved promptly	62.7%	18.2%	10.9%	2.7%	2.3%	3.2%

Q20a-d. (Only if you have contacted the Village during the past year): Using a 5-point scale where 5 means "always" and 1 means "never," please indicate your experience with Village employees (not elected officials) on the following behaviors: (without "don't know")

(N=220)

	Always	Usually	Sometimes	Seldom	Never
Q20a. Village staff was responsive to my needs	73.1%	19.2%	6.4%	0.9%	0.5%
Q20b. Village staff was competent & professional	75.9%	19.1%	3.6%	1.4%	0.0%
Q20c. Village staff was courteous	80.0%	15.0%	2.7%	2.3%	0.0%
Q20d. My issue was resolved promptly	64.8%	18.8%	11.3%	2.8%	2.3%

2013 Village of Pinehurst Community Survey

Q21. If you own a home in Pinehurst, 38% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (62%). What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget?

Q21. Your level of satisfaction with value you receive
for portion of your property taxes that funds Village's
operating budget

	Number	Percent
Very Satisfied	116	22.8 %
Satisfied	216	42.4 %
Neutral	84	16.5 %
Dissatisfied	39	7.7 %
Very Dissatisfied	19	3.7 %
Don't Know	35	6.9 %
Total	509	100.0 %

Q21. If you own a home in Pinehurst, 38% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (62%). What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget? (without "don't know")

Q21. Your level of satisfaction with value you receive
for portion of your property taxes that funds Village's
operating budget

	Number	Percent
Very Satisfied	116	24.5 %
Satisfied	216	45.6 %
Neutral	84	17.7 %
Dissatisfied	39	8.2 %
Very Dissatisfied	19	4.0 %
Total	474	100.0 %

2013 Village of Pinehurst Community Survey

Q22. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
Q22a. Overall quality of leadership provided by Village's elected officials	14.3%	36.9%	24.6%	6.9%	2.9%	14.3%
Q22b. Overall effectiveness of appointed boards & commissions	10.4%	32.0%	32.2%	5.5%	1.4%	18.5%
Q22c. Overall effectiveness of Village Manager & appointed staff	21.4%	35.6%	21.6%	4.5%	2.2%	14.7%

Q22. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")

(N=509)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Q22a. Overall quality of leadership provided by Village's elected officials	16.7%	43.1%	28.7%	8.0%	3.4%
Q22b. Overall effectiveness of appointed boards & commissions	12.8%	39.3%	39.5%	6.7%	1.7%
Q22c. Overall effectiveness of Village Manager & appointed staff	25.1%	41.7%	25.3%	5.3%	2.5%

2013 Village of Pinehurst Community Survey

Q23. Would you recommend Pinehurst to others as a place to live?

Q23. Would you recommend Pinehurst to others as a place to live	Number	Percent
Yes	460	90.4 %
No	33	6.5 %
No response	16	3.1 %
Total	509	100.0 %

Q23. Would you recommend Pinehurst to others as a place to live? (without "no response")

Q23. Would you recommend Pinehurst to others as a place to live	Number	Percent
Yes	460	93.3 %
No	33	6.7 %
Total	493	100.0 %

Q24. Approximately how many years have you lived in the Village of Pinehurst?

Q24. How many years have you lived in Pinehurst	Number	Percent
Less than 5 years	96	18.9 %
5-10 years	136	26.7 %
11-20 years	191	37.5 %
20+ years	86	16.9 %
Total	509	100.0 %

Q24. Approximately how many years have you lived in the Village of Pinehurst? (without "not provided")

Q24. How many years have you lived in Pinehurst	Number	Percent
Less than 5 years	96	18.9 %
5-10 years	136	26.7 %
11-20 years	191	37.5 %
20+ years	86	16.9 %
Total	509	100.0 %

2013 Village of Pinehurst Community Survey

Q25. Do you have school age children (grades K-12) living at home?

Q25. Do you have school age children (grades K-12) living at home	Number	Percent
Yes	104	20.4 %
No	404	79.4 %
Not provided	1	0.2 %
Total	509	100.0 %

Q25. Do you have school age children (grades K-12) living at home? (without "not provided")

Q25. Do you have school age children (grades K-12) living at home	Number	Percent
Yes	104	20.5 %
No	404	79.5 %
Total	508	100.0 %

Q25a. If YES: For your school age children, what grade level are they?

Q25a. What grade level are they	Number	Percent
K-5	59	56.7 %
6-8	36	34.6 %
High School	50	48.1 %
Not provided	2	1.9 %
Total	147	

Q25a. If YES: For your school age children, what grade level are they? (without "not provided")

Q25a. What grade level are they	Number	Percent
K-5	59	57.8 %
High School	50	49.0 %
6-8	36	35.3 %
Total	145	

2013 Village of Pinehurst Community Survey

Q26. Which of the following best describes your current employment status?

<u>Q26. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	204	40.1 %
Employed in home/have a home-based business	28	5.5 %
Student	3	0.6 %
Retired	250	49.1 %
Not currently employed	19	3.7 %
<u>Not provided</u>	5	1.0 %
Total	509	100.0 %

Q26. Which of the following best describes your current employment status? (without "not provided")

<u>Q26. Your current employment status</u>	<u>Number</u>	<u>Percent</u>
Employed outside home	204	40.5 %
Employed in home/have a home-based business	28	5.6 %
Student	3	0.6 %
Retired	250	49.6 %
<u>Not currently employed</u>	19	3.8 %
Total	504	100.0 %

2013 Village of Pinehurst Community Survey

Q26. (IF employed outside home): What is the ZIP CODE where you work?

<u>Q26. Zip code of workplace</u>	<u>Number</u>	<u>Percent</u>
28374	70	38.7 %
28387	31	17.1 %
28315	11	6.1 %
28310	11	6.1 %
28307	6	3.3 %
28379	4	2.2 %
28327	4	2.2 %
28376	4	2.2 %
27376	3	1.7 %
28308	3	1.7 %
28388	3	1.7 %
28304	2	1.1 %
27325	2	1.1 %
27583	2	1.1 %
17331	1	0.6 %
27356	1	0.6 %
28303	1	0.6 %
60544	1	0.6 %
28473	1	0.6 %
28378	1	0.6 %
28353	1	0.6 %
28311	1	0.6 %
27603	1	0.6 %
28352	1	0.6 %
28363	1	0.6 %
27103	1	0.6 %
28345	1	0.6 %
10022	1	0.6 %
27330	1	0.6 %
27331	1	0.6 %
91106	1	0.6 %
28348	1	0.6 %
28370	1	0.6 %
28314	1	0.6 %
28373	1	0.6 %
23187	1	0.6 %
14051	1	0.6 %
27371	1	0.6 %
27402	1	0.6 %
Total	181	100.0 %

2013 Village of Pinehurst Community Survey

Q27. Which of the following BEST describe your age?

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
25-34 years	21	4.1 %
35-44 years	69	13.6 %
45-54 years	75	14.7 %
55-64 years	124	24.4 %
65+ years	220	43.2 %
Total	509	100.0 %

Q27. Which of the following BEST describe your age? (without "not provided")

<u>Q27. Your age</u>	<u>Number</u>	<u>Percent</u>
25-34 years	21	4.1 %
35-44 years	69	13.6 %
45-54 years	75	14.7 %
55-64 years	124	24.4 %
65+ years	220	43.2 %
Total	509	100.0 %

Q28. Do you own or rent your current residence?

<u>Q28. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	476	93.5 %
Rent	25	4.9 %
Not provided	8	1.6 %
Total	509	100.0 %

Q28. Do you own or rent your current residence? (without "not provided")

<u>Q28. Do you own or rent your current residence</u>	<u>Number</u>	<u>Percent</u>
Own	476	95.0 %
Rent	25	5.0 %
Total	501	100.0 %

2013 Village of Pinehurst Community Survey

Q29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin?

Q29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin	Number	Percent
Yes	6	1.2 %
No	488	95.9 %
Not provided	15	2.9 %
Total	509	100.0 %

Q29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin? (without "not provided")

Q29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin	Number	Percent
Yes	6	1.2 %
No	488	98.8 %
Total	494	100.0 %

2013 Village of Pinehurst Community Survey

Q30. Which of the following best describes your race?

<u>Q30. Your race</u>	<u>Number</u>	<u>Percent</u>
Asian	5	1.0 %
White	480	94.3 %
American Indian/Alaskan Native	3	0.6 %
Black/African American	5	1.0 %
Two or more races	5	1.0 %
Other	4	0.8 %
Not provided	12	2.4 %
Total	514	

Q30. Which of the following best describes your race? (without "not provided")

<u>Q30. Your race</u>	<u>Number</u>	<u>Percent</u>
White	480	96.6 %
Asian	5	1.0 %
Black/African American	5	1.0 %
Two or more races	5	1.0 %
Other	4	0.8 %
American Indian/Alaskan Native	3	0.6 %
Total	502	

Q30. Other

Q30 Other

AMERICAN

Middle Eastern

SCOTT-ENGLISH

SLOVAK-AMERICAN

2013 Village of Pinehurst Community Survey

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

<u>Q31. Where you live</u>	<u>Number</u>	<u>Percent</u>
Pinehurst #6	90	17.7 %
Pinehurst Trace/Pinedale/MidlandCC/Taylorhurst	24	4.7 %
Pinehurst #7/Lawn & Tennis/CCNC	18	3.5 %
Morganton/Monticello	47	9.2 %
Lake Pinehurst/Burning Tree/St. Andrews	136	26.7 %
Pinewild	52	10.2 %
Old Town/Linden Road/Donald Ross/Clarendon Gardens	55	10.8 %
Village Acres	78	15.3 %
Not provided	9	1.8 %
Total	509	100.0 %

Q31. Which of the following best describes where you live? (without "not provided")

<u>Q31. Where you live</u>	<u>Number</u>	<u>Percent</u>
Pinehurst #6	90	18.0 %
Pinehurst Trace/Pinedale/MidlandCC/Taylorhurst	24	4.8 %
Pinehurst #7/Lawn & Tennis/CCNC	18	3.6 %
Morganton/Monticello	47	9.4 %
Lake Pinehurst/Burning Tree/St. Andrews	136	27.2 %
Pinewild	52	10.4 %
Old Town/Linden Road/Donald Ross/Clarendon Gardens	55	11.0 %
Village Acres	78	15.6 %
Total	500	100.0 %

2013 Village of Pinehurst Community Survey

Q32. What is your gender?

<u>Q32. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	247	48.5 %
Female	262	51.5 %
Total	509	100.0 %



HISTORY, CHARM, AND SOUTHERN HOSPITALITY_____

September 2013

Dear Village of Pinehurst Resident,

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

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

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

You may also take the survey online by visiting www.2013PinehurstCommunitySurvey.com.

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

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

Sincerely,

A handwritten signature in black ink, which appears to read "Andrew M. Wilkison".

Andrew M. Wilkison
Village Manager

ADMINISTRATION

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



2013 Village of Pinehurst Community Survey

Please take a few minutes to complete this survey. Your input is an important part of the Village's ongoing effort to identify and respond to resident concerns. If you have questions, please contact Andy Wilkison, Village Manager at (910) 295-1900, ext. 1101 or at awilkison@vopnc.org.

1. Major categories of services provided by the Village of Pinehurst are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Police services	5	4	3	2	1	9
B.	Fire services	5	4	3	2	1	9
C.	Parks and recreation programs	5	4	3	2	1	9
D.	Parks and recreation facilities	5	4	3	2	1	9
E.	Solid waste services	5	4	3	2	1	9
F.	Street and right-of-way maintenance	5	4	3	2	1	9
G.	Enforcement of Village Codes and ordinances	5	4	3	2	1	9
H.	Customer service provided by Village employees	5	4	3	2	1	9
I.	Village communication with residents	5	4	3	2	1	9
J.	Village efforts at maintaining the quality of your neighborhoods	5	4	3	2	1	9
K.	Village promotion of natural resource conservation	5	4	3	2	1	9

2. From the list of items in Question #1 which THREE of the major categories of Village services do you think should receive the most emphasis from Village leaders over the next two years? [Write in the letters below using the letters from the list in Question 1 above].

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

3. **QUALITY OF LIFE.** Several reasons for deciding where to live are listed below. On a scale from "1" to "4" where "4" is "very important" and "1" is "unimportant," how important was each reason in your decision to live where you live? Then, please indicate if your needs are being met in Pinehurst. (Please circle your answers)

<i>The Reasons for Choosing a Community to Live in</i>						<i>Are your needs being met in Pinehurst?</i>	
						Yes	No
A.	Sense of community	4	3	2	1	A	B
B.	Quality of public education	4	3	2	1	A	B
C.	Employment opportunities	4	3	2	1	A	B
D.	Types of housing	4	3	2	1	A	B
E.	Quality of housing	4	3	2	1	A	B
F.	Access to quality shopping	4	3	2	1	A	B
G.	Availability of cultural and recreation opportunities	4	3	2	1	A	B
H.	Proximity to family or friends	4	3	2	1	A	B
I.	Proximity to work	4	3	2	1	A	B
J.	Safety and security	4	3	2	1	A	B
K.	A "resort" community	4	3	2	1	A	B
L.	Quality health care	4	3	2	1	A	B
M.	Opportunities and/or resources for senior citizens	4	3	2	1	A	B

4. Several items that may influence your perception of Pinehurst as a community are listed below. Please rate your satisfaction with each item on a scale of 1 to 5 where 5 means "excellent" and 1 means "poor."

<i>How would you rate The Village of Pinehurst:</i>		Excellent	Good	Neutral	Below Average	Poor	Don't Know
A.	Overall image of the Village	5	4	3	2	1	9
B.	Overall quality of life in the Village	5	4	3	2	1	9
C.	Overall feeling of safety in the Village	5	4	3	2	1	9
D.	Quality of new development in the Village	5	4	3	2	1	9
E.	As a place to live	5	4	3	2	1	9
F.	As a place to raise children	5	4	3	2	1	9
G.	As a place to retire	5	4	3	2	1	9
H.	Overall appearance of the Village	5	4	3	2	1	9
I.	Availability of affordable housing	5	4	3	2	1	9

5. Perceptions of Safety and Security. Using a scale of 1 to 5 where 5 means "very safe" and 1 means "very unsafe," please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		Very Safe	Safe	Neutral	Unsafe	Very Unsafe	Don't Know
A.	Walking alone in your neighborhood during the day	5	4	3	2	1	9
B.	Walking alone in your neighborhood after dark	5	4	3	2	1	9
C.	In Village parks and recreation facilities	5	4	3	2	1	9
D.	In business areas of the Village during the day	5	4	3	2	1	9
E.	In business areas of the Village after dark	5	4	3	2	1	9

6. Public Safety Services. Using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied," please rate your satisfaction with each of the following items:

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Village efforts to prevent crimes	5	4	3	2	1	9
B.	Enforcement of local traffic laws	5	4	3	2	1	9
C.	How quickly police respond to emergencies	5	4	3	2	1	9
D.	Frequency that police officers patrol your neighborhood	5	4	3	2	1	9
E.	Professionalism of Police Officers	5	4	3	2	1	9
F.	Fire prevention and education programs provided by the Village	5	4	3	2	1	9
G.	How quickly fire personnel respond to emergencies	5	4	3	2	1	9

7. Which TWO of the public safety services listed above do you think should receive the most emphasis from Village leaders over the next two years? [Write in the letters below using the letters from the list in Question 6 above].

1st. _____ 2nd. _____

8. Cultural and Recreation Services. Please rate your satisfaction with each item using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Number of Village parks	5	4	3	2	1	9
B.	Quality of Village parks	5	4	3	2	1	9
C.	Quality of recreation indoor facilities	5	4	3	2	1	9
D.	Availability of recreation indoor facilities	5	4	3	2	1	9
E.	Availability of Walking/Greenway trails	5	4	3	2	1	9
F.	Condition of Walking/Greenway trails	5	4	3	2	1	9
G.	Quality of outdoor athletic fields and facilities	5	4	3	2	1	9
H.	Availability of outdoor athletic fields and facilities	5	4	3	2	1	9
I.	Availability of information about recreation Programs	5	4	3	2	1	9
J.	Quality of recreation programs for youth	5	4	3	2	1	9
K.	Quality of recreation programs for adults	5	4	3	2	1	9
L.	Village sponsored cultural arts events	5	4	3	2	1	9
M.	Range of activities at parks and recreation Facilities	5	4	3	2	1	9
N.	Customer service provided by parks and recreation staff	5	4	3	2	1	9

9. Which THREE of the Cultural and Recreation Services items listed above do you think should receive the most emphasis from Village leaders over the next two years? [Write in the letters below using the letters from the list in Question 8 above].

1st. _____ 2nd. _____ 3rd. _____

10. Which of the following parks and recreation programs and facilities have you used in the Village of Pinehurst during the past year? (Check ALL that apply)

☐ (1) Greenway trails
 ☐ (4) Village summer day camp program
☐ (2) Village sponsored cultural/arts events
 ☐ (5) Rassie Wicker Park
☐ (3) Cannon Park
 ☐ (6) Camelot Playground

11. COMMUNITY DEVELOPMENT For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

<i>How Satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Enforcing the clean up of litter and debris on private property	5	4	3	2	1	9
B.	Enforcing mowing/cutting of weeds/grass on private property	5	4	3	2	1	9
C.	Enforcing the maintenance of residential property (exterior of homes)	5	4	3	2	1	9
D.	Enforcing parking-prohibiting oversized vehicles in residential neighborhoods	5	4	3	2	1	9
E.	Enforcing sign regulations	5	4	3	2	1	9
F.	Quality of Single-family residential development	5	4	3	2	1	9
G.	Quality of Retail development	5	4	3	2	1	9

12. Solid Waste Services. Please rate your satisfaction with each of the following items using a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Residential trash collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Yard waste collection services	5	4	3	2	1	9
D.	Bulky items/white goods pick up	5	4	3	2	1	9
E.	Recycle Yard on McCaskill Rd.	5	4	3	2	1	9

13. PUBLIC SERVICES. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Maintenance of main Village street thoroughfares	5	4	3	2	1	9
B.	Maintenance of streets in your neighborhood	5	4	3	2	1	9
C.	Maintenance of street signs/pavement markings	5	4	3	2	1	9
D.	Maintenance/preservation of downtown	5	4	3	2	1	9
E.	Quality of landscaping in medians and other public areas	5	4	3	2	1	9
F.	Overall cleanliness of streets and other public areas	5	4	3	2	1	9
G.	Adequacy of street lighting	5	4	3	2	1	9
H.	Availability of sidewalks	5	4	3	2	1	9
I.	Condition of sidewalks	5	4	3	2	1	9
J.	Quality of the stormwater runoff/mgmt system	5	4	3	2	1	9

14. Which THREE of the Public Services items listed above do you think should receive the most emphasis from Village leaders over the next TWO Years? [Write the letters below using the letters from list in Q13 above.]

1st. _____ 2nd. _____ 3rd. _____

15. Please indicate whether you or other members of your household used the Village services and facilities by circling YES or NO below. If you answer YES, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied" with the service or facility by circling the corresponding number to the right.

Have You Used This Service or Facility?		Service or Facility	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dissatisfied	Don't Know
YES	NO	Fire Services	5	4	3	2	1	9
YES	NO	Police Services	5	4	3	2	1	9
YES	NO	Village Hall Reception Desk	5	4	3	2	1	9
YES	NO	The Help Desk on the Village website	5	4	3	2	1	9
YES	NO	Code Enforcement	5	4	3	2	1	9
YES	NO	Recreation program/event registration	5	4	3	2	1	9
YES	NO	Public Services "request for service"	5	4	3	2	1	9
YES	NO	Planning and inspections services	5	4	3	2	1	9

16. **DOWNTOWN PARKING.** The Village continues to address parking downtown. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Availability of parking downtown	5	4	3	2	1	9
B.	Quality of public parking lots	5	4	3	2	1	9
C.	Security of parking downtown	5	4	3	2	1	9

17. **PUBLIC COMMUNICATION AND OUTREACH.** For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Quality of information about Village programs/services	5	4	3	2	1	9
B.	Village efforts to keep you informed about local issues	5	4	3	2	1	9
C.	Opportunities to participate in local government (advisory boards, volunteering)	5	4	3	2	1	9
D.	Level of public involvement in decision making	5	4	3	2	1	9
E.	Access to the Mayor and Village Council	5	4	3	2	1	9
F.	Village website	5	4	3	2	1	9
G.	Village Newsletter	5	4	3	2	1	9
H.	Village eNews updates	5	4	3	2	1	9
I.	Community's progress toward meeting its strategic vision and mission	5	4	3	2	1	9

18. Which of the following do you use to get information about the Village of Pinehurst? (check all that apply)
- | | |
|---|--|
| ☐ (01) Village employees | ☐ (06) The Fayetteville Observer |
| ☐ (02) Village Newsletter | ☐ (07) Social media (Facebook, Twitter, etc.) |
| ☐ (03) Village website | ☐ (08) The Aberdeen Times website |
| ☐ (04) Village eNews | ☐ (09) Time Warner TV-14 |
| ☐ (05) The Pilot Newspaper | |

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

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

19a. Would you be willing to receive your newsletter electronically to cut costs?

- ☐ (1) Yes ☐ (2) No

CUSTOMER SERVICE

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

___(1) Yes [answer Q20a through d] ___(2) No [go to Q21]

20a-c. Only if you have contacted the Village during the past year: Using a 5-point scale where 5 means "always" and 1 means "never," please indicate your experience with Village employees (not elected officials) on the following behaviors:

Customer Service Characteristics:		Always	Usually	Some-times	Seldom	Never	Don't Know
A.	Village staff was responsive to my needs	5	4	3	2	1	9
B.	The Village staff was competent and professional	5	4	3	2	1	9
C.	Village staff was courteous	5	4	3	2	1	9
D.	My issue was resolved promptly	5	4	3	2	1	9

21. If you own a home in Pinehurst, 38% of your property tax bill goes to the Village of Pinehurst to fund the Village's operating budget. The balance of your bill goes to the County (62%). What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget.

___(1) Very satisfied ___(4) Dissatisfied
___(2) Satisfied ___(5) Very Dissatisfied
___(3) Neutral ___(6) Don't know

22. VILLAGE LEADERSHIP. For each of the items listed, please rate your satisfaction on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

How Satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
A.	Overall quality of leadership provided by the Village's elected officials	5	4	3	2	1	9
B.	Overall effectiveness of appointed boards and commissions	5	4	3	2	1	9
C.	Overall effectiveness of the Village Manager and appointed staff	5	4	3	2	1	9

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

___(1) Yes
___(2) No

DEMOGRAPHICS

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

___(1) Less than 5 years
___(2) 5-10 years
___(3) 11-20 years
___(4) More than 20 years

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

___(1) Yes
___(2) No

25a. If YES: For your school age children, what grade level are they? (Check all that apply)

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

26. Which of the following best describes your current employment status?
 ___(1) employed outside the home –
 What is the ZIP CODE where you work? _____
 ___(2) employed in the home/have a home-based business
 ___(3) student
 ___(4) retired
 ___(5) not currently employed
27. Which of the following BEST describe 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
28. Do you own or rent your current residence?
 ___(1) Own
 ___(2) Rent
29. Are you of Hispanic, Latin American, Puerto Rican, Cuban, or Mexican origin?
 ___(1) Yes ___(2) No
30. Which of the following best describes your race?
 ___(1) Asian ___(5) Black/African American
 ___(2) White ___(6) Two or more races
 ___(3) American Indian/Alaskan Native ___(7) Other: _____
 ___(4) Native Hawaiian/Pacific Islander
31. Which of the following best describes where you live?
 ___(1) Pinehurst #6
 ___(2) Pinehurst Trace/Pinedale/MidlandCC/Taylorhurst
 ___(3) Pinehurst #7/Lawn & Tennis/CCNC
 ___(4) Morganton/Monticello
 ___(5) Lake Pinehurst/Burning Tree/St. Andrews
 ___(6) Pinewild
 ___(7) Old Town/Linden Road/Donald Ross/Clarendon Gardens
 ___(8) Village Acres
32. What is your gender?
 ___(1) Male
 ___(2) Female

This concludes the survey. Thank you for your time!

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

Your responses will remain completely confidential.
 The information printed on your address sticker will ONLY be used
 to help identify the level of satisfaction with Village services in your area.
 If your address is not correct, please provide the correct information.

2013 Village of Pinehurst Community Survey Findings

Presented by
ETC Institute

November 12, 2013

Agenda

- ☐ Purpose
- ☐ Methodology
- ☐ Bottom Line Up Front
- ☐ Major Findings
- ☐ Summary
- ☐ Questions

Purpose

- ☐ To objectively assess resident satisfaction with the delivery of Village services (including silent majority)
- ☐ Establish base-line data (2012) to be able to measure trends over time – 2013 is the first year to review TRENDS
- ☐ To gather input from residents to help set priorities
- ☐ To compare Pinehurst's performance with other communities
- ☐ To have defensible data

Methodology

☐ Survey Description

- ☐ The survey was 7 pages long
- ☐ Each survey took 15-20 minutes to complete

☐ Method of Administration

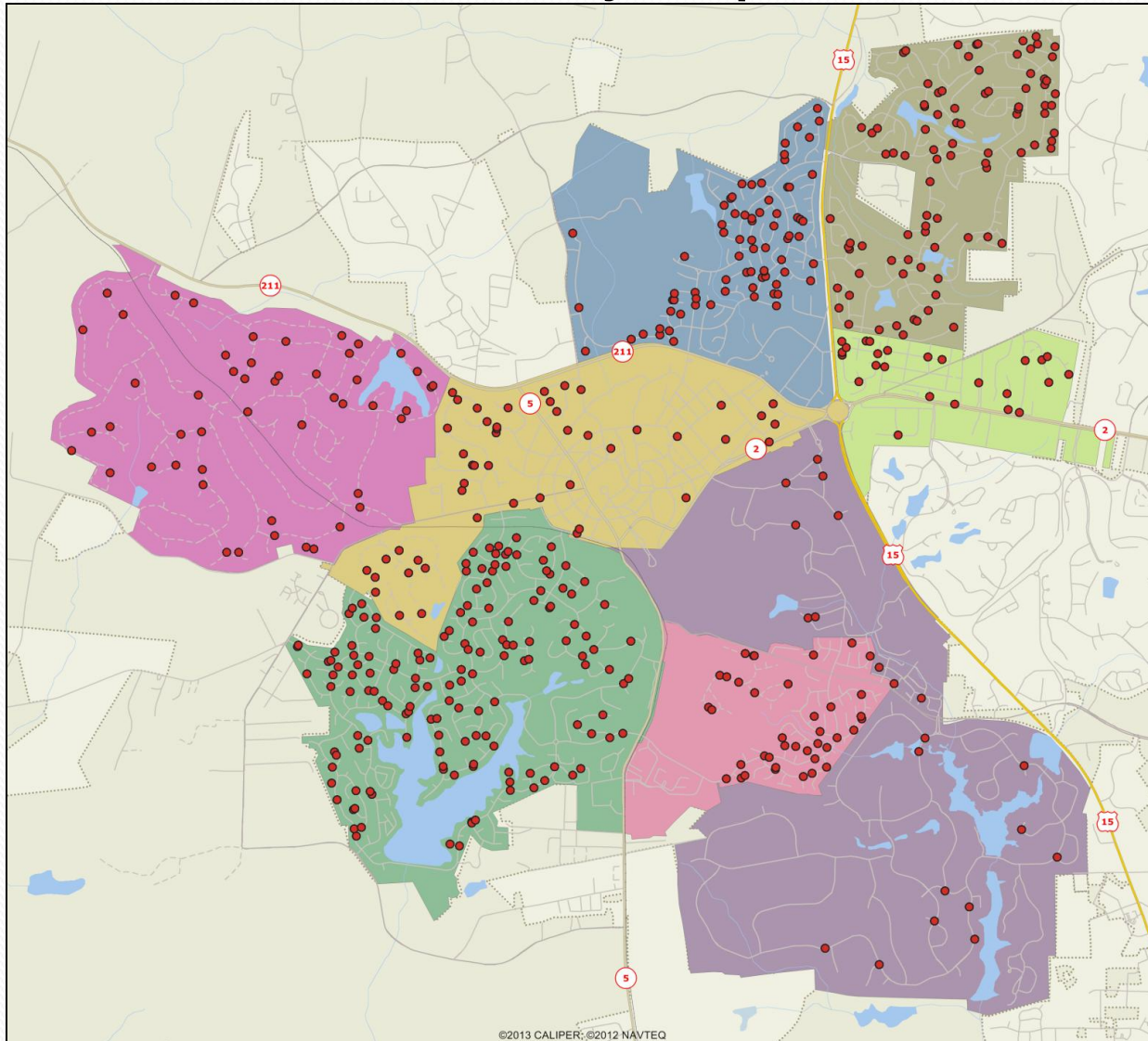
- ☐ mailed to a sample of 2,500 households in the Village
- ☐ could be completed by mail, phone, or internet

☐ A total of 509 residents completed the survey (our goal was 400)

☐ Confidence level: 95%, Margin of error: +/- 4.3%

☐ Home address was geocoded to allow GIS Mapping

Location of Survey Respondents



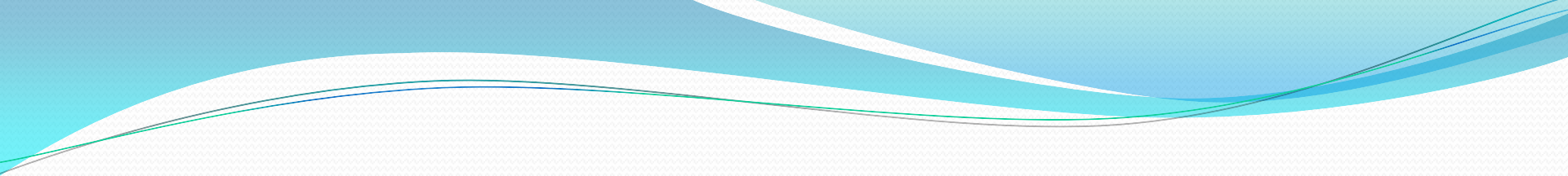
2013 Village of Pinehurst Community Survey

Bottom Line Up Front

- ❑ Of the many questions asked in both the 2012 and 2013 surveys, TWELVE (12) of those questions about service delivery were answered in a “significantly” more positive way than in 2012.
- ❑ Of the 42 categories of comparison with national and regional benchmarks, the Village of Pinehurst ranks higher than 40 of them.

Emphasis for Village of Pinehurst over the next 2 years:

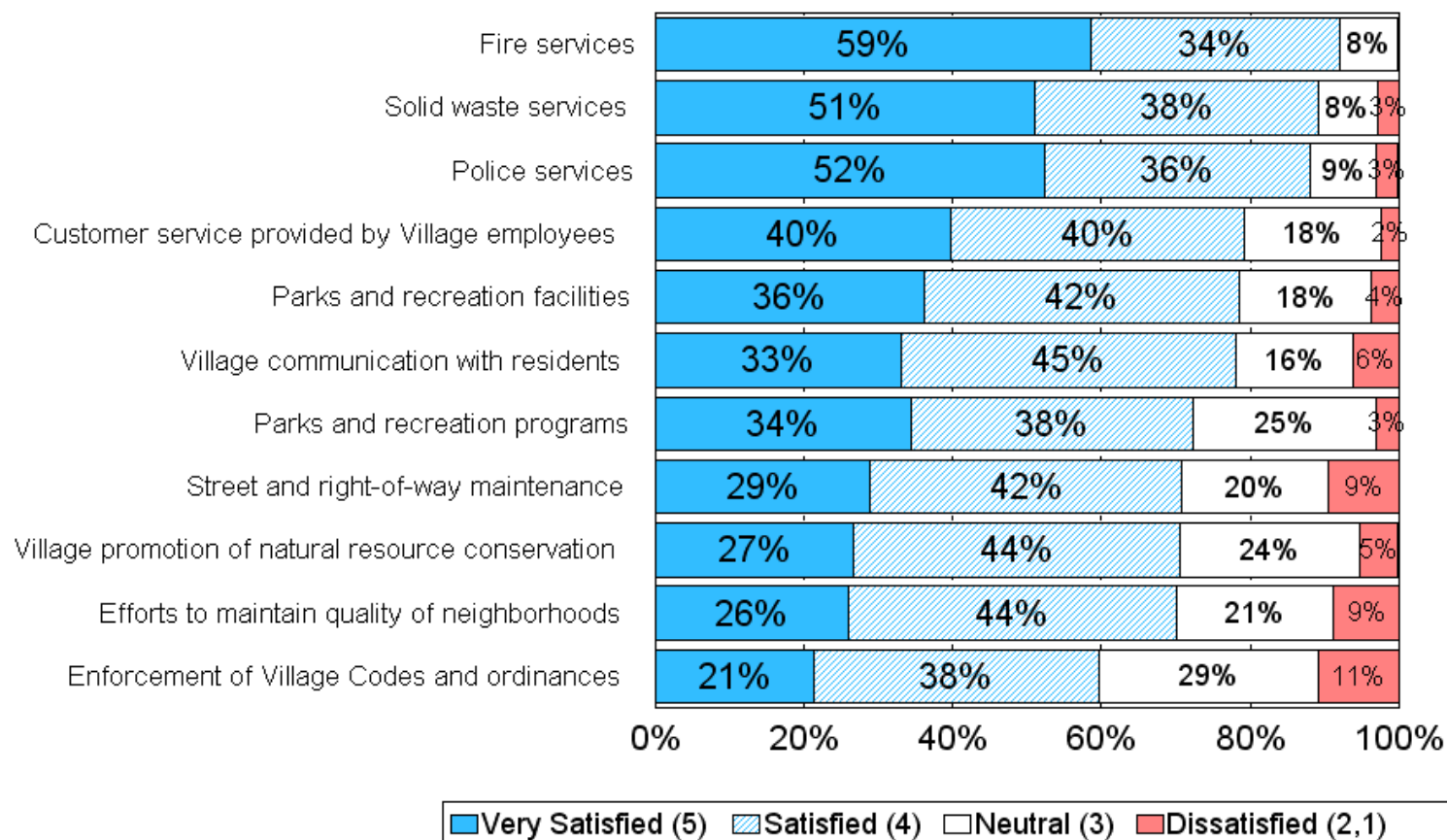
- Efforts to maintain the quality of neighborhoods
- Adequacy of City street lighting
- Visibility of police officers in neighborhoods
- Availability of recreation indoor facilities



OVERALL RESULTS

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

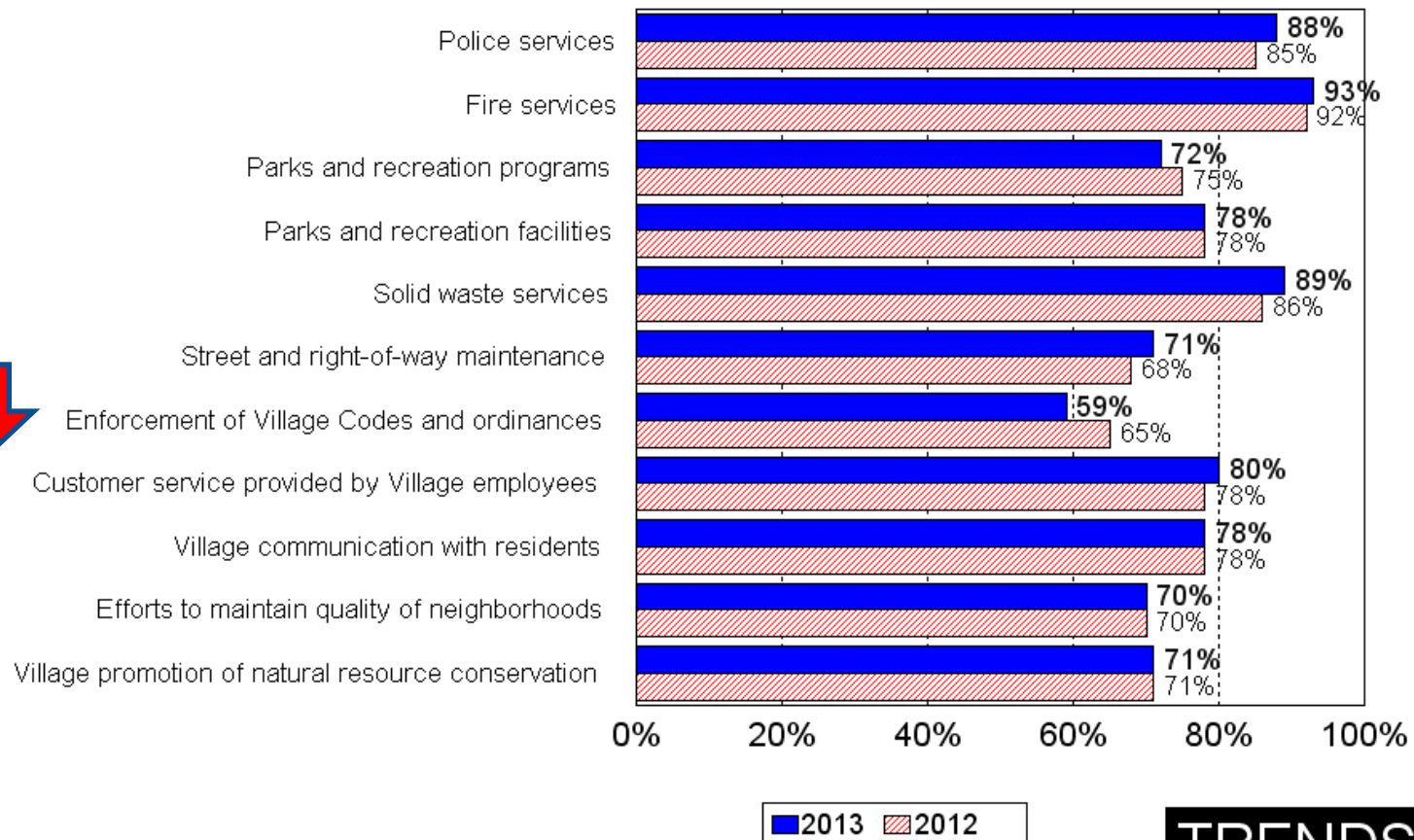
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Village of Pinehurst Services by Major Category - 2012 vs. 2013

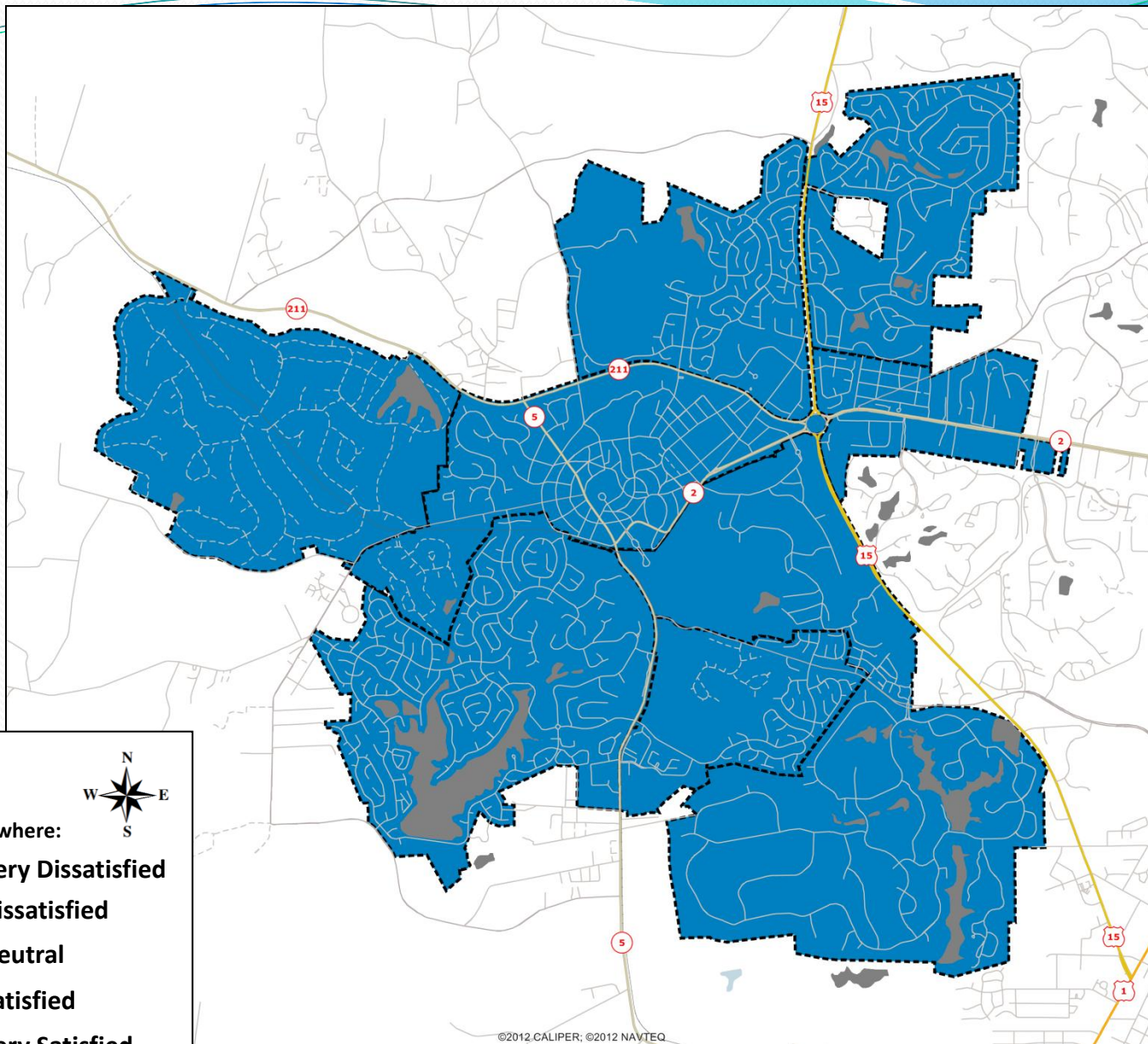
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q1b. Fire services



Shading reflects the mean rating for all respondents by neighborhood

LEGEND

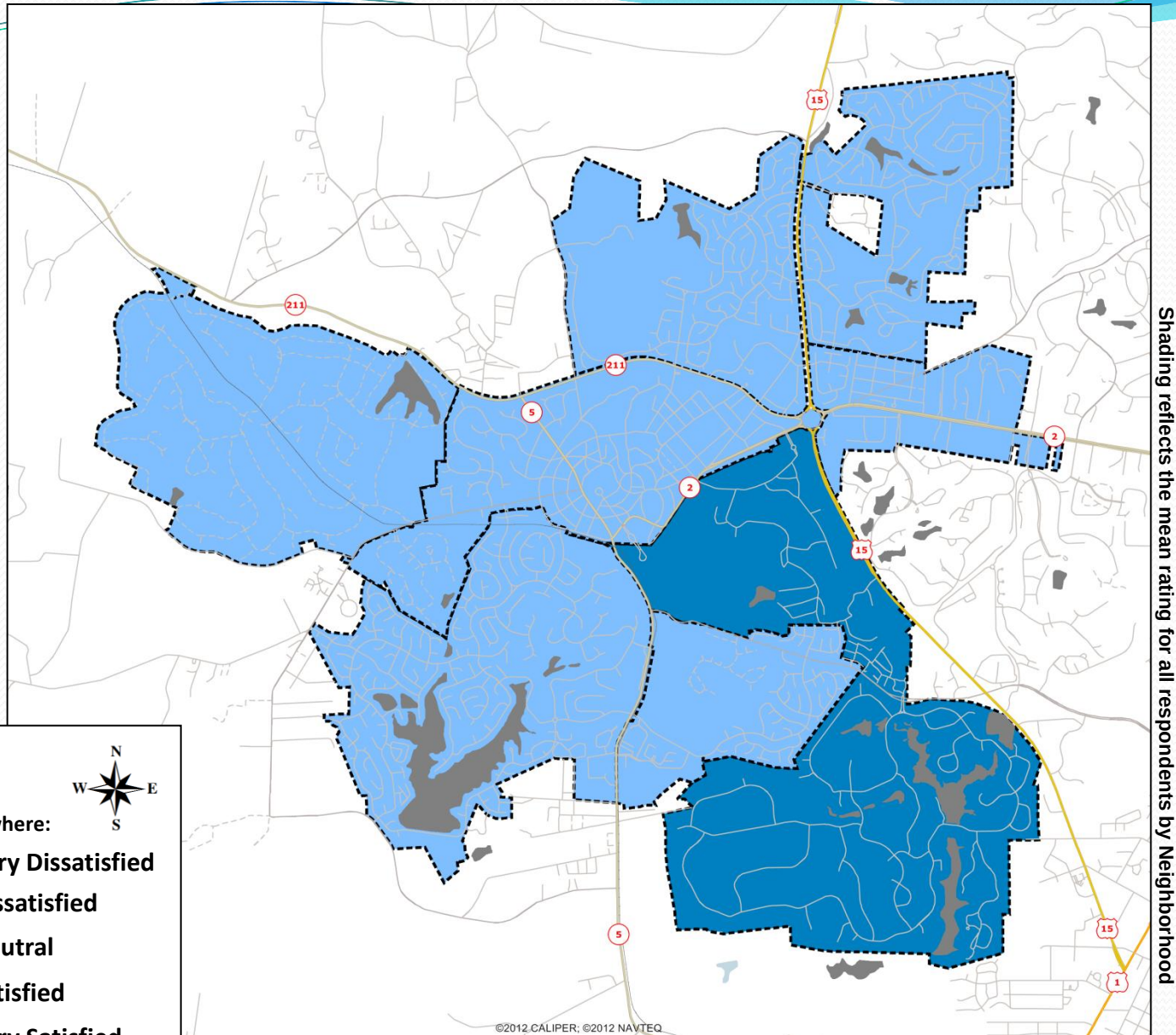
Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2013 Village of Pinehurst Community Survey

Q1f. Street right-of-way maintenance



LEGEND

Mean rating
on a 5-point scale, where:

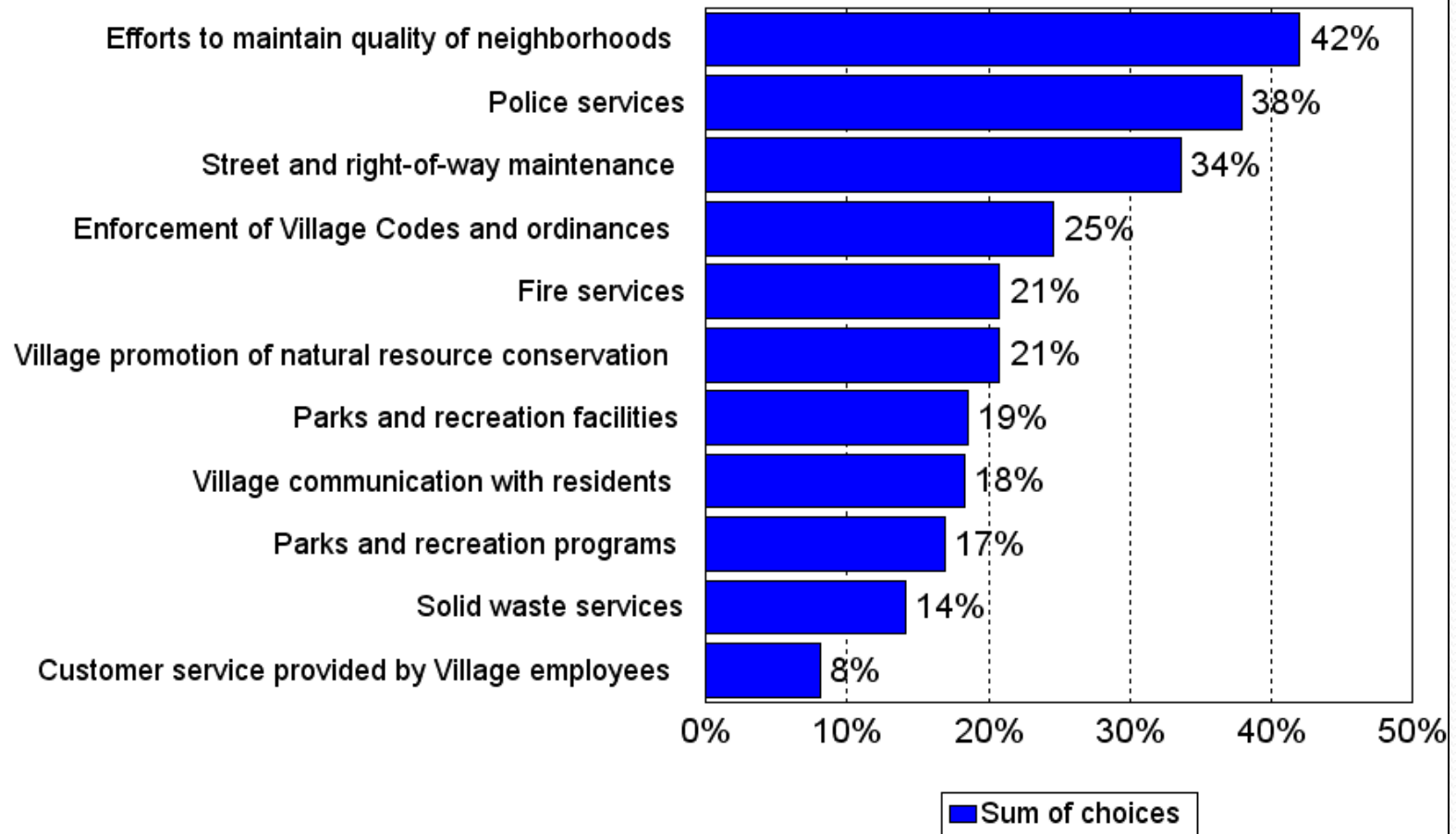
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2013 Village of Pinehurst Community Survey

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

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Importance-Satisfaction Rating

Village of Pinehurst, NC

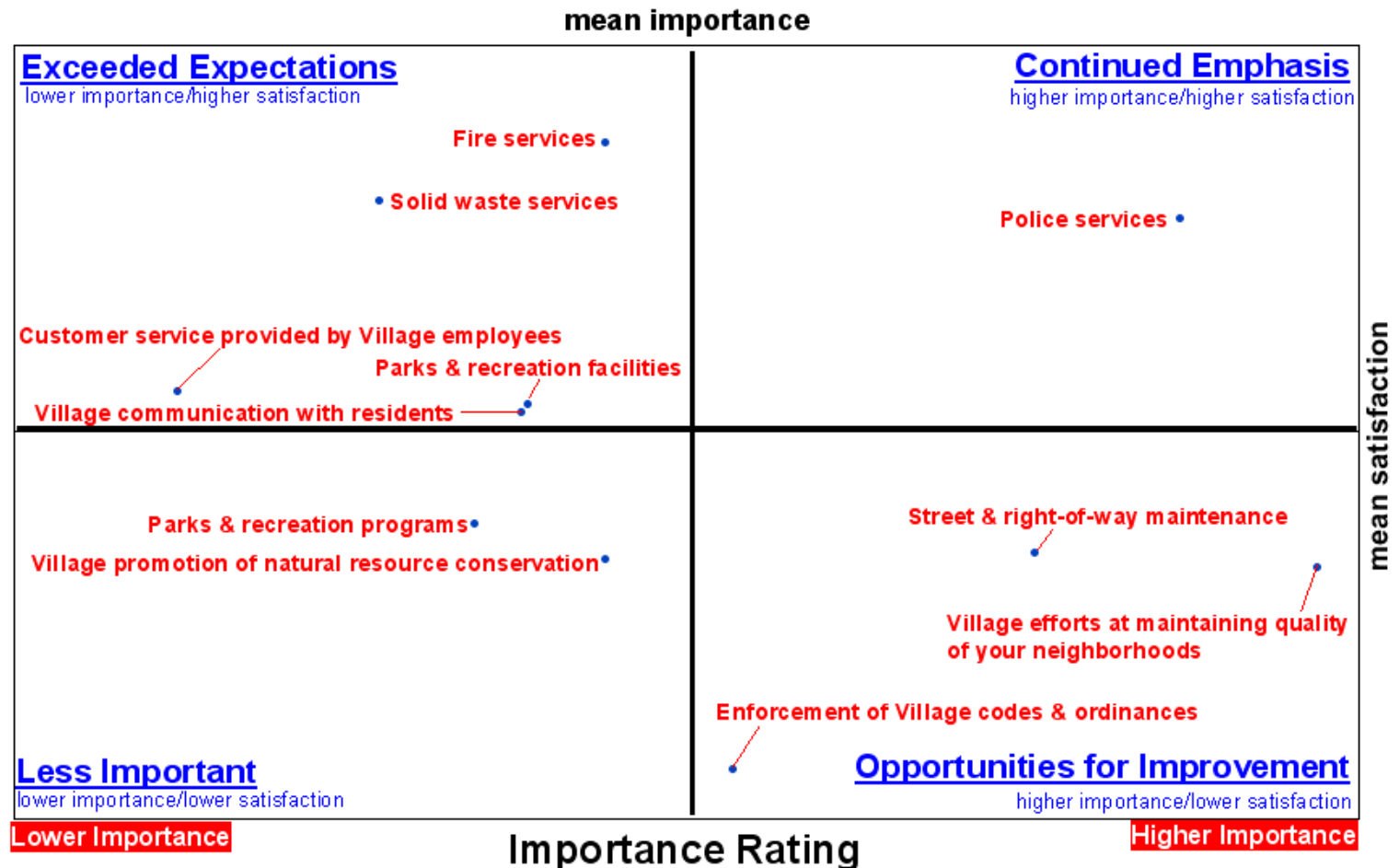
OVERALL

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS .10 - .20)</u>						
Village efforts at maintaining quality of your neighborhoods	42%	1	70%	10	0.1252	1
<u>Medium Priority (IS <.10)</u>						
Enforcement of Village codes & ordinances	25%	4	60%	11	0.0991	2
Street & right-of-way maintenance	34%	3	71%	8	0.0978	3
Village promotion of natural resource conservation	21%	6	71%	9	0.0612	4
Parks & recreation programs	17%	9	72%	7	0.0466	5
Police services	38%	2	88%	3	0.0447	6
Village communication with residents	18%	8	78%	6	0.0399	7
Parks & recreation facilities	19%	7	79%	5	0.0396	8
Customer service provided by Village employees	8%	11	79%	4	0.0168	9
Fire services	21%	5	92%	1	0.0164	10
Solid waste services	14%	10	89%	2	0.0154	11

2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

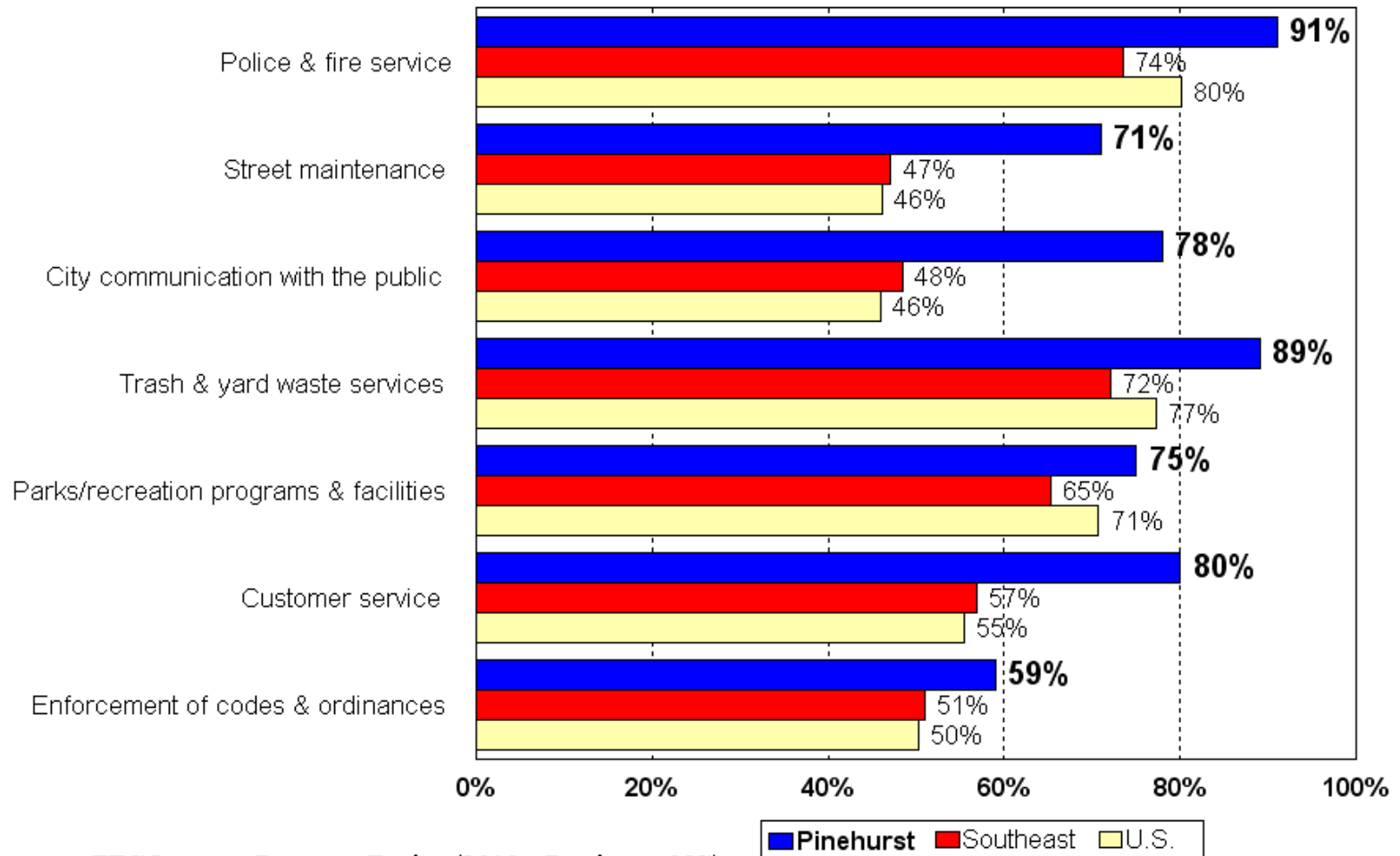
-Overall-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Overall Satisfaction with Various Community Services Pinehurst vs. Southeast vs. the U.S

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

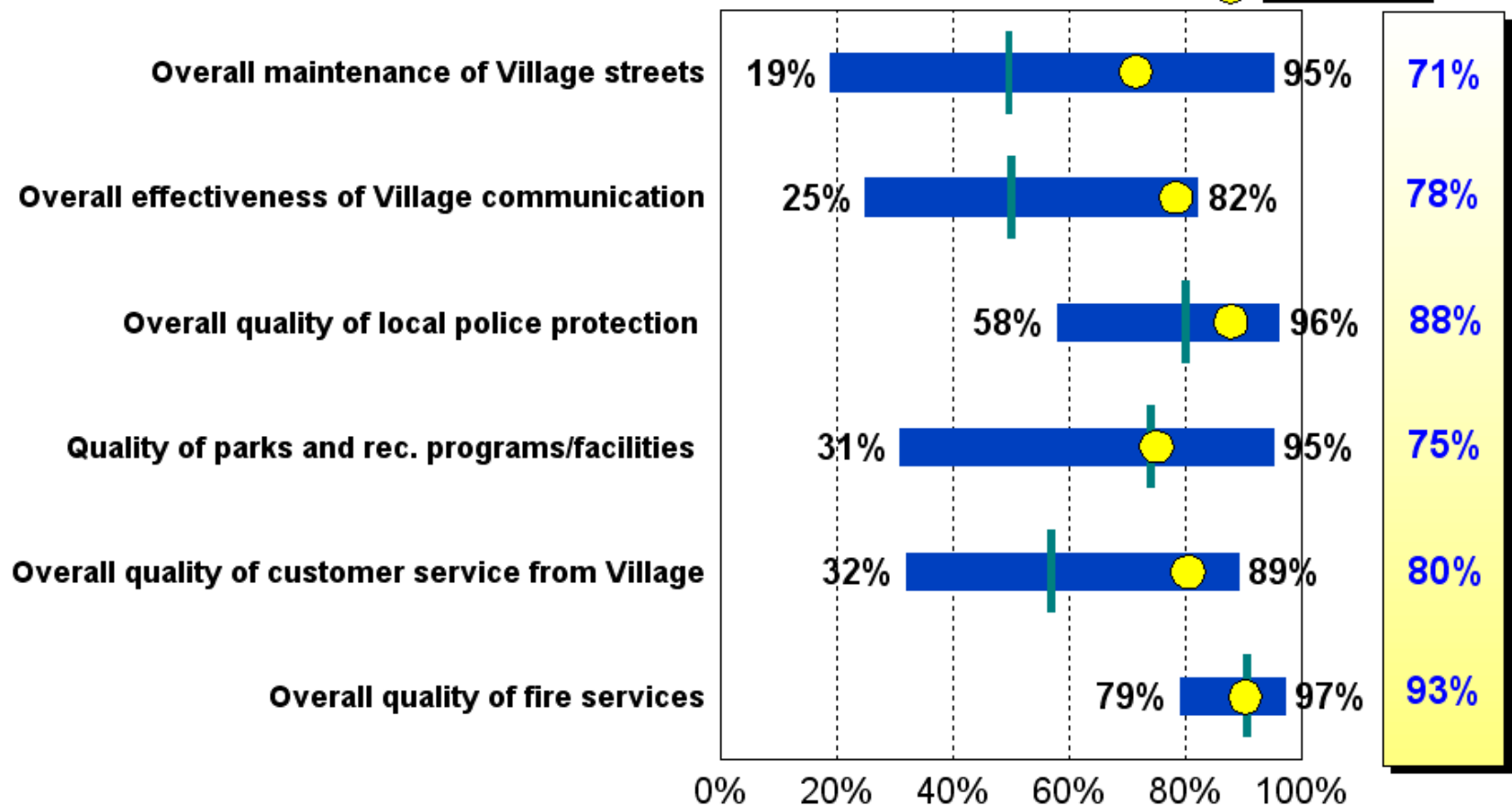


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

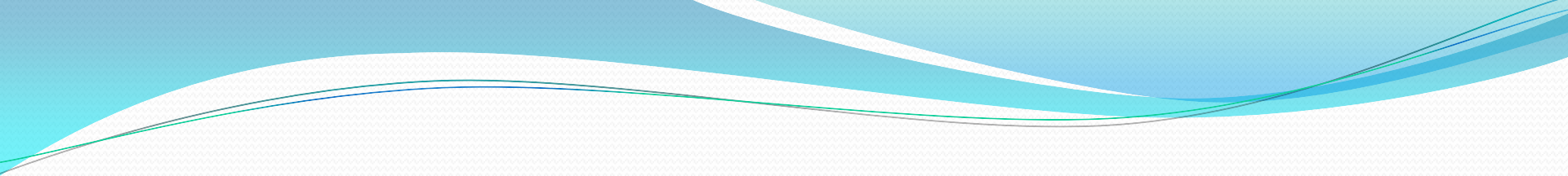
Overall Satisfaction with Various Village Services 2013

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

● **Pinehurst**



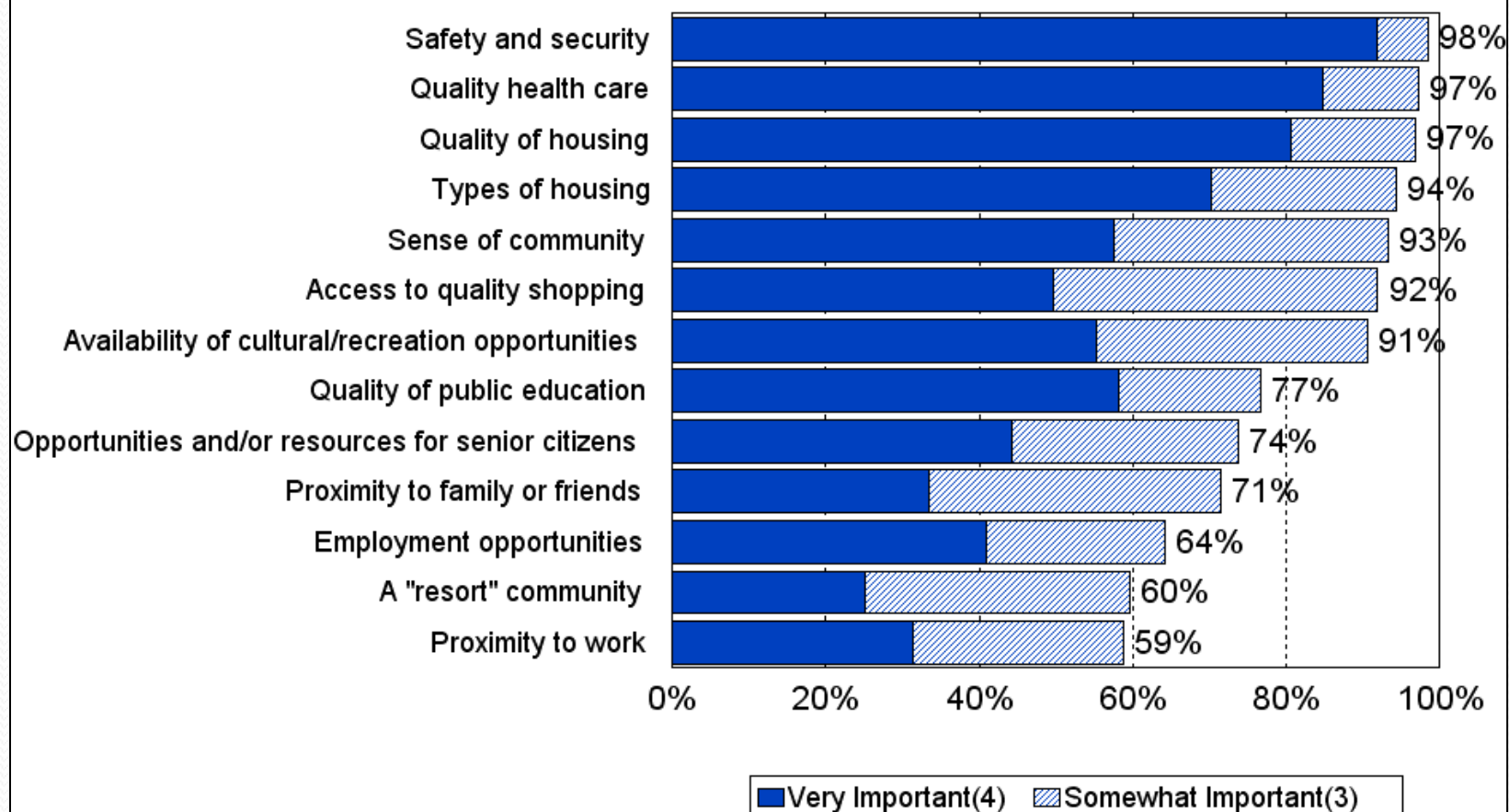
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



Gap Analysis

Q3. Level of Importance of Various Reasons for Choosing to Live in Pinehurst

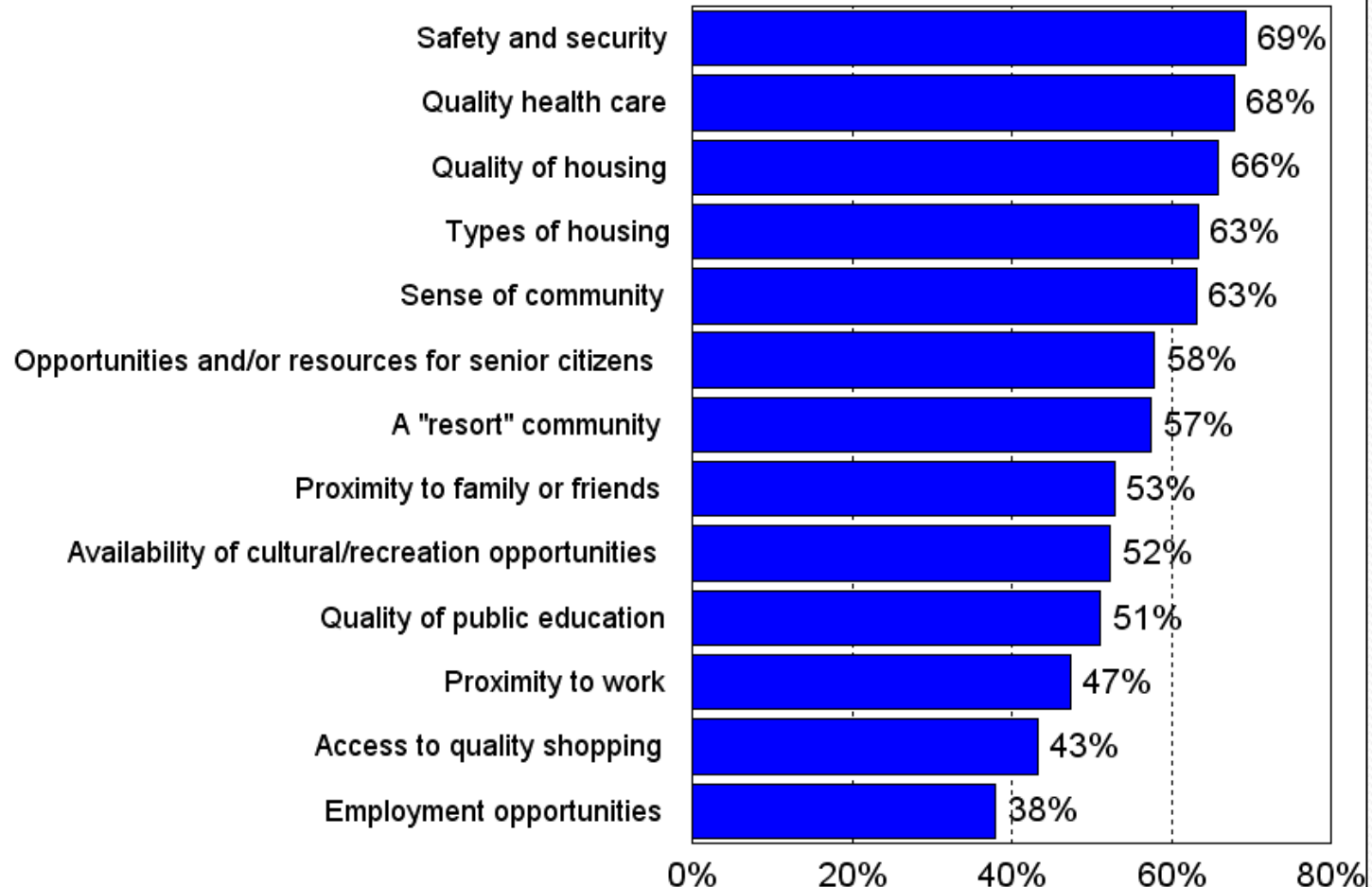
by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

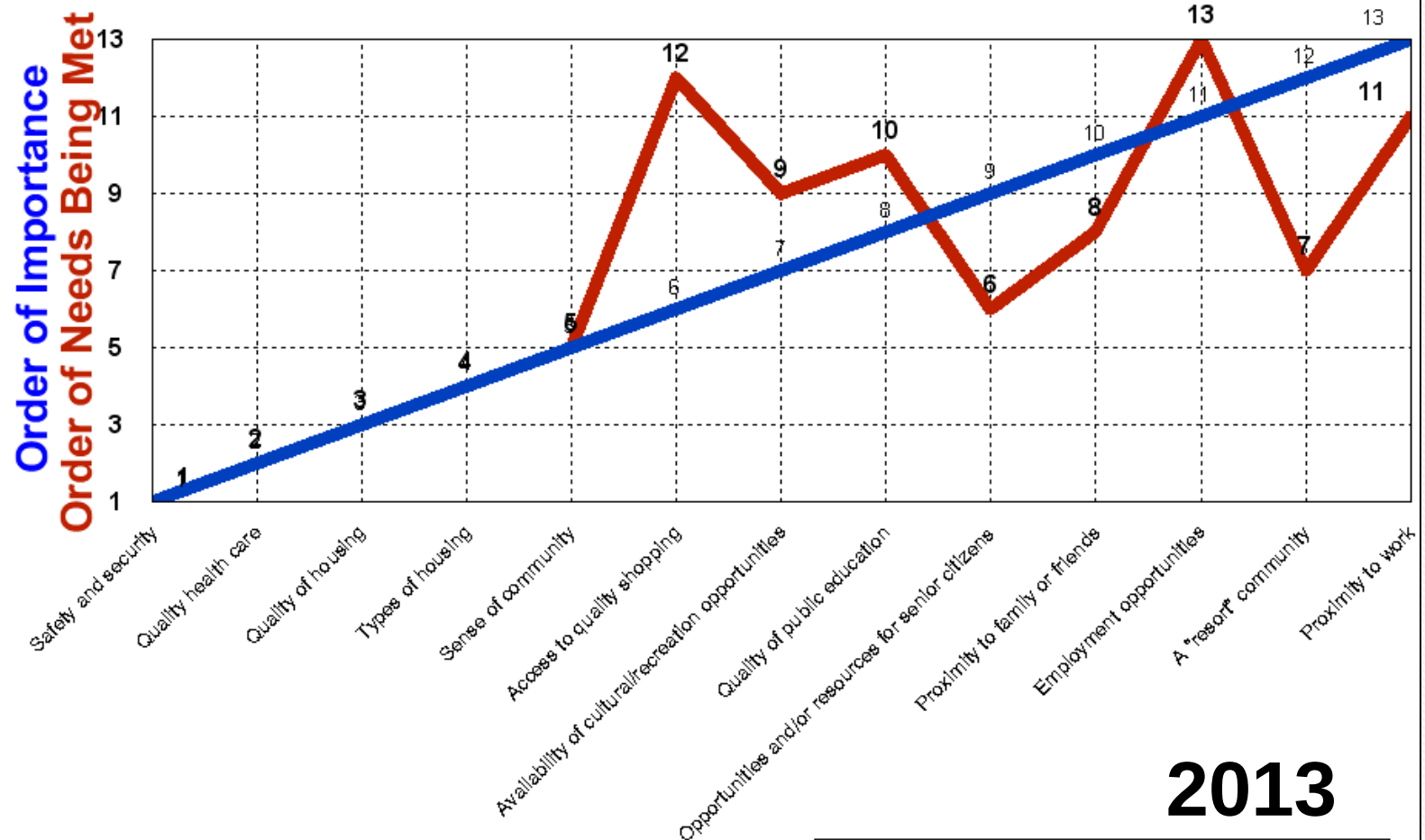
Q3a. Are your needs being met in Pinehurst?

by percentage of respondents who answered "yes"



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

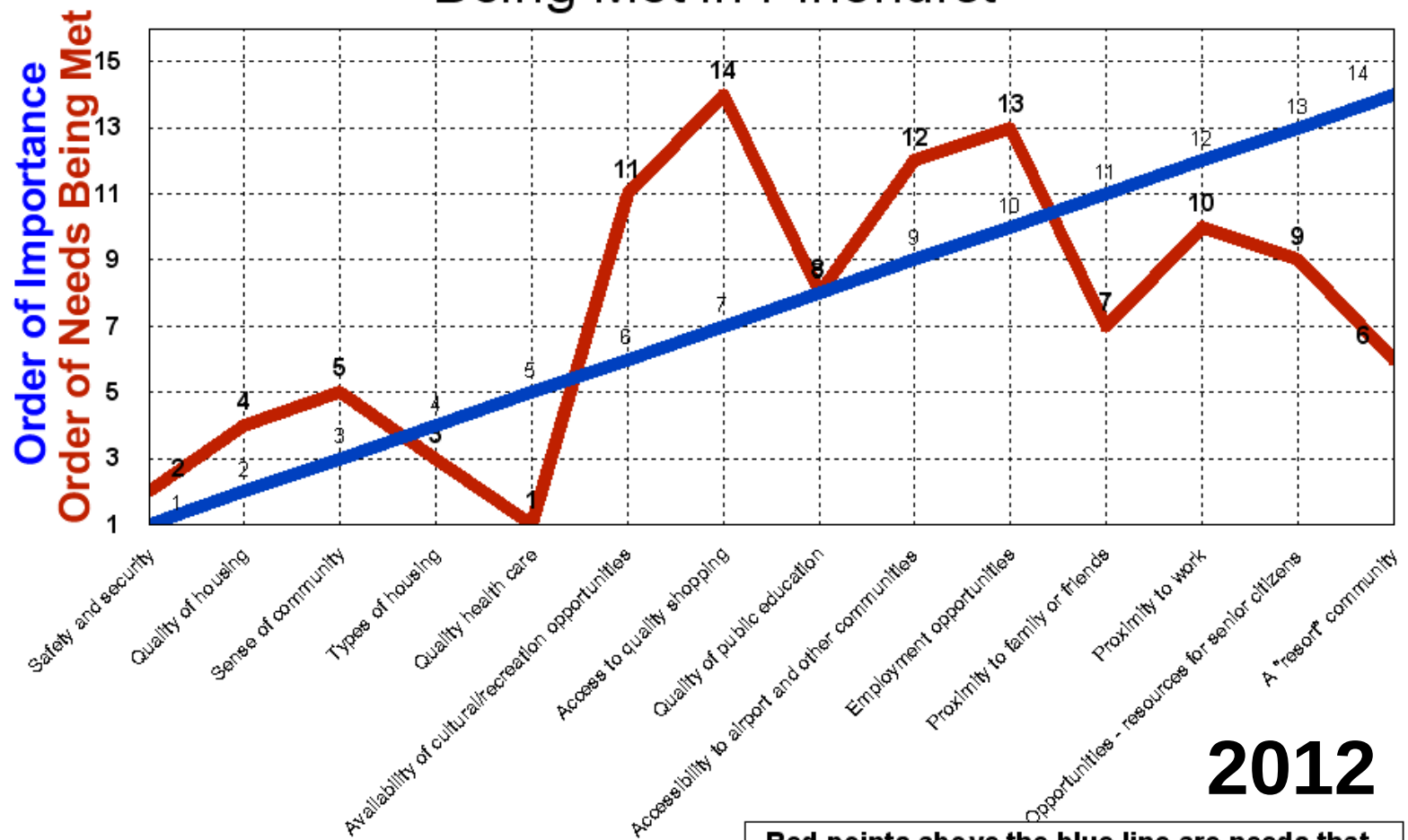


2013

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

Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

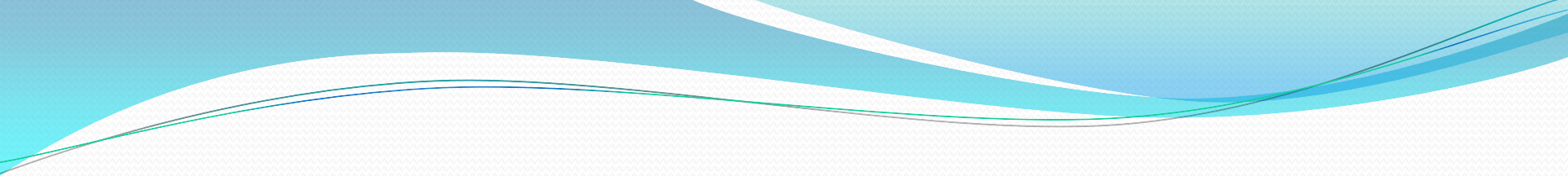
The Importance of Various Reasons for Choosing to Live in Pinehurst vs. Needs Being Met in Pinehurst



2012

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

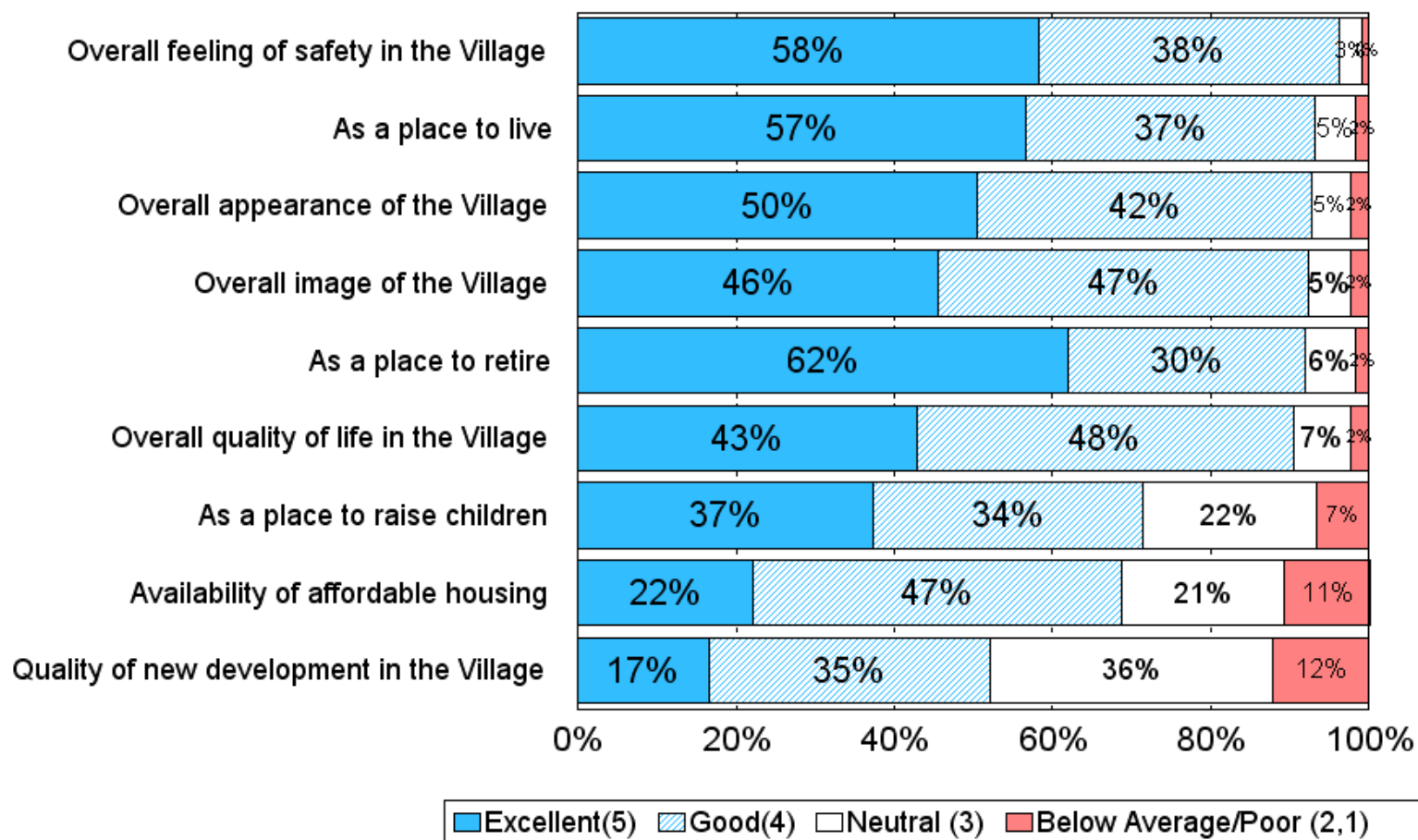
Source: ETC Institute DirectionFinder® (2012 - Pinehurst, NC)



Perceptions

Q4. Perception Residents have of Pinehurst as a Community

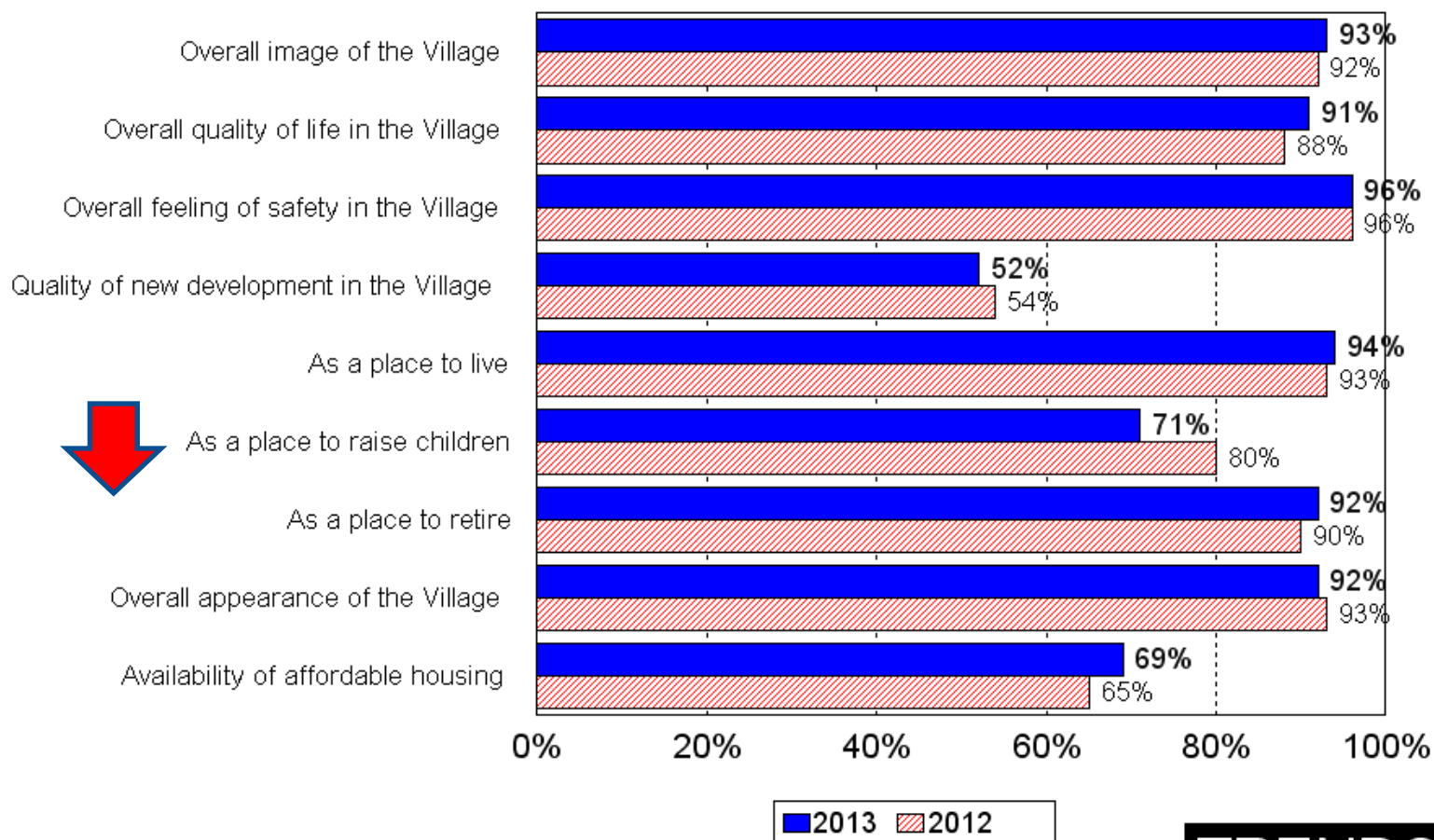
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Perception Residents have of Pinehurst as a Community 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

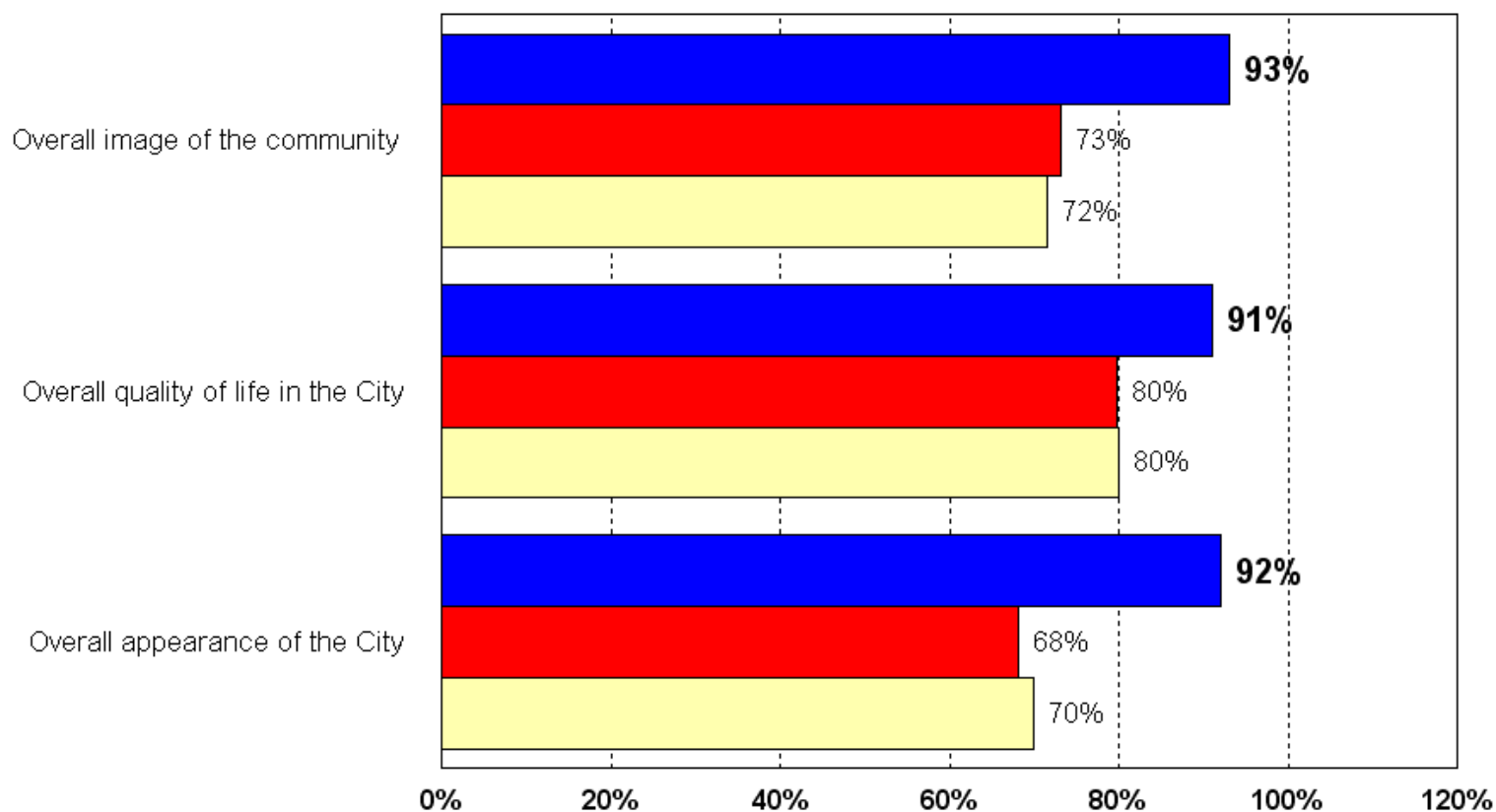


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

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

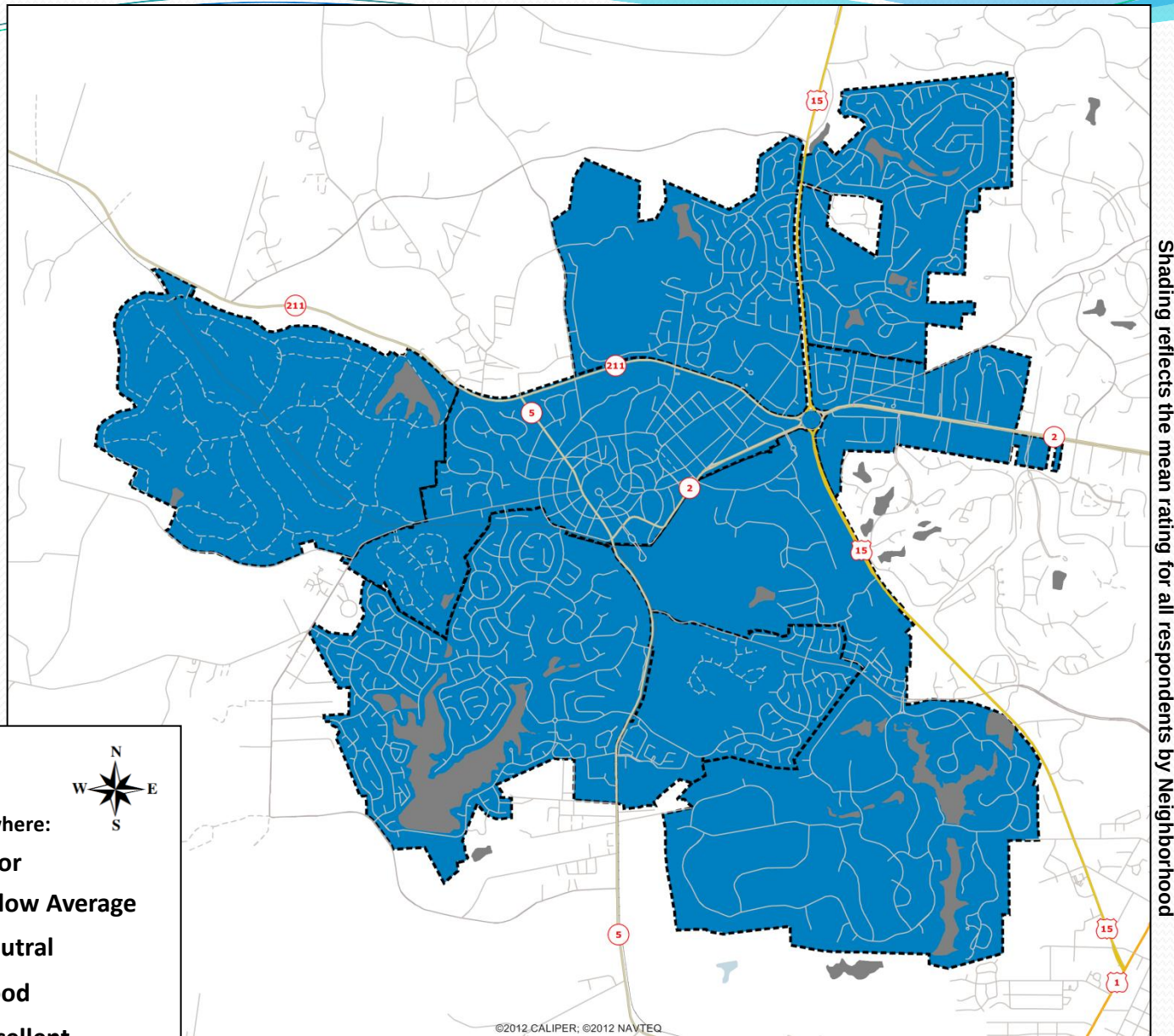
by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

■ Pinehurst ■ Southeast ■ U.S.

Q4a. Overall image of the Village



LEGEND

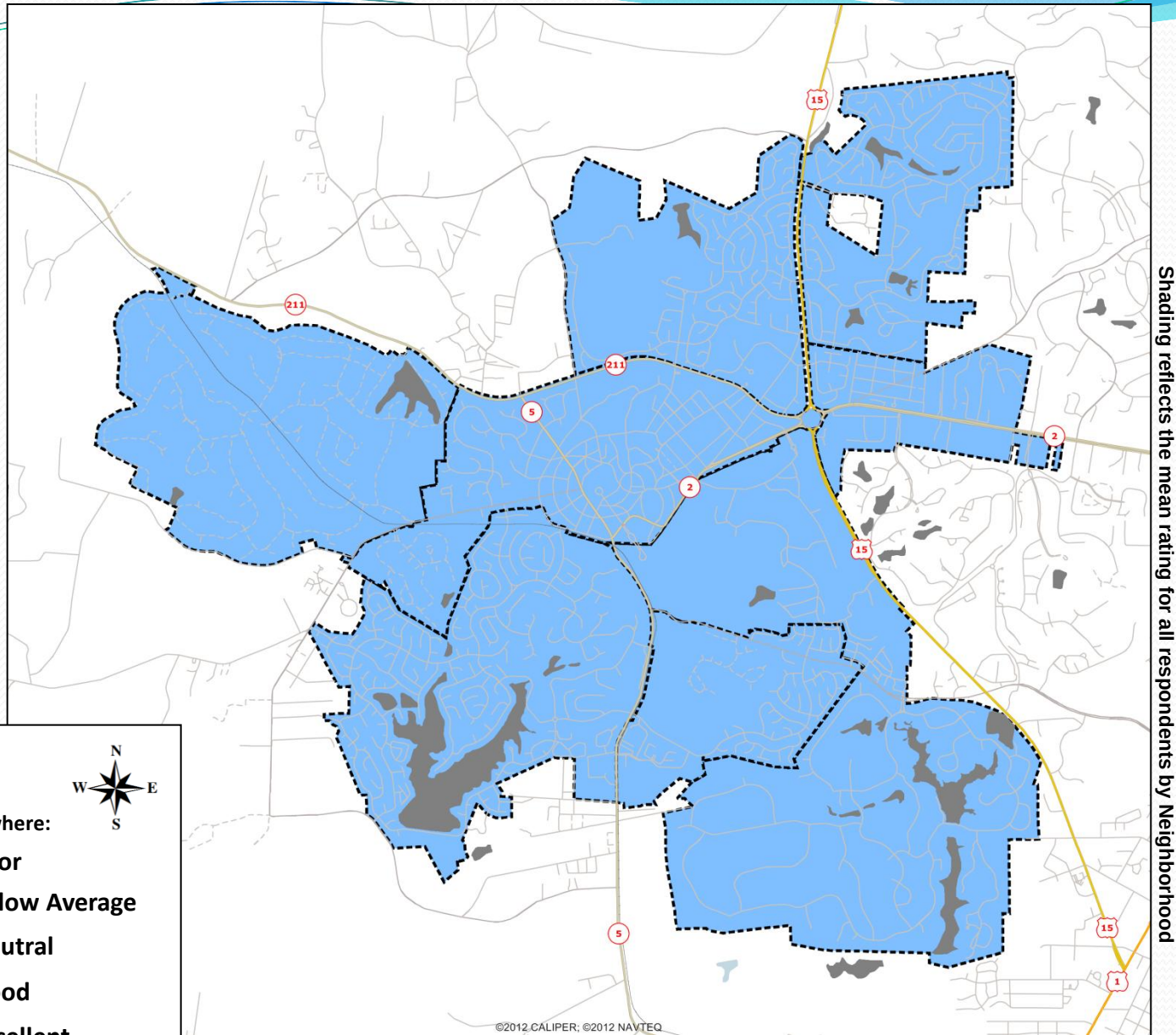
Mean rating
on a 5-point scale, where:

- 1.0-1.8 Poor
- 1.8-2.6 Below Average
- 2.6-3.4 Neutral
- 3.4-4.2 Good
- 4.2-5.0 Excellent
- Other (no responses)



2013 Village of Pinehurst Community Survey

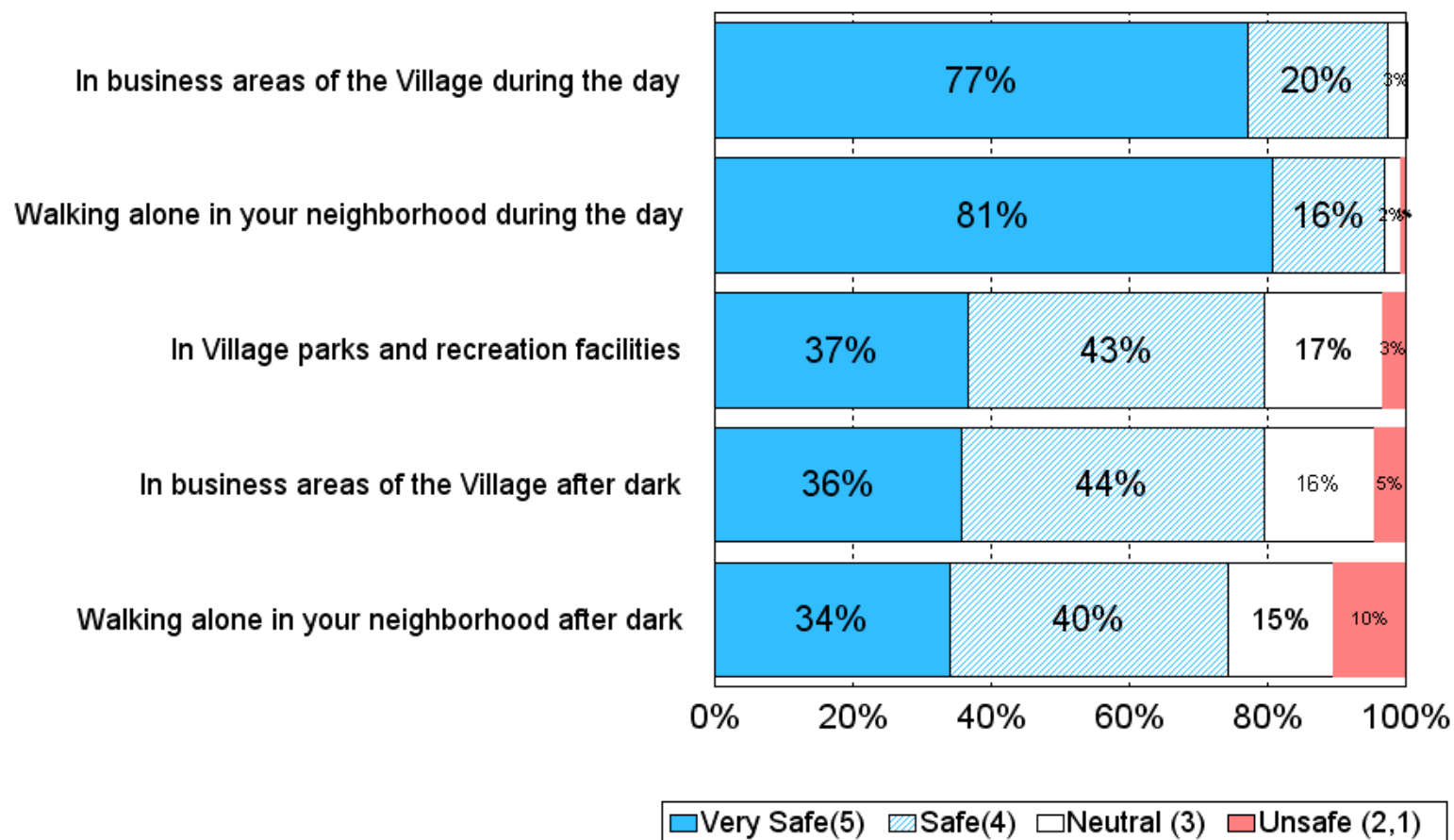
Q4d. Quality of new development in the Village



2013 Village of Pinehurst Community Survey

Q5. Perceptions of Safety and Security in Pinehurst

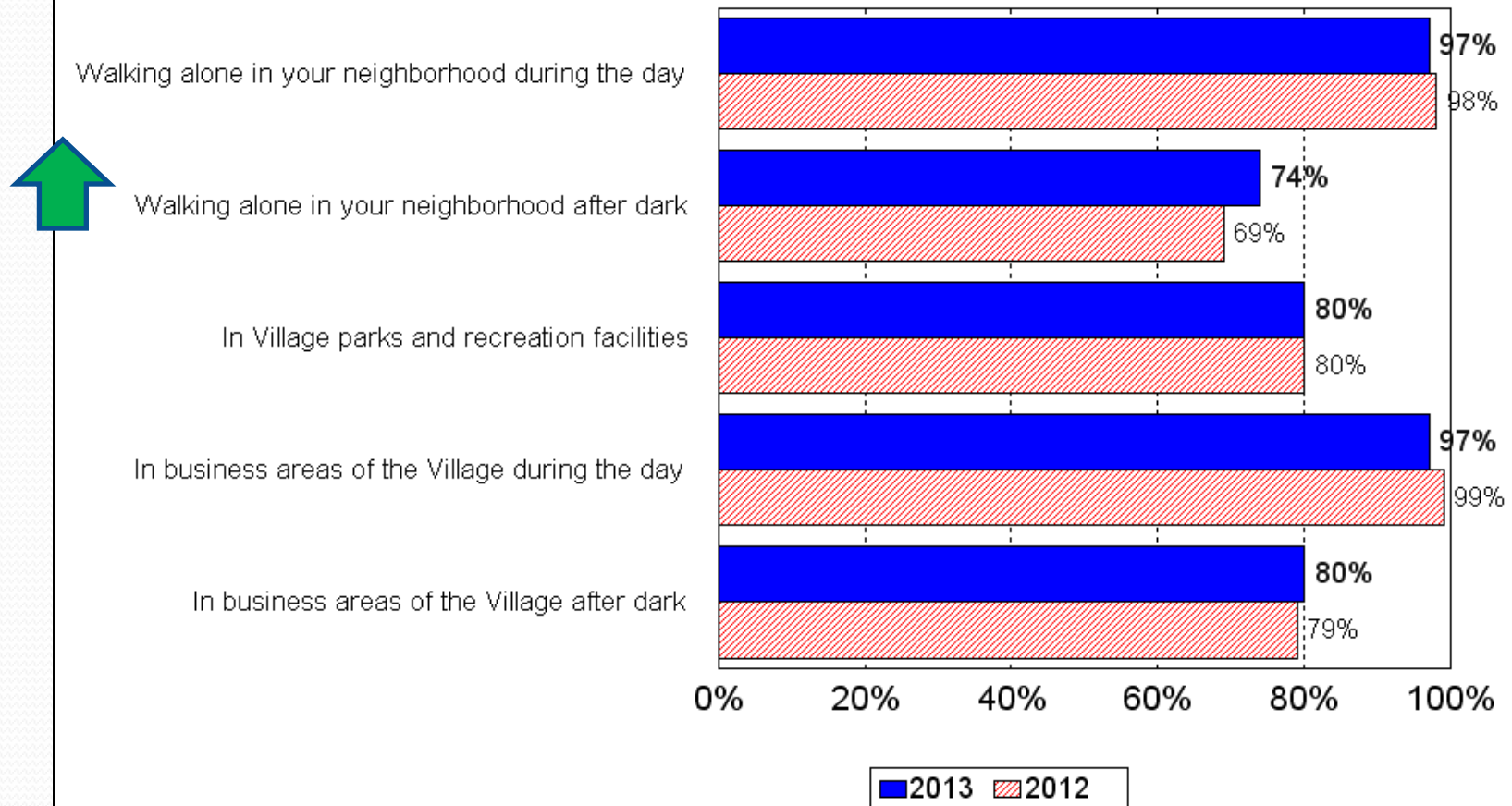
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Perceptions of Safety and Security in Pinehurst 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

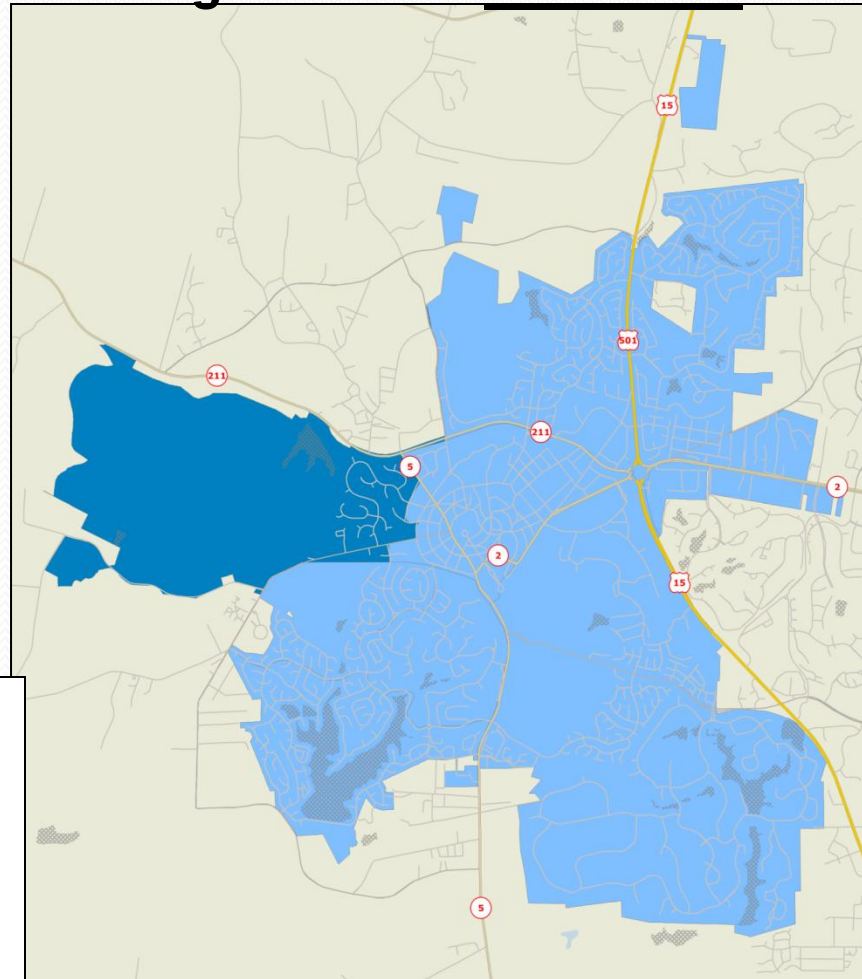


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

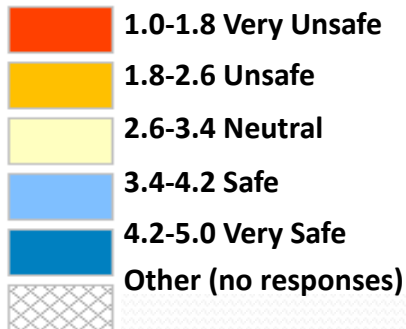
Q5C: How Safe Respondents Feel Walking Alone in the Neighborhood After Dark

2012



LEGEND

Mean rating
on a 5-point scale, where:



2012 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents
by Census Block Group (merged as needed)

Q5b. Walking alone in your neighborhood at night

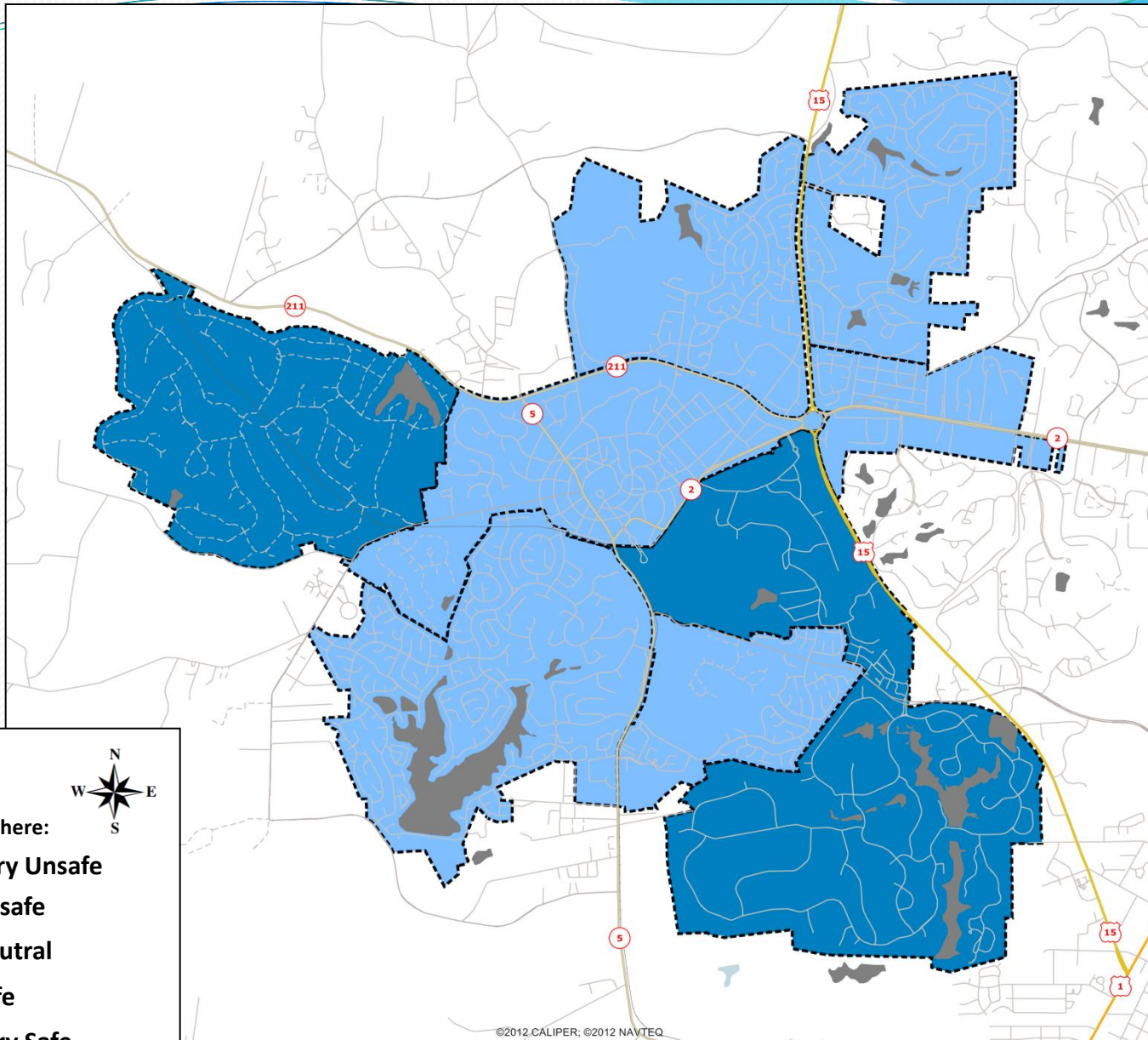
2013

Shading reflects the mean rating for all respondents by Neighborhood

LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Unsafe
- 1.8-2.6 Unsafe
- 2.6-3.4 Neutral
- 3.4-4.2 Safe
- 4.2-5.0 Very Safe
- Other (no responses)



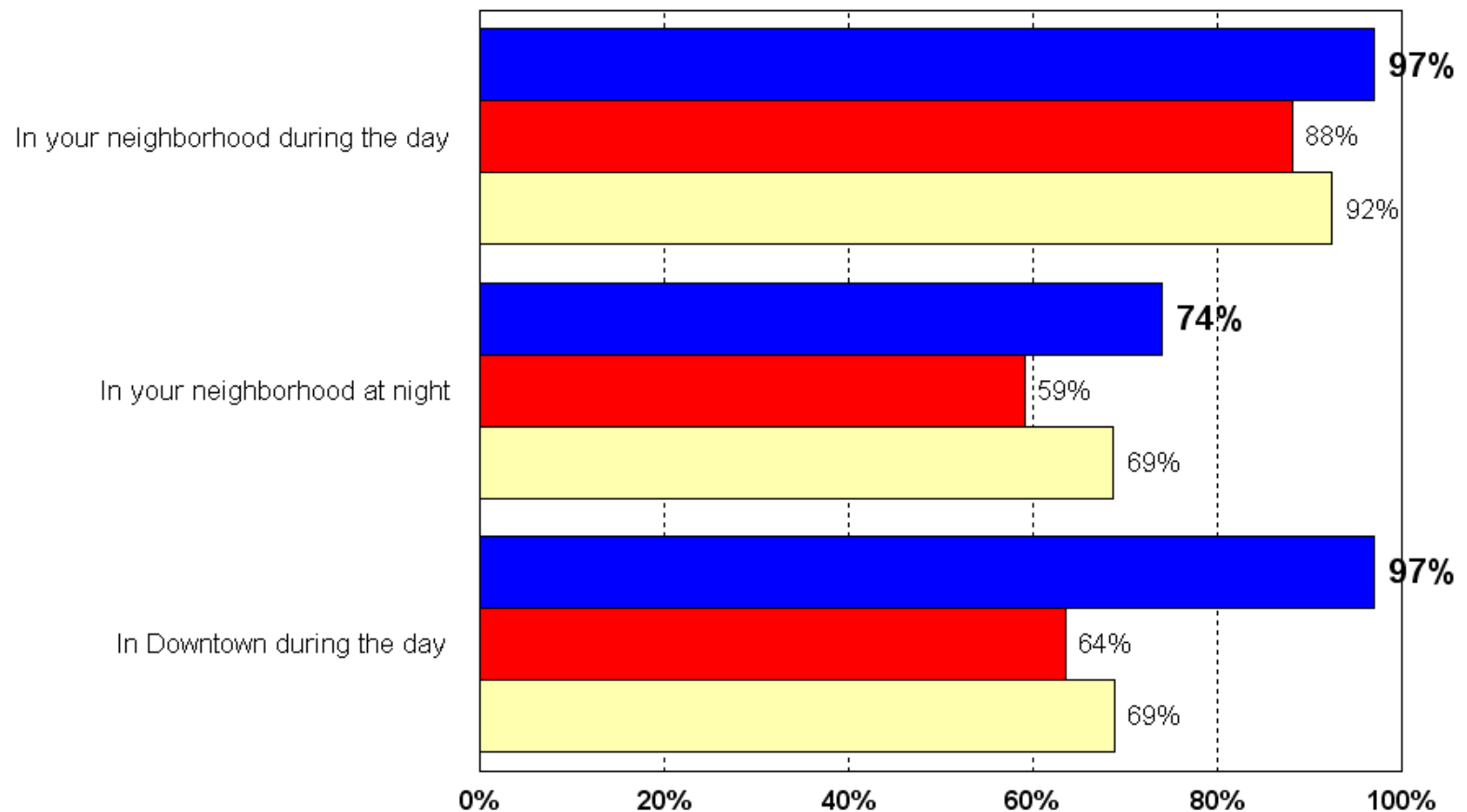
©2012 CALIPER; ©2012 NAVTEQ

2013 Village of Pinehurst Community Survey

How Safe Residents Feel in Their Community

Pinehurst vs. Southeast vs. the U.S

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

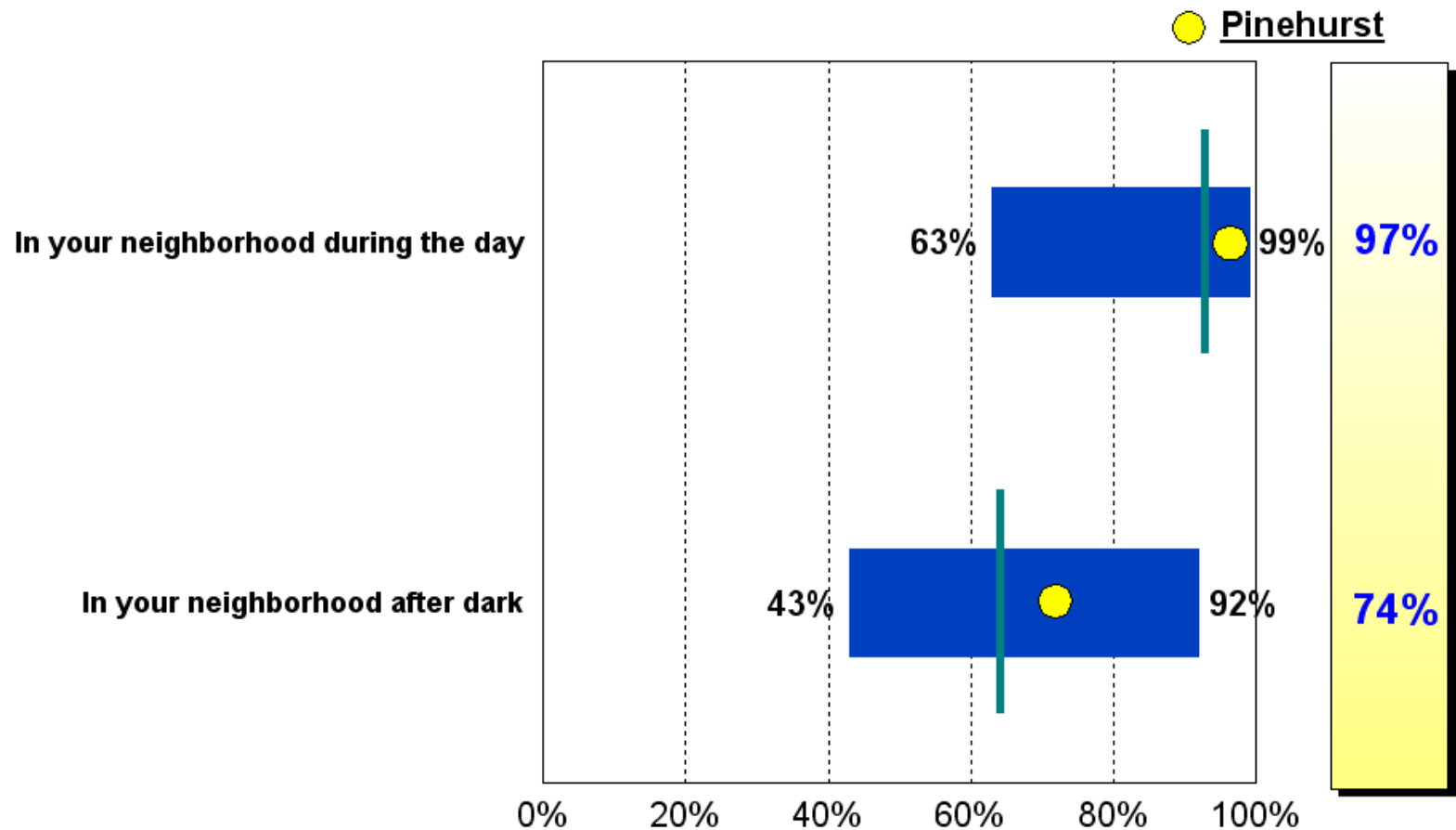


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

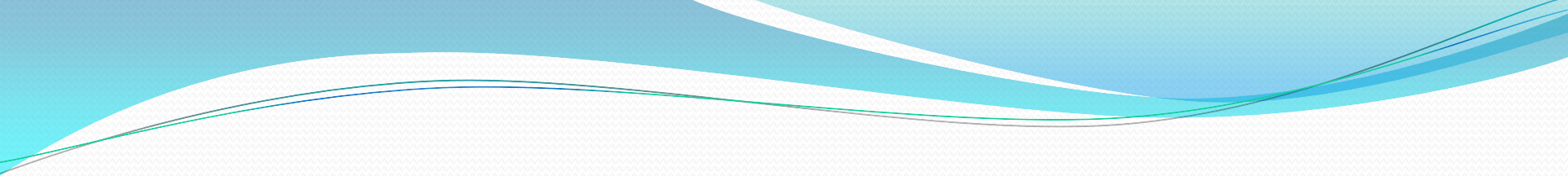
■ Pinehurst ■ Southeast ■ U.S.

How Safe Residents Feel in Their Community 2013

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



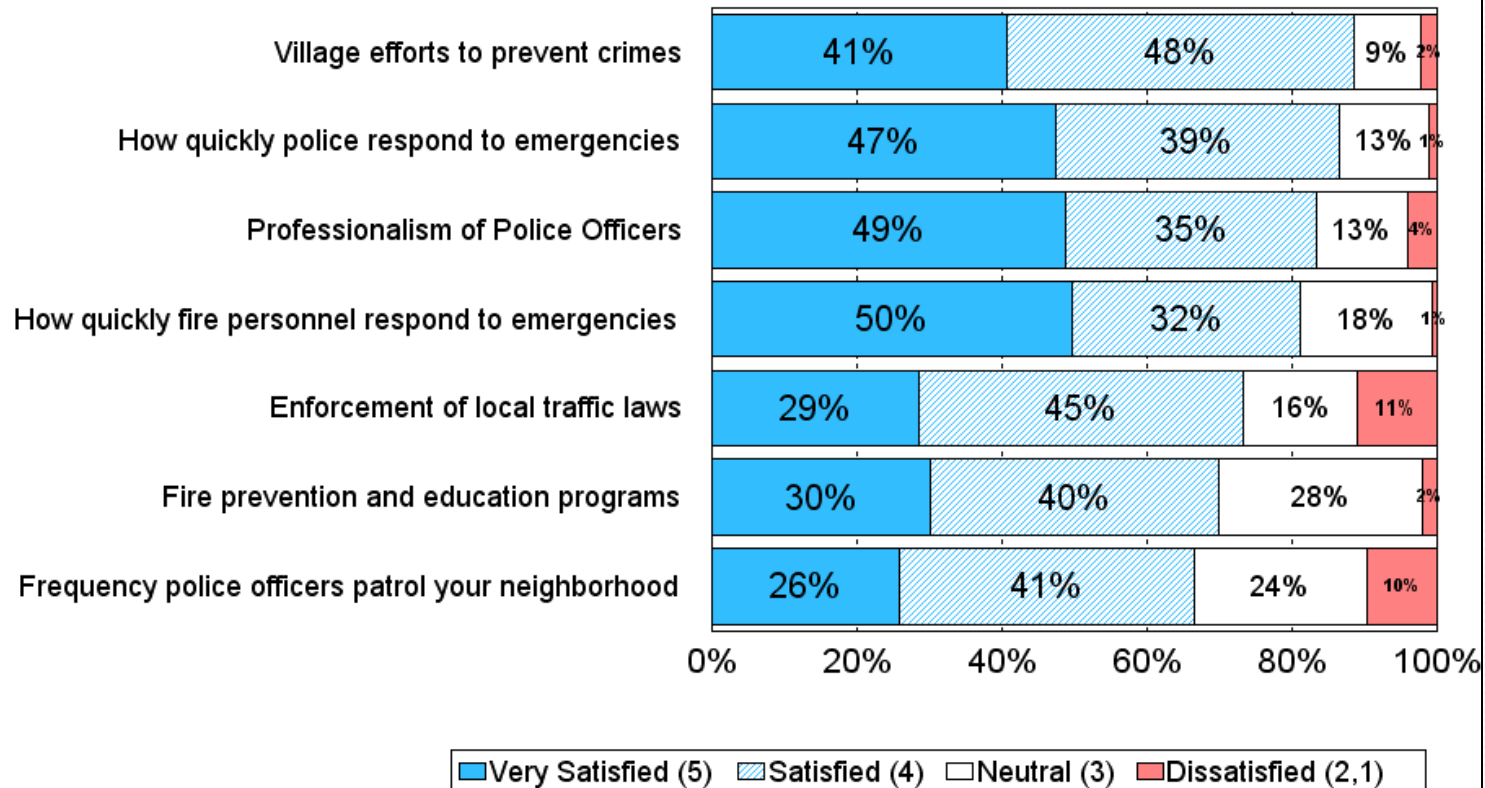
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



PUBLIC SAFETY

Q6. Satisfaction with Various Aspects of Public Safety

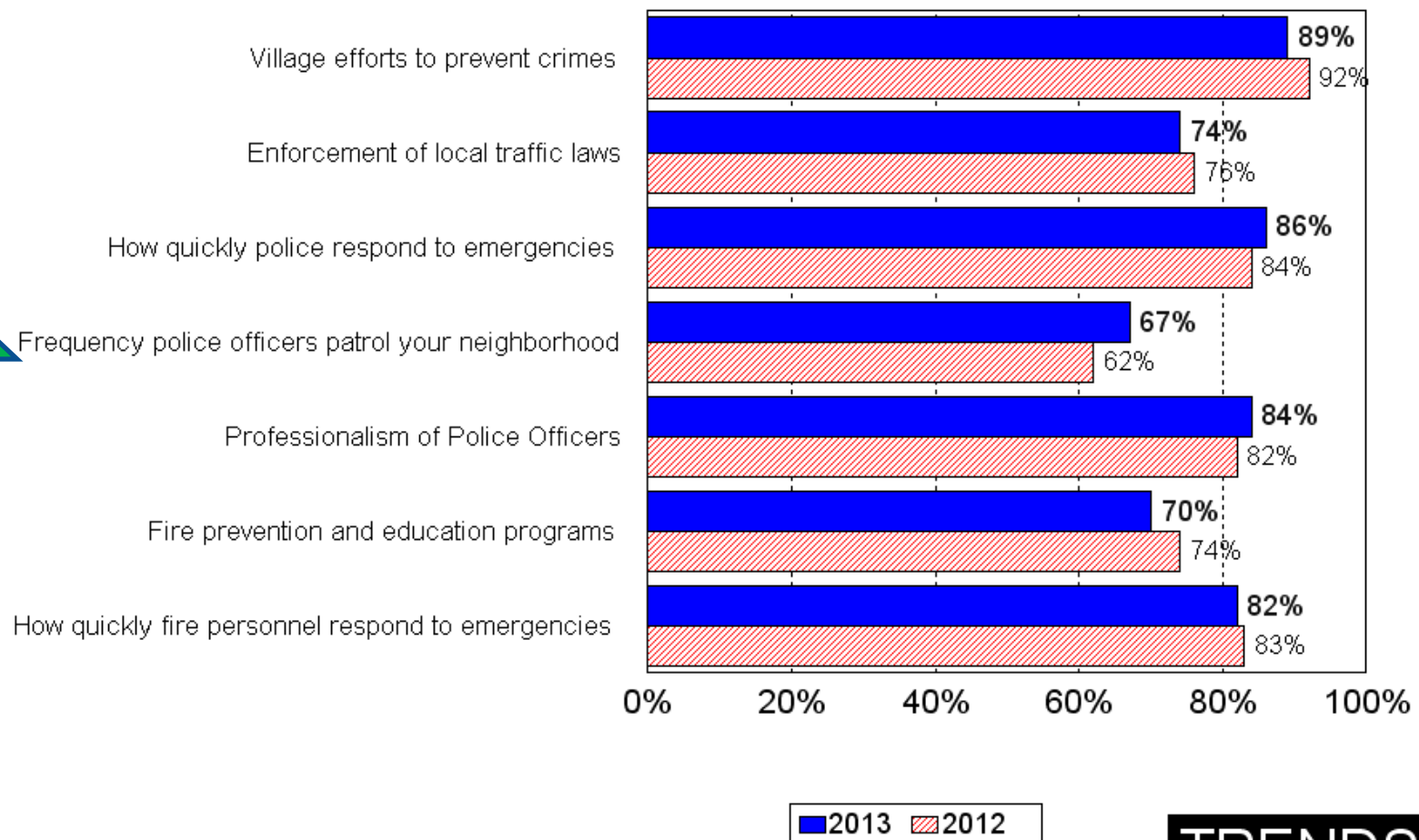
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Public Safety 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

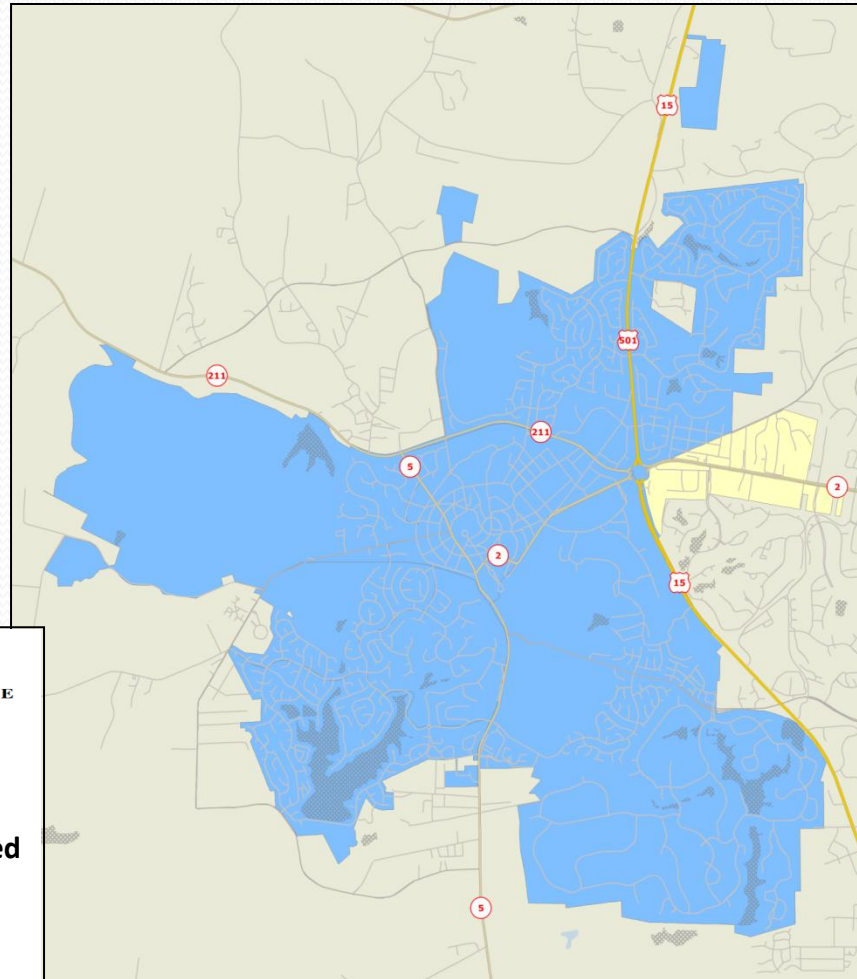


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q6D: Satisfaction With Frequency That Police Officers Patrol the Neighborhood

2012



LEGEND

Mean rating
on a 5-point scale, where:



- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Somewhat Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Somewhat Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

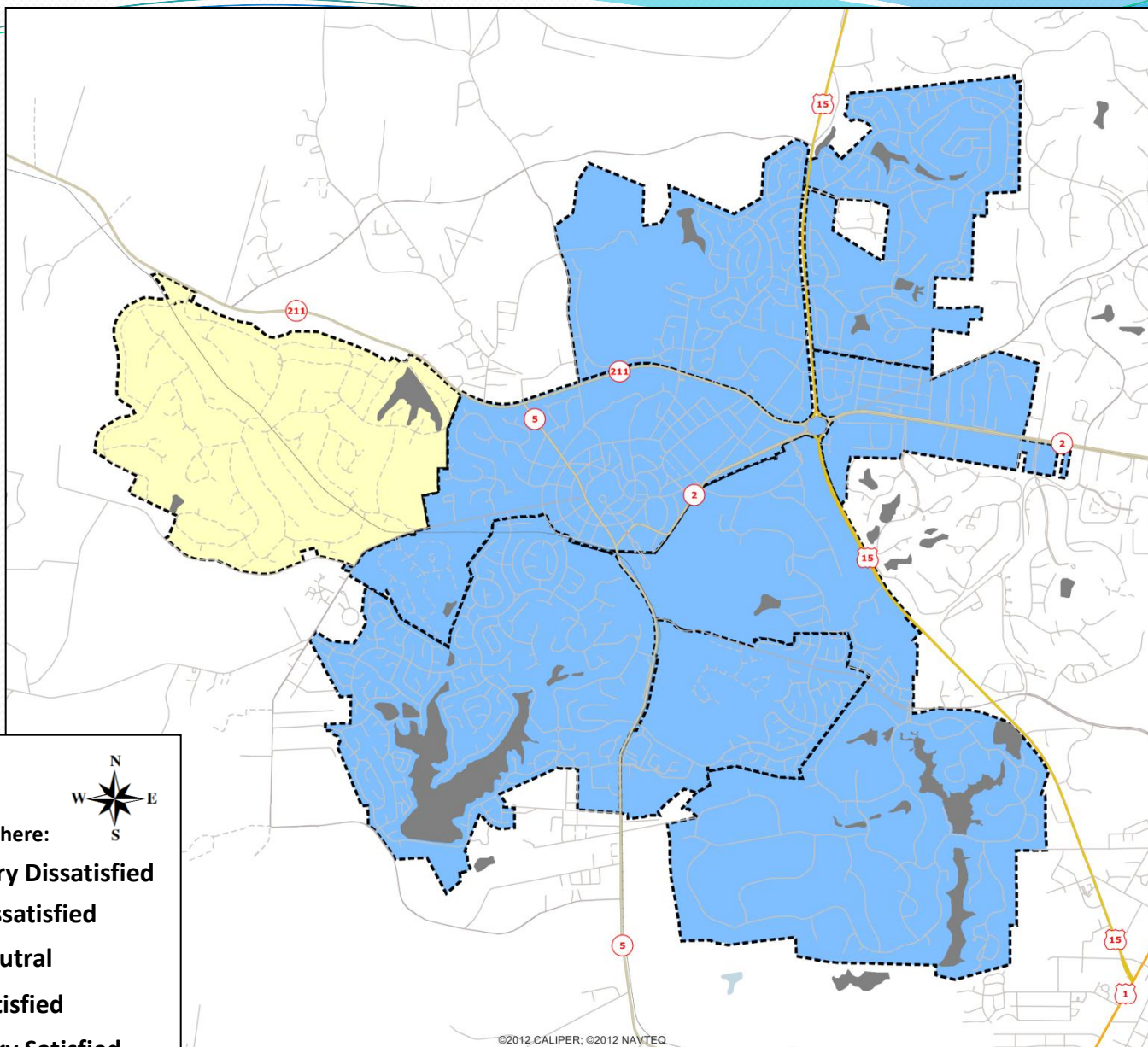
2012 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents
by Census Block Group (merged as needed)

Q6d. Frequency that police patrol your neighborhood

2013

Shading reflects the mean rating for all respondents by Neighborhood



LEGEND

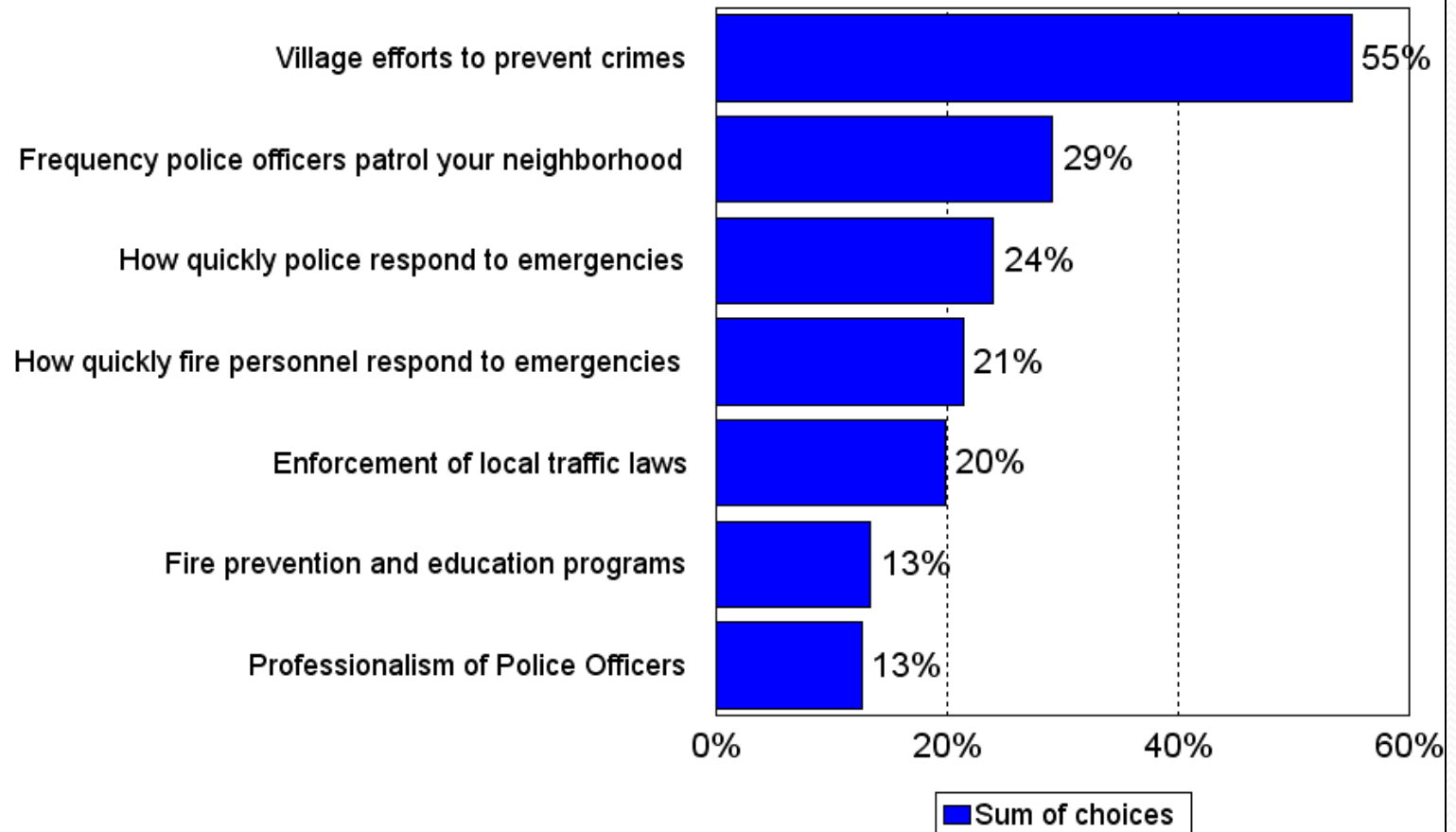
Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Pinehurst Community Survey

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

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Importance-Satisfaction Rating

Village of Pinehurst, NC

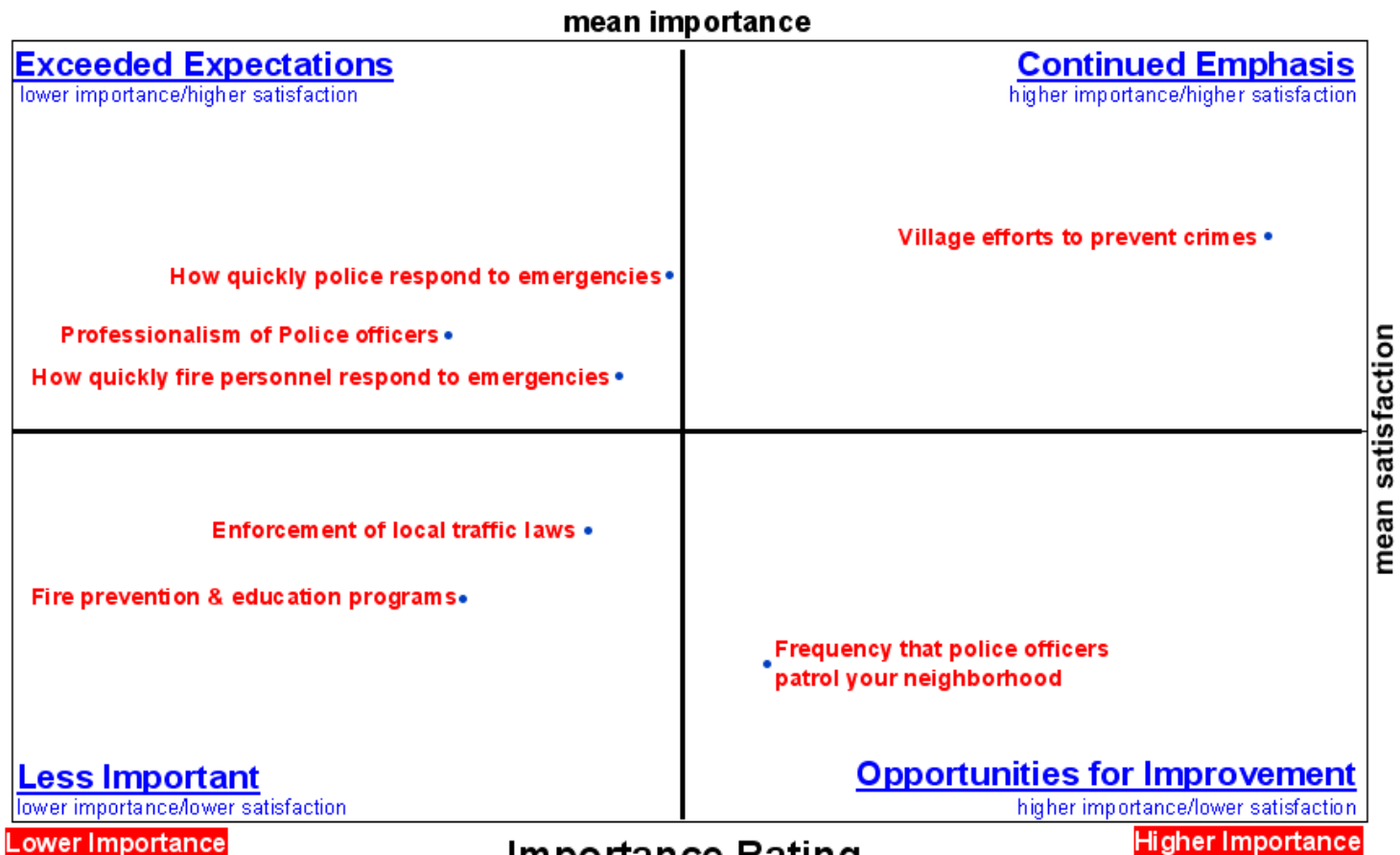
Public Safety Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
Medium Priority (IS <.10)						
Frequency that police officers patrol your neighborhood	29%	2	66%	7	0.0978	1
Village efforts to prevent crimes	55%	1	88%	1	0.0638	2
Enforcement of local traffic laws	20%	5	73%	5	0.0529	3
Fire prevention & education programs provided by Village	13%	6	70%	6	0.0405	4
How quickly fire personnel respond to emergencies	21%	4	81%	4	0.0402	5
How quickly police respond to emergencies	24%	3	86%	2	0.0326	6
Professionalism of Police officers	13%	7	83%	3	0.0210	7

2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Safety-

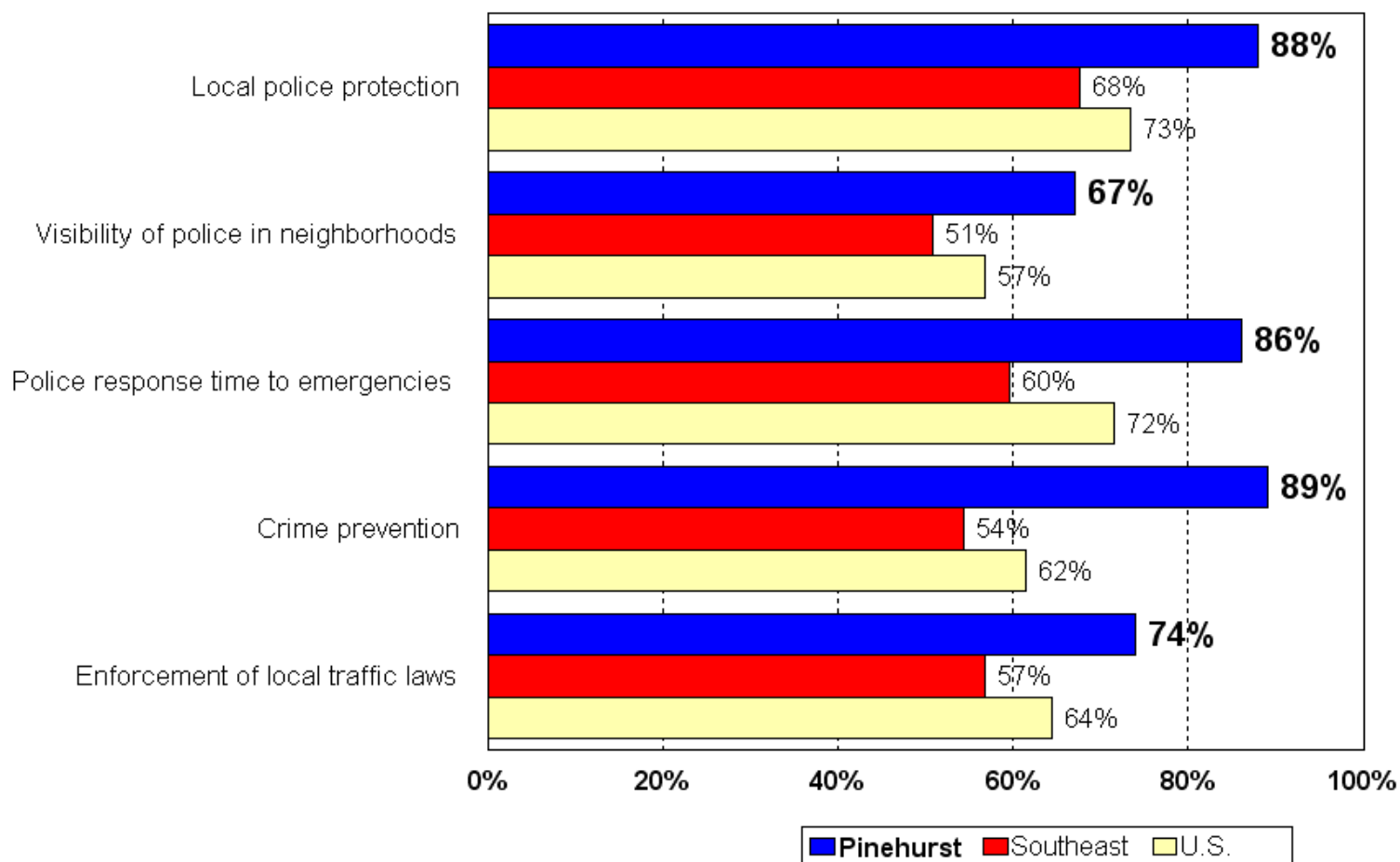
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Overall Satisfaction with Police Services

Pinehurst vs. Southeast vs. the U.S

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

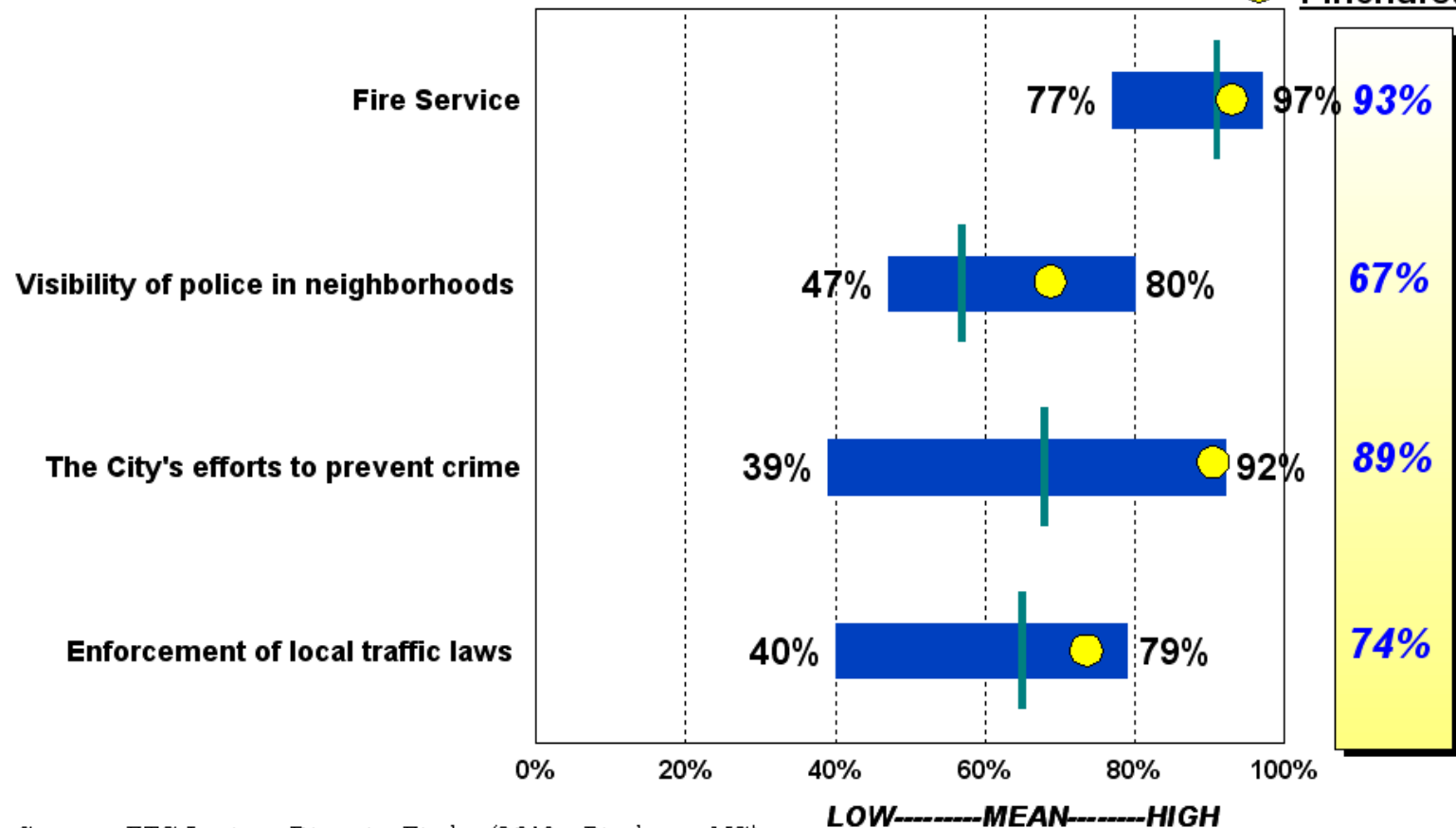


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

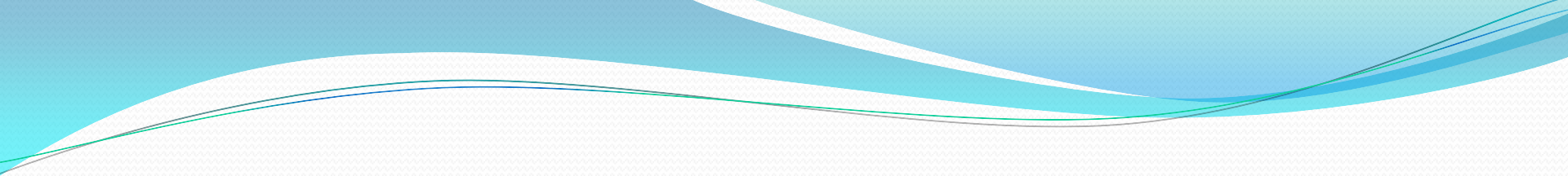
Satisfaction with Public Safety 2013

by percentage of respondents who rated the item as a 4 or 5 on a 5-point scale (excluding don't knows)

● Pinehurst



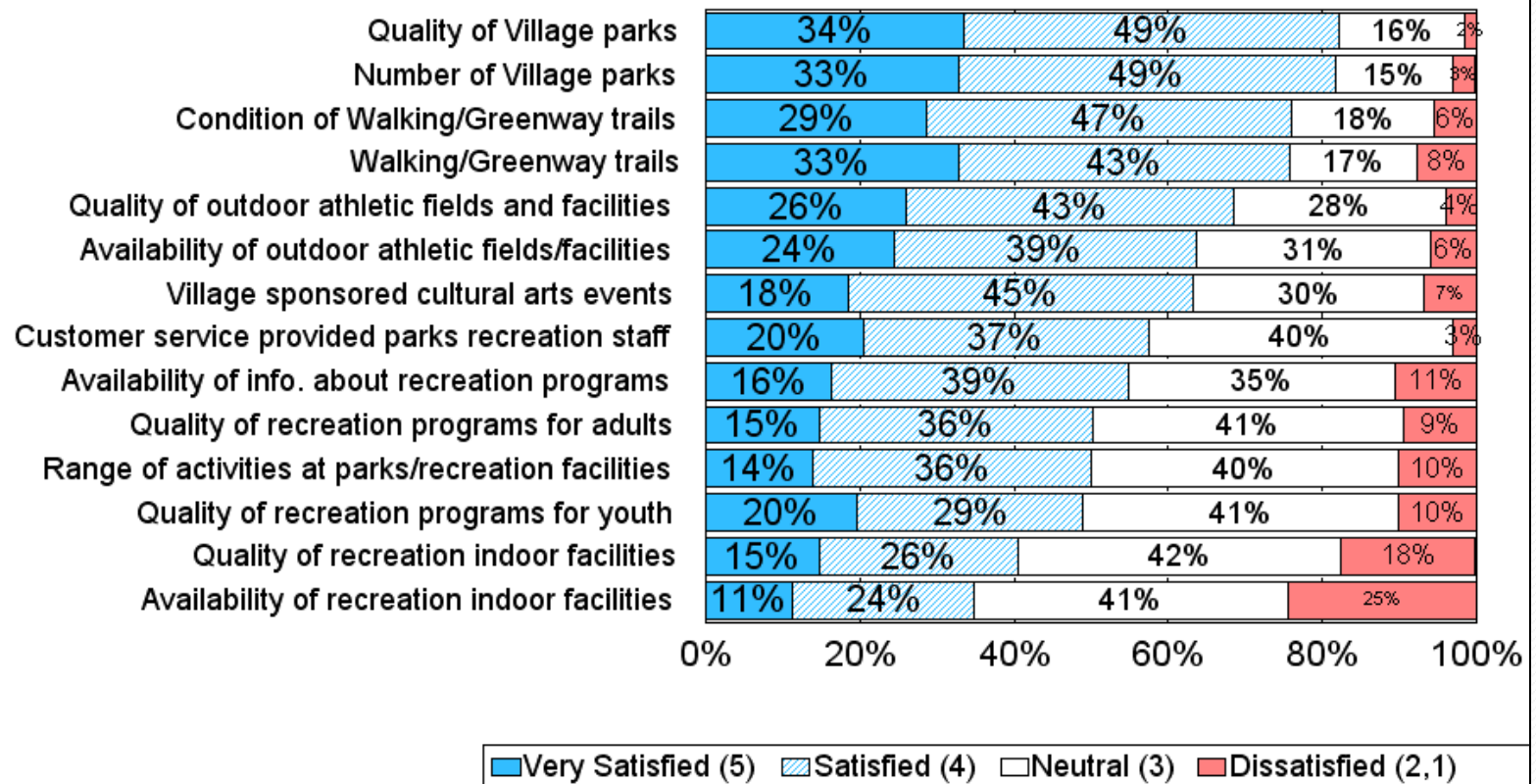
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



CULTURAL AND RECREATION SERVICES

Q8. Satisfaction with Various Aspects of Cultural and Recreation Services

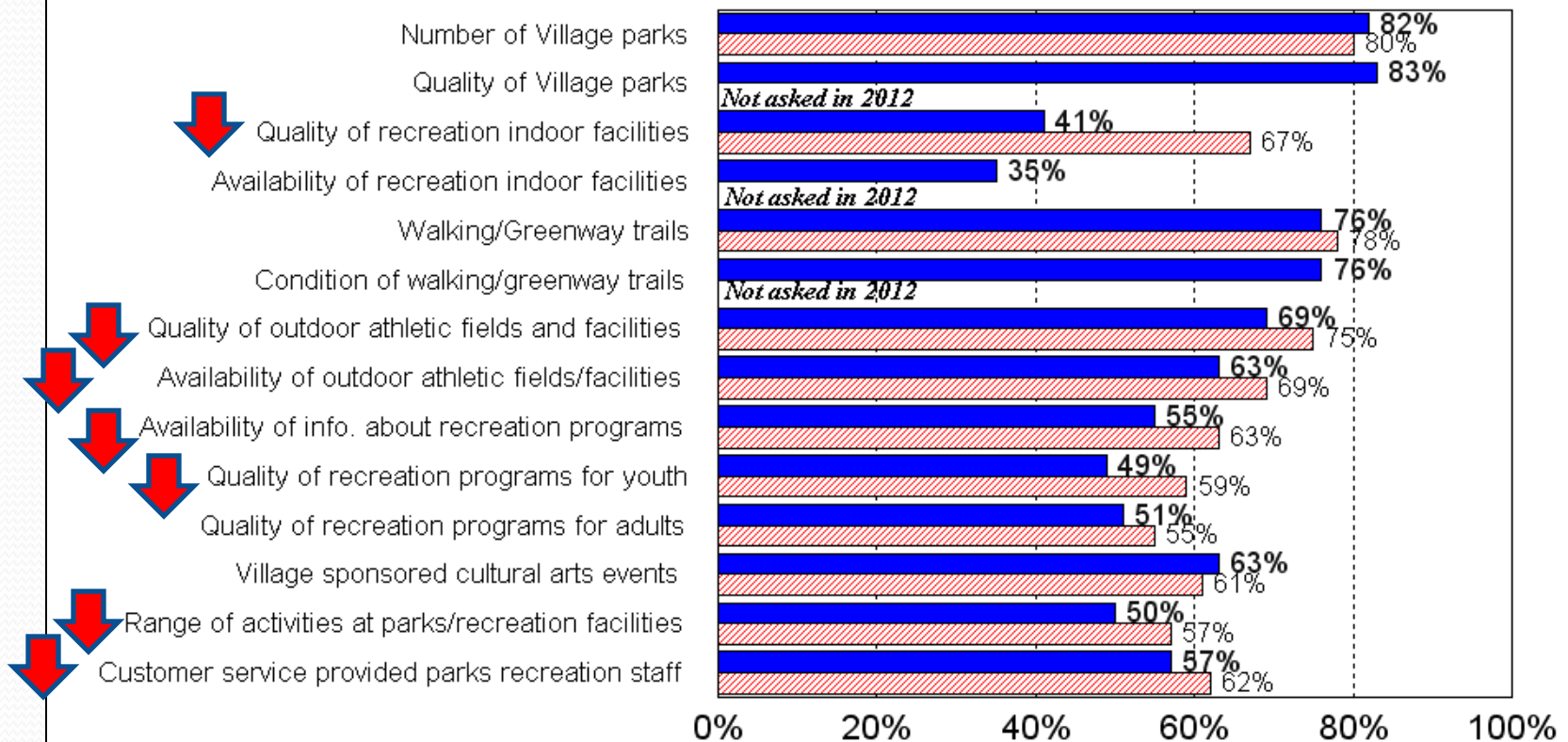
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Cultural and Recreation Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



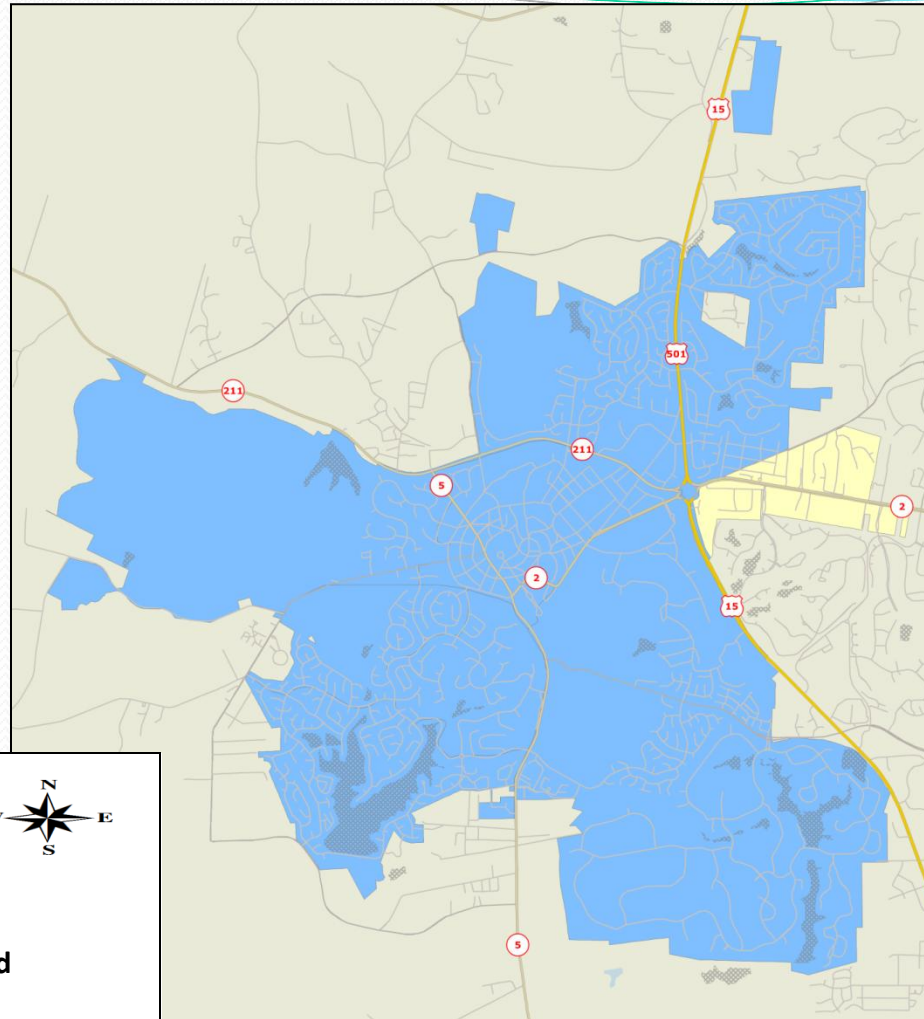
■ 2013 ■ 2012

TRENDS

Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q8B: Satisfaction With Quality of Parks and Recreation Indoor Facilities

2012



LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Somewhat Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Somewhat Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

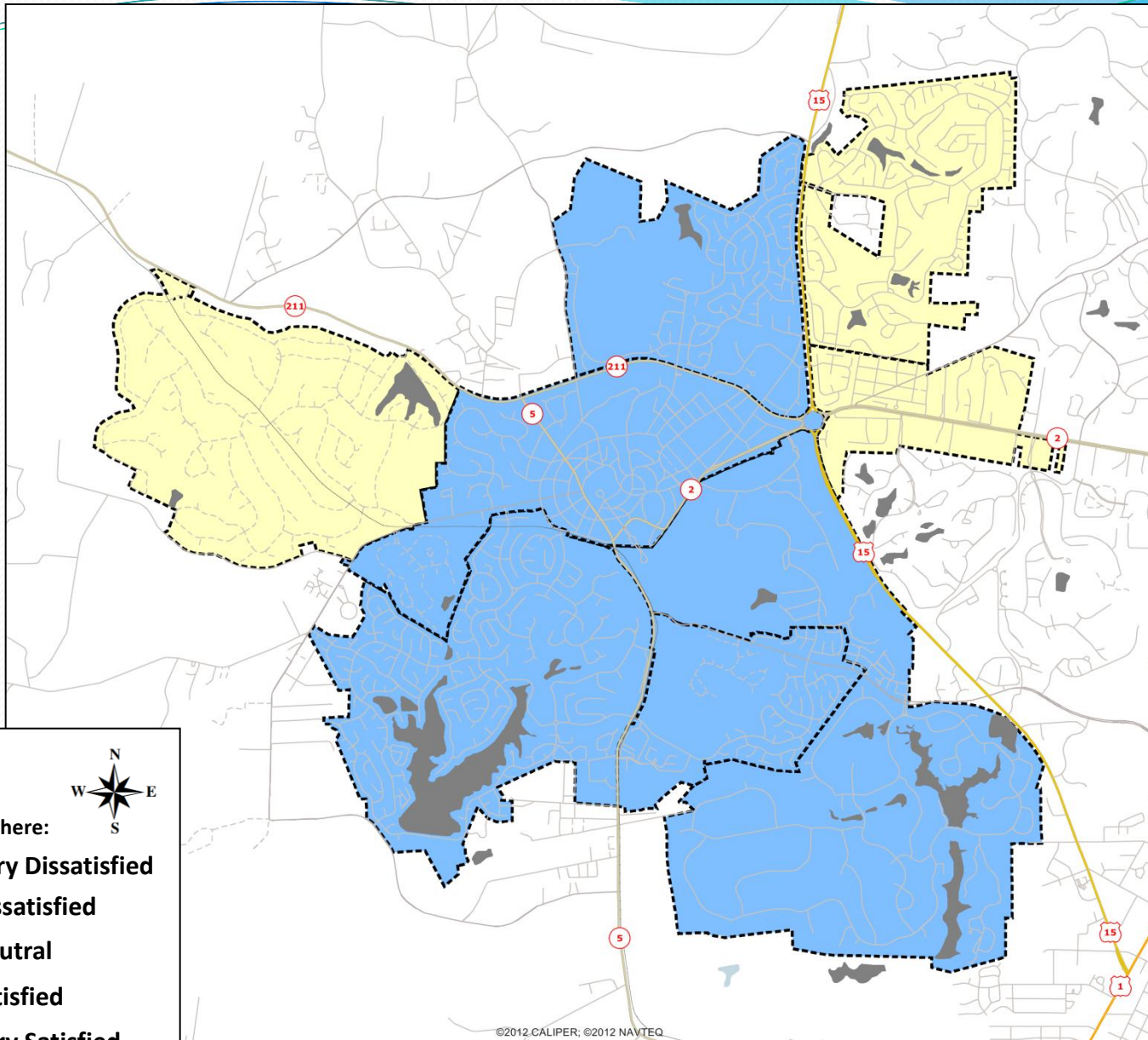
2012 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents
by Census Block Group (merged as needed)

Q8c. Quality of Recreation indoor facilities

2013

Shading reflects the mean rating for all respondents by Neighborhood



LEGEND

Mean rating
on a 5-point scale, where:

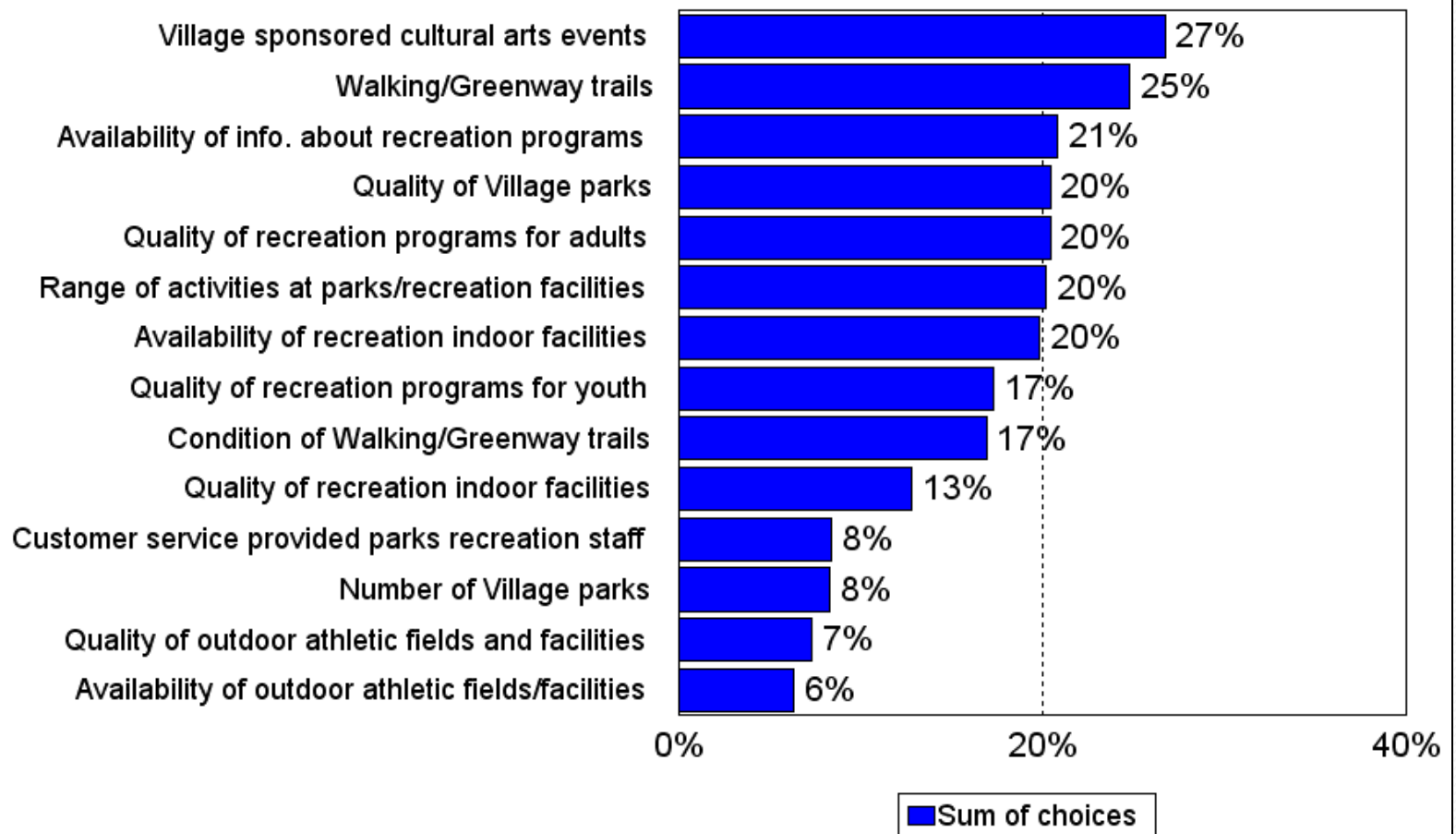
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



2013 Village of Pinehurst Community Survey

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

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Importance-Satisfaction Rating

Village of Pinehurst, NC

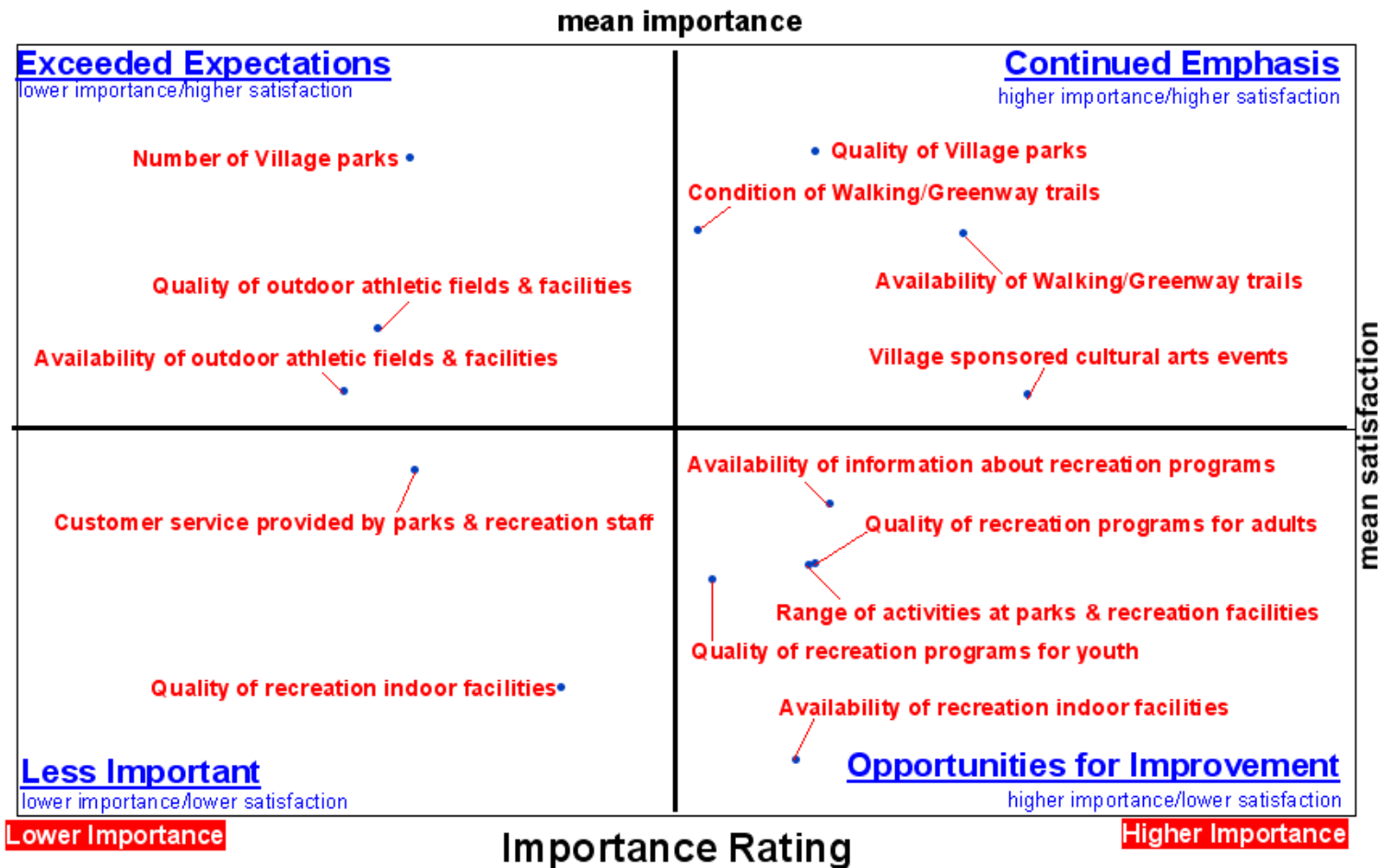
Cultural and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>High Priority (IS.10 - .20)</u>						
Availability of recreation indoor facilities	20%	7	35%	14	0.1289	1
Quality of recreation programs for adults	20%	5	50%	10	0.1016	2
Range of activities at parks & recreation	20%	6	50%	11	0.1010	3
<u>Medium Priority (IS <.10)</u>						
Village sponsored cultural arts events	27%	1	63%	7	0.0980	4
Availability of information about recreation programs	21%	3	55%	9	0.0940	5
Quality of recreation programs for youth	17%	8	49%	12	0.0882	6
Quality of recreation indoor facilities	13%	10	41%	13	0.0760	7
Availability of Walking/Greenway trails	25%	2	76%	4	0.0600	8
Condition of Walking/Greenway trails	17%	9	76%	3	0.0404	9
Quality of Village parks	20%	4	82%	1	0.0361	10
Customer service provided by parks & recreation staff	8%	11	58%	8	0.0357	11
Quality of outdoor athletic fields & facilities	7%	13	69%	5	0.0230	12
Availability of outdoor athletic fields & facilities	6%	14	64%	6	0.0229	13
Number of Village parks	8%	12	82%	2	0.0152	14

2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Cultural and Recreation Services-

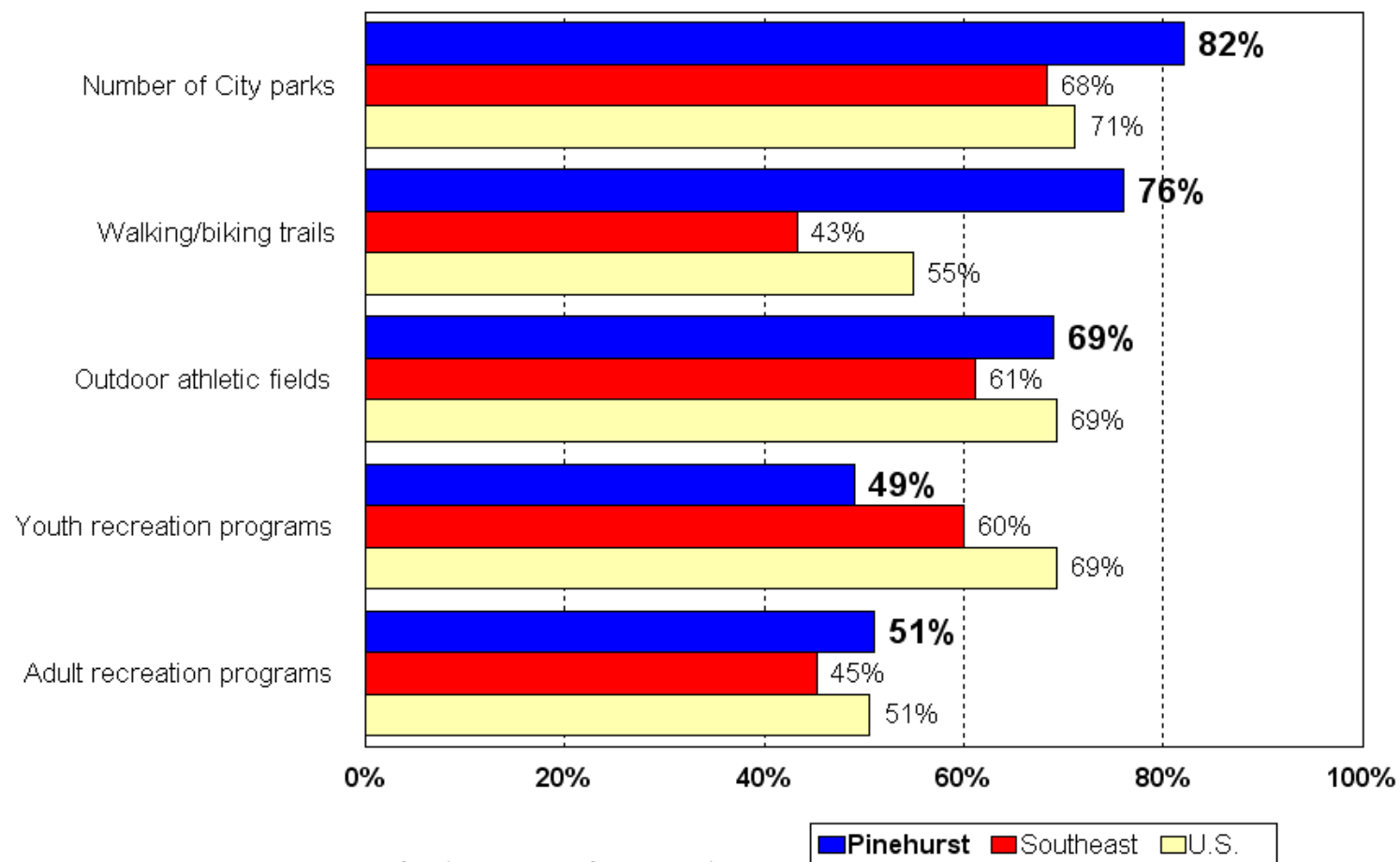
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Overall Satisfaction with Parks and Recreation

Pinehurst vs. Southeast vs. the U.S

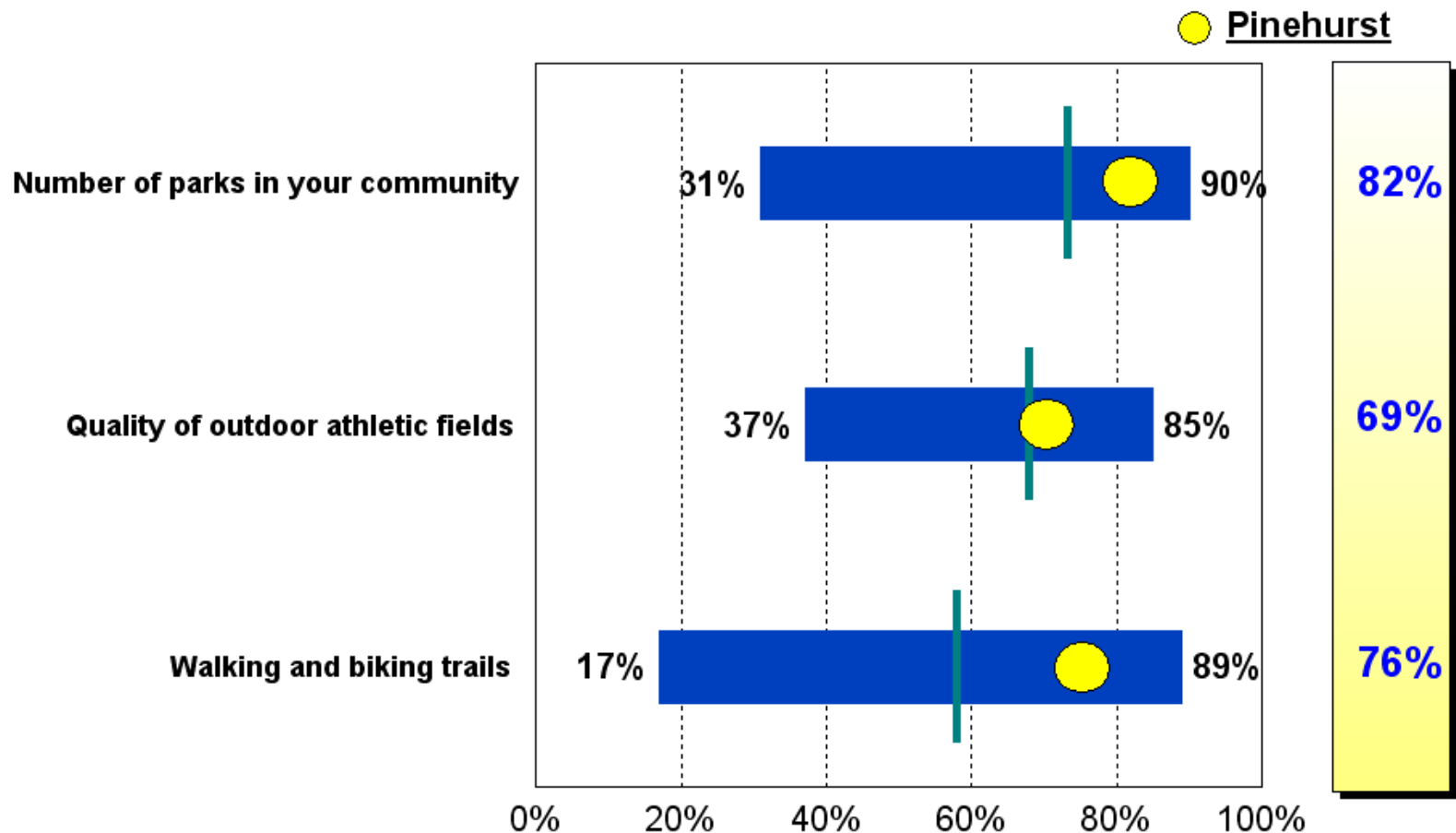
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Parks and Recreation 2013

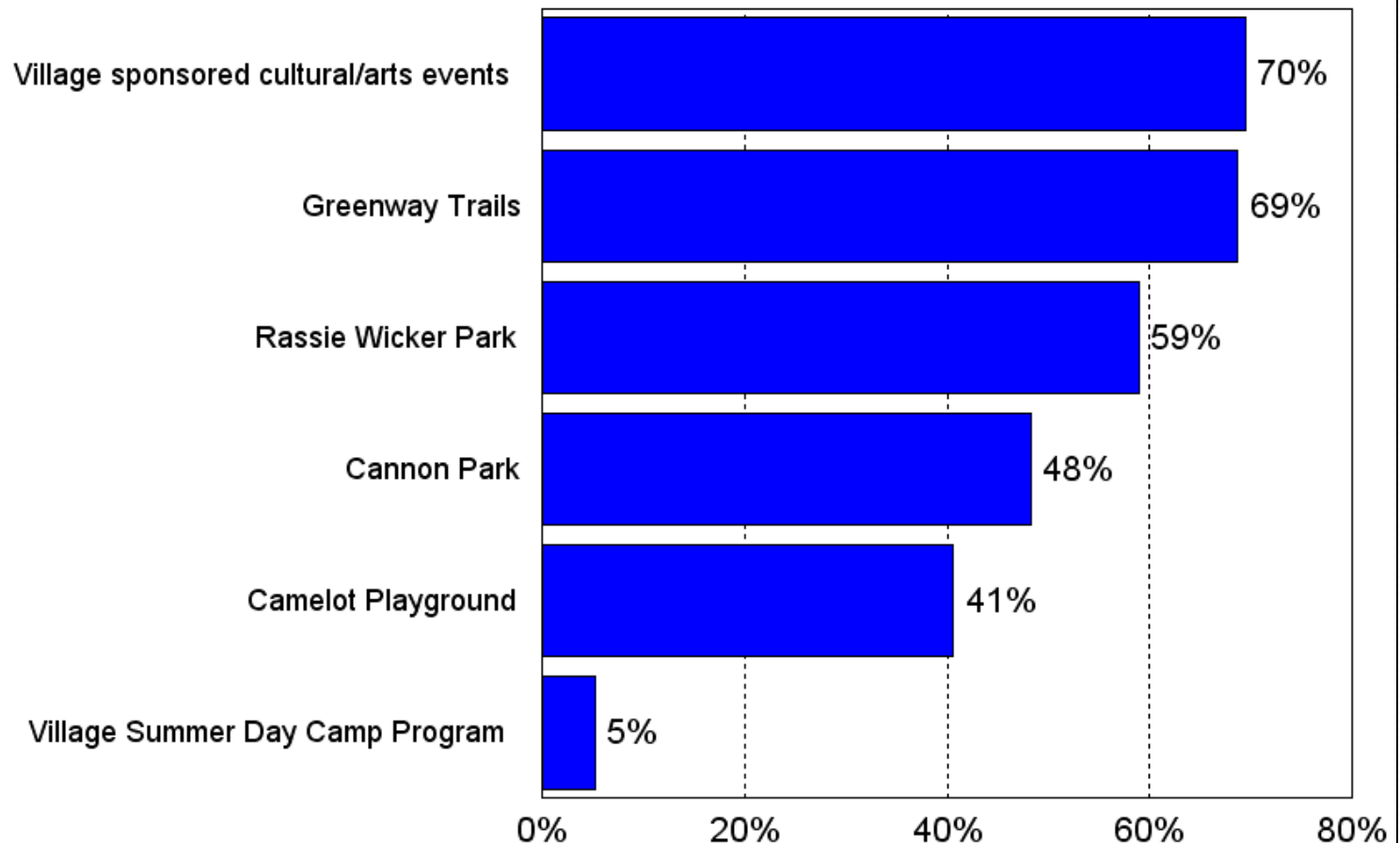
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

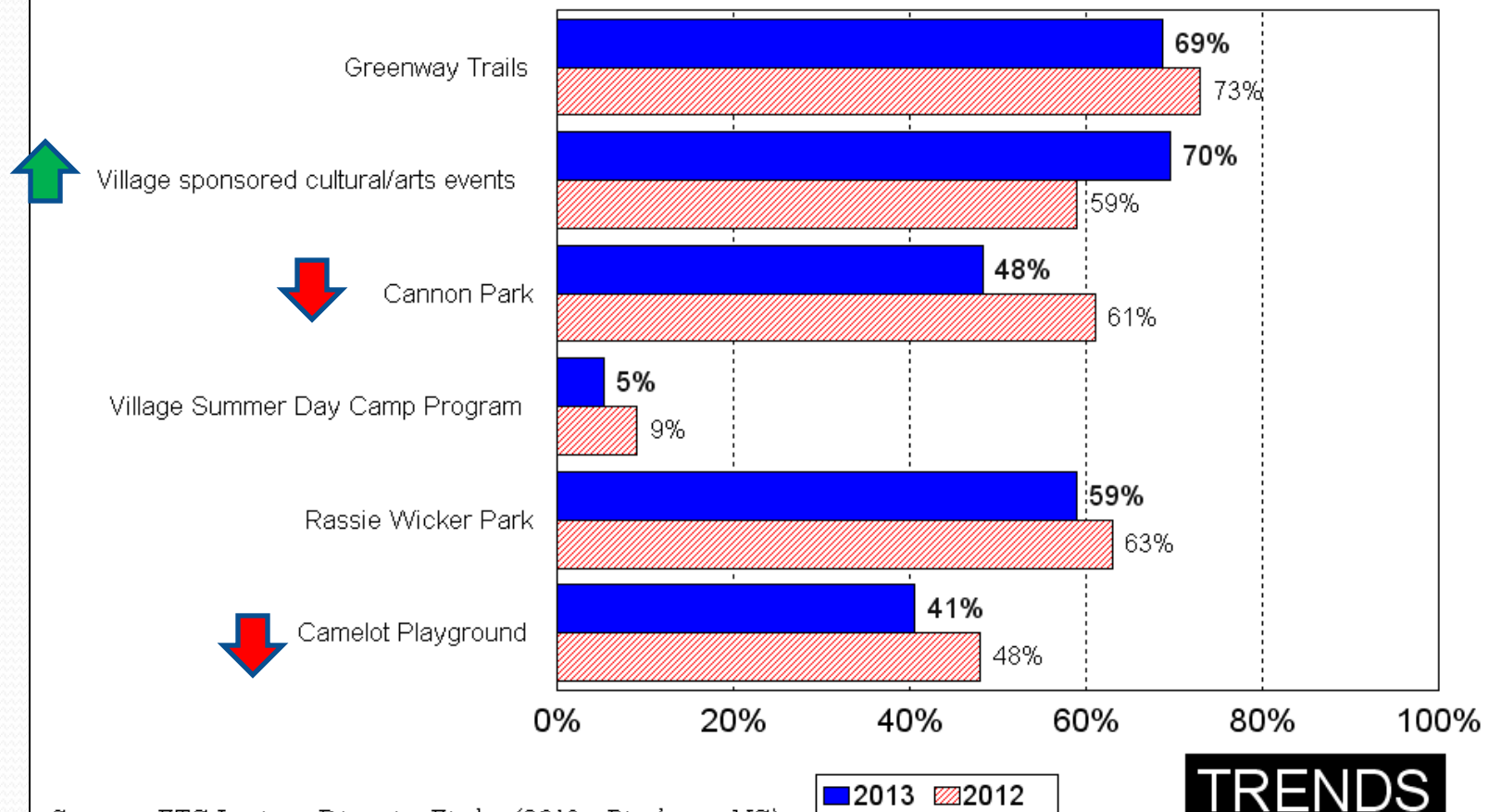
by percentage of respondents (multiple selections could be made)



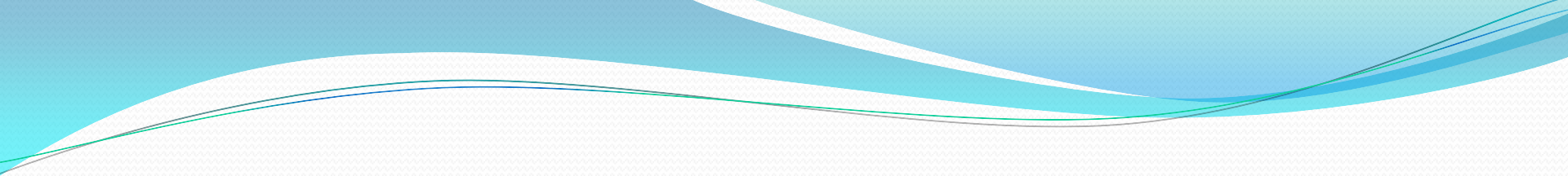
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Parks and Recreation Programs and Facilities That Residents Have Used During the Past Year 2012 vs. 2013

by percentage of respondents (multiple selections could be made)



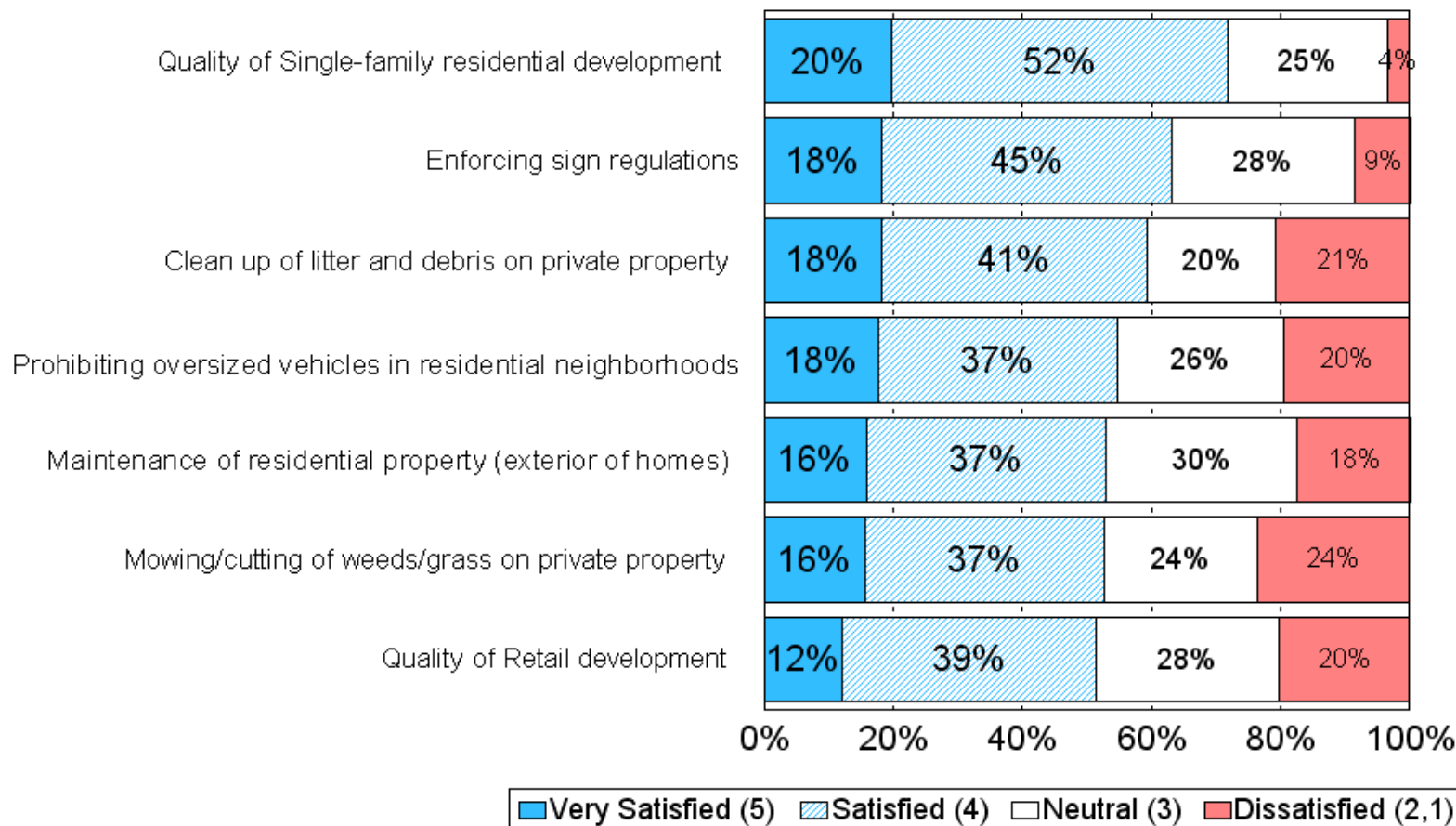
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



COMMUNITY DEVELOPMENT

Q11. Satisfaction with Various Aspects of Community Development

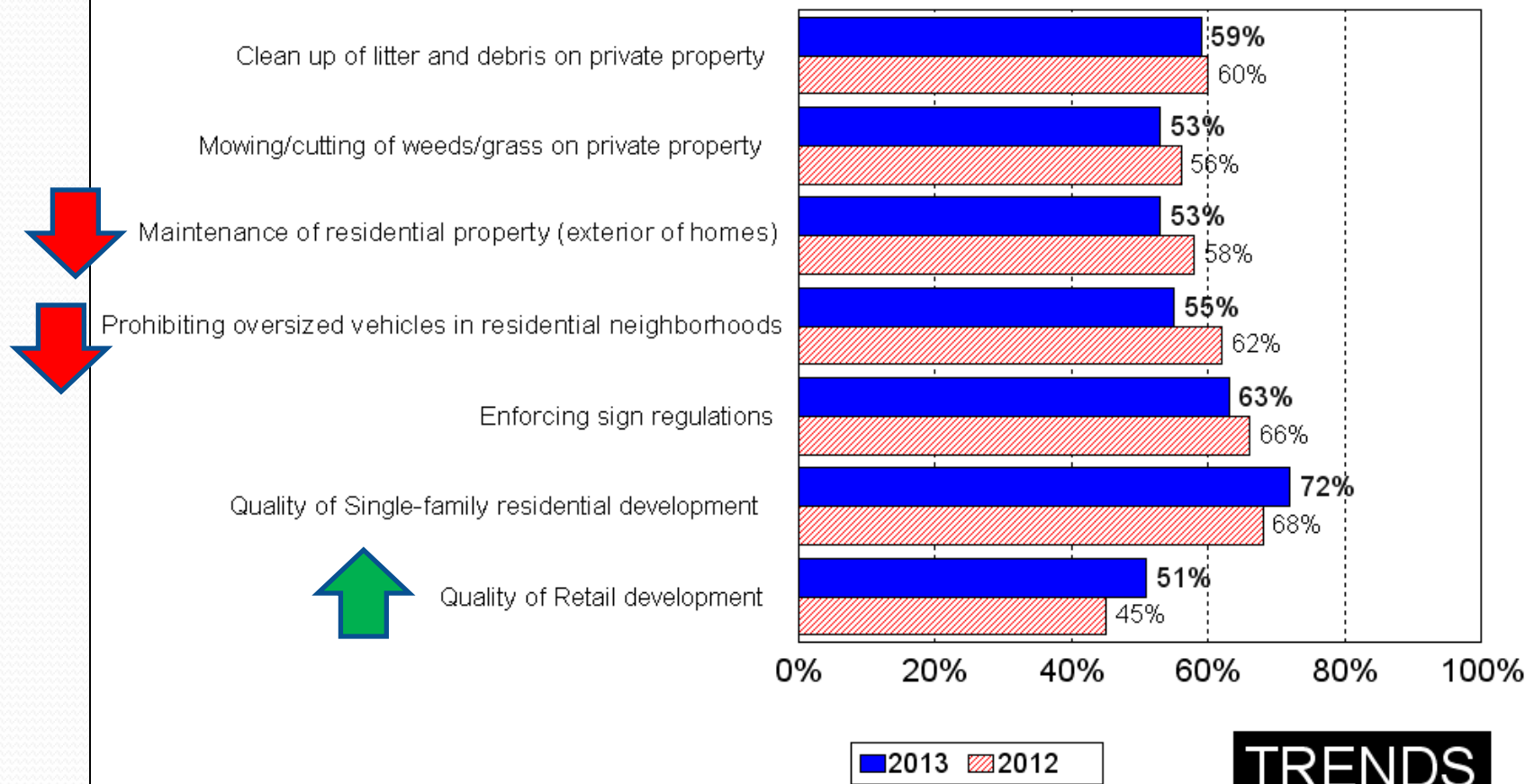
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspects of Community Development 2012 vs. 2013

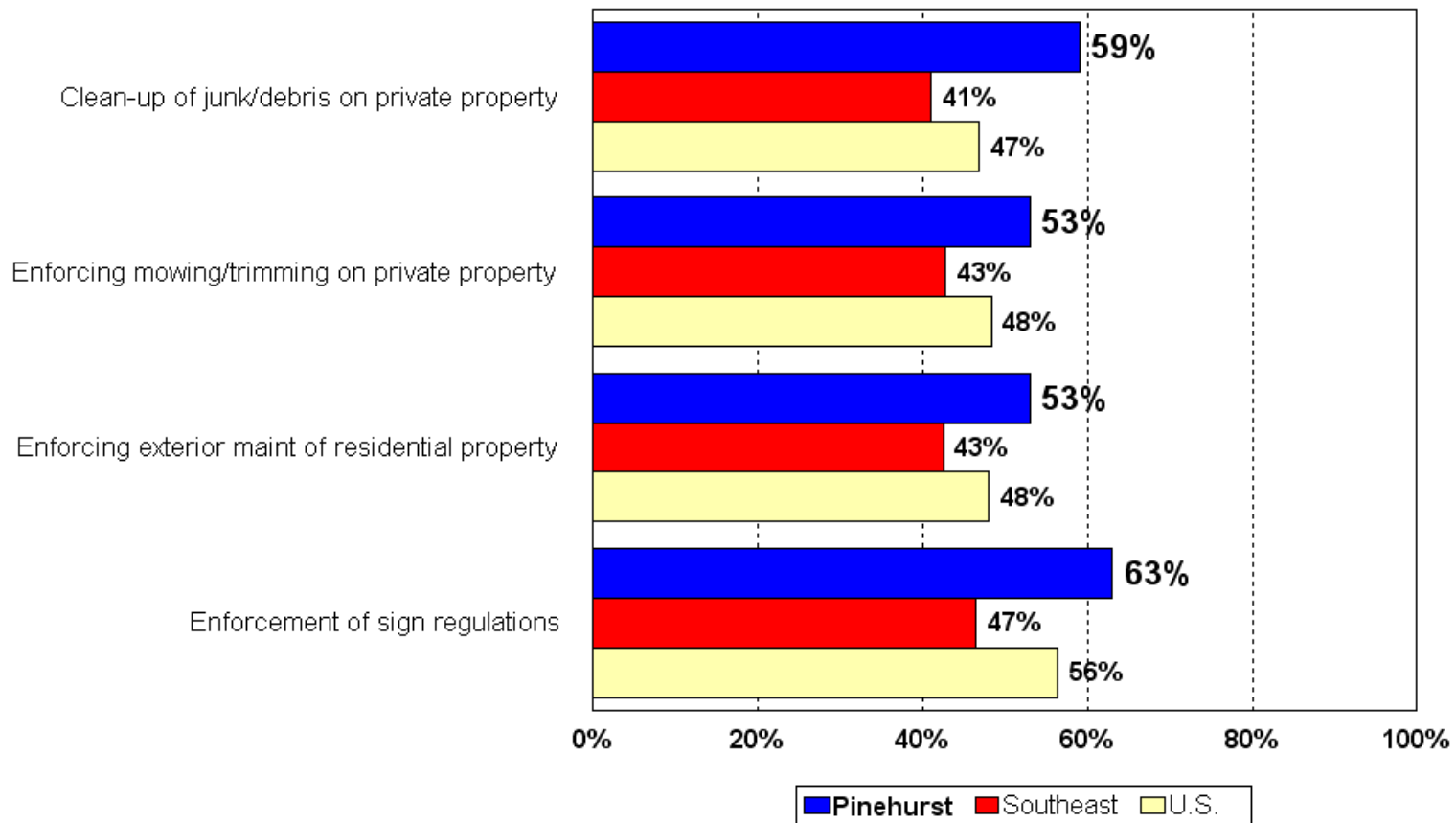
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

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

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

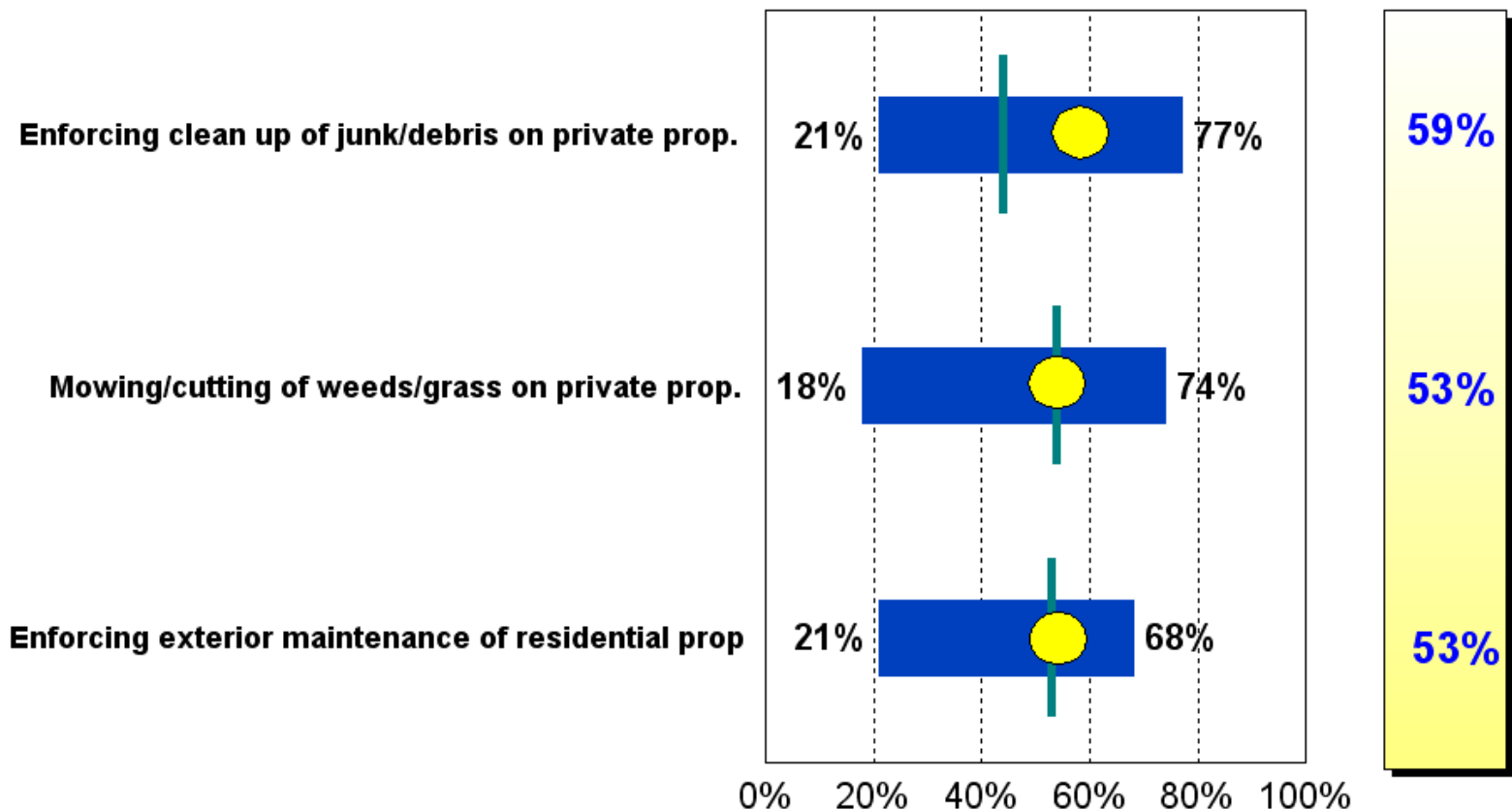


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Village Regulations 2013

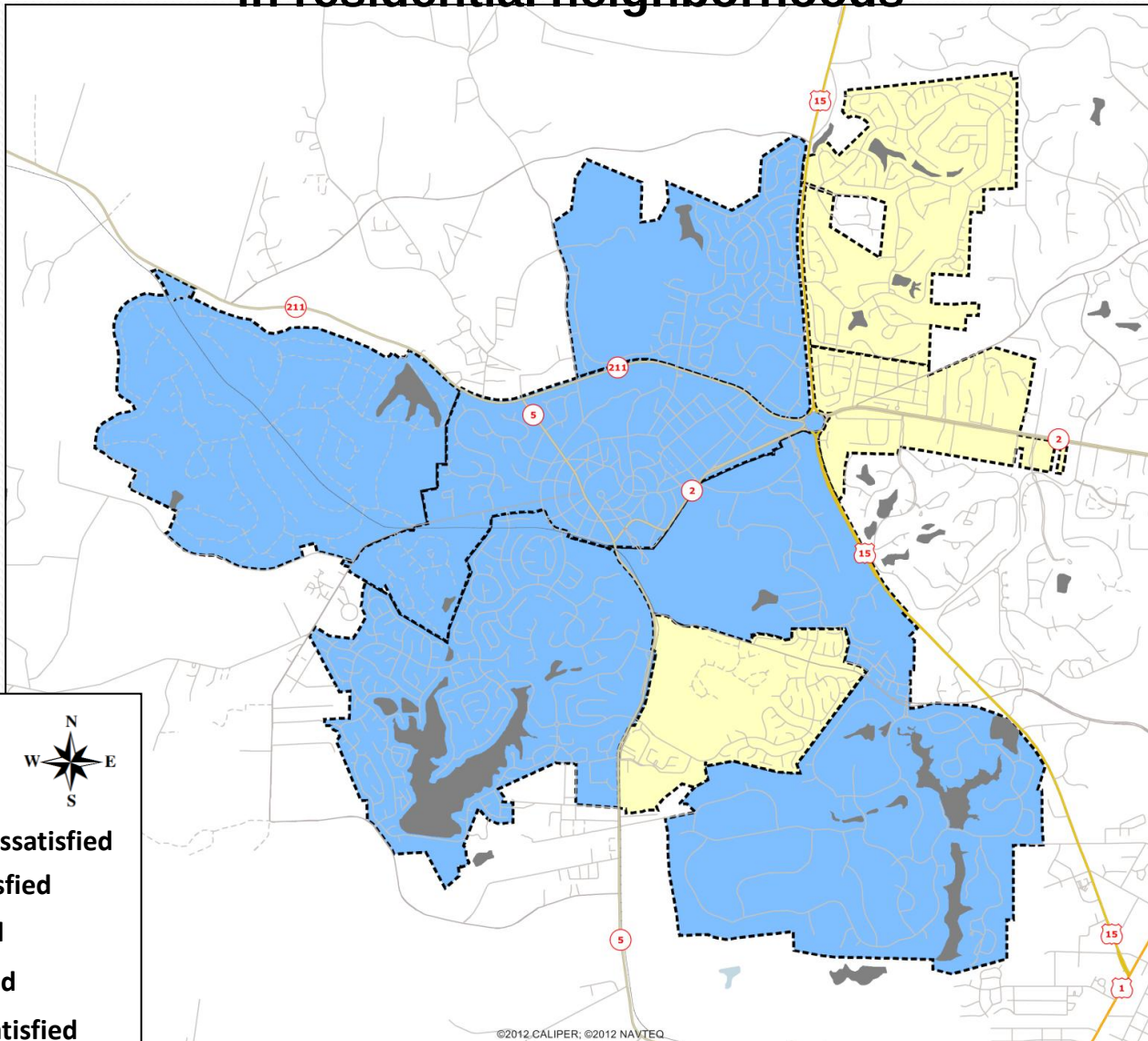
by percentage of respondents who rated the item 4 or 5 on a 5-point scale
where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

● Pinehurst



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

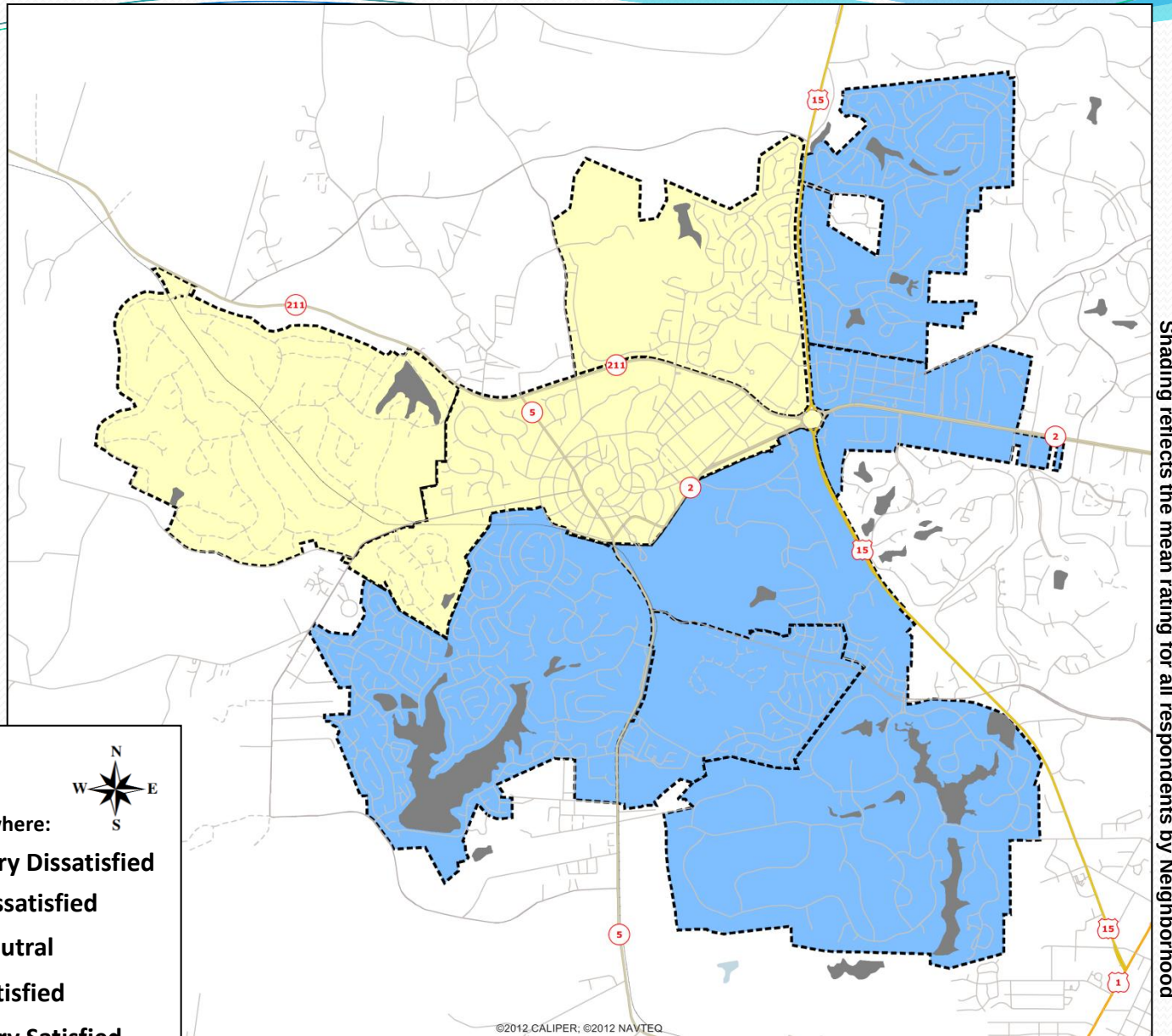
Q11d. Enforcing parking-prohibiting oversize vehicles in residential neighborhoods



Shading reflects the mean rating for all respondents by Neighborhood

2013 Village of Pinehurst Community Survey

Q11g. Quality of retail development



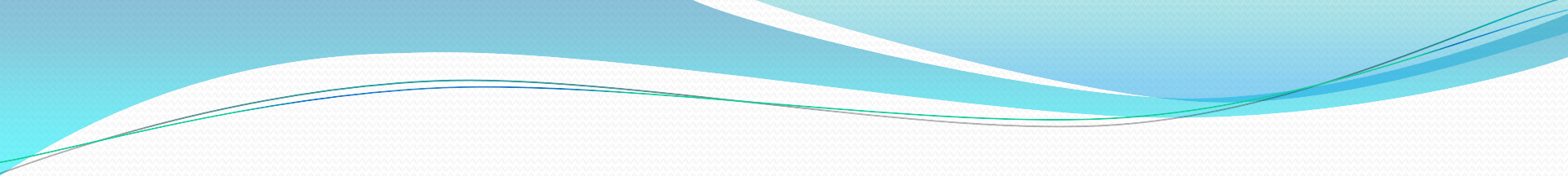
LEGEND

Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



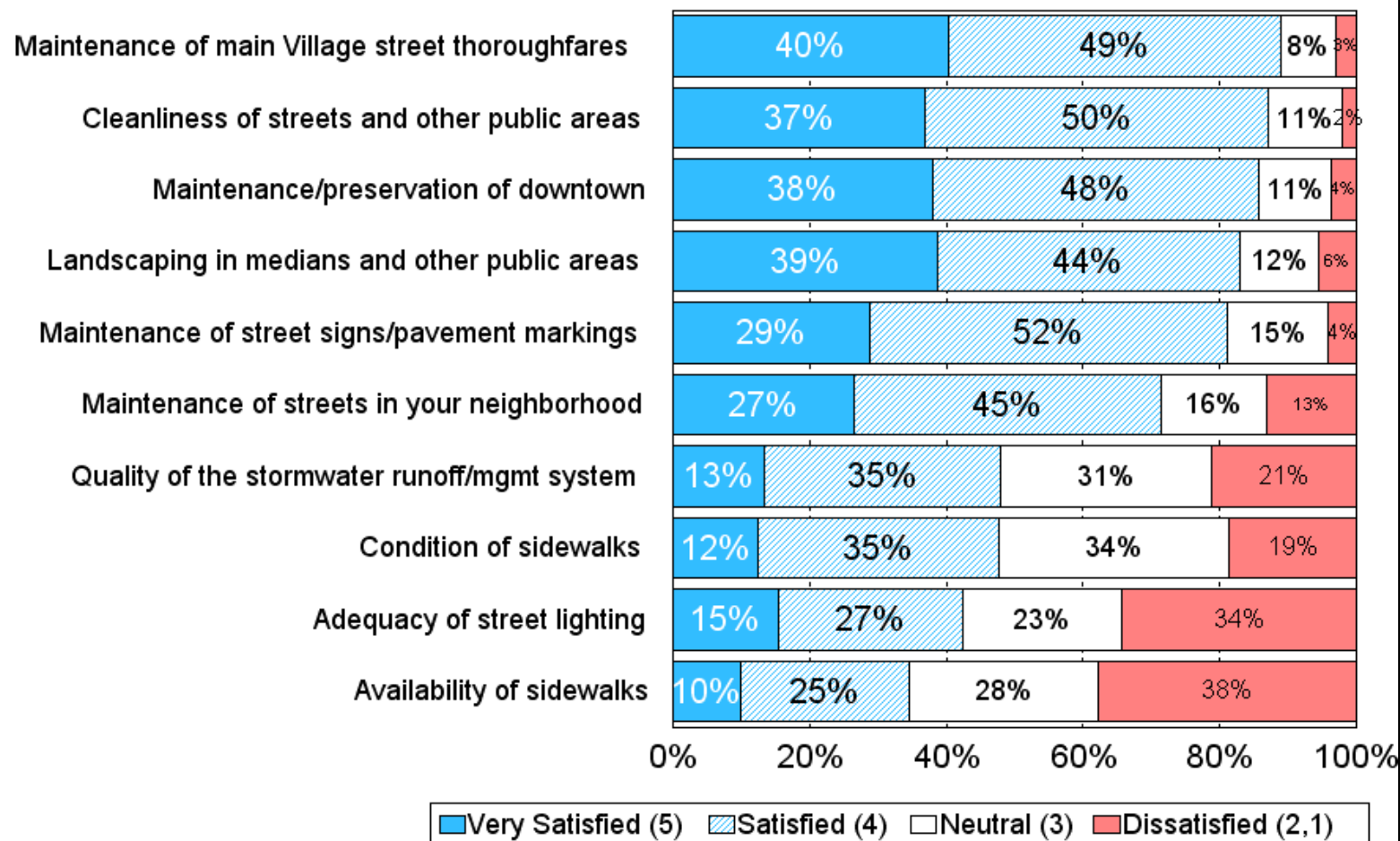
2013 Village of Pinehurst Community Survey



PUBLIC SERVICES

Q13. Satisfaction with Various Aspects of Public Services

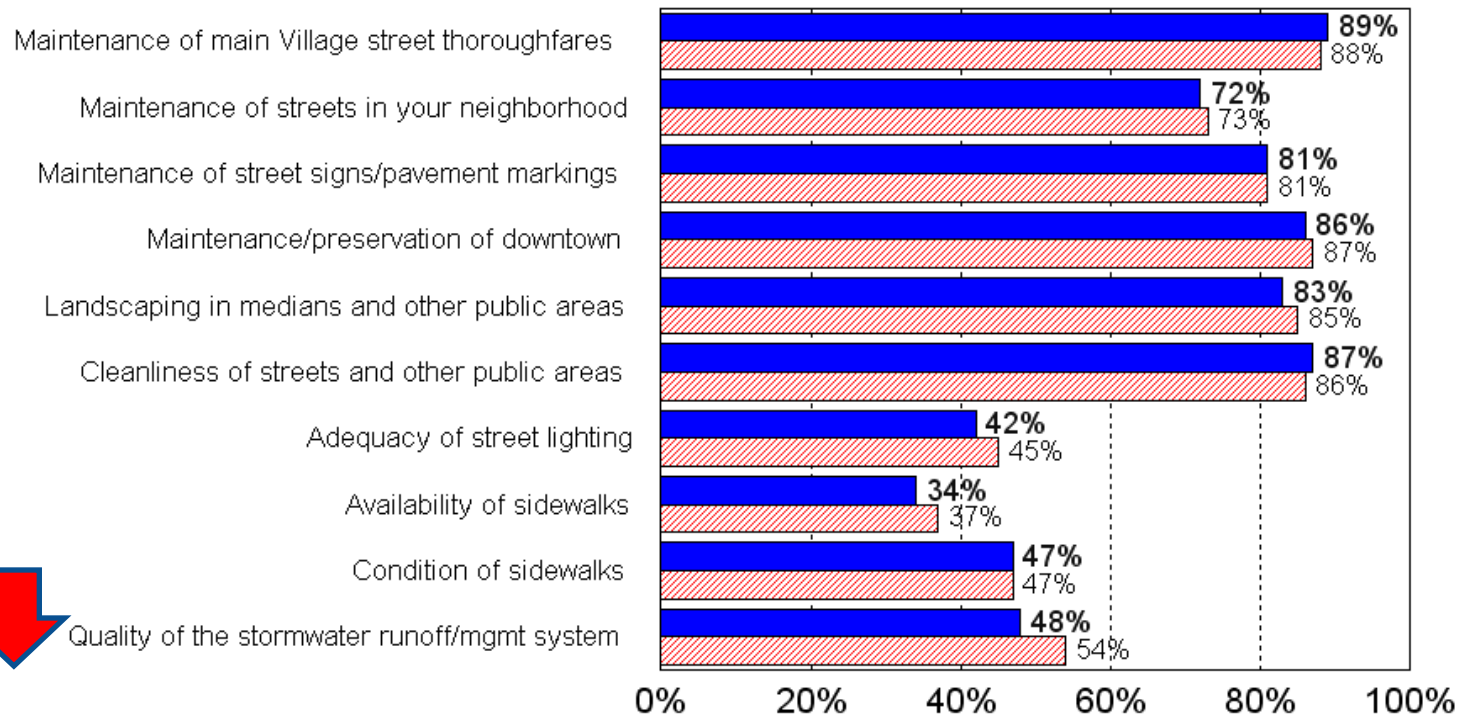
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Various Aspect of Public Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



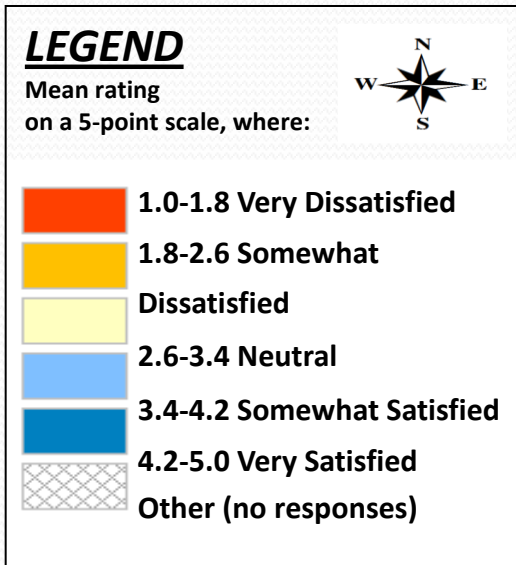
■ 2013 ■ 2012

TRENDS

Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Q13G: Satisfaction With Adequacy of Street Lighting

2012



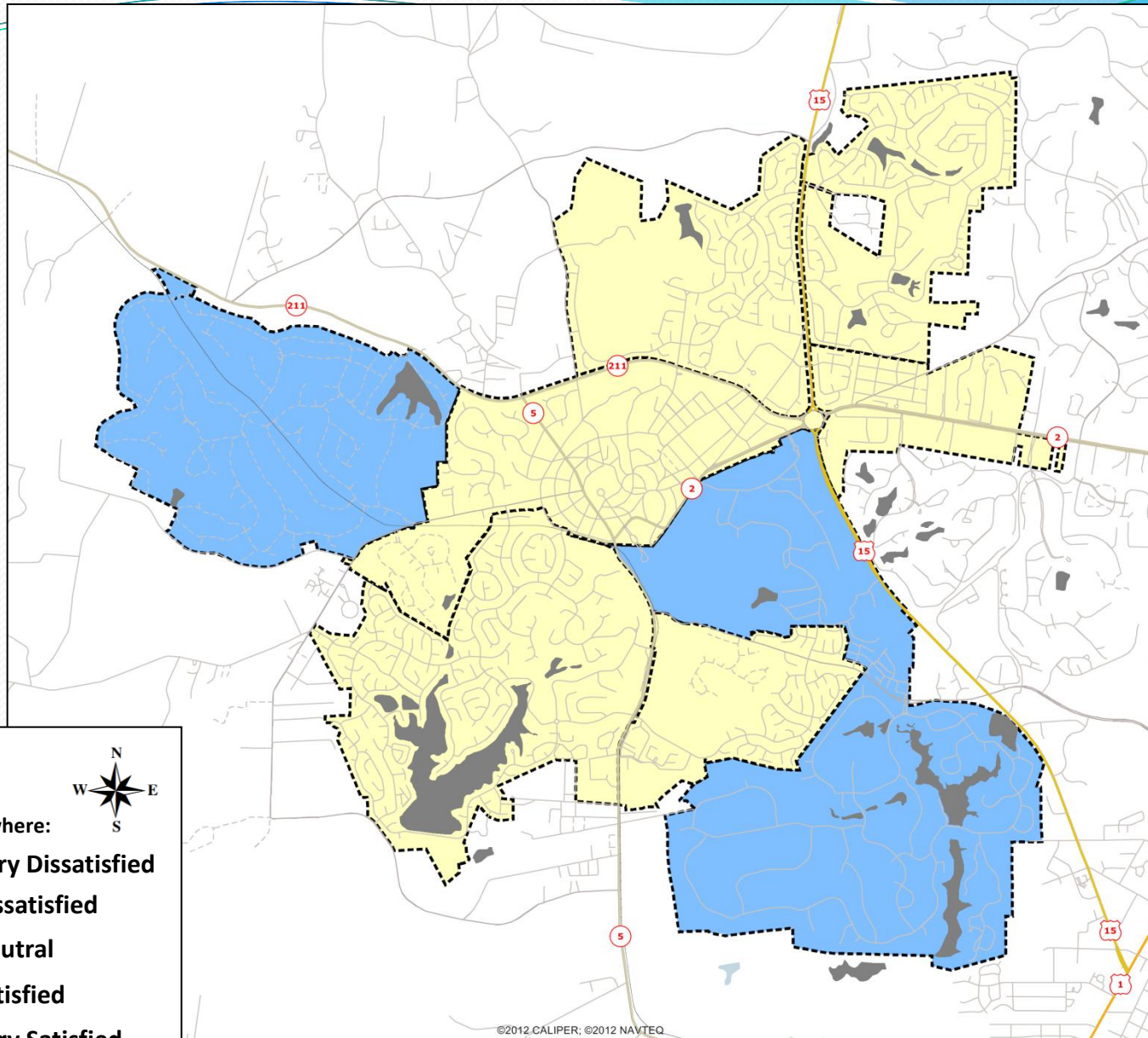
2012 Village of Pinehurst Community Survey

Shading reflects the mean rating for all respondents
by Census Block Group (merged as needed)

Q13g. Adequacy of street lighting

2013

Shading reflects the mean rating for all respondents by Neighborhood



LEGEND

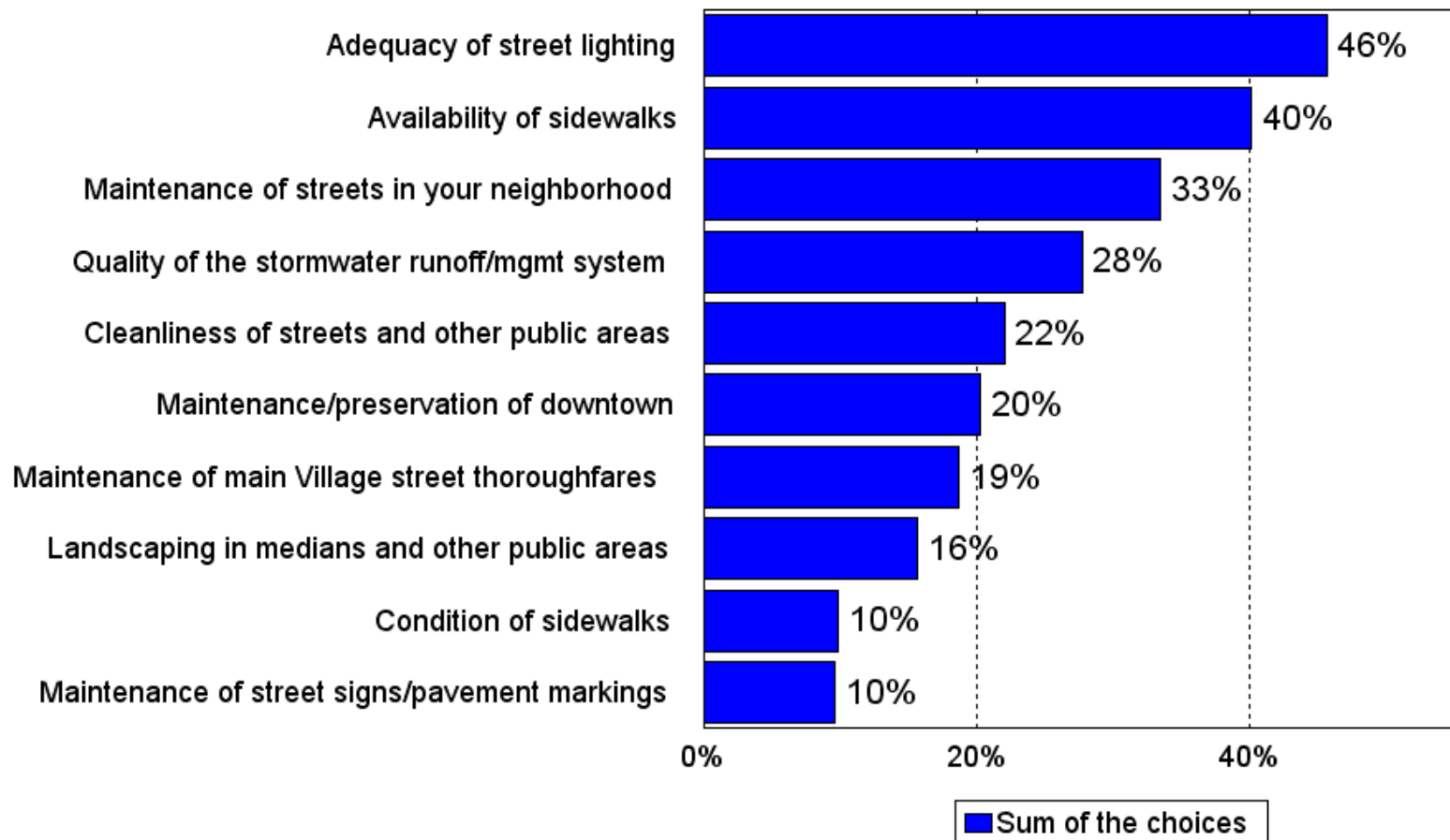
Mean rating
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

2013 Village of Pinehurst Community Survey

Q14. Which THREE of the Public Services items should receive the most emphasis from Village leaders over the next TWO Years?

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Importance-Satisfaction Rating

Village of Pinehurst, NC

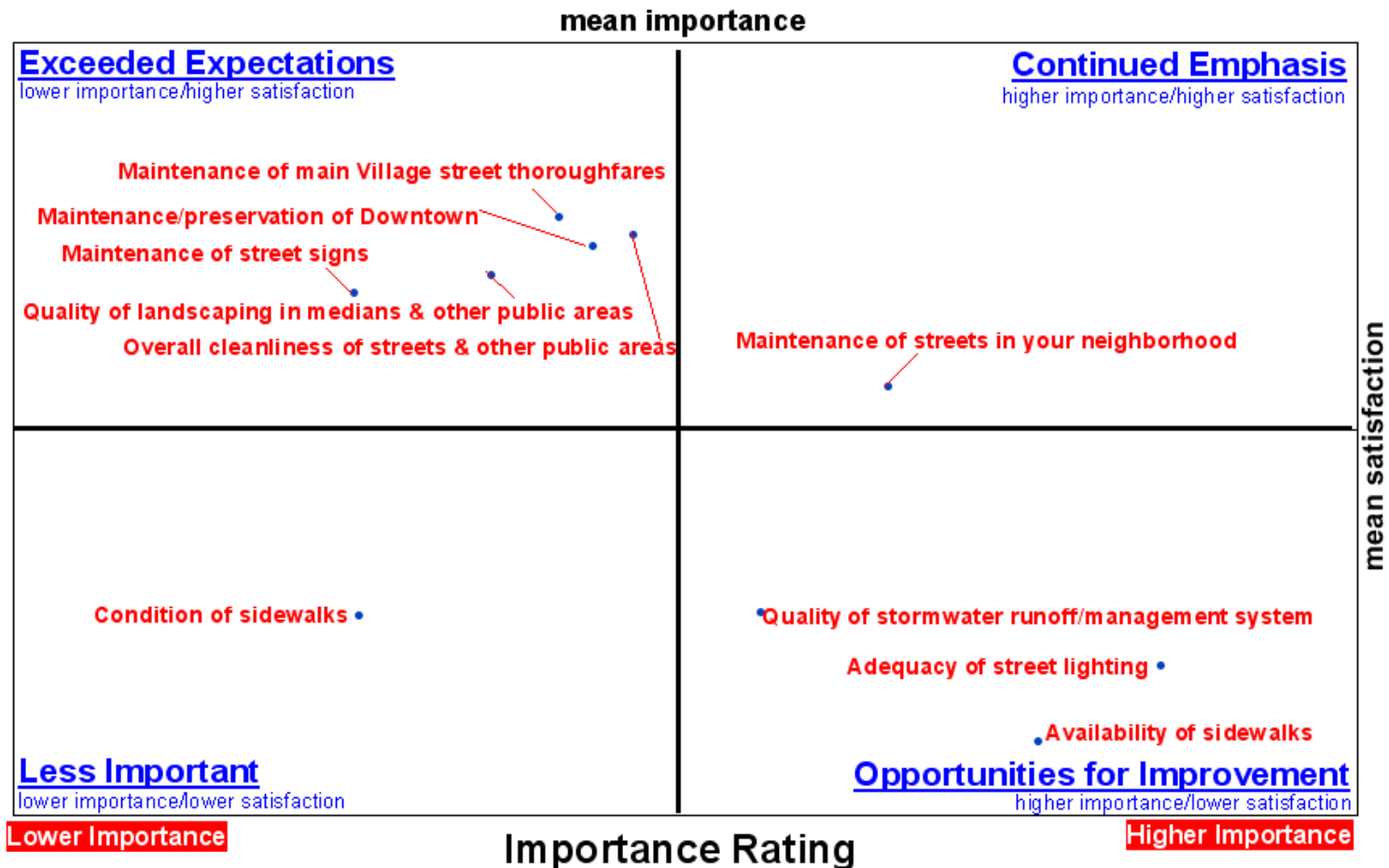
PUBLIC SERVICES

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Adequacy of street lighting	46%	1	42%	9	0.2627	1
Availability of sidewalks	40%	2	35%	10	0.2623	2
<u>High Priority (IS.10 - .20)</u>						
Quality of stormwater runoff/management system	28%	4	48%	7	0.1443	3
<u>Medium Priority (IS < .10)</u>						
Maintenance of streets in your neighborhood	33%	3	71%	6	0.0955	4
Condition of sidewalks	10%	9	48%	8	0.0513	5
Maintenance/preservation of Downtown	20%	6	86%	3	0.0287	6
Overall cleanliness of streets & other public areas	22%	5	87%	2	0.0286	7
Quality of landscaping in medians & other public areas	16%	8	83%	4	0.0268	8
Maintenance of main Village street thoroughfares	19%	7	89%	1	0.0208	9
Maintenance of street signs/pavement markings	10%	10	81%	5	0.0181	10

2013 Village of Pinehurst DirectionFinder Importance-Satisfaction Assessment Matrix

-Public Services-

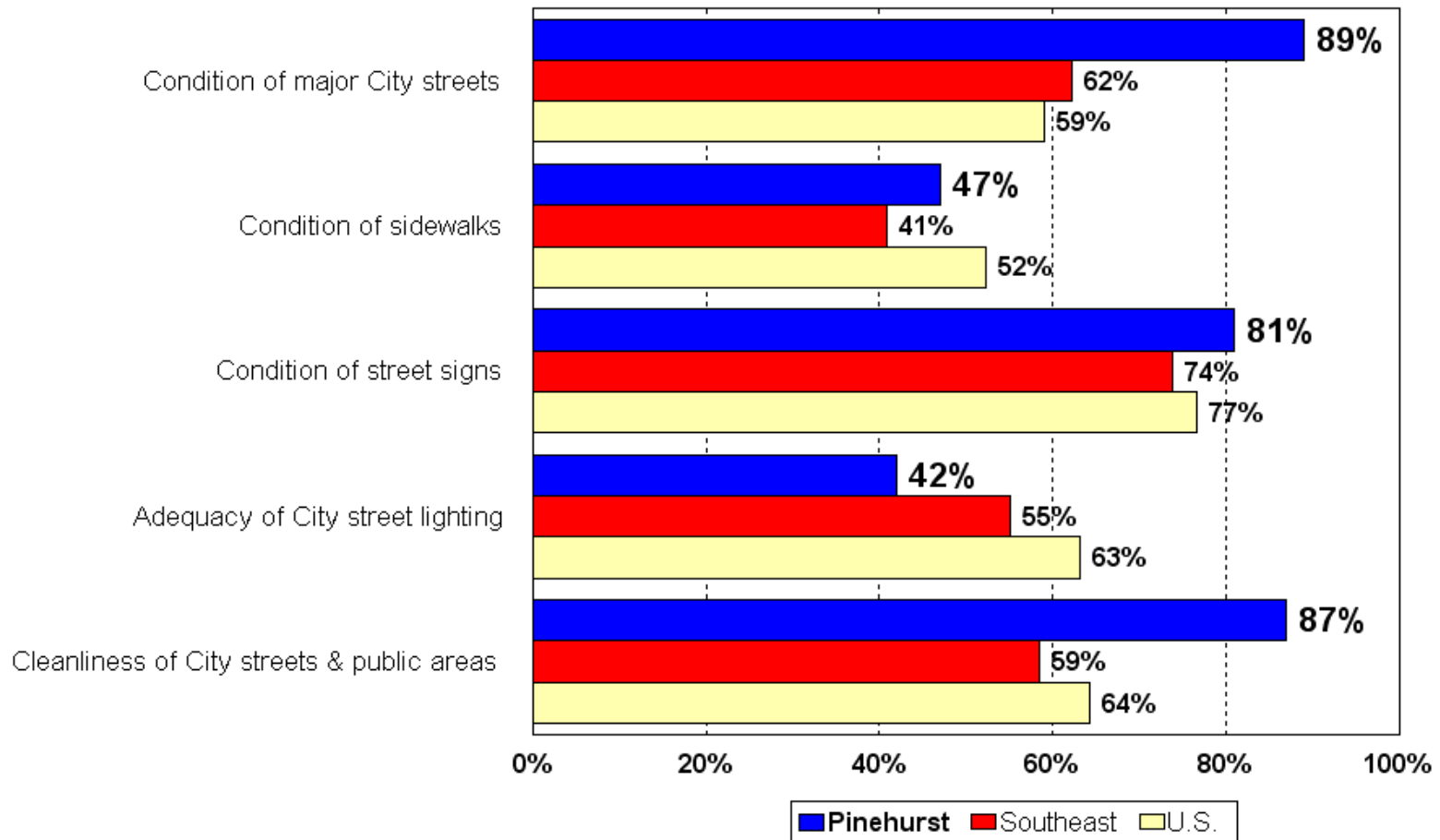
(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)



Overall Satisfaction with Maintenance

Pinehurst vs. Southeast vs. the U.S

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

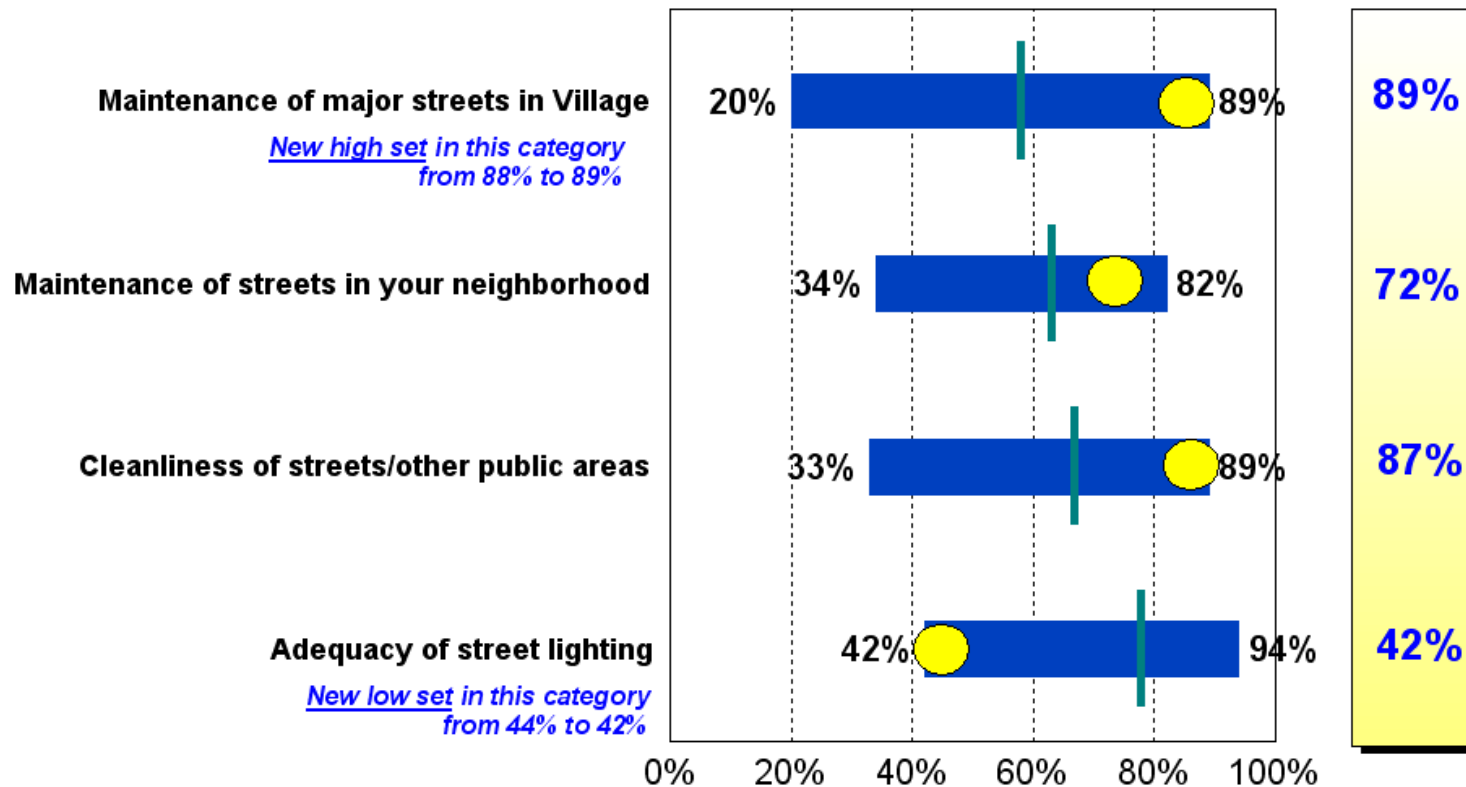


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

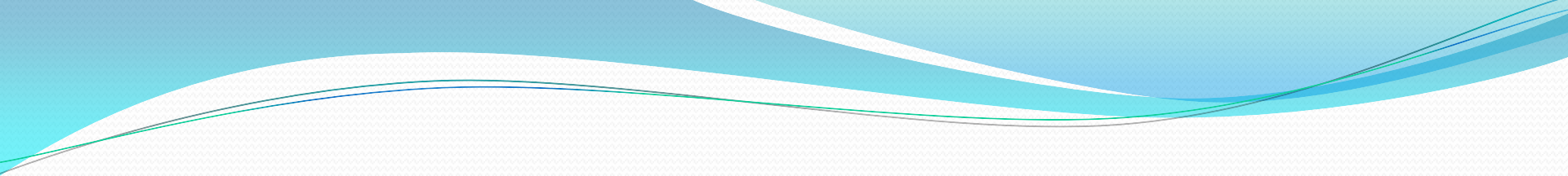
Overall Satisfaction with Street Maintenance Services 2013

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

● Pinehurst



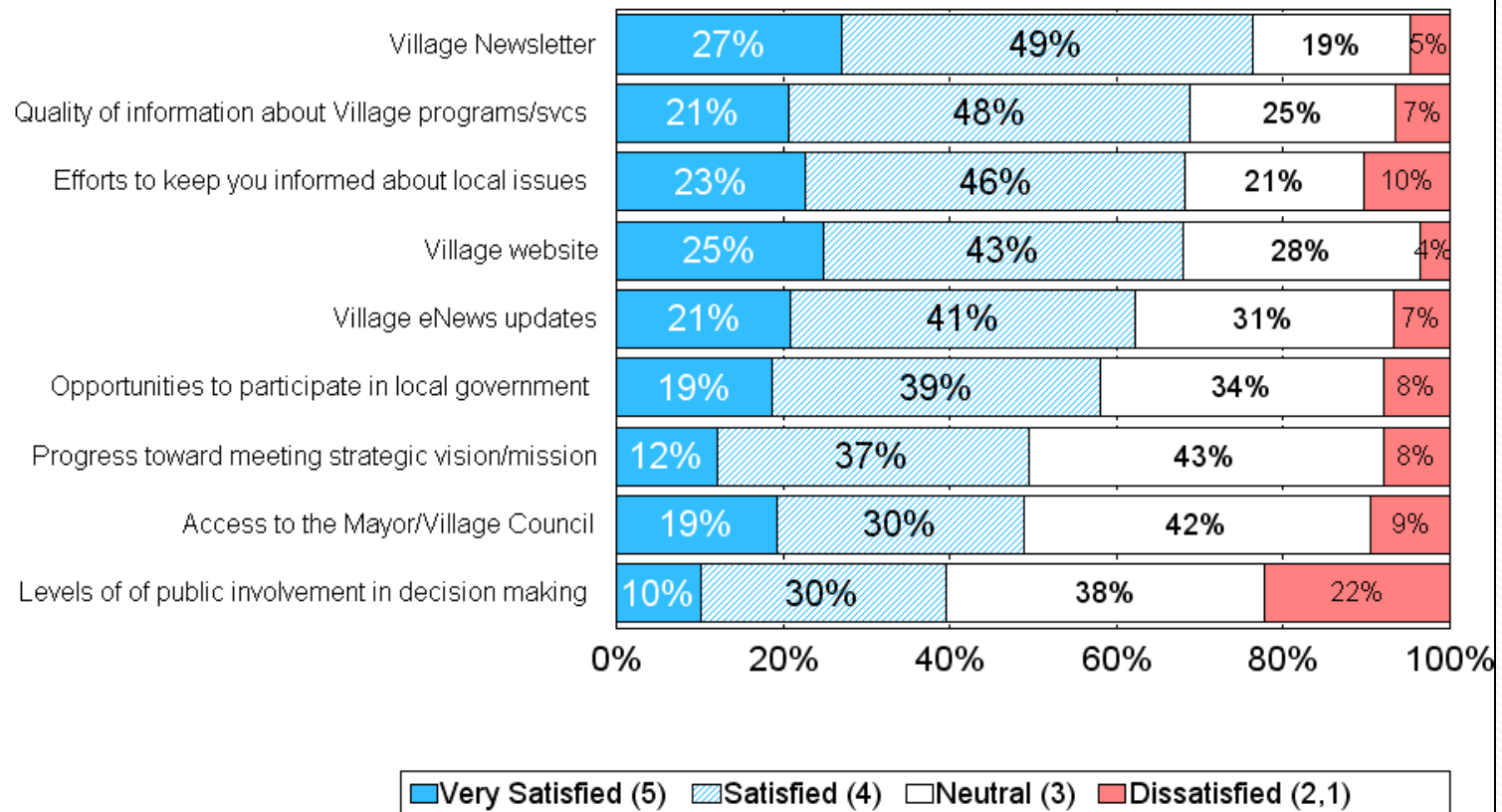
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)



COMMUNICATION

Q17. Satisfaction with Public Communication and Outreach

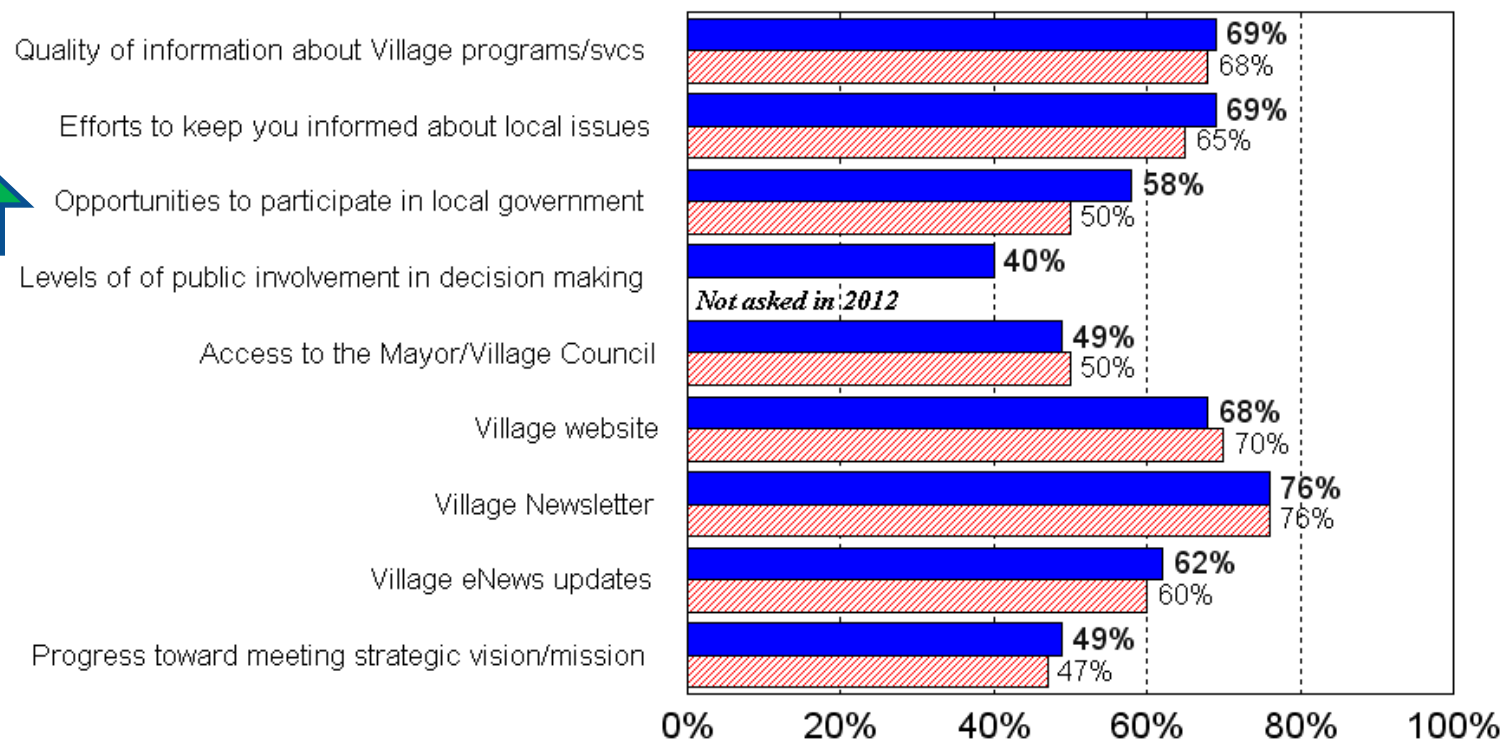
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Public Communication and Outreach 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

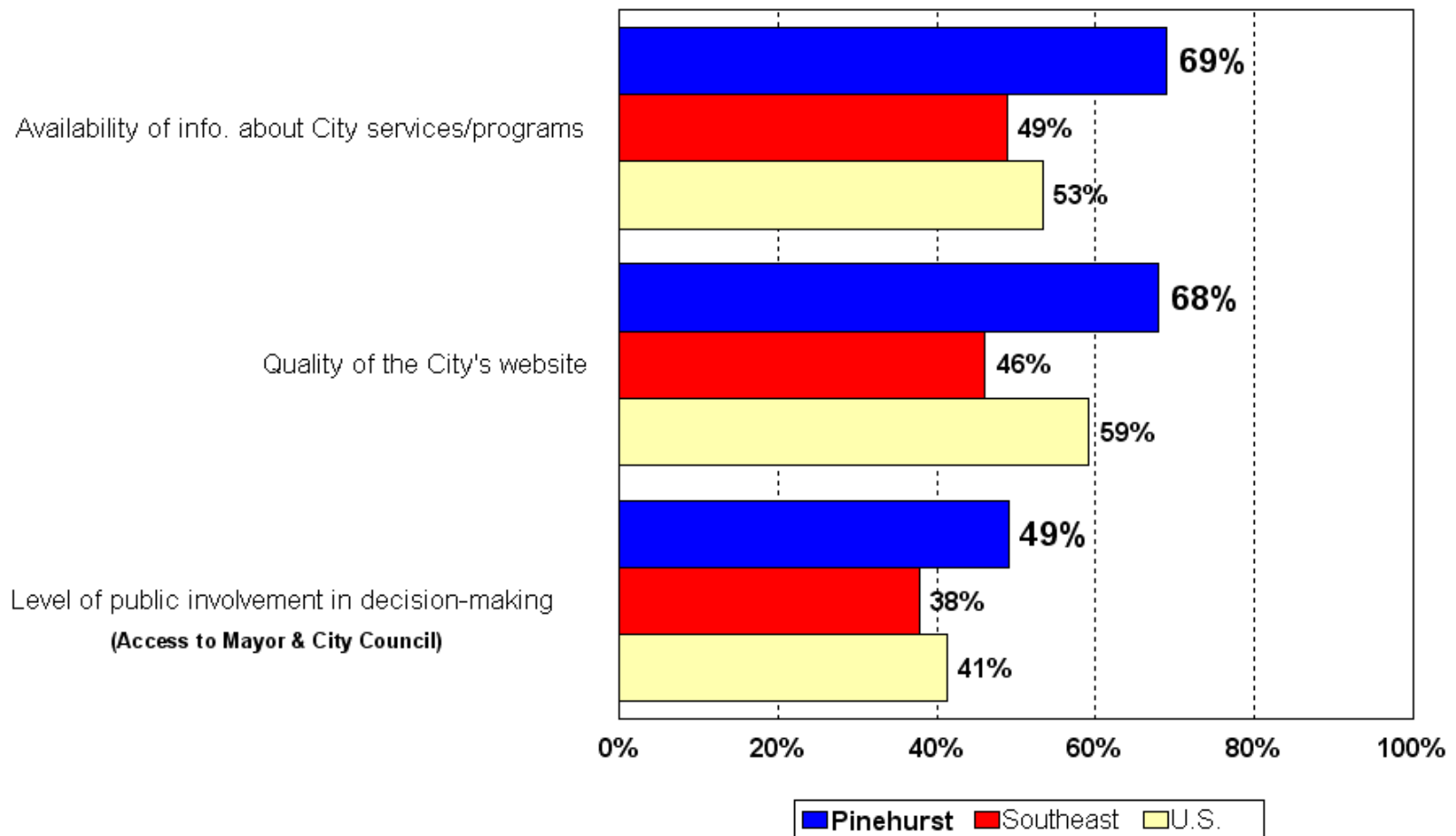
■ 2013 ■ 2012

TRENDS

Overall Satisfaction with Communication

Pinehurst vs. Southeast vs. the U.S

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Public Information Services 2013

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

● **Pinehurst**

Avail. of info about Village services/activities

31%



69%

Efforts to keep you informed on local issues

31%



69%

Quality of Village's website

34%



68%

Level of public involvement in local decisions
(Access to Mayor & City Council)

19%



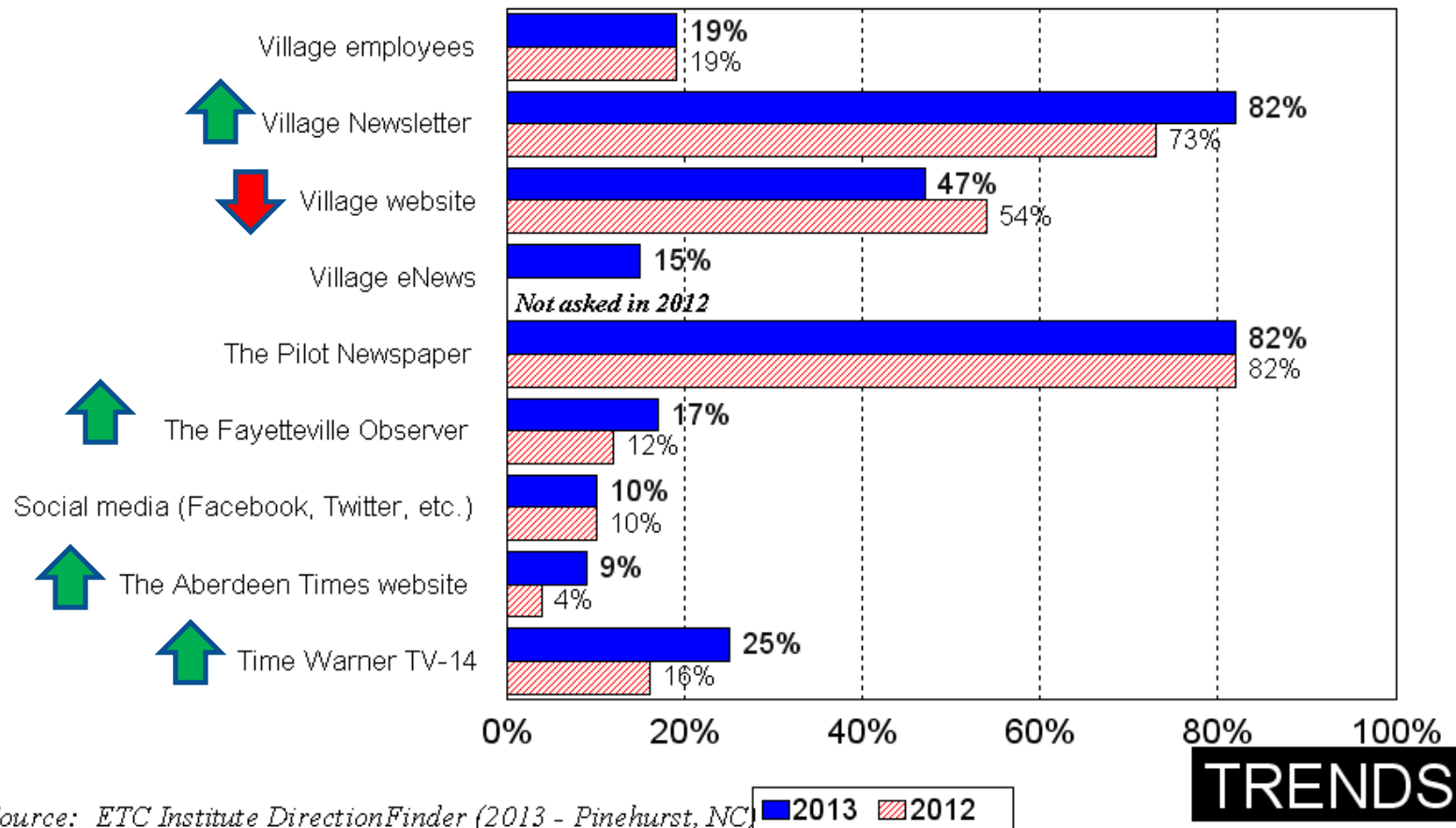
49%

0% 20% 40% 60% 80% 100%

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

2012 vs. 2013

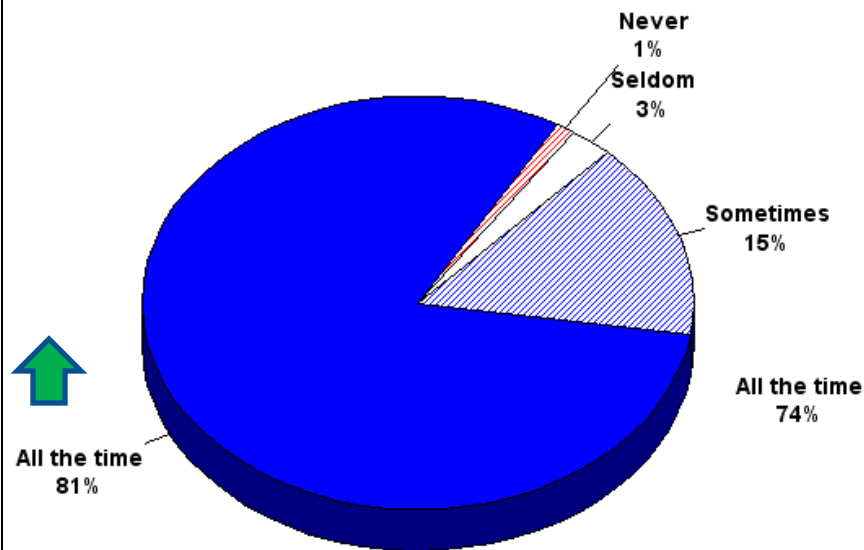
by percentage of respondents (multiple selections could be made)



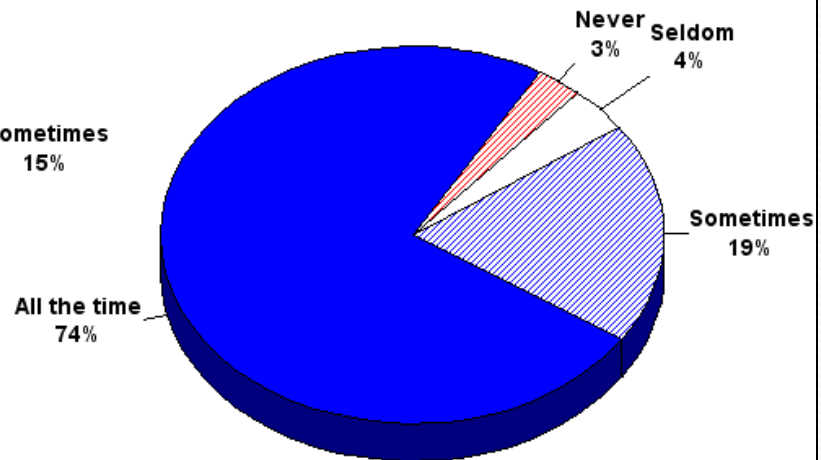
Q19. How often do you read the Village Newsletter, which is mailed to all residents?

by percentage of respondents

2013



2012



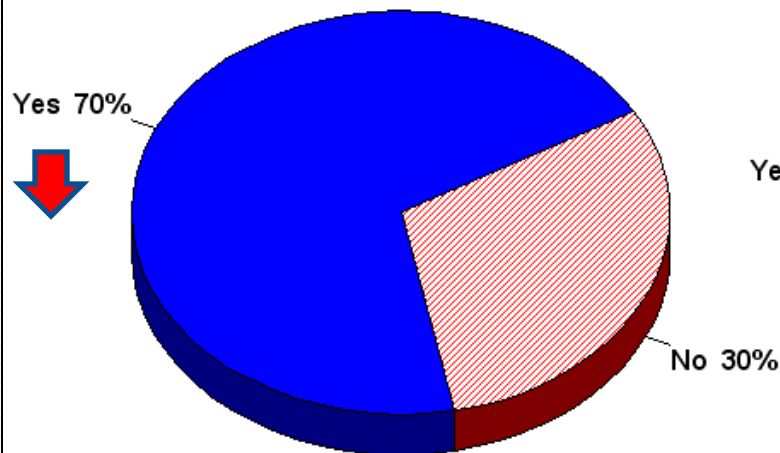
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

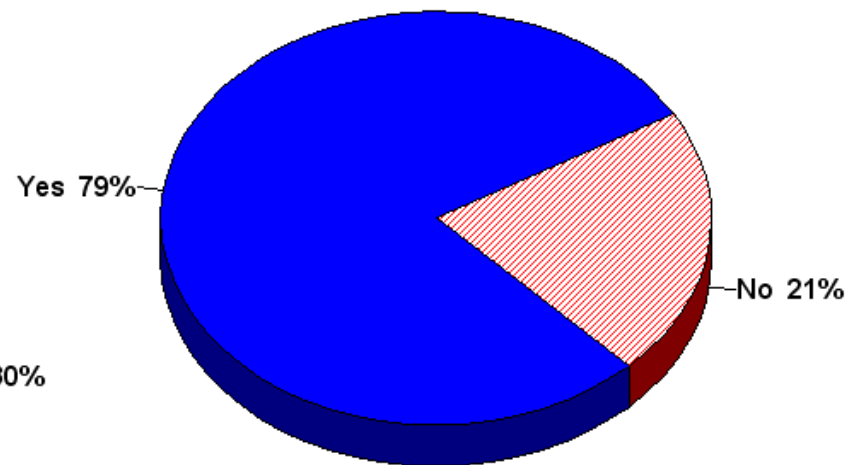
Q19a. Would you be willing to receive your newsletter electronically to cut costs?

by percentage of respondents

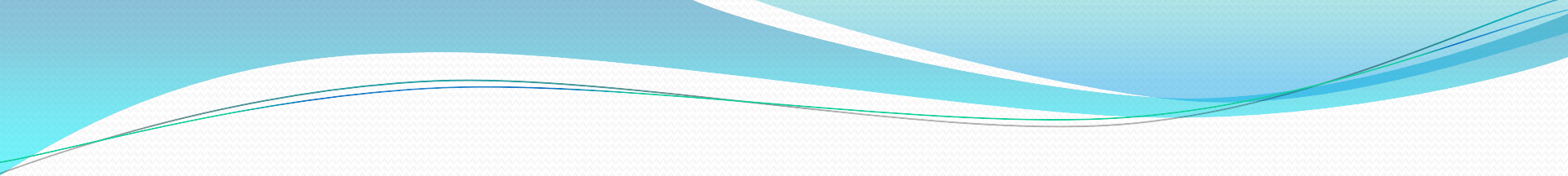
2013



2012



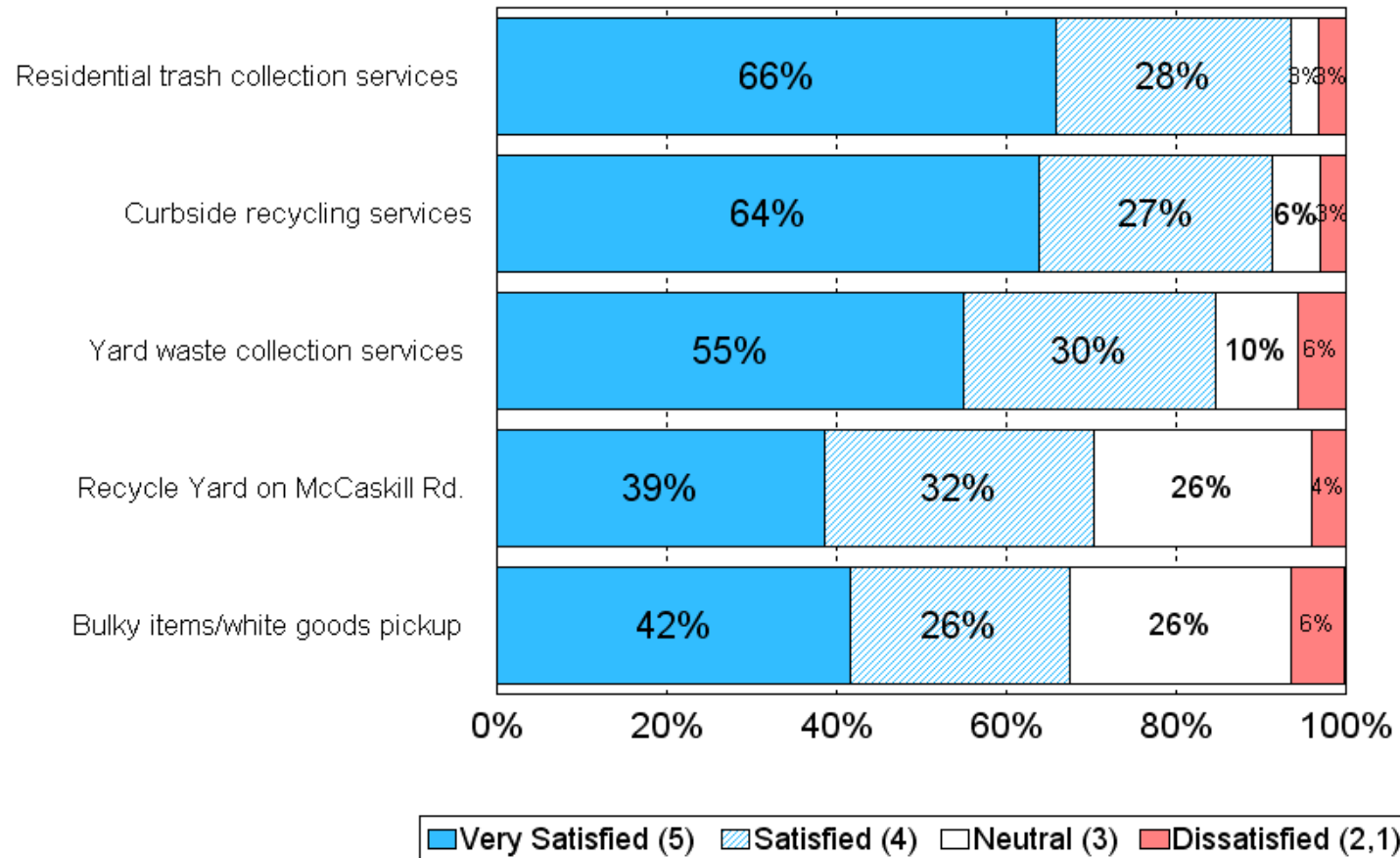
TRENDS



OTHER

Q12. Satisfaction with Solid Waste Services

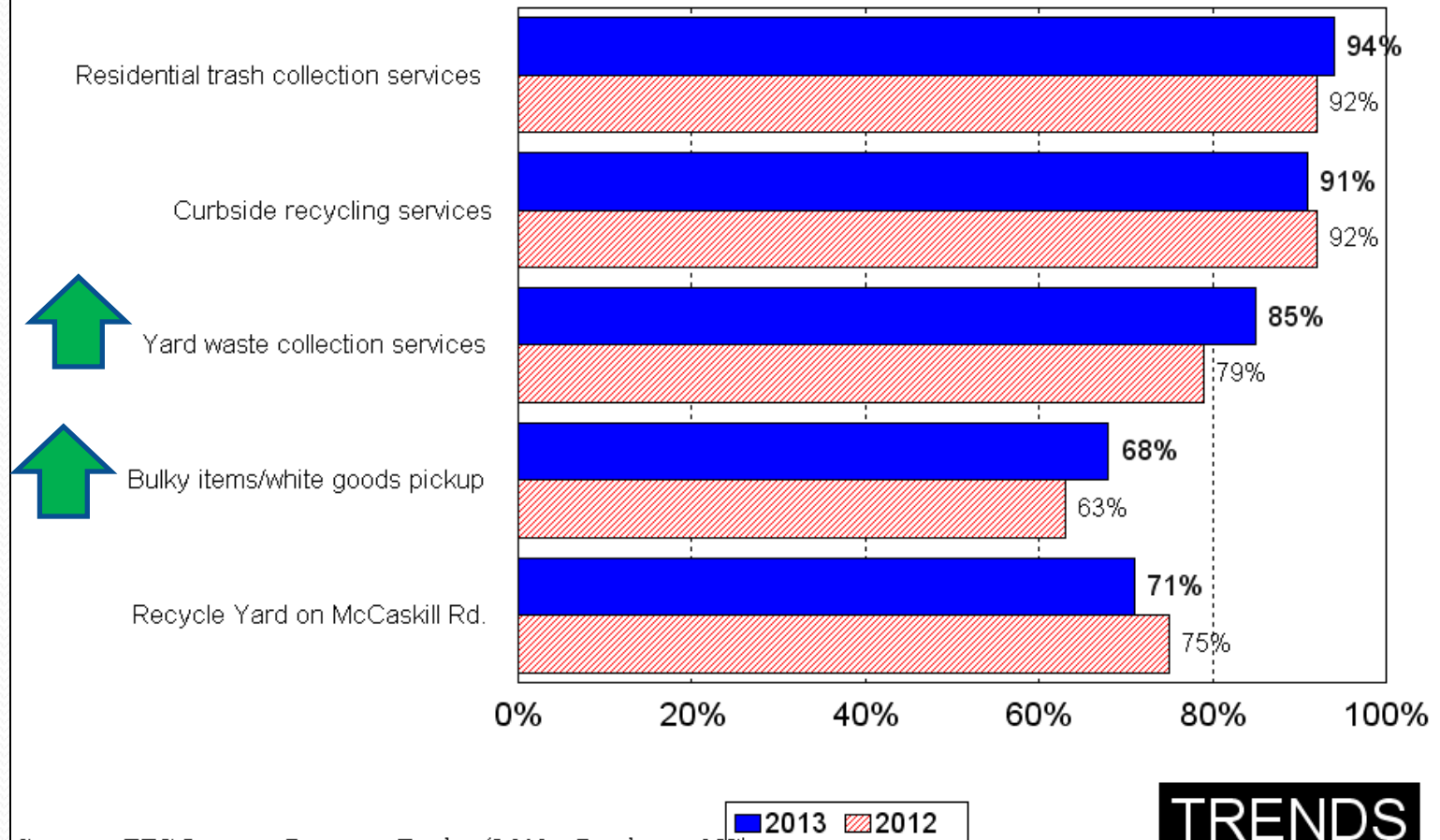
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst ,NC)

Satisfaction with Solid Waste Services - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



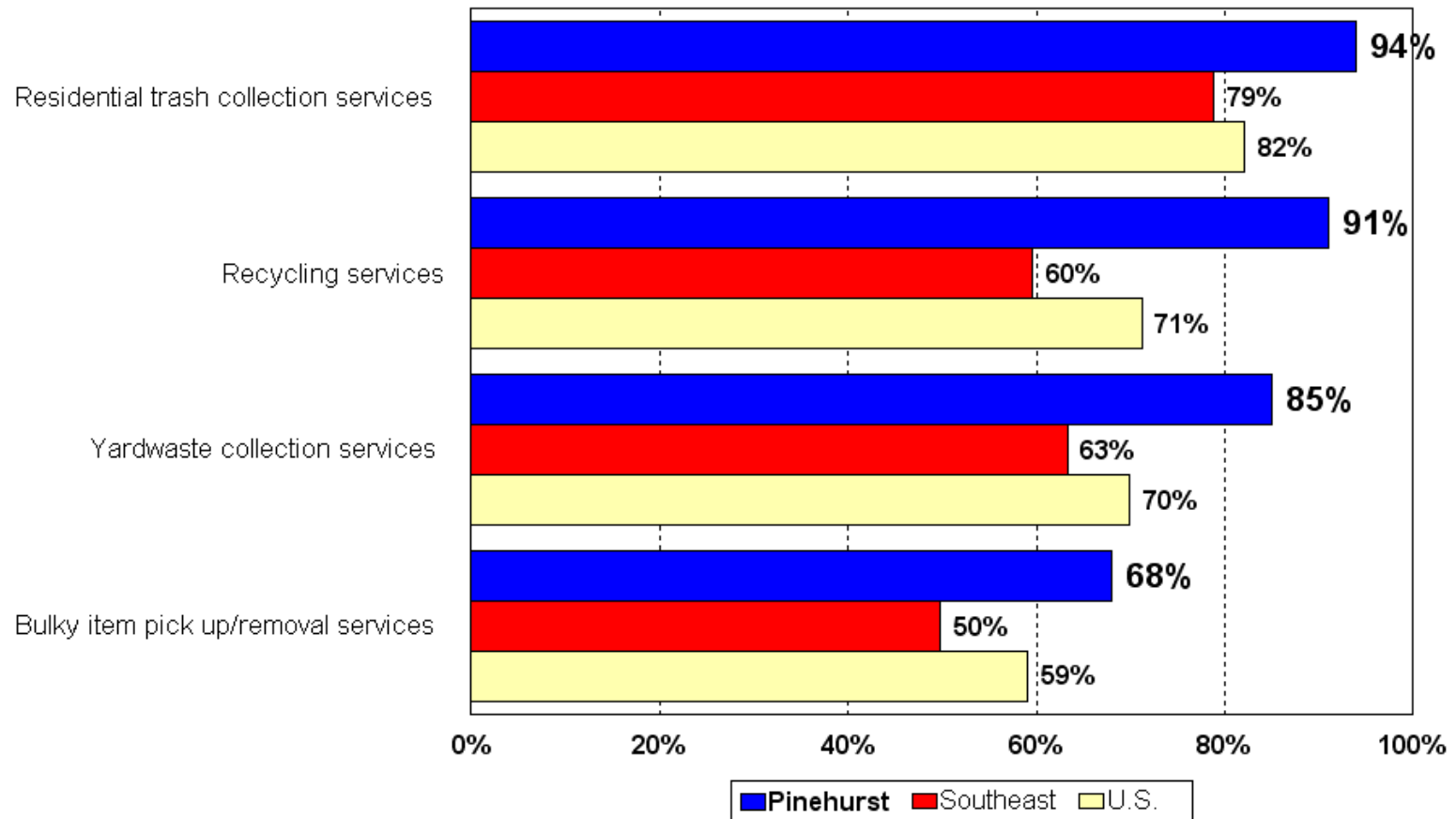
Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Overall Satisfaction with Utility Services

Pinehurst vs. Southeast vs. the U.S

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



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Overall Satisfaction with Utilities 2013

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

● **Pinehurst**

Residential trash collection services

54%

94%

94%

Curbside recycling services

38%

92%

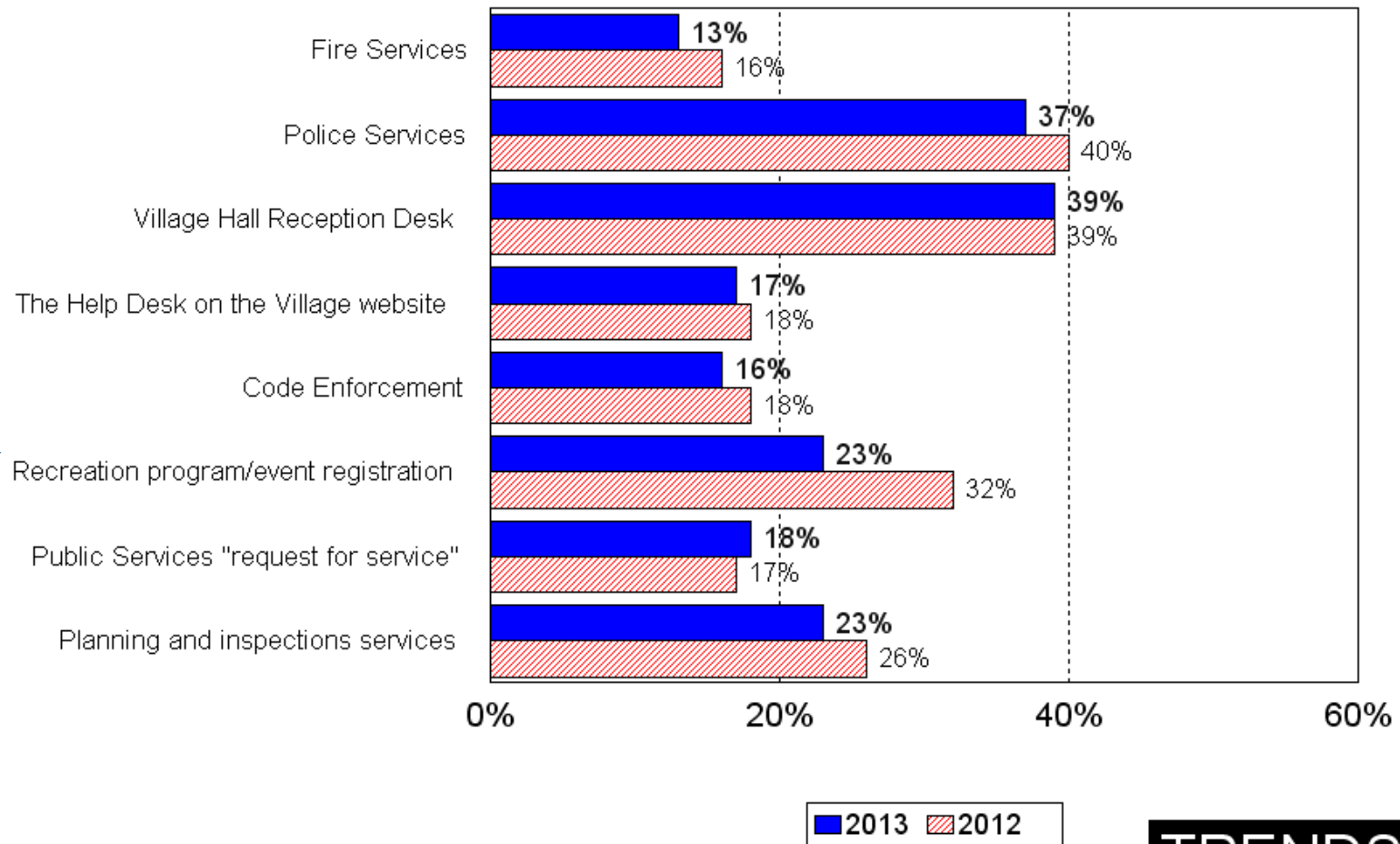
91%

0% 20% 40% 60% 80% 100%

Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Households That Use Village Services and Facilities - 2012 vs. 2013

by percentage of respondents who answered "yes"

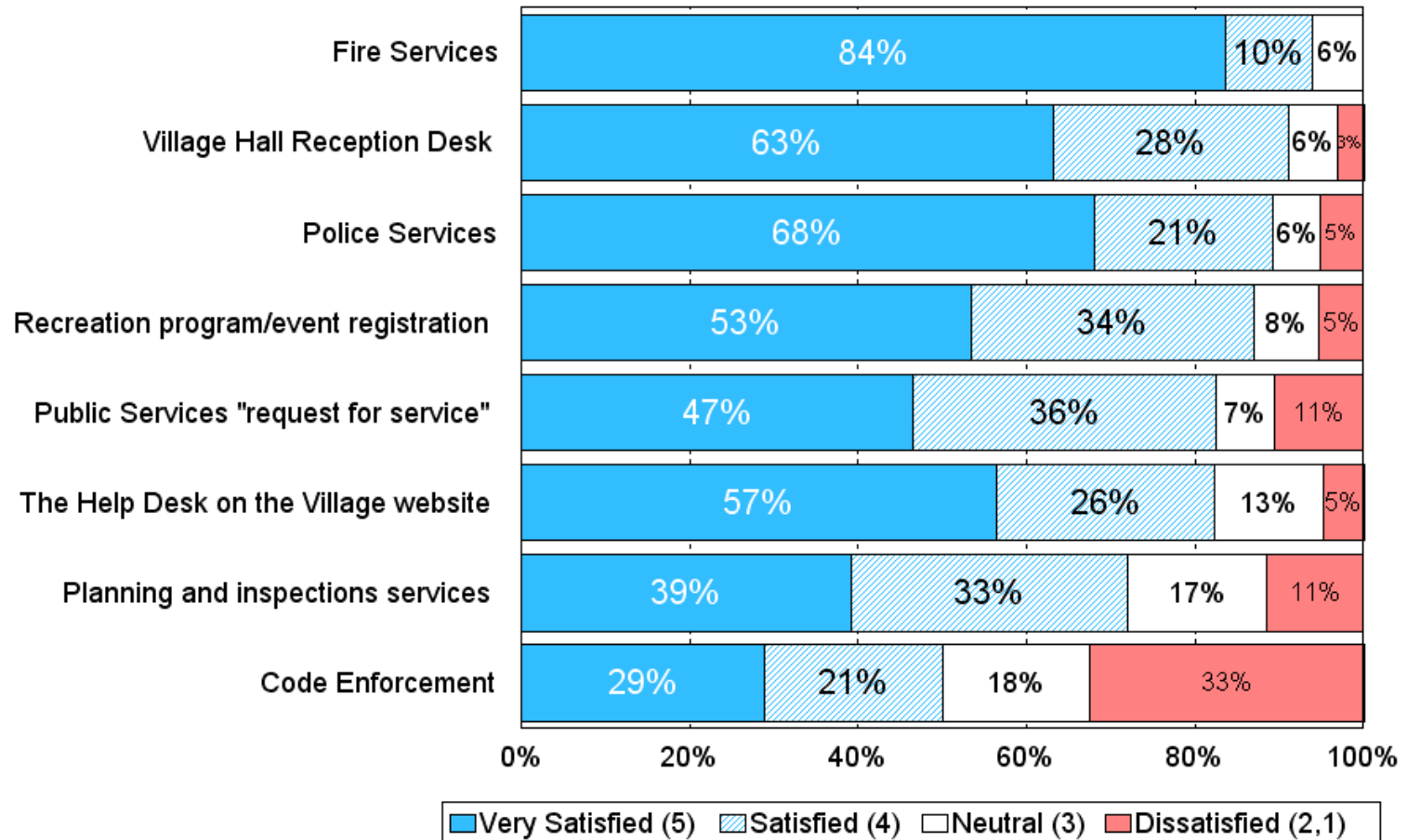


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q15a. Please rate your satisfaction for the services you or your household member have used

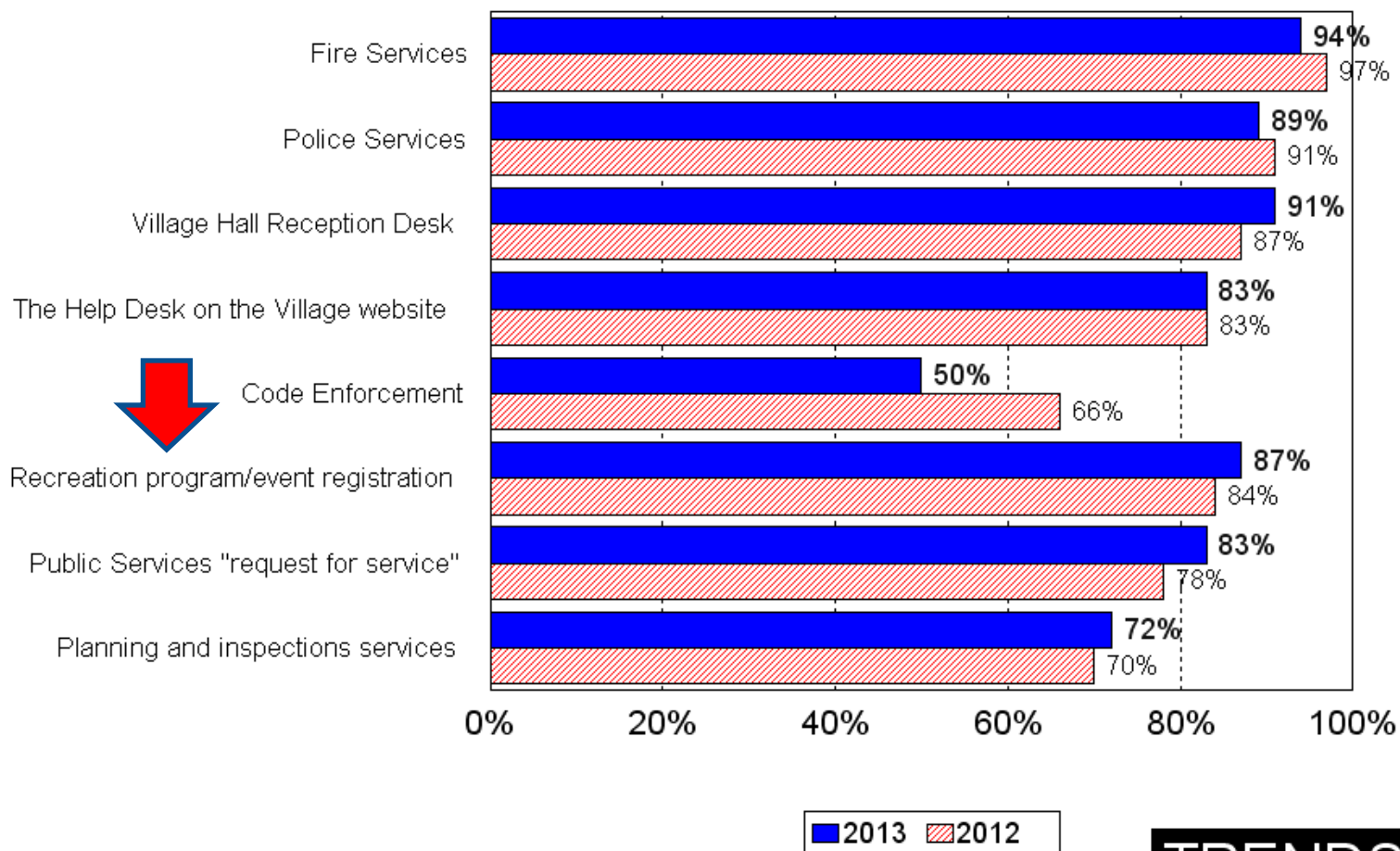
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction With Village Services and Facilities - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

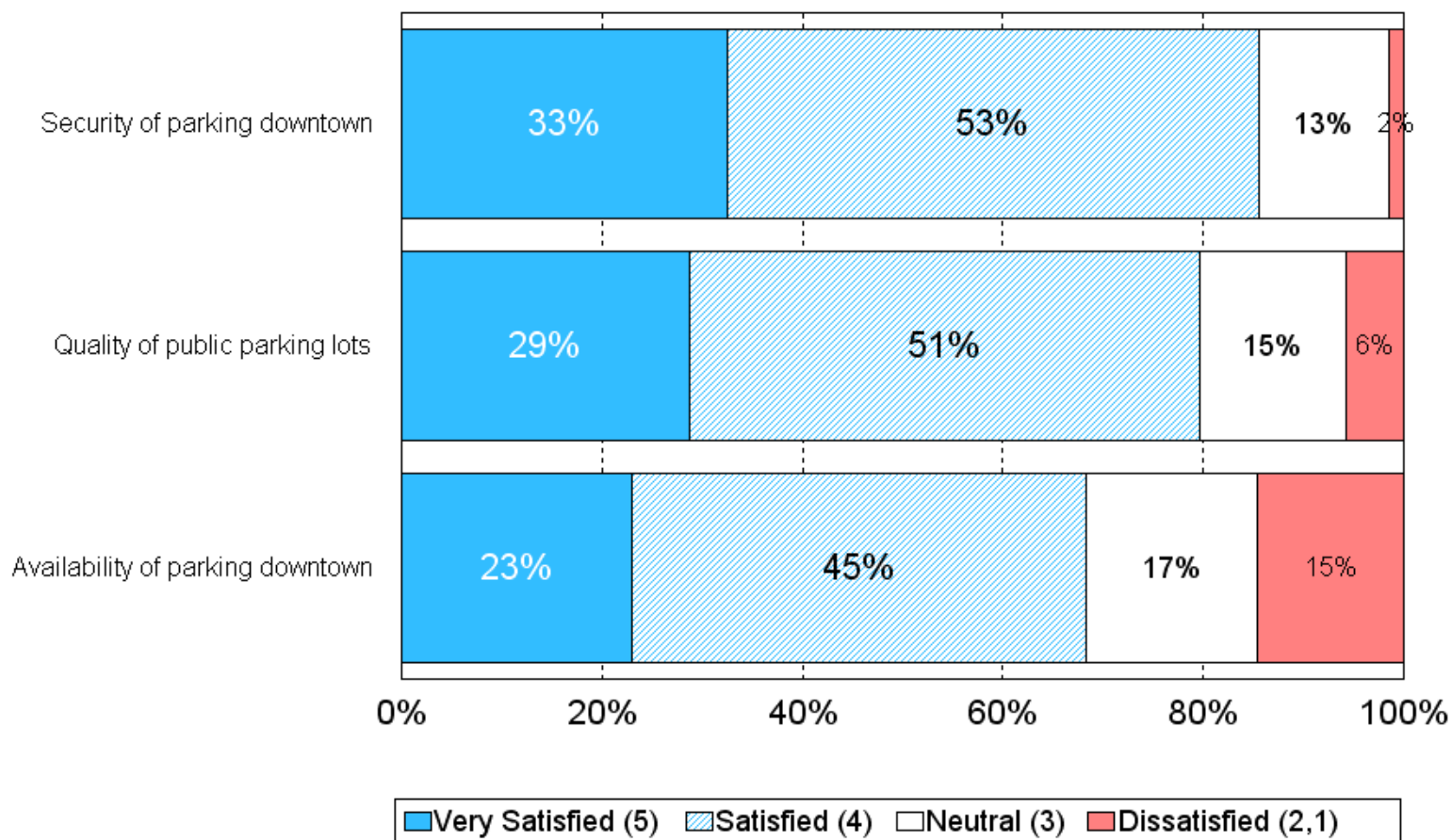


TRENDS

Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

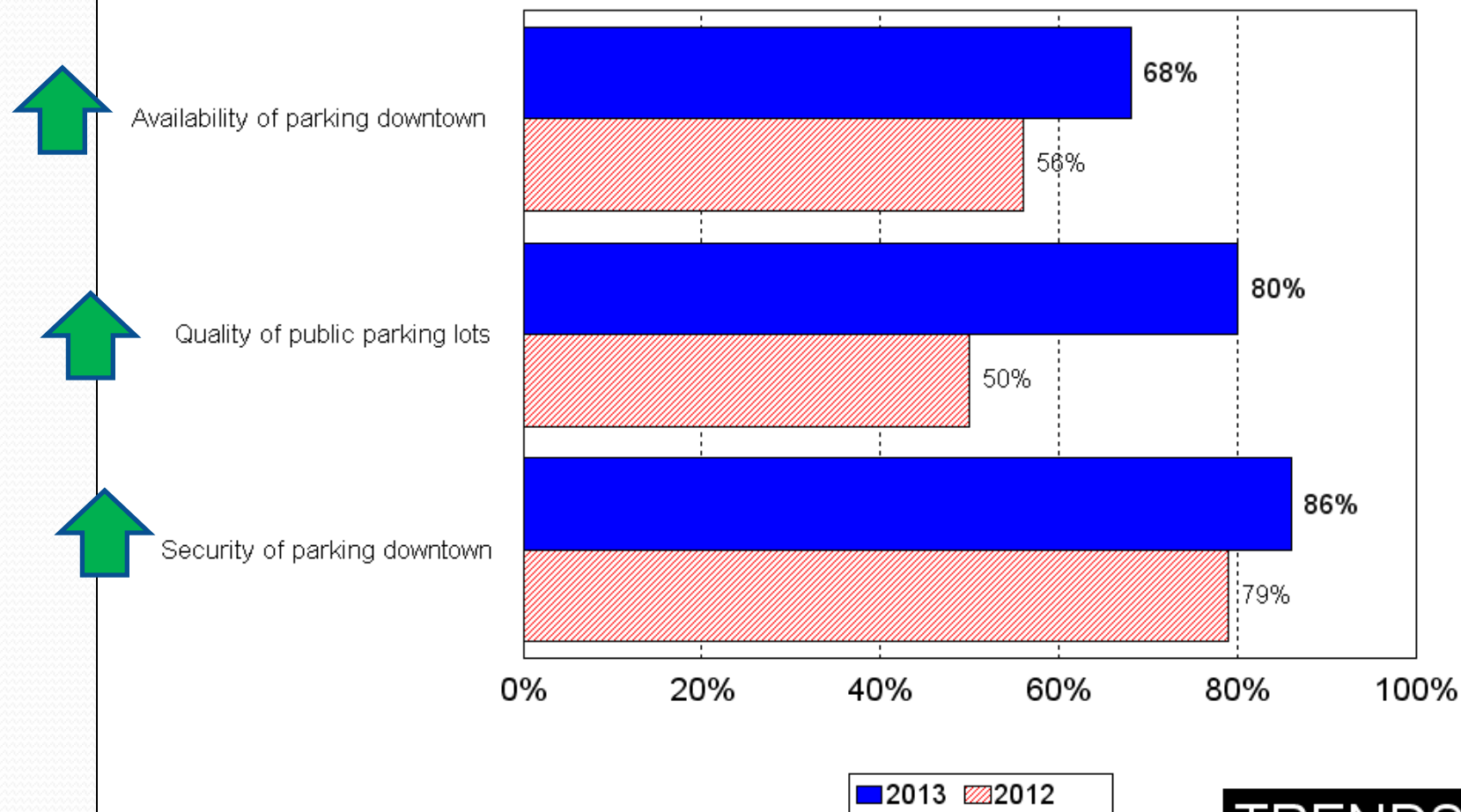
Q16. Satisfaction with Various Aspects of Downtown Parking

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Satisfaction with Various Aspects of Downtown Parking 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")

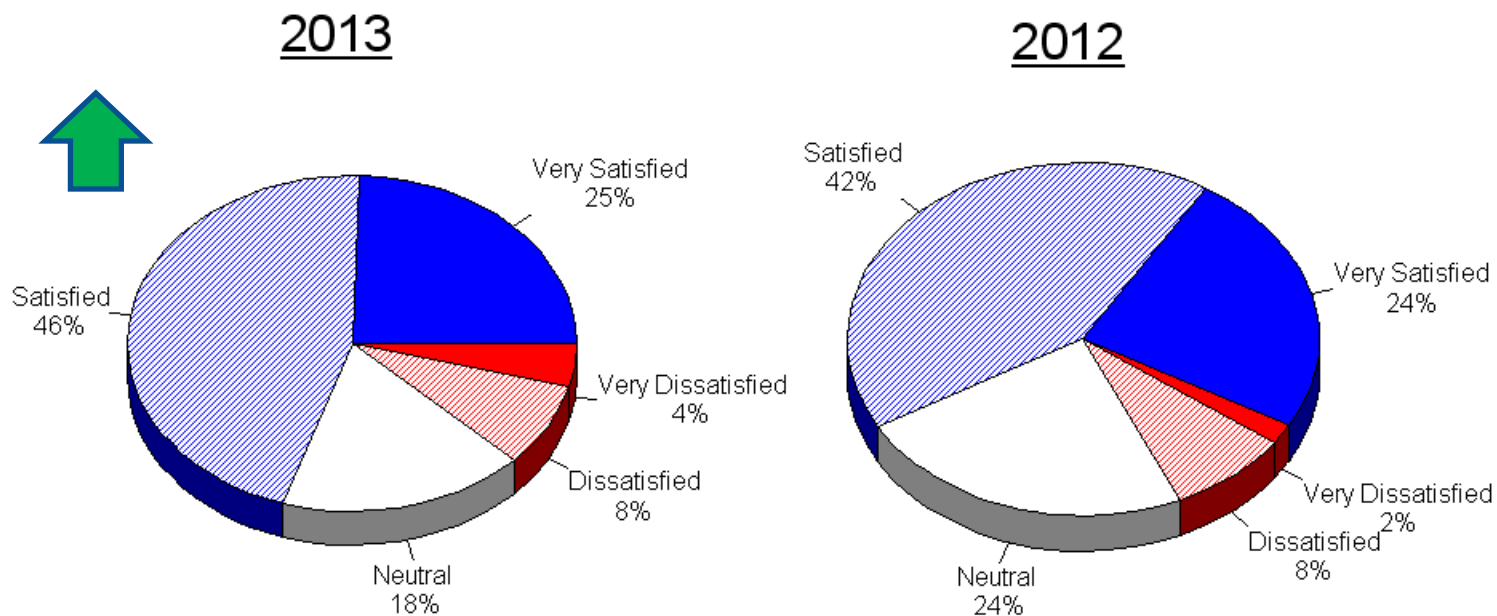


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q21. What is your level of satisfaction with the value you receive for the portion of your property taxes that funds the Village's operating budget?

by percentage of respondents

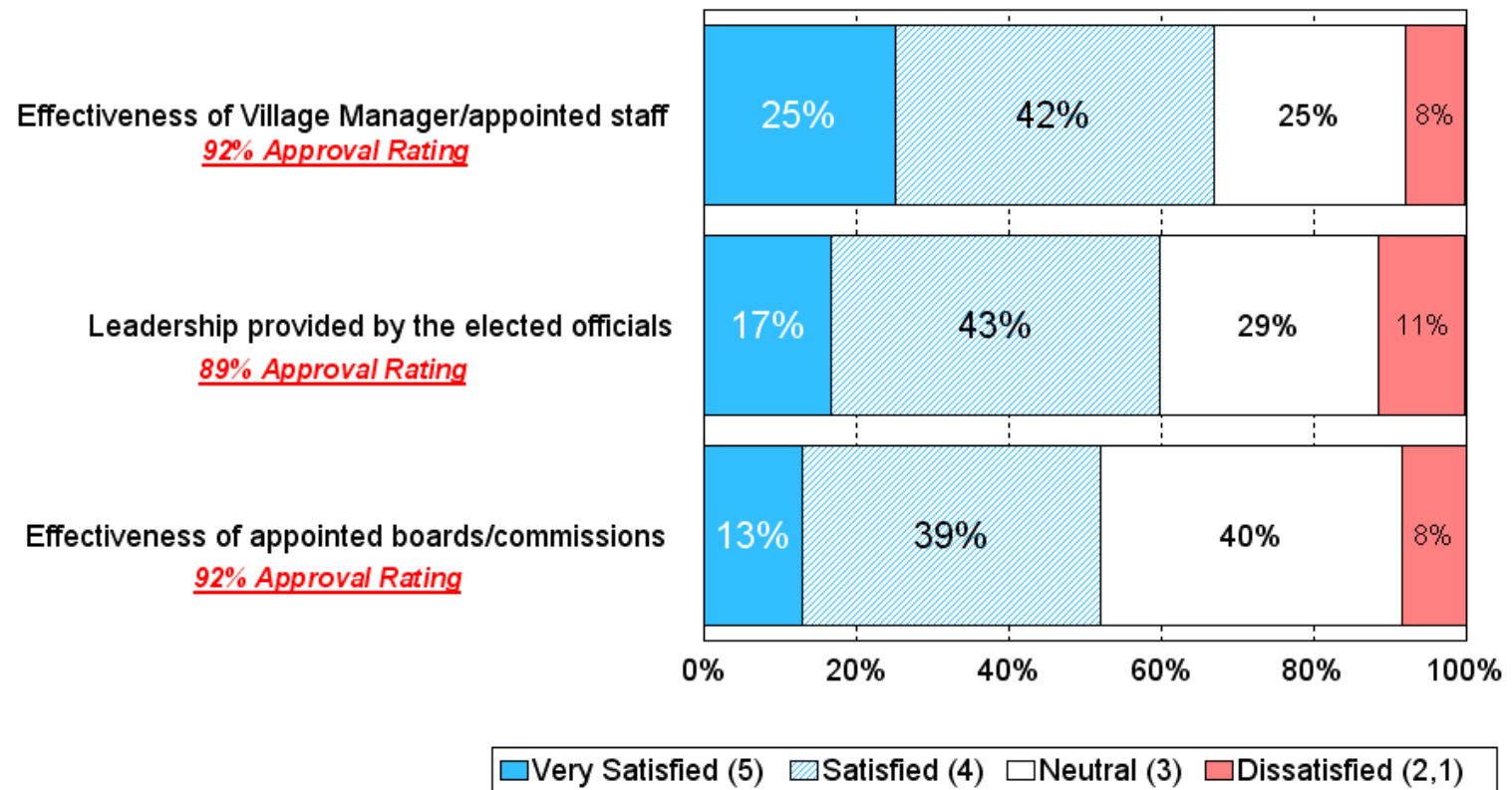


Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

TRENDS

Q22. Please rate your satisfaction with Village Leadership for the following items:

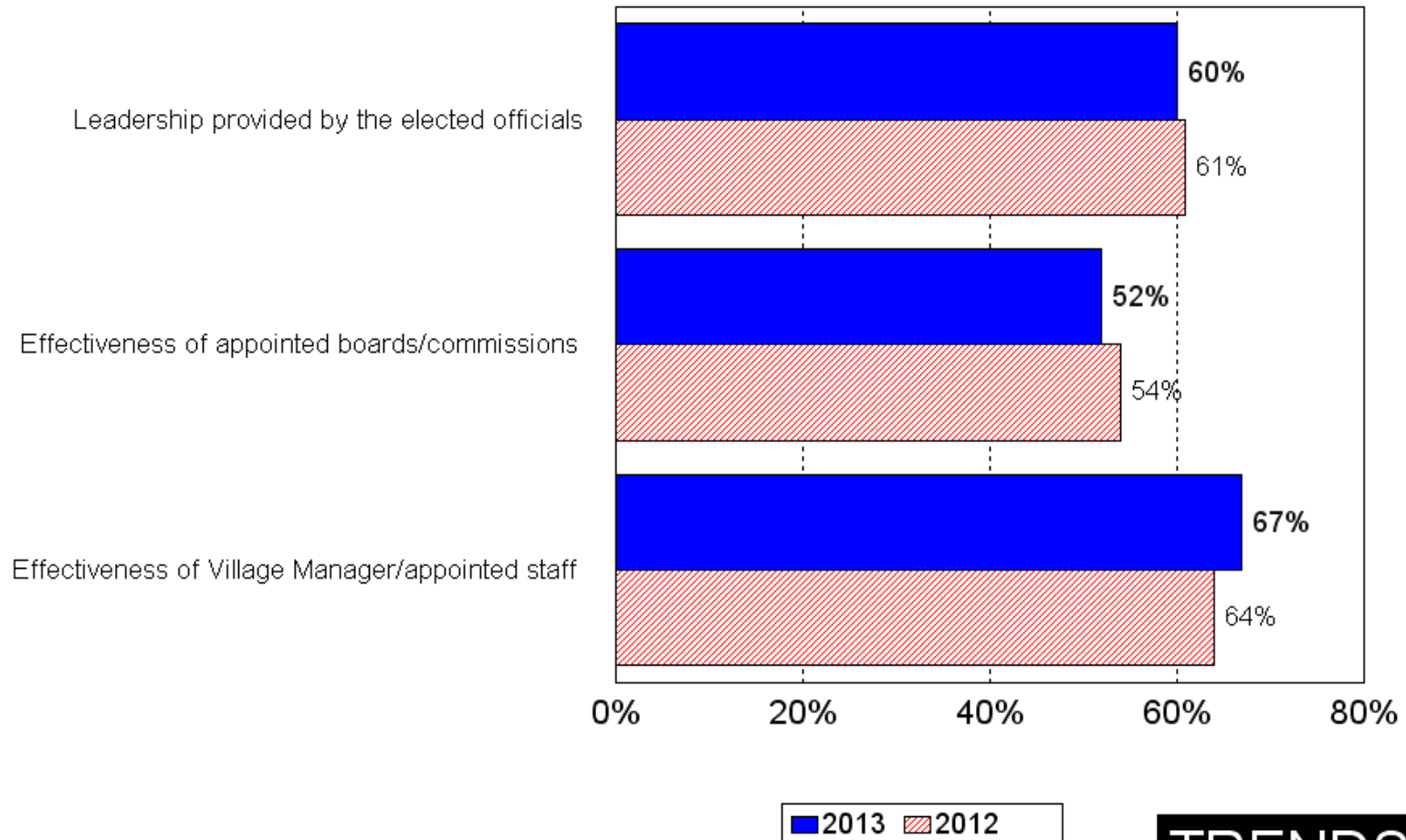
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

Satisfaction with Village Leadership - 2012 vs. 2013

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding "don't know")



Source: ETC Institute DirectionFinder (2013 - Pinehurst, NC)

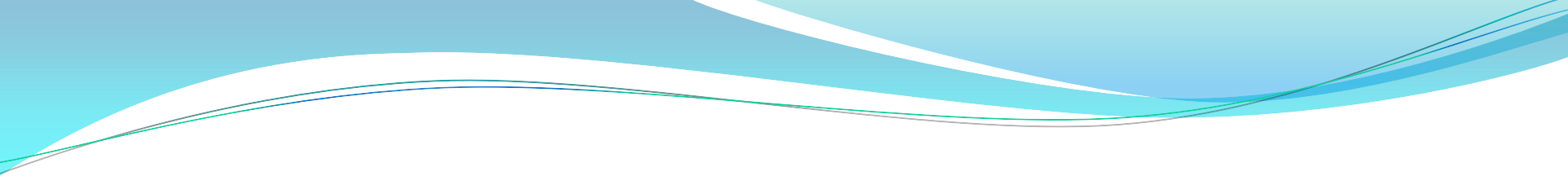
TRENDS

Summary of Major Findings

- ❑ Of the many questions asked in both the 2012 and 2013 surveys, TWELVE (12) of those questions about service delivery were answered in a “significantly” more positive way than in 2012.
- ❑ Of the 42 categories of comparison with national and regional benchmarks, the Village of Pinehurst ranks higher than 40 of them.

Emphasis for Village of Pinehurst over the next 2 years:

- Efforts to maintain the quality of neighborhoods
- Adequacy of City street lighting
- Visibility of police officers in neighborhoods
- Availability of recreation indoor facilities



Questions?

THANK YOU



BUDGET AMENDMENT-CONDO CORRALS AND CARTS

ADDITIONAL AGENDA DETAILS:

FROM:

Jeff Batton, Assistant Village Manager

DATE OF MEMO:

11/5/2013

MEMO DETAILS:

Please find attached a budget amendment for the purchase of waste carts and recycling carts as well construction of corrals for the various condominium complexes around the Village. This budget amendment is to complete the first phase of our "Same Day Solid Waste Collection" plan approved by Council on October 22. With this amendment we plan to build approximately 65 corrals and purchase approximately 550 trash and recycle carts for the various complexes within the Village. Thanks.

ATTACHMENTS:

Description

📎 [Ordinance 13-45 Budget Amendment](#)

ORDINANCE #13-45:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2014, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND (SOLID WASTE SERVICES STUDY-CONDOMINIUM CORRALS AND CARTS).

THAT WHEREAS, a Yard Debris Collection report was presented to the Village Council on October 22, 2013 with recommendations to improve the Village's solid waste collection practices through process redesign and automation; and

WHEREAS, the study recommended the use of standard waste and recycling carts and cart corrals in all condominium areas of the Village; and

WHEREAS, the Village did not appropriate funds for these corrals and carts in the original budget adopted for the year ended June 30, 2014;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in work session assembled this 12th day of November 2013, as follows:

SECTION 1. To amend the General Fund with regard to revenues and expenditures, the revenue and expenditure accounts are to be changed as follows:

<u>Account No.</u>	<u>Account Name</u>	<u>Debit</u>	<u>Credit</u>
10-30-510-5300	Contracted Services	\$ 90,000	
10-30-510-5400	Departmental Supplies	30,000	
10-00-190-3905	Fund Balance Appropriated		\$ 120,000

SECTION 2. Copies of this budget amendment shall be furnished to the Village Clerk, Village Manager and to the Financial Services Director for their direction and implementation.

Adopted this the 12th day of November 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney



BUDGET AMENDMENT - FLEET CAPITAL REDUCTION

ADDITIONAL AGENDA DETAILS:

FROM:

Jeff Batton

CC:

Randy Kuhn;John Frye

DATE OF MEMO:

11/4/2013

MEMO DETAILS:

The attached budget amendment is to reduce the fleet capital purchases budget by \$175,000 in this fiscal year in accordance with the recommendations provided at the October 8 work session. While Council delayed officially approving the replacement schedule at that time due to the pending yard debris study and recommendations, Council did agree to these immediate reductions in fleet purchases for FY2014. This amendment reflects those changes as agreed. At the recent October 22 meeting where we presented the yard debris study, we indicated we would be able to reduce the fleet in the Streets and Grounds Division as a result of automating yard debris collections. That is still the case however, those vehicles cannot be removed and sold from the fleet until after yard debris is automated therefore, this budget amendment and memorandum does not address that particular reduction in fleet. My intent would be to bring the change to the Fleet Replacement Schedule indicating those reductions to Council with the five-year capital plan. Thanks.

ATTACHMENTS:

Description

📎 [Ordinance 13-42 Budget Amendment for Fleet Replacement](#)

ORDINANCE #13-42:

AN ORDINANCE AMENDING THE ORDINANCE APPROPRIATING FUNDS FOR OPERATIONS OF THE VILLAGE OF PINEHURST FOR FISCAL YEAR 2014, REGARDING REVENUES AND EXPENDITURES OF THE GENERAL FUND (FLEET REPLACEMENT PLAN REVISIONS FOR FY 2013-2014).

THAT WHEREAS, the FY 2013-2014 General Fund Budget included \$1,189,000 funding for vehicle replacements according to the five-year Capital Improvement Plan; and

WHEREAS, at the Village Council's request, staff has conducted a review of the five-year fleet replacement schedule and recommends reducing vehicle replacements in FY 2013-2014 by \$175,000;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina, in Work Session assembled this 12th day of November 2013, as follows:

SECTION 1. To amend the General Fund with regard to revenues and expenditures, the revenue and expenditure accounts are to be changed as follows:

<u>Account No.</u>	<u>Account Name</u>	<u>Debit</u>	<u>Credit</u>
10-00-190-3905	Fund Balance Appropriated	\$175,000	
10-00-960-7500	Capital Outlay: Vehicles		\$ 175,000
10-00-960-3560	Charges to Other Departments	175,000	
10-10-310-7510	Police: Fleet Charges		60,000
10-20-420-7510	Streets & Grounds: Fleet Vehicle Charges		80,000
10-30-510-7510	Solid Waste: Fleet Vehicle Charges		5,000
10-80-620-7510	Harness Track: Fleet Vehicle Charges		30,000

SECTION 2. Copies of this budget amendment shall be furnished to the Village Clerk, Village Manager and to the Financial Services Director for their direction and implementation.

Adopted this the 12th day of November 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney



AMENDMENT TO FEES AND CHARGES SCHEDULE

ADDITIONAL AGENDA DETAILS:

FROM:

John Frye

CC:

Andy Wilkison; Natalie Dean

DATE OF MEMO:

11/5/2013

MEMO DETAILS:

At the November 4 work session, Assistant Manager Jeff Batton discussed the merits of removing water and sewer inspection fees from the Fees and Charges Schedule. His brief dated November 3 outlining the reasons for the recommendation is attached. At the Council's direction, I have prepared an amendment to the Fees and Charges Schedule (Exhibit A) to eliminate three charges related to water and sewer inspections.

In order to amend the Fees and Charges Schedule, the attached resolution and Exhibit A are presented for your approval.

If you have any questions, please feel free to contact me or Jeff.

ATTACHMENTS:

Description

-  [Engineering Inspection Fees Brief](#)
-  [Resolution 13-49](#)
-  [Exhibit A Fees and Charges Schedule](#)

Engineering Inspection Fees Brief

11/3/13

Jeff Batton

Purpose:

For discussion with Village Council on November 4 reconvened work session reference water and sewer inspection fees. This brief is a result of conversations held with Mike Apke (Village Engineer), Ralph Bowen (Infrastructure Superintendent), Randy Gould (Moore County Public Works Director) and Lex Kelly (Moore County Public Works Engineer).

Introduction:

The Village charges a number of engineering fees for various inspections related to new development. For the purpose of this brief, only the water and sewer inspection fees are discussed.

Under current practice the Moore County Public Utilities Department assesses inspection fees on new developments for water and sewer inspections and the Village does as well. Both cooperatively inspect the water and sewer line installations.

This practice evolved over time in the following manner.

When the Village developed its Engineering Standards Manual, the County of Moore did not have any significant standards for water and sewer installation for developers of property. As a result, the Village adopted water and sewer standards in the Engineering Standards Manual to ensure the quality and integrity of the infrastructure being installed. This was important at the time as the Village had a position that it should ultimately own the water and sewer system in the Village and with no specific standards, subpar materials and installation techniques were a real possibility. In addition, the Village wanted to protect its future citizens against poor quality of these important service delivery systems.

Moore County, however, has now established its own water and sewer standards for materials and installation and thus there are two similar set of standards in place with both entities continuing to conduct inspections on additions to the system.

Considerations:

The County of Moore has an interest as owner to ensure lines are installed in accordance with its standards and thus inspections are necessary from their vantage point. The Village has the same interest however; we have the additional of interest in ensuring proper compaction of excavations particular under roadways. After all, these roadways in most instances will be turned over to the Village and compaction of the sub-base is important to the ultimate integrity and life of the road surface we accept.

The installation and connections are also important to the Village as we do not want to have new roads dug up prematurely for repairs due to poorly installed water or sewer systems. Of course, the County also does not want to perform repairs prematurely on the systems they accept.

So the question is, do we, the Village, want to ensure that the work being performed under the rights-of-way we intend to accept is done in the appropriate manner.

Recommendations:

Based on the fact the County has standards in place and has a strong incentive to ensure compliance with those as well as the Village's apparent satisfaction with the system's operation, and thus lack of desire to pursue ownership of the system, I believe it would be okay for the Village to discontinue our inspection of the water and sewer installations as they relate to materials, workmanship and connections.

I believe having dual (County and Village) standards that are similar but not exact, may be confusing to the development community. As time passes, Village standards could lag behind technology in materials and techniques as we are not in this business on a daily basis. The County is involved in water and sewer matters on a daily basis and as such is better prepared to keep up with technology and new techniques. They are better positioned, I believe, to keep the standards up-to-date for emerging trends and technology.

It would be my recommendation that we evaluate our proof-roll inspection to ensure it covers the necessary compaction concerns within the roadbeds and along the right-of-way and that we can protect our interests in this manner.

RESOLUTION #13-49:

A RESOLUTION AMENDING THE VILLAGE OF PINEHURST FEES AND CHARGES SCHEDULE

THAT WHEREAS, the Village Council of the Village of Pinehurst adopted a Pinehurst Fees and Charges Schedule on the 9th day of March, 2004, for the purpose of compiling all the previously adopted fee schedules into one central document; and

WHEREAS, it is the policy of the Village of Pinehurst to review and amend the Fees and Charges Schedule on an annual basis, or as deemed necessary; and

WHEREAS, the Village Council, after considering all of the facts and circumstances surrounding the proposed amendments to the Pinehurst Fees and Charges Schedule, have determined that it is in the best interest of the Village of Pinehurst to make the amendments as requested;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in Work Session assembled on the 12th day of November, 2013, as follows:

SECTION 1. That the “Village of Pinehurst Fees and Charges Schedule,” be and the same hereby is amended as shown in Exhibit A.

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

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

Adopted this 12th day of November, 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

**VILLAGE OF PINEHURST
FEES AND CHARGES SCHEDULE
EFFECTIVE ~~NOVEMBER~~ JULY 1 12, 2013**

Exhibit A
page 1 of 1

ENGINEERING:

Council Adopted Date	Description	Fee/Charge	Unit
-------------------------	-------------	------------	------

Inspection Fees

03/2004	Water Line (Public and Private)	\$1.00	per linear foot (lf)
03/2004	Sewer Line (Public and Private)	\$1.00	per lf
03/2004	New Roadway (Public and Private)	\$0.75	per lane, per lf
03/2004	Widening of Existing Roadway	\$0.75	per lane, per lf
03/2004	Fire Lanes on Private Property	\$0.40	per lane, per lf
12/2004	Sidewalk and Pathways	\$0.50	per lf
03/2004	Curb Cuts for Driveways	\$50.00	per drive
03/2004	Tap Inspection Fees (Water and Sewer)	\$50.00	per tap
03/2004	Stormwater Fees	\$0.45 + \$40.00	per lf of pipe plus per structure
03/2004	Lift STOP WORK ORDER and Reinitiate Infrastructure Inspections	\$100.00	per violation
03/2004	Re-Inspection Fees	\$70.00	per hour

Plan Review

The base fee for plan review includes 2 draft reviews and 1 mylar signoff.

Third and subsequent review fees are for plans that require additional review due to failure to correct deficiencies and incorporate review comments. These fees must be paid in advance of the subsequent reviews being performed.

03/2004	Single Family Subdivision	\$300.00 + \$100.00	per plan plus per lot
03/2004	Commercial/Multi-Family	\$300.00 + \$100.00	per plan plus per acre
03/2004	Third and Subsequent Review	\$300.00	per review
03/2004	Revision Review after Mylar Signoff	\$100.00	per review

Other Reviews

12/2004	Flood Study	\$1,000.00	per study
12/2004	Traffic Impact Review	Cost plus 10%	per review



RISK MANAGEMENT ANNUAL REPORT

ADDITIONAL AGENDA DETAILS:

FROM:

Jeff Batton

DATE OF MEMO:

11/4/2013

MEMO DETAILS:

Each Fall, as Chair of the Risk Management Committee, I provide an annual report to Village Council that highlights the various insurance programs and activities the Village has in place to manage risk, safety and wellness. The report also includes associated premiums paid for the various insurance coverages. In addition, this report makes the recommendation for employee health insurance for calendar year 2014.

I will be at the November 12th work session to review the report with you and answer any questions you may have.

If Council accepts the recommendations of the Risk Management Committee, a motion will be needed to authorize the Mayor to execute the contract for the employee health insurance benefit program with Blue Cross/Blue Shield. Other contracts for items such as long-term disability for senior staff and life insurance for all employees may be executed by the Manager as they are well below the established threshold for his execution. No official Council action is required for those contracts should Council wish to continue those particular benefits.

Thanks.

ATTACHMENTS:

Description

☐ [Risk Management Annual Report](#)

Annual Report of The Risk Management Committee

Includes:

- Introduction
- Employees Health Benefit Plan Recommendation
- Business Insurance Program
- Workers' Compensation Program
- Flexible Spending Accounts
- Other Work by the Committee

Risk Management Committee:

- Jeff Batton, Chair
- Becky Jensen, Financial Services Operations Manager
- Angie Kantor, Human Resources Director
- Mr. George Hillier, Volunteer Citizen
- Mr. Dick White, Volunteer Citizen

November 4, 2013

Introduction

On an annual basis, the Risk Management Committee (RMC) produces this report highlighting the various Village insurance, safety and wellness programs that operate under the RMC. The RMC is directly involved in determining coverage limits, plan designs, guiding negotiations and selecting and recommending the best insurance programs for the Village. The Committee also does other types of reviews, evaluations and offers suggestions in many areas of loss control. The mission statement of the RMC is "To serve as consultant, advisor and review team for all items related to the Village's management of risk as well as the employee health and safety programs." The purpose of this memorandum is to highlight the various insurance programs managed as well as some of the other items of interest associated with the work this committee does.

Employee Health Benefit Plan Recommendation

Medical, vision, life and accidental death and dismemberment coverage is currently provided to all full-time employees through Blue Cross/Blue Shield of NC and is fully paid by the Village of Pinehurst. Renewal follows the calendar year. Dependent coverage is available to all full-time employees and is paid by the employee at a rate of 75% of actual cost. Approximately 50% of Village employees elect to have some level of additional coverage for spouses, dependents or family.

Employees are provided basic dental coverage at the expense of the Village. Currently, MetLife is our provider. Renewal occurs on a calendar year basis. Dependent coverage is available for purchase by the employee at 100% of actual cost.

The RMC bid out our program and received three competitive quotes. The recommendation for the 2014 health insurance renewal is Blue Cross/Blue Shield (BC/BS) for medical, vision, life and accidental death and dismemberment. The negotiated renewal is at the same rate as 2013 but includes a few plan modifications and includes an additional 3.2% increase for fees and taxes associated with the Affordable Care Act. The national trend is projected to be approximately 6.5% in 2014 [*\(1\)*](#).

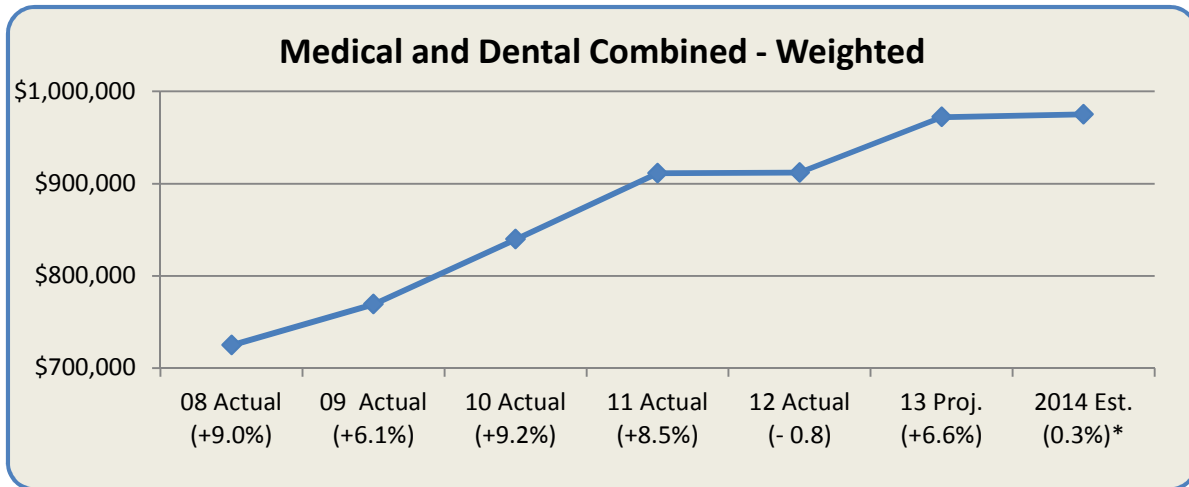
The plan modifications could slightly increase employee's out of pocket expenses as generic drug benefits goes from \$4 to \$10 however, many retailers provide generics at \$4 so shopping around could result in no difference for the employee who uses generics. Tier 2 and tier 3 drugs increase \$5 each on the prescription card from \$30 and \$50 to \$35 and \$55. Emergency room co-pay visits will increase from \$150 to \$500 however; urgent care co-pays remain the same at \$75. The insurance will also go from an 80/20 plan to a 70/30 with the employee paying 30% for hospital and treatment but the out of pocket maximum will remain the same (\$3,000 individual, \$6,000 family). In most instances, people are most likely to reach the maximum out-of-pocket expense quicker as a result of their treatment.

For dental insurance, the current provider is MetLife. Last year we negotiated a two-year rate guarantee with MetLife and thus we did not bid out dental this year. Rates will remain the same for the second year of the contract.

June 2013, PwC Health Research Institute Report

The Village will again allow employees to opt out of coverage in 2014. This allows certain individuals to utilize their own insurance at a lower cost to them personally. This, of course, also benefits the Village in that we save on paying the employee premium.

The total net premium paid (premium less withholdings) for health and dental benefit for 2014 is estimated at \$975,000 and the weighted average increase is close to 0%. The graph below shows the combined health and dental benefit insurance trend for a six year period.



** Although the rates remain the same from 2013 to 2014, the slight increase shown is due to a change in headcount. The Special Events Coordinator position was added part way through FY2013 and the .03% increase represents the additional expense for the full year.*

RMC works with our broker to bid and negotiate rates in an effort to provide a sound benefit program at a fair and reasonable price to the Village.

Long term disability is also provided for Department Heads as a benefit and a small amount of life insurance is provided for all employees. Sageis USABLE is the current provider and the RMC recommends remaining with them. This benefit will cost the Village about \$15,000 for 2014 and is virtually the same as 2013.

The RMC also selects companies for elective coverage such as short-term disability, life insurance, etc. that employees can choose if desired with the employee paying 100% of the cost.

Business Insurance Program

The Business Insurance Program includes all property and liability insurance and consists of a variety of coverages including general liability, employee benefits liability, public officials liability, employment practices liability, police liability, liquor liability and the statutorily required public officials bond. It also includes all real property owned by the Village such as buildings, vehicles, heavy equipment, portable equipment, computer hardware and software and extends to crimes such as employee dishonesty, forgery, inside thefts and outside thefts.

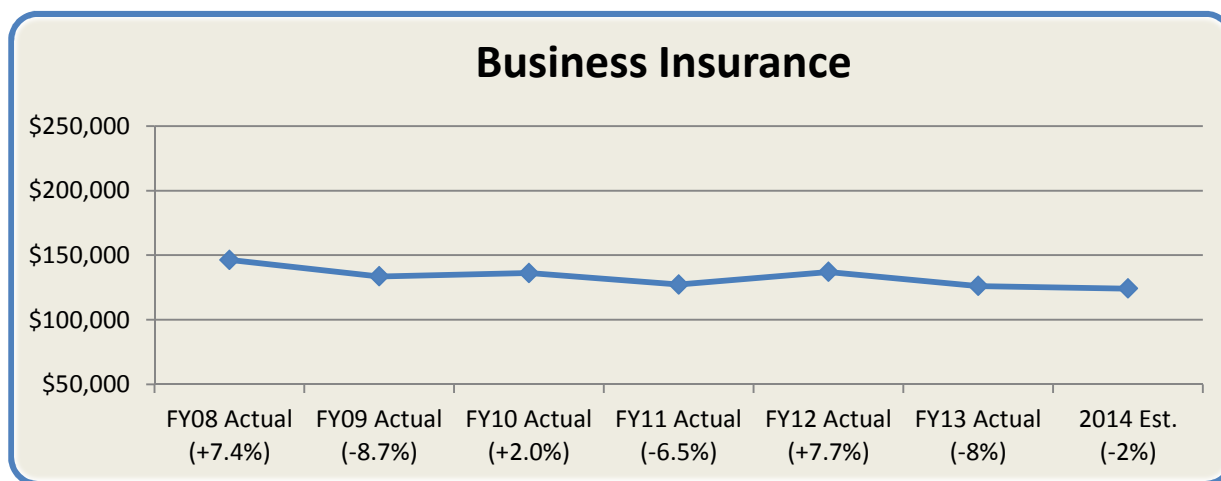
All liability and property, with exception of the Harness Track, is insured by the Interlocal Risk Financing Fund of NC. This program is administered by the North Carolina League of Municipalities (NCLM). The

Harness Track property requires special coverage for liability and property and is handled through Markel Insurance.

All of the property/liability coverages are renewed on a fiscal year basis. The combined premium for all Village liability and property is estimated at \$124,209 for FY 2014 which is approximately a 2% reduction over the current year. The Village insures itself at \$3,000,000 per occurrence for most types of liability claims and insures approximately \$22 million in real property.

By being with the NCLM program, the Village enjoys incentive credits that help lower the annual premium when the League's reserves are extremely healthy. This amounts to a return of premium paid in years when the pool as a whole has done very well in controlling loss. You must also be in good standing for loss control with your own program as well to qualify for the incentive program. The Village received \$11,589 in credit for FY 2014.

Shown in the graph below are the premiums paid for a seven year period. Generally speaking, the Village has performed pretty well in loss control over this time period.



Experience and history partly account for fluctuations in premium; however, the amount of incentive credit can also have an effect on premium paid from one year to the next.

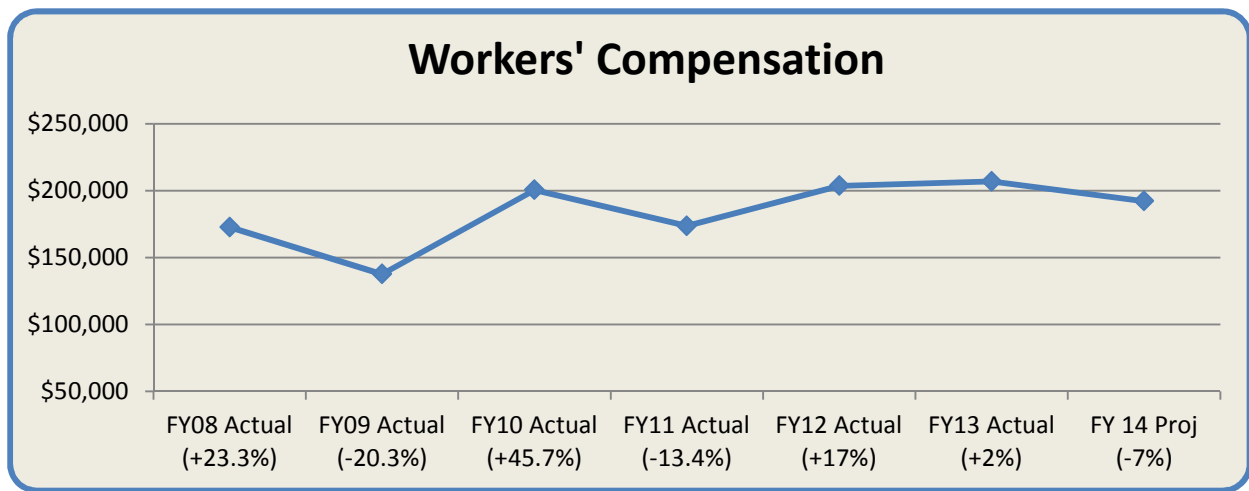
Workers Compensation Program

The Workers' Compensation program covers medical expenses and lost wages incurred by employees due to injuries. Workers' Compensation insurance is through the N.C. Interlocal Risk Management Agency. This program is administered by the NCLM. The Harness Track staff is not insured separately for workers compensation. They fall within the same pool as all other employees.

Workers' Compensation coverage is renewed on a fiscal year basis. The premium for FY 2014 is estimated at \$192,121 which represents a 7% decrease from the previous year.

As with Business Insurance, by being with the League, the Village enjoys incentive credits for continued participation and positive pool and individual performance. The incentive credit for 2014 was \$26,905, which is about \$10,000 more than the previous year.

The graph below shows the premiums paid for a seven year period. Generally speaking, the Village has experienced both positive and negative yearly results.



Premium paid is based on payroll and a rolling three year experience modifier that represents a composite of injuries and lost work time. Like Business Insurance, Workers' Compensation can have fluctuations in premium impacted by the amount of incentive credit and payroll fluctuations.

Flexible Spending Accounts

The Village offers a flexible spending account option for employees to have childcare expenses and qualifying medical expenses deducted pre-tax from paychecks as permitted by IRS regulations. Our current administrator, ACS, a subsidiary of BC/BS, will remain our administrator and there is no fee for this service since we are insured with BC/BS.

Other Work by the Committee

The RMC reviews all accidents that incur property damage to ascertain trends and recommend any potential loss control measures to reduce accidents. Workers' Compensation claims are also reviewed for trends and training opportunities are developed to mitigate injuries to the extent possible. The Committee periodically reviews certain policies that are related to loss control and periodically suggests new Village policies to manage risk and loss.

The Village has a Wellness Committee and a Safety Committee made up of various Village staff that operate under the umbrella of RMC. Safety is chaired by Angie Kantor and Wellness is Co-Chaired by Adam Crocker and Debbie Yates. RMC receives quarterly update reports on all activities of these committees and periodically makes recommendations or provides feedback on program initiatives as well as offers suggested programs for consideration.

The Wellness Committee focuses on employee health and their physical and mental well-being. The Committee was/is active with a number of initiatives during calendar year 2013 including:

- Lose to Win competition – Competition ran from January through April. Participation in this event was low this year. Approximately 25 people participated. We are revising our program for 2014 in the hopes of garnering more participation.
- Running/Walking club – Competition is a year-long challenge that promotes physical fitness. Prizes will be awarded to the top three winners.
- Health Fair - Conducted in April at the Fair Barn. This event was two-fold: Health screening for staff and a health fair that consisted of local businesses promoting healthy living. Forty employees participated in this event.
- Employee Gardens - Produce was available beginning in June and running through November/December.
- Farm to Table - Purchased membership and distributed fresh produce to each department on a rotating basis to promote healthy eating. Nine distributions were made.
- Flu Shot Clinic – Clinic was held on October 23. Sixty-seven (67) people benefited from this event.
- Healthy Outcomes Program - Promoted the new BCBS program that provided information to staff on numerous wellness topics. A total of seventy-seven (77) employees participated in this program.
- Lunch 'N Learns – Provided three informative Lunch' N Learns for staff.
- Survey – In an effort to make the Wellness challenges/initiatives fun and exciting for staff a survey was distributed. Twenty-one people responded. This information was used to identify activities for 2014.

The Safety Committee was equally active in promoting safety among Village employees. The following represents some of the initiatives this committee worked on during the year:

- Committee members perform monthly safety inspections of departments on a rotating basis. Department Heads attend the monthly inspections and managers randomly attend the inspections quarterly. Follow-up occurs 90 days post inspection.
- Monthly safety newsletter is posted on the Intranet bulletin board.
- Sponsored several training opportunities: Hazard Communication Training, Bloodborne Pathogens, Heat/Sun Safety, CPR/First Aid Workplace Violence for Employees, Fire Extinguisher training and General Housekeeping.
- Regularly update all Safety Data Sheets in all departments.
- Monthly discussion of all injuries and accidents to determine whether preventable or non-preventable which is reported to the applicable department (with recommendations) and the Risk Management Committee.

The RMC is an active committee performing valuable services to the Village government and staff. General business meetings are held quarterly with additional meetings held at health insurance renewal and property/liability renewal times. The make-up of the committee brings a multitude of experience and strengths to bear which would not otherwise be present if not for the unique manner in which the Village has set up the risk management function. Our committee approach of staff and knowledgeable citizen volunteers has served the Village well when facing difficult issues and provides good balance when considering those issues.



DISCUSS PAVING/STRIPING OPTIONS FOR DEPT. STORE PARKING

ADDITIONAL AGENDA DETAILS:

FROM:

Jeff Batton

DATE OF MEMO:

11/6/2013

MEMO DETAILS:

As you are aware we had developed a plan to alter the front of the Dept. Store Building moving the parking to the outer edge and creating a grass lawn in the interior portion.

The parking lot at this location needs to be paved and restriped. We can accomplish this for about \$6,000 or we can only restripe it for about \$500.

Staff seeks Council direction on whether to pave and stripe or restripe only as we are unsure of Council's current position on the possible development of the area in front of the building.

If there is a chance that Council will want to implement the designed plans for this area, staff recommends we restripe only. If we do not intend to implement those plans anytime in the near-term future, then we recommend we pave and stripe the lot.

I will be at the work session on Nov. 12 to seek your direction on this item. Thanks.



WAYFINDING SIGN PROGRAM

ADDITIONAL AGENDA DETAILS:

FROM:

Jeff Batton

DATE OF MEMO:

11/5/2013

MEMO DETAILS:

Please find attached the wayfinding placement and message plan for the Village of Pinehurst. As you will recall, the Village budgeted to install directional signs to guide the visitors to public points of interest within the community. This is the final draft version of the plan.

The attachments include a sign inventory that list the sign type, corresponding number to the map, actual message and other pertinent information, three maps (P-2, P-3, P-5) depicting different parts of the Village and the sign designs that depict the three different sizes (D1, D2, D3).

Please note that the maps are color coded with blue being the D1 size signs and pink being the D2 and D3 sizes. The gateway locations are also shown in orange however, we are not proposing any gateways for placement at this time. They are provided for your information should Council elect to install one or more in the future.

We will review this plan at the Council work session on November 12 and if satisfactory with Council, it will be sent out to bid shortly thereafter. Our goal is to have these installed late winter or early spring.

Matching venue signs are also planned as a future second phase for public buildings and spaces however, if funds are available within this year's budgeted amount, Council could elect to begin implementation for some of the venues like Wicker Park, Village Hall, Fire Station, etc. or Council could chose to possibly install one gateway sign. All of that will depend on the bids received for the wayfinding signs and whether funds will be leftover from the project budget. Thanks.

ATTACHMENTS:

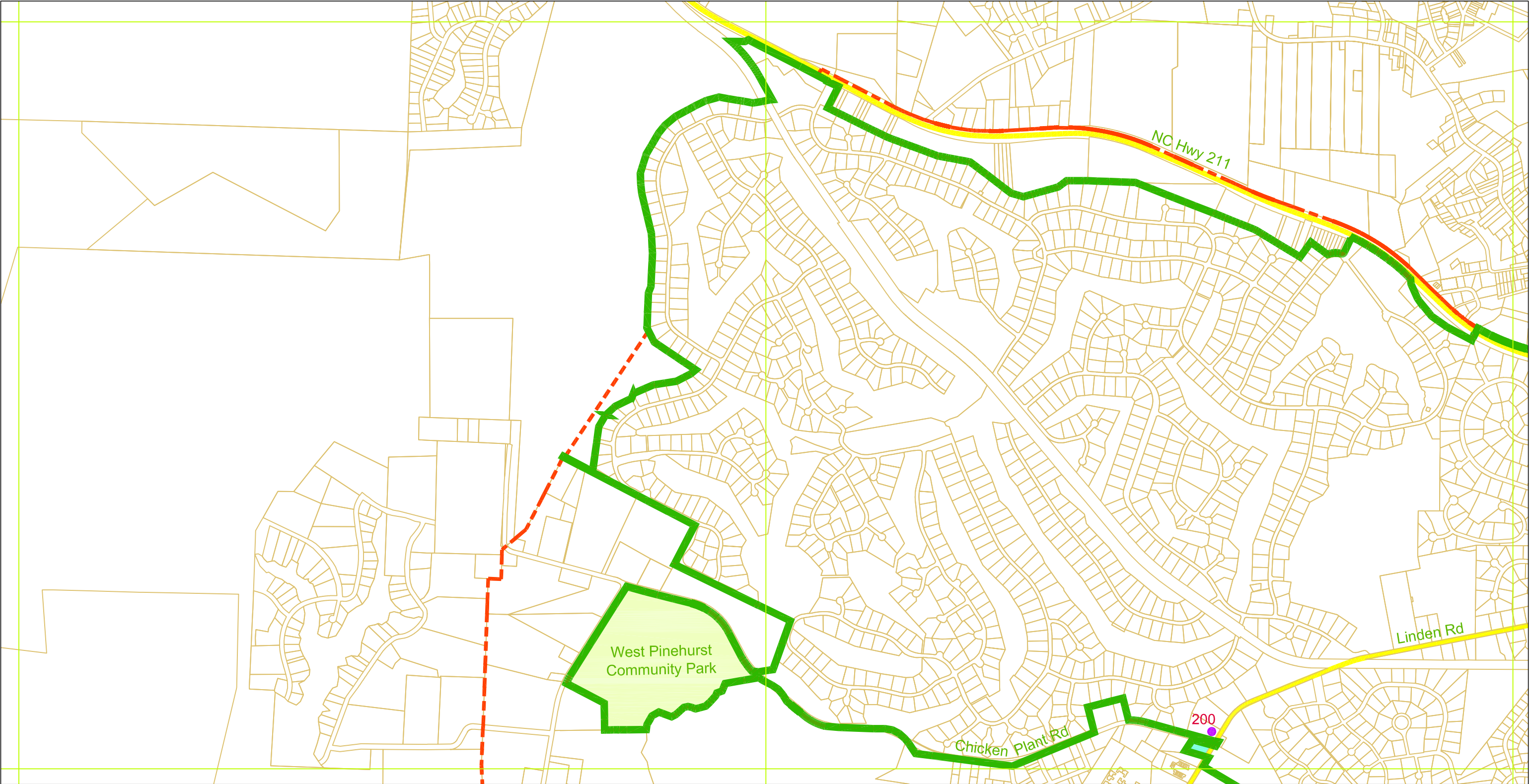
Description

- ☐ [Wayfinding Inventory](#)
- ☐ [Wayfinding Map P-2](#)
- ☐ [Wayfinding Map P-3](#)
- ☐ [Wayfinding Map P-5](#)
- ☐ [Wayfinding Design D1](#)
- ☐ [Wayfinding Design D2](#)
- ☐ [Wayfinding Design D3](#)

MAP #	SIGN #	LOCATION	STYLE	TEXT (SIDE 1)	TEXT (SIDE 2)	TEMPLATE	REPLACEMENT/ NEW	NOTES	.	.
P-2	200	Corner of Linden Rd and Chicken Plant Rd (west bound)	D2	→ West Pinehurst Community Park	↑ Village Shops ← West Pinehurst Community Park		New			
P-3	302	Intersection of NC 211 and Gun Club Dr (west bound)	D1	↑ Harness Track/ Fair Barn ↑ Village Shops ← Village Hall ← Village Parks ← Pinehurst Elem.	(green)		New	Replace NCDOT sign; Sign will need to be taller to accommodate the amount of text.		
P-3	303	Intersection of NC 211 and Rattlesnake Trail (east bound)	D1	→ Village Hall → Village Parks → Pinehurst Elem.	(green)		New	Replace NCDOT sign; Sign will need to be taller to accommodate the amount of text.		
P-3	304	Intersection of NC 211 and NC 5 (Beulah Hill Rd) (west bound)	D1	← Village Shops ← Welcome Center ← Harness Track/ Fair Barn	(green)		New	Replace NCDOT sign		
P-3	305	Intersection of NC 211 and NC 5 (Beulah Hill Rd) (east bound)	D1	↑ Village Hall ↑ Village Parks ↑ Pinehurst Elem. → Village Shops → Welcome Center → Harness Track/ Fair Barn	(green)		New	Replace NCDOT sign		
P-3	307	Triangular island along NC 5 between McCaskill Rd and Barrett Rd (south bound)	D1	↑ Village Shops ↑ Welcome Center ↑ Harness Track/ Fair Barn ← Wicker Park/ Arboretum ← Recycling Center	→ Village Hall → Wicker Park/ Arboretum		New	2-sided; An agreement will be needed to remove certain text		
P-3	308	Intersection of NC 5 and McLean Rd opposite Linden Rd connection (north bound)	D2	← West Pinehurst Community Park ← Shops on Linden	→ West Pinehurst Community Park → Shops on Linden		New	Replace private sign for Pinehurst Place		
P-3	309	Village Green West by Village Chapel (north bound)	D2	↑ Village Shops ↑ Welcome Center ↑ Village Green/ Tufts Park ↑ Given Memorial Library ↑ Public Parking	(green)		New			

P-3	310	Intersection of NC 5 and NC 2 (south bound)	D1	↑ Harness Track/ Fair Barn ← Village Shops ← Welcome Center	(green)		New	Coordinate with PRCC to relocate Resort sign. Remove Welcome Center sign from street sign. Remove existing sign and stone planter from traingle north on NC 5		
P-3	312	Intersection of NC 5 and NC 2 (north bound)	D1	↑ Village Hall → Village Shops → Welcome Center	(green)		New	Remove 'Welcome Center' from Village street sign. Remove 'Village Shops' from Resort sign south of bridge.		
P-3	313	Intersection of NC 2 and Village Green West (east bound)	D1	← Village Shops ← Welcome Center	(green)		Replace	Remove existing sign and stone planter on north side of road.		
P-3	314	Intersection of NC 2 and Fields Rd (west bound)	D1	↑ Welcome Center ↑ Harness Track/ Fair Barn → Village Shops	(green)		New	Coordinate with PRCC to relocate Resort sign to east end of triangle.		
P-3	315	Intersection of Cherokee Rd and Fields Rd (north bound)	D2	← Village Shops ← Welcome Center ← Village Green/ Tufts Park ← Given Memorial Library ← Public Parking	(green)		Replace	Replace existing sign		
P-3	326	Corner of McCaskill Rd and Magnolia Rd (east bound)	D2	→ Village Hall → Wicker Park/ Arboretumg → Police/ Fire Station ← Village Shops			New			
P-3	343	Corner of Rattlesnake Tr and Magnolia Rd (south bound)	D2	↑ Recycling Center → Village Hall → Police/ Fire Station → Wicker Park/ Arboretum ← Cannon Park ← Pinehurst Elem.			Replace	Breakaway structure		
P-3	353	NC 2 near traffic circle (west bound)	D1	↑ Village Shops ↑ Welcome Center ↑ Harness Track/ Fair Barn	(green)		New	Could move to medain		
P-3	354	NC 5 near traffic circle (west bound)	D1	↑ Village Shops ↑ Village Hall ↑ Harness Track/ Fair Barn ↑ Village Parks ↑ Pinehurst Elem.	(green)		New			

P-3	355	NC 2 at NC 5 intersection (west bound)	D1	→ Village Hall ← Harness Track/ Fair Barn	(green)		New			
P-5	500	Corner of NC 5 and Morganton Rd (west bound)	D1	→ Village Shops → Village Hall → Village Parks ← Harness Track/ Fair Barn	(green)		New	Replace NCDOT sign		
P-5	503	Entrance drive of Harness Track	D2	→ Fair Barn Parking ← Track Restaurant ← Tack Shop ← Track Office	(green)		Replace	May need to use D2 to fit all text		
P-5	506	NC 5 at Pinehurst South	D1	↑ Village Shops ↑ Village Hall ↑ Welcome Center ↑ Harness Track/ Fair Barn ↑ Village Parks	(green)		New			



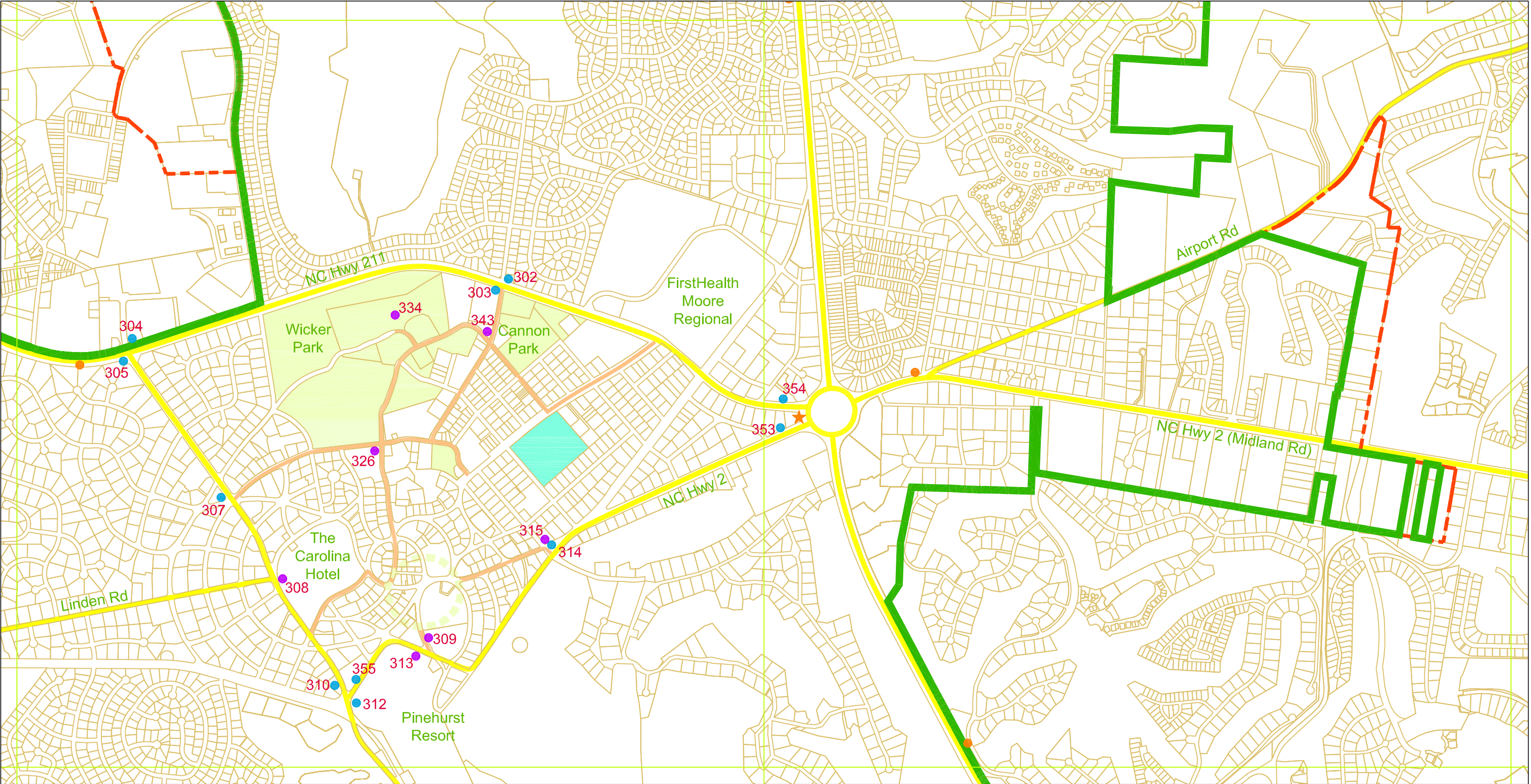
VILLAGE OF PINEHURST
PROPOSED WAYFINDING SIGNS

 N
Not To Scale
November 2013

- LEGEND
- | | | | |
|---|--------------------------------|---|-------------------------------------|
|  | Corporate Limits |  | Proposed Directional Signs (D1) |
|  | Extra-Territorial Jurisdiction |  | Proposed Directional Signs (D2, D3) |
|  | Village Venue | | |
|  | Private / Public Venue | | |
|  | Village Shops | | |
|  | Proposed Gateway | | |
|  | Proposed Art | | |

MAP P-2

THE
HAYTER
FIRM 



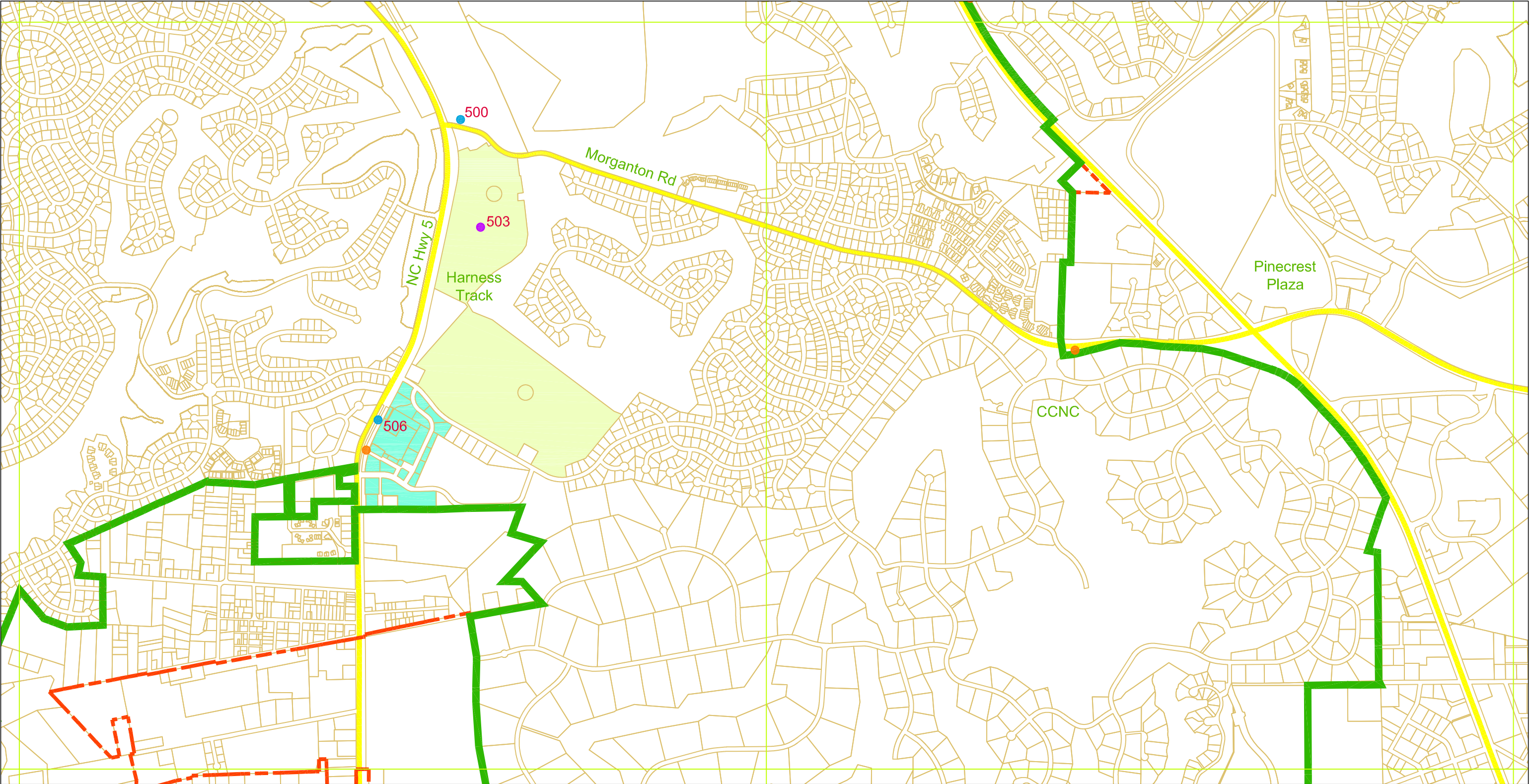
VILLAGE OF PINEHURST
PROPOSED WAYFINDING SIGNS

 N
Not To Scale
November 2013

- LEGEND
- | | | | |
|---|--------------------------------|---|-------------------------------------|
|  | Corporate Limits |  | Proposed Directional Signs (D1) |
|  | Extra-Territorial Jurisdiction |  | Proposed Directional Signs (D2, D3) |
|  | Village Venue | | |
|  | Private / Public Venue | | |
|  | Village Shops | | |
|  | Proposed Gateway | | |
|  | Proposed Art | | |

MAP P-3





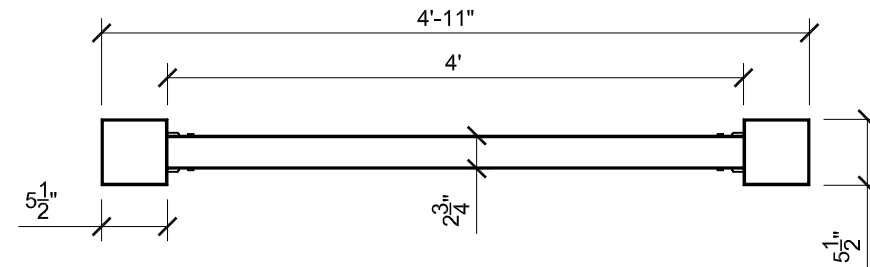
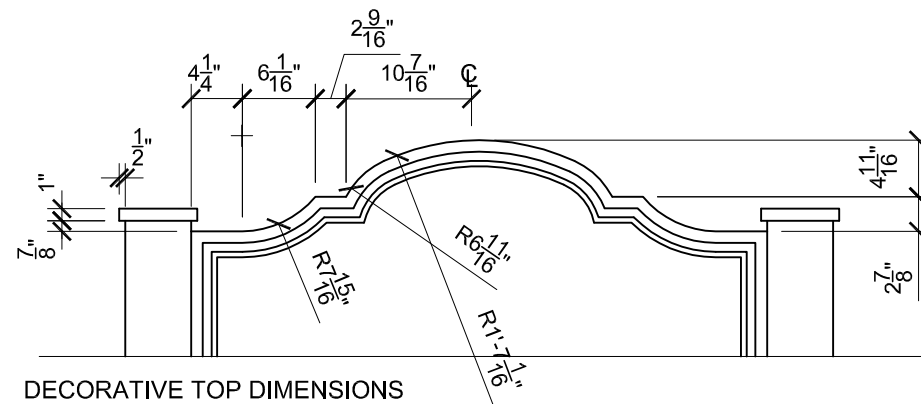
VILLAGE OF PINEHURST
PROPOSED WAYFINDING SIGNS

 N
Not To Scale
November 2013

- LEGEND
- | | | | |
|---|--------------------------------|---|-------------------------------------|
|  | Corporate Limits |  | Proposed Directional Signs (D1) |
|  | Extra-Territorial Jurisdiction |  | Proposed Directional Signs (D2, D3) |
|  | Village Venue | | |
|  | Private / Public Venue | | |
|  | Village Shops | | |
|  | Proposed Gateway | | |
|  | Proposed Art | | |

MAP P-5

THE
HAYTER
FIRM 



Pinecone graphic
(brown); 7 3/8" height;
Graphic available from
Village of Pinehurst —

Aluminum post and cap (blue) 

Aluminum sign
(cream) _____

3" lettering (blue);
Font: Arial

Aluminum trim
(green) _____

Finish Grade

- ↑ Village Shops
- ← Village Hall
- ← Police/ Fire Dept.
- ← Wicker Park/
Arboretum
- Cannon Park

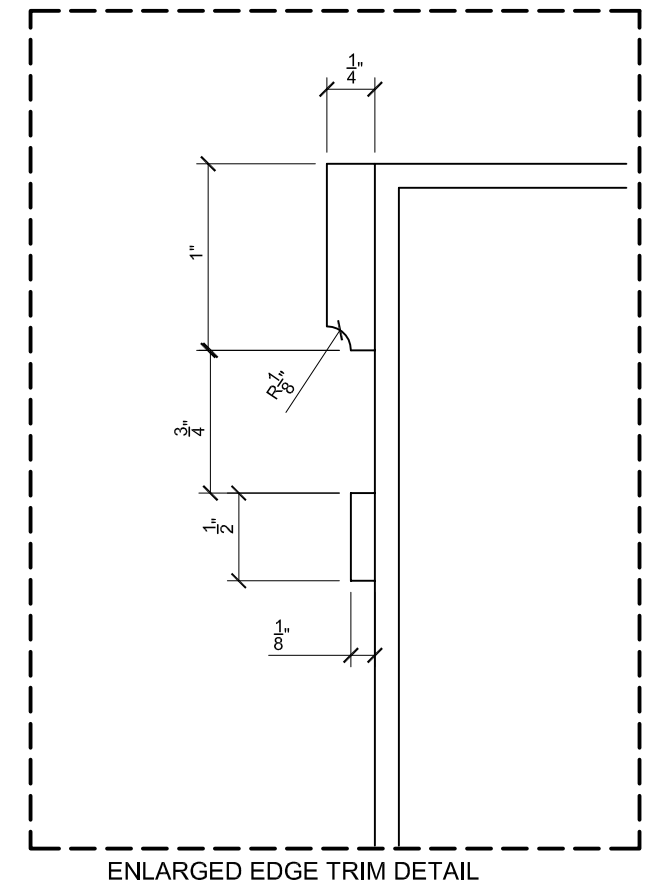
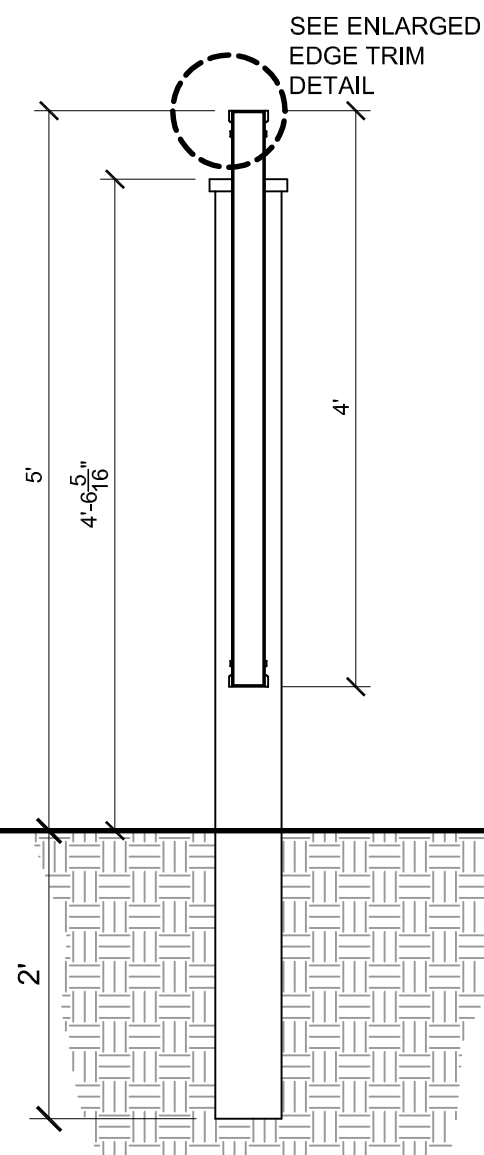
SPECIFICATIONS:

1. All parts of the fabrication shall be formed or plate aluminum with structural steel and aluminum bracing.
2. The thickness of the aluminum shall be a minimum of .090 to .125.
3. All rounded corners and formed trim shall adhere to the aluminum specifications listed above.
4. All printed graphics and painted surfaces shall be of exterior grade materials and have an estimated extended life specification.

NOTES:

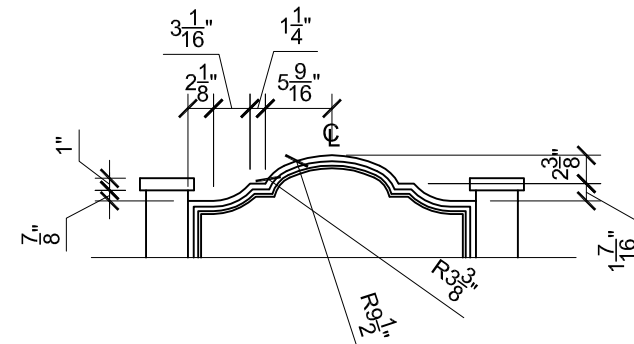
1. Primary Font: Filosofia GrandCaps (all caps) unless otherwise noted. Note: Font shown is similar but not identical to Filosofia.
2. Colors:

Cream:	PMS 9061C
Green:	PMS 5753C
Blue:	PMS 5395C
Brown:	PMS 732C
3. Sign and trim to be aluminum.
4. Fabricator to submit shop drawings for approval.
5. Sign to be break-away, as per NCDOT approval.
6. Provide pinestraw mulch, minimum 3" thick, extending 2' from sign on all sides.

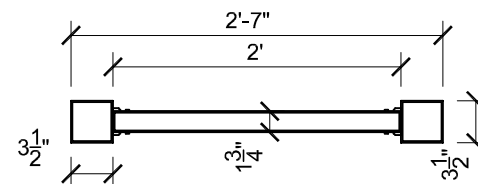


Directional - D1

1. Primary Font: **Filosofia**
GrandCaps (all caps) unless
otherwise noted. Note: Font shown
is similar but not identical to
Filosofia.



DECORATIVE TOP DIMENSIONS



Pinecone graphic
(brown); 3½" height;
Graphic available from
Village of Pinehurst —

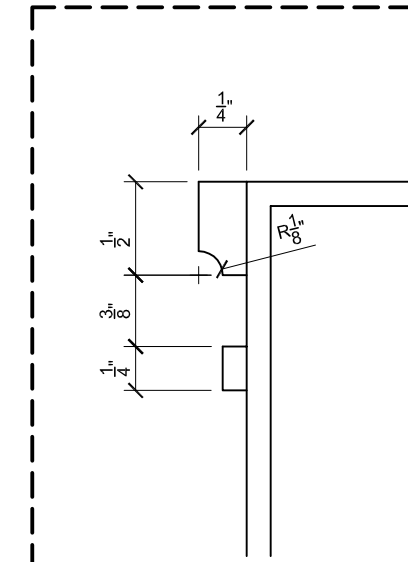
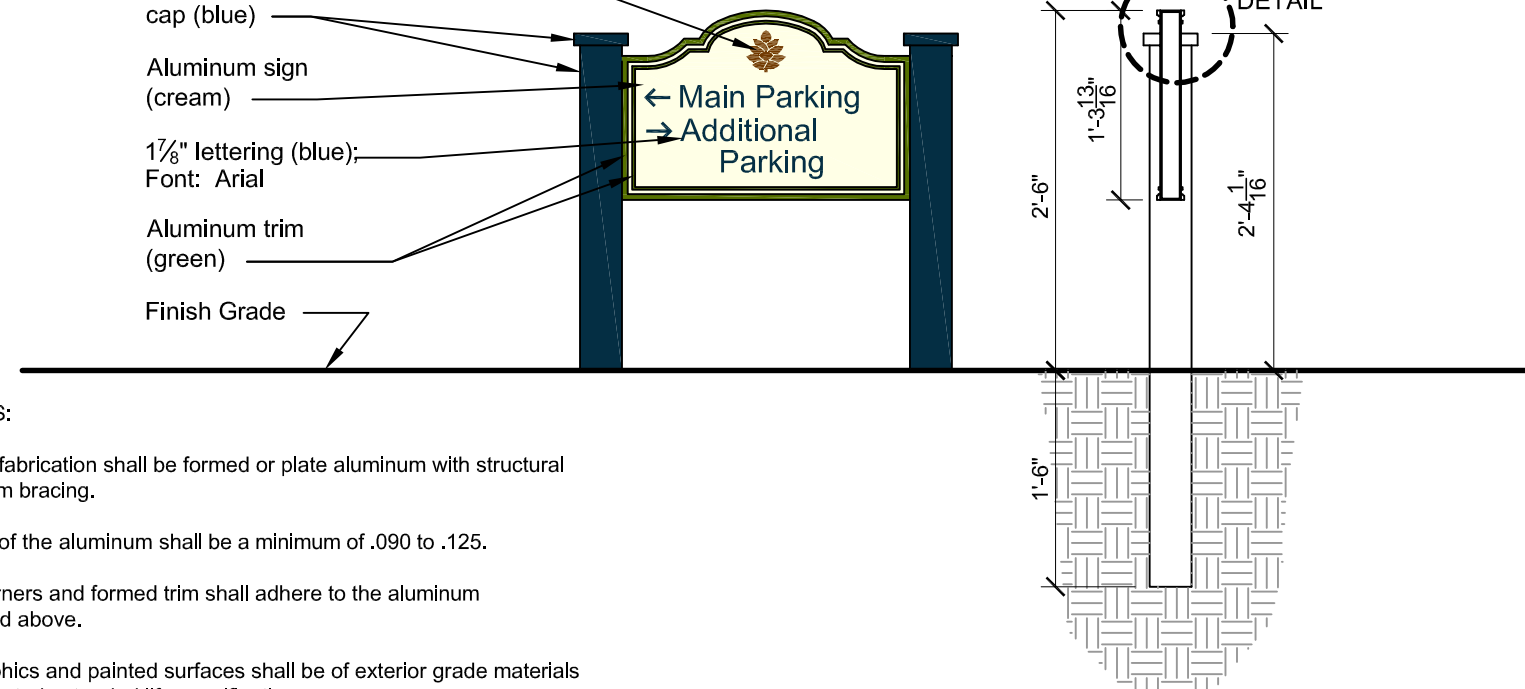
Aluminum post and cap (blue) —

Aluminum sign
(cream) _____

1 7/8" lettering (blue);
Font: Arial

Aluminum trim
(green) —

Finish Grade



ENLARGED EDGE TRIM DETAIL

SPECIFICATIONS:

1. All parts of the fabrication shall be formed or plate aluminum with structural steel and aluminum bracing.
2. The thickness of the aluminum shall be a minimum of .090 to .125.
3. All rounded corners and formed trim shall adhere to the aluminum specifications listed above.
4. All printed graphics and painted surfaces shall be of exterior grade materials and have an estimated extended life specification.

Directional - D3

VILLAGE OF PINEHURST PROPOSED WAYFINDING SIGNS

Pinehurst, North Carolina



RESOLUTION 13-47 DECLARING INTENT TO CONSIDER CLOSING AND ABANDONING A PORTION OF VILLAGE GREEN ROAD AND PALMETTO ROAD.

ADDITIONAL AGENDA DETAILS:

FROM:

Andy Wilkison

CC:

Mike Newman, Jeff Batton, Earl Phipps, Carlton Cole

DATE OF MEMO:

11/6/2013

MEMO DETAILS:

The Village has been approached by the attorney for Mr. and Mrs. Farrell Bushing and Pinehurst, LLC, inquiring if the Village will consider abandoning a portion of Palmetto and Village Green Roads, which abut only the property of Mr. and Mrs. Bushing and Pinehurst, LLC. The portions proposed to be abandoned both dead-end in the "caddie" parking lot of the Pinehurst Resort and Country Club. Neither road portion proposed abandonment is used to access the property of any person other than the Bushings or Pinehurst, LLC. The attorney for Pinehurst, LLC is having a survey prepared to show the portions of Palmetto Road and Village Green Road proposed for abandonment.

ATTACHMENTS:

Description

▣ [Resolution 13-47](#)

RESOLUTION #13-47:

A RESOLUTION DECLARING THE INTENT OF THE VILLAGE COUNCIL OF THE VILLAGE OF PINEHURST TO CONSIDER CLOSING AND ABANDONING A PORTION OF VILLAGE GREEN ROAD AND PALMETTO ROAD.

THAT WHEREAS, the Village Council of the Village of Pinehurst, North Carolina accepted the petition of Pinehurst, Incorporated, on July 23, 1984, which requested that the Village accept the dedication of certain streets and rights of way in the Village of Pinehurst; and

WHEREAS, among those streets and rights of way are a portion of Village Green Road and Palmetto Road that intersect in a parking lot of the Pinehurst Resort and Country Club;

WHEREAS, portions of Village Green Road and Palmetto Road are not now used by the motoring public and are no longer needed for any public purpose as a public right of way;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in work session assembled this 12th of November, 2013 as follows:

SECTION 1. The Village Council of the Village of Pinehurst, North Carolina, hereby states its intention to close the aforementioned road, and convey said portion to the abutting property owners.

SECTION 2. The Village Manager is hereby directed to have metes and bounds descriptions and surveys of the aforementioned portions Village Green Road and Palmetto Road prepared for a Public Hearing to be held on this matter.

SECTION 3. A Public Hearing on this matter shall be held at the regular meeting of the Village Council to be held December 10, 2013.

SECTION 4. A Public Notice conforming to the requirements of North Carolina General Statutes 160A-299 shall be published in a newspaper with circulation in and around the Village of Pinehurst for four weeks prior to the Public Hearing on this matter.

THIS RESOLUTION passed and adopted this 12th day of November, 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney

I, Lauren M. Craig, Village Clerk for the Village of Pinehurst, do hereby certify that on _____, 2013, I mailed the attached Notice of a Public Hearing to the following list of property owners. Said Public Hearing will be held at 1:00 p.m. on December 10, 2013 for the purpose of considering adopting an ordinance to close and abandon portions of Village Green Road and Palmetto Road, roads within the corporate limits of the Village of Pinehurst, North Carolina.

WITNESS MY HAND AND OFFICIAL SEAL of the Village of Pinehurst this _____ day of _____, 2013.

Lauren M. Craig
Village Clerk

DRAFT



RESOLUTION 13-50 SCHEDULING THE ORGANIZATIONAL MEETING

ADDITIONAL AGENDA DETAILS:

FROM:

Lauren Craig, Village Clerk

CC:

Andy Wilkison, Village Manager

DATE OF MEMO:

11/6/2013

MEMO DETAILS:

Should you wish to schedule the Organizational Meeting prior to the regular December 10, 2013 meetings, Council will need to adopt the meeting date by resolution. I have attached a drafted resolution for this purpose that would need to be completed with the final date and time of the meeting. If you have any questions, please let me know.

ATTACHMENTS:

Description

📎 [Resolution 13-50](#)

RESOLUTION #13-50:

A RESOLUTION ESTABLISHING THE DATE FOR THE ORGANIZATIONAL MEETING OF THE VILLAGE COUNCIL PURSUANT TO THE ELECTION HELD NOVEMBER 5, 2013.

THAT WHEREAS, the Village of Pinehurst conducts municipal elections pursuant to North Carolina General Statutes, Chapter 163, Article 15; and

WHEREAS, pursuant to North Carolina General Statutes, Chapter 160A, Section 68, any newly-elected Councilmembers must take office no later than the first regular meeting in December following the election; provided however, that the Council could select an earlier time if desired; and

WHEREAS, by Resolution of the Pinehurst Village Council dated November 18, 1985, the newly-elected Village Council and future Village Councils are authorized to hold their organizational meeting prior to the first regular meeting in December following the election, if certified election results have been received from the Board of Elections; and

WHEREAS, the certified results of the Municipal Election held November 5, 2013 will have been received from the Moore County Board of Elections by November 18, 2013;

NOW, THEREFORE, BE IT RESOLVED by the Village Council of the Village of Pinehurst, North Carolina in work session assembled this 12th day of November, 2013, as follows:

That the Village Council hereby sets the date and time for the organizational meeting following the November 5, 2013 municipal election for _____, November ____, 2013, at _____ in the Assembly Hall of the Village Hall located at 395 Magnolia Road.

THIS RESOLUTION passed and adopted this 12th day of November, 2013.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Nancy Roy Fiorillo, Mayor

Attest:

Approved as to Form:

Lauren M. Craig, Village Clerk

Michael J. Newman, Village Attorney