



**VILLAGE COUNCIL
AGENDA FOR WORK SESSION OF APRIL 23, 2024
ASSEMBLY HALL**

PINEHURST, NORTH CAROLINA

1. Call to Order.
2. US Open Plans Update
3. Consider Ordinance 24-09 Text Amendment to Municipal Code Relative to Fee Parking on Private Property
4. Review Request for Qualifications (RFQ) for an Update to the Pinehurst Development Ordinance
5. Discussion on MYVOP
6. Other Business.
7. Adjournment.

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

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

Values: Service, Initiative, Teamwork, and Improvement.



**US OPEN PLANS UPDATE
ADDITIONAL AGENDA DETAILS:**

ATTACHMENTS:

Description

- 📎 US Open Plans and Preparations



2024 US Open Plans & Preparations



Agenda:

- US Open Overview
- Parking and Shuttle Service
- Activities in Tufts Park
- Social District
- Questions?

Future US Opens to be Hosted in Pinehurst

2024

2029

2035

2041

2047



U.S. Open Championship Overview

The 2024 U.S. Open Championship will be held June 10-16 at Pinehurst Resort & Country Club (Course No. 2).

- **June 10 – 12** Practice Rounds (Monday-Wednesday)
- **June 13 – 16** Championship Rounds (Thursday-Sunday)
- **Format:** 72-holes of stroke play
Cut after 36-holes (low-60 scores & ties)
**2-hole aggregate playoff Sunday evening*
- **Attendance:** 250,000+ for the week
- **Media:** Global media presence with over 450+ credentials
- **Broadcast:** Over 75-hours of live coverage to 190+ countries
NBC Universal, Golf Channel, Peacock, Int'l TV & Digital



Economic Impact

Historically, the U.S. Open championship has generated more than \$200+ million in long-term economic impact to the host region in which it is held!

- Quick facts from 2014:
 - Average fan is middle-aged with disposable income
 - Local Attendance – 58% of attendees from NC in 2014
 - Avg. out-of-town fan overnight accommodations – 3+ nights
 - Avg. U.S. Open fan attendance – 2.5+ days
 - Avg. time spent at the championship – 7+ hours
 - Tourism industry saw the heaviest impact



Facility Updates (2014 vs. 2024)

Similar facility layout to 2014 with a few key primary differences being:

- A revamped corporate hospitality program:
 - New corporate hospitality layouts
 - Moved hospitality tents from Maniac Hill (Member Driving Range) onto the golf course. Holes 18, 17, 16, 15, and 10.
- New high-end facility at 18 Green
- Driving Range layout
- Adding a new product, The Garden, to where Trophy Club was located in 2014.
- Main Entrance, Clubhouse & Broadcast Compound
- Anchor Site Investments



Main Entrance





Hole 10

UPPER LEVEL



Hole 10



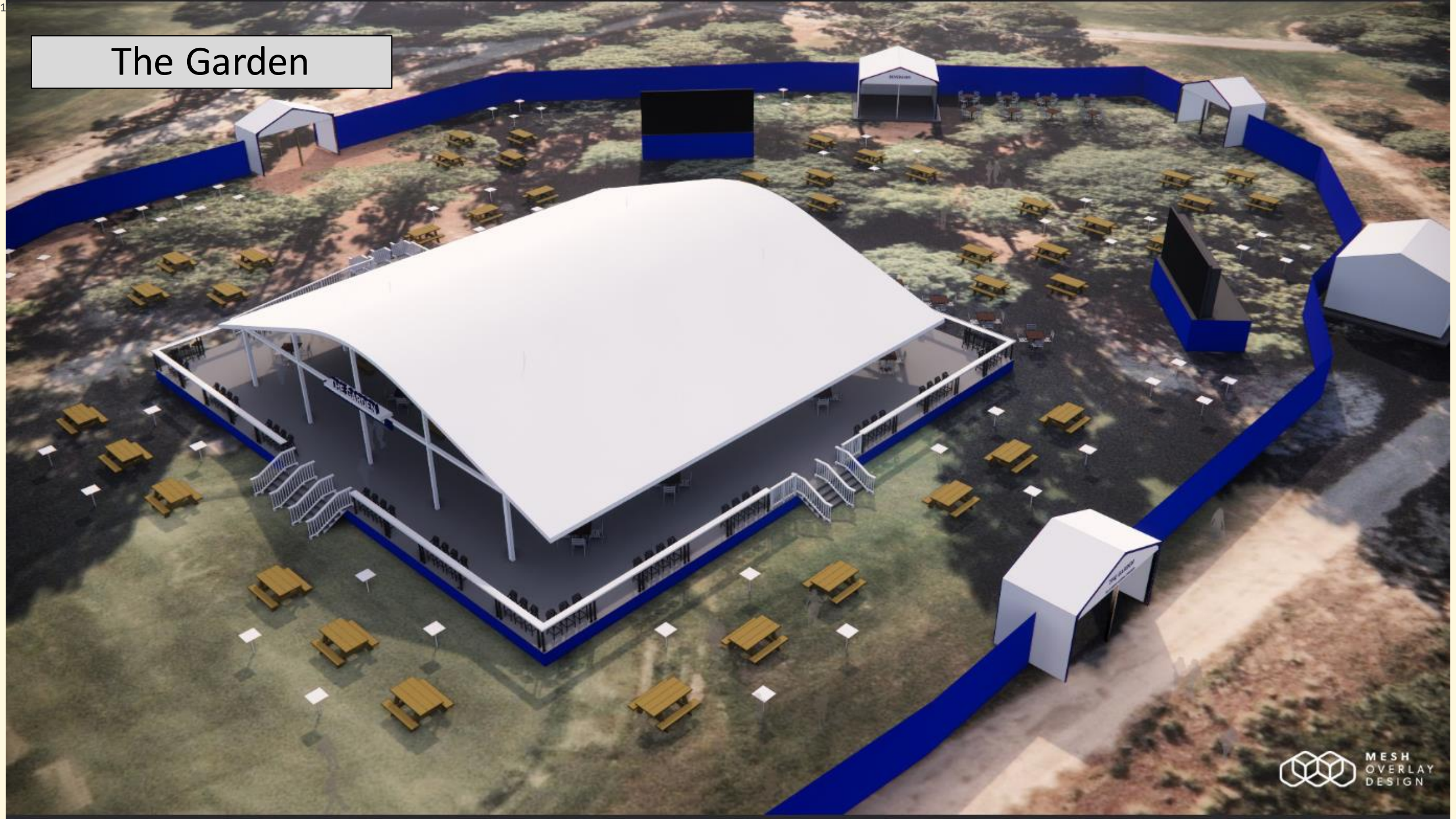
18th Hole Rendering



Champions Pavilion



The Garden



Construction Timeline

- January 2024 – Install temporary hitting net at Driving Range and begin road Installation/improvements on Pinehurst Resort property
- March 4 – Vendors begin to arrive on site with equipment and begin construction of temporary facilities
- April 1 – Modified layout for Course 1 (Main Admission/Merchandise)
- May 6 – Modified layout for Course 4 (Putterboy Pavilion – Pinehurst Member tent)
- May 20 – Course #1 & #4 closed
- May 28 – Course #2 closed
- June 3 – Clubhouse & Pool closed
- June 10 – 16 – Championship Week
- June 17 – Vendors begin removal process in order to hand over certain spaces to the Village, Pinehurst Resort, and others
- September 6 – All equipment and temporary roadways are removed from Pinehurst No.2



Operational Fun Facts

CONSTRUCTION

- 527,917 sq ft of temporary flooring (2014)
- ~290 tents ranging from 100 sq ft to 36,000 ft
- 14.2 miles of temporary fence
- 525 high density access point & 125 network switches
- 43 miles of copper (cat 5e) & 5.5 miles of fiberoptic cable
- 812 TV's & 26 digital displays
- 350 port-o-lets & 40 restroom trailers

CONCESSION F&B NUMBERS (2022)

- 59,404 hot dogs
- 27,415 hamburgers
- 237,106 beers
- 31,905 bags of chips
- 17,070 desserts (cookie, ice cream, etc..)

ALUMINUM WATER & CUP DATA (2023)

- 296,430 aluminum cups
- 247,480 aluminum cans/bottles of water

MERCHANDISE FUN FACTS

- 107,000 transactions (2022)
- 450,000 units sold (2022)
- Over 400,000 championship logoed items will be offered onsite at LACC
- Average of 60 point of sale terminals



Parking

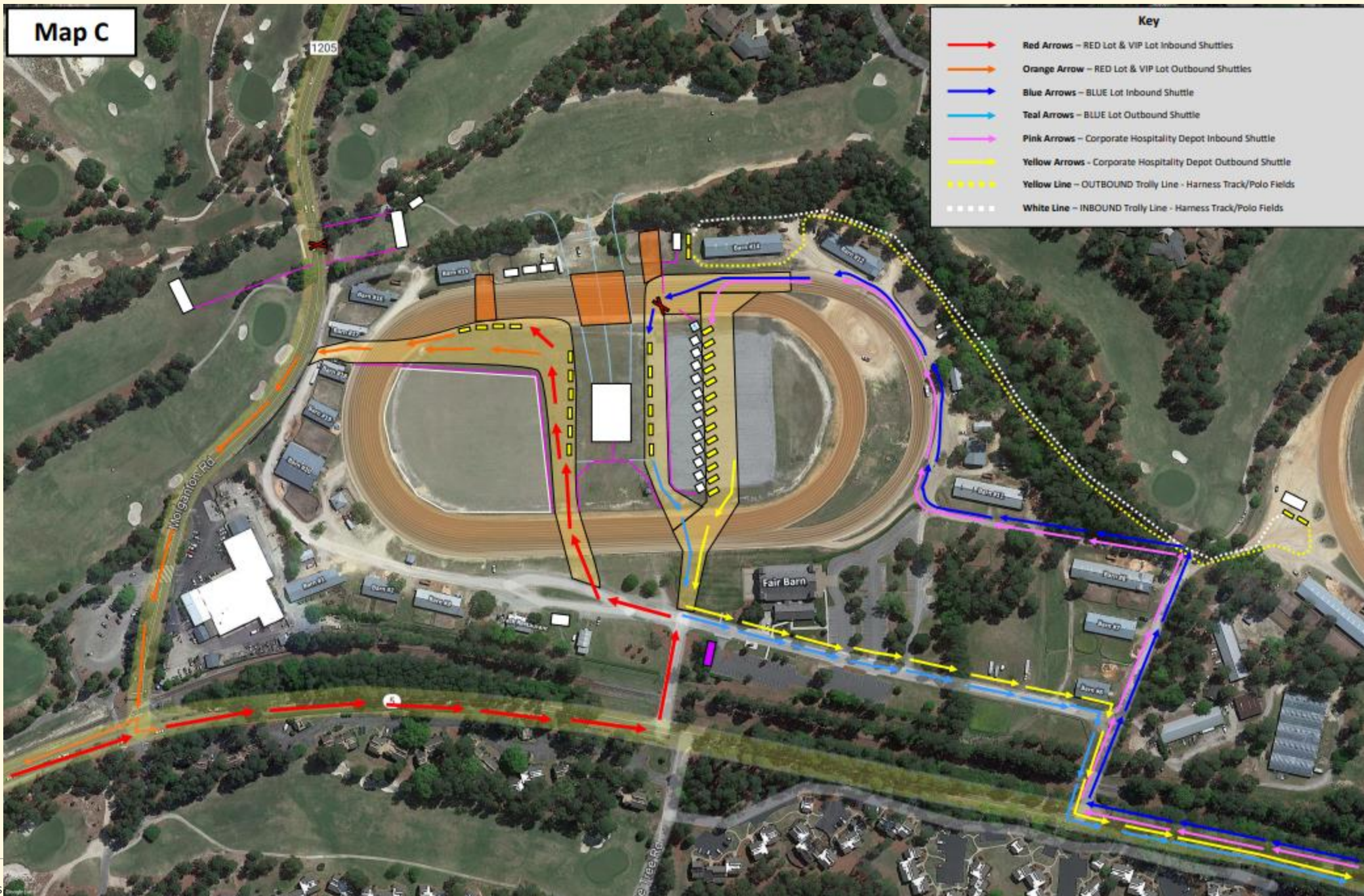
RED Lot Fan Parking

124TH U.S. OPEN CHAMPIONSHIP

Pinehurst Resort & Country Club (Course No. 2)












GOLF CART PARKING

Golf cart parking will be restricted to certain access points around the championship grounds. Normal municipal registration, ordinances, and road restrictions still apply.

-  **Village of Pinehurst – *Location TBD***
 - Park and walk to Carolina Vista and enter through Gate 8
-  **Course No. 5 – Hole 18 Fairway**
 - Park and walk to cross NC-5/Cradle Crossing and enter through Gate 10
-  **Course No. 1 – Hole 3**
 - Park and walk towards Hole 2 of Course No. 1 and enter through Gate 1
-  **Course No. 7 – via Brookhaven Road (C2-H9)**
 - Park and walk towards #9 Green of Course No. 2 and enter through Gate 5
-  **Course No. 2 – via Midland Cart Crossing**
 - Park and walk towards #5 Tee of Course No. 2 and enter through Gate 6



Dedicated Cart Parking Locations

Parking Challenge



- Facilitate parking for downtown businesses and their patrons
 - Ensure turnover in downtown parking areas
 - Discourage US Open ticketed guests from using downtown parking for extended hours
- Discourage US Open ticketed guests from parking in residential neighborhoods



Parking Solution



- Create 3-hour downtown parking zones
 - Enforcement will still be a challenge
- Create prohibited Right-of-Way (ROW) parking zones (except where specifically marked) in dense traffic areas
- Provide an alternative off-street parking location at the Village-owned property on Rattlesnake Trail
- Provide shuttle services from alternative parking sites to downtown
- Notify businesses of ideal employee parking spots
- Rope off prohibited ROW parking areas that would create the most adverse impact if parked in
- Flexibility to address problem areas through roping as they arise
- \$50 fine for deterrence

3-Hour Parking

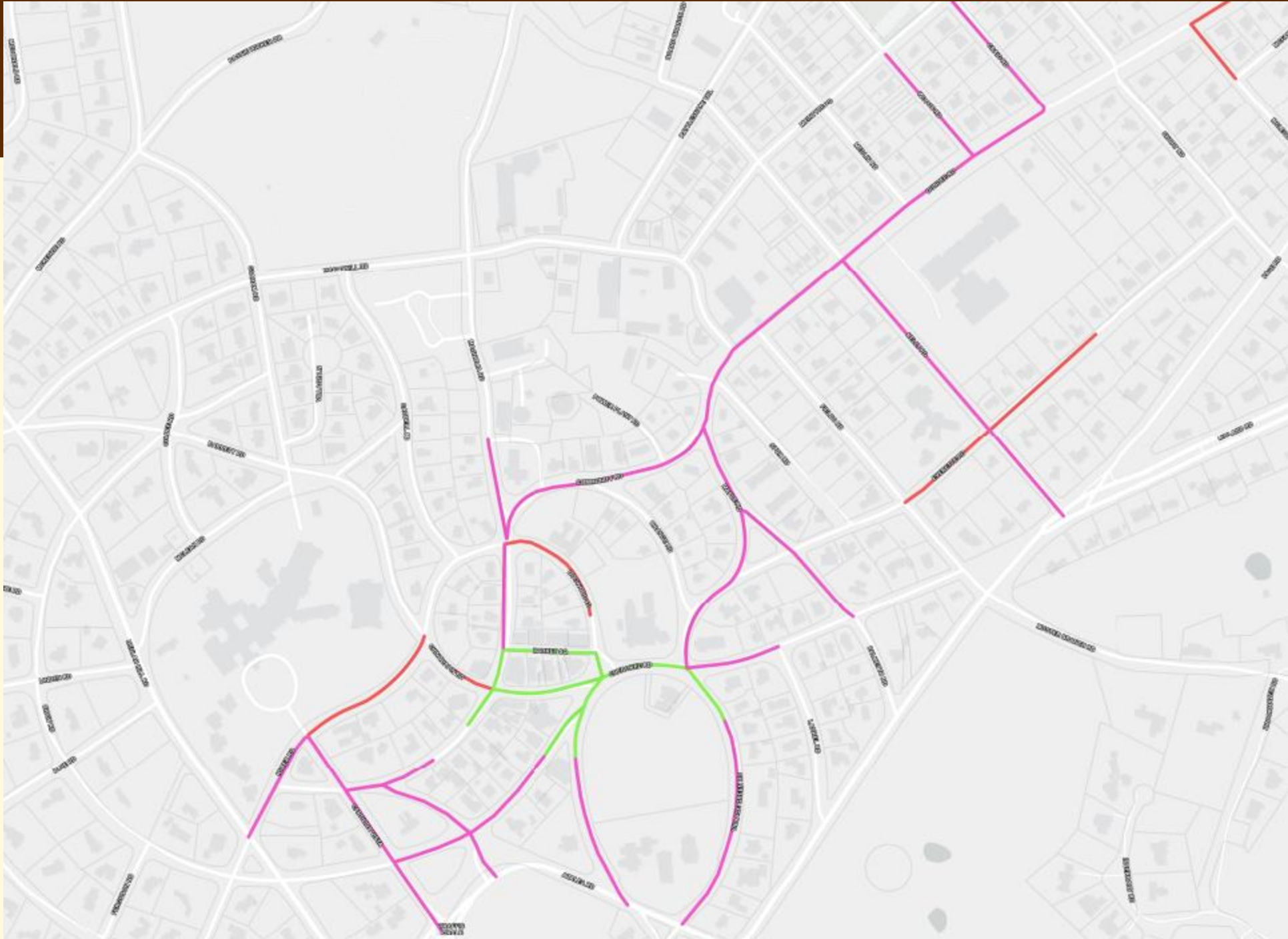


Street	Side	Time Limit	Hours	Location
Cherokee Road	South	<u>3 hours</u>	Between 9:00 a.m. and 6:00 p.m.	In front of Given Memorial Library
<u>Cherokee Road</u>	<u>North and South</u>	<u>3 hours</u>	<u>Between 9:00 a.m. and 6:00 p.m.</u>	<u>All public parking locations</u>
<u>Chinquapin Road</u>	<u>North and South</u>	<u>3 hours</u>	<u>Between 9:00 a.m. and 6:00 p.m.</u>	<u>All public parking locations from Cherokee Road to Magnolia Road.</u>
<u>Magnolia Road</u>	<u>North and South</u>	<u>3 hours</u>	<u>Between 9:00 a.m. and 6:00 p.m.</u>	<u>All public parking locations from Chinquapin to 45 Magnolia Road.</u>
<u>Market Square</u>	<u>North and South</u>	<u>3 hours</u>	<u>Between 9:00 a.m. and 6:00 p.m.</u>	<u>All public parking locations.</u>
<u>Village Green East</u>	<u>West</u>	<u>3 hours</u>	<u>Between 9:00 a.m. and 6:00 p.m.</u>	<u>Adjacent to the Given Memorial Library</u>

Prohibited Parking



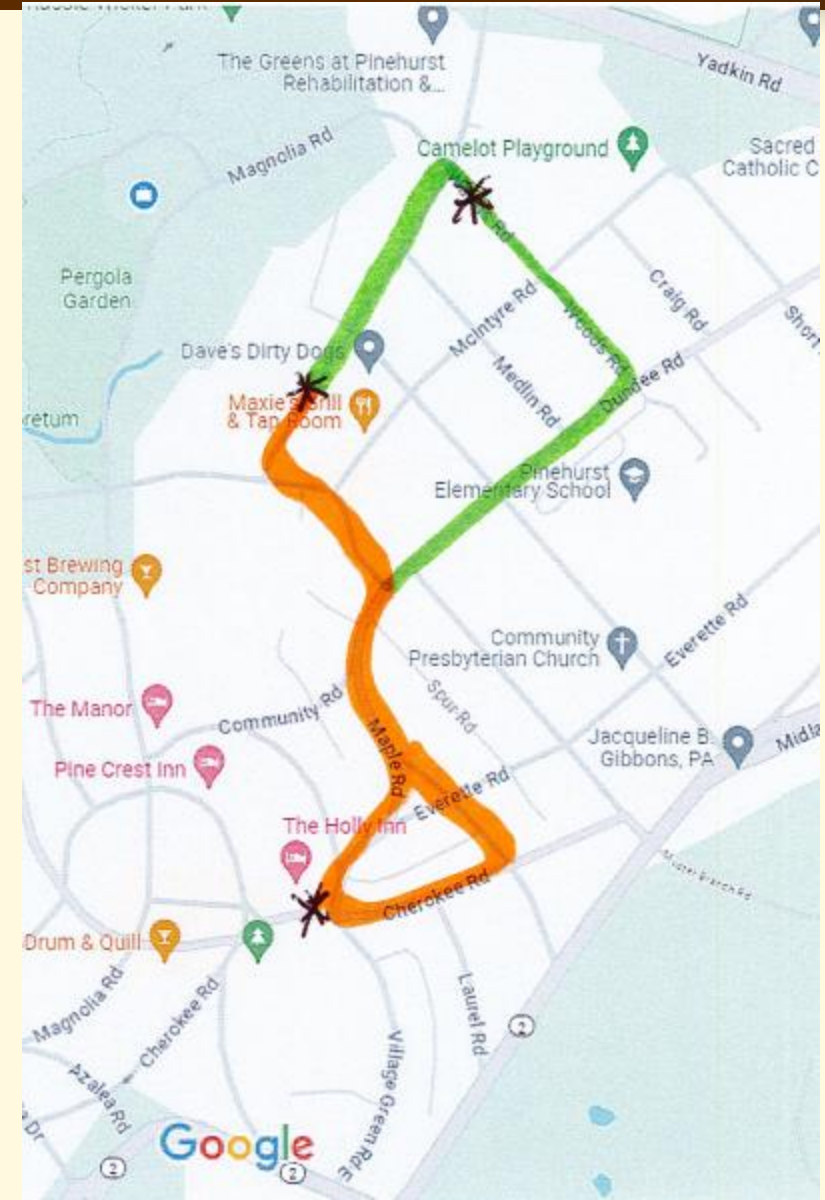
Street	Side	Location
Ritter Road	Both	Highway 5 to Chinquapin Road
Carolina Vista Drive	Both	Ritter to Old NC 2
Magnolia Road	West	Market Square to 265 Magnolia Road
Magnolia Road	East	Community Road to rear driveway of the Manor Hotel
Community Road	South	Magnolia Road to Maple Road
Cherokee Road West	South	Village Green West to Azalea Road
Shaw Road SE	Both	Azalea to Carolina Vista
Azalea Road	Both	Old NC 2 to Carolina Vista
Dundee Road	Both	Community Road to Craig Road
Craig Road	Both	Dundee Road to McIntyre Road
Woods Road	Both	Dundee Road to McIntyre Road
Maple Road	Both	Community Road to Orange Road
Cherokee Road East	Both	Village Green Road to Laurel Road
Palmetto Road	Both	Cherokee Road East to Maple Road
Village Green Road East	Both	100 Village Green Road East to Old NC 2
Village Green Road West	Both	Old NC 2 to Theatre Building driveway



Shuttle Service



- Hours:
 - 8:30 AM to 5:00 PM @ Rattlesnake Trail
 - 5:00 PM to 10:30 PM @ Community Center
- Constant loop, with phone number available for the driver



Downtown Experience in Tufts Park

Downtown Experience Goal



- Provide or encourage quality visitor experiences that:
 - Brings patrons to downtown businesses
 - Helps local businesses be successful
 - Provides an entertaining guest atmosphere that leads to an overall successful 2024 US Open
 - Mitigates difficulties that may affect residents' quality of life

Downtown Experience Solutions



- Host “Showcase” at Tufts Park
 - Viewing screen
 - Concerts/movie
 - Putting Green
 - Golf Simulator
 - Food trucks (Wed & Sat Evenings)
 - Beer garden (Wed & Sat Evenings)
 - Activities
- Passive opportunities
 - Scavenger Hunt
 - Self-guided tours
 - Photo Opps



UIS OPEN LAYOUT PLAN



Legend

- A Putting Green 20' x 22'
- B Stage 16' x 24'
- C Jumbotron 25' x 8'
- D Dryveboy 40' x 15'
- E Production Tent 10' x 10'
- F Welcome Tent 10' x 10'
- G Olympic Rings 20' x 8.5'

0 25 50 100 US Feet

Olympic Rings



Dryvebox



Schedule of Events



	Monday, June 10th	Tuesday, June 11th	Wednesday, June 12th	Thursday, June 13th	Friday, June 14th	Saturday, June 15th
9:00:00 AM	Yoga in the Park - Pamela Durkin	Yoga in the Park - Pamela Durkin		Yoga in the Park - Pamela Durkin	Yoga in the Park - Pamela Durkin	Fit 4 Mom
10:00:00 AM	Historical Walking Tour					Farmer's Market
11:00:00 AM						
12:00:00 PM						
1:00:00 PM	Paint in the Park	Farmer's Market	Paint in the Park	Live music		
2:00:00 PM						
3:00:00 PM						
4:00:00 PM						
5:00:00 PM	Archives Presentation: History of Pinehurst					
6:00:00 PM						
7:00:00 PM			Military Appreciation Night. Pipe and drum, 82nd Chorus, Sand Band			Music Opener
8:00:00 PM		Movie Night: Greatest Game Ever Played 120 minutes		Block/Watch Party with DJ	Block/Watch Party with Whiskey Pines	Parks Brothers Band
9:00:00 PM						
10:00:00 PM						

Downtown Experience Challenges



- Residential homes within downtown area
- Road closures
- Food truck allowance requests
- Restrooms
- Solid waste disposal
- Public safety considerations for special events

Social District

Social District



- Allows for consuming alcoholic beverages in a defined area
- Hours of operation: Noon to 11:00 PM
- Will provide training and information to our local businesses
- Signage and garbage cans at each entry point



Social District: ABC Permitted Establishments



- Alcoholic beverages can only be sold and served on its licensed premises.
- Standard rules apply to the number of beverages that can be sold to a customer
- For beverages leaving the licensed premises the container must meet the following:
 - Clearly identifies the establishment from which the alcoholic beverage was purchased.
 - Clearly displays a logo or some other mark that is unique to the social district in which it will be consumed. The Village will provide stickers that can be adhered to the containers.
 - Cannot be glass.
 - Displays the statement, "Drink Responsibly – Be 21."
 - Cannot hold more than 16 fluid ounces.

Social District: Customer Responsibilities



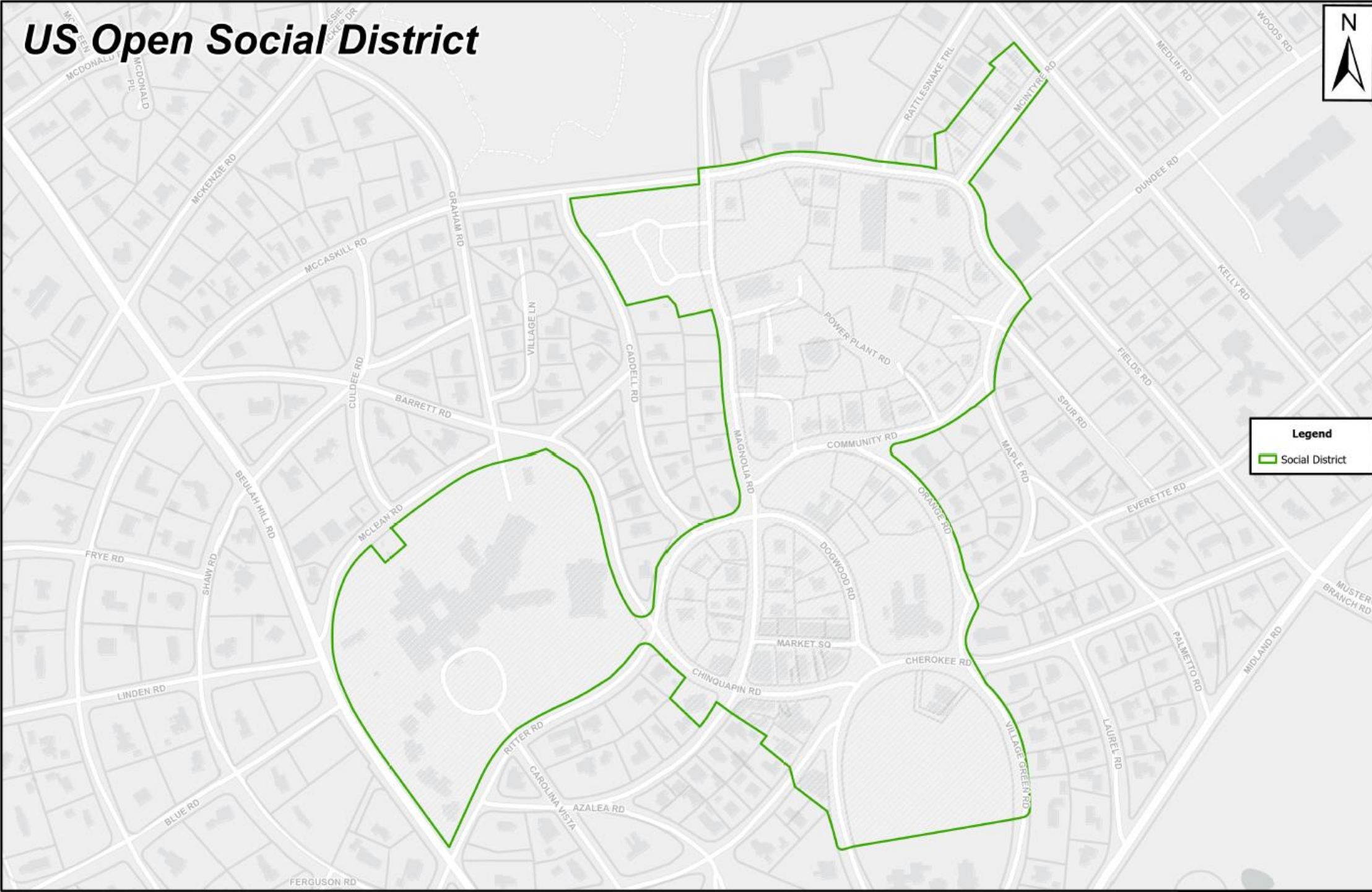
- A customer may only possess and consume open containers of alcoholic beverages that were purchased from an establishment located in the social district.
- A customer shall not possess at one time open containers of alcoholic beverages in the social district in excess of the number of alcoholic beverages that may be legally sold to a single customer.
- A customer shall dispose of any open container of an alcoholic beverage prior to exiting the social district.

Social District: Retail Store Requirements



- Decide whether or not to allow open beverages of alcohol in your store.
 - The Village will provide signs to each storefront to indicate whether open beverages are allowed in that establishment.
- If allowing open beverages, any exit not exiting into the district must have signage that customers are leaving the social district.

US Open Social District



Ancillary Private Events

Ancillary Events



- How to allow some special events without consenting to too many
- Ensuring all special event requests are treated fairly, particularly when they vary drastically in scope.
- Mitigate special event spill over into residential areas (e.g. noise, lights)

Questions?



**CONSIDER ORDINANCE 24-09 TEXT AMENDMENT TO MUNICIPAL
CODE RELATIVE TO FEE PARKING ON PRIVATE PROPERTY
ADDITIONAL AGENDA DETAILS:**

FROM:

Matthew McKirahan

CC:

Doug Willardson

DATE OF MEMO:

4/17/2024

MEMO DETAILS:

For your consideration, staff have prepared an ordinance that amends Chapter 72, Section 72.07(c) of the Pinehurst Municipal Code, which addresses the parking or storage of commercial vehicles or trailers on property for a fee. The amended language would strike commercial vehicles and replace it with motor vehicles as defined by North Carolina General Statute. The intent of the amended text is to prohibit individuals from charging parking fees to others on their private property unless approved by a temporary event permit or by Village Council.

For reference, G.S. § 20-4.01(23) defines motor vehicles as “Every vehicle which is self-propelled and every vehicle designed to run upon the highways which is pulled by a self-propelled vehicle. Except as specifically provided otherwise, this term shall not include mopeds or electric assisted bicycles.”

ATTACHMENTS:

Description

- Ordinance 24-09 Restricting Parking for a Fee on Private Property

ORDINANCE #24-09:

AN ORDINANCE AMENDING CHAPTER 72 OF THE PINEHURST MUNICIPAL CODE AS IT PERTAINS TO PARKING ON PRIVATE PROPERTY FOR A FEE.

THAT, WHEREAS, the Village Council of the Village of Pinehurst adopted an ordinance dated October 20, 1980, establishing and implementing certain authorized police powers for the purpose of prescribing regulations governing conditions detrimental to the health, safety, and welfare of its citizens; and

WHEREAS, on September 13, 2011 the Village Council of the Village of Pinehurst adopted Ordinance 11-25 which adopted the general ordinances of the Village of Pinehurst as revised, amended, restated, codified, and compiled in book form and declared that these shall constitute the “Village of Pinehurst, North Carolina Municipal Code;” and

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

WHEREAS, the Village Council has determined that it is in the best interest of the citizens of Pinehurst to amend Chapter 72 in the Pinehurst Municipal Code in order to better promote and protect quality of life in Pinehurst’s various commercial and residential neighborhoods as well as the extraterritorial jurisdiction.

NOW, THEREFORE, BE IT ORDAINED AND ESTABLISHED by the Village Council of the Village of Pinehurst, North Carolina, in a regular meeting assembled this 14th day of May, 2024, as follows:

SECTION 1. That Chapter 72, Section 72.07 of the Pinehurst Municipal Code is hereby amended by adding the following:

(C) No ~~commercial-motorized~~ vehicles, as defined by G.S. § 20-4.01(23), oversized vehicles or trailers shall be parked or stored for a fee, ~~or for any commercial purpose~~, on any property in the jurisdiction of the village unless the use of the property for the purpose of parking or storing vehicles for a fee exists on the date of adoption of this section (April 26, 2005), or the use of the property for the parking is in conjunction or related to a temporary event permit pursuant to section 94.14, or storing of vehicles for a fee receives specific approval from the Village Council.

THIS ORDINANCE passed and adopted this 14th day of May, 2024.

(Municipal Seal)

VILLAGE OF PINEHURST
VILLAGE COUNCIL

By: _____
Patrick Pizzella, Mayor

Attest:

Approved as to Form:

Shannon Konstantinou, Village Clerk

Michael J. Newman, Village Attorney



**REVIEW REQUEST FOR QUALIFICATIONS (RFQ) FOR AN UPDATE TO
THE PINEHURST DEVELOPMENT ORDINANCE
ADDITIONAL AGENDA DETAILS:**

FROM:

Alex Cameron

CC:

Jeff Sanborn

DATE OF MEMO:

4/18/2024

MEMO DETAILS:

This agenda item is for Staff and Council to review and provide input on the draft RFQ before being issued. Council may also send their input directly to staff. The draft RFQ will be provided to Council prior to the meeting.

ATTACHMENTS:

Description

▣ PDO Update RFQ 2024



VILLAGE OF PINEHURST

REQUEST FOR QUALIFICATIONS (RFQ #24-)

for a

Comprehensive Unified Development Ordinance Update

Date Issued:

TBD, 2024

Due Date:

TBD, 2024

TBD PM

Contents

1. PURPOSE	3
2. COMMUNITY CONTEXT.....	4
3. EXISTING ORDINANCES/POLICY DOCUMENTS	5
4. ANTICIPATED SCOPE OF WORK.....	5
4.1 Management and Coordination	5
4.2 Work Plan.....	5
5. PROPOSED PROJECT TIMELINE	8
6. SUBMITTAL REQUIREMENTS	9
7. EVALUATION AND SELECTION	10
8. TERMS AND CONDITIONS	11
9. RFQ QUESTIONS CONTACT INFORMATION	12

1. PURPOSE

The Village of Pinehurst is soliciting proposals from qualified firms with expertise in researching, evaluating, writing, and consolidating land use regulations to complete a comprehensive update of the Village's Development Ordinance (PDO). Originally adopted in its current form in 2005, it has been amended numerous times over the years and is ready for a comprehensive update. A new development ordinance is needed that addresses the following.

- Modernizes and updates development standards and criteria, subdivision standards, definitions, uses, etc. and consistency with strategies of the 2019 Comprehensive Plan *Envision the Village* and trends over time.
- Implements the findings of the Village Place and Pinehurst South Small Area Plans and Form Based Guidance Plans using recommendations prepared during that process.
- Eliminates disorganization and creates a document that is more easily read and simplifies user needs.
- Streamlines processes and clarifies submittal requirements for the level of decision required.
- Streamlines and improves enforcement processes by developing clear and objective standards and removing subjectivity.
- Addresses new and evolving technology and terminology.
- Provides user-friendly graphics.
- Considers conversion of appropriate special use permits to use-by-right approvals subject to special requirements or conditional zoning.
- Evaluates reasonableness and effectiveness of special requirements.

The selected consultant will be responsible for managing the comprehensive update to the Pinehurst Development Ordinance with implementation of a superior quality community engagement process and strong staff coordination, resulting in an effective ordinance for all users.

The Village is utilizing a two-step process for selection of a consulting team to assist with the Project. **Step One** is the submittal of a response to this RFQ and **Step Two** will be to short list firms (or a firm) for an interview at which time firms will be asked to provide a more detailed scope of work, budget, schedule, project approach and other supporting information similar to a RFP response. Information contained in this RFQ does not constitute a final scope of work, deliverables, or schedule and are provided as a broad overview of the project in anticipation that additional details and specifics will be developed when a project contract is formalized with a selected consultant.

2. COMMUNITY CONTEXT

The Village of Pinehurst is located in Moore County in the Sandhills region of central North Carolina and has an established history and international reputation as a desirable place to live, work and play. Its location, climate, charm, quality healthcare, and world-class golf attract new residents who desire the high quality of life provided here. Recently, Pinehurst was selected as winner of the [Leading the Way Award](#) by the ETC Institute, a national survey and research firm, for exceeding the national average in several key areas and in the top ten percent in three areas. The Village of Pinehurst is the home of [Pinehurst® Resort and Country Club](#) which plays host to many golf championships including the upcoming 2024 U.S. Open. The Village of Pinehurst will also be home to the United States Golf Association ([USGA®](#)) USGA® Experience and World Golf Hall of Fame opening in May of 2024. The Village of Pinehurst is also home to FirstHealth® Moore Regional Hospital, one of the nation's top 100 hospitals which is also the area's largest employer. The community is also near Fort Liberty, Sandhills Community College and is routinely rated as one of the safest cities in the United States.

During the past thirty years, Pinehurst has grown from 3,038 residents in 1990 to 17,581 as of the 2020 census. With this steady increase in population has come a reduction in available platted lots within the Village's corporate limits, placing an increasing demand on growth within the extraterritorial jurisdiction and other areas. While the community has been, and continues to be, a top destination for retirees, there has been an increase in younger families, military personnel and working professionals.

3. EXISTING ORDINANCES/POLICY DOCUMENTS

1. [Pinehurst Development Ordinance \(PDO\)](#)
2. [Pinehurst Municipal Code \(PMC\)](#) particularly:
 - a. Title IX: General Regulations
 - i. Abandoned, Junked and Nuisance Vehicles – Chapter 90
 - ii. Nuisances; Environmental Protection – Chapter 92
 - b. Title XI: Business Regulations
 - i. Mobile Vendors
 - c. Title XV: Land Usage
 - i. Flood Damage Prevention (adopted by reference)
3. [2006 Flood Damage Prevention Ordinance](#)
4. [2019 Comprehensive Plan](#)
5. [Engineering Standards and Specifications Manual \(ESSM\)](#)
6. [The Village of Pinehurst Historic District Standards](#)
7. Stormwater Management and Master Plan
8. [Village Place Small Area Plan](#)
9. [Pinehurst South Small Area Plan](#)
10. [Village Place Form Based Guidance Plan](#)
11. [Pinehurst South Form Based Guidance Plan](#)
12. [The 2024 Strategic Operating Plan](#)
13. [The 2015 Comprehensive Bicycle Master Plan](#)
14. [The 2015 Comprehensive Pedestrian Plan](#)
15. [The 2023 Comprehensive Parks and Recreation Master Plan](#)

4. ANTICIPATED SCOPE OF WORK

The awarded consultant must provide the following services and deliverables, as set forth in this RFQ and more particularly described in this section.

4.1 Management and Coordination

4.1.1 Project Timeline and Work Schedule

Tasks and Deliverables:

- A. Provide a project timeline listing relevant tasks, actions, dates for completion, and responsible parties.

4.2 Work Plan

4.2.1 Development, Nuisance, Building, and Minimum Housing Regulations & Relevant Documents Review and Assessment Report

Tasks:

- A. Conduct a thorough and complete review of the documents in section 3 above.

- B.** Consider the following factors when reviewing the existing PDO and associated documents:
 - i. Compliance with state and federal statutes and case law, including North Carolina General Statutes Chapter 160D.
 - ii. Internal consistency within the document and internal consistency with other Village manuals, standards, and long-range planning documents.
 - iii. Readability and clarity in terms of vocabulary, language, terminology, and overall presentation of information.
 - iv. Ease of use and accessibility in terms of formatting and document structure for the benefit of Village staff, applicants, and the public.
 - v. Degree to which Planning, Inspections, and Engineering staff can enforce the standards with the document.
- C.** Provide an Assessment Report diagnosing the weaknesses and omissions in the regulations identified in 4.2.1(A) above, as well as accompanying recommendations for how to improve the document.
 - i. The Assessment Report should cover how to integrate the documents into a newly titled Pinehurst Unified Development Ordinance (UDO).
 - ii. The Assessment Report should recommend revisions or creation of related documents or manuals for the UDO including general design guidelines, definitions, planting lists, administrative procedures, erosion and sedimentation standards or other documents.
 - iii. The Assessment Report should explain how the goals and recommendations from the long-range plans can be achieved practically through standards and incentives contained within the newly written UDO. This may include recommending new or revised zoning districts or the elimination or consolidation of other districts.
- D.** Provide an Annotated Outline based on the Assessment Report outlining the blueprint for the new UDO and the structure and format for the UDO.

Deliverables:

- E.** Annotated outline for the new unified development ordinance and assessment Report of the existing regulations as identified in 4.2.1(A), including other ordinances, manuals, standards, and plans.

4.2.3 Community Engagement Plan

Tasks:

- A.** The community engagement approach will be identified early in the planning process through coordination between Village staff and the consultant team.
- B.** At least one community engagement event must be held following the release of the initial draft.

- C. The Village and/or consultant team may recommend additional community engagement events.
- D. Community engagement events must be held in person.

Deliverables:

- E. A complete community engagement plan for staff review within 45 days of the Notice to Proceed. The community engagement plan must include a timeline for holding events throughout the project.
- F. Materials developed through the community engagement will be provided to the Village.

4.2.4 Draft Document

Tasks:

- A. Create a draft of the full UDO document including text, tables, images, and appendices for staff review.
- B. Document should be complete and fully formatted draft submitted to staff for review. A minimum of (3) rounds of edits by staff should be expected.
- C. After staff reviews and revisions are complete, a final draft of the document should be submitted for staff to review to prepare for presentation to the Planning and Zoning Board and the Village Council. At least one round of edits should be expected following the Planning and Zoning Board presentation. A final round of edits should be expected following the Village Council presentation.
- D. Upon completion of all revisions above, a final document will be presented for public hearing by the Planning and Zoning Board and Village Council for adoption. Additional revisions may be expected following the public hearings.

Deliverables:

- E. A final draft of the UDO and associated documents (such as manuals or appendices) that are ready for publication.
- F. A spreadsheet (or other digital format) tracking all the comments and edits by staff, Planning and Zoning Board, and Village Council.
- G. Final, editable digital documents following Village Council adoption in a mutually agreed upon format. Village staff should be able to edit all documents, including any images or charts used following the adoption without authorization or approval of the consultant.
- H. A memorandum outlining the recommendations for best practices for displaying and maintaining the document online.

4.2.5 Zoning Map Analysis and Assessment Report**Tasks:**

- A.** Conduct a thorough and complete review of the Official Zoning Map.
- B.** The following factors must be considered when reviewing the existing map:
 - i. Appropriateness following the adoption of the Village Place and Pinehurst South Small Area Plans.
 - ii. Recommendations for consistency with the 2019 Comprehensive Plan including Focus Areas.
 - iii. Recommendations for revisions to existing or additional districts.
 - iv. Recommendations for overlay districts including highway corridors.
 - v. Recommended zoning map which would implement the updated UDO.
- C.** Provide an assessment report indicating how to integrate the updated UDO, updating zoning districts, creating new base or overlay zoning districts, and accompanying descriptions and allowed uses.

Deliverables:

- D.** Assessment report of the existing zoning map and related long-range plans.
- E.** Proposed new official zoning map in a format agreed by the Village.

4.2.6 Municipal Code Amendments

- A.** Provide any recommended Municipal Code Amendments

5. PROPOSED PROJECT TIMELINE

TASK	DATE
Issue RFQ	TBD
Submission Deadline	TBD
Selection Process	TBD
Final Selection	TBD
Draft Contract	TBD
Final Contract Approved	TBD
Project Begins	TBD
Final Draft Submitted for Adoption	TBD

6. SUBMITTAL REQUIREMENTS

Method of Submission: Only electronic copy or files will be accepted.

Submittal Information: Proposals should be limited to a 25-page maximum limit. Proposals exceeding 25 pages may be removed from consideration. Example documents may be provided via links.

1. **Title Page:** Title page showing the following: the consultant's name, address, telephone, and email address of the contact person; and the date of the proposal.
2. **Transmittal Letter:** A signed letter of transmittal briefly demonstrating the consultant's understanding of the work to be performed and explaining why the consultant believes it is best qualified to perform the services.
3. **Introduction and Executive Summary:** Provide the following information concerning the consultant firm:
 - Firm name and business address, including telephone number, fax number, and email address.
 - Year established (include former names and year established, if applicable).
 - Type of ownership and parent company, if any.
 - Project manager's name, mailing address, and telephone number, if different from Item 1.
 - Identify the major facts and features of the proposal, including any conclusions, assumptions, and recommendations.
4. **General Information:** Provide general information and a brief history of the consultant's firm or team, including any subcontract consultants, which may be used for the Project.
5. **Project Understanding, Approach, and Schedule:** Provide a comprehensive narrative, outline, and/or graph demonstrating the firm's understanding and approach to accomplishing the tasks outlined in the Scope of Work (Section III). A detailed description of each task, deliverable, and the anticipated schedule for accomplishing each must be included.
6. **Relevant Experience:** Identify similar projects that the team or individuals have recently completed comparable to this project. Consultant should demonstrate relevant experience on at least (3) similar projects, preferably within the past five (5) years. The consultant should be prepared to provide copies of the work product from these projects. Include the name, telephone number, and email address of a person who may be contacted referencing each project.
7. **Personnel Qualifications:** For each member of the professional staff proposed to be assigned to this engagement, please provide the following information:
 - Identification of project manager who will lead the project and who can negotiate and execute a contract.
 - Names and proposed roles of other individual team members.

- Qualifications and professional credentials of all team members to perform work requested, including education and prior relevant experience in their assigned functions.
8. **Availability:** Statement of availability of key personnel of the firm to undertake and complete this Project in keeping with the Village's anticipated proposed project timeline.

7. EVALUATION AND SELECTION

The Village is utilizing a two-step process to select a consulting team to assist with the Project. **Step One** is the submittal of a response to this RFQ and an evaluation of the responses per the criteria below. **Step Two** will be to shortlist firms for an interview at which time firms will be asked to provide a more detailed scope of work, budget, schedule, project approach and other supporting information to be determined later. Only firms submitting a response to this RFQ shall be eligible to submit for consideration in Step Two. The Village may or may not conduct interviews and may elect to move directly into project contract negotiations based on evaluation of responses to this RFQ. The Village may also elect not to move forward with the project and may re-issue an RFQ or RFP.

Criteria for Selection

RFQs received will be evaluated based on the following criteria:

1. Responsiveness to the RFQ and quality of submittal.
2. Specialized experience of the firm(s) with projects of a similar scope and scale within the past 5 years in similar community settings.
3. Creativity, unique propositions, and demonstration of superior or innovative techniques in preparing unified development ordinances and public engagement.
4. The capacity and commitment of the firm, its key project members, and proposed sub consultants to provide requested services in accordance with the Village's schedule.
5. Qualifications and experience of key personnel, including sub consultants, on the proposed team.
6. Interested firms should submit an electronic response by **TBD PM (EDT) on TBD, 2024**, via email to Alex Cameron, Planning & Inspections Director acameron@vopnc.org. Village staff will provide receipt verification of submissions received.

8. TERMS AND CONDITIONS

1. This RFQ does not commit the Village to award a contract. No other party, including any respondent, is intended to be granted any rights hereunder. Proposals which, in the sole discretion of the Village, do not meet the minimum requirements, including without limitation the minimum submission requirements, may not be reviewed. This RFQ and the process it describes are proprietary to the Village and are for the sole and exclusive benefit of the Village. Any response, including written documents and verbal communication by any respondent to this RFQ, will become the property of the Village and if required by law may be subject to public disclosure by the Village or any authorized agent of the Village. The Village is not liable for any costs associated with the development, preparation, transmittal or presentation of any response or material(s) submitted in response to this RFQ.
2. It shall be the respondents' responsibility to review and verify the completeness of its response. The Village may request additional or clarifying information or more detailed information from any respondent at any time, including information inadvertently omitted by a respondent. The Village may request to contact clients referenced in the response. The Village also reserves the right to conduct investigations with respect to the qualifications of a respondent.
3. Verbal communication made by any Village employee or agent of the Village with respect to this RFQ is not binding and shall not in any way be considered as a commitment by the Village. Only written responses to questions submitted in writing to the Village or written addenda to this RFQ issued by the Village will be considered binding on the Village.
4. The Village reserves and may exercise the following rights and options with respect to evaluation of responses and selection for negotiation:
 - a. To reject any and all responses and re-issue the RFQ at any time prior to execution of a final contract if, in the Village's sole discretion, it is in the Village's best interest to do so;
 - b. To supplement, amend, substitute or otherwise modify this RFQ at any time prior to selection of one or more respondents for negotiation and to cancel this RFQ with or without issuing another RFQ;
 - c. To accept or reject any or all of the items in any proposal and award the contract in whole or in part if it is deemed in the Village's best interest to do so;
 - d. To reject the proposal that, in the Village's sole judgment, has been delinquent or unfaithful in the performance of any contract with the Village or another government entity, is financially or technically incapable or is otherwise not a responsible respondent;
 - e. To reject as informal or non-responsive any proposal which, in the Village's sole judgment, is incomplete, is not in conformity with applicable law, is conditioned in any way, deviates from this RFQ or contains erasures, ambiguities, alterations, or items of work not called for by this RFQ;

- f. To waive any informality, defect, non-responsiveness and/or deviation from this RFQ that is not, in the Village's sole judgment, material to the response;
 - g. To permit or reject, at the Village's sole discretion, amendments (including information inadvertently omitted), modifications, alterations and/or corrections of responses by some or all of the respondents following proposal submissions:
 - h. To request that some or all of the respondents modify proposals based upon the evaluation of the Village.
5. The Village may enter into negotiations for a contract, on terms and conditions satisfactory to the Village with one or more selected respondent(s). However, the Village reserves the right to terminate any negotiations at any time or conduct simultaneous, competitive negotiations with multiple proposers. The Village reserves the right to negotiate acceptable terms in an otherwise unacceptable proposal. Such negotiations may result in changes in terms material to this RFQ; in such an event, the Village shall not be obligated to inform other proposers of the changes, or permit them to revise their proposals accordingly, unless the Village, in its sole discretion, determines that doing so and permitting such is in the Village's best interest. Should negotiations not prove satisfactory with the selected respondent(s), the Village reserves the right to discontinue negotiations. Additional individuals/businesses may be asked to enter into negotiations, and/or the Village may solicit new proposals.

9. RFQ QUESTIONS CONTACT INFORMATION

For additional questions, contact:

Alex Cameron, Planning and Inspections Director

Email: acameron@vopnc.org

Phone: (910) 295-8664





**DISCUSSION ON MYVOP
ADDITIONAL AGENDA DETAILS:**

FROM:

Doug Willardson

DATE OF MEMO:

4/18/2024

MEMO DETAILS:

At the request of Council, we will discuss MyVOP and some of the issues associated with posting comments. For some background, here are some MyVOP statistics. The first handout compares MyVOP complaints by departments from FY23 through March (yellow column) to FY24 through March. We've had an over 12% increase in items reported in FY24 as compared to FY23.

The second handout shows MyVOP issues by neighborhood. Notably, gated neighborhoods rarely use MyVOP.

ATTACHMENTS:

Description

- ☐ Complaints by Neighborhood
- ☐ Complaints by Neighborhood

Village of Pinehurst
Consolidated Complaints - MY VOP
FY 2024
Summary Year-to-date FY 2024 (FY 2023 YTD Comparison)



Department	# of Complaints Due	FY 2023 - # of Complaints Due	# of Complaints Addressed on Time	FY 2023 - # of Complaints Addressed on Time	% of Complaints Addressed on Time	FY 2023 - % of Complaints Addressed on Time
ADMINISTRATION						
General Questions & Concerns	15	4	14	4	93%	100%
TOTAL	15	4	14	4	93%	100%
PARKS & RECREATION						
Buildings & Grounds						
Parks & Greenways	38	7	38	7	100%	100%
SUB TOTAL	38	7	38	7	100%	100%
Recreation Programs & Events						
Athletics	0	1	0	1	0%	100%
Recreation Classes & Programs	0	0	0	0	0%	0%
Special Events	1	2	1	2	100%	100%
SUB TOTAL	1	3	1	3	100%	100%
TOTAL	39	10	39	10	100%	100%
PLANNING & INSPECTIONS						
Code Enforcement						
Fences	49	38	49	36	100%	95%
Garbage Cans	661	513	661	494	100%	96%
Signs	174	114	174	113	100%	99%
Vehicles	205	171	205	166	100%	97%
Weeds or Unsightly Yards	106	100	105	99	99%	99%
Other Code Compliance Issues	103	98	103	93	100%	95%
SUB TOTAL	1,298	1,034	1,297	1,001	100%	97%
Building Services						
Permits, Inspections, Construction Sites	22	22	20	22	91%	100%
Zoning and Planning	13	8	8	8	62%	100%
SUB TOTAL	35	30	28	30	80%	100%
TOTAL	1,333	1,064	1,325	1,031	99%	97%
POLICE						
Animal Nuisance	22	27	20	25	91%	93%
Traffic Enforcement / Speeding	30	17	29	17	97%	100%
Other Police Non-emergencies	33	42	33	40	100%	95%
TOTAL	85	86	82	82	96%	95%
PUBLIC SERVICES						
Solid Waste						
Return Pickups	422	516	422	513	100%	99%
Other Trash, Recycling, or Yard Debris Issues	62	70	62	67	100%	96%
SUB TOTAL	484	586	484	580	100%	99%
Streets & Grounds						
Report a Dead Animal	41	40	38	39	93%	98%
Sidewalk Maintenance	18	15	18	15	100%	100%
Storm Water & Drainage Issues	61	86	60	83	98%	97%
Street & Right of Way Maintenance	58	82	58	80	100%	98%
Street Signs & Street Lights	72	22	71	21	99%	95%
Trees & Other Vegetation	68	13	68	13	100%	100%
Other Streets & Grounds Issues	20	23	20	23	100%	100%
SUB TOTAL	338	281	333	274	99%	98%
TOTAL	822	867	817	854	99%	99%
GRAND TOTAL	2,294	2,031	2,277	1,981	99%	98%

Village of Pinehurst
Complaints by Neighborhood - MY VOP
FY 2024
Summary YTD FY 2024



# of Complaints Due By Neighborhood																	
	Lake Pinehurst; Burning Tree; St. Andrews		Morganton; Monticello		Old Town; Linden Rd; Donald Ross; Clarendon Gardens		Pinehurst #6		Pinehurst #7; Lawn & Tennis; CCNC		Pinehurst Trace; Pinedale; Midland CC; Taylorhurst		Pinewild		Village Acres		TOTALS
Est. # of Households	2,716		690		1,067		1,225		866		557		848		1,158		9,127
CODE ENFORCEMENT	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total # # per 1000 HH
Fences	10	3.68	11	15.94	7	6.56	5	4.08	0	0.00	5	8.98	0	0.00	11	9.50	49
Garbage Cans	196	72.16	56	81.16	61	57.17	108	88.16	2	2.31	10	17.95	0	0.00	228	196.89	661
Signs	55	20.25	14	20.29	40	37.49	21	17.14	1	1.15	3	5.39	0	0.00	40	34.54	174
Vehicles	62	22.83	23	33.33	16	15.00	33	26.94	0	0.00	7	12.57	0	0.00	64	55.27	205
Weeds or Unsightly Yards	26	9.57	13	18.84	6	5.62	17	13.88	0	0.00	0	0.00	1	1.18	43	37.13	106
Other Code Compliance Issues	36	13.25	10	14.49	10	9.37	11	8.98	1	1.15	3	5.39	0	0.00	32	27.63	103
SUBTOTAL	385	141.75	127	184.06	140	131.21	195	159.18	4	4.62	28	50.27	1	1.18	418	360.97	1,298
Complaints Per Household	0.142		0.184		0.131		0.159		0.005		0.050		0.001		0.361		0.142
SOLID WASTE	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total #	# per 1000 HH	Total # # per 1000 HH
Return Pickups	82	30.19	54	78.26	148	138.71	51	41.63	12	13.86	31	55.66	0	0.00	44	38.00	422
SUBTOTAL	82	30.19	54	78.26	148	138.71	51	41.63	12	13.86	31	55.66	0	0.00	44	38.00	422
Complaints Per Household	0.030		0.078		0.139		0.042		0.014		0.056		0.000		0.038		0.046
GRAND TOTAL	467		181		288		246		16		59		1		462		1,720
% of complaints	27%		11%		17%		14%		1%		3%		0%		27%		100%