



## Agenda Abstract

### BOARD OF COMMISSIONERS

Meeting Date:	Dec. 9, 2024
Department:	Administrative Services
Agenda Section:	Presentations
Public hearing:	No
Date of public hearing:	N/A

#### PRESENTER/INFORMATION CONTACT

Administrative Services Director Jen Della Valle

#### ITEM TO BE CONSIDERED

**Subject:** Leading the Way Award

**Attachments:**

Award letter

**Summary:**

The Town of Hillsborough has been recognized with an award for resident satisfaction based on the results of its community survey, which were compiled earlier this year.

Hillsborough was one of 15 communities recognized by the market research firm ETC Institute, which conducted the community survey for the town. The Leading the Way Award recognizes communities that rank in the top 10% in survey findings in three key categories:

- Satisfaction with overall quality of services.
- Satisfaction with customer service provided by employees.
- Satisfaction with the value residents think they receive for local taxes and fees.

This is the second time that the town has received a Leading the Way Award, receiving one during our last survey in 2022.

**Financial impacts:**

None

**Staff recommendation and comments:**

None

**Action requested:**

Receive award.