



Agenda Abstract

BOARD OF COMMISSIONERS

Meeting Date:	Feb. 17, 2024
Department:	Administrative Services
Agenda Section:	Regular
Public hearing:	No
Date of public hearing:	N/A

PRESENTER/INFORMATION CONTACT

Administrative Services Director Jen Della Valle

ITEM TO BE CONSIDERED

Subject: Community Survey Follow Up and Strategic Plan

Attachments:

1. Survey Results Slides
2. Strategic Plan – Quarter 2 Updates
3. Departmental Priorities
4. “Parking Lot” List
5. Strategic Plan Schedule – Quarterly Update

Summary:

Community Survey

For the fourth time, the Town of Hillsborough contracted with ETC Institute of Olathe, Kansas to survey residents about their level of satisfaction and priorities on a wide range of community services, including public safety, parks and recreation, code enforcement, public works, communication and customer service.

Surveys were mailed to all Hillsborough residents in late October. The town received 457, which was over the targeted sample size of 400.

Staff will present a preview of the survey results, with the full report anticipated to be available in late February/early March.

Strategic Plan

The town board adopted the FY24-26 Strategic Plan this past June, a big milestone for the town after having discontinued the Balanced Scorecard. The strategic plan outlines the town’s strategic direction for a three-year period and is an action-oriented road map that aligns the town’s resources with priorities. Now that the strategic plan has been adopted, we are now in the plan implementation phase. This is our second quarterly check-in with the town board, providing an opportunity to discuss progress made on initiatives that were identified for the current fiscal year and to check in on other competing priorities.

The second attachment includes an update for initiatives across each focus area that were identified to be worked on during FY24. A stop light system is included for a quick visual on the status of each initiative. Below are the definitions for the flag colors:

- Green = In progress and going as planned or awaiting anticipated start.

- Yellow = Facing some minor challenges (such as capacity) or haven't started but should have enough resources to accomplish the initiative.
- Red = Facing significant challenges, such as not having started due to capacity and may not be able to get started quickly or easily.

In addition to updating the board on progress made on strategic plan initiatives and other active requests, another purpose of this quarterly strategic plan update is to check in with the board if there have been other topics or priorities arise that the board would like to discuss. Depending on that discussion, items may be included in the strategic plan, a department's work plan depending on the nature of the request and departmental capacity, or the "parking lot" list to keep it on everyone's radar for when there is capacity, resources, etc.

Departments have identified their departmental priorities for FY24-26, which are also included as an attachment. These are included for informational purposes and we're not planning to discuss them specifically at this work session. These documents represent a snapshot of priorities in the fall and thus are subject to change in the future. The purpose of these documents is for the town board to have a fuller picture of a department's workload. These priorities should be referenced if the board or staff consider adding strategic plan initiatives or priorities in FY24-26.

Financial impacts:

No financial impacts at this time.

Staff recommendation and comments:

N/A

Action requested:

Provide brief statement of requested action here.