



TOWN OF HILLSBOROUGH

Administrative Services Report July 2025

Budget

- Kicked off OpenGov – Tyler integration and chart of accounts project.
- Water & Sewer Rate Structure Study – Raftelis continuing analysis.

Communications

- Website — Converted Reservations button to Storm Recovery button on home page. Published town recovery page. Between July 7 and 13:
 - News releases related to the boil water notice and Water Treatment Plant reconnection received 21,333 views.
 - Home page received 14,081 views.
 - About Water Advisories and Notices page received 6,315 views.
- Other — Weekend, after-hours and emergency management work due to Tropical Storm Chantal. Included Water Quality Report information in utilities bill message and Budget at a Glance as bill insert. Facilitated town news conference on July 11 and attorney general tour and news conference on July 24 at Wastewater Treatment Plant. Participated in Lead for North Carolina Fellows site visit on July 21. Helped with storm response survey for the community.
- Subscriptions — Between May 30 and July 12, subscriptions increased by 267 people for town news releases and by 783 people for Hillsborough water and sewer alerts through OC Alerts. Between July 7 and July 12, social media follows increased by at least 920 people across the platforms.

Fleet Maintenance

- No updates.

Human Resources/Town Clerk

- Processed biweekly payrolls, pay study results, cost of living allowances, and merit increases.

RECRUITMENT AND SELECTION	
Position	Status
Equipment Operator	Closed 8/3.
Information Technology Manager	Assessment center scheduled for late August.
Police Officer	Continuous recruitment
Utility Systems Mechanic	Closed 7/29.

Diversity, Equity and Inclusion

- Keeping up to date with status of House Bill 171 Equality in State Agencies/Prohibition on DEI.

Information Technology

- No updates.

Safety and Risk Management

- Compiling TS Chantal damage claim information for insurance reimbursement.