


FY24 - Quarter 1 Update

Sustainability

ID #	Status	Initiative	Timeline	Progress Notes
S 1.1		Overhaul the Unified Development Ordinance and Zoning Map to reflect current development trends and patterns to incorporate sustainability, environmental and climate best practices, economic resiliency measures, and equity in development and redevelopment as well as meet water and sewer system-wide needs.	FY24- FY25	Added additional planner II position. Expected start of project is early 2024, with project lasting 8-12 months. Work session anticipated early 2024 once scope is updated.
S 1.2		Update the Future Land Use Map to simplify land use categories and express current preferred future land use and growth patterns.	FY24- FY25	Draft land use categories and descriptions complete, map in progress. Targeting public hearing before the end of 2023.
S 2.1		Assess renewable energy generation potential for solar photovoltaics and wind energy projects on town-owned properties and identify priority sites for planning and implementation.	FY24- FY26	No current staff capacity to assess additional town-owned sites beyond train station, which includes solar integration as part of the net-zero design. There is interest in assessing other town facilities in the future, but staff doesn't have capacity or expertise at this point to determine which sites should be targeted.
S 2.2		Investigate opportunities and incorporate to the greatest extent possible sustainability and climate initiatives in facility development including geothermal, solar, weatherization, and green infrastructure.	FY24- FY26	Efforts are ongoing and initiatives will be implemented in Train Station and Highway 86 facility plans, as able. An example was making decision to use electric heating instead of natural gas for new storage buildings at Highway 86.
S 2.4		Evaluate the town's vehicle fleet to determine right-sizing and transition to electric vehicle (EV) potential. Transition the town's vehicle fleet to zero emission alternatives on a schedule consistent with vehicle lifecycles and market availability. Advance the schedule of this transition as feasible.	FY24- FY26	Town staff continue to monitor opportunities to pilot transition to hybrid and electric vehicles. Fleet maintenance staff attending regional events to learn more about fleet options. This will be discussed during the upcoming FY25 budget process.
S 2.7		Continue to coordinate at a regional level on the Electric Vehicle Supply Equipment Location Suitability Analysis	FY24	Prioritization model and map have been completed, and joint grant funding application has been submitted for potential installations. The grant application is to deploy 24 Level 2 chargers identified in the prioritization model. Staff expects more information on grant funding status by new year.

FY24 - Quarter 1 Update



Connected Community

ID #	Status	Initiative	Timeline	Progress Notes
CC 1.1		Complete Churton Street Multi-Modal Corridor Study to inform the future NC Department of Transportation-funded project.	FY24	Plan is ongoing. Update presented to board Sept. 11, 2023. Plan should be finalized in late winter 2023.
CC 1.2		Contribute annual budget allocations to expand public art and amenities and public spaces.	FY24- FY26	Staff assisted with Uproar festival, with temporary art installed throughout the county. Next festival scheduled for 2025. First Town Hall campus public art installation selected earlier this year, certificate of compliance was approved by Historic District Commission and art has been installed.
CC 1.3		Ridgewalk feasibility study is complete. If directed by the board, design and engineering for the section from downtown to Collins Ridge will proceed	FY24- FY25	Ridgewalk feasibility study has been received by the Board of Commissioners and a work session was held on September 25, 2023, to receive board input on next steps. Moving forward with phase 2 feasibility to review alternatives.
CC 2.1		Explore offering wireless access points at parks and public spaces to increase internet accessibility	FY24	Efforts ongoing. Plan and cost projections have been received from one internet service provider. Awaiting cost options from two additional service providers. Also reviewing option to include this with the fiber to town facilities project.
CC 2.2		Review broadband speed accessibility in different areas of town using the state's coverage map	FY24	North Carolina Broadband provides a detailed map, Fixed Broadband Service Areas, detailing which broadband service providers serve which specific area of town with minimum speeds of 25mb/s download and 3mb/s upload. Awaiting the arrival of two additional internet service providers to town to further review coverage.

FY24 - Quarter 1 Update







Economic Vitality

ID #	Status	Initiative	Timeline	Progress Notes
EV 1.1		Conduct a downtown parking study to develop and adopt a long-range parking plan.	FY24	Draft request for proposals is in progress with the anticipated solicitation in late fall/winter 2023.
EV 1.2		Complete Train Station Development Master Plan.	FY24- FY25	Board work session on Hillsborough Station Transit Oriented Development held in September. Next steps include market feasibility study and better site plan, with anticipated kick off in early 2024.
EV 1.3		Invest in wayfinding and interpretive signage programs.	FY24- FY26	Efforts ongoing. Staff is currently working on developing a sign for the Occaneechi Replica Village, anticipated to be installed in January. The last one completed and installed was at Dickerson Chapel in September. Staff is also working on creating a wayfinding sign for Orange County Arts Eno Arts Mill.
EV 1.4		Market and brand Hillsborough through town website and social media as a great place to live, work and do business by engaging in partnerships to highlight success stories and incentive opportunities.	FY24- FY26	Efforts ongoing as opportunities arise. Staff will begin to work in May 2024 on ad to be included in Chapel Hill Magazine featuring restaurants and businesses in town that have won a "Best of" award.
EV 2.2		Engage with the local business community through periodic small business workshops hosted by town or in conjunction with economic development partners.	FY24- FY26	Staff working with Chamber on a small business workshop in the spring. Community business meeting anticipated in January with social district, snow removal, parking, and interest in Triangle Restaurant Week as potential topics.
EV 3.2		Work with local and regional partners to identify and promote woman and Black, Indigenous and People of Color (BIPOC) owned businesses through marketing success stories and tracking contractual partnerships with the town.	FY24- FY26	Have not started on this initiative yet.
EV 4.1		Actively participate in county-wide housing plan effort to inform a local action plan.	FY24	Joint Request for Proposals has been postponed, awaiting Local Government Affordable Housing Collaborative decision on next steps for funding and potential re-advertisement.

EV 5.2		<p>Support changes to town code and state law to provide new funding sources and reduce administrative barriers for affordable housing creation.</p>	<p>FY24- FY26</p>	<p>Efforts ongoing. Work being done through our advocacy networks on these efforts.</p>
EV 5.3		<p>Prioritize surplus of town-owned land for creation of affordable housing and strategically acquire additional land or financial participation from new development for affordable housing</p>	<p>FY24- FY26</p>	<p>Options are under consideration for town-owned land at Hillsborough Station, and conversations being held with funding partners and non-profit housing developers to guide next steps.</p>



FY24 - Quarter 1 Update

Community Safety

ID #	Status	Initiative	Timeline	Progress Notes
CS 1.1		Complete North Carolina League of Municipalities risk assessment and begin follow up on implementation of results.	FY24	This in progress but has been slow due to limited staff time. Town staff are still in the preparation stages, which involves going through all the department policies and making some significant updates that are needed to out-of-date policies and establishing some needed policies.
CS 1.2		Host a community conversation that focuses on a broader concept of safety. Pilot completed in FY23.	FY24	The Engage pilot that focused on public safety was held Spring 2023. The Police Department is an active participant in this project but it has been led by the Communications Division in collaboration with other departments.
CS 2.1		Complete refresh of the Emergency Operations Plan.	FY24	After town staff discussion, the plan is to contract out plan development in partnership with other Orange County agencies. A request for proposals will be posted later this year with the goal of having the plan updated in 2024.
CS 2.2		Establish quarterly management check-ins.	FY24- FY26	While the emergency operations team has had various conversations on topics like the Emergency Operation Plan, training, etc., staff have not held any quarterly management check-ins. Check-in is scheduled for December.
CS 2.4		Establish Emergency Operations Centers.	FY24	This is pending the completion of the refreshed Emergency Operation Plan.
CS 2.5		Restart employee emergency preparedness training.	FY24	Training was restarted March 2023 with all employees asked to complete ICS-100 by July 1. This effort is being managed by Administrative Services Department. The Emergency Services Team is evaluating available courses and determining which employees should take additional courses.

FY24 - Quarter 1 Update

Service Excellence

ID #	Status	Initiative	Timeline	Progress Notes
SE 1.1		Schedule and consolidate building maintenance services.	FY24	Facilities staff is mainly complete in consolidating building maintenance services and contracts, such as pest control and grounds maintenance. Evaluating software options for better workflow and facilities management.
SE 2.1		Evaluate onboarding process and identify gaps and redesign process.	FY24	Lead for NC Fellow is taking a comprehensive look at town's onboarding process, including new employee orientation and has made recommendations on how to improve our processes. Staff is drafting an onboarding checklist for supervisors and will be developing a supervisor focus group to help identify gaps and support that can be provided when onboarding and training new employees.
SE 2.2		Explore and develop strategies to encourage the timely completion of performance evaluations.	FY24	Most employees completed their performance evaluation in a timely manner, by July 31. HR is taking notes of suggestions that have been made to improve the performance evaluation structure. HR will use these suggestions to improve the evaluation process going forward, which includes strategies that continue to encourage the timely completion of performance evaluations.
SE 3.1		Assess representation on appointed boards and boost recruitment efforts for underrepresented groups and areas.	FY24	Staff have begun collecting appointed board member demographic data for further analysis. Member demographics will be compared to the community's demographics to examine where there are gaps in representation. After that is complete, the next step is to identify strategies for boosting recruitment efforts for underrepresented groups and areas.
SE 4.1		Develop, adopt, and implement a racial equity plan.	FY24- FY26	Started reviewing GARE manual on how to develop action plan and working with DEI team on planning.