



TOWN OF HILLSBOROUGH

Administrative Services Report

August 2025

Budget

- Continued OpenGov and Tyler integration
- Continued Water and Sewer Rate Structure Analysis with Raftelis.

Communications

- Town Materials — Created new OC Alerts postcards and social media with specific instructions and image for how to sign up for Hillsborough alerts. Drafted new boil water signs.
- Website — Updated information about OC Alerts on Ready Hillsborough and Communications pages to clearly note instructions to register and confirm that accounts will receive Hillsborough alerts. Added OC Alerts registration specifics to Email Subscriptions page. Working on splitting various water and sewer alerts information into separate pages to link to the specific advisory or notice in alerts. Revised color choice for alerts banner to ensure the alert is seen.
- Utilities Outreach — Bill message on OC Alerts, ensuring registration for town water and sewer alerts, and reminder on increased water and sewer rates. Bill insert on how new rates will affect bills. Working with billing staff to gain access to the utility billing notification system to send water and sewer notifications for townwide emergencies (system is limited in hours notifications can be sent).
- Other — Senior specialist earned advanced public information officer certification. Filled all seats for Government 101, which starts in September.

Fleet Maintenance

- Attended Sustainable Fuel conference.

Human Resources/Town Clerk

- Processed biweekly payrolls and merit increases.

RECRUITMENT AND SELECTION	
Position	Status
Equipment Operator	Closed 8/3.
Information Technology Manager	Assessment center held 8/22.
Police Officer	Continuous recruitment
Utility Systems Mechanic I	Start dates: 9/8 & 9/15.
Utility Maintenance Technician	Closes 9/2.

Diversity, Equity and Inclusion:

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

Information Technology

- No update.

Safety and Risk Management

- Continuing to work with NCLM for insurance reimbursement from tropical storm Chantel damage.