



Agenda Abstract

BOARD OF COMMISSIONERS

Meeting Date: Sept. 12, 2022
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 18 communities recognized by the market research firm ETC Institute, which conducted the community survey for the town. Nearly 200 communities conducted a community survey through ETC Institute between December 2021 and May 2022. 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.

Financial impacts:

None.

Staff recommendation and comments:

None.

Action requested:

Receive award.