Focus Area 5 – Service Excellence

Objective 1	**Maintain, protect and optimize assets and infrastructure to drive reliability, cost effectiveness, and efficiency.**	• Initiative 1.1 – Schedule and consolidate building maintenance services (FY24). • Initiative 1.2 – Develop a utilities asset management plan that helps identify risk of failure (FY25). • Initiative 1.3 – Evaluate whether vehicle replacement modeling changes are needed and update schedule for use on the FY25 budget. (FY25).
Objective 2	**Provide quality municipal services through operational excellence and a culture of innovation.**	• Initiative 2.1 – Evaluate onboarding process and identify gaps and redesign process (FY24). • Initiative 2.2 – Explore and develop strategies to encourage the timely completion of performance evaluations (FY24).
Objective 3	**Promote inclusive community engagement in town services, programs and projects.**	• Initiative 3.1 – Assess representation on appointed boards and boost recruitment efforts for underrepresented groups and areas (FY24). • Initiative 3.2 – Develop accessibility plan for town facilities and public spaces (FY25).
Objective 4	**Embed racial equity throughout the organization and in the services provided to the community.**	• Initiative 4.1 – Develop Hillsborough Racial Equity Plan (FY24).

Performance Measures

- "Overall quality of services provided by the town."
  Community Survey question – Percentage of respondents who respond "very good" or "good"
- Percentage of geographic areas with appointed board representation.
- Alignment of appointed board representation with community demographics.
- Percentage of employees who have completed racial equity training.
- Percentage of performance evaluations that are completed on time.
- Breaks/leaks per __ ft of distribution or collection pipe (still working on the details of this measure).
- Percent of gravity sewer mains inspected by CCTV camera.
- Percent of gravity sewer mains cleaned by water jetting.
- Asset depreciation metric from Environmental Finance Center (EFC) dashboard.
- "The town encourages innovation" (Employee Survey).
- "The town works to attract, develop, and retain people with diverse backgrounds" (Employee Survey).