

TOWN MANAGER GOALS AND OBJECTIVES

FISCAL YEAR 2019 – July 10, 2018

1. **Goal #1: Increase Public Outreach and Improve Public Relations:**
 - a. **Objective:** To increase access to current information and solicit input from citizens on topics that are important to the Town, residents, and its' businesses.
 - i. **Action:** The Town Manager will finalize the website and make continuing improvements as needed in access to information.
 - ii. **Action:** The Town Manager will continue to seek input from citizens on current issues, increase and create new and increase two way communications.
 - iii. **Action:** The Town Manager will perform communications audit and create Communications Policy that identifies strategies and actions to improve communications.
2. **Goal #2: Comprehensive Infrastructure Plan:**
 - a. **Objective:** Address deferred maintenance on town buildings, recreation areas, and other town infrastructure and continually update long range capital plan for the town's assets.
 - i. **Action:** Town Manager will continue to develop a comprehensive inventory and Building and Infrastructure Maintenance Plan that will include repair and maintenance of town buildings, school buildings/land, recreation areas, roads, and underground infrastructure.
 - ii. **Action:** Town Manager will continue to address infrastructure needs through recommendations to fund capital projects and recommend a budget that will address annual maintenance of facilities.
3. **Goal #3: Facilitate Business and Economic Development:**
 - a. **Objective:** Create a partnership with the business community that promotes stability and growth of our existing businesses.
 - i. **Action:** Town Manager will continue holding sessions with the business community to find ways we can partner with our local businesses and help them grow. Facilitate meetings with other business associations to form regional alliances.
 - ii. **Action:** Will work with regional planning agency and business group to create business brochure.
 - iii. **Action:** The Town Manager will create a charge for an Economic Development Committee and work with the Committee members.
4. **Goal #4: Advance Human Resource Management:**
 - a. **Objective:** Streamline processes and procedures for employees.
 - i. **Action:** Complete comprehensive update of personnel policies and procedures: Continue to do annually in July.
 - ii. **Action:** Create an Employee Handbook-All employee related policies in one place and given to all employees (CBA's would supersede on items already addressed in the CBA's). This goal is in process from current year's goals. The updating of personnel policies was the first step in the process.

- iii. **Action:** Create and implement performance evaluations for Non-Management: Created management and non-management performance evaluations that are currently being reviewed by department heads. Proceed with performing department head performance evaluations and work with department heads in creating evaluations that are department specific and impact bargaining if not in the CBA.

5. **Goal #5: Create Written Procurement Process and Procedures:**

- a. **Objective:** Compliance with procurement law, further internal controls against fraud, and implement financial auditor's recommendation.
 - i. **Action:** Town Manager will develop written procedures for the proper procurement of supplies and services and construction. Will create internal controls that will alleviate any potential violation of procurement law and create another control against fraud.
 - ii. **Action:** Town Manager will create centralized location of all procurement files (i.e. bids, RFPs, contracts).

Selectmen's Goal:

- iii. **Action:** Create onboarding process for all newly appointed officials and handbook for all committees/boards. Currently reviewing sample handbooks from other communities. Topics to cover Open Meeting Law, Public Records Law, Conflict of Interest, Code of Conduct, Use of Town Equipment, appointment, reappointment, filling of vacancies, resignation, etc.