

# TOWN STRATEGY

## VISION

Our Vision for Hillsborough is a prosperous Town, filled with vitality, fostering a strong sense of community, which celebrates and preserves its unique heritage and [small-town] character.

## MISSION

We are stewards of the public trust who exist to make the Vision for Hillsborough a reality. We manage and provide the infrastructure, resources and services that enhance the quality of life for the living beings and land within our Town.

## Town Board Strategic Priorities

- Quality of Life
- Superior Services
- Community Safety
- Growth Management
- Economic Development

## PERSPECTIVES

*Customer*

**SERVE THE COMMUNITY**

*Internal Business Process*

**RUN THE OPERATIONS**

*Financial*

**MANAGE RESOURCES**

*Learning & Growth*

**DEVELOP PERSONNEL**

## TOWN OBJECTIVES

Strengthen Citizen Involvement & Access

Preserve Cultural & Natural Resources

Reduce Crime & Increase Citizen Safety

Enhance Community Sustainability

Expand Recreation, Walkability, & Connectivity

Improve Satisfaction with Services

Enhance Emergency Preparedness

Provide Responsive & Consistent Services

Improve Communication & Collaboration

Excel at Staff & Logistical Support

Maintain Fiscal Strength

Invest in Infrastructure

Develop Long-Term Financial Plans

Deliver Efficient Services

Develop a Skilled & Diverse Workforce

Support Training, Learning, & Growth

Enhance Relations with Other Entities

### CORE VALUES

- \* High quality customer service by supplying basic services
- \* Maintain small town nature and strong sense of community
- \* Serve as a catalyst for change
- \* Build on Hillsborough's unique "sense of place" including its history, architecture, citizens, river, and mountains
- \* Recognize the community's diversity
- \* Sense of unity among neighborhoods – Hillsborough is for Everyone
- \* Foster a sense of vibrancy – "Happening Hillsborough" is an alive community where things are growing, happening, with lots of positive energy
- \* Recognize those citizens who are not able to pay by looking at ways to keep services affordable