

Major Goals of the Town Administrator

Fiscal Year 2017

1. Communication/Community relations

- Branding/image-building, increase use of social media
- Work to develop a system for board and commissions to better communicate projects to the public
- Increase circulation of TA Report, submit columns to news outlets about South Hadley
- Continue TA attendance at various boards/commissions
- Create "Saturday Symposiums" or something similar to discuss community and other topical issues.
- Test emergency notification system on a quarterly basis, town closings, adoption of Civic Ready
- Continue to explore opportunities to increase customer access to online payments and other services

Rating:

5 [Always exceeds goals] 4 [Often exceeds] 3 [Meets goals] 2 [Sometimes meets] 1 [Rarely meets]
(3.875)

Comments:

Mike has spent significant time and effort throughout the budget process, and leading up to Town Meeting, communicating with, and providing information to, TM Members and the community. The result has been very efficient and successful Town Meetings. Likewise, Mike meets with all the appropriate committees, especially Capital Planning and Bike/Walk, to assist them in their efforts and to promote common goals and objectives. More work needs to be done to make our emergency notification system more effective and to increase the online services available to residents.

This goal is very much in progress, but still needs some attention. Mike has done a great job of making sure the TA report is circulated to TM members, and continues to have a presence at an astounding number of meetings. Good progress made on website features. I would like to see increased focus on coordinated communication using website and alert system.

Except for a few hiccups performed well in this category, continue to show improvement in doing more with less. Circulation of TA report and timely dissemination of information resulted in smooth operation of Town Meeting and keeping public informed.

We have continued to build on initiatives from prior years. Launch of online payment system has been successful as far as I can tell. Bullet number two could use work. As is the case in virtually all communities, communication about town projects and initiatives is always a challenge.

2. Organizational structure

- Examine functions of boards, consider or recommend best practices from other municipalities to be utilized with boards
- Review all present managers, as to potential organizational changes, adjustments and or promotions
- Submit an updated South Hadley Organizational Chart
- Increase Town website use and functionality, i.e. board/commission use, departmental use, more regular updates of material, update links. Including training to boards and commissions.
- Continue to improve process for annual appointments with of goal of increased participation.

Rating:

5 [Always exceeds goals] 4 [Often exceeds] 3 [Meets goals] 2 [Sometimes meets] 1 [Rarely meets]
(4.25)

Comments:

Efforts to consolidate boards and committees are commendable. Posting of information on Town Website led to increase awareness of what is going on in Town.

There has been significant discussion of viability of various boards and potential change is possible in the near future. I am not personally aware of organizational review or adjustment or of an updated Organizational Chart. The new web site is functioning well, however further initiative to train boards and commissions may be in order. Process for appointments and solicitation of volunteers to serve on boards has improved dramatically.

The changes included in the General Code update reflect Mike's continued efforts at reducing/reorganizing the myriad of committees and boards, as are the proposed changes to the Board of Health. Mike continually assesses the strengths and weaknesses of all present managers in an effort to position the Town for continued effective management for the foreseeable future.

This goal is also one in process. See comments for #1. Progress being made on boards and commissions, with more progress expected in FY18.

3. Policy Development

- Assist thorough review and codification of town bylaws
- Continue to streamline department procedures and process
- Continue General Code project, including by-law review
- Continue Town employee professional development
- Seek best practices in other communities or through state agencies which may assist the Town
- Policy on improving circulation of open positions with an efficient and effective focus.

Rating:

5 [Always exceeds goals] 4 [Often exceeds] 3 [Meets goals] 2 [Sometimes meets] 1 [Rarely meets]
(5)

Comments:

This is the area that has seen the most work this past year. Mike did an incredible amount of work on standardizing the town bylaws and policies, facilitating the General Code project, and bringing interesting and informative topics for employee professional development.

Completed the majority of a monumental task, involved various stakeholders to insure adoption of General Code by Town Meeting.

Major improvements and success across this entire category!

Policy development continues to be a focus of Mike's. The General Code update, professional development for staff, and seeking out best practices are all examples of his successful efforts/

4. Innovation (projects/initiatives/streamlining)

- Develop a short-term and long-term plan for the Town Hall building, continue renovations
- Alternative transportation initiatives
 - Bike path study, PVTA

- “Green Communities”
- Seek opportunities through Community Compact and other state a federal associations/agreements
- Continue to explore and develop “Creative Economy” opportunities
- Municipal technology
 - Swipe cards
 - Remote monitoring
- Continue to work with HG&E to enhance assets

Rating:

5 [Always exceeds goals] 4 [Often exceeds] 3 [Meets goals] 2 [Sometimes meets] 1 [Rarely meets]
(4.125)

Comments:

Everything in this category is being worked on, but much is incomplete. Plans for Town Hall are part of overall facilities evaluation currently in progress. Alternative transportation is a hot topic with much forward progress, although we’ve recently taken a step back with regard to PVTA through no fault of the TA. We seem to be applying for several competitive grants with good success. Not sure if there are Community Compact opportunities that should be pursued. Creative Economy is something that needs to continue as an important opportunity for economic development, including the arts and emerging technology.

Town Hall building study got a little sidetracked, but is currently underway; bike/walk projects and green community studies are well underway. Swipe cards are being utilized.

Renovations in Town Hall continue as long-term options are investigated. Mike has spent significant time and effort working with the Bike/Walk Committee and the PVTA to promote various transportation initiatives. The Tiger Trolley and the various trails grant applications are a direct result of those efforts.

Good foresight on buildings, report due out in June, works cooperatively with Bike/Walk committee and PVTA to improve community. Swipe card system is improving at acceptable pace.

5. Fiscal management

- Continue to evaluate long-term borrowing and debt retirement strategies for the town
- Ensure that audit reports are widely circulated and discussed
- Review all fees and charges from various departments
- Review budget process for FY 17 and FY 18 with the intent to standardize the process for future
- Research and recommend some financial transparency platforms for website

Rating:

5 [Always exceeds goals] 4 [Often exceeds] 3 [Meets goals] 2 [Sometimes meets] 1 [Rarely meets]
(5)

Comments:

The sound financial status of the Town reflects Mike’s success regarding long-term borrowing and debt retirement strategies, and the budget process. Financial transparency platforms for the Town’s website have been investigated, with action to be taken in FY18.

All of these goals are currently completed or in progress. Mike excels at keeping the Selectboard, Town Meeting, and interested residents informed about the budget process.

Mike continues to look for opportunities to reduce/consolidate debt and borrowing. Budget process went smoothly with all stakeholders kept informed.

Major success as we continue to live within our means, identify areas for improvement and savings, and move toward a new approach to providing improved financial transparency to the community.