

## **Goals and Objectives for Town Administrator**

### **Goal #1:** Improve Town Infrastructure

- A. Begin to add funds for roadway improvements into the operating budget to be used in addition to Chapter 90 funds
- B. Work with the Capital Investment Board to improve the capital planning process and revise capital plan
- C. Engage with Facilities Implementation and Strategic Planning Committee to develop and implement strategic plan for the municipal buildings of West Boylston
- D. Engage with Parks Facilities Committee and Parks Commission to develop and implement strategic plan for the parks and recreational areas of West Boylston
- E. Pursue grant opportunities to offset capital improvement costs
- F. Work with the West Boylston Municipal Light Plant to connect municipal building to Shrewsbury Electric and Cable Operations fiber
- G. Develop a metric to measure and track Department of Public Works projects and day to day operations

### **Goal #2:** Increase Transparency and Communications

- A. Routinely review, improve, and update website; add additional materials and documents to website; and routinely use the email subscription service
- B. Utilize social media and traditional print media to provide pertinent information to residents
- C. In advance of Town Meetings hold forum and/or program on cable access to discuss warrant articles, including the budget
- D. Continue to provide materials to residents in advance of Town Meeting such as the explanations of articles
- E. Research costs associated with “See, Click, Fix” and implement if possible
- F. Attend events in the community to hear directly from residents, including hosting “open houses” and forums
- G. Explore the feasibility of updating and expanding e-permitting software

### **Goal #3:** Recruit, Retain, Educate, and Engage Town Staff

- A. Review job descriptions and advertisements as vacancies arise
- B. Provide opportunities for staff development by increasing training budgets, providing access to webinars and “in house” training, and encouraging advancement
- C. Develop meaningful and measurable goals for Department Heads and staff
- D. Provide opportunities to break down barriers to communication and silos that exist between Departments
- E. Develop Department and position specific onboarding/transition/operating guides
- F. Update Personnel bylaw and HR policies as necessary
- G. Encourage and workplace safety
- H. Continue to ensure all Town staff are providing good customer service

**Goal #4:** Generate New Revenue Sources, Decrease Burden on Taxpayers, and Improve Efficiencies

- A. Explore opportunities to generate revenue from municipal buildings and land
- B. Pursue grant opportunities
- C. Assist the Economic Development Task Force in their efforts to market West Boylston
- D. Review contracts and services to promote economies of scale

**Goal #5:** Improve Health and Safety of West Boylston Residents

- A. Implement measures to improve overall vehicular, bicycle, and pedestrian safety
- B. Utilize the resources provide by the Central MA Regional Public Health Alliance
- C. Promote health and wellness programs offered by Town Departments