



BOARD OF SELECTMEN 2013-14 GOALS

Adopted: August 7, 2013

I. Improve Facilities Maintenance

Objectives

- Fill the Facilities Manager and Facilities Foreman positions
- Develop a “remedial” plan which addresses how and when the most pressing of maintenance needs will be addressed
- Develop a long-term maintenance plan for all public property (ie, real estate, including easements and public access) and facilities (excluding school, airport and water)
- Examine staffing levels and recommend changes if needed so that appropriate seasonal and year-round maintenance is accomplished for buildings, recreational facilities and other town property, including encroachment issues

II. Improve Space Needs Planning

Objectives

- Develop a prioritized plan for municipal space needs, including how additional space would benefit the Town and connected to a long-term Capital Plan

III. Customer Service Delivery

Objectives

- Implement the Customer Service Principles adopted by the Board of Selectmen in 2013 in all departments, with focus on the regulatory departments
- Promote fair treatment to all customers
- Promote a less adversarial approach
- Establish and publish the established procedures of the departments for all aspects of permitting, enforcement, inspections, complaints

IV. Wage and Salary Study Completion by April 30, 2014