

Elements of the Plan

Vision

A statement that describes what organizational success will look like in the future.

Mission

A statement that outlines the organization's purpose.

Values

The set of core beliefs that will determine the approach to realizing the town's vision.

Strategic Goals

A set of desired outcomes and promises that will align the town with its vision over the long-term.

Action Plans

Identifies specific initiatives to implement in the next 1-3 years to move the organization towards its goals.

A strategic plan is a management tool that helps an organization align its leadership, resources, and operations to advance a set of goals. It also serves to establish priorities for policy initiatives, budgeting and staffing decisions, and capital investments to create outcomes that are important to the community.

The Town of Hillsborough has limited resources yet faces endless needs, opportunities, and distractions that compete for the use of these resources. The purpose of this strategic plan is to serve as an action-oriented road map that strategically aligns available resources with priorities, which is critical to the effective and efficient delivery of government services.

This strategic plan was drafted after several months of collaboration among members of the Board of Commissioners and leadership from the town's departments and divisions.

Strategy Map

Vision Statement

We envision Hillsborough as a prosperous town, filled with vitality, fostering a strong sense of community, celebrating its unique heritage and small-town character.

Mission Statement

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.

Strategic Goals



Values

As we strive to achieve our goals, we are committed to maintaining a community that is:

- Vibrant
- Affordable
- Forward Thinking
- Equitable
- Ethical
- Safe

Strategic Goals

- Connect our community
 - Physically
 - Virtually
 - Socially

Connected Community

- Ensure that people are safe and feel safe in all parts of town.
- Maintain a clean community.

Community Safety



Sustainability & Resiliency

- Optimize the built environment.
- Reduce energy consumption and increase clean energy use.
- Reinforce resiliency in town operations.
- Protect our natural resources.



Economic Vitality

- Minimize cost of government.
- Encourage consistency in business practices.
- Promote diversity in housing options.
- Maintain balance of residential and commercial base.



Service Excellence

- Take care of our infrastructure, assets & personnel.
- Excel in service delivery by continuously improving.