

1. Communication/Community relations

- Branding/image-building, increase use of social media.
- Develop strategy and process for communication models for boards and committees (similar to communications from the Selectboard and TA communications to Town Meeting).
- Continue TA attendance at various boards/commissions.
- Continue “Saturday Symposiums” on a bi-annual basis.
- Continue to explore opportunities to increase customer access to online payments and other services.

Rating:

□ 3.9 [Often exceeds]

Comments:

Mike has made significant progress in this area. Social media is now administered by a full-time staff person. Boards and committees have been using the notification system more frequently to update residents about meetings and other important information. Customer access to online payments continues to improve. Mike attends an astounding number of board and committee meetings.

Happy to see things moving forward and ever-improving in the on-line areas. I would like to see a movement toward the Saturday Symposiums.

Rebranding of the towns image a very positive. Mike continues to reach out and attend crucial boards and commissions. I believe he values inputs and makes decisions appropriately.

Mike has done a great job communicating correspondence with Board members.

Mike does a terrific job communicating with the SB, as well as throughout town. He is a regular participant at numerous meetings and functions important to town operations. We have launched the new town logo in the past year and have increased use of social media as a communication tool. Remote payment systems have been moving forward as we continue to explore opportunities to increase customer service and decrease expense. Improving strategy and communication model for other committees should continue to be a goal in the coming year.

2. Organizational structure

- Continue to develop a succession plan for all departments and administration.
- Revamp the Treasurer/Collector's office and institute new procedures for moving forward.
- Submit an updated Town of South Hadley organizational chart.
- Examine functions of boards; consider or recommend best practices from other municipalities to be utilized with boards.
- Increase Town website use and functionality, i.e. board/commission use, departmental use, more regular updates of material, update links; include training to boards and commissions.
- Continue to improve process for annual appointments with of goal of increased participation.

Rating:

□ 4.2 [Often exceeds]

Comments:

This has been a year of many staff changes in Town Hall, and Mike has used the opportunity to continue to improve the organizational structure. Staff have been cross-trained in some offices to make sure critical services continue to be available even if a staff member is away; Town Hall staff have helped during elections, reducing the need for paid "volunteers"; there is increased cooperation between offices. Mike took on the Treasurer/Collector duties for many months to make sure the needs of that office were understood, which also gave him time to hire a seasoned Treasurer/Collector. A draft organizational chart has been submitted. The annual appointment process is much improved over previous years, although it continues to be a work in progress. The Town website is always a work in progress.

Lots of hard work happening here, and much appreciated. In regards to the town website, perhaps a training (if not being conducted already) with department heads and heads of boards/commissions to learn how to update things like minutes, staff/member lists, etc.

Based on recent retirements Mike has maintained continuity in Town Hall. Despite people commenting that he was "feathering his cap" Mike has stepped up to insure town functions continue.

The organizational chart has been recently presented and appears to be a work in progress. Staffing levels seem to be accommodating the public. Some residents have expressed concerns with office hours. Hoping to see more participation by the residents to serve on the vacant positions of the various boards and committees.

We have a new Treasurer/Collector and development of revised procedures and organization are underway. Organizational chart has recently been mentioned and should be updated in the months ahead. Functions and/or existence of certain boards has been a topic of discussion in the past year, but we have not done much to address change (or no change). The town's website is well organized, however information is not always up to date. We should perhaps look at finding better ways to bring increased attention and accessibility to the most current, high profile projects on the site. We have great participation on most committees and the quality of applicants in the past year has been stellar.

3. Policy Development

- Continue to streamline department procedures and processes.
- Continue General Code project, including by-law review.
- Work to implement ClearGov.
- Continue Town employee professional development.
- Seek best practices in other communities or through state agencies which may assist the Town.
- Develop policy on ways to efficiently and effectively improve circulation of open Town positions.

Rating:

□ 4.8 [Always exceeds goals]

Comments:

Policy development continues to be an area in which Mike excels. ClearGov is up and running, and I have heard from several residents who have used it and appreciate the tools and transparency it allows. The General Code project continues, and is appreciated by residents who are looking for information. Employee professional development continues to be a priority. Mike's knowledge of South Hadley, our neighboring communities, and communities across the state is beyond compare. He uses that knowledge and connections to make sure that our policies and procedures are constantly improved and improving.

I feel things are really top notch in this area.

Mike's focus on making town hall "professional" is to be commended. His focus on developing the workforce on issue such as diversity, inclusion are be commended.

A+ on all of the above. We should take more opportunity to highlight ClearGov as a tool to be used within town government and by interested residents.

4. Innovation (projects/initiatives/streamlining)

- Develop a short-term and long-term plan for Town buildings.
- Continue renovations on Town Hall building.
- Alternative transportation initiatives:
 - Bike path study, PVTA
 - “Green Communities”
- Seek opportunities through Community Compact and other state and federal associations/agreements.
- Continue to explore and develop “Creative Economy” opportunities.
- Implement municipal technology, including remote monitoring.
- Continue to work with HG&E to enhance assets.

Rating:

□ 4.5 [Always exceeds goals]

Comments:

Mike's dedication to keeping South Hadley at the top of the innovation game is always apparent. Valley Bike Share will be celebrating its grand opening very soon; the River to Range Trail will also be celebrating its grand opening; Mike continues to partner with the 5 Colleges to implore PVTA to keep South Hadley running; creative renovations to Town Hall continue, making this old building as attractive and efficient as possible; the Town partnership and communication with HG&E has vastly improved, and projects are being considered; Mike continues to look to technology to keep South Hadley current and looking towards the future.

Mike shepherding Valley Bike share and working collaboratively with Bike Walk to bring the two sections of SH is commendable. His involvement with River to Range and the Ted Belsky Park are some examples of making the community a better place to be. Mike continues to advocate for the improvements at Town Hall, asking it a positive environment.

Dependent upon available funds, I would like to see the repointing effort go forward on Town Hall considering it has been shut down in the past for “unsafe entrances” and to deter further deterioration. _

Senior Center and Mosier School are both “on the radar”. Town Hall has never looked better. A plan for refurbishment of the auditorium would be nice to see (although not necessarily affordable). Significant steps taken along the path to Green Communities. Grant applications and approvals are plentiful. Mike has been very supportive of “creative economy” initiatives. Not aware of recent collaboration with HG&E.

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 FY18 and FY19 with the intent to standardize the process for future.
- Work to implement ClearGov.

Rating:

□ 5 [Always exceeds goals]

Comments:

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.

This is one area where I'd rate a 6 if I could. The TA does a superb job not only in strategizing, but in making materials widely available. Not many towns benefit like South Hadley does from the TA sessions held before town meetings and special town meetings. It's an invaluable resource that encourages knowledgeable voting.

Mike has been very successful during the budget process, "living within our means". Mike disseminating information to Town Meeting members has led to very smooth running of ATM and STM.

I believe Mike has done a great job streamlining the budget process and being completely transparent on the present and future challenges facing our town. I especially would like to applaud Mike for the implementation of the OPEB fund for the town and his active involvement in the Hampshire County insurance trust to minimize health insurance increases for the town.

Superb job in this area! Mike is the definition of "doing more with less" and leads every department leading by example. We should try to develop a 5 year financial plan with a view from 30,000 feet.