

*Working together is success.*  
— Henry Ford



## Town of Auburn, NH Goal Setting Session

December 2, 2016

**Primex**  
NH Public Risk Management Exchange

Center for  
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Advancement

Promoting Excellence in the Public Sector



## Purpose and Intended Result of the Session

The purpose of the session was for the Board of Selectmen and Town Administrator to come together to lay the horizon for the Town and establish goals and strategies that will help guide the Town over the next twelve (12) months.

## Participants

James Headd - Board Chair

Richard Eaton

Dale Phillips

Bill Herman - Town Administrator

*The exercise was facilitated by:*

Rick Alpers, Risk Management and Member Services Consultant, Primex<sup>3</sup>

Shelley Walts, Member Service Consultant, Primex<sup>3</sup>

## 2016 Discussion

The session began with the Board and Town Administrator identifying what is going well within the Town and what needs work or improvement.

## What is Going Well within the Town of Auburn

- Amicable employee environment with good people/good positions and improved culture
- Town's physical location to major routes is ideal
- Management of Town going well-transparency- citizens seem to recognize this
- Team environment
- Smooth budget process for 2017-more direction and expectations were provided this year
- Positive image-good school system
  - ➔ Auburn K-8
  - ➔ Pinkerton Academy for high school
- Auburn continues to grow residentially
- Financially responsible - no debt
- Reasonable tax rate
- Road improvements - major work almost complete, will then move to maintenance
- Relationship with Manchester Water works is good

## What Needs Work/Improvement within the Town of Auburn

- The bypass area is in need of water supply to further develop business growth
- Zoning regulations need review, perhaps updates and enforced
- Need to better manage Town buildings and grounds and recreation fields
- Dealing with “growing pains”- need a more formal process for completion of needed work
  - ➔ Volunteers
  - ➔ Networking
- Water and Sewer to Wellington Business Park
- Manchester Water Works owns 25% of Auburn land

## General Topics for Discussion in 2017

Each Board member and the Town Administrator identified their individual 2-3 priorities for the Town of Auburn to focus on in 2017.

### Jim Headd

1. Expand tax base – encourage business development

### Rick Eaton

1. Study how to get water/sewer to commercial areas
2. Plan for new salt shed for greater capacity
3. Garage for cruisers/storage facility at Public Safety complex
4. Additional staffing in Administrative Support

### Dale Phillips

1. Staffing Town Hall for administrative support; review other departments for additional staffing needs
2. Zoning regulations enforced for commercial/industrial growth and updated
3. Two building projects: Salt Shed and Storage Facility

### Bill Herman

1. Implement MRI reviews
2. Continue to improve Town infrastructure: salt shed, storage facility, road improvements
3. Long term planning for CIP
4. Selling some town-owned properties to get property back on the tax rolls

## Top 2017 Goals

The Board Members and the Town Administrator identified the top goals for the Town of Auburn and to develop a work plan. The goals were formulated from the individual goals listed above. The goals and deadline for an update or completion are listed below.

**Goal #1 - Study how to expand commercial growth around town with water and sewer extensions and/or update to zoning regulations**

- ✓ To be a continuing topic/study throughout 2017

**Goal #2 - Continue to explore and plan for a storage building to potentially be located at the Public Safety complex in addition to a larger capacity salt shed**

- ✓ Both building projects need research with potential ballot vote for March 2017
- ✓ If Storage Facility is not on the 2017 warrant, you may need to look at funding and feasibility for 2018

**Goal #3 - Implement the MRI report recommendations already completed and prepare for the town office review, which should address town office staffing needs and handling of building and grounds**

- ✓ Target of September 2017

**Goal #4 - Review of Town owned land for potential sale or further Town use**

- ✓ Review proposal of sale properties to be completed by July 2017

## In Closing

Thank you again for allowing us to participate in this important process. Primex<sup>3</sup> appreciates the opportunity to provide assistance to members with goal setting, and help governing bodies develop paths to achieve their visions. A forward-looking community that is deliberate, disciplined, and strategic in developing and accomplishing its goals illustrates how “good management is good risk management.”

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