

**Town of Bow Organizational Goals**  
**FY 2019-20 (at end of fiscal year)**

**TOWN FINANCES**

**Goal I: Seek the most cost effective and efficient manner with which to provide services to residents**

	<b>Objectives</b>		<b>Tasks/Strategies</b>	<b>Status</b>
1	Research new or modified methods for delivery of services and determine cost effectiveness	TM DH	Conduct test of new snow plow blade design	<b>COMPLETED</b> One new setup purchased and testing completed; report available
			Pursue additional options for selling surplus Town vehicles & equipment	<b>COMPLETED</b> Evaluating all options when selling equipment; sold fire truck on national auction site; generators sold on-line; items stored for sale at State Auction
			Determine and implement strategies to reduce false fire alarm activations and response cost	<b>ON HOLD</b>
			Conduct study and analysis of options for providing IT services to the Town; keep current vendor? Join with SAU? In-house?	<b>ON HOLD</b>
			Determine options for billing ambulance non-transport.	<b>ON HOLD</b>
			Consider options for improving ISO PPC rating to reduce insurance rates for residential and commercial properties	<b>ON HOLD</b>
2	Seek alternative funding whenever possible to supplement or reduce tax funding needed for services, projects and other purposes	TM DH	Public safety grants MBTE and State funding for water projects Grants for historic properties	<b>COMPLETED</b> Received grant to program FD radios; received State MBTE mitigation funding for water extension study; utilizing TIF funds for design of water system extension
3	Create process and plan to minimize changes in the tax rate	FD	Develop tax rate projection models incorporating objectives and financial changes	<b>COMPLETED</b>

**Goal II: Manage, maintain and improve the Town's infrastructure in a fiscally responsible manner**

	<i>Objectives</i>		<i>Tasks/Strategies</i>	<i>Status</i>
1	Manage future capital construction needs	BOS TM	Joint Town and School Buildings Committee	Reached out to School Board; they requested to wait until Spring
			Create repair/replacement plan for fire suppression water sources	2020 TM approval to create and fund new CRF; plan to be developed in the Fall
2	Develop and implement a pro-active plan for maintenance of Town buildings and facilities	TM		<b>ON HOLD</b>
3	Improve and update database of Town buildings equipment and systems	TM		Building & Facilities Manager compiling info
4	Energy costs savings and reductions	BOS TM	LED Streetlight Conversion Project	2020 TM approved funding; <b>FY2020-21 project</b>
			Safety Center solar project	Installation completed and system connected to grid; not online yet
			Interior LED lighting; DPW and Community Building	<b>COMPLETED</b> Replaced lights at DPW and Community Building; rebates from Unutil
5	Manage Construction and Buildings Projects	TM	Construct new salt storage facility	2020 TM approved funding; <b>FY2020-21 project</b>
			Muni Building bathrooms	2020 TM approved funding; <b>FY2020-21 project</b>
			Dunklee/3A Intersection and Bridge project	2020 TM approved funding; <b>FY2020-21 project</b> Bids received; evaluating low bid
6	Involve Community in projects	BOS TM	Pursue community participation opportunities Labor and funding from organizations Conduct Bow Pride Day; Adopt a Spot	Compiling list of tasks for Pride Day Bow Food Closet

**Goal III: Develop plan for Community Building**

	<b>Objectives</b>		<b>Tasks/Strategies</b>	<b>Status</b>
1	Develop short term plan for utilizing the building over the next XX years	BOS TM	Develop list of various projects and costs Electric mapping, heat	<b>COMPLETED</b> Domestic water separated; kitchen rehabbed; electric system mapped and labeled
2	Determine the Town's long term vision and plan for the Community Building	BOS		Met with NH Listens

**COMMUNICATION AND RELATIONSHIPS**

**Goal IV: Reporting activities and initiatives to residents**

	<b>Objectives</b>		<b>Tasks/Strategies</b>	<b>Status</b>
1	Utilize all sources of media, including town website, social media to increase positive communication between the Town and residents.	TM DH	Set up a Town of Bow Facebook page	<b>COMPLETED</b>
			Monitor Bow Community Facebook page	<b>COMPLETED</b>
			Enhance department Facebook pages	<b>COMPLETED</b>
			Monthly Bulletin re-tool	<b>COMPLETED</b>
			Get to know your Selectmen articles on FB page	
			Report on status of capital projects	<b>COMPLETED</b>
			Report on money saving initiatives (in Goal I)	
			Department videos on FB	<b>COMPLETED</b> Safety Services put a video on FB discussing COVID-19 response; Virtual fire truck ride and other FD videos; Your DPW at work video

**Goal V: Keep line of communications open with employees**

	<b>Objectives</b>		<b>Tasks/Strategies</b>	<b>Status</b>
1	Post goals in each Department and communicate progress throughout the fiscal year	TM	Discussions with employees; link work that they perform back to goals	<b>COMPLETED</b> FY 2019-20 goals adopted and distributed to department heads for posting
2	Board of Selectmen meetings with all employees department by department	BOS	Develop format and implement	<b>ON HOLD</b>
3	"Lunch with the Town Manager" program	TM	Develop format and implement	<b>ON HOLD</b>

**Goal VI: Enhance employee life benefits**

1	Educate employees on benefits available thru HealthTrust and Employee Assistance Programs	TM	Smart Shopper, Point of Service benefits; nutrition programs	<b>COMPLETED</b>
			Promote EAP services which include mental health, financial and legal issues	<b>COMPLETED</b>
			Implement Fire chaplain and mental health counseling program	<b>ON HOLD</b>
2	Promote employee participation in charitable fundraising programs and Town activities	BOS TM	Rock n' Race; Walk a Mile; Turkey Trot; other similar activities	<b>COMPLETED</b> Turkey Trot held 11/28/19; PD Special Olympics volunteers; Team participated in Walk A Mile in Her Shoes to support the region's family crisis center; PD Beards for Bucks; Boy Scout food drive; Bow Food Closet; Police/Fire CHAD Hockey

**Goal VII: Relationship and collaboration with School District**

1	Board and School Board communication and collaboration	BOS	Schedule and hold regular meetings with the School Board	Joint meeting held on 10/22/19; Sel. Hunter participated in elementary school planning
2	Town and School Administration communication and collaboration	TM	Set up regular meetings of Town Manager, Finance Directors and Superintendent	<b>ON HOLD</b>

**ECONOMIC DEVELOPMENT**

**Goal VIII: Continue to create more opportunities for more commercial development**

	<i>Objectives</i>		<i>Tasks/Strategies</i>	<i>Status</i>
1	Extension of water to Bow Junction, South Street and Exit 1 from existing municipal system	BOS TM	Engineering design for water system extension	Board met with engineers 1/21/20; hearing on study acceptance postponed; project engineering has begun
2	Extend water to Bow Junction - Concord	BOS	Meetings with Concord officials	Sel. Poulin and Sel. Hunter met with Councilor Keach to discuss
3	Collaborate with Hooksett on sharing municipal water and sewer to create development opportunities in South Bow TIF	BOS TM		Board met with Hooksett Village Water District officials; sharing cost of feasibility study; kickoff meeting for study held 1/28/20
4	Continue to improve ease of access to information, processes and quality of services relative to businesses locating, expanding or developing in the Town.	TM		Community Development working on info sheet for Town's TIF districts; talking with graphic designers

**Goal IX: Support local businesses**

1	Business Outreach	BOS TM	Conduct 3 Business to Business programs annually	First program held in October at Grappone
			Conduct a minimum of 6 business visitations	Visited Tri-State Curb
2	Provide support and services to Bow businesses	TM	Develop single point business registry for use by all departments	<b>COMPLETED</b>
			Feature one Bow business per month on FB page	Putting together info for the first one - Bow Auto Parts
			Conduct a unified business outreach program from Fire, Police, EM and deliver trainings & services	Letter drafted and Protect Our Town-Bow Business Owner Facebook Group set up