



AGENDA ITEM #16

**AGENDA ITEM EXECUTIVE SUMMARY
Village Board Meeting
7/24/2023**

Item Title: 2022-2025 Strategic Plan Report

Staff Contact: Brian Joanis, Assistant Village Administrator
Matthew Galloway, Economic Development Analyst

NEW BUSINESS

VILLAGE BOARD ACTION:

Receive a staff presentation regarding the progress of the Village’s 2022-2025 Strategic Plan.

Executive Summary:

The 2022-2025 Strategic Plan outlines the priorities, desired outcomes, initiatives, and action items necessary to accomplish strategic goals over the next several years. On the April 24, 2023, Village Board meeting, staff presented the first quarterly report of the 2022-2025 Strategic Plan to the Board and public. Staff received direction from the Board to utilize and present the [community dashboard](#) for future quarterly reports. Staff was also directed to include outcome reporting in future progress reports as initiatives move forward and trigger key outcome indicators to measure the strategic plan’s achievements more effectively. Staff has attached a summary progress report to this memo for more detailed information on the status of all plan levels for the Board and public to review. The goal is to have the most pertinent information on the forefront of the community dashboard, while providing necessary transparency regarding the plan’s progress through additional reporting capabilities of the strategic planning software, Envisio. Below are highlights of the quarterly report that will be discussed:

Strategic Plan Progress

Attached to this memo is a detailed progress report regarding the status of the five (5) strategic priorities and their respected initiatives. Overall, the strategic plan’s progress remains on track without any major disruptions to report. The Village is currently 43% through the strategic plan to date. Sixteen (16) of the eighteen (18) initiatives have launched and each team has met to finalize contributor roles, refine workplans and deadlines, and establish regularly scheduled meeting cadences. There are two (2) remaining initiatives that staff will meet to begin in early August. Below are the main highlights of the current progress of each of the five (5) priorities:

Financial Stewardship

- Community forum held at Village Hall on July 18, 2023 to focus on funding solutions needed for infrastructure requirements.
- Letter sent to Seth Lewis to release \$600K in grant funding to the Village.
- New fee schedule to be presented to Village Administrator and Board.

Focused Redevelopment

- RFQ for development of the Trinity Community Center has been published. Deadline for submittal is August 10, 2023.
- Manufacturing Meetup Event on May 11, 2023, at BOS was successful.
- Zoning overlay project requires update from CMAP.
- Business needs survey has been completed with a comprehensive analysis underway.

Reliable Infrastructure

- Annual watermain replacement, street improvement, and sidewalk replacement programs were awarded and under construction scheduled.
- Preliminary design of Devlin and Botterman projects are ongoing.
- Asset management solutions have been identified and an RFP will be developed for consultants to help with the selection and implementation process.
- Infrastructure/capital funding solutions are being socialized with the community and Village Board.

Operational Sustainability

- Staffing plan has been received and reviewed by the Village Administrator. Recommendations from staffing plan will be refined and presented to the Village Board as part of the Fiscal Year 2024 proposed budget.
- Technology assessment initiative to begin at the end of July, with staff meeting in August 2023.
- New enterprise-wide trainings have been implemented.
- Laserfiche software implementation continues. Onboarding initiative to use Microsoft automation in lieu of Laserfiche. An employee intranet via SharePoint has been developed to centralize important organizational information to help the onboarding experience of new employees.

Customer Experience

- Community Relations Coordinator assigned two customer experience initiatives and is working with staff to develop updated communication plans and methods.
- Staff is identifying more key engagement measurements to communicate with external stakeholders more effectively.
- Technology assessment will aid the progress of the upcoming customer success technology solution initiative.

Plan Management and Reporting

Staff continues to receive training hosted by the Village's strategic planning software company, Envisio, to engage users for more effective plan management and to continually refine internal and external reporting standards. The next quarterly progress report will be scheduled for the second Village Board meeting in November 2023.

Implications:

Is this item budgeted? Yes, the FY2023 Budget includes funding for strategic plan initiatives scheduled to be completed in FY2023.

Estimated cost: N/A

Any other implications to be considered? N/A

Strategic Priority:

N/A

Attachments:

Strategic Plan 2023 Q2 Progress Report



Plan progress report

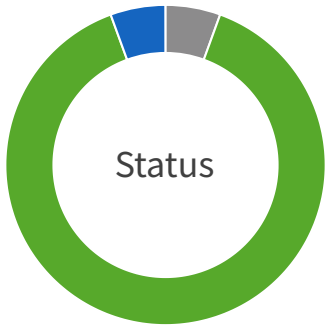
Roselle 2022 - 2025 Strategic Plan

Current Reporting Date: Jul 31, 2023

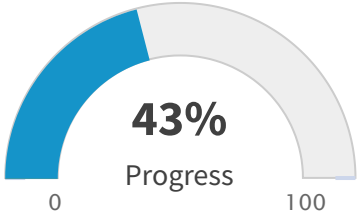
Report Created On: Jul 20, 2023

5 Strategic Priority	15 Desired Outcomes	18 Initiative
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Overall Summary



	%
Status Pending	5.56
On Track	88.89
Completed	5.56



Report Legend Strategic Priority No Update Overdue

Strategic Priority 1 Progress 48%

Financial Stewardship - "A financially sustainable community"

On Track % 100.0 # 4

Owner: Tom Dahl

Desired Outcomes : 3

Initiative : 4

Update provided by Tom Dahl on Jul 17, 2023 14:06:37

Progress Highlights: The next community forum will be on July 18 and the focus will be on the funding and the timeline for getting home-rule on the next available ballot. The fee schedule will be provided to the Village Administrator for his review and then provided to the Board during the budget process. Village staff continues to look for and pursue grants at every opportunity and the Mayor has sent a letter to State Senator Lewis and State Representative Sanalidro to try and get \$600,000 in grant funding allocated to the Village released.

Issues: None

Next Steps: The next community forum and Coffee with the Board should provide the Village with a clear direction on how to fund future infrastructure improvements and maintain the Village's finances.

Desired Outcomes 1.1 Progress 71%

Stable general fund reserves.

On Track % 100.0 # 1

Owner: Tom Dahl

Initiative : 1

Update provided by Tom Dahl on Jul 17, 2023 14:04:05

Progress Highlights: A community forum is scheduled for July 18 to provide information to the public regarding the three funding solutions proposed by the Village.

Issues: None

Next Steps: Prepare for the "Coffee with the Board" on August 5th and the next community forum to be held in September.

Initiative 1.1.1

May 30, 2022 - Oct 02, 2023

On Track

Progress 71%

Develop a revenue diversification program.

Owner: Tom Dahl

Update provided by Tom Dahl on Jul 17, 2023 13:55:08

Progress Highlights: A community forum is scheduled for July 18 and will focus on the funding solutions, rather than the various types of infrastructure involved. The solutions include the dramatic increase in the Capital Improvement Surcharge (CIS) over the next 10 years and other local tax increases, a referendum on non-home rule sales tax and a referendum on home rule status for the Village.

Issues: None

Next Steps: The Village Board will host a "Coffee with the Board" on August 5th and another community forum will be held in September.

Desired Outcomes 1.2 Progress 61%

Meet revenue demands of growth.

On Track % 100.0 # 2

Owner: Tom Dahl

Initiative : 2

Update provided by Tom Dahl on Jul 17, 2023 14:04:27

Progress Highlights: No further progress from the last update.

Issues: None

Next Steps: Present the fee schedule to Administration and continue to seek grant funding opportunities.

Initiative 1.2.1

Nov 08, 2022 - Nov 01, 2023 On Track Progress 62%

Evaluate and update fee schedule.

Owner: Tom Dahl

Update provided by Tom Dahl on Jul 17, 2023 13:56:11

Progress Highlights: No progress has been made since the last update.

Issues: None

Next Steps: The fee schedule needs to be reviewed and submitted to the Village Administrator.

Initiative 1.2.2

Nov 14, 2022 - Mar 25, 2024 On Track Progress 60%

Submit construction grant applications.

Owner: Tom Dahl

Update provided by Tom Dahl on Jul 17, 2023 13:58:53

Progress Highlights: Staff continues to seek out grant funding and attend informational webinars on upcoming grant opportunities.

Issues: None, except the availability of funding that the Village is eligible for.

Next Steps: Review available funding opportunities.

Desired Outcomes 1.3 Progress 0%

Community understands our finances.

	%	#
On Track	100.0	1

Owner: Tom Dahl

Initiative : 1

Update provided by Tom Dahl on Jul 17, 2023 14:04:51

Progress Highlights: No progress yet. A meeting will be held to discuss our next steps and develop more ideas for public outreach.

Issues: None

Next Steps: Schedule a meeting with the Team to discuss our next steps.

Initiative 1.3.1

Jun 01, 2023 - Dec 31, 2023 On Track Progress 0%

Develop Village finance public information program.

Owner: Tom Dahl

Update provided by Tom Dahl on Jul 17, 2023 13:59:34

Progress Highlights: No progress since the last update.

Issues: None

Next Steps: Schedule a meeting with the Team to discuss our next steps.

Strategic Priority 2 Progress 46%

Focused Redevelopment - "A well-planned community"

On Track %
100.0 #
3

Owner: Caron Bricks

Desired Outcomes : 3

Initiative : 3

Update provided by Caron Bricks on Jul 17, 2023 19:52:41

Progress Highlights: An RFQ for developers for the former Trinity Community Center property has been published and circulated. The intent is to see private market interest in redeveloping the site. There is a community interest in affordable housing. Staff also continues to flush out the development possibilities of the Village owned site on Roselle Road. The Manufacturing Meetup held at BOS was successful. Staff is reviewing online permitting software solutions that would incorporate business licensing and registration. Staff is desirous of a solution that will streamline the process for business licenses to make it even easier for businesses to register. Discussion of the Woodland utility study continues as other property owners on Lake Street have shown interest in connecting at the same time to capture cost savings.

Issues: CMAP is sole owner of the Lake Street Corridor Zoning Overlay Project at this point as the contract is now expired with Teska and Ancel Glink. No new updates have been provided by CMAP at this time. The Village continues to rely on leadership from private property owners to see investment and redevelopment in each TIF district.

Next Steps: The results of the Trinity RFQ will guide staff in a meaningful way which will inevitably lead to a tremendous impact on the East Irving Park Road TIF. Staff will be reviewing the options for online permitting solutions to streamline business registration. Staff will engage with Trotter to update additional information regarding connecting the additional properties on Lake Street in conjunction with Woodland.

Desired Outcomes 2.1 Progress 50%

TIF District Maximization

On Track %
100.0 #
1

Owner: Caron Bricks

Initiative : 1

Update provided by Caron Bricks on Jul 14, 2023 00:18:27

Progress Highlights: An RFQ for developers for the former Trinity Community Center property has been published and circulated. The intent is to see private market interest in redeveloping the site. There is a community interest in affordable housing. Staff also continues to flush out the development possibilities of the Village owned site on Roselle Road.

Issues: The Village continues to rely on leadership from private property owners to see investment and redevelopment in each TIF district.

Next Steps: The results of the Trinity RFQ will guide staff in a meaningful way which will inevitably lead to a tremendous impact on the East Irving Park Road TIF.

Initiative 2.1.1

Aug 01, 2022 - Oct 31, 2023 On Track Progress 50%

Create redevelopment strategies for TIF Districts

Owner: Matthew Galloway

Update provided by Matthew Galloway on Jul 14, 2023 14:17:14

Progress Highlights:

In June, the Village Board approved the acquisition and assignment of a purchase and sale agreement for 233 E. Maple Avenue commonly known as the Trinity Community Center. Staff has created an RFQ to identify a developer for the redevelopment of 233 E. Maple Ave. The Village desires to see this property redeveloped into affordable senior housing.

The Village Board has also given staff direction to begin marketing the Village-owned Maple Ave. parking lot for redevelopment. Redeveloping this underutilized property will benefit the East Irving Park TIF district by transitioning an untaxed parcel into a tax generating property.

Staff has identified unincorporated properties that have potential for annexation and have spoken with property owners about their future plans for their properties. Owners have provided staff with contact information to share with interested developers. Staff is actively sharing this contact information with known developers in the area.

Issues:

Due to raising interest rates through the Fed, the increased cost of financing development has stalled progress on some potential developments.

Next Steps:

Staff will establish an internal review team for the RFQ responses for the 233 E Maple Ave. property. Staff will also begin marketing of the Village-owned Maple Ave. parking lot for development.

Desired Outcomes 2.2 Progress 50%

Desirable place to do business

On Track % 100.0 # 1

Owner: Caron Bricks

Initiative : 1

Update provided by Caron Bricks on Jul 14, 2023 00:24:50

Progress Highlights: Manufacturing Meetup held at BOS was successful. Staff is reviewing online permitting software solutions that would incorporate business licensing and registration. Staff is desirous of a solution that will streamline the process for business licenses to make it even easier for businesses to register.

Issues: Awaiting the publication of a business survey with Polco.

Next Steps: Staff will be reviewing the options for online permitting solutions to streamline business registration.

Initiative 2.2.1

Jul 13, 2022 - Oct 31, 2023

On Track

Progress 50%

Establish a business recruitment and retention plan.

Owner: Matthew Galloway

Update provided by Matthew Galloway on Jul 14, 2023 14:26:06

Progress Highlights:

There have been 47 new business licenses approved so far in 2023. This is slightly above the number of business licenses approved by July of 2022.

Staff has created a business needs assessment survey to better understand what challenges Roselle businesses are currently facing. The results of this survey will be analyzed and presented to the Village Board at a future Board Meeting.

Issues:

With the Fed continuing to increase interest rates, it is becoming more difficult for new businesses to secure financing which can slow down recruiting new businesses in Roselle.

Next Steps:

Evaluate the results of the business needs survey and take steps to respond to any major issues identified by the results.

Desired Outcomes 2.3

Progress 37%

Non-TIF growth

On Track

%	#
100.0	1

Owner: Caron Bricks

Initiative : 1

Update provided by Caron Bricks on Jul 14, 2023 00:33:20

Progress Highlights: Discussion of the Woodland utility study continues as other property owners on Lake Street have shown interest in connecting at the same time to capture cost savings.

Issues: CMAP is sole owner of the Lake Street Corridor Zoning Overlay Project at this point with the contract with Teska and Ancel Glink. No new updates have been provided by CMAP at this time.

Next Steps: Staff will engage with Trotter to update additional information regarding connecting the additional properties.

Initiative 2.3.1

Aug 31, 2022 - Mar 31, 2024

On Track

Progress 37%

Implement Lake Street redevelopment program.

Owner: Matthew Galloway

Update provided by Matthew Galloway on Jul 14, 2023 14:28:05

Progress Highlights:

A developer has met with Village staff to discuss annexation and development of property along the south side of Lake Street. The developer is working with the Village to estimate utility connection expenses. Plans have not been submitted yet but it is the developers goal to be annexed and have is business in operation by this winter.

Discussions about the annexation and redevelopment of the Woodland property continue.

The Village is working to generate cost estimates to extend water and wastewater service lines along the south side of Lake Street to serve properties that annex into the Village.

Issues:

No incentive programs are currently available along the Lake Street corridor which can make it difficult to convince property owners to develop/redevelop their properties.

Lake Street corridor zoning overlay district is moving forward but progress is slow.

Next Steps:

Staff will be meeting to discuss the financial analysis for engineering, utilities, and financial feasibility of Lake Street corridor properties.

Staff continues to make progress on contacting catalyst site property owners to discuss redevelopment and annexation opportunities.

✓ Identify strategies for redevelopment based on feedback from site owners.

Strategic Priority 3 Progress 45%

Reliable Infrastructure - "Infrastructure for today and tomorrow"

	%	#
On Track	75.0	3
Completed	25.0	1

Owner: Karen Young

Desired Outcomes : 3

Initiative : 4

Update provided by Karen Young on Jul 14, 2023 20:47:26

Progress Highlights: Staff continues to implement projects budgeted for 2023, many of which are based on the water master plan, wastewater master plan, road condition report and stormwater studies. The Asset Management stakeholder group met and identified current practices for tracking assets, inventories, and work orders.

Issues: None currently.

Next Steps: Continue to implement projects. The asset management group is working to schedule demos with providers and will be drafting a Request for Proposal for consultants to assist with the selection process. Staff will continue updating and enhancing the capital spreadsheets that are used to identify, track and plan for capital projects in the Village. A meeting between Finance and Public Works to discuss the 5-year capital plan will be held in June.

Desired Outcomes 3.1 Progress 20%

Well maintained assets.

	%	#
On Track	100.0	1

Owner: Kristin Mehl

Initiative : 1

Update provided by Kristin Mehl on Jul 17, 2023 15:31:35

Progress Highlights: The stakeholder group has identified current practices for tracking assets, inventories, and work orders.

Issues: None

Next Steps: The group will schedule demonstrations with providers and also draft a Request for Proposal for consultants to assist with the selection process.

Initiative 3.1.1

Aug 31, 2022 - Jan 31, 2025 On Track Progress 20%

Create comprehensive asset management plan.

Owner: Kristin Mehl

Update provided by Kristin Mehl on Jul 17, 2023 15:32:36

Progress Highlights: The stakeholder group has identified current practices for tracking assets, inventories, and work orders.

Issues: None

Next Steps: The group will schedule demonstrations with providers and also draft a Request for Proposal for consultants to assist with the selection process.

Desired Outcomes 3.2 Progress 80%

Compliant infrastructure systems.

	%	#
On Track	50.0	1
Completed	50.0	1

Owner: Kristin Mehl

Initiative : 2

Update provided by Kristin Mehl on Jul 17, 2023 15:31:48

Progress Highlights: Work has begun projects as budgeted for design or construction in FY 2023.

Issues: None at this time.

Next Steps: Staff will continue to implement projects.

Initiative 3.2.1

Aug 31, 2022 - Jan 31, 2025 Completed Progress 100%

Implement water master plan.

Owner: John Valenti

Update provided by John Valenti on Jul 17, 2023 18:45:28

Progress Highlights: Water main replacement projects have been started. Work has started on Maple Ave with the connection of the new main at W Maple Ave and Roselle Rd to be completed. Main replacement project at Cumberland Trl will commence soon.

Issues: Rain on 7/12/23 resulted in minor delays in construction timeline.

Next Steps: Continuation of water main & services to Hill St. will take place from 7-17-23 going forward. Once the project on W Maple concludes the Cumberland Trl project will begin.

Initiative 3.2.2

Aug 01, 2022 - Jan 31, 2025 On Track Progress 60%

Implement wastewater master plan.

Owner: Matt Irsay

Update provided by Matt Irsay on Jul 17, 2023 16:19:05

Progress Highlights: The preliminary design of the Devlin A20 and expansion and the Botterman BNR projects are ongoing.

Issues: None

Next Steps: Design contracts for the remainder of the FY 2023 projects will be presented to the Village Board as needed.

Desired Outcomes 3.3 Progress 0%

Adequate capital funding.

	%	#
On Track	100.0	1

Owner: Kristin Mehl

Initiative : 1

Update provided by Kristin Mehl on Jul 17, 2023 15:32:12

Progress Highlights: No further progress has been made since the last update.

Issues: None

Next Steps: Staff will continue updating and enhancing the capital spreadsheets that are used to identify, track and plan for all of the capital projects in the Village. A meeting between Finance and Public Works to discuss the 5-year capital plan will be held in June.

Initiative 3.3.1

Nov 01, 2022 - Jul 31, 2024 On Track Progress 0%

Create capital funding strategy.

Owner: Tom Dahl

Update provided by Tom Dahl on Jul 17, 2023 14:00:03

Progress Highlights: No further progress has been made since the last update.

Issues: None

Next Steps:

Strategic Priority 4 Progress 33%

Operational Sustainability - "Operational capacity to meet service demand"

	%	#
Status Pending	25.0	1
On Track	75.0	3

Owner: Brian Joanis

Desired Outcomes : 3

Initiative : 4

Update provided by Brian Joanis on Jul 17, 2023 19:20:04

Progress Highlights: The priority remains on track with the final initiative to begin by the end of this month with staff to meet in August. The staffing analysis created will be incorporated into the FY 2024 Budget process and will be standardized for the management team to consistently review and use to better plan for succession and operational opportunities for advancement and efficiencies. Staff continues to identify training gaps that exist within the organization and is working to develop a training analysis to be presented to the Village Administrator.

Issues: None at this time.

Next Steps: Staff will prepare to begin a technology assessment process to identify opportunities for operational redundancies to be reduced and to increase operational effectiveness through technology.

Desired Outcomes 4.1 Progress 38%

Well trained and engaged workforce.

	%	#
On Track	100.0	2

Owner: Brian Joanis

Initiative : 2

Update provided by Brian Joanis on Jul 17, 2023 19:09:23

Progress Highlights: Staff continues to implement new trainings and identifying gaps that exist on an enterprise-wide perspective. Emergency management and leadership trainings are being explored. A training analysis will be conducted and presented to the Village Administrator.

Issues: Laserfiche has been evaluated as no longer being the most cost effective and efficient tool for employee onboarding. Staff instead has met with other municipalities that have incorporated Microsoft Automation into the employee onboarding process which uses existing technology and licensing through Office 365 to streamline workflows.

Next Steps: Supervisory trainings have been scheduled for another group of management employees. IT policies will be edited to launch the IT security training and the training gap analysis will be presented to the Village Administrator.

Initiative 4.1.1

Jul 01, 2022 - Oct 31, 2024

On Track

Progress 60%

Create enterprise-wide training plan.

Owner: Tammy Stern

Update provided by Tammy Stern on Jul 14, 2023 13:38:18

Progress Highlights: Supervisor HR Training has been ongoing. Trainings on verbal de-escalation (Village Hall) and stress management were also provided by the Police Department's Social Services staff (open to all employees).

Issues:

Next Steps: Supervisor HR Training to continue. PW Managers will be completed next week.

Initiative 4.1.2

Oct 01, 2022 - Oct 31, 2024

On Track

Progress 16%

Establish employee engagement plan.

Owner: Tammy Stern

Update provided by Tammy Stern on Jul 14, 2023 13:44:33

Progress Highlights: Employee survey is ready to publish and send out to employees. We plan to roll out with Intranet site.

Issues:

Next Steps: Intranet and employee survey to be deployed.

Desired Outcomes 4.2 Progress 57%

Optimal staffing levels within financial feasibility.

On Track % 100.0 # 1

Owner: Brian Joanis

Initiative : 1

Update provided by Brian Joanis on Jul 17, 2023 19:10:06

Progress Highlights: The staffing analysis was submitted to the Village Administrator prior to mid-year budget review. At this time the Village remains in a strong financial position while maintaining optimal staffing levels with minor vacancies.

Issues: None at this time.

Next Steps: The analysis will be used to plan for immediate, short-term, and long-term staffing needs and will be a tool included in the FY 2024 budget process.

Initiative 4.2.1

Update provided by Tammy Stern on Jul 14, 2023 13:45:59

Jul 01, 2022 - Oct 31, 2023 On Track Progress 57%

Create enterprise-wide staffing plan.

Owner: Tammy Stern

Progress Highlights: Staffing report has been compiled and submitted to Village Administrator for review.

Next Steps: Discuss report with Village Administrator and obtain direction on next steps.

Desired Outcomes 4.3  Progress 0%

Operational effectiveness through technology.

Status Pending % 100.0 # 1

Owner: Brian Joanis

Initiative : 1

Initiative 4.3.1 

Jul 10, 2023 - Jul 09, 2024 Status Pending Progress 0%

Complete enterprise-wide technology assessment.

Owner: Brian Joanis

Strategic Priority 5 Progress 41%

Customer Experience - "A community that cares about its customers"

On Track % | #
100.0 | 3

Owner: Brian Joanis

Desired Outcomes : 3

Initiative : 3

Update provided by Brian Joanis on Jul 17, 2023 19:24:34

Progress Highlights: The priority continues to move forward with the final initiative scheduled to begin by the end of this month and staff to meet in August. Discussions surrounding the desired outcome measurements related to the priority remain moving forward. Measurements regarding feedback and engagement remain difficult to measure but staff has identified key outcome indicators that are posted on the community dashboard to begin to track engagement. An investing in infrastructure community forum was hosted on Tuesday, July 18, 2023 to engage the public with how to learn more about options to increase funding for infrastructure and ask questions.

Issues: None to report at this time.

Next Steps: The final initiative for the priority will begin at the end of July with staff to meet in August.

Desired Outcomes 5.1 Progress 57%

Clarity regarding customer experience.

On Track % | #
100.0 | 1

Owner: Brian Joanis

Initiative : 1

Update provided by Brian Joanis on Jul 17, 2023 19:12:12

Progress Highlights: Staff continues to identify the best solutions to gauge public satisfaction and interaction with Village services. With the increased use of online business processes, staff has identified opportunities to measure engagement and experience through surveys, and online feedback opportunities upon conducting business with the Village through the Village website and ERP.

Issues: None at this time.

Next Steps: Staff identified several important key outcome indicators to include in the next quarterly update to the Board and the public dashboard.

Initiative 5.1.1

Mar 10, 2023 - May 31, 2024

On Track

Progress 57%

Implement stakeholder feedback platform.

Owner: Emily Glimco

Update provided by Emily Glimco on Jul 11, 2023 16:29:41

Progress Highlights: Staff are working on next steps identified from last meeting: determining standard ways to gather feedback across all departments, exploring simple and creative ways to gather feedback to boost overall engagement with the Village.

Issues: None at this time.

Next Steps: We will meet next on July 21 to finalize best practices for receiving stakeholder feedback, formalize plans to gather feedback.

Desired Outcomes 5.2 Progress 50%

Engaged & educated public/customers.

On Track % | #
100.0 | 1

Owner: Brian Joanis

Initiative : 1

Update provided by Brian Joanis on Jul 17, 2023 19:14:15

Progress Highlights: Staff met on June 14 to discuss best practices for our Community Education Plan; these best practices will guide the plan's creation during our next meeting.

Issues: None at this time

Next Steps: Staff will meet in August to begin on the actual plan as guided by the established best practices and past discussions. Staff will also use the existing Community Relations Editorial Calendar (an internal document) to build out the plan.

Initiative 5.2.1

Apr 03, 2023 - May 31, 2024 On Track Progress 50%

Create community education strategy.

Owner: Emily Glimco

Update provided by Emily Glimco on Jul 11, 2023 16:30:44

Progress Highlights: We met on June 14 to discuss best practices for our Community Education Plan; these best practices will guide the plan's creation during our next meeting.

Issues: None at this time

Next Steps: At our next meeting on August 10, we will begin working on the actual plan as guided by our established best practices and past discussions. We will also use the existing Community Relations Editorial Calendar (an internal document) to build out the plan.

Desired Outcomes 5.3

 Progress 16%

Expand use of technology for customer interactions.

	%	#
On Track	100.0	1

Owner: Brian Joanis

Initiative : 1

Update provided by Brian Joanis on Aug 26, 2022 23:11:54

Initiative 5.3.1: Implement customer success technology solution. (16% completed)

Progress Highlights: An internal stakeholder group was created via Microsoft Teams. The Team will manage internal communications, meetings and file sharing in regards to the work plan of the strategic initiative.

Next Steps: A meeting will be scheduled with the internal stakeholder group to determine current and available technology solutions.

Initiative 5.3.1

Jul 03, 2023 - Jul 01, 2024 On Track Progress 16%

Implement customer success technology solution.

Owner: Brian Joanis

Update provided by Brian Joanis on Aug 22, 2022 19:30:33

Progress Highlights: An internal stakeholder group was created via Microsoft Teams. The Team will manage internal communications, meetings and file sharing in regards to the work plan of the strategic initiative.

Issues:

Next Steps: A meeting will be scheduled with the internal stakeholder group to determine current and available technology solutions.