High Priority Action Item Report

1. Project Name	**Continue to Improve Resident Engagement and Communication**
2. Project Status	**Proceeding as Anticipated**
3. Target Completion Date:	5/1/15
4. Project Manager	Douglas Kozlowski - Communications Director

Project Plan

5. Project Purpose & Deliverable	Continue to improve communication to residents and other stakeholders and look for opportunities to allow residents to engage the Village at any time, from any location, using technology and in-person, where and when appropriate. This project will also identify improved technology, systems and tools that will allow for more efficient and effective coordination of customer response across the entire Village organization.
6. Milestones & Major Activities (timeframe)	• Engage cross-departmental team to Identify opportunities, tools and potential solutions to improve resident engagement and communication (June 2014) • Evaluate and prioritize opportunities and develop schedule for project completion to be included in FY2015 budget(July 2014)

Progress Update (updated as of 12/24/14)

7. Recent Progress	• Began live-streaming of Village Council meetings via YouTube in May 2014 • Preparing for August launch on Nextdoor social media network • Evaluating equipment options for camera upgrades in Council Chambers • Completed evaluation of off-the-shelf Customer Relationship Management systems • Began internal development of Customer Relationship Management system to replace existing Community Response Center system
8. Upcoming Work	• Complete internal testing of new Community Response Center (Jan. – Feb. 2015) • Complete design and test of mobile apps (March – May 2015) • Launch system (June 2015)
9. Status explanation (for yellow or red)	

Status Indicator Key

Green: *Proceeding as Anticipated* – no issues likely to affect project scope, schedule and/or budget. Successful project completion is expected.

Yellow: *Unexpected Hurdles* - known or potential issues are likely to affect project scope, schedule and/or budget. Successful project completion still achievable.

Red: *Initiative Stalled* – significant unresolved issues will impact project scope, schedule and/or budget. Successful project completion unlikely without substantial changes or additional resources.

Blue: *Not Yet Underway* – project is in work plan but not underway.