

Customer: Community Connections

	Short Term	Mid Term	Long Term
Ongoing	2018-2019	2020-2021	2022

C1: Alignment with Community Need:

C1a. Develop external communication guidelines for transparency with the community.	x		
2018 Post Board Packet on the Website	A		

C1b. Develop and implement a needs assessment process to identify and align with unmet community needs.		x	
2018 Conduct Community Survey	A		

C2: Quality of Service:

C2a. Develop a system-wide approach to measuring customer satisfaction & implement excellent customer service.		x	
2018 Review current evaluations	R & I		
2018 Update Customer Service Standards	A		
2018 WI-FI installation at Community Center	A		

C2b. Strengthen utilization of data for decision making, improvements to service, and customer knowledge.		x	
2018 Engage consultant to educate staff on using metrics and analytics relating to service delivery	A		

C3: Consistent, Open Communication:

C3a. Analyze & strengthen appropriate communication methods ensuring outreach to all demographic groups of the community.		x	
2018 Add Google Translate to Park District Website	M		

A= Administration
 I= Ice Arenas
 M= Marketing
 P= Parks
 R= Recreation