

Goal: *A well-written goal is specific and stated in clear, measurable terms.*



Conduct quarterly listening sessions with residents starting in January 2021

Action Steps <i>What will be done?</i>	Responsible Parties <i>Who will do it?</i>	Needed Resources <i>(Funding/Materials)</i>	Date <i>By when?</i>
1 Determine session structure and identify process for recording / responding to feedback.	Community Mgt Team	N/A	10/30/2020
2 Create messaging to communicate sessions to residents.	Community Mgt Team	N/A	11/15/2020
3 Create flyer. Advertise first session in newsletter, hand out flyer, post flyer in high traffic areas.	Business office assistant	Design software / printing supplies	12/15/2020
4 Conduct first listening session.	Community Mgt Team	N/A	1/4/2021
5 Discuss how session went and next steps. Are any changes needed?	Community Mgt Team	N/A	1/5/2021