

SOUTH HADLEY COMPREHENSIVE PLAN
IMPLEMENTATION MATRIX Town Administrator

Town Administrator - Recommended Action - 5/1/2013	Chapter-Goal	Goal or Land Use Objective	Priority Action	Timeframe				
				Immediate	Near Term (1-3 years)	Mid Term (3-6 years)	Long Term (6-10 yrs)	Ongoing
Work with the Selectboard and economic development agencies to consider when and whether to use public methods to assemble properties into development blocks. Ongoing	ED-1	1-3-5						
Formalize the existing Development Review Team (DRT) with a clearly defined role in the design review process and the broader development review processes used by the various Town boards and committees. Under discussison. Not clear a formal team is needed.	LUCD-2	2-4-7		✓				
Train municipal employees on public communication skills and strategies. Under way	MSF-5	5-1-1						
Provide information on technology options to the public as part of budgeting and planning. Needed	MSF-5	5-1-2						
Evaluate the potential for new technology to improve service delivery and efficiency. Ongoing	MSF-5	5-1-3	✓	✓				
Continually evaluate the website's content, architecture and Internet Service Provider (ISP) with a focus on how the site and the information are providing customer service, public participation, and efficient service delivery. Ongoing	MSF-5	5-1-5		✓				
Continue to increase the amount and quality of information (including employment, volunteer, contract, and other opportunities) provided through the website, public notices, Channel 15, and other methods. Ongoing	MSF-5	5-1-6		✓				✓
Ensure that bylaws, services, and regulations can be easily accessed on the website. In process	MSF-5	5-1-7		✓				
As appropriate, use Town information resources such as the website to raise local awareness of community recreation, civic, and service resources. Ongoing	MSF-5	5-2-1		✓				
Improve information delivery and customer service on recreation and open space resources by "cross-training" town hall staff on recreation and open space planning, maintenance, and resources. Needed	OSR-7	7-1-3		✓				✓
Identify broadly knowledgeable "gatekeepers" who have a marketing and information mindset who can field inquiries, assess information needs, make connections across departments, and collect information for the town's website and other information delivery vehicles. Under discussion	OSR-7	7-1-4		✓				✓