

**OAK PARK RIVER FOREST CHAMBER OF COMMERCE**  
**2018 SCOPE OF SERVICES**  
**PROGRAM GOALS AND MEASURES**

**Scope of Work to Be Performed in 2018:** We propose continuing our work through the "Business District Project" which has established the Chamber of Commerce as the primary organization in the Village tasked with supporting small business "retention" efforts.

In 2018, we would like to continue the important work begun in 2016 of supporting our business district merchant associations which, outside of Downtown Oak Park, are volunteer-led organizations tasked with representing and coordinating businesses in their respective commercial neighborhoods. The scope of work also includes extending services to businesses in the Village that fall outside the geographic boundaries of a business district or for whom there is no functioning district association.

Specific scope of work activities planned for 2018 include:

- Technical support for business directory and data warehouse
- Financial operations, including invoicing and collections for associations that collect dues, holiday decor contributions, etc.
- Organizational management support for district associations
- Communication systems to enhance the information flow between association and businesses, businesses and Village, Business Association Council and businesses, etc. through various media (email, newsletter, social media)
- Coordination of requests to the Village, events and marketing that involve more than one district
- Outreach to new businesses
- Some general marketing support to the extent budget allows (must coordinate with other partner agencies)