



SBStat Post Meeting Notes

Urgent Issues Review During Meeting: n/a

Decisions and Key Takeaways

- The Recreation division's portfolio has broader thematic changes underway, both organizationally and program-matically, based on a lifecycle and community benefit analysis
 - It is time to re-evaluate the ways the division separates its work by location/facility, and think about how the resident would want to engage with program and facility opportunities
 - Public input will be a key component to finalizing the divisions program portfolio, and a strategy to do so is needed
 - There's a need to determine the total portfolio threshold, as well as a rate of abandonment threshold for newly introduced programs (using national benchmarks)
 - There's a possible culture shift that will require a support network to encourage staff to "fail"
- The Central Mowing team completed process improvement solutions resulting in immediate time savings during their morning deployment time
 - The skills and tools garnered during this process has made both the crews and supervisors feel value in their space, work, and operations
 - The analysis and solutions around the high rate of "cut by owner" will be reviewed in Q3 due to it being early in the season, and inter-departmental nature of this team's work
- Q3 Project Decision
 - Facility cost index analysis will be discussed further to determine if it will be part of the Q3 project load

Potential Topics to Discuss Next Meeting:

- Code Enforcement Lot Mowing Process Deep Dive Phase 2
- Facility Cost Index Analysis

Other Topics Discussed

- Program portfolio threshold and abandonment rate, as compared to national standards and benchmarks
- Customer satisfaction evaluations and surveys analysis may be a project for Q4
- Gathering public input on program portfolio decisions