

● Draft
 ● Not started
 ● Behind
 ● On Track
 ● Overdue
 ● Complete
 → Direct Alignment
 ---→ Indirect Alignment

GOAL

Goal	Current Completi...	Progress Update
Undertake Continuous Improvement Projects	On Track	<p>Progress: Three projects completed since the last update. Five new ones started since the last update and 12 projects ongoing. 99 total CI projects completed since 2018.</p> <p><i>2026/06/16</i></p>
→ Undertake review and establish a standard for internal staff movements	Overdue	<p>Progress: A solution has been identified and tested with the project team to streamline staff movement activity including new employees, staff moving from one department/role to another and departures. A pilot group of 12-13 managers currently undertaking live recruitment activity will began June 15. Each participant will use the new tools and provide real time feedback. The pilot will run until all staffing exercises are complete. Outcomes will then be reviewed and tweaks and modifications made before rolling out across the organization.</p> <p><i>2026/06/11</i></p>
→ Review and streamline process for third party service calls	Overdue	<p>Progress: The pilot training was completed and staff made modifications to the training. Communications materials are in development and a roll out plan is imminent.</p> <p><i>2026/06/11</i></p>
→ Review and enhance communication of pool policy and rules for birthday party bookings	Overdue	<p>Progress: Installation of the new backdrop for pool parties has been completed at Paul Reynolds Community Centre. Lead staff have collected post-implementation data and are completing final project documentation.</p> <p><i>2026/06/11</i></p>
→ Streamline recreation facility call-in procedure	Overdue	<p>Progress: A test of a new process to consolidate shift coverage communication to all Facility Service Workers at Paul Reynolds and Mews Centre was completed, with the test results showing a reduction in internal wait time by 80%. Next steps and further opportunities will be discussed with management in the coming weeks.</p> <p><i>2026/06/12</i></p>
→ Improve land use mapping and tracking of City-owned land	Overdue	<p>Progress: This remains ongoing as land is identified and the future state process is used. Further review will take place over the summer and a close of this project is expected in the Fall.</p> <p><i>2026/06/08</i></p>

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→Standardize Recreation division data collection	Overdue	<p>Progress: The pilot identified some challenges with the data collection template. Modifications were made and a second pilot phase was implemented. Data analysis using the revised template is near completion.</p> <p>2026/06/07</p>
→Streamline recreation facility access procedures	On Track	<p>Progress: The project is currently on hold pending completion of a key issue review by City Buildings.</p> <p>2026/06/11</p>
→Standardize gym facility booking process and allocation practices across recreation facilities	On Track	<p>Progress: The project team has completed mapping the current state and developed recommendations. Staff presented their findings to management on June 10, with recommendations being reviewed and considered for implementation.</p> <p>2026/06/12</p>
→Standardize site administrator processes and create user guide for EngageStJohns.ca	On Track	<p>Progress: Project scope has been defined and a draft of the administrative guide was presented to divisional staff on June 16. Feedback will be incorporated and a draft shared back with staff before finalizing by end of July.</p> <p>2026/06/12</p>
→Develop a standardized process for monitoring and tracking fleet EV charging	On Track	<p>Progress: Project scope is confirmed and proposal is approved. Next step is to continue to design metrics dashboard.</p> <p>2026/06/12</p>
→Reorganization of Marketing and Communications media files using 5S tool	On Track	<p>Progress: Project scope has been confirmed and proposal approved. Next step is to begin reviewing files and applying 5S methodology.</p> <p>2026/06/12</p>
→Review and streamline policy file management system	On Track	<p>Progress: Project scope has been confirmed and proposal approved. Next step is to begin using the 5S methodology to review and streamline policy file management.</p> <p>2026/06/12</p>