



2020 Priorities/Service Plan

Strategic Direction	Priorities
<b>Optimize Human, Fiscal &amp; Physical Resources &amp; Systems</b>	Technology and system improvements: <ul style="list-style-type: none"> <li>• Perfect Mind implementation of new releases and consideration of additional customer service opportunities</li> <li>• Maintenance Management system implementation to support facility maintenance</li> <li>• Applicant tracking software replacement</li> <li>• Website content management replacement</li> </ul>
	Strategic Plan <ul style="list-style-type: none"> <li>• Renew and communicate a new Strategic Plan, including an updated arts &amp; culture services strategy</li> </ul>
	Staff recruitment and development <ul style="list-style-type: none"> <li>• Implement new recruitment templates</li> <li>• Finalize new staff onboarding processes and systems</li> <li>• Systemize employee recognition</li> <li>• Launch new employee health and wellness initiatives</li> <li>• Deliver further training on Perfect Mind, Customer Experience, Supervision, etc.</li> </ul>
	Integration of Customer Experience program goals, initiatives, training and evaluation into operations

Strategic Direction	Priorities
<b>Proactively Respond to Recreation &amp; Culture Needs</b>	Finalize improvements to fitness, health and wellness services resulting from review
	Conduct supplemental research to Community Recreation and Culture Needs Assessment & utilize all data in service planning
	Recreation & Culture Facility Planning <ul style="list-style-type: none"> <li>• Lions Gate Community Recreation Centre Opening</li> <li>• Harry Jerome Community Recreation Centre Replacement</li> <li>• Lynn Creek Community Recreation Centre Schematic Design</li> <li>• Ron Andrews &amp; Karen Magnussen CRC facility replacement/renewal plans</li> <li>• Longer range facility planning for Arts &amp; Culture venues</li> </ul>
<b>Extend our Effectiveness through Collaboration</b>	Further collaboration with: <ul style="list-style-type: none"> <li>• Parkgate Community Services Society</li> <li>• Capilano Community Services Society (re: Lions Gate Community Recreation Centre)</li> <li>• Silver Harbour (re: Harry Jerome CRC planning)</li> <li>• Sport Council</li> <li>• North Vancouver Arts Council</li> </ul>
<b>Enhance Understanding of the Scope &amp; Impacts of our Services</b>	Add to community stories and share with the community and CNV/DNV
	Celebrate 50 <sup>th</sup> anniversary of establishment of Commission