

- Adopted in 2019
- 23 action items have been added to date- total of 85
- September 2021 plan extended two years through FY 2023/2024

She reviewed the pillars and desired outcome of the plan. Ms. Colton reviewed the FY 21/22 Q3 and Q4 action item summary:

- 52 action items: 5 complete
- 20 complete/in progress
- 23 in progress
- 2 not started
- 2 recommended for removal

Action Status by Pillar

| | | |
|--|--|-----------|
| <p>Employees & Workplace Culture <i>Becoming a workplace that is second to none in performance and satisfaction</i></p> | <ul style="list-style-type: none"> • 1 complete actions • 2 complete/in progress actions • 7 in-progress actions | 12 |
| <p>Community Relationships <i>Strengthening community connections and partnerships</i></p> | <ul style="list-style-type: none"> • 1 complete action • 9 complete/in-progress actions • 9 in progress actions • 1 not started • 2 recommended for removal | 22 |
| <p>Operations & Management Practices <i>Building upon current management practices that support responsible use of resources and stability</i></p> | <ul style="list-style-type: none"> • 3 complete • 7 complete/in-progress actions • 7 in-progress actions • 1 not started | 18 |
| Total Action Items | | 52 |

Ms. Colton reviewed the mid-year action item summary by pillar:

Employee and Workplace Culture:

- Sufficiently staffed with well qualified employees
- Employees have the opportunity to learn and grow
- A workforce that is heard, informed, involved and valued

Community Relationships

- The district is strategic about partnerships
- A community better informed about the district
- District services that are accessible to all
- Exceptional customer service and community experiences

Operations & Management Practices

- Staffing levels that are consistent with district growth
- Balance between caring for existing infrastructure and new development

- Be a local leader in environmental stewardship
- Financial well-being supported by strong business practices

New Action Items:

1. Out of district fees/registration priority
2. Improve registration processes and technology
3. Publish two magazines per year
4. Evaluate South UGB bridge project

Action Items Recommended for Removal

1. Develop a communications partnership plan
2. Create a partnership management plan

Alignment of Executive Director Goals to the Strategic Plan

- 8 goals
 - 7 directly align
 - Achievement of all goals in progress
- 2 actions added
- Goals will not always directly align with plan

Performance Measures

- Took to track progress
- 13 performance metrics developed to date
- Today's focus:
 - Existing metrics
 - Website metric

Ms. Colton reviewed the thirteen existing performance measures and website performance measures. She explained the staff looks at the number of annual page views on the parks and trails webpages over the calendar year. Despite the large increase in page views, there was not an increase in views divided by population; however, the performance metric documents the growing interest.

River Capacity Analysis:

- Addresses expressed capacity concerns
- Informed by discussions with National Park Service and Oregon State Marine Board
- Highlights district work to date

Ms. Colton spoke about the work to date in parks along the river. She said the key take-away is implementation of the River Plan is the best readily available tool to address the need for desired access, and habitat impacts to the Deschutes River.

Next, she reviewed the next steps

- Action items- FY22/23 Q1 and Q2 progress update Feb. 2023

- Performance Measures- annual update Feb. 2023
- River Capacity- continue to implement River Plan to improve access and habitat

2. Recreation Update – *Matt Mercer*

Mr. Mercer said he would cover the following topics:

- Summer season summary
- Kids, INC status report
- Registration Improvement Update

He reviewed the JSFC/Larkspur visits for 2019, 2021 and 2022. The 2022 number of visits showed a substantial increase over 2019 and 2021. He said the rebound from COVID has been strong and reviewed the total visits for lap, recreation swim, and swim lessons.

Mr. Mercer said that water fitness has increased, but land fitness has decreased. He added that land fitness has been the most affected by COVID nationwide. The fitness centers have almost doubled visits in 2022, with Juniper as the primary workout space.

Roller sports is a growing sport at the Pavilion including: open skate, roller hockey and roller derby. Youth Summer day camps continue to grow and the district has worked to increase capacity. Sport camps are slightly down due to less options that were able to be offered.

Mr. Mercer spoke about the outreach program. He said Outreach spends three nights a week in the community during the summer, offering 33 programs that include:

- Onsite programming and outreach
- Discover the Outdoors
- Housing Works partnership
- Movies in the Park
- Alpenglow Opening Celebration
- Friends of the Children Partnership

Summer scholarships increased and households qualifying also increased. The district gave \$200,000 in scholarships this year.

Kids, INC Status:

- Spaces available: 1000
- Children Served-1114
- Full time- 855
- Part time-259
- Wait list – 320
- Initial applications – 122
- Late applications- 198
- PT desiring FT- 137

- 64 positions filled
- 14-16 positions still needed to meet capacity
- 10 COCC/OSU Scholarship Students
- 1 High School Intern

Registration Trends:

Mr. Mercer explained that there was a perfect storm during the last registration process. The volume was unpredictable with more than 8,000 transactions in the first 6 hours. In addition, the following also occurred:

- BPRD public website went down for the first hour
- Registration link failed multiple times
- Hit internet bandwidth maximum often
- Internal server did not operate at full capacity (due to electrical storm the week prior)

In order to improve the registration process, Mr. Mercer spoke about the following technology and process changes:

- Add server capacity
- Upgrade internet speed from 100 mbps to 1 Gbs
- Move public website hosting for higher capacity
- Test and confirm prior to registration
- Implement queuing system with waiting room

Process Changes

- Stagger registration to spread out demand
- Decrease urgency by identifying programs that do not have capacity limitations
- Simplify check out process to speed time it takes to complete a registration
- Consider delayed start for out of district residents
- Consider waitlist limitations

3. Budget Committee Selection Process – *Kristin Donald*

Ms. Donald explained that there are three vacancies for the Budget Committee that will be filled at the end of this year.

The board discussed that they would like to see these appointments as a pipeline to the board, and place heavier weight to experience in the community over finance experience. The board suggested that questions could better reflect experience in the community, add a DEI question, and consider racial background for scoring. The board decided to replace a question with better wording with the discussion in consideration and keep the scoring system that is in place.

EXECUTIVE DIRECTOR'S REPORT

Executive Director Horton gave updates on the following topics:

- Vandalism has increased all over the district, restrooms are torn apart and graffiti is common. Staff cannot keep up with it all. Graffiti is normally cleaned up in 24 hours, but due to the rise in occurrences, staff needs more time to clean.
- The Fish Passage Committee, the facilitator's contract has ended and the committee is working on renewing it. The committee is interested in PacifiCorp owning the fish passage since they control the water and can funnel more through the passage.
- NRPA conference is the third week of September and the next regular meeting has been canceled.
- Whitewater Park Surf Wave evaluation coming in October. Staff will present data collected and recommendations.
- South UGB Bridge project will be on the agenda in October. Staff will provide history and invite a local group that has organized to speak to the board about their grass-roots effort.
- The district's five e-bikes have arrived. Staff has been training on the safe use and rules of the road. Replacement vehicles have been ordered, including an electric pick-up.
- Donation, a community member donated \$10,000 in his will to the district
- In response to the visitor tonight, this has come up before, religious groups in parks are allowed, but they are not allowed to interrupt patron's activities in parks.
- Employee Social is this Sunday at the Pavilion from 5-7 pm. Roller skating will be available and families are invited.
- Need two volunteers for the policy committee, Directors Schoen and Borja volunteered.

Director Schoen mentioned the SDC waiver program that is sunsetting this year. Director Mendez said he would like to hear more about the program and its effectiveness from the city. Director Hovekamp added he would like to see if the savings were passed through to the tenants and asked how the money waived will be replaced for the district. Director Méndez would like to see a longer deed restriction. Ms. Healy said city staff are going to the city council in November for approval of their waivers. She said the waiver program ends December 31, 2022. Deed restriction is 20 years and home ownership had to meet AMI and restricted over 54 units results in only half of the units qualifying for the waiver, some types were excluded all together (shelters, Habitat Homes). The city has trouble estimating what will be built. Director Kropf expressed interest in putting this on the agenda and inviting the city to come to present. He shared his thoughts that the district should support this program for affordable housing. Executive Director Horton shared that the information has not been given to support that the 400 units built would not have been built without the waivers. Staff asked the city staff to meet early to discuss and this has not happened and the city is still moving forward. Director Hovekamp is interested in revenue neutral to the district. Executive Director Horton shared some examples of how the city could better partner with the district so that it goes both ways.

PROJECT REPORT In Board Packet

BOARD MEETINGS CALENDAR

GOOD OF THE ORDER

- Director Méndez made comments about the shooting in Bend. He said he appreciated the comments made by Director Schoen and the role that the district plays in kids lives. He said he attended an outreach event at Pine Nursery and shared some of his experiences that were connected to his decision to run for city council. He stated that if he wins the seat in November, he will step down from the park board in January 2023.
- Director Kropf said Welcoming Week starts this weekend and added that there will be a discussion on affordable housing.
- Director Schoen attended the Northpointe opening, the neighbors are very pleased with the park. She reminded the board to do their online training.
- Executive Director Horton asked the board to consider appointing a board member if the position comes open. He said that during the legislative session could make it hard for Director Kropf to attend and the board will need a quorum. Director Schoen agreed that this may be the best option.



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