**2017 Q3 MPOWER Management Review**

**Conservatory**

**October 12, 10am-12:30pm**

**Dashboard Updates**

* Broken Dashboards Fixed
* Soofa Conversations (marketing ROI and work orders)
* Sponsorship Dashboard
* Employee Hourly Watch List
* Program dashboards

**Current Trends to Monitor, Kyle**

**Meeting Our Mission**

* Satisfaction numbers up
  + Consider reviewing comments for next time
* Pass sales down from last year and need to increase
  + MPOWER Improvement: Consider adding a month filter on the passes; relationship between youth registration and young adults
* Refund dash-full up 60%
  + New RecTrac refund process should improve

**Customer Focused**

* Active retention rate down a little but may be related to the race data not being entered yet
  + Action Item: enter FLW data and review at next Managers’ Meeting
  + MPOWER Improvement: Split non-resident and resident
* Online engagement
  + Connect with Melissa to decide on what is the correct numbers
* Individual residents served by programs and passes
  + Why the 53 count without a label? Greg, connect with Rec and Revenue Team to determine where the data should go

**Maintaining and Improving Infrastructure**

* Working on completing the Park Report Card Results
* Work order requests
  + Greg, analyze the work order process and look at the accurately of the data with Building and Grounds as 4.0 average appears low

**Org. Excellence**

* Budget goals not started is concerning
  + Everyone: Update Basecamp
* Environmental report card looks good and should be done again soon
* Internal Service Satisfaction scores are pretty consistent but we are making progress
* Accidents/incidents reports submitted way down
  + Greg, ensure that the reports are accurate with Gabe

**Staff Excellence**

* Turnover% will be updated with new data soon
* Staff wellness
  + Greg, need to connect with Laura and Janice for accurate info
* Training Satisfaction
  + - Worst score is around presenter training
    - Let Paula know if you are going to external training (I should connect with her)
    - Jan, For IRPF sessions be sure you identify beneficial sessions to plan ahead
  + Share top 3 most used organization dashboards
  + Share least 3 used organization dashboards

**Discussion**

Goals w/ Performance Team

* + Data reliability (is it working, accurate)
    - MPOWER Org
    - Long-term department goal dashes
    - Day to day operations
  + Data transparency (honest and ethical)
  + Data efficiency (clean and user friendly)
  + Data engagement (buy-in; performance culture; usage and beneficial to you)
* Objective: What dashboards have you used most in your work? Action Item: use analytics dashboard in MPOWER conversation
  + Program event dashboards (3)
  + Hourly watchlists
  + +/- report for finances (4)
  + Visitation passes and punch cards
  + Organizational measure tabs MPOWER
  + Program registration
  + Hourly watchlist (2)
  + Training satisfaction (2)
  + Staff excellence
  + Program passed numbers
  + All marketing information
  + Programs and passes
  + Summer Camp (need to bring back grouped by depart (circus)
  + Jan: Depends on what time of year it is
    - Staff evaluation when it happens
    - Registration
    - Look at when its valuable on occasion
    - MPOWER ORG dashboards are accurate and what we are trying to accomplish
    - Staff needs to understand that it’s the same information year over year
* Reflective: What about the MPOWER dashboards has been beneficial? What has not?
  + Bill: valuable for what I use it for but I probably don’t use it enough. Identify what is being used makes a lot of sense. Departmental goals don’t seem as important when you’re doing day to day work. Could be used more. If you look at the organizational data its more of a curiosity than what drives our day to day stuff. Great way to gather info for annual reports in a one stop shop. One piece of data we could do better is attendance are not as reliable as we used to record them manually but now we may not be as consistent. Visitation is a great one as well because we can see problems ahead of time.
  + Mike: I love it. Two of the most beneficial si comparing registration and year to date to past years and hourly watchlist. Everyday.
  + Kyle: wellness dashboard could be improved. Smart fusion reporting is horrendous and idashboard allows easy report pulling. Sponsorship is an example. Could be a tool that I can create something I couldn’t get before.
  + Travis: what about logins (we do have some set logins). We have limited logins. (Could look at who is using logins and who needs it)
  + Jan: How often are people being kicked off.
  + Can we redlight dashboards of what accounts are in use (next to Paula)
  + Chad: keeps my team on track for good and bad (celebrate accomplishments). For sports, we have been comparing ourselves against each other. We would like to compare ourselves against others.
    - Jan: Schaumburg, Wheeling has it and Gurnee has it.
    - Greg; Performance consortium. Do we benchmark ourselves against peer cities.
      * Raleigh (Greg, get list from Jan)
* Jan, we need to be able to discuss negative items as much as positive ones. We need to be comfortable asking for help.
  + Negative; Ask questions about the data

Paula; We needed the hourly report so I got nervous about it not going well.

* Interpretative: Thinking about your responses, what could we do to improve MPOWER for you?
  + Mike: get program financials up
  + Melissa: chart with percentages of adult passes. Look at the goals and what percentage we are there. What households percent increase. Adding goals to our dashboards-what are we trying to achieve. Marketing struggles to go through line item by line item. I met with everyone and here are the marketing updates.
  + Melissa: Can you add notes about what is happening and what isn’t. Add a button for dashboards that are being worked on or if a change needs to be made.
    - Maureen: If that happens we would need to be able a process to share info on what is happening.
* Diane; take our no-resident registration and break them down by community
* Amanda: Adult poupation is growing but when you look at program registration it says just active adults and adult fitness. Hitting that adult target.
* Maureen: how can we maintain our numbers but eliminate our painpoints. So improving system efficiency.
* Melissa: adult piece is such a huge goal and specific what adult program we are looking at.
* Decision: What is the best way to utilize these MPOWER Management Review meetings moving forward?
  + Maureen: questions help and focused helps. In our department meetings we can identify hot points and then continue it into departments
  + Melissa: having print outs about what we are going to see. Bring infographics to them (Greg). (possibly get addition monitors for people); **have slides of individual dashboard charts to go into detail)**
  + Kyle: Provide more information to staff to think through the questions. Good for introverts.
  + Michael: can we manage this on the backend about people that are notified when they are trying to login?
  + Kyle: we need to do a bigger job with all staff to celebrate our success points.
  + Jan; can we share an email where we hit our targets with alerts? (idashboards alerts for goals)
  + Diane: we would get an end of the year performance report on a quarterly basis. Having that ahead of time we can generate that. Send electronically.
  + Greg; what has been the connection between innovation and MPOWER?
  + Melissa; we post our marketing goals and our team knows what percentage completion we are at. We can do something similar with goals.
  + Paula; we are part of the managemet and we need to think org. wide not just our areas.
  + Jan; management is supposed to look once a week; and all staff once a month
  + Amanda: I think we brainstormed ways to push it. Brainstorming around a problem area.
    - Greg: Could we use LaunchPad, all-staff meeting to gather ideas organizationally
    - **Need to figure out the right process for getting solutions to problems identified**
    - *Action item:* managers meeting to look at retention rate after FLW to know who to target.