ST. JOHN'S

CURRENT CI PROJECTS

2026/11/09

Draft · Not started · Behind · On Track · Overdue · Complete · → Direct Alignment · ⇢ Indirect Alignment

GOAL

Goal	Current Comple...	Progress Update
Undertake Continuous Improvement Projects	On Track	**Progress:** The City continues to advance continuous improvement (CI) projects throughout the City with goals of improving turnaround times, achieving cost savings and/or creating time savings, all the while improving value for the customer. Four projects were completed since the last update in June, three new ones started, and 11 projects are ongoing but making progress. Once the yellow belt training concludes in November, seven new projects will get started. There have been 103 CI projects completed since 2018. A summary of CI achievements is included in the report. *2026/10/30*
→ **Streamline recreation facility access procedures**	Overdue	**Progress:** This item is tied to City Buildings completing their review of access. Awaiting follow up and direction. *2026/10/23*
→ **Undertake review and establish a standard for internal staff movements**	Overdue	**Progress:** A solution has been tested with a pilot group of managers to streamline staff movement activity including new employees, staff moving from one department/role to another and departures. The online tool allows staff to make one request for technology, cell phones, etc. Pilot group provided feedback and staff are tweaking the tool. The project team will meet again in early Nov. to finalize any changes and review other outstanding action items related to this project. *2026/10/22*
→ **Review and streamline process for third party service calls**	Overdue	**Progress:** The training was rolled out and data collection is underway. Communications materials were sent to staff involved in the process to ensure awareness and understanding. This project will be finalized in early 2027. *2026/10/22*
→ **Review and enhance communication of pool policy and rules for birthday party bookings**	Overdue	**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 final project documentation is being completed. *2026/10/23*

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Streamline recreation facility call-in procedure	Overdue	**Progress:** Pilot of new process to consolidate shift coverage communication to all Facility Service Workers at Paul Reynolds and Mews Centre was completed. Project leads met with management to discuss recommendations and work is continuing to determine next steps. *2026/11/02*
Improve land use mapping and tracking of City-owned land	Overdue	**Progress:** Staff within LIS, Legal and Housing have worked together to create a process with multiple prongs that clarifies the tracking of City-owned land [where information lives and who should be contacted when seeking information about City-owned land]. Mapping functions are being developed to provide a visual complement. *2026/10/29*
Standardize Recreation division data collection	Overdue	**Progress:** Data analysis using the revised template is complete. Training for managers is being planned for the fall with the goal of rolling out the new template in January 2027 for remaining sites. *2026/10/28*
Reorganization of Marketing and Communications media files using 5S tool	Overdue	**Progress:** Sort phase of 5S methodology is nearing completion. Work on remaining phases is anticipated to be completed by end of 2026. *2026/10/23*
Reorganization of recreation equipment at Kenmount Terrace Community Centre using the 5S tool	Overdue	**Progress:** A 5S is nearly complete for this project. Unused and broken equipment has been removed from the shelving. Appropriate storage containers have been obtained and labels for equipment and shelving have been printed to support visual management. Finalizing the equipment tracking chart and creating a plan for standardizing and maintaining the equipment's organization and cleaning are in progress. *2026/10/28*
Map the current Real Program application process	Overdue	**Progress:** The REAL Program process has been mapped and data collected for application processing from deadline date to placement letter being sent to applicants. Areas of waste and opportunities for improvement have been identified. *2026/10/28*
Standardize gym facility booking process and allocation practices across recreation facilities	On Track	**Progress:** Project team has completed mapping of current state and presented recommendations, which are currently under review by Management. *2026/10/23*