

CPI Tracking and Outcome Report - BRiCk Lobby Flow

Project Summary Information

Department	Parks and Recreation	Date Launched	5/29/2014	Project Status	Completed/Control (Highlight One)	Open
Project Description	Investigate what is causing the lobby to be congested, especially at in peak use times, and investigate way to reduce the congestions and speed up the customer response times.					
Problem Statement	Customers can be confused on where to go for service when coming in the lobby and there are delays at the front desk with customers being served.					
Customers	Anyone wanting information about the BRiCk and members who want to use services that come to the various desks.					
Stakeholders	Employees who staff the desks and service customers.					

Phase Updates DMAIC - (Define, Measure, Analyze, Improve, Control)

Define

Date	Action/Outcome	Comments	Action Item Outcome
	Develop Process map as is to help ID issues	Not beneficial to get at root causes	Do a site flow map
	Complete Site flow map to ID what occurs at each desk and delay points	Did show multiple services being done at multiple desks	Develop Cause/Effect matrix
	Identified Customer requirements for Cause Effect analysis and completed matrix	Complete analysis of matrix insights against process steps	Looking at analysis develop ideas for solutions

Measure

Date	Action/Outcome	Comments	Action Item Outcome
	Not applicable for this project at this time		

Analyze

Date	Action/Outcome	Comments	Action Item Outcome
	Developed brainstormed list of possible	Look at the possible solutions &	Develop matrix to

	solutions	can each improve process steps	visualize best match
	Complete review and discussion of solutions/steps matrix	Need to look at how possible solutions would impact customer requirements	Develop matrix to overlay solutions, steps and customer requirements
	Complete the review of the 3 component matrix and finalize list of possible solutions	Need to develop final list based on feasibility criteria	Think about selection criteria-be prepared to finalize. Prepare matrix for use in prioritization of solution
	Discuss selection criteria and solutions and rank them based on best overall	Cost feasibility greatly impacted list-best solution most costly	Confirm finalized list
	<p>Finalized Solutions</p> <ol style="list-style-type: none"> 1. Re-align desk assignments 2. Simplify membership process-Separate CPI started to address this issue. 3. Improve signage 4. Move forms to Kiosk and self-service area 5. Separate entrance for pool use during high use times 	<p>Prepare for a trial presentation to Peter and his staff to:</p> <ul style="list-style-type: none"> • Review project status • Present solution set • Check feasibility criteria • Get initial reaction to best solution feasibility 	Prepare for presentation and finalize support material
	Presentation to Peter and Staff confirmed solution set and feasibility analysis and support to make presentation to Dale	All agreed the path was the best solution - could be feasible with City Manager and Council support	Prepare for presentation to Dale and Peter
	Presentation confirmed Dale's support for solutions and for testing path solution with Council.	Soccer Field installation presents an opportunity to incorporate the path in project	Work with Dalan on the path. Develop implementation plan for remaining solution

Improve/Implementation

Date	Action/Outcome	Comments	Action Item Outcome
	Identify forms for self-service area	Open Item-work on after summer	

		and after software upgrade to see what can be done online.	
	Identify area for self-service table/station		6/1/15
6/1/15	Realign desk assignments	Completed	6/1/15
	Develop new signage and install	Completed Mid June	
7/31/15	Develop entrance plans and budgetary information and include in 2015/16 budget presentation		7/31/15
	Set up self service area	Open Item	
	Based on budget approval-implement path solution	Open Item	

Cost Mitigation

Area for Cost Savings	None-savings in customer time and effort	Estimated Annual Cost Savings	None
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Completion

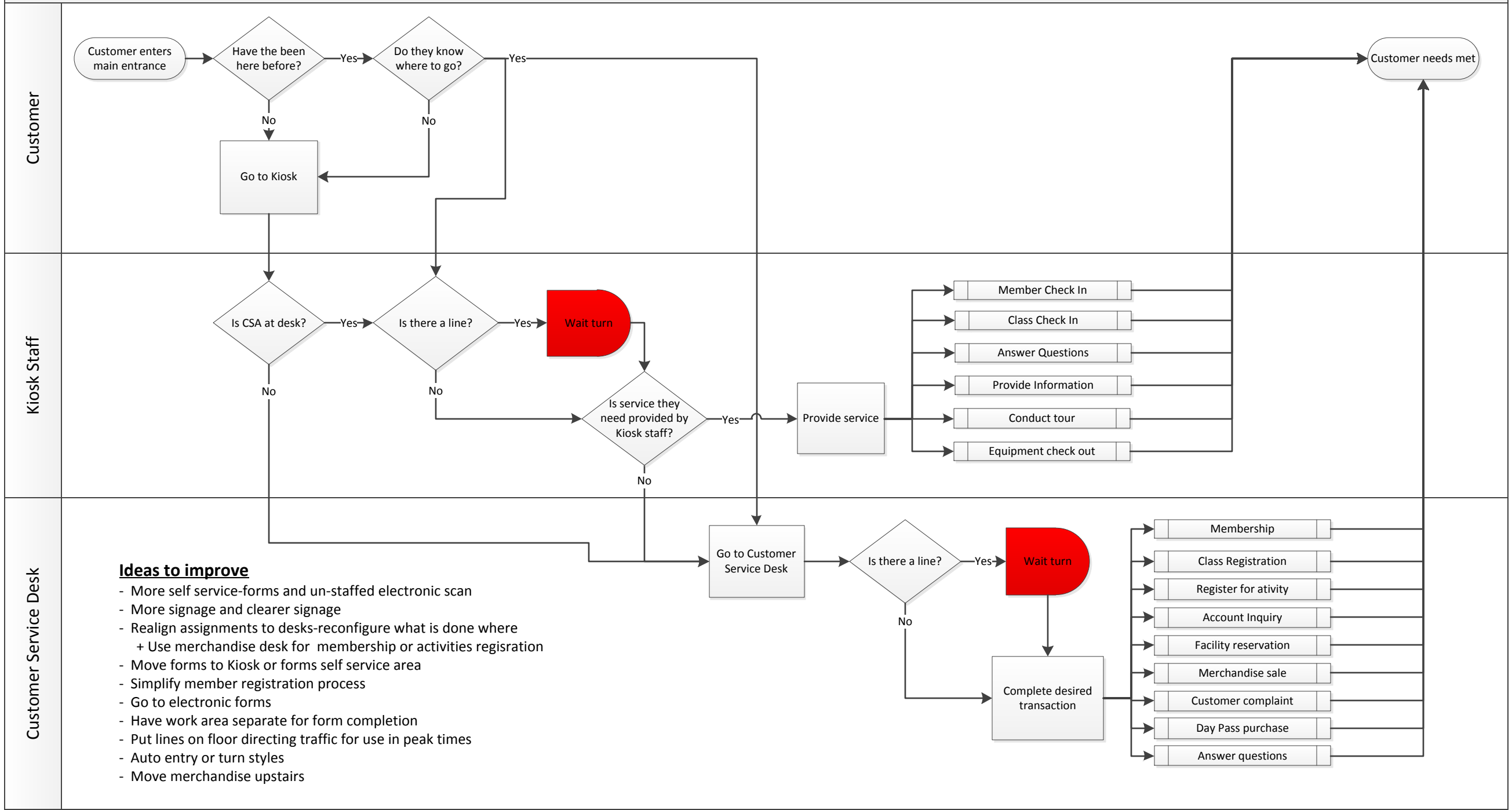
Presentation Date	11/31/15	Completion Date		Celebration Date		On Going Project	Yes	No
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Control

Date	Action/Outcome	Comments	Action Item Outcome
	Evaluate customer satisfaction with signage	Open Item	
	Evaluate customer satisfaction with new desk assignments	Open Item	

BRiCk Lobby Traffic As-Is Flow Chart

Phase



Ideas to improve

- More self service-forms and un-staffed electronic scan
- More signage and clearer signage
- Realign assignments to desks-reconfigure what is done where
 - + Use merchandise desk for membership or activities registration
- Move forms to Kiosk or forms self service area
- Simplify member registration process
- Go to electronic forms
- Have work area separate for form completion
- Put lines on floor directing traffic for use in peak times
- Auto entry or turn styles
- Move merchandise upstairs

BRiCk Layout

