Legislation Details (With Text)

File #:	TMP-4156 **Version:** 1		
Type:	Report	**Status:**	Regular Agenda
File created:	8/3/2022	**In control:**	Senior Advisory Board
On agenda:	8/11/2022	**Final action:**	
Title:	Receive The Branch Connection's third quarterly report.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. C4.b. 3rd Quarterly Reports for 2022		

Date	Ver.	Action By	Action	Result

Receive The Branch Connection's third quarterly report.

BACKGROUND:
Staff will be present to review The Branch Connection's quarterly report. A brief summary is included; however, the full report is attached for review.

The City's fiscal year (FY) runs from October through September. This report includes year-to-date (YTD) information for the October through September time frame.
For FY 21/22, the third quarter's cost recovery is 11%. There are two reasons we have seen this increase. One is due to 20% increase in rental revenue compared to the previous quarter. The other reason was having a 16% increase in third-party renewal and new membership revenue compared to the last quarter. As FY 21/22 continues, we will track our progress and address areas of concern. However, we will also be cognitive regarding our changing environment for our demographics and ensure our best efforts are applied. Considering the FY 20/21 numbers and this quarter's numbers for FY 21/22, the numbers support our previous projections for these gradual increases.

Providing outstanding customer service and quality programs to the community is a priority for The Branch Connection. Our customer service philosophy is reflected by our Net Promoter Score (NPS)* of 80 for the past year. Our NPS for the third quarter of FY 21/22 was 88.

ATTACHMENTS:
Copy of the Third Quarter Report