Legislation Details (With Text)

File #:	TMP-4855 **Version:** 1		
Type:	Report	**Status:**	Regular Agenda
File created:	4/30/2024	**In control:**	Senior Advisory Board
On agenda:	5/9/2024	**Final action:**	
Title:	Receive The Branch Connection's 2nd Quarterly Report.		
Sponsors:			
Indexes:			
Code sections:			
Attachments:	1. C3.b. 2nd Qtr Report for 2024		

Date	Ver.	Action By	Action	Result

Receive The Branch Connection's 2nd 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 23/24, the total cost recovery is 8%. Over the remainder of this fiscal year, facility renovations will negatively impact revenue numbers and cost recovery. Membership renewals and new memberships are the only revenue being received. During the facility's closure, staff will continue offering customer service and programs for members through off-site programs. Staff always strives to keep members active and engaged and looks forward to the future for members at The Branch Connection.

Providing outstanding customer service and quality programs to the community is a priority for The Branch Connection. Our NPS for the second quarter of FY 22/23 was 89. Staff continues to provide quality programs and outstanding service to all guests.

ATTACHMENTS:
Complete copy of 2nd Quarterly Report