



Recreation Advisory Commission

Oct 2026

Agenda

Approval of Meeting Minutes

Update: Swim Scoreboard

Presentation: Dept NPS Scores Fall 2026

Presentation: Dept eNPS Scores May 2026

Presentation: 2026-2027 Grant Priorities

Plan: Assignments



FAMILY CITY USA

August RAC Meeting



Scoreboard Update

Mariah Shirley

From the Vendor: The unfortunate update I have as of yesterday afternoon is that the major electronics for your board are held in customs. We are working with our third party logistics company to resolve the issue. This also caused our internal parts shipment not to trigger in the system, though they are ready to ship. I am very sorry for the delay, and will update you when I know more - hopefully in the next few days. In the meantime, I have you on my pending install list so that we can schedule to start installing the wiring and mounting equipment if the board is any further delayed.

Fall 2026 Resident Experience Survey

Bryce Merrill

WHAT IS NPS?

NPS is a metric that measures **customer loyalty and satisfaction** by asking how likely customers are to recommend a product or service to others.

“On a scale from 0 to 10, how likely are you to recommend our product or service to a friend or colleague?”



Detractors

scores 0-6

Unhappy customers who could potentially harm your brand's reputation through negative reviews.

Passives

scores 7-8

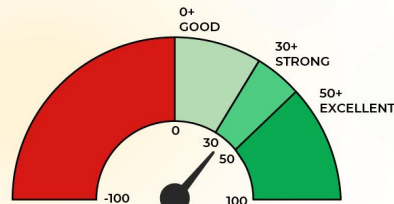
Satisfied but not enthusiastic customers who might easily switch to competitors.

Promoters

scores 9-10

Your biggest fans who will spread positive word-of-mouth.

$$\text{NPS SCORE} = \% \text{Promoters} - \% \text{Detractors}$$



NET PROMOTER SCORE



NPS

- Strengths, Limitations of NPS
- What to do with results
 - Qualitative Responses
 - Focus Groups, Broader Surveys
 - Staff, Coach, RAC Ideation
 - Implementation and Impact
- Fall 2026 Surveys:
 - Fall Flag Football
 - Fall Soccer
 - Softball
 - Pavilion Rentals
 - <1 Month Members
 - Adult Volleyball



FAMILY CITY USA

August RAC Meeting

Fall Flag Football

- Score: 48 (63-22-15)
- Respondents: 19
- Qualitative:
 - He had fun but the practices weren't held regularly so the team didn't do as well as they could have.
 - This was our first year participating in the flag football program. The program was well run and my son enjoyed playing! We will be signing up again next year.
 - Our son had a lot of fun and there wasn't too much pressure. I thought the coaches and the refs all did great and were respectful.
 - I think the 7-9th grade teams showed a bit of inequality as far as age against age competition. There is quite the age gap between a 9th grader and a 7th grader.
 - I think the age would have been better to do 7-8th grade teams and then a separate 9-10th grade category.
 - Otherwise the reffing was good and overall the sportsmanship was good!
 - The field with the baseball diamond as part of it is always tricky and makes me a little nervous when the kids are running on it, but overall a good season
 - Too many grades grouped in each league. Especially when some teams have mostly higher grades and some teams have mostly lower grades. Either do smaller age ranges or even the teams.
 - Staff, fields, rules, etc. All good.
 - We had a really great coach and that makes a huge difference.
 - We had a great coach, and the games were competitive but not overboard. My son had a lot of fun
 - It was very simple and well run
 - Distribution of talent has been atrocious.
 - We thought it was organized, well run, and my son had a ton of fun.
 - Good experience for my son.
 - I think it's competitive, and fun for the kids. However I do think refereeing could use more training.
 - It's been a great program
 - You guys need to do a better job with kid placement, we had teams with sometimes up to 16 kids and some teams like ours only had 6! It was not fair when it came to coach pitch because our kids were left out on the field forever! And the fact that I emailed asking if some of our friends who had a team with 16 kids wanted to come to our team and you couldn't accommodate that is ridiculous. Maybe put some money into a paid position that will do a better job with making the teams so that way it's not too complicated for them!
 - The program is well run and competitive but fun!
 - It was a whole new experience this year! The new commissioner did a great job of changing the rules and making the game more fun for the kids! The referees were very well trained and did a great job!
 - It was a great experience and far improved from previous years
 - We had a great experience with this.



Fall Youth Soccer

- Score: 43 (58-27-15)
- Respondents: 45
- Qualitative:
 - **Registration & Organization:** Registration was generally described as easy, inexpensive, and low commitment, though one noted difficulty adding children online. While many found the program well-organized, others reported disorganization, late team building, a lack of communication regarding coaching volunteers, and cumbersome rule sheets.
 - **Coaching & Team Experience:** Many praised their great, dedicated volunteer coaches and noted positive, fun experiences for their children. However, several reported challenges with inexperienced or absent coaches, a lack of proper training, coed sportsmanship issues, and difficulties with team unity and skill progression in instructional leagues.
 - **Scheduling & Format:** Feedback on scheduling was mixed; some appreciated Saturday games and location consistency, while others disliked fluctuating weekly game times, late afternoon time slots in hot weather, and games scheduled over general conference. Multiple respondents felt the 8-game season over 10 weeks was too long and led to a loss of interest, preferring a shorter 6-week format.
 - **Facilities & Logistics:** The sports complex facilities and fields were frequently praised, but parking was universally described as a nightmare due to tight transitions between game times. Additional logistical critiques included small goals for kindergarteners, a lack of enough soccer balls for practice, difficult sock size tracking, and challenges with late-season medal distributions.



Fall Youth Soccer

Program felt extremely unorganized. I had to call the rec center week of first game to see if my son was even on a team and was told that no parents had volunteered to coach. I was never contacted to volunteer so it was week of and teams were still being built? The medal distributing process at the end of the season made zero sense. I thought we were over participation awards as a society?

Would love more consolidated team times. 9 am-2 pm is hard to plan day around especially with multiple kids in sports. Maybe a 9-11 and 12-2 sign up? Would also love if soccer and basketball don't overlap schedule wise so we don't have to choose which game to miss.

It would be nice to have more kids so that you didn't feel like you had to be there every single Saturday. Also having three kids in the program and all of them having black socks and trying to keep track of which size is what is very annoying. Have small socks and run color, medium socks and another color and large socks and a third color would save a lot of headaches.

Could use more parking but everything else is great. Easy to sign up, Easy to coach, Fun setup, Great fields

We got so lucky with great coaches this year! It was our first experience so I don't have anything to really base it from. This was my 12 year old son's first experience playing soccer, and he had a wonderful time. The kids in his team worked well together and really supported each other. Coach Chase (team 4, Orem Jr) was so great with the kids and we appreciate all the time he volunteered to run two practices a week. Registration was simple, no complaints.

Our only concern was that so many of the other kids were in multiple sports that took them away from practices and games. Practice was cancelled multiple times because too few could make it due to other practices elsewhere, and my son was always disappointed at those times. It would be nice if families who sign up could commit to a majority of the practices and games.

We have really appreciated the structure and organization of the league. I like that the teams are formed by grade level and school so my child is actually playing with other kids he goes to school with.

Registration was easy, inexpensive, and low commitment.

It's a good community collaboration. It Help young children to focus on searching there futures athletic skills.

I'm not a fan of the coed teams. The boys have extremely bad sportsmanship. It ruined the game for my girls.

Great price for 2 months of play.

It's a good program for getting kids into soccer.

I feel like things were very organized and clear. I appreciated the field signs on game days. The one issue I had with registration - it would be nice if Orem Rec specified that you had to call to add children to your account for first time registrations. It gave the false impression that you could add them online but I had to call to do it. By the time I figured that out, we had to register late (partly my fault in waiting until last minute). Overall great experience!

edited info from previous feedback Season is too long. We'd prefer 6 games instead of 8 games over 10 weeks. Too much overlap with other sports in October and kids have lost interest at this point. Late Aug-1st October much preferred instead of going all the way through October.

We switched from Lindon to Orem soccer this year, which we had been doing for the past few years, because my oldest son aged out of Lindon and still wanted to play. I also thought we would have all of our games at the same park so that would be easier. Overall we really enjoyed orem soccer. We love the idea of the reversible jerseys and the first game of soccer was really fun with the plinko and prizes. We have 5 kids in soccer, and last year I was able to make it so we only had 3 different games to go to each week (by allowing some kids to play up). I would really love to have an option to request friends so we can do this next time. I didn't feel like I could coach because most of the games overlap each week. My daughters best friend and classmates were on a different team and she hasn't been able to play them yet. I would prefer to play the same teams twice and be able to stay in the same park than to play different leagues and be at 2 different parks. That was really hard for us this year going back and forth to vineyard grove. Also I think the games should end at 10 mins before the hour (or even 5) so we can make it to the next game in time. Another thing, with the 7-9th league being more competitive, our first game our team had to give up a player to the other team and we lost. I don't think that should have counted as a win for the other team if we aren't going to keep all of our players. That happened at least once or twice. We were also told at one point that the coaches are supposed to be on one side and the spectators on the other. Most of our games I sat in the middle of 2 fields so I could watch both teams at the same time since we had kids on each. It would be nice if the coaches picked the side that didn't have an adjacent field. Just some suggestions but overall it was a great experience!

Having the games at different times and locations was very tricky to keep everything on the same page and lost some of what I loved about Orem youth soccer.



FAMILY CITY USA

August RAC Meeting

Fall Youth Soccer

Id have liked assigned times not assigned fields. Have more than one game per age going at a time and use more spaces at the complex would have made scheduling our Saturdays a lot more straightforward instead of having every Saturday different and not being able to create a routine. It also led to confusion for parents and there were times people were late because they got confused on the time for the week.

Large goals should have been used for kindergarten age. My son was very disappointed it was a tiny goal, and it unnecessarily made scoring a goal more difficult: their aim at that age isn't great and the target was more precise as a result of it being smaller, and it made it so the opposing team would have one or two kids "guard" the goal making it nearly impossible to get in, even though they weren't goalies because "they weren't using their hands". It was very frustrating.

1st/2nd grade seemed way too old to be an instructional league. There were many girls who seemed to have a lot of experience, and many who it was their first time ever trying. It's great they were there and I was glad. It was, however, nearly impossible to try to coach them and teach basic skills that would be helpful to the whole team in the 15-20 minutes (max - see the parking comment to come). There was no time to create team unity. No time to run fun drills repeatedly to help everyone improve. And definitely no time to set up scenarios to teach them when to look for a pass, where to be to get a pass, and how to work together to score goals. Kindergarten *maybe* worked as an instructional league, but even then, my daughter and her teammates last year in kindergarten saw SO much more improvement than anyone on our kinder team did, because they had the practice time. And it was more fun because she got better. If this had been her first year of soccer, I don't think she would have developed the love she has for soccer due to her experience last year. And same with my son. Instructional makes sense for the 3 yr and pre-k, but I think it lasted into too high of age groups. We didn't even have lots of chances to learn each others names, and it showed in the lack of team unity, which then limited good sportsmanship growth. I don't feel like my kids (or really any of the kids on either of my teams) had a chance to progress either in the game or in sportsmanship, and it was really frustrating.

More on practice - every kid should have had a soccer ball. Practice was so hard not having enough balls for each kid. And I even had two sets because I coached two teams. I had to bring my own extras. Then, with limited practice time because of the instructional league, kids had no chance of getting better because they couldn't even practice on their own during the week. The balls just sat there in my car doing no good during the week.

Then games were just rushed because the remaining time didn't make sense. 35 minutes for a game *theoretically* fits 4 8-minute quarters, but in practice it was a mess. Quarter breaks can't be just 1 minute, let alone halftime. I could barely get my team back on the field in 1.5 minutes, and we would wait a few minutes for the other team still. So our quarters were uneven and hard to keep track of. There needs to be more defined times. Having it not be an instructional league and being able to say each quarter is 12 minutes with 2 min quarter breaks and a 4 min halftime break or 3 min breaks at each break would be more defined and easier to keep track of.

I didn't like having 2 kids sit out at a time. It made it so that many kids were frustrated at having to sit on the sidelines so often. I liked last year of having these smaller ages divide into two, have them switch halfway through, with teams of 10 split into 5 and 5 with it being 4v4. There was more game time without having too small of teams.

The transitions between game times were awful for parking. The 10am spot especially. The parking lot filled up with one set of games (expected), but then because the next game started essentially when that game ended, there was no time for parking spots to open up before kids needed to be at the field practicing. I would have to get there 20 minutes early, not to find a spot but to park far away and walk all the way there. The way games were spaced last year of every hour and a half while only lasting an hour made it so there was at least a chance of finding parking.

I get the jersey being useful reversible, but I didn't love it. The kids like picking team names based on color. But that's a minimal point.

I felt very overwhelmed looking at the rule sheet for the soccer games. It had all kinds of things that were too complicated for so many kids who had no experience. And as I don't have any experience with playing soccer, it was overwhelming to try to see what was actually pertinent to our games (foul kicks? We had girls kicking the ball in the wrong direction. They weren't ready for that.)

Basically the only thing I liked better this year was that I could pick to do it just in the fall instead of fall and spring. And I liked that there was a 3 yr old league. But based on how this went, I wouldn't have preferred this change and I left many games feeling very frustrated. (I also feel like those who were really good coaches all stayed with the other league, leading to the lack of coaches this year, and then a lack of experience among those of us who were left).



FAMILY CITY USA

August RAC Meeting

Fall Youth Soccer

Registration was easy, and facilities are great. Every volunteer or worker we spoke to was incredibly helpful.

Biggest complaint/suggestion is that 3 year olds (maybe even kindergarten too) should run on a shorter schedule. Instead of a full hour, younger kids should run on 30 minute segments.

Everything ran smoothly, the parks were awesome, and Devon and his team were super helpful.

Would like more staff in the first couple weeks to help organize teams and be a resource for questions, jerseys etc

We have loved it and we love the structure of practice before a game with our 3 year old. My only note is that the 12-2pm games were really late for the 3 and 4 year old age groups and so those weeks were tough. Other than that, we loved it!

We definitely feel like we didn't have a great experience with the coach for our team, which I recognize is hard since everyone is volunteers. There hasn't really been much training at all, no true coaching. It's still been a good experience but not one I'd necessarily recommend based on my child's lack of true learning of the sport.

Loved that it was just on Saturday. Perfect for my kids ages and to make it a family thing.

It was well-organized and a lot of fun.

It was hard to have the times change from week to week, especially with three kids enrolled. I liked the practice and game at the same place and time format for the younger kids. I think preschool soccer is mostly a waste of everyone's time. I wish there weren't any games scheduled over general conference.

No organization, no coaches, etc

It has been so much fun. Our team is horrible and gets absolutely stomped at every game but we are having a lot of fun nonetheless.

It was a fun experience, however I wonder if there would be a way to have the coach be a parent or staff member (even a high schooler) who has soccer experience? My child's team was coached by my pregnant wife with no soccer experience. While the kids did have fun, I am not confident that they really learned any skills. They do seem to enjoy the game though.

All of the above were excellent

I loved the coaches, the fields were nice... the only thing lacking was the parking situation.

Great intro to soccer

We really enjoyed soccer, and this being our first year our kids were really excited! I only have a couple of things that I think they could improve on. For the 3 year olds, maybe cutting the field in half would be better. My son would be tired after practice because he's having to run the full field. And also, playing into 2 pm I. August got pretty hot. Maybe not that late?

Overall we had a great experience. One thing that could be more clear is sharing the field side not facing the sun with both teams. This makes it equitable for both teams to enjoy the game. Most of the time our team sat on one side of the half field line and the other team sat on the other side.

We also had a game where we tied with the other team but the ref didn't let us play overtime to determine a winner. There wasn't a clear answer on why, but it would have been nice to let both teams have a chance at winning the game.

Our son has had a great experience. He's made visible improvements in his skills and had a phenomenal coach.

I wish there were more teams and players Love having a city rec program! Please keep offering it! My kids wanted to try soccer but other organizations are so much money, a big time commitment or too competitive for something we just want to test out.

In that same vein, I think this season was 1-2 games too long. I wish it was closer to the 6 week format basically every other rec sport follows instead of 8 games over 10 weeks. We have lost a lot of interest at this point. Those still interested and wanting more have Orem Youth Soccer available.

The positive: My daughter really enjoyed it. Her coach was great. The field was decent and I liked having the games in the same location every week. It was overall a very positive experience The negative: not enough girls, not enough teams, parking at sports complex is a nightmare. The process was smooth! Thanks for your hard work. It would probably be nice for the 4yo to be gender divided but I realize there may not be enough participation for that. Or maybe a little education how to navigate the one athlete that steals the show and help facilitate other players to have a chance. I have a girl. My kids enjoy so good all the games and they love the couch We loved it, but I would even cut it down to 6 games and start in September.)



FAMILY CITY USA

August RAC Meeting

Youth Softball

- Score: 32 (50-32-18)
- Respondents: 16
- Qualitative:
 - The team, coaches, schedules was amazing
 - Overall it's fine. It was really annoying to have to have the girls go out and recruit friends to play because the city didn't give our team enough players to field a team. More than once they had to play with automatic outs because the only friends that could join the team also played in competitive teams and couldn't make it to every game. If they were so sure that more girls would sign up, they should have split the girls evenly between the 2 teams, not just crossed their fingers and hoped for the best.
 - My daughter had a good experience. The field used for girls softball (Field 2) was not well-maintained during the season. Although lines were re-chalked each week during the season, huge divots in the batter's box were not repaired until a few games into the season. The repairs were good and held for a week or so, but then quickly deteriorated and were not repaired again. The outfield grass was often very long, which presents a significant trip hazard for a running athlete.
 - The pitching made it hard for the girls when the pitchers could not even throw hittable balls. I would recommend letting the pitchers throw up to some amount of walks and then have the coaches pitch. (this is for the 5-6 grade). Teams are not formed fairly. Every year there is an exceptionally well team scoring alot of the time 0-15 or higher.... all teams should have equal skill levels to make it fun for everyone...
 - Great director, straightforward. We love Rob!
 - My daughter loves softball and is willing to play no matter what. But I do think Orem softball would be difficult for casual interest/first time players. I observed very unbalanced coaching during the games. You could truly tell which teams practiced regularly and/or had coaches that understood how to run a practice (drills, individual assistance, etc). I think some sort of pre-season camp for both players and coaches would be helpful to start everyone off on a better foot. It would allow the girls to either get back into the sport easily or get hands on before their first team practice. It would also give the coaches opportunities to learn effective drills, good practice flow and the rules before their first team practice. I know nothing about softball technique, but I am decent at organizing and would be willing to help with logistics for a softball camp if necessary.
 - I know my daughter improved this season. But she had an excellent coaching staff with softball experience. It's a great program and it's affordable
 - I love the vibe that the softball teams give. The girls all seem to be supportive, and there's a lot of cheering going on. The main problem I have is that everything hinges on the pitcher. If your team has a girl that knows how to pitch strikes, you'll win every game. Most innings end up having 6 runs scored with walks and girls often get up with no intention of ever swinging the bat. One idea is to implement something like one of the baseball leagues around here does, where they only allow a single walk per inning. If a second hitter walks, they put the ball on a tee, and the player has to hit it into play to get on base. I think this would add a lot to the game, since fielders would get a lot more opportunities to practice fielding and players would actually be forced to swing the bat. It also gives teams that don't have a girl that has mastered pitching a fighting chance.
 - It is well organized and I love that you have umpires and a tournament at the end of the season.
 - Good organized games with ump. Great intro to softball!
 - I do like that the rec level is very positive and supportive for beginners and those continuing their love for softball before being able to try out in high school, or cannot afford competitive teams. There was a team that had half or more than of the girls from the same competitive team. I understand that girls on other teams can play for rec, but the words spoken by those players and the asstnt coach were not very kind. The numbers were a little heavy on the experienced side. The words and the way they played brought down the spirits of opposing players. Our coach did not know of some softball rules, and went strictly by the paper given at a mtg.



FAMILY CITY USA

August RAC Meeting

Fall Adult Volleyball

- Score: 66 (5-0-1)
- Respondents: 6
- Qualitative:
 - Team quality was good. The only thing I would prefer is playing back-to-back matches instead of waiting a match. I would even prefer playing just one time one of the weeks of the season in order for that to be accomplished.
 - My family and friends are all beginners! We'd love a C league where more beginner teams could play(:
 - With 2 sets, most of our games ended well early. That wasn't true on the competitive night, but it would have been nice to play longer than 20-25 minutes when they went short. Also there was a lot of disparity in the team skill. 2 of the teams were really novice level and struggled to string together 3 hits. The other 5 were at least in the same ballpark. It would be nice to have a way to separate that out more. 4 of our games against those 2 teams were not very fun for anyone. Again, don't know how to fix that, but maybe some more clarity in the listing could help, or maybe there is enough interest to run a Novice league another night.
 - I really enjoyed playing some volleyball but I felt like the competition was a little too intense for a beginner league. A lot of the beginners on the team felt that people had been playing for years and years and this was the first experience of volleyball. I think maybe adding 3 leagues, beginner, intermediate, and advanced could help with this, but just a thought
 - Thanks for all you do Tanner! We love coming and playing and reffing and you do a great job putting the program on.
 - The competition this season was probably the best if not one of the best in the whole state. Staff was easy to work with. The building has low ceilings which was a bit annoying (but it's not like you have control over it). The only reason it wasn't a 10 was just the time of the game. I would have liked some earlier games but I think we had one early game day and rest were towards the later half. Just would like a bit more mixture in game time.



2026 Pavilion Rentals

- Score: 67 (71-25-4)
- Respondents: 48
- Qualitative:

1. Outstanding Overall Advocacy with a High Net Promoter Score (+66.7)

- **Strong Customer Loyalty:** Orem City Parks pavilion reservations achieved a Net Promoter Score of **+66.7**, with **70.8% Promoters** (34 out of 48 respondents scoring 9 or 10), **25.0% Passives** (12 respondents scoring 7 or 8), and only **4.2% Detractors** (2 respondents scoring 0 to 6). The overall mean score across all parks is **9.0 out of 10**.
- **Cleanliness & Maintenance Drive High Ratings:** As illustrated in the **Distribution of NPS Reservation Scores** chart, 26 respondents awarded a perfect 10/10 score. Qualitative feedback consistently highlights pristine park cleanliness, well-maintained lawns, convenient trash bins, shade, and operational restrooms as primary factors for positive reviews.
- **Full-Day Rentals Yield Highest Satisfaction:** As seen in the **Reservations and Average Satisfaction by Time Slot** chart, full-day reservations ("Both time slots") yielded the highest satisfaction (**9.67 out of 10** across 9 reservations), followed by morning slots (**9.21 out of 10** across 14 reservations) and evening slots (**8.64 out of 10** across 25 reservations).
- **Address External Noise Awareness:** The single lowest score (0/10) at Mt Timpanogos Park was caused by continuous noise from the adjacent gun range across the street during an evening event. Adding an explicit location note regarding the gun range on the online booking page will help patrons make informed choices for quiet events.
- **Clearer On-Site Reserved Signage:** Multiple patrons (at Bonneville Park, Scera Park, Sharon Park, and Westmore Park) reported non-reserving public groups occupying pavilions upon arrival. Installing prominent physical or digital "Reserved" notices at pavilions would minimize awkward confrontations and prevent unauthorized occupancy.
- **Online Booking System Usability:** Feedback noted specific friction points in the digital reservation system:
 - Switching pavilion selections on the website clears the chosen reservation date.
 - Payment receipts issued through the Rec Center do not explicitly display the booked park name, causing user uncertainty.
 - Staff contact transitions created bounced emails or delayed responses during inquiry follow-ups.



FAMILY CITY USA

August RAC Meeting

OFFC New Members

- Score: 100(100-0-0)
- Respondents: 6
- Qualitative:



FAMILY CITY USA

August RAC Meeting

NPS

- Score Summary

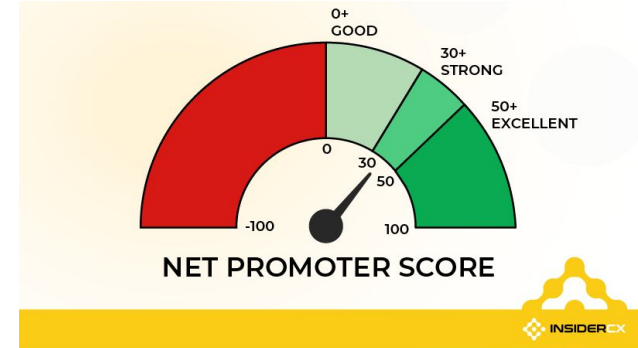
- Youth Soccer 45
- Youth Flag Football 48
- Youth Softball 32
- Adult Volleyball 66
- Pavilion Rentals 67
- New Members 100

- Themes

- Mono/bivalent (dis)satisfiers in youth vs adult sports
- Communication
- Complete Customer Journey (registration, parking, facilities, avoiding Resident v Resident conflicts, sock colors per size, etc)
- Volunteer Coaches & the 'competitive' experience

- Dept Action Items

- New Dept Software
- Customer Service Training
- Fall Soccer: Focus Groups, Coaches NPS
- Website Experience



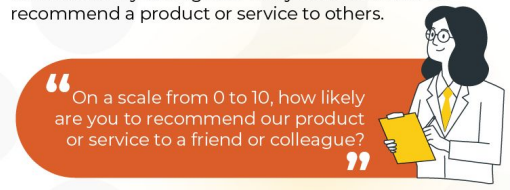


May 2026 Employee Satisfaction Survey

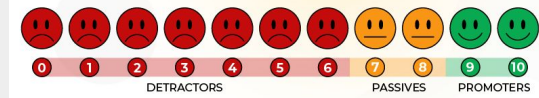
Bryce Merrill

WHAT IS NPS?

NPS is a metric that measures **customer loyalty and satisfaction** by asking how likely customers are to recommend a product or service to others.



“On a scale from 0 to 10, how likely are you to recommend our product or service to a friend or colleague?”

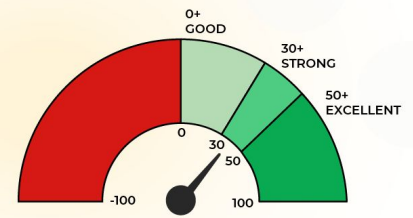


Detractors
scores 0-6
Unhappy customers who could potentially harm your brand's reputation through negative reviews.

Passives
scores 7-8
Satisfied but not enthusiastic customers who might easily switch to competitors.

Promoters
scores 9-10
Your biggest fans who will spread positive word-of-mouth.

NPS SCORE = %Promoters - %Detractors



NET PROMOTER SCORE



eNPS

eNPS
-9
-30

30 points below
company score

Response Breakdown



Detractors (0-6) Passives (7-8) Promoters (9-10)

How your score is calculated

26% promoters - 35% detractors = -9



FAMILY CITY USA

August RAC Meeting

eNPS Scores

Bottom Statements Relative to Benchmark

-19

Motivation

City of Orem motivates me to give my very best at work

-23

Stress Management

My work stress is at a manageable level at City of Orem

-23

Commitment

I rarely consider searching for a job at another organization

Statements with Biggest Decreases

↓24

Direction

I believe City of Orem is going in the right direction

↓33

Stress Management

My work stress is at a manageable level at City of Orem

↓36

Commitment

I rarely consider searching for a job at another organization



FAMILY CITY USA

August RAC Meeting

- Notes

- Parks and Recreation Merger Mar 2026
 - Direction of the city
 - Confidence in knowledge & skills of executive director
 - Essential Services→P&R
- Summer Hiring, Seasonals, etc
- Expanded Park Footprint, CIP project maintenance Plan

- Action Plan

- Summer 2026—an exercise in trust
 - Identifying *strengths* along with weaknesses that were identified in the survey
- Parks and Recreation Org Chart–July 1 2027
 - Priorities for Long-term Sustainability
 - Labor, Skill/Speciality, Promotion Pipeline
- CIP Depreciation Plan
- Recognizing great employees
- Ownership and Autonomy
 - Parks Facility Plans
 - Parks and Recreation Master Plan
 - High Support, High Accountability Leadership



FY2027 Grant Targets

Bryce Merrill

Grant Targets

- Constant
 - LWCF
 - CDBG
 - CARE, CIP
- FY2027
 - Recreation Restoration Infrastructure Grant (\$250K, 140K)
 - Nielsen's Grove (Fountains, Swing, Gardens, Greenhouse)
 - Community Parks and Recreation Grant (\$200K, \$120K)
 - Mt Timpanogos Park (regional attraction—dog park, bike trails, events, River/Timp)
 - Daniel's Fund Early Childhood Education/Youth Development (TBD, FY2028)
 - Hillcrest Classroom #2, Wellhouse Project
 - USTA (\$50K, FY2028)
 - Orchard, City Wide Amenities system
 - US Soccer Foundation/Musco (TBD, FY2028)
 - Lakeside Field 1, 2



FAMILY CITY USA

August RAC Meeting



Parks Master Plan Assignments

Bryce Merrill

Master plan Assignments

Sports Fields

Trails

Horticulture

Capital Planning

Land Acquisition

Fitness Center

Senior Center

Heart of Orem

Parks Maintenance Plan

Open Space

Sports Tourism



FAMILY CITY USA

August RAC Meeting