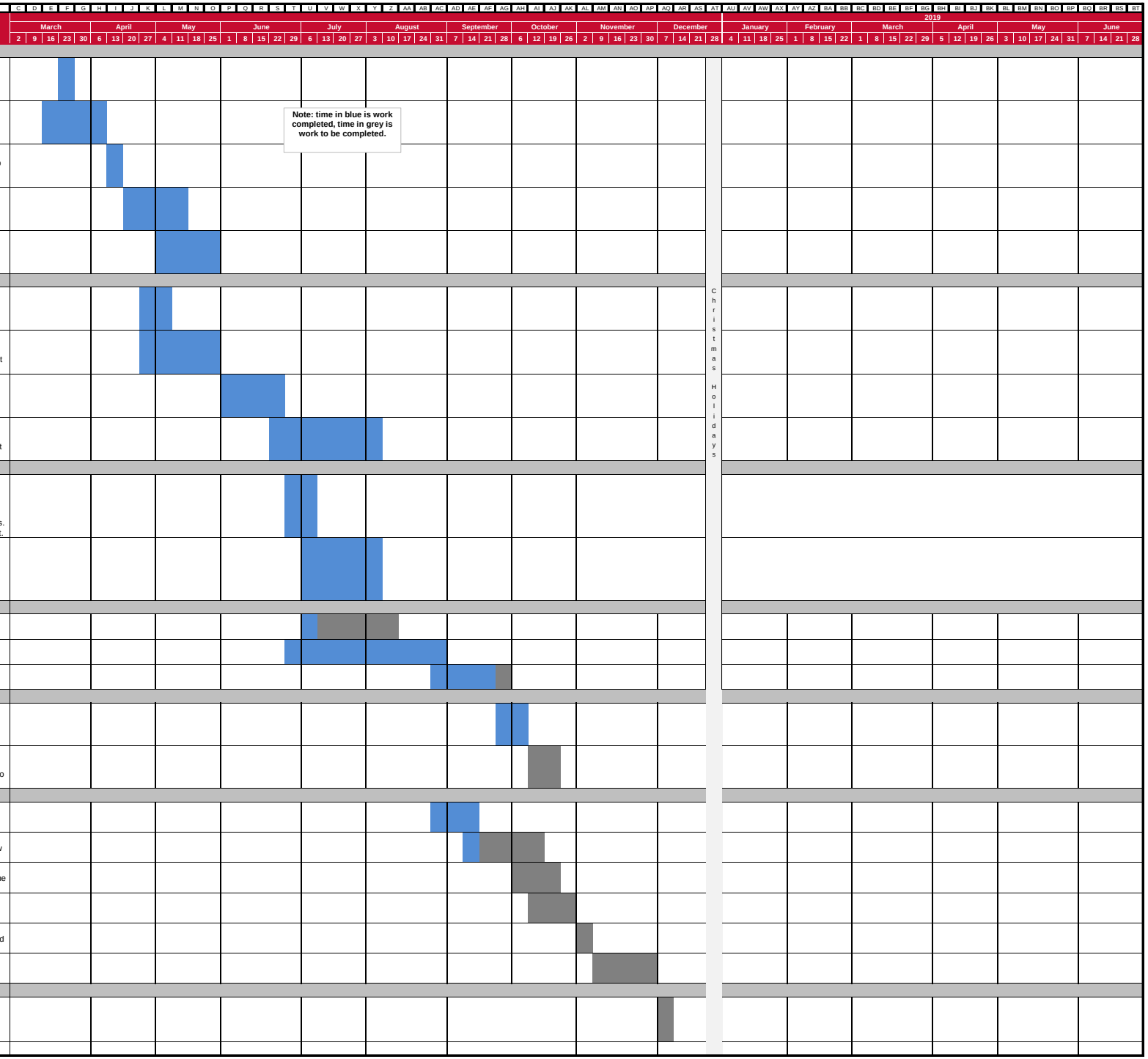		TASK DESCRIPTION
4	Task	**1. Establish Vision and Framework**
5	1.1	Project kickoff meeting. Confirm vision, goals, guiding principles. Identify project objectives and alignment with sustainability goals and other corporate priorities.
6	1.2	Background information collection and review
7	1.3	Workshop #1 - Develop corporate LOS framework. Develop customer and technical LOS approach and measures for Neighbourhood Parks and Trails
8	1.4	Finalize Customer and Technical LOS categories and measures.
9	1.5	Develop public consultation strategy
10	Task	**Understand Current LOS Performance**
11	2.1	Identify key cost drivers for neighbourhood parks and trails.
12	2.2	Identify and fill key inventory gaps (amenities in parks, condition and quality data, trail amenities, and other key cost drivers).
13	2.3	Assess the current LOS performance for all neighbourhood parks and trails. Develop a visual geographical summary of the current LOS provided by neighbourhood parks.
14	2.4	Develop a unit cost database and define the costs of current LOS
15	Task	**Establish Draft LOS Performance Targets**
16	3.1	Workshop #2 - Review results of current LOS and costs. Identify potential areas for improvement/refinement of data and LOS measures. Develop draft LOS performance targets. Identify key messages and questions for public engagement.
17	3.2	Share results with committee, review draft LOS targets, review key messages and approach for public engagement.
18	Task	**Public Engagement**
19	4.1	Prepare awareness and educational materials
20	4.2	Focus groups (third party)
21	4.3	What we heard - summary report - draft and final
22	Task	**Integrate into Decision Making**
23	5.1	Workshop #4 - Review results of public engagement and update proposed LOS targets. Identify processes for integrating with capital planning, budgeting, and master planning.
24	5.2	Workshop #5 - Present results and proposed LOS targets to council for input and approval.
25	Task	**Finalize Tools and Frameworks**
26	6.1	Update asset inventory
27	6.2	Finalize LOS Corporate Framework (LOS structure and how LOS informs other decisions and processes)
28	6.3	Finalize LOS Rating Tools (one for neighbourhood parks, one for trails) and user guide.
29	6.4	Finalize costing database and user guide.
30	6.5	Update visual geographic summary of LOS performance and targets
31	6.6	Develop case study on the project for FCM
32	Task	**Project review and close out**
33	7.1	Project close meeting. Review and transfer all deliverables and tools. Assess pilot lessons learned, review project successes and areas for improvement.
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