

### **Five Priorities for Success**





## **Recreation Department Overview**





84 full-time staff/2,000+ part-time staff

## **Agency Accreditation**

 $\underline{\mathbf{C}}$ ommission for  $\underline{\mathbf{A}}$ ccreditation of  $\underline{\mathbf{P}}$ ark and  $\underline{\mathbf{R}}$ ecreation  $\underline{\mathbf{A}}$ gencies Recognizes agencies for excellence in operations and services

- Began process in 2017
- Currently 172 departments/agencies in the U.S. (<10%)</li>
- 2 in Wisconsin (Eau Claire and Waukesha)
- Improve operations resulting in more enjoyable workplace and better service to users
- Moving from good to great!







## **Recreation Department Planning Efforts**











### **Recreation Master Plan**



**Purpose**: Provides a roadmap for decisions on recreation facilities, programs, and services.

#### **Key Observations:**

- Vastness of programs offered
- Infrastructure needs improvement
- Dept has concern for underserved populations
- 89% rated quality of programs as good or excellent
- Improve indoor pools and physical condition of program spaces
- Expand youth swim lessons, adult fitness, and wellness offerings



## **Recreation Strategic Plan**



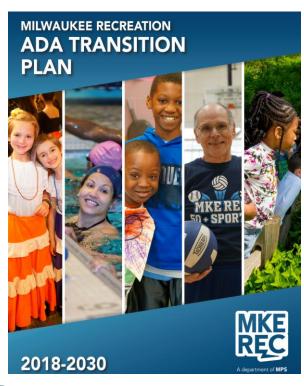
**Purpose**: Align the organization with a common vision, reinforce the culture, and create action towards accomplishment.

### Highlights:

- Updated vision and value statements
- 4 Themes
  - Exceeding Customer Expectations
  - Financial Sustainability
  - Organizational Excellence
  - Staff Empowerment
- Identified 46 initiatives to accomplish



### **Recreation ADA Transition Plan**



**Purpose**: Assess access to recreation spaces and develop a transition plan for improvements.

### Highlights:

- Evaluated 22 indoor spaces used by Recreation and 44 outdoor playfield locations
- Identified 2,400 access deficits across all used space
- Estimated cost \$8million
- Common issues: signage, door opening force, restrooms, ballfields, playgrounds, fieldhouses



## **Leadership Continuity Plan**



**Purpose**: Proactively addresses management vacancies, as well as quality and diversity of workforce

### Highlights:

- Analysis of full-time employee demographics
- Anticipated administrative retirements
- Succession matrix for management positions
- Training plan



## **Next Steps**

- Plan implementation work continues
- CAPRA visit spring 2021
- Ongoing: updating/revision of plans



# Thank you.

#### **Presenter:**

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