

DOWNERS GROVE PARK DISTRICT STRATEGIC THEMES AND GOALS 2017

COMPLETED
ON-GOING
DEFERRED
NEW IN 2017
REMOVED

COMMUNITY FOCUSED

Yellow = Recreation / Purple = Parks / Blue = Finance / Peach = District Services

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
• Provide equal customer service amongst all district locations: Recreation Center, Lincoln Center, Lyman Woods, Golf Club, Museum and Administration		X			
• Overall higher level of customer service and friendliness at the Golf Club		X			
• Work with Recreation Supervisors to revamp registration processes where applicable for improved customer service		X			
• Improve online registration system including the use of tablets and smart phones (to coincide with new registration software)		X			
• Update registration process for adult leagues to be more customer friendly while preventing participation without payment		X			
• Change philosophy of opening and closing to an always open operation with off season events, sales and golf if weather allows		X			
• Research and implement alternate pricing for non-residents in adult leagues			X		
• Establish consistent, positive customer experiences every day, by staff interaction with the public, through customer service training and expectations		X			
• Establish methods of measuring external customer service satisfaction		X			
• Research and develop individual websites for both 4500 Fitness and Downers Grove Golf Club		X			
• Increased brand "presence" within all facilities		X			
• Increased utilization of Social Media for increased revenues and participation	X	X			
• Maintain all web and social media information at real-time status		X			
• Marketing and facilities working cooperatively to increase rental opportunities and volume, including weddings/receptions at Museum		X			
• Improve SEO "Search Engine Optimization" through social media (Yelp, 4Square, LinkedIn, YouTube, etc.)	X	X			
• Add online forms for specific programs and services		X			
• Continue to improve open rates and click through rates for E-News		X			
• Develop a parks and facilities "users manual" to highlight recreation opportunities in our parks, rentals, volunteering etc. (information that only needs to be updated annually, rather than seasonally)	X				
• Update the short videos giving an overview of our main facilities/verticals		X			
• Create individual park maps for major parks, for use in marketing and on future bulletin boards at the parks	X	X			
• Complete the branding for "The Link" Before and After School Program				X	

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	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
• Complete Downers Grove Golf Club aerial video with voice descriptions					X
• Assist is in the overall operational efficiencies of the organization through the introduction of software systems such as: DOMO, Type Form, HubSpot CRM, Zapier, Proof Hub					X
• Increase participation at the Big Pig competition by 10%			X		
• Offer 3 Mini-Golf Special Events	X	X			
• Increase participation at Chili Cook Off to 16			X		
• Research feasibility of utilizing Alter Property as a potential festival site				X	
• Research and develop Fall Festival for 2016 (potential use of Alter Property)	X	X			
• Review and revise/create Incident Action Plans for all events			X		X
• Create special events at the Clubhouse during the season. Ideas include cookouts during golf majors, creating a "family funday" 2 to 3 times during the season				X	
• Special Events Supervisor and Golf Course Manager work in union to create events in the off season at the Clubhouse	X	X			
• Grow Chilympics Chili Cook-Off Event to include more activities, in hopes of becoming a larger fall festival	X	X			
• Increase Flag Football League registration to 400 participants					X
• Reduce program cancellation rate to 20%			X		
• Increase returns on program evaluations to 20%			X		
• Implement incentive program for program evaluations				X	
• Develop over-all camp strategies for full-day and half-day camps including internal transportation for increased service and participation			X		
• Research and develop Garden Programming plan to be implemented at MarDuke, to possibly include Family Gardening, Homeschool Gardening and Summer Garden Camp			X		
• Research and recommend necessary changes to Camp Programs, including Junior Counselor Program, at the end of the camp season			X		
• Develop standards and consistency amongst Camps and SODOP programs for streamlined customer service and increased participation	X	X			
• Continue to research and develop Active Adult Programming line-up through fresh and exciting programs and trips	X	X			
• Continue to improve Active Adult monthly offerings through membership discounts			X		
• Increase history programming offerings through camps, working with scout troops, and marketing efforts			X		
• Implement "Tee it Forward" strategy for Jr. Golf League and weekend play for better experience and improved pace of play					X

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	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
• Downers Grove School of Dance/Arts Showcase in Summer of 2015			X	X	
• Cultural Arts Performance Camps at Fishel Park			X	X	
• Research the possibility of a full-day option for preschool parents for 2016-2017 (Preschool in the morning and enrichment program in the afternoon with a lunch program in the middle				X	
• Develop Pickle Ball League				X	
• Research/Develop Before and After School Program	X			X	
• Implement "The LINK" Program in the fall of 2017				X	
• Investigate the option of outreaches into the schools or parks using the Resident Naturalist model				X	
• Work with District 58 to be part of their new science curriculum development and develop ways to offer programs and form a partnership to support their curriculum				X	
• Discuss the possibility of providing similar opportunities, such as Lyman Woods, for a partnership between the Museum and District 58 to grow Museum based history programs in support of the new curriculum				X	
• Further develop a MarDuke Farm program plan including youth, family and adult audiences during the growing season as well as through the rest of the year based on the Master Plan process outcome				X	
• Work with Staff to develop new programs or revise existing programs at both Lyman Woods and the Museum				X	
• Develop and implement a New Gardener Orientation, including a meeting and printed guide for new gardeners before garden plots open in spring of 2016				X	
• Evaluate and revise existing school programs, eliminating programs that do not book regularly, and introducing new programs that better meet our mission and teacher's needs for Lyman Woods and Museum				X	
• Research Next Generation Science Standards and Common Core to increase understanding of new learning standards and needs of teachers for Lyman Woods school programs				X	
• Expand NFL Flag Football into all ages and genders upon success of the first year of program.				X	
• Expand NFL Flag Football to include competitive and tournament divisions				X	
• Expand Women's Basketball League into both summer and fall				X	
• Improve monthly retention rate at 4500 Fitness by 2% through improved Loyalty Programs				X	
• Increase Personal Training at 4500 Fitness by 2%				X	
• Work with SEASPAR to increase visitation to Lyman Woods through the new ADA trail enhancement				X	
• Expand Lyman Woods summer camps to include full-day options				X	
• Continue working with District 58 to develop new NGSS curriculum and field trips for fall 2017				X	
• Create School Outreach Program for fall 2017 at the Downers Grove Museum				X	

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• Explore and implement overnight and/or multi-day options into our Active Adult programming offerings					X
• Continue to expand 1892 benefits and the Downers Grove Golf Club			X		
• Revise existing Park Maintenance Standards to realistically provide expectations for consistent care and up keep throughout the Park District					X
• Utilize staff as guest “Expert” Columnists (e.g. Forester; Horticulturist; Golf Course Superintendent; Landscape Architect) to write for internal publications and web site			X		
• Work to standardize look and placement of park signage in Parks, including park I.D. signs, rule signage, playground signs, etc. Consider reason/need for signs, and if there is opportunity to combine or eliminate signage where appropriate.			X		
• Seek to expand outdoor winter activities including additional ice skating opportunities			X		
• Provide excellent, internal customer support to our fellow employees and the Board of Commissioners			X		
• Educate staff about the capabilities of the accounting software, proper guidelines for better budgeting/analysis, and a more thorough understanding of our short-term and long-term financial condition			X		
• Provide a complete, thorough, non-technical understanding of financial information to staff, elected officials, and the public			X		
• Support the District’s Master Planning Process, which aligns with its Mission Statement and Values			X		
• Maintain, create and improve financial reports, which provide a snapshot of the District’s financial results and allow for greater knowledge when making decisions			X		
• Review and update processes, procedures, internal controls, reporting, analysis, etc.			X		
• Develop a modernized, efficient process for the employee utilization of Section 125 / Flexible Spending Accounts	X				
• Implement purchase card program to facilitate electronic invoicing and receipt reconciliation and improve operational efficiency	X				
• Post financial documents on the Park District website to facilitate transparency and foster community trust and awareness			X		
• Work with the Marketing Department to update the District's financial area on the website					X
• Provide reports and presentations at Board Meetings that are informative, easy to understand, and transparent			X		
• Create and maintain financial reports, which provide easy to use data on a program basis			X		
• Work with the Recreation Department to provide a financial structure (accounts, funds, departments, etc.) that is conducive to improving analysis and reporting					X
• Establish Distinguished Park and Recreation Agency status through Illinois Association of Park Districts (IAPD) and Illinois Parks & Recreation Association (IPRA)					X
• Install new Onboarding procedure to reduce/eliminate paperwork					X
• Assist in the setup and deployment of RecTrac 3.1					X
• Complete the Commission for Accreditation of Park and Recreation Agencies (CAPRA) visitation					X

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	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
• Organize the start of the District preparations for CAPRA accreditation					X
• Provide excellent internal customer service to support the staff with District wide projects		X			
• Provide excellent customer service with risk management and claim processing		X			
• Provide support and guidance with improved information technology resources		X			
• Support District's Customer Experience Team (CET), Safety, Wellness and Green Committees		X			
• Respond to all IT ticket requests within 24 hours		X			
• Communicate quickly and accurately with the Downers Grove Police Department		X			
• Research the addition of an Onboarding Application that would eliminate some of the paper copies in the new hire paperwork.					X
• Assist with the delivery of District Mail to the facilities to save gas, time and increase efficiencies across the District.					X
• Keep Community aware when there are District Wide outages to phones, Rec RecTrac or other IT Technology					X
• Provide Certificate of Insurance requirements to ensure all Special Event Contractors have proper coverage					X
• Provide up to date Certificate of Insurance to the Recreation Supervisors to ensure all Programs have the proper coverage					X

FISCAL INTEGRITY

• Research and evaluate feasibility of Mini-Golf/McCollum Park expansion to include batting cage and spray-ground		X			
• Develop MarDuke 5-Year Site Plan for improved soil, additional raised beds and improved programming		X			
• Develop formal plan on how to handle flooding at Lyman Woods due to beaver dams	X	X			
• Complete and Implement Master Plan		X			
• Identify needs based on priority (infrastructure) and opportunities to improve the Mar-Duke Farm, including soil quality when financially feasible		X			
• Work with gardeners, Parks Staff, and Community Garden intern during the summer to identify needs and opportunities and build a partnership with the gardeners		X			
• Include the research on satellite locations for smaller community garden plots throughout Downers Grove, especially North end of town.		X			
• Implement Lincoln Center renovation, including, first, third, fourth and fifth floor changes, budget depending			X		
• Update Lincoln Center Kitchen for improved programming/rental opportunities			X		
• Apply for funding opportunities for completion of interpretive signage throughout Wandschneider Park		X			

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	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
• Update basketball goals with-in District #58 schools as budget allows for improved programming opportunities	X	X			
• Create and implement Rec Center lower level check-in point for higher level safety and customer service	X				
• Purchase 14 passenger van			X		
• Re-purpose Lyman Woods storage for more functional office space, including possible storage building		X			
• Develop a plan, including implementation, to create "shovel ready" projects ready for grant opportunities and capital development projects ready for grant opportunities and capital development		X			
• Research opportunity to relocate gymnastics programming and equipment to the west gym. Create plan to eliminate portable bleachers (southwest gym) and take over storage room for equipment. Collect pricing to install new permanent bleachers along the west and east walls for viewing sports programs		X			
• Update the Lincoln Center 3rd floor restrooms with new flooring, paint and some fixtures (partition in between men's urinals)	X				
• Combination of two fitness studios into one for greater capacity			X		
• Develop Mar-Duke Master Plan and begin implementing recommendations			X		
• Finalize renovation plan for Recreation & Fitness Center to increase general fitness and group exercise space throughout the facility and determine final costs and timeframe		X			
• Review and revamp pricing structure for fitness memberships, group exercise classes and KidZone				X	
• Analyze all part-time salaries to ensure competitive wages				X	
• Continue to work with the Barton Group to expand and fulfill all sponsorship opportunities		X		X	
• Complete a District Master Plan within the scope of the Strategic Plan that utilizes information gathered from the Strategic Planning process to develop and updated Comprehensive Master Plan		X		X	
• Assess existing fleet and look to consolidate equipment when appropriate, consider addition indoor storage locations for equipment to reduce accelerated deterioration for being exposed to weather		X		X	
• Establish criteria for rating Playgrounds to establish priority in replacement		X			
• Complete asphalt assessment on all parking areas and pathways to establish long term estimated costs of maintaining District holdings		X			
• Update AssetMaxx inventory database for use with GIS and Internal planning use		X		X	
• Address issues as defined in the ADA Transition Plan		X			
• Seek Grant funding as available for specific projects		X			
• Study long-term capital needs and trends to better anticipate accurate life expectancies and more efficient replacements when developing Capital Plan		X			
• Establish systematic replacement plan to provide for routine maintenance and replacement of infrastructure including small equipment and park amenities that will provide better clarity in planning for large Capital Expenses		X			
• Develop a concise, organized and clear short and long-term capital equipment and capital improvement/replacement plan		X			

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<ul style="list-style-type: none"> Assess current utility configurations for electric, sewer and water to determine opportunities for potential efficiencies from replacement of aging infrastructure (e.g. parking lot lights etc.) 					X
<ul style="list-style-type: none"> Manage the annual audit process and provide a presentation to the Board with an unqualified opinion of an independent audit firm 			X		
<ul style="list-style-type: none"> Provide monthly reporting to the management and Board, while ensuring proper journal entries and reconciliations 			X		
<ul style="list-style-type: none"> Prepare and File all required documents with the County of DuPage including: the Annual Tax Levy, Bond Abatement, Combined Annual Budget & Appropriation Ordinance, Certification of Estimates of Revenues for the Fiscal Year, Public Notice of Audit, etc. 			X		
<ul style="list-style-type: none"> Ensure that the District's Debt Payments are made in a timely manner 			X		
<ul style="list-style-type: none"> Research ways to improve the District's Cash Flow and Investment Strategies 			X		
<ul style="list-style-type: none"> Maintain records of capital purchases and depreciation in a separate capital asset system according to the District's Capital Policy for all assets purchased or acquired with an original cost of \$10,000 or more 			X		
<ul style="list-style-type: none"> Provide detailed information to the Board and Staff to facilitate long term capital planning 			X		
<ul style="list-style-type: none"> Work with the Staff and the Board to create a short-term and long-term capital improvement program that can be achieved financially 			X		
<ul style="list-style-type: none"> Establish a Lifecycle Plan for printers within the Park District 					X
<ul style="list-style-type: none"> Negotiate a new managed services contract to be implemented in the fall of 2017 					X
<ul style="list-style-type: none"> Purchase and install correct payment processing equipment to ensure Payment Card Industry (PCI) compliance 					X
<ul style="list-style-type: none"> Research and implement ways to save money utilizing new technology that makes the Park District more efficient 			X		
<ul style="list-style-type: none"> Research the implementation of a new IT ticket system that is more robust 					X
<ul style="list-style-type: none"> Perform Annual Payment Card Industry (PCI) Compliance Review 					X
<ul style="list-style-type: none"> Establish a server & printer lifecycle plan that includes a reduction in the number of printers and the amount of printed documents. 					X
<ul style="list-style-type: none"> Negotiate New Manage Services Contract to implement in 2017 					X
<ul style="list-style-type: none"> Continued IT research, inventory current and future technological needs and develop a technology lifecycle plan 			X		
<ul style="list-style-type: none"> Continue the Research of the pros and cons of developing a Districtwide Camera and Electronic Entry System 					X
DYNAMIC ORGANIZATIONAL ENVIRONMENT					
<ul style="list-style-type: none"> Develop an improved plan for more effective coaching trainings 			X		
<ul style="list-style-type: none"> Develop improved training and expectations for camp staff 			X		
<ul style="list-style-type: none"> Continue to offer continuing educational opportunities to all FT staff both locally and nationally where applicable 			X		

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• Continue to build community relations with corporations meeting their needs and realizing a higher level of facility utilization			X		
• Continue improved communications with affiliate organizations for higher overall utilization of outdoor fields			X		
• Continue to take advantage of any alternate funding opportunities such as grants			X		
• Update the Affiliate Agreement for 2016 for all groups	X	X			
• Develop new Staff Recognition Program					X
• Create a Fitness Challenge for full-time Staff					X
• Update the Museum Mission Statement					
• Continue AAM accreditation process by enrolling in the Standards and Excellence Programs through the American Association of State and Local History					X
• Continue to develop positive working culture for overall improved Staff morale					X
• Work with staff members to establish relationships that lead to productivity, mutual respect, and long term job satisfaction			X		
• Continue to encourage professional development and education through local and national conferences and webinars			X		
• Assess current staffing levels and skills to determine areas for training and improvement			X		
• Establish a succession plan for department, evaluate specific skills that will need to be developed to ensure proper coverage			X		
• Expand use of District's Intranet to better communicate relevant information across departments			X		
• Invest and empower employees to seek additional educational/training opportunities to increase knowledge and incorporate new techniques and best practices into our financial operations			X		
• Increase productivity by networking and leveraging empowered Staff to develop and improve policies and procedures and streamline methodologies			X		
• Utilize memberships to IGFOA, GFOA, IPRA, etc. to their full potential			X		
• Apply the resources and skills gained from the Leadership Excellence course that the Directors attended in 2015			X		
• Focus on cross training all members of the department to ensure that each responsibility is understood and is able to be completed by multiple members of the department					X
• Assist in the development and administration of a comprehensive Onboarding and Training Program			X		
• Update and develop a new Policies Manual for the Park District that is organized in sections to include Finance, Park Operations, Information Technology, Administration and Recreation			X		
• Invest and empower employees to seek additional educational opportunities to increase knowledge and incorporate new techniques into business processes			X		
• Increase productivity by networking and leveraging empowered staff to update, develop and improve policies and procedures and streamline methodologies			X		

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	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
<ul style="list-style-type: none"> Analyze Cross Training Opportunities within the District as well as our contracted Technology Company Tympani, Inc. 					X
<ul style="list-style-type: none"> Support the development of the new Onboarding Process of new employees to be aligned with our Mission, Vision and Values. 					X
<ul style="list-style-type: none"> Analyze continued education training across the Park District to include local resources such as our EAP and PDRMA 					X

OPERATIONAL EXCELLANCE

<ul style="list-style-type: none"> Research the utilization of tablets with credit card capabilities throughout Golf Operations including starter station and beer cart 	X	X			
<ul style="list-style-type: none"> Prepare for possible recommendation to replace RecTrac for fiscal year 2017 			X		
<ul style="list-style-type: none"> Increased communications with texts in conjunction with new Registration software 			X		
<ul style="list-style-type: none"> Develop an "Intranet" for increased efficiencies within the District 		X			
<ul style="list-style-type: none"> Develop and implement quarterly usage rate reports and goals associated with usage rates 		X			
<ul style="list-style-type: none"> Conduct market analysis comparison for both fitness and golf with recommendations on fees structure changes, including the possible removal of non-resident fees at these facilities 		X			
<ul style="list-style-type: none"> Research pros and cons of contractual employment where feasible 		X			
<ul style="list-style-type: none"> Develop and implement preferred vendor program for exterior services within facilities and throughout district 		X			
<ul style="list-style-type: none"> Relocate open gym operations to the new information desk in the gym. Gym coordinators will be able to greet participants, accept cash payments and enter into POS 	X				
<ul style="list-style-type: none"> Provide Lincoln Center with custodial supervision on Saturdays and Sundays through the restructuring of current full-time staff schedules or a contractual service 	X				
<ul style="list-style-type: none"> Work on three year athletic field rotating schedule in an attempt to rest athletic field 		X			
<ul style="list-style-type: none"> Create an independent contractor guide for the Recreation Department 	X				
<ul style="list-style-type: none"> Transition Room 102 into a more functional multi-purpose room space for meetings, rentals and programs 			X		
<ul style="list-style-type: none"> Develop commission based position dedicated to sponsorships/donations/advertising 	X				
<ul style="list-style-type: none"> Develop part-time Marketing position to assist with marketing needs 	X				
<ul style="list-style-type: none"> Research cost and labor savings opportunities, including installing water timers and on-site composting at Mar-Duke Farm 			X		
<ul style="list-style-type: none"> Extend Lincoln Center operation hours to include Sundays based on increased programming and rentals 			X		
<ul style="list-style-type: none"> Formalize and develop annual report reflecting year to year comparisons on field usage 		X			
<ul style="list-style-type: none"> Develop and implement a plan for better use of vacant areas, including perennial demonstration gardens, at MarDuke Farm 				X	

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• Engage with third party to design an updated interior design including color and décor to the Recreation Center					X
• Research and develop and annual customer survey to help benchmark and improve services					X
• Continue work with SEASPAR Eagles volunteer program to provide a meaningful work experience for participants while improving the parks			X		
• Continue to work to establish a Volunteer project committee that can assist local Scout and volunteer groups in identifying community service projects that will benefit the Park District, and establish resources that the Park District is able to expend to assist with projects			X		
• Continue to strive for improved communication with Affiliate organizations to achieve shared goals of efficient overall utilization of outdoor fields			X		
• Continue to work closely with Affiliate groups to accomplish "requested projects" when possible			X		
• Seek opportunities to partner with neighboring agencies to support functions of our operations, e.g. sharing mechanic			X		
• Research and recommend a new Maintenance Management software to replace VSI (MainTrac) to take advantage of updated technology					X
• Update infrastructure database for use with GIS and internal planning use.				X	
• Establish system for Archiving of Park and Facility plans and drawings.				X	
• Expand use of current GIS system to update and create broader databases and layers to provide more up to date and precise data (Utilities and "as-built" data)			X		
• Continue to search for potential efficiencies as they relate to better use of district resources			X		
• Assess Park Operations from a geographic perspective to better utilize resources throughout the community			X		
• Evaluate current department organizational chart and responsibility distribution to achieve efficiencies and better utilize resources			X		X
• Investigate options for obtaining water for sports field irrigation other than the purchase and use of water pumped from Lake Michigan			X		
• Investigate "other" methods for maintaining district properties (e.g. use of goats for invasive plant control, low mow, no mow areas, etc.)			X		
• Investigate traditional tasks and seek improved processes to maximize utilization of resources (e.g. mowing, field maintenance, etc.)			X		
• Assess existing fleet and look to consolidate equipment when appropriate, consider addition indoor storage locations for equipment to reduce accelerated deterioration for being exposed to weather			X		
• Complete Field Use Study to assess current Athletic Field usage levels and determine best practices to maintain playability for current and future needs					X
• Continue to seek and pursue opportunities that are environmentally friendly and promote sustainability for the District's Day to Day operations			X		
• Establish low and no mow areas on the golf course and in the parks that can be maintained as native prairie grass to reduce maintenance inputs and impact on the environment			X		
• Seek opportunities to utilize energy efficient fixtures, bulbs, etc. whenever possible					X
• Focus on inter-departmental relationship building with members of the Finance Department and other departments					X

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• Work closely with the IAPD, IPRA, IGFOA, and GFOA on legislative and financial issues that will affect Park Districts			X		
• Develop a closer working relationship with other local governments within Downers Grove, DuPage County, and the Chicagoland area			X		
• Explore financial software packages that can create efficiencies, a better outlet to disseminate information, a more customer friendly user interface, and greater ability to use and analyze the wealth of information stored within this software			X		
• Analyze the effectiveness of Time Force and the current P-Card system to define the efficiency gained/loss, cost savings/lost, etc.			X		
• Continue to analyze and adapt the District's purchasing and accounts payable to streamline the process, making it fully electronic with updating of the District financial software package			X		
• Revise current policies and procedures to improve business processes and reduce and/or eliminate redundancies			X		
• Evaluate and revise job descriptions to align work product assignments and employee talents to job titles and descriptions			X		
• Annually review, update, and/or create District-wide processes, procedures, and policies for internal controls			X		
• Evaluate accounting software that would offer a modern platform to maintain the District's financial data, while providing greater efficiency			X		
• Reduce/Eliminate 3-ply forms (ex. Purchase Orders) to electronic versions and place new forms on a Park District Intranet			X		
• Support the District's Green Committee			X		
• Focus on environmental sustainability to reduce carbon footprint by use of green office products such as hand soap, dish soaps and post-consumer recycled paper for copy			X		
• Additional employee contributions include: unplugging electronic devices when not in use, turning off lights when not in use, utilizing automatic infrared light switching technology and increasing electronic storage to reduce paper storage requirement			X		
• Continue to recognize safety initiatives of all Park District Staff			X		
• Continue to train Staff on safety objectives and promote the use of Perspectives, the Employee Assistance Program (EAP)			X		
• Recycle old phones, computers and other electronic devices			X		
• Update the monthly calendar to an online version utilizing Microsoft Outlook					X
• Prepare the Safety Committee for 2018 PDRMA Comprehensive Loss Control Review (LCR)			X		X
• Introduce PDRMA Online Claims processing for Accident/Incident, Property Loss, Vehicle and Injury/Illness Claim Forms					X
• Review and consolidate Central Files			X		X
• Have all full-time Supervisory Staff attend PDRMA's Human Resources Employment Liability Program (H.E.L.P. I and II in 2017)					X
• Train employees to recognize hazards and prevent workplace accidents			X		
• Continue the incentive reward program that recognizes employees who report safety hazards and improve safety of the District's employees and patrons			X		

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• Evaluate loss control efforts; educate employees on disaster preparedness			X		
• Utilize a paging system included with VOIP system to remotely alert to inclement weather or potential threats			X		
• Improve security systems to assist in community assurance of safe and secure environments			X		
• LifeLock® as an annual Identity Theft Protection for all Full Time Employees				X	
• Continue to Educate and Evaluate the use of Advocate Hospital for Workmen Comp Injuries and Pre-employment Physicals					X
• Continue to work with PDRMA to partner with Safety Trainings and new Safety Learning Objectives					X
• Continue to promote Perspectives our Employee Assistance Program					X
• Consistently monitor system, network health and availability			X		
• Daily log review for potential system anomalies in back-up systems, anti-virus programs, and email servers			X		
• Evaluate programs and software accessibility and functionality			X		
• Provide consistent technological support to staff			X		
• Utilize emerging technology for storage capabilities that will eliminate multiple servers and create a single storage database			X		
• Reduce storage footprints by nearly 50%			X		
• Protect and secure data more efficiently			X		
• Multiple storage back up points allowing for improved data management and recovery during disasters and system failures			X		
• Position infrastructure to facilitate installation of remote access control to allow ease of accessibility to facilities by staff and community			X		
• Interface desktop workstations with single storage database reducing loss of data and easier recovery in the event of a disaster or system failure, virtually eliminating end user CPU failure as all storage occurs in central single storage database			X		
• Emphasize technology to provide substantial advancements and opportunities for automated door accessibility, expand play pass functionality to offer multiple accessibility points, automated door locking mechanisms for remote washroom facilities, automated park lighting and increased security systems			X		
• Protect and secure data more efficiently			X		
• Develop a Plan of Action to clean up and organize the drives and folders					X
• Develop Standard Operating Procedures for IT functions such as new user account, phone log in reset, etc.					X
• Prepare for PDRMA 2018 comprehensive Loss Control Review (LCR) and identify and implement improved performance and efficiencies			X		X
• Online PDRMA claim processing to be implemented from front line staff to Supervisors to Safety Review Staff					X

DOWNERS GROVE PARK DISTRICT STRATEGIC THEMES AND GOALS 2017

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2017	REMOVED
<ul style="list-style-type: none"> Expand the intranet for additional forms, policies and job descriptions 			X		X
<ul style="list-style-type: none"> Develop an employee orientation process creating a District wide unified training approach for full-time staff 			X		X
<ul style="list-style-type: none"> Organization of records area and eliminating old electronics (recycle when capable) 			X		
<ul style="list-style-type: none"> Revise current District Services policies and procedures to streamline business processes and reduce and/or eliminate redundancies 			X		
<ul style="list-style-type: none"> Support the District's Green Committee and implement District efforts in the office 			X		
<ul style="list-style-type: none"> Focus on environmental sustainability to reduce carbon footprint by use of green office products such as hand soap, dish soaps and post-consumer recycled paper for copy 			X		
<ul style="list-style-type: none"> Additional employee contributions include: unplugging electronic devices when not in use, turning off lights when not in use, utilizing automatic infrared light switching technology and increasing electronic storage to reduce paper storage requirements 			X		
<ul style="list-style-type: none"> Encourage double-sided printing to the copier instead of local printers 			X		
<ul style="list-style-type: none"> Recycle old phones, computers and other electronic devices 					X