



2018-19 DEPARTMENTAL GOALS AND OBJECTIVES– COMBINED

STAFF LISTING

STAFF	STAFF NAME	POSITION	DEPARTMENT
RF	Rita Fletcher	Executive Director	Administration
KR	Kevin Romejko	Superintendent of Business Services	Business Services
DE	Dale Erdman	Information Technology Manager	Business Services
JK	Judy Kopka	Human Resources Manager	Business Services
PM	Patti Mancini	Accounting Manager	Business Services
KO	Kelly O'Brien	Superintendent of Parks & Planning	Parks & Planning
DT	Dan Touzios	Parks & Athletic Fields Manager	Parks & Planning
LM	Larry Mann	Facility Maintenance Manager	Parks & Planning
PP	Pete Pratt	Project, Golf & Landscape Manager	Parks & Planning
TBD		Facility Maintenance Manager	Parks & Planning
KD	Kimberly Dasbach	Superintendent of Recreation	Recreation
SF	Stephanie FitzSimons	Marketing Manager	Recreation
JH	Josh Handelsman	Recreation Manager	Recreation
KM	Katie Mix	Recreation Manager	Recreation
DM	Dan Mitchell	Environmental Education Manager	Recreation
EE	Eric Eichholz	Recreation Manager	Recreation
LH	Lynsey Heathcote	Superintendent of Special Facilities	Special Facilities
JMP	Johnny Pacheco	Health & Fitness Manager	Special Facilities
DL	Dave Littwin	Aquatics Manager	Special Facilities
AM	Amy McKinley	Office Manager	Special Facilities
NS	Nick Serritella	Scheduling Manager	Special Facilities
PTP	Peter T. Pope	Superintendent of Villa Olivia	Villa Olivia
TBD		Food & Beverage Manager	Villa Olivia
JP	Jason Poblocki	Golf & Ski Operations Manager	Villa Olivia

STATUS REPORT KEY

COMPLETE	This work is complete, listing month and year of completion.
IN PROGRESS	This work has begun and should be complete this Fiscal Year.
DEFERRED	This project will not be worked on this Fiscal Year, see listed explanation.

BARTLETT PARK DISTRICT DEPARTMENTAL GOALS & OBJECTIVES – 2018-2019

ADMINISTRATION

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Oversee the renovation of Schrade Gym	RF	October 2018	
2.	Create a 12 month task timeline for the Executive Director position.	RF	March 2019	

BUSINESS SERVICES

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Create and administer an Internal Customer Service Satisfaction Survey, analyze results, and execute action plans to address identified areas of improvement.	KR/PM/JK/DE	April 2019	
2.	Investigate new methodologies available by which to improve monthly inventory processes.	PM	August 2018	
3.	Investigate ways by which to streamline the accounts payable and accounts receivable processes.	PM	February 2019	
4.	Investigate new full-time staff evaluation tools and present options to Superintendents and Executive Director.	JK	November 2018	
5.	Develop and implement electronic new hire/rehire process so as to greatly reduce the District's carbon footprint.	JK	February 2019	
6.	Create 12-month task timeline for the Information Technology Manager position.	DE	October 2018	
7.	Research new methods of remote connectivity and evaluate their effectiveness and costs.	DE	March 2019	
8.	Research project management resources to enhance efficiencies, establish project timelines and measure project outcomes.	KR	February 2019	
9.	Create 12-month task timeline for the Superintendent of Business Services position.	KR	October 2018	

PARKS & PLANNING

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Research and conduct a customer service training for parks department staff.	DT	September 2018	
2.	Develop and implement written playground maintenance service level guidelines.	DT	December 2018	
3.	Cross-train staff responsibilities to ensure job tasks are able to be completed by multiple staff members.	DT	April 2019	
4.	Develop a new preventative maintenance plan and facility cleaning schedule for the newly renovated Schrade Gym Facility.	LM	September 2018	
5.	Review and update facilities custodial maintenance work plan and preventative maintenance timelines.	LM	February 2019	
6.	Educate and train staff on how to properly communicate and/or respond to internal staff and patrons.	LM	October 2018	
7.	Create a procedure and maintenance manual for AO Golf Irrigation Systems (startup and shut down).	PP	December 2018	
8.	Develop a fleet maintenance work order system to improve process and efficiencies.	PP	February 2019	
9.	Create an inventory, evaluation process and replacement schedule for the park district's asphalt parking lots, driveways and pathways.	PP	October 2018	
10.	Create a monthly facility maintenance work plan. Include a timeline of inspections, routine maintenance, etc.	Fac Mgr	April 2019	
11.	Update the procedure manual for BAC and Leiseberg Spray Park and create a procedure manual for Blue Heron Spray Park.	Fac Mgr	November 2018	
12.	Create a document of repair parts and fixtures for BCC to adequately stock inventory to reduce repair times.	Fac Mgr	January 2019	
13.	Review and evaluate all current contractual services and compile contracts to create a timeline of services and expiration dates.	KO	December 2018	
14.	Reorganize and update park files all in one location. Review and organize park's shared drive folders.	KO	April 2019	

RECREATION

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Create a teaching curriculum for the Boy Scouts new S.T.E.M. Merit Badge Programs.	DM	August 2018	
2.	Create an instructor checklist and procedures to be used while working with renters prior to birthdays, Scout workshops, overnights and schools.	DM	June 2018	
3.	Add four instructor customer service trainings throughout the year that will focus on internal and external customer service practices.	DM	March 2019	
4.	Investigate where best to utilize electronic evaluations and implement.	DM	October 2018	
5.	Create a year-long task timeline for the Environmental Education Manager and Nature Center Coordinator positions.	DM	April 2019	
6.	Work with managers on creating a call to action on the main website pages.	SF	September 2018	
7.	Establish an internal system for Managers to boost their own Facebook posts.	SF	March 2019	
8.	Create a year-long task timeline for the Marketing Manager and Marketing Assistant positions.	SF	April 2019	
9.	Create an electronic/PowerPoint marketing training for new Managers.	SF	December 2018	
10.	Become involved in the Active Adult Networking group and investigate program/trip co-op opportunities.	KM	February 2019	
11.	Investigate drop-off and pick-up procedures for preschool to determine if there is a more efficient process for our users.	KM	December 2018	
12.	Develop a Customer Service Training for Summer Camp staff to incorporate into the Summer Camp Staff Training Manual.	KM	May 2018	
13.	Create a year-long task timeline for the Recreation Manager and Preschool Coordinator positions.	KM	April 2019	
14.	Develop and implement a new marketing campaign for Schrade Gymnasium.	EE	September 2018	
15.	Develop and implement two new events/programs for youth/teens.	EE	February 2019	
16.	Create frequently asked question sheet for the front line and program staff to use to streamline communication about programs.	EE	December 2018	
17.	Create staff procedure and rental set-up manual for Schrade Gymnasium.	EE	January 2019	
18.	Become involved with the IPRA School Age Committee.	JH	April 2019	
19.	Develop and implement two new non-traditional sport classes.	JH	December 2018	
20.	Develop a Customer Service Training for Open Gym staff to incorporate into the Open Gym Training Manual.	JH	October 2018	

No.	GOAL	STAFF	COMPLETION	STATUS
21.	Review shared drive files and folders; organize and make it user friendly for staff.	KD	March 2019	
22.	Create a 12 month task timeline for the Superintendent of Recreation position.	KD	April 2019	

SPECIAL FACILITIES

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Develop a customer service standard to be implemented into aquatics training for all frontline staff.	DL	November 2018	
2.	Construct a swim instructor shadow training program that effectively prepares new swim instructors to instruct the participants in the Bartlett Swim Academy.	DL	October 2018	
3.	Develop a Bartlett Swim Academy Procedure Manual for swim lesson instructors.	DL	November 2018	
4.	Create a year-long task timeline for the Aquatics Manager position.	DL	February 2019	
5.	Evaluate the Oak Room bar options and consider creating a customized menu and price list (including specialty/craft beers and top shelf liquor) to better meet the needs of the changing clientele.	NS	October 2018	
6.	Host an adult-themed special event or program in the Oak Room.	NS	February 2019	
7.	Seek opportunities to host a unique event/expo in the Community Center gymnasium.	NS	April 2019	
8.	Develop post-event follow up guidelines for all patrons to include a thank you, the opportunity to complete an electronic survey and an invite to rent again.	NS	July 2018	
9.	Create an electronic survey to gather feedback on the customer service experience at the Community Center Registration Office. Consider all distribution options including email, at point of sale (tablet), website link.	AM	November 2018	
10.	Develop orientation guidelines for new registration counter employees, including customer service expectations, to ensure a smooth integration and familiarization with the District's many offerings and services.	AM	March 2019	
11.	Investigate restructuring our current Refund Policy to reflect the changing needs of our patrons and focus on providing a more positive approach to customer service.	AM	September 2018	
12.	Review and update all of the health club Policies and Procedures to reflect current operations. This includes creating a separate procedure manual for supervisors/coordinators and front desk attendants.	JP	January 2019	
13.	Create a new mind body program and explore the possibility of offering this program as a drop-in/scan pass option rather than registration based classes.	JP	October 2018	
14.	Develop a customer service plan for LIFECENTER front desk attendants focusing on telephone etiquette to ensure correct information is consistently delivered.	JP	July 2018	
15.	Evaluate the current key assignment and tracking system and consider implementing a new system to better manage the keys, specifically for BCC.	LH	February 2019	
16.	Evaluate the current registration procedures and consider making changes to simplify the process by reducing the amount of information needed, providing greater flexibility to register non-household members and speed up the process.	LH	September 2018	

No.	GOAL	STAFF	COMPLETION	STATUS
17.	Expand the district's social media presence by creating and managing a LinkedIn profile/account on behalf of the Bartlett Park District.	LH	June 2018	

VILLA OLIVIA

No.	GOAL	STAFF	COMPLETION	STATUS
1.	Do a comprehensive analysis of all customer "touch points" at the entire facility, evaluating our customer service, and develop a formal plan to improve customer experiences.	PTP	July 2018	
2.	Evaluate the current key assignment and tracking system and consider implementing a new system to better manage the keys.	PTP	November 2018	
3.	Investigate and document a plan and costs to provide surveillance cameras to Main parking lot and maintenance areas.	PTP	January 2019	
4.	Research if it is viable to bring an ATM to Villa Olivia.	F & B Mgr.	July 2018	
5.	Bring in outside speaker to present a Customer Service workshop to Food & Beverage service staff. Develop a detailed Customer Service Plan.	F & B Mgr.	October 2018	
6.	Research, evaluate and develop an annual calendar of profitable public events to be held at Villa Olivia.	F & B Mgr.	January 2018	
7.	Investigate and compile a report of options for online or RecTrac registration for Ski Lessons and programs.	JP	July 2018	
8.	Evaluate viability of offering an improved, large-scale, Winter Special Event at Villa Olivia.	JP	August 2018	
9.	Create a yearlong task timeline for the Golf & Ski Manager position.	JP	November 2018	

Executive Director Approved:

Board Reviewed: