



## 2019-2020 DEPARTMENTAL GOALS & OBJECTIVES

### 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
AR	Alison Reicher	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
JZ	John Zenino	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
ANM	Alison Mielitz	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
SH	Scott Hardy	Food & Beverage Manager	Villa Olivia
KH	Karen Haywood	Golf & Winter Sports Manager	Villa Olivia

### STATUS REPORT KEY

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

## BARTLETT PARK DISTRICT 2019-2020 DEPARTMENTAL GOALS & OBJECTIVES

### *ADMINISTRATION*

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Investigate creating a branding strategy for the park district.	RF, KD, PTP, KO, KR, LH	March 2020	
2.	Investigate different options to enhance the operations at Villa Olivia.	RF & PTP	October 2019	

### *BUSINESS SERVICES*

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Investigate new methods to improve monthly accounts receivable processes.	PM	November 2019	
2.	Create 12-month task timeline for the Accounting Manager position.	PM	February 2020	
3.	Research the potential benefits and costs of moving to the new version of the District's current time and attendance software.	AR	October 2019	
4.	Research and evaluate web based training modules to create a more structured part-time onboarding and training process.	AR	March 2020	
5.	Create a staff onboarding and separation checklist.	AR	July 2019	
6.	Investigate viability and costs of a cloud base shared electronic storage system.	DE	October 2019	
7.	Research information technology electronic help desk ticketing system.	DE	December 2019	
8.	Research payment methods to improve efficiencies and provide an increased benefit to the District.	KR	February 2020	
9.	Investigate credit card processors and determine if the District should remain with current vendor.	KR	October 2019	
10.	Investigate alternative methods to audit, monitor, and manage upgrades and maintenance of IT hardware.	DE	March 2020	

### *PARKS & PLANNING*

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Improve in-house staff training. Develop training agendas for production mowers, zero-turn mowers, and ballfield rake operations.	DT	February 2020	
2.	Review and update a key inventory for parks department employees.	DT	August 2019	

NO.	GOAL	STAFF	COMPLETION	STATUS
3.	Research a solution for infield drainage issue at Koehler fields.	DT	November 2019	
4.	Research a fall protection safety equipment needed for buildings.	LM	August 2019	
5.	Review current building preventative maintenance contractual services and develop RFP's. Obtain comparative pricing to evaluate current contracts.	LM	October 2019	
6.	Evaluate current rental clean-up package to ensure cost is adequate with labor and supply expenses.	LM	January 2020	
7.	Create a 12 month task timeline for the Project, Golf and Landscape Manager position.	PP	April 2020	
8.	Develop a landscape plan for improving the turf conditions at Bartlett Park. (north side shaded area)	PP	July 2019	
9.	Improve in-house staff training. Develop and implement training program for chainsaw safety and chipper operations and Boom Sprayer.	PP	February 2020	
10.	Create a procedure for startup and shut down of drinking fountains.	JZ	December 2019	
11.	Update the procedure manual for Leiseberg Spray park and create a procedure manual for Blue Heron Spray park.	JZ	October 2019	
12.	Develop a document to start tracking Rooftop Units repairs and cost for BCC.	JZ	March 2020	
13.	Create a 12 month task timeline for the Superintendent of Parks and Planning position.	KO	April 2020	
14.	Review and update Memorial Tree Program.	KO	August 2019	

### **RECREATION**

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Create schedule, timeline and resource planning tool for Earth Day, Winterfest & the Zombie Run.	DM	March 2020	
2.	Create a Facility Operations and Guidelines Manual for the Nature Center.	DM	November 2019	
3.	Evaluate and create a yearlong task timeline of Office Staff and Animal Care Staff.	DM	January 2020	
4.	Create a Marketing Department schedule, timeline and check list for seasonal events/programs to ensure consistency from year to year.	SF	November 2019	
5.	Create an external form template and style guide to streamline the look of forms throughout the district.	SF	August 2019	

NO.	GOAL	STAFF	COMPLETION	STATUS
6.	Work with each department on creating benefits based marketing descriptions to showcase and communicate the value of our programs.	SF	August 2019	
7.	Develop contractors supply bins and implement procedure for drop off and pick up at front counter.	KM	February 2020	
8.	Develop a standardized onboarding and training checklist/plan for preschool staff.	KM	June 2019	
9.	Investigate additional preschool/early childhood programming options.	KM	December 2019	
10.	Oversee DCFS license renewal process.	KM	March 2020	
11.	Create yearlong task timeline for Recreation Manager position.	EE	March 2020	
12.	Develop additional marketing resources/materials for Schrade Gym.	EE	August 2019	
13.	Become involved with IPRA Facility Management Section by attending quarterly meetings.	EE	April 2020	
14.	Create a yearlong task timeline for the Recreation Manager position.	JH	April 2020	
15.	Create a Parent Handbook for Sports Camp.	JH	June 2019	
16.	Become involved with IPRA Recreation Section Athletics Committee by attending quarterly meetings.	JH	April 2020	
17.	Plan and create a Summer Craft Show or Pet Show.	JH	January 2020	
18.	Investigate ways to implement "age friendly" practices into the Bartlett Park District.	KD	March 2020	

### SPECIAL FACILITIES

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Review and revise all facility cancellation, deposit and rescheduling policies and update accordingly.	NS	February 2020	
2.	Investigate the ease and benefits of Reach TV and software integration to stream facility schedules in the Community Center lobby.	NS	April 2020	
3.	Update facility work order/room set up forms to improve the ease of use for staff and patrons.	NS	November 2019	
4.	Establish written guidelines for Managers with regards to improving communication with the Front Counter and staff.	AM	October 2019	

NO.	GOAL	STAFF	COMPLETION	STATUS
5.	Develop and maintain “Frequently Asked Questions” from specific areas of Park District operations to assist Front Counter staff to better answer guest questions and concerns.	AM	February 2020	
6.	Create and manage a shared folder to organize all current park district forms that the Front Counter staff might require to share with patrons.	AM	July 2019	
7.	Develop a new hire orientation manual for Splash Central staff, including lifeguards, swim lesson instructors, and cashiers, to ensure job requirements and expectations are clear.	ANM	August 2019	
8.	Design and implement an electronic survey to gather feedback from camps/groups and rentals at both aquatic facilities.	ANM	September 2019	
9.	Consider improving the appearance of Splash Central viewing room to make it visually more appealing and welcoming to patrons.	ANM	January 2020	
10.	Research a revenue generating plan to invest in a 3D body scanning/image machine and/or hydrotherapy massage chair.	JP	November 2019	
11.	Develop a proposal to transform the old physical therapy/TRX training area to better serve the changing needs of the <b>LIFECENTER</b> .	JP	September 2019	
12.	Investigate the possibility of hosting on-going fitness workshops/certifications.	JP	July 2019	
13.	Investigate different customer service philosophies and delivery methods.	LH	December 2019	

### VILLA OLIVIA

NO.	GOAL	STAFF	COMPLETION	STATUS
1.	Investigate alternative types of “over the snow” vehicles used for moving snow guns, transporting injured patron, moving equipment, etc.	PTP	January 2020	
2.	Create seasonal events, expanding Golf and Winter Sports cooperative events such as Turkey Shoot, Halloween Scramble, World Snow Day event, etc.	SH	June 2019	
3.	Develop and implement additional strategies to address food and beverage staffing difficulties.	SH	October 2019	
4.	Attend continuing education workshops or seminars addressing marketing, supervision and sales.	SH	February 2020	
5.	Plan and conduct customer service training for golf Pro Shop and Starter/Ranger staff.	KH	June 2019	

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6.	Investigate and compile a report on options for Online or RecTrac, GolfNow, or other registration for ski lessons and programs.	KH	August 2019	
7.	Collaborate with Human Resources Manager to improve Winter Sports Job Fair and hiring process.	KH	November 2019	