PARK DISTRICT of OAK PARK

MPOWER 2022 Q1 UPDATE

WHY MEASURE OUR PERFORMANCE?

DEMONSTRATE PROGRESS

DETERMINE EFFECTIVENESS

COMMUNICATE PRIORITIES

COMPARE PRESENT TO PAST AND FUTURE PERFORMANCE

DIRECTION TO ALLOCATE RESOURCES

TRANSPARENCY AND ACCOUNTABILITY

DECISION-MAKING

Staff meets quarterly to review positive and negative data trends

Identify reasons for trends

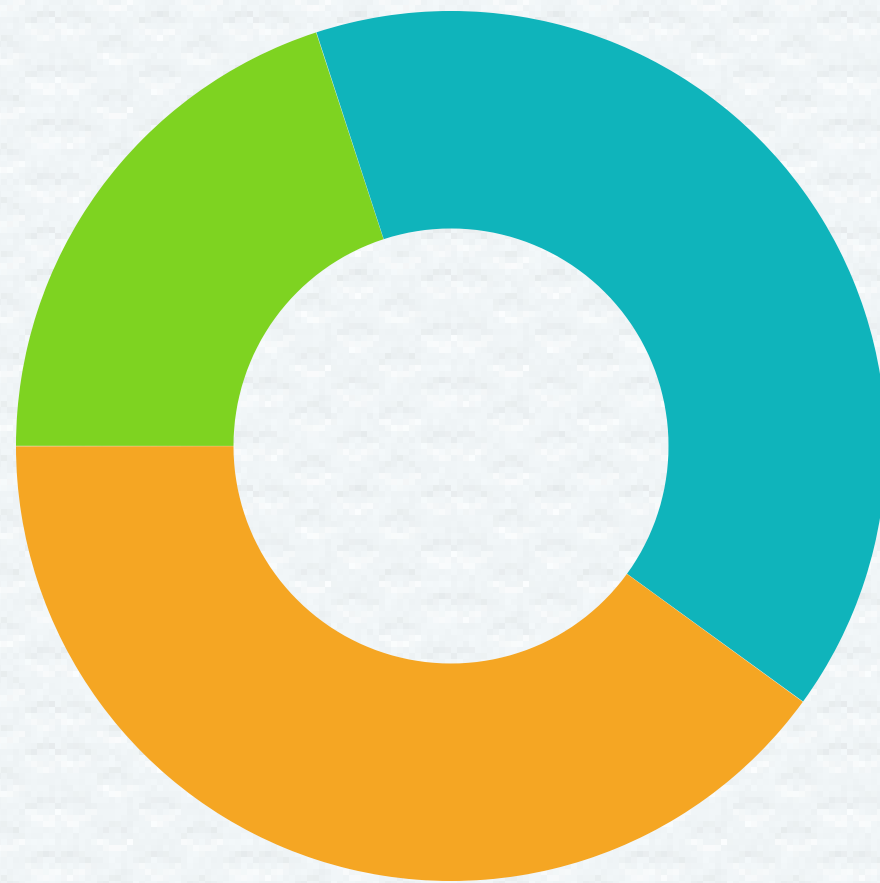Celebrate the wins and identify potential actions to improve

BOARD UPDATES

The Board receives an update quarterly
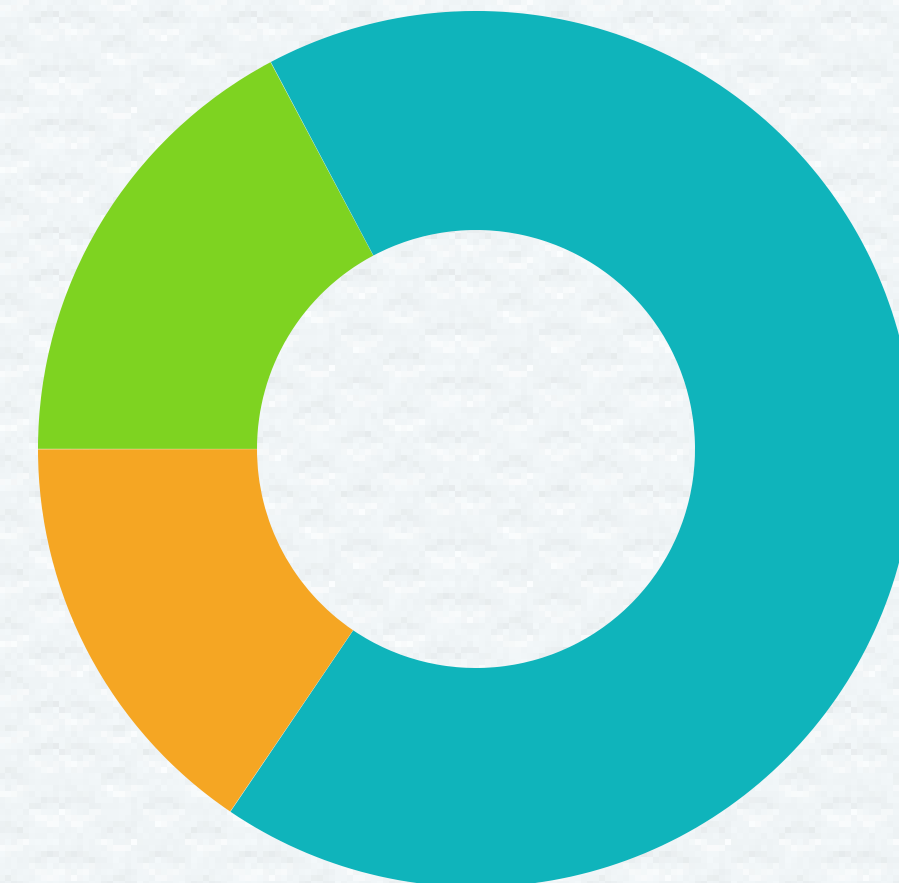
OVERALL GOAL PERFORMANCE YTD

2022 Strategic Plan Goals

- ■ Completed (20%)
- ■ In Progress (40%)
- ■ Not Started (40%)

2022 Budget Goals

- ■ Completed (17.24%)
- ■ In Progress (67.24%)
- ■ Not Started (15.52%)

The Park District has started or completed 60% of its Strategic Goals (20% complete) and over 84% of its Budget Goals (17% completed).

Strategic Plan Goals Completed for 2022:
Organizational Excellence - Apply For Gold Medal

Quality Infrastructure Management - Create a new staff sustainability committee to focus on education of staff and the community on the importance of sustainability

ORGANIZATIONAL AND STAFF EXCELLENCE

INTERNAL CUSTOMER SERVICE SATISFACTION: OVERALL QUALITY
on a 10 point scale

The average score, given by staff in the areas of Communication, Skills & Knowledge, Approachable & Available, Courteous & Helpful, Reliable Responsive, Understanding, Professional & Discrete, Forms, Technology, & Processes, Working in the Best Interest of the District, and Enables Me to Be More Effective.

What outcome are we trying to achieve?
- Organizational excellence

Who are the stakeholders impacted?
- Staff

What does the data say?
- Up slightly from 8.28 to 8.81 in 2021.
- Highest scores in "Working in best interest of the District"
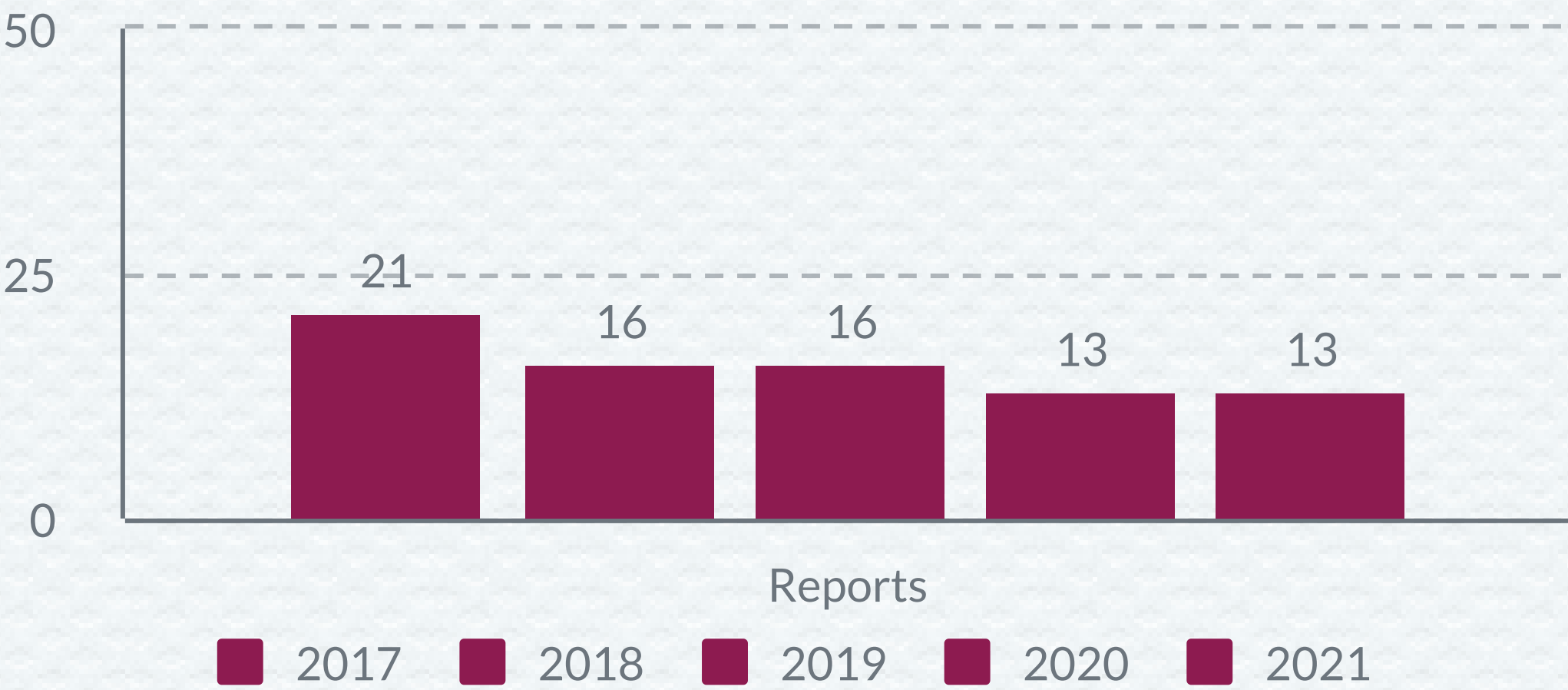- Lowest scores in "Communication" - still above 8.0 target

What is causing the data trend?
- Difficult to tell with the broad nature of the survey

What actions have we taken?
- Data will be separated into separate tables for Full Time and Part Time employees

ACCIDENT/INCIDENT CLAIMS SUBMITTED

The Park District defines the measurement as the number of accident and/or incident reports of a serious nature submitted to the Park District Risk Management Association (PDRMA) in the current year as reported by Park District staff.

What outcome are we trying to achieve?
- Organizational excellence

Who are the stakeholders impacted?
- Park users, participants, PDRMA, staff

What does the data say?
- Overall incidents remain lower than previous years
- Vandalism up slightly due to increase park usage during the pandemic
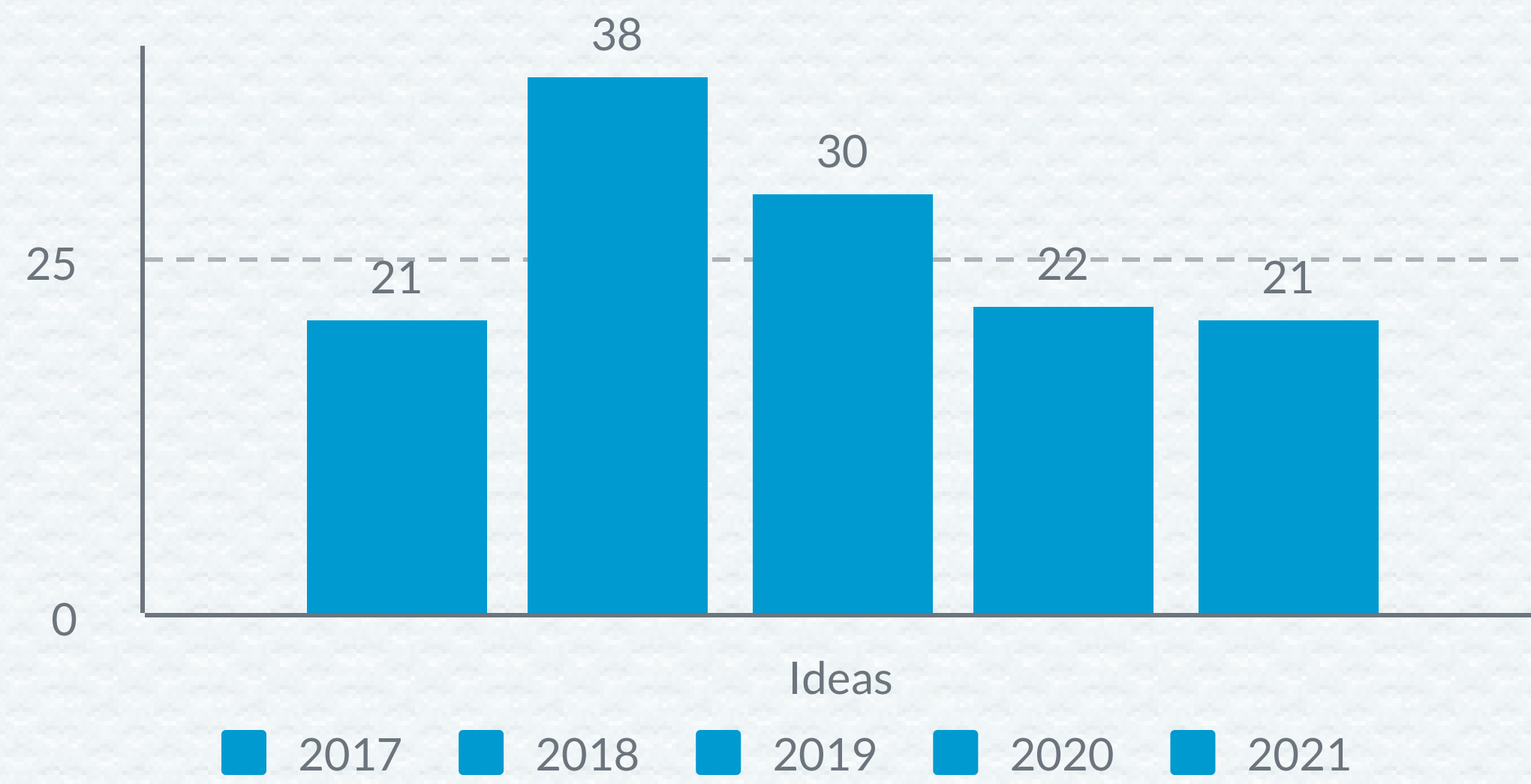
What is causing the data trend?
- Emphasis on safety training

What actions have we taken?
- Full time Risk Manager and Safety Committee being involved in all departments and all staff meetings

ORGANIZATIONAL AND STAFF EXCELLENCE

LAUNCH PAD IDEAS IMPLEMENTED

Bar chart showing Launch Pad ideas implemented by year:
- 2017: 21
- 2018: 38
- 2019: 30
- 2020: 22
- 2021: 21

Legend: 2017, 2018, 2019, 2020, 2021 (Ideas)

We define the measurement as the number of ideas implemented through the Park District's innovation management system, Launch Pad.

What outcome are we trying to achieve?
- Organizational excellence

Who are the stakeholders impacted?
- Staff, board, customers, community

What does the data say?
- Overall launch pad use has decreased, but a higher percentage of ideas are being implemented
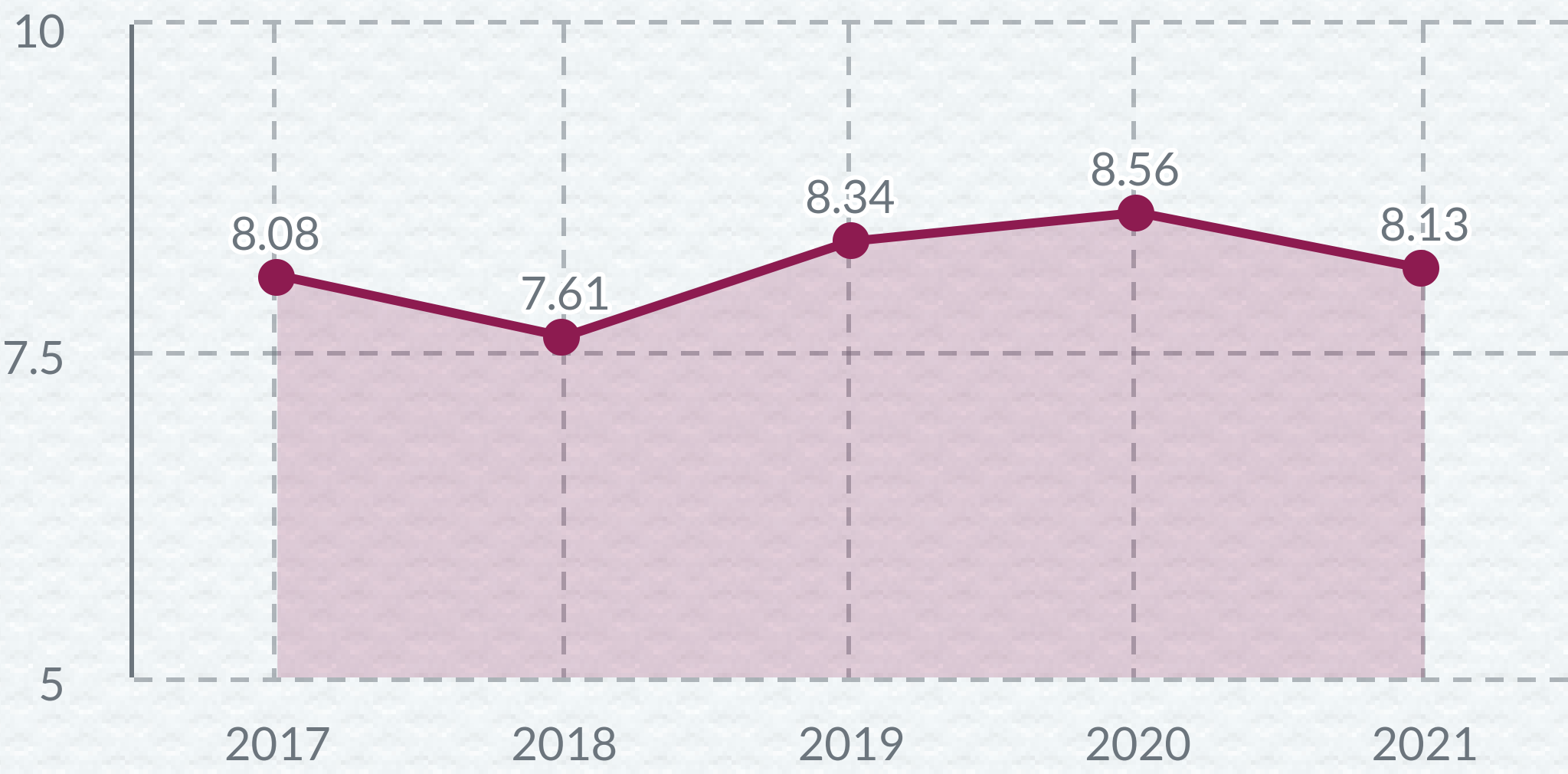
What is causing the data trend?
- Vacant staff positions
- Repurposing non-resident fees to CDM

What actions have we taken?
- Meeting with departments to turn Launch Pad ideas into budget goals
- Began discussions of a quarterly newsletter

TRAINING SATISFACTION

Line chart showing Training Satisfaction scores by year (scale 5-10):
- 2017: 8.08
- 2018: 7.61
- 2019: 8.34
- 2020: 8.56
- 2021: 8.13

The average "Overall Quality" score, on a scale of 0-10, given by staff through the Park District's Training Evaluation from the current year.

What outcome are we trying to achieve?
- Staff excellence

Who are the stakeholders impacted?
- Staff

What does the data say?
- Satisfaction down slightly, but still above the 8.0 target

What is causing the data trend?
- Majority of recent trainings have been web based
- There is a correlation between longer duration of training and lower scores

What actions have we taken?
- We have begun using QR codes to direct to the training survey in order to collect more scores