



**PARK DISTRICT**  
of OAK PARK



# MPOWER 2023 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**

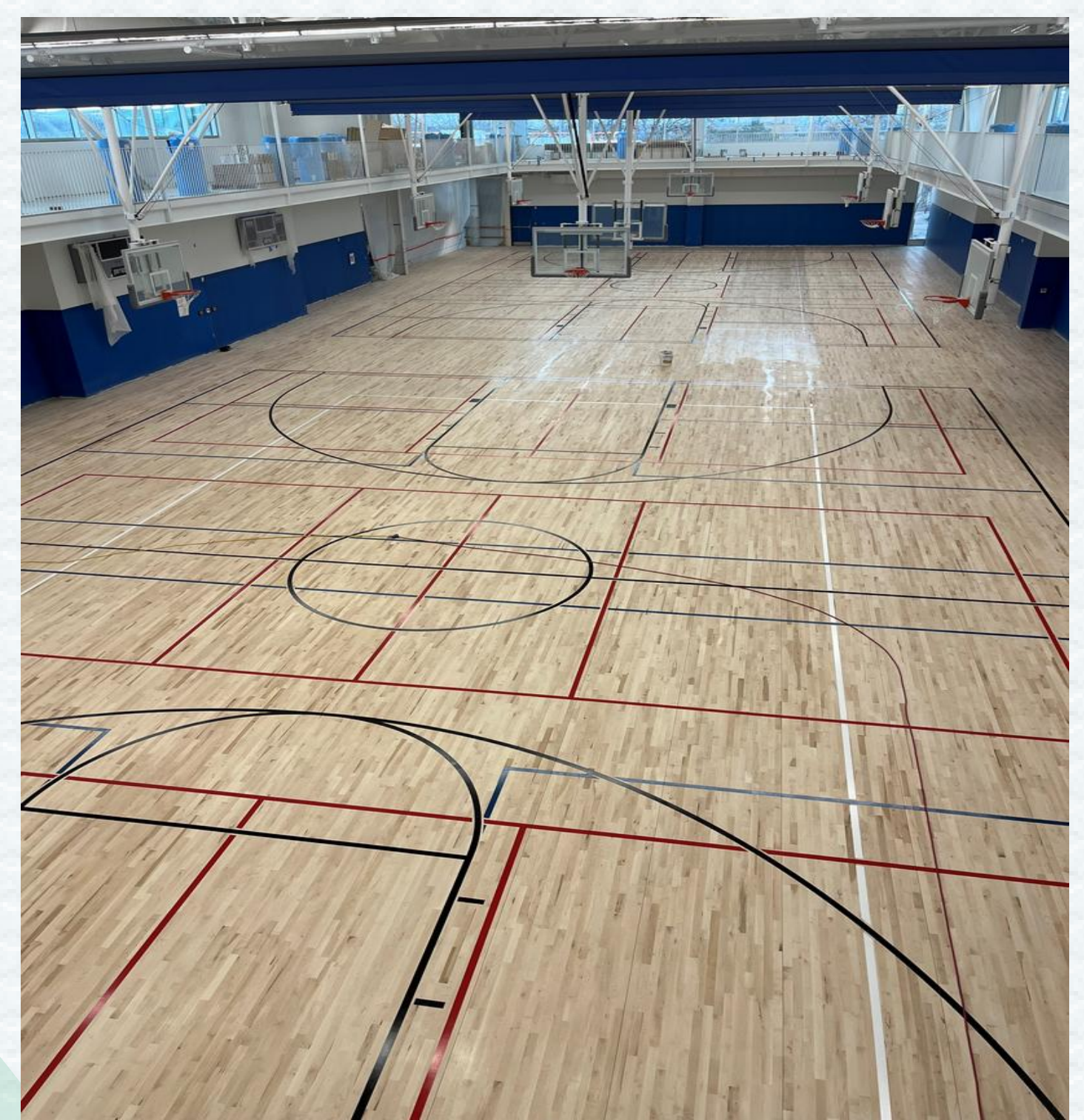


# DECISION-MAKING

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

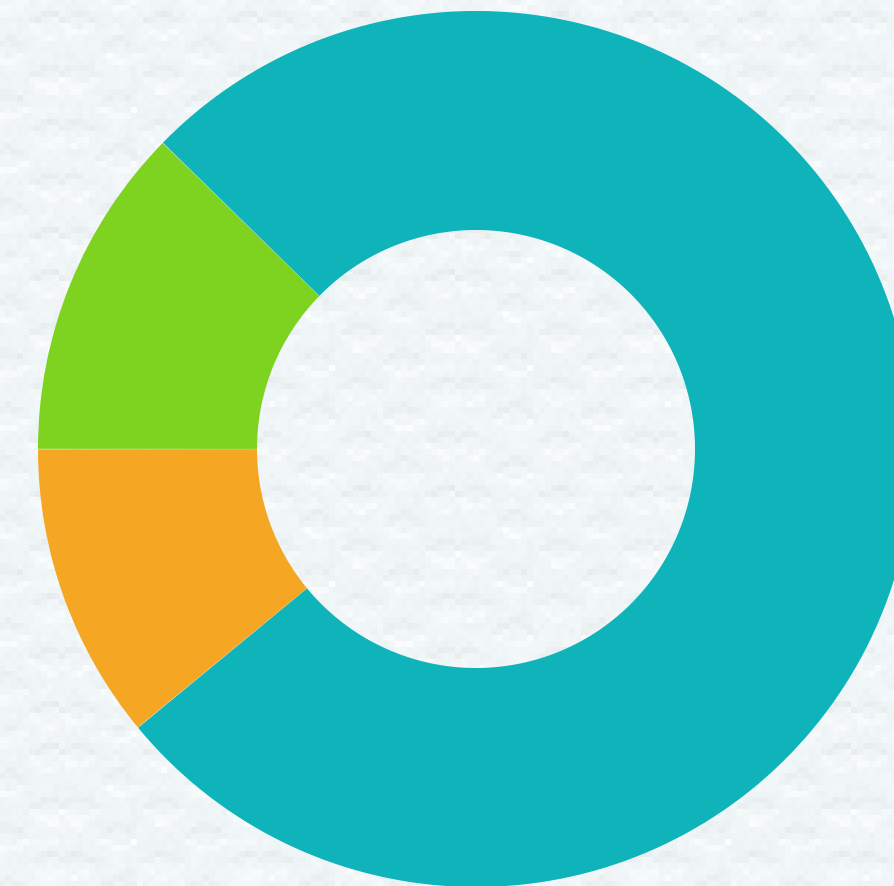
## 2023 Strategic Plan Goals

■ In Progress (100%)



## 2023 Budget Goals

■ Completed (12.33%)   ■ In Progress (76.71%)  
■ Not Started (10.96%)

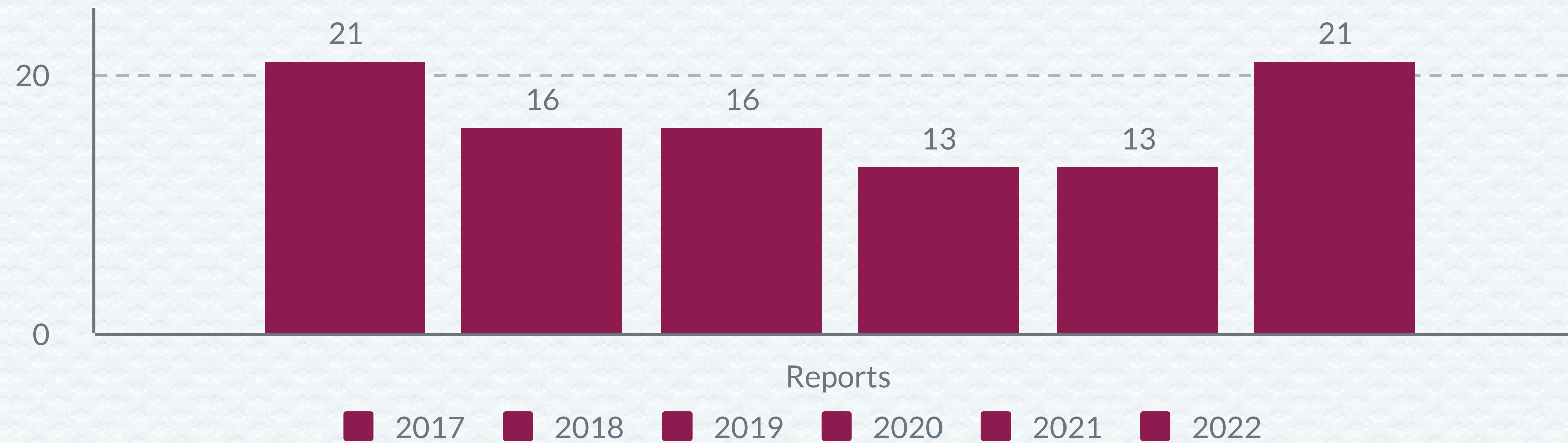


The Park District has started 100% of its strategic goals, and over 76% of its budget goals with an additional 12% of Budget Goals completed.

The 67% of the budget goals that have not yet been started are due to the goal not being scheduled until later in the year. The remaining goals are still scheduled but we do not currently have sufficient staff numbers to complete them.

# ORGANIZATIONAL AND STAFF EXCELLENCE

## 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 the data is trending in a positive direction
- There was a one year spike in 2020 of vandalism incidents
- Non-vehicle claims have been consistent since 2016
- Vehicle accidents increased from 6 in 2019 to 12 in 2022
- Majority of vehicle accidents occur when the driver is backing up

### What is causing the data trend?

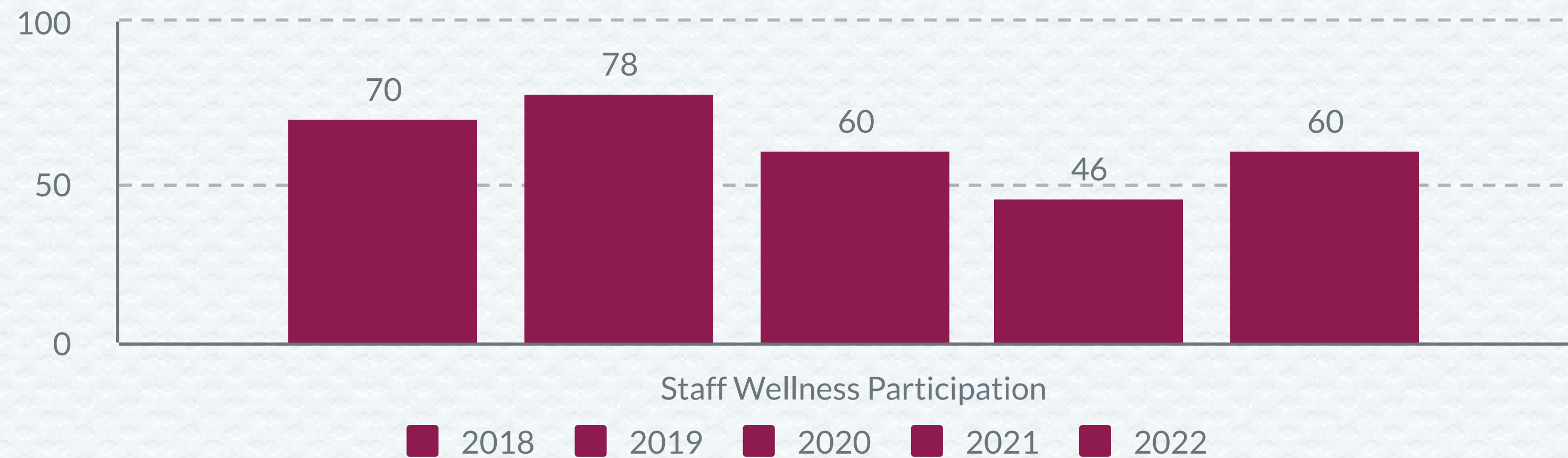
- Emphasis on safety training
- Lack of back up cameras in older trucks

### What actions have we taken?

- Full time Risk Manager and Safety Committee being involved in all departments and all staff meetings
- Resuming vehicle replacement in 2023

# ORGANIZATIONAL AND STAFF EXCELLENCE

## STAFF WELLNESS



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?

- Staff excellence

### Who are the stakeholders impacted?

- PDRMA
- Staff

### What does the data say?

- This chart is a combination of PDOP wellness incentives and PDRMA reimbursements to staff
- PDOP reimbursements have been consistent over the years, PDRMA's have varied more

### What is causing the data trend?

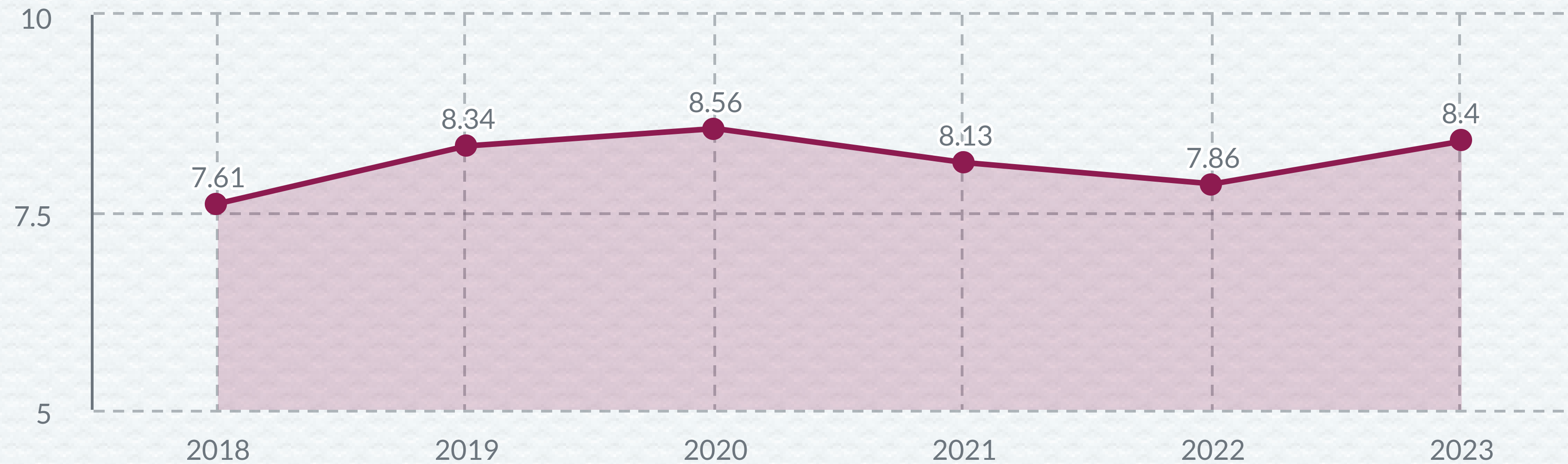
- PDRMA has expanded the eligibility for their program and switched to quarterly payments.

### What actions have we taken?

- When the CRC opens full time as well as year-round part time staff will be eligible for a membership.

# ORGANIZATIONAL AND STAFF EXCELLENCE

## TRAINING SATISFACTION



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 in 2022, but so far has had a sharp rebound in 2023.

### What is causing the data trend?

- There was one very poorly received training in 2022. Excluding that score, the rest of the scores for the year were above our 8.0 target.
- Staff prefer online training options with a facilitator present as opposed to unmonitored trainings.
- Scores have increased since the hiring of a Training and Innovation Manager.

### What actions have we taken?

- We have hired a Training and Innovation Manager in December 2022.
- We are offering more in person and facilitated virtual trainings.