

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

COMPLETED
ON-GOING
DEFERRED
NEW IN 2016
REMOVED

COMMUNITY FOCUSED

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
CUSTOMER SERVICE					
<i>Create a Customer Service centered organization</i>					
<u>Recreation</u>					
• Develop plan to allow full-customer service at both the LC and RC during operating hours including the utilization of current Building Supervisors	X				
• Provide front-line and facility staff with upgraded uniforms for consistency	X				
• Provide equal customer service amongst all district locations: RC, LC, LW, GC, MUS and Admin			X		
• Implement POS and Registration at Museum	X				
• Establish consistent hours of operations for beer cart at Golf Club	X				
• Overall higher level of customer service and friendliness at Golf Club			X		
• Work with Rec 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 through my personal interactions with the public and golf staff interaction with the public through customer service training and expectations					X
<u>Operations & Development</u>					
• Provide hotline for the reporting of damage and maintenance issues that arise in the Parks, that is staffed by a 24 hour a day answering service			X		
• Addition of a Security Guard at McCollum Park on Friday and Saturday evenings to provide a presence that will promote a positive environment for all park users			X		
<u>Financial Services</u>					
• Provide excellent, internal customer support to our fellow employees and the Board of Commissioner's			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		
• Create and/or maintain 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				
<u>District Services</u>					

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
• 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	X	
MARKETING COMMUNICATION					
<i>Increase awareness of District offerings and improve communication with the community</i>					
<u>Recreation</u>					
• 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	
<u>Operations & Development Department</u>					
• 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	
<u>Financial Services</u>					
• Post financial documents on the Park District website to facilitate transparency and foster community trust and awareness			X		
• Provide reports and presentations at Board Meetings that are informative, easy to understand, and transparent			X		
<u>District Services</u>					
• Communicate quickly and accurately with the Downers Grove Police Department			X	X	
PROGRAMMING					
<i>Seek opportunities to increase programming opportunities for community, while enhancing current and developing new district wide special events for the betterment of the entire community</i>					
<u>Recreation</u>					
• Events					

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
* 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
* Implement Mother/Son event in partnership with the Downers Grove Jr. Women's Club		X			
* Review and revise/create Incident Action Plans for all events			X		X
* Develop a community wide Special Events Calendar with goals of which events we may want to attempt to enter into as a partner		X			X
* Create a master volunteer contact list for all areas		X			X
* Create special events at the Clubhouse during the season. Ideas include cookouts during golf majors, creating a "family fun day" 2 to 3 times during the season					X
* Assist Golf Course Manager with creating events in the off season					X
* Develop an offseason plan with special events Staff to create Clubhouse activities that would interest residents					X
* Evaluation of all fees with proposed fee increases beginning in Winter 2016					X
* Connect with area haunted houses to promote and expose our Haunted House to obtain broader, larger audience					X
* Grow Chilympics Chili Cook-Off Event to include more activities, in hopes of becoming a larger fall festival					X
• Programs					
* Research and develop Flag Football League		X			
* Reduce program cancellation rate to 20%			X		
* Increase returns on program evaluations to 20%			X		
* Review and recommend fee increases for all programs to be implemented in winter 2016					X
* Implement incentive program for program evaluations					X
* Develop over-all camp strategies for full-day and ½ 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		
* Increase birthday party participation by 20% through increased offerings and higher level of customer service		X	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 partnerships and sponsorships			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

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
* Downers Grove School of Dance/Arts Showcase in Summer of 2015			X	X	
* Cultural Arts Performance Camps @ Fishel Park			X	X	
* Research opportunity to introduce four permanent pickle ball courts in the gymnasium. Collect pricing to remove existing badminton lines and replace each court with new lines					
* 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. This would be in response to Downers Grove schools moving towards full day Kindergarten)				X	
* Develop NFL flag football league into a main league for future season. Conduct coach/player training and develop a relation with surrounding towns to increase our enrollment and create games against neighboring towns				X	
* Develop Pickle Ball League				X	
* Research and develop expanded overnight trips, including international				X	
* Research/Develop Before and After School Program				X	
* Investigate the option of outreaches into the schools or parks using the Resident Naturalist modal				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 the same opportunity 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 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	
<u>Operations & Development</u>					
• Seek to expand outdoor winter activities including additional ice skating opportunities		X			
<u>Financial Services</u>					
• 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 our programming needs		X			
FISCAL INTEGRITY					
COMMITMENT TO LONG TERM PLANNING					
<i>Develop Park District Master Plan that utilizes information gathered from the strategic planning process to develop an</i>					

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
-----------	----------	----------	-------------	---------

updated Comprehensive Open Space Master Plan.				
Recreation				
• 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		
• 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
Operations & Development Department				
• Complete draft copy of Open Space Master Plan for review by mid-September, 2015		X		X
• Establish criteria for rating fleet vehicles and equipment to determine priority in replacement				X
• Establish criteria for rating Playgrounds to establish priority in replacement				X
• Contract to have an asphalt Assessment conducted on all parking areas and pathways to establish long term estimated costs of maintaining district holdings				X
• Update Assetmax inventory database for use with GIS and Internal planning use		X		X
• Address issues as defined in the ADA Transition Plan		X		
Financial Services				
• Schedule and conduct an audit for May 2014 through December 2014 FYE	X			
• Provide monthly reporting to the management and Board, while ensuring proper journal entries and reconciliations		X		
• Perform an audit each fiscal year, publish annual financial statements and apply for the Certificate of Achievement for Excellence in Financial Reporting annually		X		
• File all required documents with the County of DuPage including: the Annual Tax Levy, Bond Abatement, Combined Annual Budget and Appropriation Ordinance, Certification of Estimates of Revenues for the Fiscal Year, Treasurer's Report and various Ordinances/Resolution		X		
• Prepare for the Fiscal Year 2015 Audit, conducted during the Spring of 2016				X
• Ensure that the District's Debt Payments are made in a timely manner		X		
• Research ways to improve the District's Cash Flow and Investment Strategies				X
District Services				
• Research and implement ways to save money utilizing new technology that makes the Park District more efficient		X		X
CAPITAL PLANNING				
Commit to systematic and ongoing upkeep and replacement of District assets through the study of capital needs and trends				
Recreation				
• Implement Lincoln Center renovation, including, first, third, fourth and fifth floor changes, budget depending			X	

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
• Update Lincoln Center Kitchen for improved programming/rental opportunities				X	
• Apply for funding opportunities for completion of interpretive signage throughout Wandschneider Park			X		
• Update basketball goals with-in District #58 schools as budget allows for improved programming opportunities			X		
• Create and implement Rec Center lower level check-in point for higher level safety and customer service	X	X			
• Purchase 24 passenger van				X	
• Evaluate Lincoln Center first floor for alternate "Welcome Center" plan	X				
• Update Lincoln Center 3rd floor	X				
• Re-purpose Lyman Woods storage for more functional office space, including possible storage building			X		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		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
• Research and secure costs to replace all low efficient lighting in the gymnasium and parking lot for high efficiency lighting					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. Determine final costs and timeframe to accomplish					X
<u>Operations & Development</u>					
• 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		
• 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
<u>Financial Services</u>					
• 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		
• Provide detailed information to facilitate long term capital planning			X		
• Work with the Management and the Board to create a short-term and long-term capital improvement program that corresponds with our financial ability					X
<u>District Services</u>					
• IT research, inventory current and future technological needs and develop a technology lifecycle plan			X		X

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

COMPLETED
ON-GOING
DEFERRED
NEW IN 2016
REMOVED

DYNAMIC ORGANIZATIONAL ENVIRONMENT

STAFFING AND CONTINUING EDUCATION

Commit to the ongoing development of quality staff through Continuing Education and Growth and the establishment of succession planning that provides for the long term stability of the organization

Recreation

- Develop an improved plan for more effective coaching trainings
- Develop improved training and expectations for camp staff
- Continue to offer continuing educational opportunities to all FT staff both locally and nationally where applicable
- Develop and implement Active Intruder Response Policy and Procedures with-in facilities

Operations & Development

- Work with staff members to establish relationships that lead to productivity, mutual respect, and long term job satisfaction
- Continue to encourage professional development and education through local and national conferences and webinars
- Assess current staffing levels and skills to determine areas for training and improvement
- Establish a succession plan for department, evaluate specific skills that will need to be developed to ensure proper coverage

Financial Services

- Invest and empower employees to seek additional educational opportunities to increase knowledge and incorporate new techniques into business processes
- Increase productivity by networking and leveraging empowered staff to develop and improve policies and procedures and streamline methodologies
- Utilize memberships to IGFOA, GFOA, IPRA, etc. to their full potential
- Apply the resources and skills gained from the Leadership and Innovation training that the Directors will receive during the fall of 2015

District Services

- Invest and empower employees to seek additional educational opportunities to increase knowledge and incorporate new techniques into business processes
- Increase productivity by networking and leveraging empowered staff to develop and improve policies and procedures and streamline methodologies

OPERATIONAL EXCELLANCE

SAFETY

Commitment to providing a safe environment to residents, visitors and staff

District Services

- Train employees to recognize hazards and prevent workplace accidents
- Continue the incentive reward program that recognizes employees who report safety hazards and improve safety of the District's employees and patrons
- Evaluate loss control efforts; educate employees on disaster preparedness
- Utilize a paging system included with VOIP system to remotely alert to inclement weather or potential threats

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
<ul style="list-style-type: none"> • Improve security systems to assist in community assurance of safe and secure environments 			X		
<ul style="list-style-type: none"> • Evaluate NIMS guidelines 	X	X			X
<ul style="list-style-type: none"> • LifeLock® as an annual Identity Theft Protection for all Full Time Employees 				X	
PARTNERSHIPS					
<i>Commit to continued and expanded Partnership opportunities that improve or expand SERVICES</i>					
<u>Recreation</u>					
<ul style="list-style-type: none"> • Continue to build community relations with corporations meeting their needs and realizing a higher level of facility utilization 			X		
<ul style="list-style-type: none"> • Continue improved communications with affiliate organizations for higher overall utilization of outdoor fields 			X		
<ul style="list-style-type: none"> • Continue to take advantage of any alternate funding opportunities such as grants 			X		
<ul style="list-style-type: none"> • Update the affiliate agreement for 2016 for all groups 				X	
<u>Operations & Development</u>					
<ul style="list-style-type: none"> • Continue work with SEASPAR Eagles volunteer program to provide a meaningful work experience for participants while improving the parks 			X		
<ul style="list-style-type: none"> • 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		
<ul style="list-style-type: none"> • Continue to work closely with Affiliate groups to accomplish "requested projects" when possible 			X		
<ul style="list-style-type: none"> • Seek opportunities to partner with neighboring agencies to support functions of our operations, e.g. sharing mechanic 				X	
<u>Financial Services</u>					
<ul style="list-style-type: none"> • Work closely with the IAPD, IPRA, IGFOA, and GFOA on legislative and financial issues that will affect Park Districts and our constituents 			X	X	
<ul style="list-style-type: none"> • Develop a closer working relationship with other local governments within Downers Grove, DuPage County, and the Chicagoland area 			X	X	
TECHNOLOGY					
<i>Make full use of available technology as it relates to creating efficiencies for customers.</i>					
<u>Recreation</u>					
<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		
<ul style="list-style-type: none"> • Prepare for possible recommendation to replace RecTrac for fiscal year 2016 or 2017 				X	
<ul style="list-style-type: none"> • Increased communications with texts in conjunction with new Registration software 				X	
<u>Operations & Development</u>					
<ul style="list-style-type: none"> • Update VSI (MainTrac) to current version for increased capabilities and to take advantage of updated technology 	X				X
<ul style="list-style-type: none"> • Update current Park "Map Books" for staff reference. 	X				X
<ul style="list-style-type: none"> • Update infrastructure database for use with GIS and internal planning use. 			X		
<ul style="list-style-type: none"> • Replace current PDA type data collectors with tablets for use with MainTrac, the district's Maintenance Management System software, for the collection of inspection, report, and work order data in the parks 	X				X
<ul style="list-style-type: none"> • Establish system for Archiving of Park and Facility plans and drawings. 			X		

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
<ul style="list-style-type: none"> 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		
<ul style="list-style-type: none"> Complete GIS tree inventory to better assess the spread of the Emerald Ash borer and better care for our Urban Forest (year 2 of 3 done) 		X	X		
<u>Financial Services</u>					
<ul style="list-style-type: none"> 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	
<ul style="list-style-type: none"> Analyze the effectiveness of Time Force and the current P-Card system to define the efficiency gained/loss, cost savings/lost, etc. 				X	
<u>District Services</u>					
<ul style="list-style-type: none"> Consistently monitor system, network health and availability 			X		
<ul style="list-style-type: none"> Daily log review for potential system anomalies in back-up systems, anti-virus programs, and email servers 			X		
<ul style="list-style-type: none"> Evaluate programs and software accessibility and functionality 			X		
<ul style="list-style-type: none"> Provide consistent technological support to staff 			X		
<ul style="list-style-type: none"> Finalize procurement phase of VOIP (Voice Over Internet Protocol) telephone system 		X			X
<ul style="list-style-type: none"> Install VOIP telephone system creating the foundation for improved future technological advancements 			X		X
<ul style="list-style-type: none"> Utilize emerging technology for storage capabilities that will eliminate multiple servers and create a single storage database <ul style="list-style-type: none"> * reduce storage footprints by nearly 50% * protect and secure data more efficiently * multiple storage back up points allowing for improved data management and recovery during disasters and system failures 			X		
<ul style="list-style-type: none"> Position infrastructure to facilitate installation of remote access control to allow ease of accessibility to facilities by staff and community 			X		
<ul style="list-style-type: none"> 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		X
<ul style="list-style-type: none"> 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		
OPERATIONAL EFFICIENCY					
<i>Seek to Gain Operational Efficiency through improved processes versus the elimination of resources.</i>					
<u>Recreation</u>					
<ul style="list-style-type: none"> Develop an “Intranet” for increased efficiencies within 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"> Transition all (except Memorial Park) concession operations to in-house 		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		

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
• Develop and implement preferred vendor program for exterior services within facilities and throughout district			X		
• Research the leasing of Golf Club Pro Shop to local business for higher level product offering			X		
• Add Part-time Assistant Manager position at Golf Course		X			
• Utilization of part-time admin assistant position for Admin, Parks and Marketing			X		
• 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
• Provide Lincoln Center with custodial supervision on Saturdays and Sundays through the restructuring of current full-time staff schedules or a contractual service					X
• Work on 3 year athletic field rotating schedule in an attempt to rest athletic field					X
• Create an independent contractor guide for the Recreation Department					X
• Transition Room 102 into a more functional multi-purpose room space for meetings, rentals and programs					X
• Develop commission based position dedicated to sponsorships/donations/advertising					X
• Develop part-time Marketing position to assist with marketing needs					X
• Research cost and labor savings opportunities, including installing water timers and on-site composting at Mar-Duke Farm					X
• Extend Lincoln Center operation hours to include Sundays based on increased programming and rentals					X
<u>Operations & Development</u>					
• 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			
<u>Financial Services</u>					
• Continue to analyze and adapt the District's purchasing process to streamline the accounts payable process and decrease staff's hours completing manual purchase order requisition forms and associated paperwork			X		X
• Revise current policies and procedures to streamline 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
• Create or update District-wide processes, procedures, and policies for internal controls			X		X
• Evaluate accounting software that would offer a modern platform to maintain the District's financial data, while providing greater efficiency					X
• Eliminate 3-ply forms (ex. Purchase Orders) to electronic versions and place new forms on a Park District intranet			X		X

**DOWNERS GROVE PARK DISTRICT
STRATEGIC THEMES / GOALS**

	COMPLETED	ON-GOING	DEFERRED	NEW IN 2016	REMOVED
<u>District Services</u>					
• Partner with PDRMA, the District's insurance carrier, to conduct a comprehensive Loss Control Review (LCR) and identify and implement improved performance and efficiencies		X	X		
• Online PDRMA claim processing			X		X
• Establish an intranet for all forms, policies and job descriptions			X		X
• Develop an employee orientation process creating a District wide unified training approach for full-time staff			X		
• Evaluate and revise job descriptions to align work product assignments and employee talents to job titles and descriptions			X		
• Organization of records area and eliminating old electronics (recycle when capable)			X		
• Revise current District Services policies and procedures to streamline business processes and reduce and/or eliminate redundancies			X		
ENVIRONMENTAL					
<i>Be a leader in the community in environmental sustainability in cooperation with residents, business, and other government entities, while continuing to place a high priority of integrating Green practices throughout the district operations</i>					
<u>Recreation</u>					
• Green committee leadership towards district and community wide initiatives such as Shoe Recycle programs		X	X		
<u>Operations & Development</u>					
• Continue to seek and pursue opportunities that are environmentally friendly and promote sustainability for the District's Day to Day operations			X		
• Continue the provisional use of organic and biological inputs to manage water quality in ponds and waterways at the golf course			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	X		
<u>Financial Services</u>					
• 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 requirements			X		
<u>District Services</u>					
• Support the District's Green committee and implement District efforts in the office			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 requirements			X		
• Encourage double-sided printing to the copier instead of local printers			X		X