



AGENDA
REGULAR BOARD MEETING NO. 1007
TUESDAY, JULY 26, 2016
7:00 P.M.

1. ROLL CALL
2. PLEDGE OF ALLEGIANCE
3. APPROVAL OF AGENDA
4. AWARDS
 - A. Best of Hoffman – Coach Rich Nowicki
 - B. Employees of the Quarter
5. APPROVAL OF MINUTES
 - A. Board Minutes 6/28/2016
 - B. Special Board Minutes 7/12/2016
6. COMMENTS FROM THE AUDIENCE
7. CONSENT AGENDA
 - A. A&F Detail Reports
 - o Manual checks \$392,042.00
 - o Monthly Invoices \$656,397.60
 - B. Financial Statements
 - C. Acceptance of A&F Minutes 6/21/2016
8. ADOPTION OF EXECUTIVE DIRECTOR'S REPORT
9. PRESIDENT'S REPORT
10. OLD BUSINESS
11. NEW BUSINESS
12. COMMISSIONER COMMENTS

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13. EXECUTIVE SESSION
 - A. Minutes, pursuant to Section 2(c)(21) of the Open Meetings Act
 - 6/28/2016
 - B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2(c)(1) of the Open Meetings Act.
14. POTENTIAL DISCUSSION AND POSSIBLE VOTE ON MATTERS FROM EXECUTIVE SESSION
15. ADJOURNMENT

ALL MEETINGS ARE HELD IN THE BOARDROOM OF THE SCOTT R. TRIPHAHN COMMUNITY CENTER & ICE ARENA AT 1685 W. HIGGINS ROAD IN HOFFMAN ESTATES UNLESS OTHERWISE SPECIFIED. IF AN ACCOMMODATION OR MODIFICATION IS REQUIRED TO ATTEND THESE PUBLIC MEETINGS PLEASE CONTACT JANE KACZMAREK AT JKACZMAREK@HEPARKS.ORG OR (847) 885-8500 WITH AT LEAST 48 HOURS' NOTICE.



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**MINUTES
REGULAR BOARD MEETING
June 28, 2016**

1. Roll Call:

A regular meeting of the Hoffman Estates Park District Board of Commissioners was held on June 28, 2016 at 7:00 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner Kaplan, Kilbridge, Kinnane, McGinn, Mohan, Bickham

Absent: Commissioner R. Evans

Also Present: Executive Director Bostrom, Deputy Director/A&F Director Talsma, Rec/Facilities Director Kies, P&D Director Buczkowski, Parks and Risk Director Giacalone

Audience: 50+ Program Manager Cuff and Al and Judy Skwira

2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

3. Approval of Agenda:

Commissioner Mohan made a motion, seconded by Commissioner Kaplan to approve the agenda as presented. The motion carried by voice vote.

4. Awards & Recognitions:

President awarded the BOH to Al and Judy Skwira from the 50+ program for their volunteer work.

5. Minutes:

Commissioner Kilbridge made a motion, seconded by Commissioner Mohan to approve the minutes of the Annual Board 5/17; Special Board 5/17; Regular Board 5/24 meetings as presented. The motion carried by voice vote.

6. Comments From the Audience:

None

7. Consent Agenda:

Commissioner Mohan made a motion, seconded by Commissioner Kinnane to approve the Consent Agenda as presented.

- A. 2015 CAFR / M16-073
- B. PSSWC Aquatic Center Tile Flooring / M16-074
- C. Prevailing Wage Ordinance O16-003 / M16-072
- D. Surplus Equipment Ordinance O16-004 / M16-076
- E. A&F Detail Reports
Manual checks \$418,281.72
Monthly Invoices \$496,627.05
- F. Financial Statements
- G. Acceptance of B&G Minutes 5/3/2016
- H. Acceptance of Rec Minutes 5/10/2016
- I. Acceptance of A&F Minutes 5/17/2016

On a Roll Call: Carried 6-0-1
Ayes: 6 Kaplan, Kilbridge, Kinnane, McGinn, Mohan, Bickham
Nays: 0
Absent: 1 R. Evans

8. Adoption of Executive Director's Report:

Commissioner McGinn made a motion, seconded by Commissioner Kilbridge to adopt the Executive Director's Report as presented. The motion carried by voice vote.

9. President's Report:

President Bickham noted that the IAPD monthly newsletter offered data based on stats from park districts that would be beneficial for benchmarking.

He complimented Deputy Director Talsma and his staff on a job well done with the audit.

He noted that the district was preparing for the coming renovation on the west side of town.

He noted that Seascapes seems to be doing well and that he enjoyed the social event.

10. Old Business:

None

11. New Business:

A. Review of Closed Session Minutes Resolution R16-001/M16-078:

Executive Director Bostrom reviewed the item noting that it was required by law.

Commissioner Mohan made a motion, seconded by Commissioner Kaplan to approve R16-001 "Review of Closed Session Minutes" as outline in M16-078.

On a Roll Call: Carried 6-0-1
Ayes: 6 Kaplan, Kilbridge, Kinnane, McGinn, Mohan, Bickham
Nays: 0
Absent: 1 R. Evans

12. Commissioner Comments:

Commissioner Kaplan noted that he enjoyed the SRT Golf outing and was sorry to have missed the social event the following day. He said he was looking forward to when the rink would reopen in the fall.

Commissioner Kilbridge also noted that she enjoyed the golf and the social.

Commissioner Mohan said he was at Seascapes and the facility was very clean and the staff was doing a good job.

Commissioner McGinn noted that he had the opportunity to play at BPC and the course was in good condition.

Commissioner Kinnane complimented Rob at BPC as being a great guy who does a good job.

Commissioner Mohan asked about the clock at BPC and if it could be fixed. Director Talsma noted that staff would look into it.

President Bickham said he agreed with Commissioner Kinnane on Rob's excellent customer service. He also noted that BPC should check out the new golf boards available on the market.

13. Executive Session:

Commissioner Mohan made a motion, seconded by Commissioner Kinnane to move to Executive Session at 7:20 pm for the purpose of:

- A. Minutes, pursuant to Section 2(c) (21) of the Open Meetings Act.
- B. Appointment, employment, compensation, discipline, performance or dismissal of an employee, pursuant to Section 2 (c) (11) of the Open Meetings Act.
- C. The purchase or lease / sale of real property for the use of the public body pursuant to Section 2(c) (5) of the Open Meetings Act.

On a Roll Call: Carried 6-0-1
Ayes: 6 Kaplan, Kilbridge, Kinnane, McGinn, Mohan,
Bickham
Nays: 0
Absent: 1 R. Evans

Commissioner Kinnane made a motion, seconded by Commissioner Kilbridge to reconvene to regular session at 8:40 pm. The motion carried by voice vote.

14. Vote from Executive Session:

None

15. Adjournment:

Commissioner McGinn made a motion, seconded by Commissioner Mohan to adjourn the meeting at 8:40 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom
Secretary

Peg Kusmierski
Recording Secretary



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**MINUTES
SPECIAL BOARD MEETING
July 12, 2016**

1. Roll Call:

A special meeting of the Hoffman Estates Park District Board of Commissioners was held on July 12, 2016 at 7:55 p.m. at the Triphahn Center in Hoffman Estates, IL.

Present: Commissioner R. Evans, Kaplan, Kilbridge, Kinnane, McGinn, Bickham

Absent: Commissioner Mohan

Also Present: Executive Director Bostrom, Rec/Facilities Director Kies, Golf Director Bechtold

Audience: None

2. Pledge of Allegiance:

Everyone present stood for the Pledge of Allegiance.

3. Approval of Agenda:

Commissioner McGinn made a motion, seconded by Commissioner R. Evans to approve the agenda as presented. The motion carried by voice vote.

4. Comments From the Audience:

None

5. Digital Golf Technologies – Hole In oneM16-083:

No additional questions given the in-depth conversation at the Recreation Committee meeting held immediately prior to this Special Board meeting.

Commissioner R. Evans made a motion, seconded by Commissioner McGinn to approve signing an agreement for the DGT system as outlined in M16-083.

On a Roll Call Vote: Carried 6-0-1
Ayes: 6 R. Evans, Kaplan, Kilbridge, Kinnane, McGinn, Bickham
Nays: 0
Absent: 1 Mohan

6. Commissioner Comments:

Commissioner Kaplan noted that he would be interested to see how the Hole In One is received.

Commissioner Kilbridge said she was at PSSWC and felt the flooring in the group fitness room needed attention. Director Kies noted that it was earmarked to be redone this year.

Commissioner R. Evans noted that the marketing program that Recreation and BPC were involved in was an excellent program.

Commissioner McGinn noted that Victoria Park was scheduled to open Wednesday.

President Bickham commended staff on the Hole In One addition to the golf course as well as the Rec staff and the great numbers they were showing in programming.

7. Adjournment:

Commissioner McGinn made a motion, seconded by Commissioner Kinnane to adjourn the meeting at 8:00 p.m. The motion carried by voice vote.

Respectfully submitted,

Dean R. Bostrom
Secretary

Peg Kusmierski
Recording Secretary

**HOFFMAN ESTATES PARK DISTRICT
REGULAR BOARD MEETING NO. 1007**

EXECUTIVE DIRECTOR'S REPORT

July 2016

PARKS DIVISION

1. Spot spraying for clover and residual dandelions continue where needed throughout the District.
2. Spraying of all parking lots with a non-selective herbicide has been completed.
3. Spring's initial flush of turf growth has subsided and normal mowing schedules are now underway.
4. Second round of athletic field fertilization has begun at Cannon Crossings, Sycamore, Eisenhower, Victoria, and Canterbury Fields.
5. Testing continues on the Thorgard Lightning Systems to plan for replacement and repair costs for fiscal 2017 budget.
6. Spring tree planting was completed, 51 trees were planted throughout the district to replace Ash trees lost to EAB. There are approximately 40 Ash trees remaining in the parks and removal of these will begin in July, with replacements being done with the fall tree planting.
7. Aquatic weed and Algae control was completed at S. Ridge, N. Ridge and Yorkshire Woods and will continue as needed for the remainder of the season.
8. Shrub replacements were done at Charlemagne Park, Victoria Park and Vogelei Park.
9. The 3rd round of weeding and bed maintenance throughout the district is underway and approximately 60% completed.
10. At Triphahn Center shrub replacements were done and some beds were redone with replacement plant material and corrections made since the curb work was completed. New mulch on the beds is in progress and should be completed in the next week.
11. Spraying for invasive plants in the natural areas has started (Phragmites, Thistle and Purple Loosestrife). Thistle control was completed.
12. Starting this week we will begin doing a natural area restoration on the west end of Highland Park. Mowing and weed spraying to remove the invasive plants and redo the area with higher quality plant material. This will be ongoing through the end of the season and will be over seeded with native plants and wildflowers this coming spring. This fall we will be planting some native plants that were started from seed at the shop.
13. Brush clearing continues at Essex Park as weather permits.
14. The first round of interviews was completed for the Turf and Horticulture Crew Leader position and the field has been narrowed to 3 candidates for second interviews to be scheduled for the second week of July.
15. Park ID signs staff constructed new park ID signs with the new logo at North Greenway, Victoria Wetland and Olmstead Park.

16. Staff repaired the port-a-let shelter; and replaced basketball nets at Olmsted Park.
17. Staff assembled the new Park District Rules Signs. Installation should start in two weeks. Staff prepped the rock for new playground dedication plaque at Victoria Playground.
18. Staff constructed a concrete pad for Memorial Bench at Fabbrini Park
19. Staff implemented roof patching on south wall at PSSWC.
20. Staff removed graffiti at Birch Park Playground equipment and sidewalks.
21. Staff set up a cricket field at Canterbury Fields.
22. Staff repaired and painted agility equipment at Dog Parks.
23. Staff repaired RTU5 repaired pump and housing assembly, installed 4 tanks of refrigerant in dectron units, lock out air switches replaced, on RTU6&8 replacing compressor, RTU2 replaced belt, fixed dryer for swim suits, replaced motion sensor at PSSWC.
24. Staff repaired RTU6 A/C unit, RTU9 unit clean coils iced up, RTU11 recharge system at BPC.
25. Staff repaired Tropicana and Princeton splash pads.
26. Staff repaired RTU8 A/C unit with Freon & stop leak, 50 plus a/c unit area recharged system and stop leak at TC.
27. Staff repaired RTU4 low on Freon at WRC.
28. Staff repaired A/C unit at Vogelei.
29. Truck 511 replaced valve cover gaskets.
30. Transmission service completed on truck 522.
31. Truck 515 replaced right front wheel bearing.
32. Skid loader 821 replaced pump shaft seal.
33. Mower 559 pulled engine and installed in mower 570.
34. Ballfield groomer 892 replaced starter.
35. Truck 522 installed step bars.
36. Van 506 replaced belt and emissions test.
37. Daily maintenance and repairs mowers.

PLANNING & DEVELOPMENT

1. Victoria Park:

The playground and fall surface for all intents and purposes was completed the first week of June. However, issues with the playground have not allowed it to be open to the public. Early on in the project, it was discovered that one of the slides would exit below the new rubber surface. To fix this problem, one of the hexagon decks was raised up 6-inches so that the slide would exit at the appropriate elevation. To accommodate this higher deck elevation, the arch bridge was removed and a sloped ramp was installed in its place. During the ramp installation it was discovered that the posts between the hexagon deck structures were 3/4-inch further apart than specified. Temporarily, the contractor installed a series of washers between the hexagon deck and the ramp to make up that difference in space. During the playground inspection, the manufacturer's rep noted this gap and sent a picture to the manufacturer in hopes that the washers would be a sufficient solution in dealing with the gap.

After lengthy contemplation, the manufacturer felt that the gap could present an entanglement situation and recommended that the ¾-inch be filled with a filler piece. Because of its unique characteristics, it has taken approximately 3 weeks to fabricate that filler piece. Staff anticipates that the filler piece should be in our hands the week of July 6th. If this is the case, staff will install the filler piece and order the temporary fencing to be removed from the playground.

2. **Canterbury Park Place Playground:**

The contractor, Elanar Construction, began demolition of this project on June 13th. Installation of the new playground began June 28th and should take 2 weeks to complete. At that point, new mulch will be installed with the goal of completing this project by the end of July.

3. **Tennis Court Repair:**

Contractor completed Victoria Park Tennis and Basketball Court color coating on June 20th. Crack filling was done at Charlemagne and Fabbrini Parks. Based upon the number of cracks at those two locations, we were unable to fill cracks at any of the other tennis or basketball court locations for the 2016 year. Given the size of the cracks of the courts that were not filled this year, staff is confident that they will last until 2017. Staff is also looking at a seaming material to help bridge the crack area on future work. One manufacturer warranties their product to not crack for 5 years after the process is complete. Should this method be a viable solution it would add approximately \$20 per lineal foot to the crack filling costs or approximately \$4,500 per court.

4. **Parking lot crack fill and seal coating:**

All the parking lots scheduled to be crack filled were completed the week of June 13th. In addition to crack filling, the Triphahn Center was seal coated and re-striped. Seal coating is done on a 4-5 year cycle.

RECREATION & FACILITIES

UPCOMING EVENTS

- July 2-4 – Military Appreciation Weekend at Seascape
- July 3 – Bucket Cup Challenge at BPC
- July 4 – Independence Day Parade on Illinois Ave.
- July 7 – Summer Sounds Concert on the Village Green
- July 8 – Friday Fun in the Park at Vogelei
- July 14 – Live Music in the Gazebo at BPC
- July 14 – Summer Sounds Concert on the Village Green
- July 16 – Queen Anne's Lace Pull nature volunteer event
- July 21 – Summer Sounds Concert on the Village Green
- July 20-23 – Fall Guide is Delivered
- July 23 – Peter M Smith Playground Dedication at Victoria Park

- July 22 – Friday Fun in the Park at Vogelei
- July 27 – Fall Registration begins
- July 28 – Summer Sounds Concert on the Village Green
- Aug 4 – Summer Sounds Concert on the Village Green
- Aug 5 – STAR registration closes temporarily
- Aug 5 – Friday Fun in the Park at Vogelei
- Aug 5 – Movie Night at Seascap
- Aug 6 – Party in the Park – 4-10 pm at Fabbrini Park
- Aug 7 – Grandparents Day Pool Party at Seascap
- Aug 7-8 – Fundraising event at Jersey Mike's Subs
- Aug 10 - Live Music in the Gazebo at BPC
- Aug 11 – ELC Family Pool Party 5:30-7:30 Seascap
- Aug 11 - Summer Sounds Concert on the Village Green
- Aug 13 – ELC Open House – TC Room 105
- Aug 13 – Common Teasel Removal event
- Aug 15 – STAR District 15 Open House at WRC
- Aug 16 – STAR District 54 Open House at TC
- Aug 17 – 50+ Open House
- Aug 19 – Friday Fun in the Park at Vogelei
- Aug 21 – Last day Seascap is open
- Aug 22 – First Wee of Preschool
- Aug 27 – Nutrition workshop at PSSWC
- Aug 29 – STAR registration re-opens

Snapshot Summary/Highlights:

- Staff is very excited about the upcoming Party in the Park event. This year the event has a different and added value with the partnership between the HEPD and the Village's Diversity Advisory Committee. Through this partnership the emphasis will be to focus on providing additional entertainment and food vendors focusing on ethnic and diversity as part of the overall event. The goal as identified through the Comprehensive Master Plan was to develop special events that attract different and changing demographics within our community. Staff and President Bickham met with the Village's Diversity Advisory Committee back in early 2016 to discuss this opportunity as a way to bring back an event much like Unity Day. Staff felt that adding on to Party in the Park, would accomplish this goal. Currently, the planning process with both the Village team and the Diversity Advisory Committee along with the HEPD staff has been positive. Staff is looking forward to a very successful Party in the Park with these added new amenities.
- Staff is currently working towards enhancing and creating a successful cross sell and up sell process with our various touch points throughout the park district. Scott Chovanic the outside consultant has been wonderful to work with and 90% of all our management team has completed the first round to this development process. The focus has been; ***Program and Facilities highlights, Features and Benefits, Up-sell and Cross-sell Agenda, Up-sell and Cross-sell Talk Points, Customer Interest Form (#1), Customer Follow-up Form (#2)*** See below for examples, (these are rough drafts that will be finalized by our C&M department for public

distribution, but this will give you a scope of the service focus. The feedback has been outstanding and the development of the new system as you can see creates more opportunities for our team to have tools in place to not only enhance those initial conversations as it relates to the primary focus but you will see in the attached materials the follow up and ability to create measures for success from these added amenities. Please refer to the attached documents as attached and remember we are now onto our key PT1 and PT2 team members so this is a work in progress. Brian Bechtold has been very involved in this process as well and has done an outstanding job building and enhancing the process too.

- PSS&WC is now in the full swing of their aquatic center renovations, the communications and interaction with the membership from the team on site has been outstanding, as well as the follow up on the back end with the business department helping process any needed requests. As the project continues forward the team will bring more back to the committee for updates. There have been many added opportunities for the membership to utilize not only SFAC but the HE High School while this transition is taking place. The response from the membership base has been very positive.
- The ice renovation project continues to move along successfully; despite the shutdown summer hockey development camp continues to show strong numbers. The project is on schedule and the team has taken the opportunity to enhance all of the lower level at TC with a complete painting and floor patch work in all the hallways and locker rooms. These enhancements will continue throughout the process as the ice rink gets ready to put ice back down.
- The aquatic team(s) at SFAC and PSS&WC received a 4 star guard audit rating which is very hard to achieve in their first audit, (see the results attached, you will notice the complexity to these two day observations/case scenarios very intense). The team did outstanding and received elite status with one guard receiving a 5 star rating!
- SFAC season passes are selling well; currently we are 228 more passes sold ahead of last year.
- The dog park memberships have made an outstanding increase from this time last month; currently they are tracking 79 ahead of this time last year.
- The Hoffman Estates Park District youth basketball program is working with the Windy City Bulls to host a free clinic on July 25th at the Sears Centre from 1pm to 3:30pm. Players will go through 2 hours of fundamental drills coached by the HEHS feeder coaches and varsity basketball players.

Volunteers Summary:

- Administration staff was contacted by 2 high school volunteers looking for opportunities and was forwarded to Program Managers Stoner and Liefeld currently they are being utilized in our summer camp programs.
- Administration staff was also contacted by someone looking for a memorial bench and plaque and forwarded on to the Parks Department.

Dance

- Summer classes started the week of June 14th. Numbers are down at TC due to teachers leaving at the end of the spring session. In 2015 25 classes were offered compared to 18 in 2016. This is the first summer in 2 years that summer classes have run at WRC. These instructors have been with the program for well over 10+ years.
- Staff is currently interviewing for new instructors to start teaching for the fall session.

Summer Session

Triphahn Center	134	111	-23
Willow	0	19	+19
Total Dance	134	130	-4

- The Hoffman Stars Dance Company held auditions for the 2016-2017 year on June 4th. Six young ladies submitted applications and attending tryouts, invitations were extended to 4 of them and 3 of them joined the Company for the upcoming year. There will be a second audition day on July 10th for those who could not make it on June 4th.



Youth Athletics

Youth Baseball/Softball

The season has hit the halfway point. The All-Star game took place on June 18th, many commissioners and the Mayor of Hoffman Estates was out to throw first pitch; Hoffman Estates high school choir member sang the national anthem and the concession stand was open. This past month we have been selling Boomers tickets for a game on June 14th to help fundraise money for new catcher's equipment. You will notice despite the national down turn in baseball and softball staff was able to see a slight increase in participation which is rare and outstanding!

Year	Shetland	Pinto	Mustang	Bronco	Pony	Palomino	Total
2015	50	61	30	26	28	0	195
2016	47	57	34	13	34	12	197
							Var.

+/- +2

Travel Baseball

- Travel baseball is over the half way point. Teams will start to gear up for the MSBL tournament. Our 12u team is making a trip to Cooperstown in July for a tournament.

Tournament Team Baseball

- Teams have started to practice once a week at the 10u level.
- The 10u team competed in its first tournament the weekend of June 4th.

Fall Baseball

- Registration is underway for all 10u/12u and 14u teams

Youth Basketball

- Hoffman Tournament team- one of tournament/all-star teams from the 5/6th grade league this past season has taken their talents to the AAU circuit. They will be competing in a state qualify on June 5th in Romeoville.

Youth Outdoor Soccer
Year

Participation	468	472	+4
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- Season ended June 19th.
- Fall/Spring and Fall only registration has begun (online).
- A great big thank you to all our volunteer coaches!

Adult Basketball

- The Spring Season is underway. Tuesday night C league has a total of 9 teams. This matches last year's spring total.

Adult Softball

- On June 20th local cable television was out to record one of adult softball games at 6:30pm at Cannon Crossing. The game will air 6 times during the month of August a Comcast/Xfinity Channel 100. This is a great opportunity to promote our league and other park district programs.

Gymnastics

- The first summer session of gymnastics started the week of June 6. Currently there are 142 participants registered, in June 2015 there were 124 registered. Registration is ongoing for the second session scheduled to start the week of July 18, great to see these numbers up.



Early Childhood

Preschool: (half day or 1.5 hour camps).

	4 TC	13 TC	+9 TC
Three-school 16-17	10 WRC	5WRC	-5 WRC
	22 TC	10 TC	-12 TC
2's Playschool 16-17	16 WRC	6 WRC	-10 WRC

Preschool 15-16	124 TC 62 WRC	115 TC 64 WRC	-9 TC +2 WRC
Early Learning Center	22	28	+6
Child Only Classes	9	9	0
Parent Tot	21	46	+25
Preschool Totals	290	296	+6

Summer Camp (half day or 1.5 hour camps).	6/2015	6/2016	Var. +/-
Preschool Kids Camp S1 & S2	71 TC 34WRC	66TC 32WRC	-7
Healthy Kids Camp S1 & S2	33	7	-26
Ready for Kindergarten	64 TC 15 WRC	65 TC 19 WRC	+5
Safety Town S1 & S2	7	17	+10
Nature Investigators	19	8	-11
Tot's Spot 2's S1 & S2	24	11	-13
Jr. Leader	4	4	0
Total Summer Camp	271	229	-42*

* staff is seeing as you look in the registration for full day camps, more of a necessity than in years past, as you will see with the increase in total participation in camps overall.

- Camp started June 6. E-blasts, marquees and posters were used for advertising.
- ELC numbers are lower in summer, but the fall 2016 4-year-old classroom is full and has 3 children on the waiting list. The 3-year-old class has 10 registered for fall.
- Preschool registration for 2016-2017 remains open. All 3-year-old half-day preschool classes are full with 35 children on the waitlist. There are 19 4-year-old spots at TC and 12 4-year-old spots at WRC remaining.

June	6/2015 (2 weeks)	6/2016 (4 weeks)	Variance +/-
Bus Service	24	48	+24
Creative Arts Camp	40	130	+90
Discovery Camp	47	91	+44
Explorers Camp	109	253	+144
3 Day Explorers Camp	100	253	+153
Early Arrival	185	354	+169
3 Day Early Arrival	36	47	+11
Late Stay	201	389	+188
3 Day Late Stay	29	46	+17
Nature Camp	24	16 (1 week)	-8
Science Camp	37	70 (2 weeks)	+33
Sports Camp	123	237	+114
Teen Camp	63	172	+109
Totals	1,018	2,106	+1,088*

* The demand for full day as compared to half day/1.5 camps are the trend now as you can see above. Please remember last year because of the late dismissal at the schools we only had two weeks of camp at this point.

- Camp started June 6. E-blasts, marquees and posters were used for advertising.
- We did not have any snow/cold days this school year so camp was able to start on time.
- Additional training was offered to staff this summer, including NWSRA inclusion training and an IPRA training - Super Skills for Staff.
- We hired 22 new staff members in anticipation of high camp numbers due to the ice rinks being under construction. They have picked up the responsibilities and vision of the summer camp programs. We had aimed to hire specifically trained staff: for example – 2 theater major employees to work Art Camp and staff who have worked in a childcare setting prior to this year.
- We had our first staff meeting Thursday, June 23rd with our full day camp staff.
- We continue to work with Seascope pool to utilize the yellow wristbands for children to participate on the tube slides, but still be restricted from the deep end of the pool. This is allowing more children to enjoy more amenities the pool has to offer.
- Wendy and Martha will be offering 2 additional weeks of camp – August 15-17 and August 22-26 to accommodate families whose children will not have supervised care during this time. Flyers have been sent out to camp sites to advertise the additional weeks.
- Summer Camp registration is currently open and ongoing



50+ Club

50+ Membership 6/2015

Active 626

50+ Membership 6/2016

Active 623

Var. +/-

(3)*

- The resurgence of membership this past month is outstanding the numbers have increased quite a bit from last month

Volunteerism

- Volunteers – 1 volunteer – 2 hours total
- (Participants helped with member mailing's)

Classes offered in June

- Basic Exercise, Chair Yoga, Gentle Yoga, Line Dancing, Spanish, Tai Chi, Write It Now!

Athletic opportunities offered in June

- Billiards, Pickle ball (outdoor & indoor), Ping Pong, Volleyball and Walking Path

Upcoming trips

- Lunch cruise off Navy Pier, Lance Lipinsky & the Lovers, in Carpentersville

Evening/Special Programs in June

- Pub Quiz Night (3rd Thursdays/6:00 pm) – 20 participants - held in 50+ Center

Friday post lunch programs (June)

- 6/10 Stargazing in Homer Glen (PM trip)
- 6/24 Member birthday celebration at Culver's

Organized Activities

- Wii Bowling League Championship, Bingo at Culver's, Pub Quiz (20 participants)

Other

- Meeting over annual 50+ Open House (Received \$500 donation from sponsor Comfort Keepers, Palatine)
- Free Adult Health Clinic – 10 drop-ins
- Last month for monthly newsletter mailing, will continue with Eblast (pick up for all others/upwards of \$600/Annual savings)
- Book Club, facilitated by STDL, begins summer break
- Hosted Wii Bowl play with Clare Oaks Retirement Community residents
- Attended HU on Customer Service at BPC
- Met with Karen Dee, of Westbrook Senior Living and Jorie Gustafson-Langlois, of Arden Courts (both retirement communities) regarding partnerships
- Assisted a member whose husband passed away



Ice Operations

I.C.E Academy

- No report due to the shutdown.

Wolf Pack

- Staff was able to run an off ice camp at Pine Park / Willow Rec. Center. While the ice maintenance project is underway. Over the course of 3 weeks, 59 hockey players attended this camp.

Ice Rink Information

- TC Ice Arena maintenance project is moving along on schedule. Staff anticipate July 18th when both ice rinks will be open for use.
 - A number of maintenance projects are underway on the lower level with painting and floor repair work.



Prairie Stone_{tm} Sports & Wellness Center

June Membership Totals	2015	2016	Var.
+/-	3,164	3,124	-40*

* Staff started the year out 15 memberships behind the goal in 2015, but currently the net membership goal is exceeding 2016 expectations by 7 memberships.

Member Services

- The enrollment promotion for the month of June extended a deeply discounted enrollment fee of just \$15.00 with prorated June dues as advertised via digital media.
- The ongoing Friends in Fitness member referral program continued to be a primary force in generating new memberships; during the month of May there were 13 new members who have enrolled as a result of the club cash referral promotion.
- Student summer pass sales concluded at the end of June with a total of 95 passes sold (offered in 2-month and 3-month durations).
- The PSS&WC enrollment special was also advertised on each of the District's electronic marquis signs throughout the community. The PSS&WC enrollment special was also advertised on the VHE electronic marquis located at the corner of Shoe Factory Road and Beverly on the southwestern edge of Hoffman Estates. The ENROLLMENT FEE banner on the north side exterior remained mounted on the building along with the east side banner, both of which continue to attract many prospective clients. This second banner provides visibility/identity of the building for westbound traffic on Route 72 and compliments the signage panels installed in the spring of 2014. Likewise, both internal and e-based targeted marketing were utilized to inspire member referrals as well as to reach all HEPD clients throughout the community. The HEPD bi-monthly Eblast included the enrollment promotion details, and targeted emails through Retention Management continued to be sent throughout the month to promote the club cash incentive for member referrals with additional incentives promoted on Facebook and the HEPD and PSS&WC websites. The PSS&WC enrollment special was also advertised on each of the District's electronic marquis signs throughout the community.
- The Member Services team initiated a special corporate enrollment discount of \$15.00 enrollment fee/free June dues for corporate members. Personal visits by the Member Services team took place at Wells Fargo (formerly GE Capital Distribution) in the Prairie Stone Business Park during the month in an effort to secure enrollments of previous complimentary GECC members. To date, there have been a total of 30 converted memberships secured with Wells Fargo employees at the special rate of \$53/month.
- The number of credit card denials following June billing was slightly lower in comparison to recent months. Efforts that were implemented within the Member Services and Billing offices to continue to contact members proactively to obtain updated information for billing continued aggressively during the month of June. These efforts include phone calls, emails, form letters, and person-to-person contact upon check in at the Service Desk. With such efforts being taken consistently from month to month, the number of 90-day cancellations continues to decline as the team is becoming increasingly successful at connecting with members in the first 30 to 60 days following billing to reconcile account balances.
- The General Manager of Sales & Operations is currently working with the Member Services Supervisor to complete the PSS&WC website platform conversion from Joomla to WordPress. The conversion also includes replacement of the current Fitness calendar on the right sidebar margin of the site with a scrolling event calendar as well as other minor enhancements to improve site navigation and responsiveness. The website was transitioned to the new platform

in June prior to full edit/completion in order to prevent corruption related to the outdated Joomla plug-ins and platform.

Operations and Fitness Departments:

- PSS&WC hosted a variety of athletic rentals within the gymnasium area during the month of June. Although birthday parties and scout lock-ins are still offered at PSS&WC, efforts have been taken to transition to larger multi-court athletic rentals that reduce labor intensity while generating steadier revenue streams.
- PSS&WC Managers have been working with the Superintendent of Business to secure details pertaining to a new and improved check-in/check-out process within the Kids Korner. This new process was transitioned during June and will result in improved reporting analytics that will compliment other existing processes within the Kids Korner.
- The Operations and Maintenance teams completed an overnight comprehensive locker audit in both member locker rooms during the month of June to identify hardware/repair issues and erroneous permanent locker assignments;
- PSS&WC Managers have secured a new vending machine vendor for PSS&WC, TC, and WRC. Absolute Vending provides a variety of healthy snack options that are appealing to guests/members of each facility. The General Manager of Sales & Operations met with the District's Pepsi representative to discuss the addition of a third vending machine in the café area that would dispense a healthy selection of Pepsi beverages (i.e. Propel, Aquafina Splash, etc.). Delivery of this new Pepsi machine is still pending. Hours of operation for Summit Café were revised during the month of June to evenings only during the week and on Saturday mornings in response to low traffic and sales volume. Summit Café will no longer offer counter service beginning in September transitioning to tournament/event concessions and vending exclusively.
- The PSS&WC team has prepared and provided informational FAQ sheet and the flyer/poster for the announcement of the PSS&WC aquatic facility closure from July 5- August. All details have been provided for the staff and for the patrons. During the closure, several projects will be completed, including the aquatic filter tank and HVAC system replacement, painting of the aquatic ceilings, resurfacing of the pool bases, as well as a number of additional projects to enhance the aquatic centers. During the time of closure, PSS&WC adult members are being provided with complimentary access to Seascape and Hoffman Estates High School. Fees apply for children and additional guests and family members.
- The outreach fitness classes provided by the park district for District 211 at the Higgins Educational Outreach Center will be placed on hold over the summer months (given that the facility closes throughout the summer), with classes to resume in the fall. The classes have been very well received and well attended. We look forward to providing the classes in the fall.
- PSS&WC has an upcoming Nutrition Workshop, Don't be Fooled, taught by *Kathy Brown* on Tuesday July 12th 7-8pm.
- A Personal Training team education meeting was held on June 23. One of our trainers, Joe Pignone, presented on helping clients with weight loss. Zac Marshall

Presented on How to Deal with Difficult People. We had six trainers attend the meeting.

- The PSS&WC PT department will be recruiting new clients by offering free 1-on-1 personal training sessions on three upcoming days, one in July, August, and September.
- Within the area of group fitness Class participation has remained steady. Highlighted classes include:
Zumba 40-45 Pump and Abs 30-35 Raise the Barre 35-40
- 1 Group Fitness classes has been highlighted on the wellness calendar in June, Ai-Chi, an aqua Tai-Chi class.

Seascope, Programs and PSS&WC Swim Lessons

Seascope Pass Sales	2015	2016	Var.
+/-	1,191	1,419	+ 228

- PDRMA will be performing a site visit for select regions of the park district on July 18th. Seascope will be included within the evaluation process.
- Aquatics managers continue to host monthly in-service lifeguard trainings on Sundays monthly so the aquatics staff can hone and practice their life saving techniques.
- Kid's First Sports Soccer continues to have strong numbers with 20 participants in the first summer session.
- Seascope and Prairie Stone Sports & Wellness Center passed the first Starguard audit of 2016 with an impressive Elite Status. All guards were exceptional in their reviews.
- Special events:
Movie Night at Seascope will be held on Friday August 5. The movie will be Raiders of the Lost Ark.



Triphahn Center

Triphahn Center Fitness and Operations:

Membership	6/2015	6/2016	Var. +/-
Fitness	934	901	(30)*

General Summary:

- The lower number again can be attributed to the opening of two new centers in the last two months. Staff like with other openings once the centers become more established we will see that influx return. Based on the types of clubs opening which targets this demographic the small reduction is positive.
- Dance World was held successfully on Saturday June 11th-
- The portable climbing wall has successfully been licensed and rented twice in June. The wall will be at Northwest 4th of July Fest.
- Facility rentals continue to remain consistent amongst church groups and our new choir group.



Willow Recreation Center

Membership Fitness/Racquetball Totals	6/2015	6/2016	Var. +/-
	334	308	(26)*

* As with the TC fitness center we have seen a decrease in participation which is typical with the two new centers opening up in the area that attract the same demographic. Despite the reduction the base is still strong and the decline is slight based on other years when these types of centers open up in the area.

General Summary:

- Facility Rentals continue to be very busy. Rental revenue generated at Vogelei Barn was almost double compared to June of 2015.
- Rental revenue generated at WRC in June was 38.4% compared to this time in 2015. This included a 4 day Yoga meditation rental and Shoto Kon Karate 2 day testing.
- Staff has secured a new vending machine vendor. Absolute Vending installed new machines in PSS&WC, WRC & 2 in TC. The new machines are stocked with healthy snack options.



Dog Off-Leash Areas

Bo's Run:

- Breakdown for Bo's Run / Combo passes HE 159, Palatine 51, Barrington 2, Schaumburg 44, Arlington Heights / Mt. Prospect 5, Inverness 31. Additional towns are Rolling Meadows, Elk grove, Hanover Park.
- There were 31 guests to Bo's Run in June compared to 18 in June 2015.

Freedom Run:

- Breakdown for Freedom Run/ Combo passes Elgin – 177, HE – 85, Streamwood 84. Schaumburg – 25. Additional towns are Huntley, Hanover Park & S. Barrington, Elk Grove, Palatine, Wheeling & others.

Dog Park Passes	6/2015	6/2016	
Bo's Run	239	299	
Freedom Run	311	332	
Combo	67	73	
Total:	617	709	Var. + 92*

* The dog parks saw a nice influx from this time last year, some of this can be attributed to the dog flu but we also like the fitness centers, staff saw two new parks open up at this time last year or slightly before and staff believes the value in the membership has brought a lot of the participation back to the parks. Plus how well the parks are cared for and managed by the team(s).



Communications and Marketing

PROGRAM PROMOTIONS

Staff worked with program managers to promote Summer Guide and Summer Camp Registration, STAR registration, youth sports programs, Seascape passes and events, Friday Fun in the Park, Live Music in the Gazebo, Parents' Night Out, SRT Celebri-Tee Golf Outing, Burger Bucks, Giving Tree, and Mobile App.

Community Calendar Submissions to: Daily Herald, Chicago Tribune, Hoffman Estates and Schaumburg Chambers and Hoffman Estates Visitor's Bureau.

RE-BRANDING UPDATE

In April, C&M rolled out a new logo and tagline for the park district. Throughout May, C&M staff changed internal signage, forms and staff badges. With time, staff badges will be replaced. The logo in the Board Room is complete. Next to be completed are logo stickers for large internal signage, plus stickers for District Parks' vehicles including the school buses. Also the banners in the TC lobby staircase will be changed this late summer/early fall.

COMMUNITY EDUCATION

Summer Camp – C&M Staff have been focusing on getting as much coverage of summer camp as possible, photos are posted on Facebook, to promote summer camp enrollment.

Independence Day Parade – Commissioners handed out 2,000 bags of fruit snacks with cards attached. The cards had a Seascape 2-for-1 Pass on one side and an ad for Party in the Park on the other side.

VIDEO

This month, we featured the video "Summer Camp 2016" starting June 9. Previously, we featured a video called "Sum Sum Summertime".

Volunteer – The C&M Department has a high school student with an interest in video who has volunteered to help with taking photos and video, and video editing, to cover summer camp programs this season. He works approx. 5-10 hours per week, as needed and his schedule allows.

PRESS RELEASES/PUBLIC RELATIONS

Any earned press will be shown as attachments at end of the Board Report. Press releases that were sent this month to the Daily Herald, Chicago Tribune:

New Playground More Than Meets the Eye
 Nature Volunteers Help the Monarch Butterfly

MARKETING DASHBOARD



Mobile App Downloads – Source: Apple iTunes & Google Play reports

The app has been available since April 25, 2014; as June 30, 2016 we have had 1,525 apps downloaded. C&M continues to promote various features of the app to increase usage. Below is a chart showing progress over the previous 10 months.

Sept 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	March 2016	April 2016	May 2016	June 2016
1,342	1,350	1,356	1,379	1,398	1,412	1,412	1,421	1,429	1,525



Mobile Access – Source: Google Analytics

More users are accessing heparks.org on mobile devices than on PCs or tablets. Benchmark column indicates how users accessed HEparks prior to the app and mobile-friendly website. (Responsive mobile-friendly website launched Oct 28, 2014; app launched April 25, 2014; mobile WebTrac launched in late November 2014.)

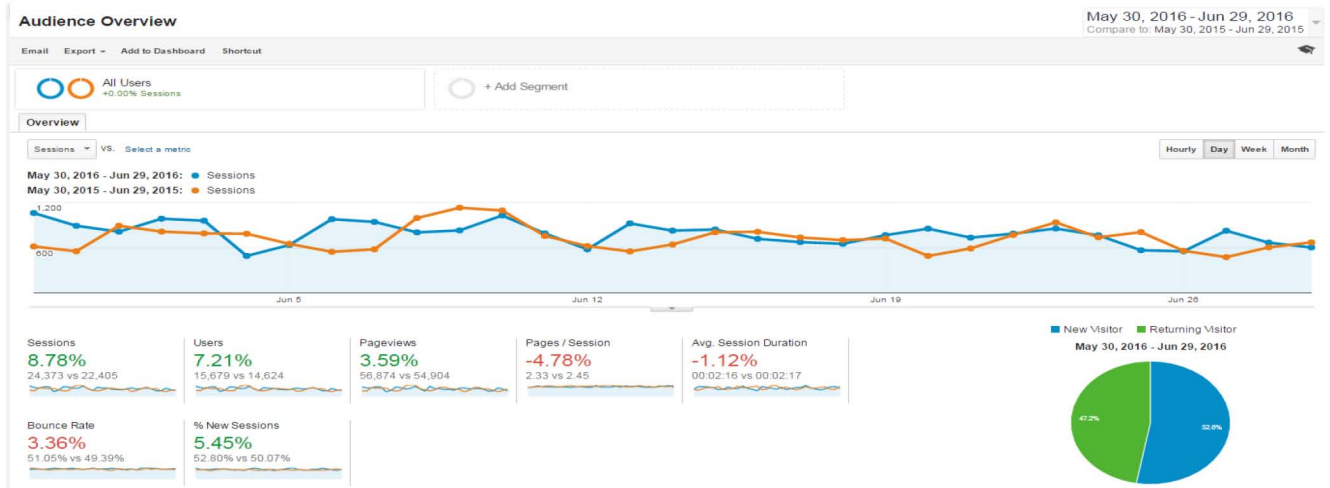
Source:	Benchmark:	June 1-30, 2015	June 1-30, 2016	Change from last year
Google Analytics	Feb 2013-Feb 2014			
Desktop	63%	45%	41%	-4
Mobile	27%	45%	54%	+9
Tablet	10%	8%	7%	-1

*A decrease in tablet views is speculated to be a result of more mobile phone use as mobile phone screens are increasingly larger. Tablet sales have leveled off. It is more convenient to use a smart phone which is always within reach. (<http://time.com/3532882/people-arent-buying-tablets/>)

Website HEParks.org – Source: Google Analytics

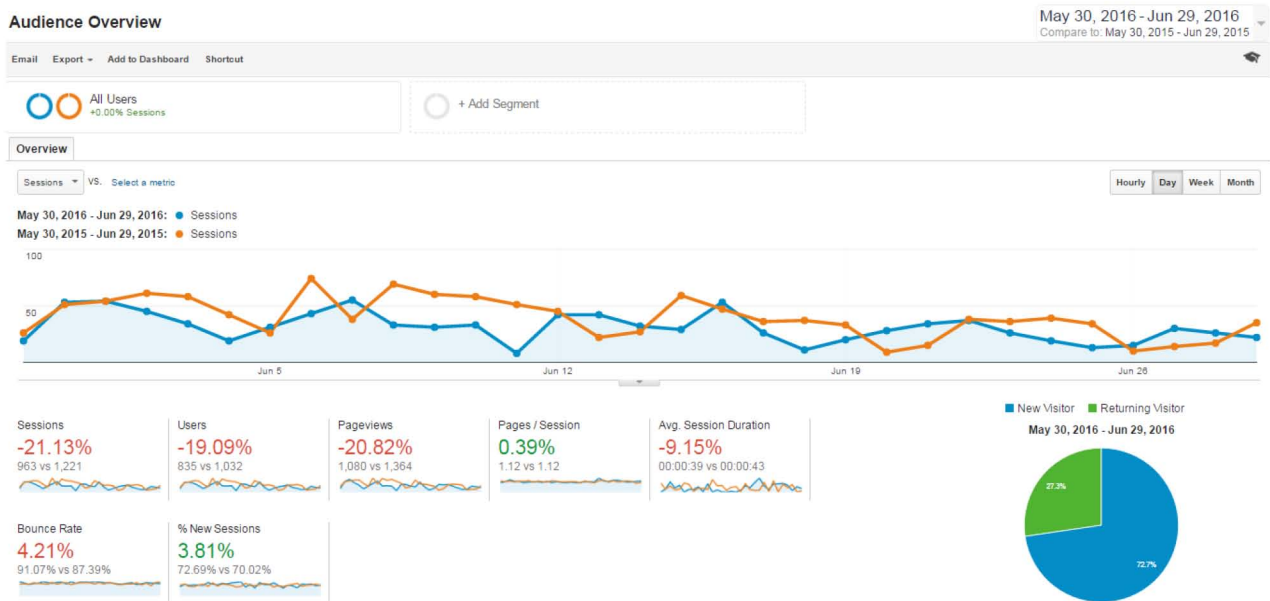


Hits to the website are still very high, but have leveled off.



Program Guide Online – Source: Google Analytics

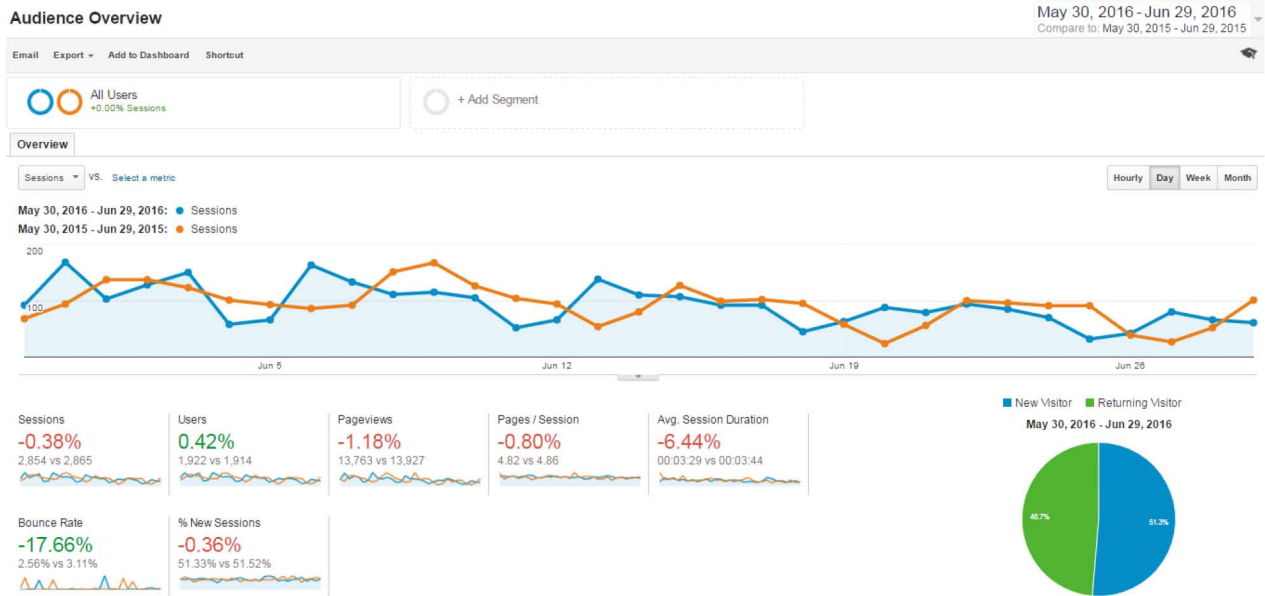
Hits to the online program guide are down.





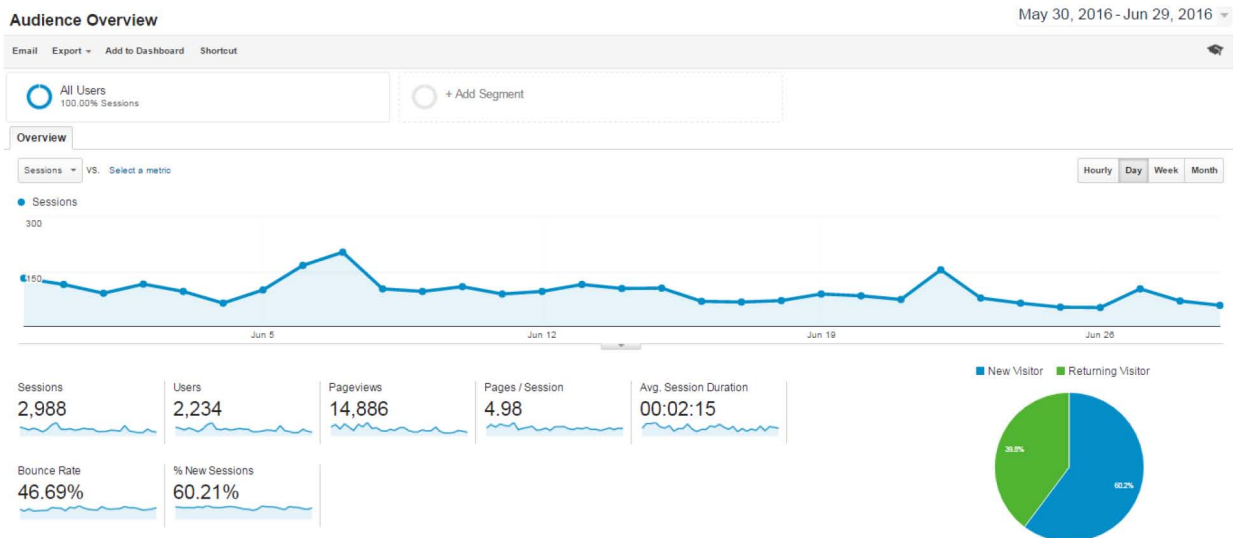
WebTrac/Online Registration Page Hits – Source: Google Analytics

Hits to online registration have leveled off as we have been driving more users to the mobile WebTrac page, with the increased use of mobile devices for web browsing. In electronic marketing, links go directly to Mobile Webtrac pages.



Mobile Webtrac – Google Analytics

(Tracking began December 1, 2015.) The number of people accessing Mobile Webtrac from their mobile devices has surpassed the number browsing Webtrac from a PC. A strategy we use that is having a great impact is that when we post links on web, email and social media we always links directly to mobile online registration pages.





Facebook Reach

Total Likes totaled 2,284 this as of 6/30. Our goal is engagement: The more people tag, share and comment on posts the greater the reach. 28 Days Page Engaged Users (Col G): The number of people who engaged with our Page. Engagement includes any click or story created in June = **13,357**. See the chart below for a list of our most successful posts this month, which explains the "peaks".

Top 5 Most Successful Posts June 1-30




Post Message	Type	Posted	Lifetime: The number of impressions of your Page post. (Total Count)
Today the old compressor unit for the Ice Arena was moved by a humongous crane to make way for a brand new, energy efficient model. Read more here: http://www.heparks.org/general-information/proposed-park-projects/	Video	6/23/16 11:39 AM	3121
Mayor McLeod and Village Trustees came out to our All Star Baseball Game on Saturday, June 18 to throw out the first pitch. Thanks Mayor Bill McLeod!	Photo	6/21/16 5:15 AM	2754
Our annual golf outing to benefit the Friends of HE Parks and kids in Hoffman Estates. Do you recognize any of the celebrity retired athletes in these pictures? Please tag yourself!	Photo	6/15/16 10:00 AM	2643
On Friday, Creative Arts Camp went to the Field Museum in Chicago.	Photo	6/24/16 10:00 AM	2042
We caught our Discovery Campers on the playground today!	Photo	6/16/16 1:12 PM	1810

Top 10 Highest Posts since October 2015


Post Message (The highlighted posts are from the current month.)	Type	Posted	Lifetime: The number of impressions of your Page post. (Total Count)
Today our Half-Day Preschool is having their own Crazy Hair Day! How cute are they?	Photo	3/14/16 11:12 AM	6148
Congrats to figure skater, Tomoki Hiwatashi, who won a Gold Medal at Nationals!	Link	1/26/16 8:00 AM	6119
http://ow.ly/Xyalq Tomoki trains @ Triphahn Ice Arena!	Link	2/12/16 10:00 AM	4654
Dads and their little girls having a night to remember! Moms, don't miss Mother Son Date Night on Feb. 19!	Photo	1/27/16 7:42 AM	3921
Congrats Volunteer of the Year Coach Bill Buesing! And Jan. Best of Hoffman Sylvia Henfling. Thx to all our volunteers! http://ow.ly/XAV4N	Photo	3/26/16 10:00 AM	3865
The Easter Bunny hopped on by this weekend for our Aqua Egg Hunt!	Photo	1/30/16 11:09 AM	3736
#Didyouknow that Pickleball is over 50 years old!? Our very own Rica Cuff is presenting today at the IAPD conference! To find out more about Pickleball click here---> http://ow.ly/3yXN7y	Photo	1/19/16 2:45 PM	3511
Here's a peek inside our Recreation and Facilities Division Team Meeting where we were honing our networking skills today, and having a little fun, too.	Video	3/2/16 5:51 AM	3146
Hoffman Estates Park District is hiring Part Time Workers in all areas: banquet, lifeguards, camps, front desk and even a Part-Time Digital Media Associate -- apply here! http://www.applitrack.com/heparks/onlineapp/default.aspx?all=1	Link	6/23/16 11:39 AM	3121
Today the old compressor unit for the Ice Arena was moved by a humongous crane to make way for a brand new, energy efficient model. Read more here: http://www.heparks.org/general-information/proposed-park-projects/ (see screen shot below)	Video		
Girls Night Out Feb 18 - Have fun for a great cause! Tix --> http://ow.ly/XBi4e	Photo	1/30/16	3042

Moms and their little guys had a blast at Mother Son Date Night. Check out those little ties, suit coats, vests.....so cute!

9:45 AM
2/19/16
Photo 6:21 PM 2935





 **Hoffman Estates Park District** working hard at 
Triphahn Center.
Published by Sandy Manisco (7) · June 23 at 1:39pm · Hoffman Estates · 


Today the old compressor unit for the Ice Arena was moved by a humongous crane to make way for a brand new, energy efficient model. Read more here: <http://www.heparks.org/general-info.../proposed-park-projects/>





1,721 people reached **Boost Post**




857 Views

 Like  Comment  Share 

 Sue Adam Neel, Carina Massani and 9 others Chronological ▾

2 shares 1 Comment

 **Joe Einsweiler** Thank you sharing that! I live in the condos right next door and was wondering what the big crane was for!
Unlike · Reply · Message ·  2 · June 23 at 2:04pm

 Write a comment...  



Conversion Rate – What percentage registered online?

More and more people are registering online. Derived from a RecTrac Report that indicates the percent of registrations made online vs in person. Mobile-friendly email template began Nov 2015. Progress is being made each year in online registrations:

2011:	21%
2012:	26%
2013:	30%
2014:	33%
2015:	35%
thru 6/30, 2016:	36.3%



Email Blast Results, Constant Contact

Out	Sent/Open	Mobile	Bounces	Clicks	Opt-
2016 Fitness, Sports & Rec	---/17.7%	50+%	8.8%	8.8%	0.22%
Hoffman Happenings 6/7	19.3K/17.8%	63.7%	2.1%	12.8%	0.7%
50+ Newsletter June	943/38%	52.8%	1.5%	11.5%	0%

Opens = Emails our contacts received and viewed.

Mobile = Percent of emails opened on a mobile device.

Bounces = Emails sent, but not received by our contacts, indicates the quality of the data.

Clicks = Contacts who clicked on a link within our email.



YouTube Metrics

Below is a list of our Top 10 Videos with the most traffic and minutes watched over the past 30 days. The numbers are down because we have been posting videos directly on the website and on Facebook, instead of linking to YouTube.



Hoffman Estates Park District HE Parks

Created: Jul 28, 2009 · Videos: 185

CHANNEL

Last 28 days (Jun 1, 2016 – Jun 28, 2016)

Watch time
Minutes



455 ▲

Average view duration
Minutes



0:59 ▲

Views



461 ▲

Top 10 Videos

[Browse all content](#)

Video	↓ Watch time (minutes)	↓ Views
Park Info: Thor Guard	86 19%	70 15%
What is Pickleball?	48 11%	31 6.7%
Wacky Dad Games at Father's Day Pool Party	39 8.5%	38 8.2%
Me & HEPD: Joe DeMaria and Nico Muira, Sea...	33 7.2%	25 5.4%
Park Info: What Is Bioswale?	29 6.3%	11 2.4%
Aqua Fit Swim Aerobic Class at Prairie Stone ...	28 6.0%	21 4.6%
HE Parks Summer Camp 2016	25 5.5%	40 8.7%
Park Info: Playground Workout, Bench Pushup	24 5.2%	24 5.2%
Hoffman Estates Park District National Gold ...	21 4.7%	6 1.3%
Wolf Pack Hockey Hosts Krolak Cup	16 3.6%	6 1.3%

Bridges of Poplar Creek Board Report

General Programs

- Our second session of Jr Golf classes was held. The Sharks program had 27 participants. Each student receives general fundamental instruction on the golf swing as we introduce them to the game. They had 6 range sessions and 2 on course classes. They also receive Tour Edge Driver for participating in the class.
- We hosted our first Live Music Night in the event area. The band Hooked on Sonics was a great hit. We had over 100 guests come to enjoy the live music. The Tap Inn provided food & drink specials for all that attended. Looking forward to our next Live Music Night on July 14th Kevin Presbrey & The Midwest.

Other

Obama Presidential Library archives

The Village’s planning & zoning commission recommended approval of a plan to convert the former Plunkett Furniture building on Golf Road, just south of hole #3, into a temporary storage facility for the archives of the future Barack Obama presidential library in Chicago. (See attached Daily Herald article). Staff has spoken with the Village regarding the potential impacts to BPC. The Village does not believe there will any adverse impact to BPC, only positives in that there will be a high security fence installed around the property and 24 hour security which will decrease the residential cut through traffic. We will be notified if any plans change that may impact BPC in anyway.

Golf Rounds

ROUND TOTALS			
2013	2014	2015	2016
5,057	4,939	4,336	4,547
YTD ROUND TOTALS			
2013	2014	2015	2016
11,571	11,069	11,327	12,400

Range Information

RANGE BASKET SALES TOTALS

2013	2014	2015	2016
3,348	3,421	3,021	3,657
YTD RANGE BASKET SALES TOTALS			
2013	2014	2015	2016
8,059	7,559	7,731	9,038

Pass Sales

Resident Annual	3
Resident Individual	115
Resident Junior	1
Resident Senior	81
Total Resident Passes Sold YTD	200

Preferred TT Pass	104
Non-Res Individual	20
Non-Res Junior	0
Non-Res Senior	58
Total Non - Resident Passes Sold YTD	182

Communications & Marketing

Marketing/Advertising

- We did 8 Email Blasts advertising Weddings, Banquets, Season Passes, Golf Instruction, Jr Golf, Monday Madness, Terrific Tuesdays, Wedge Clinics and Golf Specials.
- Bridges staff has posted 5 posts to the BPC Facebook page, between on 6/10/16 and 6/28/16. As of 6/28/16 the page has 679 likes. The page increased its likes by 8 in a month. Out of the 5 posts, we did not boost any this month. From the 5 posts we reached a total of 780 people.

Food & Beverage

For the month of June we had a total of 32 events: (30 Events in 2015)

The breakdown is as follows:

9 breakfast meetings servicing 181 people

6 baby/bridal showers servicing 253 people

3 memorial luncheons servicing 185 people

9 golf outings with lunch or dinner buffets servicing 1160 people

1 hors d'oeuvres reception servicing 40 people

4 ceremony and reception servicing 521 people

(1 wedding canceled for June estimated revenue \$15,000)

We currently have 23 events booked for July (25 in 2015)

3 Breakfast meetings servicing 75 people (AM Rotary moved to Schaumburg, looking to work with more of Schaumburg businesses since it is Schaumburg AM Rotary)

4 baby/bridal showers servicing 175 people

6 ceremony and reception servicing 880 people

1 ceremony only servicing 100 people

6 Golf outings with lunch or dinner buffets servicing 475 people

1 Fireman pizza party servicing 25 people

1 retirement dinner servicing 100 people

1 hors d'oeuvres reception servicing 25 people

Wedding Count Update:

2017=1 ceremony and reception, 1 ceremony only

2016 = 21 ceremony and reception, 4 reception only, 1 ceremony only.

4 weddings cancelled for 2016. August for 200 guests estimated revenue \$19,000 and September for 120 guests estimated revenue \$11,000. June 11th evening wedding cancelled for 200 guests estimated revenue \$15,000 and November 5th for 150 estimated revenue \$16,000. Contracts and deposit payment schedules are currently being evaluated to adjust for future years. This is not a normal pattern as we had only 2 cancelations in the past 3 years.

Offering 15% off those dates and any dates still open and waiving ceremony fee. Deposits were kept of \$2k each.

2015 = 18 ceremony and reception, 5 reception only, 4 ceremony only

2014= 23 ceremony and reception, 6 reception only, 7 ceremony only

Golf Maintenance Summary

June was a warm and dry month at Bridges of Poplar Creek, with eleven days above 88 degrees and less than a handful of rain days; summer definitely arrived prior to the first day of summer. The weather was perfect for all the golf outings that we had in June, but made the maintenance department's scheduling and task list a little interesting. Due to the large amount of back-to-back outings the maintenance department put plans in place to repair ball-marks, fill in divots, keep tee boxes healthy as well as being able to provide ample amounts of water to all turf. We spent one full day this month just concentrating on greens. On that day the greens were mowed, verti-cut, ball-marks repaired with green sand and seed, top dressed with a fines free sand and drug into canopy, application of wetting agents, liquid fertilizers, fungicides and growth regulators all of which was followed by watering entire greens and applying a recovering agent to our normal localized dry spots. We are glad to report that this process proved to work wonders as the greens at Bridges of Poplar Creek held up well to all the outing play and the root system has never been better. Another full day this past month was spent on tee box maintenance to assure the large amount of outings does not destroy our teeing grounds. This maintenance routine comes from past experience of our June outing doing a number on the tee boxes. The maintenance department decided to mow, verti-cut, aerify, top-dress with sand and seed, apply our routine IPM program and set up an aggressive watering cycle which included numerous hours of hand watering to get new seed to germinate. Outside of the full days of maintenance to the greens and tees, the rest of the golf course was maintained as regular through the month of June.

Due to the warm and dry month, many hours were spent with hoses in our hands as well as fixing numerous irrigation issues. This June the maintenance department used the irrigation system and used the most water it had ever used in the month of June over the past eight years. This caused our older irrigation system to have weak pipes break, irrigation heads to stick on at night, and countless problems with irrigation spray nozzles. The maintenance crew has kept up with all the issues to the best of their abilities but there are some areas on the course that have started to wilt due to these issues. These areas just need a little more care during the next couple of weeks while the irrigation system is being fixed.

Finance/Administration

- The District's 2015 CAFR (Comprehensive Annual Financial Report) in final form was submitted to the GFOA (Government Finance Officers Association) for review in application for the Certificate of Excellence in Financial Reporting, staff expects to receive notification by September.
- The District's 2015 CAFR (Comprehensive Annual Financial Report) in final form was filed with County Clerk, Office of the Comptroller, Cook County Treasurer, Dunn & Bradstreet, Bloomberg Municipal Repository, DPC, Standard & Poors, Dept. of Commerce, Moody's and PDRMA.
- Staff continues working with BS&A on the implementation project. BS&A project managers were on site June 14th & 15th to coordinate initial data input and software set up structure pertaining to HR functionality (benefit time accruals, pay ranges, salary codes, pay rates), fixed asset, accounts payable (manual check

issuance, positive pay, vendor ACH), accounts receivable (upload from RecTrac, refunds), and general ledger, including budget.

- Staff continues to build the FinTrac scheduling database and work one on one with managers to create their staffs' schedules.
- Payroll Cycle Processing
 - 06/17/16 \$308,571.78
 - 07/01/16 \$337,083.31

Administrative Registration/EFT Billing

- EFT Billings for:
 - a. TC/WRC/PSSWC Fitness Centers
 - b. ELC (weekly)
 - c. Sponsorship/Marquee Signs
- Administrative
 - a. Administrative mailing
 - b. PSSWC pool credits issued
 - c. Program cancellation assistance
- Administrative Registration for:
 - a. Financial Assistance
 - b. Foundation Giving Tree
 - c. Bode Preschool Seascape Passes
 - d. District 54 Scholarship
 - e. Schaumburg PTA Scholarship
 - f. SRT Outing
 - g. FT Employee Camp (children)

Human Resources

- Processed 26 new part-time hires and 2 new volunteers.
- Attended PDRMA follow-up observations of manual labor duties (continued cross-training with Risk Manager) for operations in the parks maintenance facility and in the field.
- Attended PDRMA Wellness Ambassador meeting for PATH end-of-year wrap-up. 2015 saw the highest participation across all members, including HEPD. Changes to 2016 program will re-distribute opportunities to earn points throughout the calendar year to encourage year-round participation (instead of earning all points in the first quarter and then not logging-in for the remainder of the year).

Technology

- Disaster Recovery Plan & Redundancy
 - a. Completed the planning of setting up multiple options in the event of a disaster at Triphahn Center:
 - Sterling is scheduled on July 8th to install and configure a cold storage back-up device at PSSWC.

- Brett Lonergran has been selected to fill the PT IT support position and began on July 5th.
- Procured and installed a web camera for Seascope to enable the desk to take pictures with new pass registration functionality.
- Procured and configured two (2) iPads for GIS project.
- Assisting with the planning of the TC North side renovation, determining network drops and hardware cost quoting.

Sponsorship

- Newly acquired sponsors:
 - a. Beard Dermatology
 - Marquee/Sponsorship
 - b. Roosevelt University
 - Sponsorship
 - c. Pinstripes
 - Foundation Sponsorship
 - d. Mark Drug
 - 50+ Open House Sponsorship
 - e. Juice Plus
 - Sponsorship
 - f. Linda Dressler
 - 50+ Open House Sponsorship
 - g. Premier Discovery
 - 50+ Open House Sponsorship
 - h. Morizzo Funeral Home
 - 50+ Open House Sponsorship
 - i. Dick's Sporting Goods
 - Yearly Advertising/Equipment Trade Sponsorship
- Proposals Submitted to:
 - a. BMW Group – Marquee advertising
 - b. Kids Plus Dentistry - Sponsorship package
 - c. Lexington Rehab - Marquee advertising
 - d. Bararr Hypnosis - Marquee advertising
 - e. Roselle Chiropractic - Event sponsorship
 - f. Harold's Chicken – Marquee advertising
 - g. Vein Specialist – Marquee advertising
 - h. Chicago Mustangs - Event sponsorship
 - i. Windy City Bulls - Marquee advertising and sponsorship - waiting on their final budget

**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
PARKS DIVISION**

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand marketing communications with the use of social media and mobile applications	Provide useful public landscaping information through the park perspective social media and web site. Update a minimum of 4 times per year.	C	Seasonally topical turf and gardening tips have been sent to the C & M department to be posted on the web site at their discretion
Increase volunteer involvement in District operations	Conduct a Queen Ann's Lace removal event. By 2 nd quarter	IP	Scheduled for July 16 th 9:00am-11:00 am
	Conduct a teasel removal event. By 3 rd quarter.	IP	Scheduled for 8-13-16; location to be determined
	Conduct a wild flower seed collection event. By 3 rd quarter.	IP	Scheduled for 9-24-16 at Charlemagne Park
	Conduct an Adopt a Park program. Increase by 2 sites.	IP	Adopt-a-park opportunities will be posted on the marquee signs
	Conduct a park clean up event. By 4 th quarter.	IP	Scheduled for 6-11-16 at Essex Park

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fluid balance reserves	Administrate the Parks Division budget. Meet 100% of the timelines established by the finance division	NB	
	Develop the Parks and Risk Mgt sections of the 2015 CMP. Complete by the district's adopted schedule	NB	
Perform internal control audits	Monitor budget to ensure expenses do not exceed budget and are in line with revenue projections and revenues are meeting	IP	All line items are currently within budget

	financial goals and objectives. Meet budget expectations.		
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District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Utilize best practices to maximize operational efficiencies as a District	Replace Seascape ice maker. Compete by end of 1 st quarter	C	Ice machine has arrived
	Replace 1995 CHEVY 4X4 PICK-UP. Compete by end of 4 th quarter	C	Vehicle has arrived
	Replace 2003 JOHN DEERE SKID STEER. Compete by end of 4 th quarter	C	Skid Steer has arrived
	Seascape rebuild pumps #1 & #5. Compete by end of 4 th quarter	C	Pumps have been rebuilt
	Replace 2003 Redi-haul trailer. Compete by end of 4 th quarter.	C	Trailers has arrived
Perform a capacity usage analysis	Purchase and plant trees, shrubs, and flowers throughout district. Compete by end of 4 th quarter.	SC	Spring tree order has been planted

DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Implement best practices for allowable expansion of natural areas	Enhance high visibility natural areas by adding additional wild flower seeds. Complete by end of 4 th quarter per budget allowance.	C	Natural areas overseeding is complete
Continue to address park and recreation needs according to the district's ADA transition plan	Complete assigned ADA projects. Complete by end of 4 th quarter.	NB	No projects have been assigned

District Initiative 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Enhance overall quality of natural areas	Enhance natural areas by controlling invasive plants to 20% or less. Maintain/monitor on quarterly basis for compliance.	IP	Invasive plants are less than 8%
	Control burns at Black Bear, Hunters Ridge and Roherson Parks. Annually.	C	All controlled burns are complete

District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Implement best practices to maintain a minimum score of 95% in the District-wide IPRA environmental report card	Maintain Park Division's compliance with IPRA's Environmental Report Card. Complete by end of 4 th quarter.	IP	The parks division is compliant with the report card

DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop a new hire training program that addresses District policies and procedures	Hire Supervisor of Aquatics and Facilities. Complete by end of 1 st quarter	IP	Currently reorganizing the Parks Division supervisor's level
Continue to evaluate and create procedures and training to promote a high level of internal customer service	Train and document 100% of all staff on job specific and mandatory training within the Park's division. Within one month of their employment start date.	C	All full time and seasonal parks staff have been trained.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue emphasis on cross-training and ensure workforce readiness	Instruct & train members of the training committee on district wide trainings. Complete by end of March.	C	Training team has been trained
Promote furthering educational opportunities of staff by encouraging participation in workshops, conferences and other educational opportunities	Conduct two Parks Division team building events. Complete by end of 2 nd and 4 th quarters.	IP	PDRMA back safety school is complete

**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
PLANNING & DEVELOPMENT**

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 1: Offer healthy and enjoyable experiences that promote equal access

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop plans to meet increased program needs 50+ population	Maximize the use of existing space for active adults / rental programs based of a ROI evaluation. Redesign space to convert more effective and efficient use. As part of the Triphahn Architectural study that will be completed in the spring of 2016.	IP	Williams and staff presented their proposal to the full board in March and the plan was approved by the Board. Williams and staff are now developing construction documents to go out for bid in the fall of 2016. Williams Architects have completed 80% of the design development drawings for the project. To ensure the process moves along smoothly, Williams Architects and staff met with Village code enforcement reviewers. That meeting was productive and comments will be incorporated into the review documents scheduled to be submitted at the end of August.

District Objective 2: Achieve customer satisfaction and loyalty

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Provide parks, facilities and opportunities that promote healthy and enjoyable experiences.	Renovate and rebuild Victoria, Canterbury Park Place and Sheffield playgrounds. Complete projects by August 1 st 2016.	IP	Bids for supply and installation were received and awarded in March for these projects. Contractor to begin work in April. Sheffield Playground was completed the first week of June. Victoria playground will be completed the first week of July.

District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Solicit input and engage residents in the planning process.	Conduct public input meetings on all projects that involve a new addition or alteration to an existing facility. Meetings October for 2016 projects.	IP	Interested parties were invited to the presentation meeting regarding renovation plans for the north end of the Triphahn Center.
	Incorporate if possible and/ or practical in plans for renovation and update of parks and playgrounds. Meetings fall 2016 for 2017 projects.	IP	Limited input due to limited attendance at the meeting

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves.	Complete all overseen capital projects at or below budget amounts. September 2016.	IP	Bids for 2016 projects have come in under budgeted amounts. Currently all projects at or below budget levels.
	Monitor all projects and adjust program plans to maintain projects with budgeted amounts. On a weekly basis.	IP	Staff continues to monitor funding availability to maintain that trend.

District Objective 2: Generate alternative revenue

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves.	Oversee and maintain Community marquee signs in operational order. Ongoing.	C	To increase sales and net profitability, ad sales have been brought in-house and are currently under the direction of the Administrative Finance department.
Develop strategies to attract additional sponsors and new partnerships	Continually monitor and track operational performance so as to provide constant programming ability for communication of district and community events. Ongoing.	C	To increase sales and net profitability, ad sales has been brought in-house and is currently under the direction of the Administrative Finance department

District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves.	Come up with a plan to reuse playground equipment and refurbish same. Replace only items that have worn out or have no future purpose. Victoria Park Playground redevelopment. Renovate playground by the end of July 2016.	C	Victoria playground renovation was designed to reuse the existing post structure which has resulted in less construction debris and less new material. In addition this has allowed the reuse of the majority of the existing fall surface rubber. The old posts were repainted using an electrostatic process.

DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
*Maintain district infrastructure to utilize proven best practices that provide first class parks and facilities	Replace Victoria Playground. Complete by July 2016.	IP	Bids awarded and materials are now in production. 95% completed
	Replace Canterbury Playground. Complete by August 2016.	IP	Installation began June 28th and will be completed prior to the end of July.
	Replace Sheffield Playground. Complete by July 2016.	C	Bids awarded and materials are now in production. Completed
	Repair and color coat Fabbrini Tennis courts. Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed
	Repair and color coat Victoria Tennis courts. Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed
	Repair and color coat Victoria Basketball Court. Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed
	Repave BPC Roadway. Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed
	Patch and sealcoat Triphahn Center parking lots. Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed
	Crack fill all parking lots (ongoing process). Complete by July 2016.	C	Contractor identified and work will commence once weather is conducive for this type of work. Completed

	Coordinate architectural study /Triphahn north wing renovation plans. Complete by May 2016.	C	Concept plans were completed, presented and approved in March. Williams Architects is now preparing construction documents and specifications with the intent of going out to bid in the fall of 2016.
	Coordinate architectural study. Construction 2017.	IP	Williams Architects is now preparing construction documents and specifications with the intent of going out to bid in the fall of 2016. Drawings 85% completed.

District Initiative 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Specify environmentally sound programs and opportunities on environmentally best practices.	Work w/outside contractors involved with district projects to reduce garbage & require contractors to have metal waste picked up by scrapers. Offer mulch to the public for residential garden use. Locally dispose of 85% existing mulch materials. Utilize 10% organic waste mulch to improve soils on the former site of Summit (Essex Park) residence	C	Old mulch will be made available to the public beginning in April. Mulch was delivered to distribution points throughout the Village. The public consumed every bit available.

District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Specify environmentally sound programs and opportunities on environmentally best practices.	Develop and implement a best use practice to utilize the existing rubber tire fall surface at Victoria Park playground. Reuse 95% of existing material.	C	100% of the used rubber tires contained in the Victoria Playground fall surface were re-used in the new fall surface system. The ground rubber crumb material used in the poured in place surface came from ground rubber tires.

DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote further educational opportunities of staff by encouraging participation in workshops conferences and other educational	Coordinate the registration of personnel to attend the 2016 IL Landscape Contractors Association Meeting and conference in	C	Director of Planning has completed 31 hours of off-site training which included 14 hrs of hands on GIS training that was completed at NIU in

opportunities.	Schaumburg. Requires training budget for registrations. Involve two staff members minimum.		Naperville.
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District Objective 2: Build organization culture based on I-2 CARE Values

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continually expand and update Hoffman University training curriculum to enhance workforce knowledge and readiness.	Lead one Hoffman Workshop program. One minimum in 2016.	C	Planning staff organized and held a Hoffman U along with representatives from North West Special Recreation regarding the ADA law and how it impacts our facilities and programming.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote further educational opportunities of staff by encouraging participation in workshops conferences and other educational opportunities	Attend ILCA conference (Participate in a minimum of 6 CEU hrs.) Spring 2016.	C	Gary Buczkowski attended 7 hrs of programs at this conference
	Attend IPRA, ASLA or NRPA conference. Fall 2016.	C	Gary Buczkowski attended 9 hrs of programs while at the IPRA conference in January.
	Attend 2 training programs or classes. By end of 2016.	C	Gary Buczkowski attended 14 hrs over two days of technical hands on GIS Training.

**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
REC, FACILITIES, ICE, C&M DIVISION**

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 1: Offer healthy and enjoyable experiences that promote equal access

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop performance measurement system to evaluate value in programming structure <i>(short term)</i>	(ICE) Evaluate DROP IN ice time programs – freestyle, private hockey, public skate, and drop in hockey time. Time adjustments for alternate programming options will be considered. Complete by the end of Q2.	C	Public skate – when weekend times were offered attendance has greatly reduced. All other DROP IN programs are very healthy. Staff will continue to evaluate this on a quarterly basis balancing ice program demands and the ability for drop in ice times. Minor Adjustments will take place in the Fall. Schedule appeared to operate efficiently with regard to ice availability and time allowed during the previous quarters.
Expand Marketing communications with the use of social media and mobile applications. <i>(short term)</i>	(FAC) Develop interactive contests to enhance member retention. Utilize social media to promote monthly events and contests. TC/WRC. Develop contests and begin offering in Q1, Q2, Q3 & Q4. Offer 4 contests by the end of Q4.	C	Staff conducted a member appreciation week during the first quarter which was well received from participants. Staff will be working with C&M in Q2 to utilize social media more to promote these initiatives/ opportunities and 50+ has a new dedicated Facebook page.
Develop plans to renovate Chino Park to meet community needs <i>(short/mid-term)</i>	(REC) Research the possibility of adding Community Garden Plots to Chino Park. Research the possibility of working with the village on this as a joint program. Determine a number of plots if the ROI suggests that it is a feasible project by Q2. Make recommendation in Q3.	NB	
Improve the overall health outcomes of programs offered <i>(annually)</i>	(DIVISION) Research, improve and expand on recreation, service and programming opportunities. Benchmark other organizations that are providing programs and services that are on the uptrend in specific areas. Each department should	IP	Staff has been working with outside providers i.e. Harper College, Kids First, Higgins Outreach Center and is currently in the process of researching other trending opportunities to enhance the programming opportunities. Staff has worked extensively to benchmark and best

	benchmark 2 new programs/services by Q3.		practice opportunities as it relates to the potential north side renovation, programming, rentals, ELC expansion, etc. and off-ice training in Q1. Part of this process is looking at maximizing space utilization and prioritization. Staff is currently working with Harper College to solidify a final agreement to provide a location for the college to provide off site continuing education and recreational programs for the both their participants, our residents and guests.
	(FAC) Increase the number of health & wellness programs to the community. Develop 5 new programs and have 2 new successful programs running by Q4. Create new programs to replace phased out fitness programs by Q4.	IP	Staff is researching new fitness trends, while at the same time offering services as outreach to the Higgins Educational Center. Staff is working with Harper College to provide the district as an off-site programming location with various health and wellness programs included in the inventory of those proposals.
Expand facility based special events that promote greater facility usage (<i>annually</i>)	(REC) Offer additional quality special events/activities with local partners and/or new partners. Offer 3 new partnered events/activities that run with at least the minimum number of participants.	IP	Currently the 50+ opens their space for specialty groups on Sundays on a bi-monthly basis. Staff is working to provide additional programming through a new partnership with Harper College. Staff is also meeting with the village to discuss a joint special event and programming based on the current demand, while pooling resources. Staff has been working with the Diversity Committee in partnering with Party in the Park, they will be helping to add additional entertainment and new ethnic food vendors, currently the working relationship has been very positive and staff is thinking these new added additions along with the partnership will provide even more value to an already successful event. The goal is to attract even more participation.
	(REC) Research & develop one new special event to incorporate into 2017 budget. Recommend new special event to incorporate	IP	Staff is currently working on this opportunity to determine when and what event would fit well into the current

	into 2017 budget by Q2.		schedule. Adding the Unity Day component into the Park and the Park schedule has been a successful new venture.
Create recreational programs and opportunities to target underserved “demographic populations” (<i>annually</i>)	(REC) Increase the number of demographically targeted programs. Offer 2 new programs by Q4.	C	50+ added 2 chair-based exercise programs for less physically abled. Staff is also working with outside contractors to offer targeted programs that are not currently listed in our program inventory list, i.e. ultimate Frisbee, dodgeball and kickball.
	(REC/C&M)) Partner with Hoffman Estates Police Department for National Night Out. Create a large community outreach program at 1 HEPD location. Hold event in Q3.	IP	Staff will be partnering with the HE Police Department again this year. The intention will be to host the event again at SFAC. The village and park district were very happy with the attendance and the ability to share this message through this venue. Staff has contacted the police department to begin planning this year’s event, more than likely the discussions have revolved around another year at SFAC, while also doing a march through the community. This would be a co-sponsored event with the village.
Evaluate facility space utilization to accommodate growing programming needs. (<i>mid-term</i>)	(DIVISION) Evaluate and work with Williams Architects to create a study to determine the direction with the north side of the Triphahn Center and Off Ice Training program. Complete direction by Q4.	IP	Staff has been meeting with Williams Architects on numerous occasions. A presentation was made to the committee as a whole that was well received in March. Staff will continue to work with them and look at the transition plan/schedule. Currently staff is working on a final transition plan for both the off-ice training and north side renovation schedule.
Develop program life cycle model for all programs to assess meeting community needs and desires (<i>short/mid-term</i>)	(DIVISION) Develop a systematic approach to identifying trends in the different industries as it relates to customer preferences. Benchmark 3 state and national recreation agencies. Obtain at least 2 models to compare by Q2. Develop recommendations by 3Q on programs to phase out in 2016/17.	NB	
Expand specialized programming opportunities that utilize partnerships and	(DIVISION) Contact local colleges to establish partnerships for additional	IP	Communications have continued with Harper College. They are excited about the space our

contractual agreements (<i>mid-term</i>)	programming, i.e. Harper College, Judson University, Roosevelt, etc. Contact colleges by Q1; develop 1 new partnership with a local college and/or university.		facilities have to offer for various non-accredited classes. Staff is currently working to develop a contractual agreement and start scheduling space, based on supply and demand. Communications continue with all of these colleges/universities. Currently the team is finalizing an agreement with Harper College for off-site programming at HEPD facilities.
	(REC) Increase the number of programs offered to the community. Develop 5 new programs and have 2 new successful programs running by Q4. Create new programs to replace all phased out programs by Q4.	IP	Staff is reviewing current programs and enrollment numbers. Adding two new camps to bridge the gap between camp and the start of school.
	(REC) Research opportunities to offer a Fall Boy Scouts Skills Challenge Course at Fabrini Park. Complete by end of Q3, if applicable institute at end of 2016.	IP	Staff is currently working with two boy scouts on their eagle scout project(s). Staff has also developed a climbing program at PSS&WC specifically for scouts as a challenge for their ability to obtain certain scout badges.

District Objective 2: Achieve customer satisfaction and loyalty

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand Marketing communications with the use of social media and mobile applications (<i>short term</i>)	(FAC) Work with C&M to develop and integrate a fitness member survey, to assess member's needs for TC and WRC Fitness Centers. Q1-Develop survey Q2&Q4 - Administer survey	IP	C&M has developed the survey. It will be distributed in Q3 & Q4.
Develop brand identification and tagline to increase community awareness of District parks, programs, facilities and services (<i>mid-term</i>)	(C&M) Develop an easy, quick, but quality online survey to measure customer satisfaction for special events and programming. Create an online survey by Q2, implement in Q3.	IP	Conducting research to benchmark other surveys so the online survey is user friendly and provides the district quantitative data that will help enhance special events and programming. The new tagline and updated brand identity is complete. The staff has also completed the survey to measure customer service that will be utilized at Party in the Park.
Develop plans to meet increased program needs of 50+ population.	(C&M) Measure satisfaction with the overall quality and user-friendliness of the website particularly as it relates to registration and a	IP	Conducting research to benchmark other surveys. One successful example of this user-friendliness is the 50+ newsletter which

	means for communication. Create an ongoing online short survey by Q3, no more than 12 questions, implement in Q4.		averages a 40% open rate. Also the HEPD Online survey is in place, staff is always looking at new ways to improve response rates to surveys.
Expand Pickle ball opportunities and evaluate need for additional courts.	(REC) Partner with the Village of Hoffman estates and the Hoffman Estates Chamber of Commerce to start our “Providing a community for lifelong living” initiative. HEPD- recreation and activity, VOHE – health screening and services; HECC – resources for 50+ needs. Complete by Q4.	IP	Pickle ball courts will be painted during the refinishing of TC’s gymnasium. We will work to provide more structured play and possibly a league.
Educate parents regarding the child development benefits in our programs and services.	(REC) Evaluate the expansion of Pickle Ball courts to Victoria Park during 2016 resurfacing project. Complete by Q3 if applicable.	C	Planning and Development Director Buczkowski will be adding pickle ball court striping to the tennis court resurfacing project at Victoria Park in 2016. This will offer additional opportunities to play pickle ball while at the same time not affect the tennis court users. This was completed on June 20th
Utilize best practices to maximize operational efficiencies as a District (<i>annually</i>)	(REC) Provide training for preschool aged children on our new Handwriting Without Tears learning curriculum and DHS update trainings for State families. Complete by Q3 – Handwriting with Tears Orientation Complete by Q2 and Q3 – DHS Orientation	SC	Staff attended Handwriting Without Tears Training in February.
	(ICE) Complete ice compressor rebuild.	C 12/2015	Will be completed within the planned capital replacement schedule. Due to the planned shut down in 2016 this project was moved up and completed in December of 2015 and will be completed again in 2017. This is an annual program so the shutdown meant there was no need to complete the project in 2016.
	(FAC) Purchase Fitness Equipment and/or move fitness equipment from PSS&WC. Complete by Q4.	IP	The Life Fitness synergy fitness equipment has been received at PSS&WC within Q1. Additional fitness equipment will be assessed moved and/or purchased for all facilities by Q4. PSS&WC has purchased new spin bike monitors which provide feedback regarding speed, cadence, and distance. Additional equipment for PSS&WC will not be

			purchased within 2016 and will be assessed for the 2017 fiscal year.
	(FAC) Replace interior carpet and tile in rooms 2, 3, 4 and the general conference room at WRC. Complete by Q4.	IP	Quotes have been obtained for rooms 3, 4 & the meeting room. Parks Dept. will be installing carpet and tiles in room 1 & 2 when time allows, prior to Q4.
	(ICE) Replace and rebuild cooling tower and tube condenser. Complete by Q3.	SC	The start date is set for a June 4 shutdown; during that time these items will be replaced and rebuilt. Programming, ice and building schedules are reflective of this timeline and change. The project started in June and continues to take place into Q3; currently the project is going well and remains on schedule. During this time staff is also painting, repairing flooring and enhancing the whole lower level so when the ice is rebuilt and back in place the center overall will have a fresh new look.
	(FAC) Replace vinyl tile in the Vogeley Barn. Complete by Q4.	NB	

District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand specialized programming opportunities that utilize partnerships and contractual agreements (<i>mid-term</i>)	(ICE) Institute new USFS High School skating program. Staff will be meeting with area high schools with regard to the program and how to become involved. Complete meeting by Q1; if feasible implement by Q3.	C	USFS is changing their lesson format to include high schools. Staff will address with schools once the information is released in April and institute in the Fall Q4. Staff met with members of USFS. There has been a complete program change on a National Level. These changes start at beginning level and the high school program appears to not be a USFS program. Staff will continue to monitor the program changes.
	(REC) Partner with the Village of Hoffman Estates block party coordinator to add a recreational component in their block party scheduling. (Ex. various contests, sound system with dance along options). Q1 – Schedule a meeting with VOHE coordinator. Participate in 50% of the block parties with	NB	Changing of staffing for both VOHE and HEPD has not permitted for this partnership to begin.

	this new recreational component by Q3.		
	(REC) Work collaboratively with other groups within our community to offer value added services. Offer one and/or add on to one special event by Q4 that incorporates the Village and Chamber .	C	New partnership with Village on Harvest Luncheon serving 50+ population. Other opportunities are also still being evaluated. Partnered with D15 for field trip transportation.
	(REC) Program outdoor sport adventure programs at various parks. Expand LL Bean partnership with Paddleboard to include kayaking and canoe training. Add additional archery programs and research cycling programs. Complete by end of Q2	IP	Currently offering Outdoor Adventure program with DEA in the summer brochure. LL Bean did not renew their contract for paddle board in our lakes this summer. Staff has expanded and developed a very successful indoor archery program and will have a temporary programming site outside for this service at the end of July, which is part of the Eagle Scout project for 2016.
Expand facility based special events that promote greater facility usage. (<i>annually</i>)	(FAC) Work with C&M to develop ways to utilize social media to promote community centers, (membership, rentals and personal training). Work with C&M in Q1, create measures in Q2 and determine if results were successful in Q4.	IP	Currently the C&M Supt. is working with the various departments to promote and engage participation in these areas. As new social media associate position is filled again this will enhance and be even more prevalent in all facets of the district operations.
Expand Marketing communications with the use of social media and mobile applications. (<i>short term</i>)	(C&M) Utilize video on web and social media to engage and educate the community on green, social equity and health and wellness. Develop at least one new video each month, create 12 total by Q4.	IP	Pickle Ball – Jan 4 –Feb 1 Dreaming of Summer – Feb 1-Feb 23 Pot of Gold Climb – Feb 23- March 18 Spring Registration – March 18-Apr26 Summer Registration – April 20-May 24 Sum Sum Summertime – May 24-June 9
	(C&M) Measure the attrition rate of mobile application users. Determine a baseline by end of Q2; decide if this application is of value at that time.	IP	Currently the department measures the use of the mobile application. By the end of Q4 the department will decide if that is a quantifiable and useful measure for growth.
Increase volunteer involvement in District operations (<i>annually</i>)	(DIVISION) Benchmark other volunteer program to determine appropriate measures as it relates to levels of volunteer engagement. Determine a number of hours per year as a baseline by Q4. Increase volunteer participation as a district in hours by 2% from 2015.	IP	Staff is currently working on ways to increase the amount of volunteer opportunities, while at the same time researching new ways to engage more participation.
Develop program life cycle model for all programs to assess meeting community needs	(REC) Develop a formal special event total attendance template that can also track	NB	

and desires (<i>short/mid-term</i>)	demographic information that may be important for targeted markets and/or event ideas/decisions. Develop by end of Q2.		
Develop brand identification and tagline to increase community awareness of District parks, programs, facilities and services (<i>mid-term</i>)	(C&M) Actively account for social media subscribers and increase engagement. Increase engagement by 3%, by Q4.	IP	(Baseline/Jan) Facebook-(2,069) June 2,282 +10% Twitter-(630) June 689 +9% Google Plus -(11) June 19 +4% Instagram – (58) June 73 +25%
Create recreational programs and opportunities to target underserved demographic populations (<i>annually</i>).	(REC) Expand iCompete into an Elementary School in D15 and potentially another D54 school. Q2 – propose to school districts Q3 – Run program throughout school year	IP	Met with the Principal of Hoffman Estates High School to also look to expand the program to other areas over the summer in order to run the program year round. D15 was not available to meet to discuss this program. Will attempt to reconnect in August before school begins.
	(ICE) Research and Develop a Hockey Mentorship program to families of Hoffman Estates. Q1 – Develop program parameters Q3- Recruitment Q4 – Kickoff	IP	Staff is currently in the process of developing this template. Due to the ice rink shutdown staff is moving the timelines to coincide with the re-opening of this area.

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves (<i>annually</i>)	(DIVISION) Maintain minimum operating standards for all program areas. Complete by Q4.	IP	Staff is using budget activity analysis worksheets to make sure that each program and/or service offered maintains the appropriate ratios for the minimum operating standards.
Secure additional alternative sources of revenue to support financial goals (<i>annually</i>)	(REC) Reach out to special interest groups to provide contractual services to reduce costs while providing new programming and service opportunities for residents and guests. Partner with 2 new special interest groups to provide 2 new contractual services for programming opportunities. Complete by Q4.	IP	Significant sponsorship opportunities are being researched for 50+, along with more conventional 50+ program fee structures, e.g., punch card system, while at the same time making sure costs are covered including direct and indirect expenses. Charging vendors for tables at annual Open House in August. Partnering with Harper College to offer continuing education courses at HE Parks

			facilities. Harper will also advertise approved programs in their guides.
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District Objective 2: Generate alternative revenue

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Secure additional alternative sources of revenue to support financial goals <i>(annually)</i>	(ICE) Evaluate offering a house league hockey program at Pine Park. Complete by end of Q1.	C	It was determined that in house will have to take place at TC. The influx of weather made it unpredictable with regard to ice. Staff was able to use Sunday time to implement a new House League Program.
	(DIVISION) Measure the total net surplus in the 02 from 2015 to 2016. Complete by Q4.	IP	This is process that is monitored on an on-going basis. Staff continues to monitor this net surplus goal.
	(FAC) Increase facility rental revenue by across the district by a minimum of 3%, from 2015 to 2016. Complete by Q4.	IP	The Q1 and Q2 saw a 3% increase between TC, WRC & Vogelei facility rentals as compared from 2015 to 2016.
Support Friends of HE Parks to expand level of financial support provided to District and our residents for scholarships and special projects <i>(annually)</i>	(C&M) Promote the Giving Tree and other Friends of HE Parks events, programs and services to the community. Utilize all marketing and communication channels, increase overall exposure by 3% from 2015.	IP	Giving tree in all marketing channels since January. This initiative has been included in the marketing matrix which includes all channels as stated above. Giving tree and all Foundation events are promoted in the entire District's marketing channels.
Achieve District annual budget to maintain fund balance reserves <i>(annually)</i>	(DIVISION) Increase the revenue ratios and reduce the expense ratios from 2015 to 2016. Complete for 100% of all major program areas by Q4.	IP	Staff continues to monitor all major program areas. Each department head is using our budgetary cost analysis sheets that include direct and indirect costs to meet expense ratios.
Continue to evaluate and apply for grant revenues to support District's operations and capital projects <i>(annually)</i>	(C&M/REC) Increase the number of grant seeking opportunities. Apply for 2 more grants in 2016 than in 2015, complete by Q4.	IP	The IAPD Power Play grant was submitted in February. Staff will continue to research and apply for additional grants during the 2016 calendar year as they become available. Applied for Bark-Safe dog park grant in June.

District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Perform a capacity usage analysis of facilities <i>(annually)</i>	(ICE) Continue to work with the SEARS CENTRE regarding open ice options.	IP	Staff worked with Sears in the winter months with regard to ice time because of the

	Connect quarterly meetings to determine availability. Complete by Q4.		limitations of guaranteed time and the new developmental basketball team moving in. Staff believes ice time will become limited based on the facilities schedule as a whole.
	(ICE) Conduct a space analysis of the ice arena area – skate rental / party room/ Coaches area/ 3 office spaces. Ensure that space is being utilized to the optimum potential. Complete in Q1.	C	Storage options as well as spacing within the old Hockey Manager office are being utilized as additional locker room space for girls and boys teams and for coach’s equipment to free up the coaches locker room. Areas in the back of the rinks will be utilized in the fall for additional shooting areas.
Secure additional alternative sources of revenue to support financial goals (<i>annually</i>)	(ICE) Evaluate the possibility of moving the Pine park ice rink to TC to add additional sheet of ice in the fall/winter. Complete by end of Q2, make recommendation in Q3.	C	The Off-Ice Training area has been the focus of staff time. Adding a rink to the TC lot creates a parking issue and seems to not be an option, after conducting the analysis with Williams.
	(REC) Increase program participation by 1% overall from 2015 to 2016. Complete by Q4.	IP	Staff is working to increase participation in all program areas; part of this initiative is to also add additional programs including ethnic based services that were identified in the CMP process.
	(FAC) Increase total membership sales at TC & WRC by 1% from 2015 to 2016. Complete by Q4.	IP	Currently TC and WRC are slightly behind by last year’s net numbers but staff believes the dip can be attributed to the two new centers that have opened up in the region, i.e. Any Time Fitness at Barrington and Golf and Orange Theory Fitness at the corner of Golf and Roselle Rd. Staff will continue to monitor and be proactive with recruitment and retention. Going forward marketing efforts has been completed to enhance the membership at these two sites along with promoting the all district membership through PSS&WC. As with past new centers in the area we will usually see a dip but then rebound well once those facilities are established. That has been the direction and conclusions from previous centers opening in the area.
Reduce utility expenses in parks and facilities by converting to alternative energy sources	(FAC) Research cost-cutting, sustainable initiatives within the facilities that create	IP	As part of the weekly walk-throughs with the Director of Recreation & Facilities the facility

<i>(annually)</i>	energy efficient upgrades. Complete by Q4, implement 1 new initiative during 2016.		managers and the director will be looking for various opportunities as those weekly walk through's take place.
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DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Enhance District signage to inform and educate guests. <i>(short/mid-term)</i>	(C&M) Update district educational signage. Add to, revise and reprint (where necessary) educational signs. Complete by Q4.	IP	Updating all signage with new info and new logos.

District Initiative 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to promote operation safety excellence utilizing procedures and best practices to maintain PDRMA accreditation. <i>(annually)</i>	(SFAC) Facilitate Starguard lifeguard recertification, new lifeguard training, and in-services to ensure all aquatic team members meet or exceed program requirements. Complete Starguard operational reviews of PSSWC and SFAC. Plan aquatic trainings within Q1 and complete 4 outside audits by Starguard by Q4. Pass 90% of all audits conducted by Starguard.	SC	Managers have recertified 25 returning lifeguards and will be hosting a new guard class in May. We are all registered with Starguard and will be ready for audits as they occur. In June the managers held a new guard class that included 10 new lifeguards. Our first review with Starguard ended in an elite status.
Utilize best practices to maximize operational efficiencies as a District <i>(annually)</i>	(FAC) Review the changing demands of the facilities as the demographics and community continues to change. Review schedules in Q1 & Q2 make any recommended changes in Q3, based on participation numbers and demand.	IP	Staff continues to monitor space demands and usage. As space opens up based on program participation and or participation numbers, classes are relocated based on size and space demands. Facility managers are also renting space that has gone un-programmed and/or under-utilized.
	(FAC) Work with local vendors to obtain the best pricing for our custodial supplies. Try to utilize mass purchasing amongst all facilities. TC&WRC. Q1- Set up facility supervisor and head custodial Mtg. to identify supplies	IP	Staff is currently working to set up meetings with all departments to utilize joint purchasing and mass delivery options as well.

	needed and potential vendors. Q1 & Q2- Obtain quotes from identified vendors. Implement changes in Q3 if able and the program is cost effective.		
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District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to promote operation safety excellence utilizing procedures and best practices to maintain PDRMA accreditation. <i>(annually)</i>	(FAC) Provide Medic AED, CPR, First Aid Course educational training opportunities to all HEPD team. Establish HEPD as an independent training center, beginning in 2016. Confirm the establishment of HEPD as an independent training center within Q1. Offer quarterly trainings for all HEPD team members, 1/quarter. Educate 50% of all new hires.	IP	HEPD has been established as an independent training center. Three additional full time staff has been certified to be instructors to teach Medic classes for the district. The annual Medic staff training plan has been developed and promoted to staff. One Medic class has been offered in Q1, with 2 planned to be completed within Q3. Three classes have been offered within the first 2 quarters. A refresher class was also offered through Hoffman U. Additional classes have been planned for the remainder of the year.
	(FAC) Achieve PDRMA accreditation process, achieving scores which meet or exceeds expectations. Complete PDRMA review within scheduled time frame for 2016.	IP	PDRMA review has been scheduled at Seascope within the month of June. Preparation for the accreditation process has begun and will continue up to the point of the review. The PDRMA review will take place within Q3 and is planned for July.
Develop additional programs and processes to support conservation, green initiatives <i>(annually)</i>	(ICE) Continue to look for ways to improve energy efficiency measures in the ice arena area. Complete 4 reviews by Q4.	IP	With the addition of new equipment to the ice refrigeration system. Staff is optimistic energy cost to TC should see a savings. An update will be in Q4. During the conversations as it relates to the enhancement this was a major goal/initiative for the idea of moving forward on the project. Staff was very focused on making this the primary objective outside of the general operating measures.
Provide educational programs and opportunities on environmental best practices	(C&M) Educate residents through the Park Perspective on renewable resources,	IP	The 2015 Annual Report was published in the Summer brochure. This information gives

<i>(annually)</i>	environmental stewardship and satiability practices within our community. Complete by Q4.		residents a snapshot of various renewable resources, satiability practices and stewardship programs the district completed over the past year. Fall Park Perspective includes articles on Playground Renovations, Benefits of Parks, Benefits of Walking, Zumba at HEC, GIS system and Unplug Illinois.
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DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue emphasis on cross-training and ensure workforce readiness.	(FAC) Provide ongoing training to service desk team members. Continue cross training new staff between TC & WRC. Combined Quarterly staff meetings and conduct 4 total by end of Q4.	IP	The first meeting was held on 2/11/16, these will be quarterly and 4 will be completed by the end of Q4. This continues to be an on-going initiative and these two facilities meet together at their quarterly meetings to insure on-going successful cross training, which has worked out well.
Promote furthering educational opportunities of staff by encouraging participation in workshops, conferences and other educational opportunities <i>(annually)</i>	(REC) Create a HE-Skills program for high school volunteers and employees providing them specific training in workforce readiness. A bi-monthly training will be conducted as a part of this program. Q1 – research topics/operations. Q2 – create training calendar. Q3 – implement program	IP	Handbook currently being created. Staff attended a training April 20-21 st and will continue this process during the Q3.
	(DIVISION) Train front line service desk associates in upselling and cross selling for all district programs and services. Complete in by end of Q1.	SC	A company has been contacted and a proposal is being reviewed to conduct this training to the district. Staff has done a great job meeting and exceeding this expectation, currently 90% of the management team in the Facilities and Recreation department have completed the first phase/training with our outside contractor. Staff identified key PT1 and PT2 team members at each touch point to champion these initiatives and help develop the program as well. This is the second phase of this program.
Continue to foster openness in communication	(ICE) Institute a 360 Assessment Program	IP	The implementation of the Staffing Pattern

District-wide (<i>annually</i>)	for hockey and ice skating staff. To be used for Quarterly staff assessments with compilation of information to be used at yearly reviews. Have in place by Q3.		through FinTrac will be utilized in this process which will get underway in April/May. With the business dept. implementing new operation processes this is moved to the fall.
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District Objective 2: Build organization culture based on I-2 CARE Values

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continually expand and update Hoffman University training curriculum to enhance workforce knowledge and readiness. (<i>annually</i>)	(FAC) Provide CHEER customer service training and promote attendance of all new HEPD team members within first 3 months of employment. Provide 4 CHEER training opportunities by end of Q4.	SC	The annual calendar for the CHEER customer service training has been developed and promoted among staff. Two trainings have been scheduled for Q2. These training have been added to the Hoffman U schedule. The CHEER customer service training was offered in Q2, with 80 staff members in attendance. Additional CHEER training sessions are planned for Q3/4.
Promote healthy lifestyles through work environment best practices (<i>annually</i>)	(DIVISION) Continue to strive to enhance the internal work culture that remains honest and ethical with principles that foster strong integrity and trust. Complete by Q4.	IP	The division as a whole meets monthly to promote open communications between departments, during which time participants are reporting attendance numbers and also discussing upcoming events/activities. Those all-division meetings also include district updates and at least one team building activity or presentation. All direct reports to the Director of Recreation & Facilities meet on a bi-monthly basis to discuss any current issues and or updates to projects, action items, etc.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote furthering educational opportunities of staff by encouraging participation in workshops, conferences and other educational opportunities. (<i>annually</i>)	(FAC) TC facility supervisor and Community Center Manager, to attend and become more involved in IPRA Facility Management Sections. Complete in Q1 and Q4.	IP	Staff continues to attend job specific training. The Facility team attended the IPRA Facility Management Section meeting on 04/06/16.
Continue to foster openness in communications District-wide. (<i>annually</i>)	(C&M) Identify one new channel for district-wide internal communications. Complete by Q2.	IP	The C&M department has identified one new channel for district-wide communications, Intranet; they will be sharing this opportunity with the IT department.
Create and maintain succession plan to	(Division) Provide responsible leadership	IP	During the annual review process within the

prepare employees for advancement and prepare organization for personnel changes (<i>annually</i>)	opportunities to engage team members who are looking to advance their professional careers within the organization. Complete Monthly.	Recreation and Facilities department, team members engaged in professional advancement discussions; this continues to take place on a monthly basis.
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**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
PSS&WC**

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 1: Offer healthy and enjoyable experiences that promote equal access

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand facility based special events that promote greater facility usage (<i>annually</i>)	Develop wellness and fitness opportunities, services to engage customers and build rapport. Develop 1 new retention program in Q1.	SC	Wellness opportunities have been offered through the fitness department and promoted through the monthly wellness calendar. The new retention program will be offered within Q2. Wellness opportunities continue to offered through the fitness department within Q2, which being promoted through the wellness calendar. Retention programs are offered through the group fitness area in Q2, which continue as part of the monthly retention initiative which is part of the monthly wellness calendar.
Increase cooperative efforts with neighborhoods and community associations on health related issues (<i>annually</i>)	Strengthen partnership opportunities with organizations, such as Alexian Brothers, AthletiCo and the Chamber to provide community based fitness programs and services. Provide 2 fitness opportunities in the community in collaboration with community partnerships by Q3.	SC	The partnership for fitness opportunities continued throughout Q1 with the Alexian Fit Pals program. 2 classes have been offered, 1 youth/family fitness class, featuring interval training, was offered in Q1. The class was very well received. In addition, a partnership with District 211 has begun, providing Zumba classes for the community at the Higgins Educational Outreach Center. The Zumba class for the Higgins Educational Center (HEC) continued throughout Q2, with over 15 patrons attending classes on average weekly. The HEC team asked to have the session off for the summer season with plans to resume in the fall.

District Objective 2: Achieve customer satisfaction and loyalty

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand facility based special events that	Provide innovative group fitness classes	C	The fitness department has planned and

promote greater facility usage (<i>annually</i>)	and special events.		implemented a new group fitness class: TRX Circuit started 3/1/16. The fitness department has planned and implemented a new group fitness class: Fusion Yoga started 5/5/2016.
	Add 1 new class format and implement 2 retention events. Complete by Q4.	C	1 of 2 group fitness retention events has been implemented: March Madness Bracket Challenge running 3/16/16-4/1/16. 2 of 2 group fitness retention events have been implemented: Golden Ticket running 6/1/16-6/30/16.
	Develop member retention programs that build customer retention. Develop 2 programs by Q4. Achieve a customer attrition rating by Q4 of 0.45%. Baseline 2016 budget 0.468%	IP	The member loyalty program continues to be enhanced within the personal training program, strengthening member retention and providing incentive for personal training services. 20 PT clients have earned free 1hr sessions 1/1/16-6/30/16. This is an on-going process throughout the year and the final number will be communicated then. Currently the PSS&WC team is ahead of the budget net total YTD.
	Enhance current Member Rewards/Referral system with addition of a Charter Member Rewards program (for members with 5+ years of consistent active membership status). Research and plan in Q1 and Q2; implement enhancement by Q3.	IP/SC	Currently researching programs that will begin working with Advertising & Sponsorship Manager in Q2 on securing potential sponsors for various components of an enhanced member rewards program. Research ongoing in Q2 with interest in potential automated/digital rewards through Belly Dance program. Demo for program scheduled in Q3.
	Sell 1,575 memberships during 2016, achieve membership cancellations of 1,575. Net membership effect 0 complete by Q4.	IP	Currently the net membership is exceeding the projection by 2 members at the completion of Q1. YTD net membership is currently 9 members over YTD net goal at close of Q2.
Develop performance measurement system	Create evaluation system for the group	SC	Developed and completed evaluation for first

to evaluate value in programming structure (short term)	swim lesson program to assess customer satisfaction. Modify swim lessons according to feedback and needs expressed through customer satisfaction survey. Develop a 10 to 12 quick question satisfaction survey with the C&M department for the swim lesson program within Q2 to implement within Q3. Utilize an online data gathering system that creates a measured baseline. Conduct 1 onsite automated survey questionnaire visit in Q3 & Q4.		quarter with a 22% return rate. It was sent through Constant Contact and the results have been used to enhance the program. In response to the survey, slight changes have been made, improving customer contact. This includes a more proactive approach by the managers by addressing parents before the start of each session to introduce themselves and answer any questions. In addition, the managers have been more active and circulating on the pool deck during lessons, talking to parents and receiving feedback regarding the lessons during the classes.
	(PSS&WC) Develop and incorporate new online member survey to assess member needs and initiate targeted responsiveness. Initiate 1 survey in early Q2 and 1 survey in Q4.	NB	Research options in Q2 through Constant Contact and Retention Management.
Utilize best practices to maximize operational efficiencies as a District (annually)	Purchase and install service desk carpet. Complete by Q4.	NB	
	Resurface gymnasium floor. Complete by Q4.	NB	
	Contract with outside provider to obtain design plans for member locker room renovations. Complete by Q4.	SC	Plans for the renovation of the locker rooms are in progress.
	Purchase Fitness Equipment. Complete by Q4.	C	The fitness team has purchased and installed new fitness equipment in Q1: Life Fitness Synergy 360. More equipment to be purchased by end of Q3. The fitness team has completed fitness equipment purchases for the year.
	Repaint activity pool surface and touch up activity pool ceiling. Complete by end of Q3	SC	The bid packets and announcements for the painting of the ceiling for the lap and activity pool have been developed, proposing the project completion prior to the end of Q3. A vendor has been selected for the lap and activity pool ceiling painting project. Within Q2, preparation has taken place to

			<p>administer multiple projects planned to be for the aquatic center to take place within Q3. Due to the timeline of the projects, the PSS&WC aquatic center will be closing 07/05/16-August. PSS&WC members can utilize Seascope during the time period of the closure. In addition, Hoffman Estates High School has been secured for the early morning hours for lap lane swimming. The PSS&WC aquatic center will be expected to re-open by the end of August.</p>
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District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Increase volunteer involvement in District operations (<i>annually</i>)	Develop 1 new high school volunteer program. Plan and develop in Q1 & Q2. Implement program in Q3. Engage 5 high school volunteers in the new program by Q4.	IP	Fitness Supervisor has begun researching similar programs within HEPD and at other park districts. Currently on target, researching in Q1 & Q2 to potentially implement in Q3.
Improve overall health outcomes of programs offered (<i>annually</i>)	Develop and implement a 12 month wellness calendar based on monthly activities and events within the club and in Kids Korner to engage, educate, and enlighten members. Plan quarterly 2 initiatives with input from front line team members beginning in Q1. Complete 8 initiatives by Q4.	IP	The fitness team has planned and implemented 20 monthly events on the wellness calendar in Q1. Personal trainers are performing free education workshops, health screenings, and small group classes. The program will be ongoing through Q4.
Expand marketing communications with the use of social media and mobile applications (<i>short term</i>)	Establish a social media campaign program to connect with prospective and current members to enhance communication and increase “touch points” with engaging, fun, and informative initiatives. Launch in Q1 with continued emphasis throughout Q2, Q3 & Q4. Produce and communicate at least 1 message via social media each week. Measure results monthly through Google Analytics, complete by Q4.	IP/SC	Weekly interactive messages/posts made on Facebook to promote wellness calendar events, special group fitness classes/ programs, and member challenges. Continuing with efforts to expand social media/digital reach with creative Eblast’s through Retention Management and posts on Facebook. “Like” and “Click” rates on the rise for both.

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves (<i>annually</i>)	Achieve FY16 net membership goal. Achieve net member total of 0 by end of Q4.	IP	Q1 net member exceeded YTD projections by 2 members. Q2 net members exceeded YTD projections by 9 members.
	Monitor budget to ensure practices continue to support the achievement of budgetary revenue and expense goals and aims. Meet and/or exceed departmental budgeted bottom line for fund 11.	IP	Budget is being monitored to ensure that costs are contained and that revenue projections are reached.
	Monitor PSS&WC operational budgets both from revenue and expense standpoint to ensure that projections are meeting and/or exceeding the budgetary aims of the district. Meet bi-monthly throughout the year, with the GM, Supt. of Facilities and Director of Rec/Fac. to ensure that the annual budget is meeting expectations. Complete 18 meetings prior to the end of Q4.	IP	Budget is being monitored to ensure that costs are contained and that revenue projections are reached. Staff meets on weekly, bi-monthly and monthly basis.
Develop new business plan structure, including cost recover goals, program trends, markets served, and competition (<i>annually</i>)	Enhance current corporate membership program while increasing corporate membership base. Grow the membership base by 3% in 4 existing corporate accounts beginning in Q1; sign up 1 new company by the end of Q1.	SC	Onsite corporate visits completed at 2 existing accounts in Q1; planning underway for launch of targeted corporate program beginning in Q2. Multiple corporate visits conducted at business and retail stores in area in Q2; corporate business card raffle done during Q2; 2 onsite visits at Wells Fargo to facilitate enrollments for previous GECC members (30 converted members YTD since transition).

District Objective 2: Generate alternative revenue

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Secure additional alternative sources of revenue to support financial goals (<i>annually</i>)	Enhance Personal Training revenue generating opportunities. Increase PT revenues by 3.19% by Q4 from actual 2015.	IP	Personal training services are being promoted and revenue is being generated for personal training, health coaching, and

			nutritional services. The PT department has 3 sales events planned for July, August, and September with both new client and current client specials. This is an on-going initiative that will be completed with a final number in December.
	Increase annual aquatic pass fees by 5%. Implement in Q4.	NB	The plan is to increase this rate in Q4 and/or the end of Q3.
	Increase tennis private and semi-private lesson fees. Complete by the end of Q3. Increase gross revenue by 4.8% from actual 2015.	NB	
	Research the option of adding an additional charge i.e. membership fee for Kids Korner for those members who utilize the service. Complete research by end of Q2 with a recommendation by end of Q3.	NB	Recent changes in hours of operation in FY16 have negated anticipated need for introduction of fee structure in Kids Korner.
	Research the ability to drop the tennis membership and go to a court time only charge program. Complete research by end of Q3 and recommend a direction by start of Q4.	NB	
Develop new business plan structure, including cost recover goals, program trends, markets served, and competition (<i>annually</i>)	Research capabilities of RecTrac to accommodate a “house charge” payment for members. If feasible implement in Q3, for services such as PT, massage, guest passes, etc.	IP	Recommendation made in Q2 as one of several electronic/digital enhancements suggested during the request for enhancements (as per requested).
Develop strategies to attract additional sponsors and new partnerships. (<i>short-term</i>)	Establish a contractual service for early childhood sports programs that include non-traditional active programming, i.e. fencing, etc. Secure 1 outside contractor to provide programs and/or services within Q1 that will offer sports specific classes and non-traditional sports.	C	Kids First has been contracted to provide after school fitness programs (fun and fitness), dodge ball, soccer classes, and basketball classes. As interest and participation grows, additional classes will be offered.

District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop new business plan structure, including cost recover goals, program trends, markets served, and competition	Initiate website conversion to WordPress platform to allow for enhanced responsiveness, blog pieces, and improved	SC	Research through current District vendor (Invex) to begin in Q2. Conversion completed and launched at

<i>(annually)</i>	design/layout. Complete by end of Q2. Produce 1 blog piece per quarter in Q3 & Q4. Post a total of 2 blogs by Q4.		end of Q2; final edits and enhancements to be completed in Q3.
Perform internal control audits <i>(annually)</i>	Manage payroll to meet personnel budget to ensure maximum operational efficiency. Meet or exceed payroll budget by end of Q4. Monitor IMRF, ACA and PT1 team member hours per (26) payroll to maintain budgeted levels and aims.	IP	Payroll is being monitored to meet the personnel budget.
Develop strategies to attract additional sponsors and new partnerships <i>(short term)</i>	Work collaboratively with the district Communication and Marketing department to effectively promote and market facility and services for additional sponsor-ship and partnership opportunities. Obtain 2 new sponsors for the facility that support an event, amenity and/or program by Q4.	NB IP	Meeting with new Advertising & Sponsorship Manager in Q2. Working with Advertising & Sponsorship Manager to secure trade/sponsorship agreement with Windy City Bulls.

DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Utilize best practices to maximize operational efficiencies as a District <i>(annually)</i>	Replace carpet within the service desk, adjacent office spaces and member services area. Purchase carpet, as planned within the operating capital funds, within Q2 and replace within Q3	NB	
	Complete tennis court enhancement within 2016. Complete project by Q3	NB	This has been rescheduled for 2017.
	Complete the repainting of the ceiling and resurfacing of the activity pool floor. Complete project, as planned within the district capital budget, by Q4	SC	The bid packets and announcements for the painting of the ceiling for the lap and activity pool have been developed and placed on the website, proposing the project completion by the end of Q3. The painting of the ceiling and pool surfaces will be completed within the aquatics project being administered within Q3.
	Complete the steam room repairs, as planned within the district capital funds. Complete	C	Staff is currently working with an outside vendor to enhance those areas prior to the

	men's and women's club locker room steam room repairs by Q4.		renovation. This project was completed.
	Meet and exceed the member and customer expectations as it relates to facility cleanliness. Conduct daily opening and closing MOD walk through checklists, weekly manager walk through and bi-monthly walk through with contractual cleaning service. Complete by Q4.	IP	Daily checks are being performed by the opening and closing MOD team and cleaning checklists are being completed by the maintenance team. Weekly walk-throughs will start in Q2 with the Director of Recreation and Facilities.
	Log and follow up on 90% of all member comment cards as it relates to a facility concerns. Complete by Q4.	IP	Weekly follow up and tally of comment cards ongoing. Follow up is being completed on all comment cards that provide contact information.
Implement best practices to maintain a minimum score of 95% in the District-wide IPRA environmental report card (<i>annually</i>)	Evaluate fitness equipment needs, selecting and purchasing energy efficient equipment (when applicable), and purchasing new equipment to continue to upgrade aging equipment and stay current on industry trends. Planned within capital budget, 2016. Complete by end of Q3.	SC	Beginning to assess purchase of new fitness equipment as planned within 11 fund for 2016. Will evaluate current equipment. Will meet with vendors and explore equipment options and provide quote for potential plan for improvement within Q2. Spin bike monitoring units (monitor cadence, speed, and distance) have been purchased to enhance the group fitness spin bikes. Considering budgetary limitations, the fitness department will not be purchasing additional fitness equipment in 2016.
	Achieve all needed facility requirements to achieve a minimum score of 95% on the District-wide environmental report card. Complete by Q4.	IP	Staff is currently working with the Parks Maintenance team to make sure the best practices are being maintained and achieved.

District Initiative 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to promote operational safety excellence utilizing procedures and best practices to maintain PDRMA accreditation (<i>annually</i>)	Schedule and complete the annual climbing wall inspection by Experiential Climbing Systems or other PDRMA recommended climbing wall organization. Schedule within Q2, complete inspection by Q3.	C	Annual climbing wall inspection has been scheduled for the portable and the PSSWC climbing wall, to be completed within Q2. Climbing wall inspection was successfully administered within Q2 for both the PSS&WC and portable climbing walls.
	Facilitate Starguard lifeguard recertification, new lifeguard training, and in-services to ensure all aquatic team members meet or exceed program requirements. Complete Starguard operational reviews of PSSWC and SFAC. Successfully complete operational reviews throughout each quarter, complete program by Q4. Pass and/or exceed 90% of all Starguard audits by Q4.	IP	Managers have recertified 25 returning lifeguards and will be hosting a new guard class in May. We are registered with Starguard and will be ready for audits as they occur. In June the managers held a new guard class that included 10 new lifeguards. Our first review with Starguard ended in an elite status.

District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to promote operational safety excellence utilizing procedures and best practices to maintain PDRMA accreditation (<i>annually</i>)	Provide Medic AED, CPR, First Aid Course educational training opportunities to all HEPD team. Establish HEPD as an independent training center beginning in 2016. Establish HEPD as an independent training center within Q1. Offer a total of 4 trainings by end of Q4.	SC	HEPD has been established as an independent training center. Three additional full time staff has been certified to be instructors to teach Medic classes for the district. The annual Medic staff training plan has been developed and promoted to staff. One Medic class has been offered in Q1, with 2 planned to be completed within Q3. Three classes have been offered within the first 2 quarters. A refresher class was also offered through Hoffman U. Additional classes have been planned for the remainder of the year.
	Achieve PDRMA accreditation process, achieving scores which meet or exceeds expectations. Complete PDRMA review within scheduled time frame for 2016. Achieve a score that exceeds PDRMA's minimum standards.	IP	Visit from PDRMA has not taken place yet. Staff is currently working Jane to make sure all items are up to date and current with the accreditation standards. PDRMA site visit established for Q3, within the month of July.

DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote furthering educational opportunities for staff by encouraging participation in workshops, conferences, and other educational opportunities. <i>(annually)</i>	Develop engaging educational opportunities for team development to enhance knowledge of the fitness industry and facility services to better serve members. Conduct 4 internal PSSWC trainings quarterly, complete by Q4.	SC	Personal Training Coordinator will hold Q1 educational training “Results Fitness by Alyn and Rachel Cosgrove” on 4/28/16. Additional trainings will be provided throughout the quarters. Additional trainings have been offered in Q2 through the personal training department.
	Promote staff educational development and professional development among team by attendance of industry recognized conferences and seminars, including the IPRA, PDRMA, Club Industry and NRPA. Create an annual plan prior to the end of Q1 that includes all FT team members and what external educational opportunities they will be attending that fits within the financials means of the budget.	SC	Several FT staff attended the annual IPRA conference in January. The Aquatics and Program Manager has become CPO certified within Q1. Additional trainings are being attended in Q2 to include the PDRMA human resources curriculum workshop and PDRMA Aquatics Risk Management Day. Additional conference and seminar attendance has been planned throughout the year. The PDRMA Human Resources Workshop was attended by 2 FT PSS&WC team members and the Aquatics Risk Management Day was also attended by 2 FT management team members. Ft team members attended an in-service training, provided by industry consultant, Scott Chovanic, on upselling/cross selling, which will be attended by multiple front line part-time team members within Q3. Club Industry and the NRPA conference will be attended within Q3/4.
	FT team members participate in Hoffman U sessions and also conduct Hoffman U sessions. FT team members as a facility attend 10 Hoffman U sessions and conduct and/or assist in at least 2 sessions as a facility.	SC	FT team members have attended several Hoffman U sessions in Q1. Trainings have included the Mandated Reporter, Dangers of Sitting, Comprehensive Asset Management Plan, NWSRA presentation, and the quarterly HEPD FT staff meeting. PSSWC

			and facility staff members have conducted Hoffman U sessions including the Dangers of Sitting and the Medic Course provided within Q1. The Medic Refresher course and standard Medic certification courses were provided by PSS&WC and FT staff as a Hoffman U, along with the CHEER customer service training. Within Q2, staff has continued to attend multiple Hoffman U trainings, including educational sessions regarding independent contractors, rec trac training, staff scheduling and the EAP conflict resolution seminar.
Incorporate incentive programs for healthy habits for employees (<i>short/mid-term</i>)	Enhance the staff through the development of an incentive program and participation within fitness services. Implement in Q1; obtain 25% of all FT team members participating in the incentive program by the end of Q4.	NB	
Continue emphasis on cross-training and ensure workforce readiness. (<i>annually</i>)	Utilize Member Services Team to assist in training the Facility Team Members at other district sites on sales. Assist outside consultant in upselling and cross selling training by end of Q2.	SC	An outside provider has been selected; staff is currently working to develop the program to meet the district's goals and objectives. Staff is currently in the process of meeting with the outside provider and has completed about 50% of this initiative and will be ready to start to roll out the new program in the fall of 2016.

District Objective 2: Build organization culture based on I-2 CARE Values

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote healthy lifestyles through work environment best practices (<i>annually</i>)	Engage team members at PSS&WC using the CHEER customer service initiative. Forming "teams" of PT team members to carry out the CHEER culture, rewarding those that do. Implement by Q2.	IP	Staff has been acknowledged for demonstrating the CHEER philosophy which has been recognized within the center. CHEER teams have yet to be established, which will take place within Q3 .
Continually expand and update Hoffman U training curriculum to enhance workforce knowledge and readiness (<i>annually</i>)	Set expectation for all PSSWC new team members to complete CHEER training within 2016. Have 75% of all new hires trained in the CHEER program prior to the first 3	SC	The annual CHEER training sessions have been planned and will be offered in Q2 and Q4. Staff will be encouraged to attend the training to reach intended measure. The

	months of employment.		CHEER customer service training was offered in Q2, with 80 staff members in attendance. Additional CHEER training sessions are planned for Q3/4.
Continue to foster openness in communication District-wide (<i>annually</i>)	FT team members attend monthly Recreation & Facility Division all team mtgs. Complete by Q4.	SC	Monthly meetings have been attended by FT team members.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to evaluate and create procedures and training to promote a high level of internal customer service (<i>annually</i>)	Plan offsite gathering of PSSWC Leadership Team to assess performance of previous quarter and share ideas for upcoming quarters. Start by Q2; complete at least 2 meetings by Q4.	NB	To be started within Q3.
Continue emphasis on cross-training and ensure workforce readiness (<i>annually</i>)	Hold quarterly departmental meetings to connect and share updates and information with team members. Conduct 4 meetings by Q4, with 90% attendance at each meeting, per department.	IP	Quarterly meeting was held to include FT and PT1 team. Due to budgetary limitations, further meetings were not conducted. The budget will be evaluated throughout each quarter to assess financial feasibility to conduct meetings.
Continually expand and update Hoffman University training curriculum to enhance workforce knowledge and readiness (<i>annually</i>)	Encourage PSSWC team members to attend Hoffman U training. Have all FT team members attend at least 3 non mandatory Hoffman U trainings and have at least 2 FT PSS&WC team host 1 Hoffman U.	IP	Hoffman U meetings have been attended and actions and measures have been achieved for Q1. On-going efforts have continued within Q2 with the attendance of the Hoffman U sessions.

**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
GOLF**

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 1: Offer healthy and enjoyable experiences that promote equal access

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand facility based special events that promote greater facility usage (<i>annually</i>)	Increase Outing Rounds by 30%. 4,149 Outing Rounds (2,879 Outing rounds in 2015).	IP	Golf outings will begin in late April. We have had 1,139 thru 2 qtrs.
	Provide 32 Preferred Tee Times. 32 Preferred Tee Time Groups (30 Groups in 2015).	NA	We currently have 29 groups signed up for the 2016 Season. The season officially starts first weekend in April. We are anticipating 1 to 2 more groups will sign up before the season begins. We have a total of 29 groups for 2016 Season
	Provide 3,400 League. Goal is 3,400 League Rounds (2,989 rounds in 2015).	IP	Golf leagues will begin in late April We have had 1,577 league rounds thru 2 qtrs
	Host 8 outside wedding ceremony only events. Goal is 8 ceremony only events. (4 in 2015).	IP	We have 1 ceremony only booked thru 1 st qtr. We have 1 ceremony only booked thru 2nd qtr
	Introduce an Annual Golf Pass & Discount Pass to increase golf rounds. Goal is to sell 100 passes.	SC	We are off to a great start. We have sold 39 Discounted Passes, 18 Sr. Discounted Passes and 1 Resident Annual Pass for a total of 58 passes thru 1 st qtr. We have sold 182 passes thru 2nd qtr.
	Host 5 Wedding Receptions. Goal is 5 Wedding Receptions (5 in 2015).	IP	We have 4 receptions booked thru 1 st qtr. We have 4 receptions booked thru 2nd qtr.
	Host 20 Ceremony & Reception Weddings. Goal is 20 Ceremony & Reception Weddings (18 in 2015).	IP	We have 22 ceremony & receptions booked thru 1 st qtr. We have 21 ceremony & receptions booked thru 2nd qtr
	Expand & Provide Jr. Program Classes in	IP	Jr. golf classes begin in May.

	Spring, Summer & Fall to 150 participants. Goal is 150 participants. (88 participants in 2015).		We have had 2 classes with 49 participants thru 2nd qtr. We have 4 classes remaining.
	Expand & Provide Group Lessons to include 50 students for all ages in Spring, Summer & Fall. Goal is 50 students. (74 Students in 2015).	IP	Group lessons begin in May. We have had 21 students thru 2nd qtr.

District Objective 2: Achieve customer satisfaction and loyalty

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand marketing communications with the use of social media and mobile applications (<i>short term</i>)	Receive 10 Five Star Reviews on the Knott for Weddings. Goal is 10 Reviews receiving 5 Stars (8 in 2015).	IP	Weddings will begin in Spring. Weddings are in progress and will have reviews shortly.

District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Expand facility based special events that promote greater facility usage (<i>annually</i>)	Provide 6 Special Golf Events with 360 participants. Goal is 6 Events with 360 participants. (5 events with 348 participants with 1 remaining event 2015.)	IP	We had our first event of the year in March Madness and had 58 players. We have had 2 events thru 2nd qtr and 94 participants.
	Provide 2 Holiday Event Brunches with 675 guests. Goal is 2 Events with 675 Guests. (261Easter Brunch & 439 Breakfast with Santa).	IP	Easter Brunch had 371 guests this year. Next event will be in 4th qtr.
	Host 8 Special Event Nights. Goal is 8 Events (6 events in 2015).	IP	We have run 3 special events in the first quarter. Paint the Night Event (44 Guests) & 2 Events of Kickin It @ Creek. (121 Guests) We ran our 1st Music night and had over 100 guests in 2nd qtr.
Increase volunteer involvement in district operations (<i>annually</i>)	Expand volunteers to help maintain event area and golf course. Secure a minimum of 80 hours of volunteer work to help garden the event area and maintain the golf course.	IP	Will begin in April. Garden club has met 2 times in the event area. We have approximately 12 participants in the group.

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves (<i>annually</i>)	Monitor Golf budget to ensure expenses do not exceed budget and are in line with revenue projections and revenues are meeting financial goals and objectives. Meet or exceed Golf Department Budget bottom line.	IP	Budget is monitored monthly. With the weather cooperating early this spring we are off to a good start in 1 st qtr with rounds and range sales. Rounds are up 1,073 vs 2015 and Range sales are up 1,307 vs 2015 thru 2nd qtr.
	Monitor F&B budget to ensure expenses do not exceed budget and are in line with revenue projections and revenues are meeting financial goals and objectives. Meet or exceed F&B Department Budget bottom line.	IP	Budget is monitored monthly. With the weather cooperating early this spring we are off to a good start in 1 st qtr with the Tap Inn. Event bookings are trending up from 2015 as well. The Tap Inn is slightly ahead of budget thru 2nd qtr.
	Reduce Golf Maintenance expense and monitor to ensure expenses do not exceed budget and are in line with revenue projections. Meet or exceed Golf Maintenance Department Budget bottom line.	IP	Budget is monitored monthly. With the weather cooperating early this spring and the golf course opening, the Maintenance crew has still been operating with an off season crew with minimum expenses in 1 st qtr. Maintenance budget is being monitored closely and is on plan.
	Provide 32,656 Rounds. 32,656 rounds in the 2016 Season (26,354 thru 10/1 in 2015).	IP	We have 1,869 thru 1 st qtr. We have 12,400 rounds thru 2nd qtr.
	Rebrand the Bar & Grill giving it a unique name along with creating a more price conscious menu to create greater volume with lower cost point. Have new menu in place with a unique bar & grill name by end of 1 st qtr.	SC	The bar & grill has been renamed “The Tap Inn”. A new menu of \$5, \$7, & \$9 concept has been rolled out along with the Tap Inn Big Cup weekend Specials for Draft Beer. The rebranding is complete and are looking to expand with some additional signage behind the bar and outside on the patio to direct traffic into the Tap Inn.
	Monitor Cook County 3% Amusement Tax. Implement tax increase pending Cook County legislation approval.	IP	No change has been made. We will continue to monitor.
	Research and Analyze Golf Cart Lease for 2017 season. Complete bid process by end of	IP	We have reached out to vendors and were able to demo carts at the PGA convention. EZGO,

	3 rd Qtr.		Yamaha & Club Car will all have demos brought out to the course early this summer for further testing. Bids will be completed in the Fall. Staff will begin looking at Demo carts and prepare the bid for the fall.
	Research and Analyze ROI for Lease on GPS units for 2017 season. Monitor for 2017 budget process.	IP	All major cart providers now have a preferred GPS vendor. This will provide us very competitive pricing. Bids will be completed in the Fall.
	Research and Analyze ROI for Billy Casper Golf Course Maintenance Contract for 2017 season. Develop recommendation by end of 2nd Qtr.	C	Have met with Billy Casper representatives a few times early this year. We will have full evaluation and staff recommendation ready for the May Rec and Board meetings. Board has approved not to renew contract and all maintenance will be handled by HEPD in 2017.

District Objective 2: Generate alternative revenue

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Secure additional alternative sources of revenue to support financial goals (<i>annually</i>)	Increase the marketing and updating golfnow.com to increase golf now rounds to produce additional revenue during slow periods. Increase golfnow.com rounds by 3%. (4,549 Rounds in 2015).	IP	We had 376 Golf Now rounds in the 1 st qtr. We have had 1,753 rounds thru 2nd qtr.
	Increase F&B business in bar & grill by 3% over prior year by capturing golfer's on site with daily specials, promotions and Special Events. Increase bar and grill sales by 3%. (\$144,127 in 2015).	IP	We had \$14,608 in sales in the Tap Inn for the 1 st qtr. We had \$69,536 in sales vs \$68,650 budgeted thru 2nd Qtr.

District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Utilize best practices to maximize operational efficiencies as a District (<i>annually</i>)	Work with Parks Department for annual burns, tree stump removal, and other maintenance projects to save from additional expenses from renting equipment. Use parks department machines 5 different times for	IP	Tree stumps were removed this summer. Control burns will take place in early April. Control burns took place and were completed in 2nd qtr.

	the season to minimize renting equipment.		
	Purchase a heavy duty utility cart for golf maintenance. Purchase 1 st Qtr.	C	Unit has been purchased.
	Purchase a Stove Top Oven for the main kitchen line. Purchase 1 st Qtr.	C	Unit has been purchased.
	Purchase a Range Ball Dispenser with a credit card processor. The machine will reduce payroll by \$15,373. Purchase 1 st Qtr.	C	Unit has been purchased. Final set up will be completed in early April. Unit has been purchased. All systems are working properly. We currently are developing a plan for employee passes along with our 15 and 30 bucket passes.
Achieve District annual budget to maintain fund balance reserves (<i>annually</i>)	Manage payroll to meet or exceed personnel budget to ensure maximize operational efficiency. Meet or exceed Payroll Budget.	IP	Payroll is closely monitored on a daily basis and adjusted daily based on weather and functions. Payroll is currently in line with budget.
	Monthly budget monitoring to maintain at or below projected budget expenses. Not to exceed budget expenses.	IP	Expenses are being monitored closely and are on plan thru 1 st qtr. Expenses are currently in line with budget.
Perform internal control audits (<i>annually</i>)	Monthly budget monitoring and proper costing out on menus to maintain a 32% food cost and 26% beverage cost. 32% food cost and 26% beverage cost.	IP	Food & Beverage costs are being monitored based on events. Will continue to monitor on a daily basis. Food cost is slightly high this season with the aggressive pricing strategy for the Tap Inn. With the goal of doing more volume. This seems to be working in the bottom line numbers to date. Beverage cost are on plan.

DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Utilize best practices to maximize operational efficiencies as a District (<i>annually</i>)	Provide a clean and well maintained clubhouse facility and equipment consistent with district standards. Complete daily checklist and rectify and identify deficiencies and remedy as necessary. 90% Completion Rate.	IP	The facility is following the daily checklists we have in place and is completing these lists 100% of the time in the first quarter. Daily checklists are being completed and additional items added as needed.

	Provide a well-manicured golf course consistent with adopted 2015 maintenance goals. Weekly inspection with golf course superintendent, identify deficiencies and remedy as necessary. 90% Completion Rate.	IP	Maintenance has started spring clean-up on the course along with all the general practices on a daily basis. Golf Course is in excellent shape to date. The greens have received many great reviews with new cultural practices being added. Irrigation system has been working nonstop with the heat and lack of rain.
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District Initiative 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Enhance overall quality of natural areas (<i>annually</i>)	Maintain a portion of the natural areas by the use of the goats. Complete by 3 rd Qtr.	NB	Goats are scheduled in the fall.

District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Implement best practices to maintain a minimum score of 95% in the District-wide IPRA environmental report card (<i>annually</i>)	Maintain IPRA's Environmental Report Card. By end of 4 th quarter.	NB	Will be completed in 4 th qtr.

DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop a new hire training program that addresses District policies and procedures (<i>short-term</i>)	Train all Part Time employees in all departments on service plan. Train 100% PT Employees in all departments by March. Train all new hires after March within 15 days of hire.	IP	All new hires are being trained on procedures and service plans. All new hires have been trained and will continue to train as needed.
Utilize best practices to maximize operational efficiencies as a District (<i>annually</i>)	Train staff in selling/upselling opportunities and services available at BPC. Train key staff by end of 2 nd Qtr.	IP	Special training will be provided in the 2 nd qtr along with the Rec Department. Staff has begun training and will continue in 3rd qtr.
Incorporate incentive programs for healthy habits for employees (<i>short/mid-term</i>)	Have key staff attend HEPD AED & CPR training. Have at least 24 key staff members maintain certification by end of 2 nd Qtr.	C	Staff is in the process of setting up a date for Bridges Staff to ensure all key staff certifications are up to date. Key staff has attended and are certified.

District Objective 2: Build organization culture based on I-2 CARE Values

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to foster openness in communication District-wide (<i>annually</i>)	Conduct weekly staff meetings during prime season with key personal to discuss operations, golf events and special events. 40 weekly meetings.	IP	Staff is meeting on a weekly basis to discuss upcoming events and event coordination. Staff continues to meet on a weekly basis about events and key items.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote furthering educational opportunities of staff by encouraging participation in workshops, conferences and other educational opportunities (<i>annually</i>)	All F&B Employees become BASSET Certified & Food Serve Safe. 100% of all F&B Employees.	IP	All new F&B staff are required to receive certification within first 15 days of employment. All current staff is up to date with BASSET certification.

**HOFFMAN ESTATES PARK DISTRICT
2016 GOALS & OBJECTIVES
A&F**

Key: C = Complete / SC = Substantially Complete / IP = In Progress / NB= Not Begun / NA = Not Accomplished

DISTRICT GOAL 1: PROVIDE HEALTHY AND ENJOYABLE EXPERIENCES FOR ALL PEOPLE

District Objective 1: Offer healthy and enjoyable experiences that promote equal access

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop performance measurement system to evaluate value in programming structure.	Establish ROI by evaluating and recommending chargeback procedure for internal programming usage of marquee signage. Develop and recommend by 2 nd qtr.	IP	Have started discussions with new Advertising Sponsorship Manager to review internal advertising on signs and value relationship to external ads.

District Objective 3: Connect and engage our community

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Educate residents regarding District financial stewardship and transparency.	Provide financial/budget overview for Park Perspectives. March 2016 for Spring issue.	C	
	Maintain FOIA compliance and transparency aspects of the District to ensure Illinois Policy Institute Sunshine award status. Post within 30 days of approval.	C	Documentation provided to C&M as finalized and/or approved. Items added YTD; Budget & Appropriation Ordinance, 2015 Check Register, Independent Contractors, Tax Levy, 2016 Salaries, 2015 CAFR, 2015 Treasurers Report, 2015 Expenditures Report, Tax and TIF Reports.

DISTRICT GOAL 2: DELIVER FINANCIAL STEWARDSHIP

District Objective 1: Achieve annual and long range financial plans

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Achieve District annual budget to maintain fund balance reserves.	Achieve District annual budget to ensure maintaining fiscal year projected fund balance reserves. Achieve by December 2016.	NB	
	Create 2017 annual balanced budget. Achieve by November 2016.	NB	
	Conduct budget preparation Hoffman U	NB	

	session for all staff. Achieve by July 2016.		
Develop new business plan structure, including cost recovery goals, program trends, markets served, and competition.	Collaborate with recreation and facilities divisions to determine program ROI and subsidized programs and percentage level of support. Achieve by July 2016.	NB	

District Objective 2: Generate alternative revenue

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Secure additional alternative sources of revenue to support financial goals.	Evaluate opportunities to work with an independent grant writer. Achieve recommendation by 1 st qtr.	NB	On hold and will evaluate potential of Advertising Manager in this role.
Support Friends of HE Parks to expand level of financial support provided to District and our residents for scholarship and special projects.	Submit accumulated American Express points for donation to Friends of HE Parks. Achieve semi-annually in April and October.	IP	April 26 th 250,000 points were redeemed and the check for \$2,500 was received on June 21 st . The second submission will occur in October.
	DD to act as staff liaison for Friends of HE Parks and provide usage of sponsorship coordinator. Attend 80% of board meetings and events.	IP	Have attended all board meetings and golf committee meetings.
Develop strategies to attract additional sponsors and new partnerships.	Hire a FT sponsorship coordinator. Achieve by 2 nd qtr.	C	Position filled.
	Generate additional \$150,000 of advertising/sponsorship/marquee revenue.	IP	FT Advertising & Sponsorship Manager position was filled February 22 nd , many newly acquired contracts begin in 2 nd qtr. Total contracts entered into YTD total \$43,100; with \$2,468 earned thru 3/31/16. Total contracts entered into YTD total \$120,644; with \$90,383 earned thru 6/30/16.
	Expand and develop community relationships by attending local community events and meetings. Attend minimum of 12 community meetings and events.	IP	Events attended YTD; SBA meetings.

District Objective 3: Utilize our resources effectively and efficiently

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Perform internal control audits.	Conduct random cash audits at all facilities. Utilize video as needed. Conduct monthly at all service desks.	IP	Random cash audits being conducted monthly with no discrepancies worth noting.
	Conduct surprise audits of program personnel and independent contractors to ensure classes are held with properly registered participants meeting minimum numbers. Utilize video as needed. Conduct monthly taking into account seasonality of programming.	IP	Random program audits being conducted monthly with no discrepancies worth noting.
	Conduct ledger audits to ensure financial integrity. Conduct quarterly.	IP	Ledger audits occur once quarter ends, however many ledger audits performed continually to ensure proper flow of unearned income. Minor adjustments made as necessary.
	Conduct trial balance audits to reduce District receivable exposure. Conduct monthly by providing statements to program managers.	IP	Receivable updates occur weekly and monthly with no concerns worth noting. Staff currently reviewing best practices for waitlist registrations.
	Conduct program revenue audits including waitlists and minimum/maximum requirements to ensure cost recovery. Conduct twice monthly.	IP	Random cost recovery audits are being done in conjunction with program audits and minimum/maximum participation analysis with reports submitted to responsible divisions.
	Conduct facility usage and membership audits, utilizing video as necessary to ensure cost recovery. Conduct monthly at all facilities.	IP	Random usage audits are being done in conjunction with membership analysis with reports submitted to responsible divisions.
Reduce utility expenses in parks and facilities by converting to alternative energy resources.	Maintain offline audit control of all utility usage to monitor abnormalities. Prepare monthly.	IP	Offline control database almost complete and monthly usage is being recorded to provide analytical measurement.

DISTRICT GOAL 3: ACHIEVE OPERATIONAL EXCELLENCE AND ENVIRONMENTAL AWARENESS

District Objective 1: Create and sustain quality parks, facilities, programs and services

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Maintain environmental best practice certification.	Ensure administrative and finance division section compliance with IPRA Environmental Scorecard. Achieve annually maintaining 100% compliance.	NB	
Enhance Wi-Fi services at District facilities.	Evaluate new access points and PTP at remote sites to ensure connectivity. Monitor monthly and ensure 98% hardware up time.	SC	All facilities with the exception of PSSWC have been upgraded with new WAPs. Upon completion of cabling, PSSWC will be completed.
Evaluate implications of a smoke-free District policy.	Collaborate with staff and other districts best practices to determine implications of a smoke free District wide practice. Achieve recommendation by 3 rd qtr.	IP	Information has been gathered and staff is reviewing in order to make a recommendation.

District Objective 2: Utilize best practices

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to promote operational safety excellence utilizing procedures and best practices to maintain PDRMA accreditation.	Administrative and finance division to achieve excellent score for PDRMA accreditation section. Prepare accreditation materials by 4 th qtr. to achieve an excellent score in 2017.	NB	
	HR manager to cross train with safety coordinator to ensure work force readiness. Cross training process to begin 4 th qtr. for accreditation in 2017.	IP	Dates for PDRMA on-site visits have been scheduled. HR Mgr. attended field on-site visit and will be attending aquatics visit in July.
Ensure operational compliance with legal mandates.	Attend legal symposium. Achieve by November 2016.	NB	
	Attend legislative conference. Achieve by May 2016.	C	Completed.
	Monitor state and federal legal mandates and implement policies as needed. Approve policies within 45 days of any legal mandates.	IP	Reviewing mandates as applicable. Currently evaluating Department of Labor decision on exempt/non-exempt classification salary minimums which should result in a minimal impact.

Maintain and develop operational processes required to achieve accreditation status for CAPRA and Illinois Distinguished Agency standards.	Maintain all A&F related District reaccreditation for Illinois Distinguished Agency standards to ensure 100% compliance with CAPRA standards. Achieve by 3 rd qtr.	IP	Staff compiling documentation and making recommendations for updates if warranted.
Maintain financial accreditation CAFR.	Prepare CAFR for previous fiscal year. Achieve by June 2016.	IP	On-site audit field work complete, with CAFR being presented in draft form at the June A&F committee meeting. The final CAFR has been sent to GFOA and the certificate of excellence applied for. Staff should receive notice in September.
Maintain operations through software updates and enhancements for desktop and network infrastructure.	Upgrade and implement VSI RecTrac V3, if recommended. Achieve by 4 th qtr.	NA	Staff recommends the VSI RecTrac V3 upgrade be moved to 2017 to allow staff to focus on accounting software upgrade and V3 to mature.
	TC video security- upgrade server and purchase 10 additional cameras. Achieve by 3 rd qtr.	IP	Staff obtaining quotes for new server and cameras.
	Purchase and install virtual computer servers (HEPD-APPS01, HEPD-ACCT, HEPD-RECV3) Achieve by 3 rd qtr.	SC	HEPD-ACCT01 has been completed and is operational. HEPD-APPS01 will be retired by year end. HEPD-RECV3 will be completed in conjunction with the RecTrac V3 upgrade.
	Purchase, image and deploy replacement desktop computers. Achieve by 4 th qtr.	C	Desktops procured and deployed.
	Purchase and replace (10) computer monitors District wide. Achieve by 3 rd qtr.	IP	Monitors procured and deployment in process.
	Purchase and replace boardroom laptop computers. Achieve by 4 th qtr.	C	Touchscreen laptops have been procured and deployed.
	Purchase and replace copiers (WRC/Business). Achieve by 3 rd qtr.	IP	Staff is obtaining quotes and recommendations will be forthcoming.
	Purchase and install scanners (HR/Business). Achieve by 3 rd qtr.	IP	Working with new accounting software implementation team for recommendation and obtaining quotes.
	Purchase and install required PCI compliant (2016) credit card encrypted mag stripe, bar code readers, and VeriFone machines District wide to minimize vulnerability to customer and District. Achieve by 4 th qtr.	NB	
	Achieve PCI certification by completing PCI	NB	Self-Assessment to be completed 4 th qtr.

	self-assessment. Achieve by 4 th qtr.		
	Complete electronic systems operating scans with Trust Keeper to be alerted to potential vulnerabilities. Achieve a “pass” rating quarterly.	IP	The electronic system scans are being performed monthly. The following scans have been completed YTD with a “pass” rating. January 19 th , February 19 th , March 19 th April 19 th , May 19 th , June 19 th .
	Update the IPRA salary system for online use for all full and part time staff. Update annually by 2 nd qtr.	C	Completed.
	Purchase and replace computer touchscreens (TC/WRC/PS). Achieve by 2 nd qtr.	C	Procured touchscreen monitors; deployed at TC, WRC and PSSWC.
	Purchase and replace Freedom Run firewall. Achieve by 2 nd qtr.	C	Procured and implemented.
	Purchase and replace District server room AC unit. Achieve by 2 nd qtr.	NA	Current AC unit was checked & cleaned out and now appears to be working fine. Staff recommends not replacing this year.
Maintain PRORAGIS database to ensure compliance with CAPRA and National Gold Medal standards.	Ensure required input for CAPRA. Achieve by 4 th qtr.	NB	
Monitor employee hours worked to ensure legal compliance with state and federal mandates.	Implement FinTrac Scheduling for all non-exempt employees District wide. Achieve by April 2016.	IP	Staff has tested and is creating shift database one on one with each supervisor/manager. Implementation will be staggered based on department and District need.
	Monitor IMRF eligible staff and educate managers/supervisors regarding the 30 hour threshold. Achieve monthly.	IP	Monitor monthly using off-line controls, reports submitted to responsible divisions.
	Monitor PT employees hours worked regarding the PPACA compliance. Achieve monthly.	IP	Monitor monthly using off-line controls, reports submitted to responsible divisions.
	Implement benefit scheduling and tracking software in conjunction with new accounting software. Achieve by 3 rd qtr.	NB	
	Complete all IRS reporting required for PPACA. Achieve 1095C by January 2016. Achieve 1094C by February 2016.	C	Final documentation submitted timely.
Utilize best practices to maximize operational efficiencies as a District.	Continue to research processes and opportunities with other Districts to ensure	IP	In conjunction with new accounting software the District chart of accounts will be

	operating at a high level and utilizing industry best practices. Achieve research with new accounting software by 1 st qtr. and achieve as new opportunities are presented.		streamlined for better efficiencies.
Develop a redundancy plan for virtual servers to enhance District disaster recovery plan.	Update District disaster recovery policy. Achieve by 1 st qtr.	IP	Redundancy for VMs is currently operational locally. An offsite back-up device has been setup and completed at PSSWC. Staff will recommend at budget time to add a second replication server at BPC in 2017.
Replace District accounting software.	Purchase, implement and train on new accounting software. Go LIVE by November 2016.	IP	Preliminary meetings have concluded as well as the first round of data extraction for testing. Implementation meetings occur weekly, the targeted GO-LIVE date for everything but payroll is August 15 th . The payroll GO-LIVE date is scheduled for September 12 th .

District Objective 3: Advance environmental and safety awareness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Develop additional programs and processes to support conservation and green initiatives.	Investigate opportunities within new accounting software to scan accounts payable invoices and human resource records to minimize paper storage and further District green initiatives. Achieve by December 2016.	IP	Have reviewed ability to do so within new accounting software.
	Promote electronic payments for vendors willing to accept ACH payment to further green initiatives. Achieve with 25% of vendors electing electronic payment.	NB	

DISTRICT GOAL 4: PROMOTE QUALITY LEADERSHIP AND SERVICES

District Objective 1: Develop leadership that ensures workforce readiness

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continually expand and update Hoffman U training curriculum to enhance workforce knowledge and readiness.	Conduct and continually expand Hoffman U training curriculum with training in purchasing, IMRF, PDRMA, budget, IT, ROI in programming, registration and accounting software. Achieve annually with	IP	Hoffman U offerings YTD include; IT Open Forum, I9 & Tax Forms, New Hires/ Deactivations, Staff Scheduling, RecTrac Registration.

	a minimum of 8 calendar offerings.		
Continue emphasis on cross-training and ensure workforce readiness.	Continue to review and enhance division succession plans. Evaluate and revise by meeting monthly with staff.	IP	Two staff have been identified as retiring within 12 months; succession plans are in place to ensure full functionality.
	DD to cross train with ED to ensure work force readiness for CAPRA and Distinguished Agency accreditations. Achieve distinguished agency accreditation by meeting monthly to prepare for 4 th qtr. accreditation process.	IP	Have begun reviewing required policies and documentation.
	Continue emphasis on cross training within division to ensure work force readiness. Achieve continually by performing tasks and having a bi-annually touch base to ensure any changes in processing are learned.	IP	Cross training as well as back-up staff performing key tasks occurs continually to ensure work force readiness.
Continue to evaluate and create procedures and training to promote a high level of internal customer service.	Evaluate, modify and develop District procedures to ensure operating at a high level of customer service. Review all business, human resource, and IT procedures and revise as deemed appropriate by September 2016.	IP	Ongoing review based on processes, software enhancements and District efficiencies.
	Evaluate and update the written review procedure. Achieve by July 2016.	IP	Reviewing best practices with district's HR manager; recommendation postponed until 3 rd qtr.
Create action plan to reduce unemployment costs.	Develop a procedure to outline alternate or modified light duty work plans. Achieve by 2 nd qtr.	IP	Compiling alternate and modified duty work plans to create an implementation procedure. District has realized a reduction in 1 st qtr. unemployment costs for 3 rd straight year.
Enhance IT support to promote quality and timely delivery of internal and external services.	Ensure staff usage of support@heparks.org for optimal response time. Achieve by ensuring 90% of all IT needs requested through portal.	C	Staff has been consistently utilizing support@heparks.org to facilitate IT support requests.
	Provide continuation of IT PT support. Achieve by 1 st qtr.	C	PT IT Associate has been hired.
Investigate District-wide cooperative purchasing opportunities.	Establish internal cooperative purchasing procedure. Achieve recommendation by 2 nd qtr.	IP	Assigned to Superintendent of Facilities.

District Objective 2: Build organization culture based on I-2 CARE Values

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Continue to foster openness in communication District-wide.	Divisionally, at minimum, one staff will sit on District Team Committee. Achieve continually.	IP	Two staff currently sit on the Team committee.
Promote healthy lifestyles through work environment best practices.	Promote PDRMA PATH program. Achieve annually with 70% participation of all FT staff.	IP	PATH on-site screening scheduled for April 6 th . Scheduled appointments show a 30% increase from 2015, which would project to a 60% FT staff participation. Continue to promote program to meet goal.

District Objective 3: Promote continuous learning and encourage innovative thinking

Division Objectives	Measures/Action	Status	Achievement Level/Comments
Promote furthering educational opportunities of staff by encouraging participation in workshops, conferences and other educational opportunities.	Attend legislative conference. Achieve by May 2016.	IP	Registered to attend.
	DD attend Year 2 Director's school. Achieve by November 2016.	NB	Scheduled for August 22 nd – 26 th .
	SB achieve CPRP. Achieve by November 2016.	NB	
	Attend IPRA/IAPD conference. Achieve by 1 st qtr.	C	Four staff attended the IPRA/IAPD conference in January 2016.
	Attend NRPA Congress. Achieve by 3 rd qtr.	NB	
	Attend PDRMA risk management institute. Achieve by November 2016.	NB	
Develop a new hire training program that addresses District policies and procedures.	Reevaluate District orientation process. Update procedure by May 2016.	IP	Reviewing and updating current orientation checklist; recommendation to be completed by 3 rd qtr.