

Strategic Plan Update

These Midterm objectives and their status reports will be depicted below along with short term initiatives that remain open.

Project Stopped	Project Delay	Project In Progress	Project Complete
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Strategic Initiative 1: Employee Engagement and Satisfaction

Objective: One Team, One Voice, One Park District

Develop a unified culture, integrating, leadership, communication, employee development, and respect	Mid Term	Status
Look at pieces we have already accomplished. We need to encourage big picture thinking.		Project in Progress
Keep focusing on communication, Oz Principles, accountability, project/communication flow chart.		Project in Progress
Focus on what is best for the District not one area. Focus these into the onboarding process.		Project in Progress
Ask the new full time staff if they feel they have a grasp of the District.		Project in Progress
Build in flexibility and understanding into our culture - work needs to be accountable as well.		Project in Progress
Reward positive communication more than deadlines.		Project in Progress
Department Heads to ask their Management Staff input on IF we are communicating to Them effectively. Then they are to ask their staff the same question.		Project in Progress

Develop an official committee Structure with vision/descriptions and expectations	Mid Term	Status
New committee structure has been developed with term limits etc.		Complete
New Committees have been requested and formed.		Complete
New committees are beginning to meet.		Complete

Strategic Initiative 1: Employee Engagement and Satisfaction

Objective: Professional Development and Recognition

Streamlining the internal on-boarding process to include M, V, G, SI, Branding and Customer Service	Short Term	Status
Develop a standardized and uniform interview question packet for full time staff and part time staff for first interviews. Develop a more detailed packet for second interviews including benefits information.		Complete
Developing a template for internal (departmental) on-boarding to cover critical areas in a more in-depth way. The BPD Orientation will continue as is, with supplement from this new template.		Complete

Dedicate resources to support an innovative culture	Mid Term	Status
Budgeting for continuing education in other venues besides IPRA Conference.		Complete
Take the team to other agencies to visit and learn.		Project in Progress
Encouraging to take the time to dedicate to learning more about other areas.		Project in Progress

Develop Succession plans for all management positions District wide	Mid Term	Status
Succession plan was completed in concept for the Agency Accreditation.		Complete
Plan was communicated to the Board.		Complete
Succession plan communicated to the Management Team.		Complete

Strategic Initiative 1: Employee Engagement and Satisfaction

Objective: Defining Expectations

Employees of Bolingbrook Park District are held to a high expectation. We have developed Goals for the District that help drive our Vision and ultimately our Vision of Providing World Class Parks and Recreation Services in a Fiscally Responsible Manner to help our Community Achieve Quality of Life.

These goals are as follows:

- To provide recreational opportunities, facilities, parks, and natural areas to meet the needs of our community.
- To make every attempt to satisfy our customers.
- To provide the best park and recreation value while utilizing financial resources effectively.
- To establish cooperative relationships to expand recreational opportunities and preserve open space.
- To strive for 24 Hour response time.
- To make the right decisions for the right reasons.

Continue to Develop and Track Goals as Related to Agency Goals	Short Term	Status
At the department level, Departments Heads will work independently with their direct reports to develop an implementation plan on how each area will initiate these goals into their daily operations.		Complete

Strategic Initiative 2: Innovation

Objective: Communication 360

Communication and operational expectations: Requesting information from Managers about inter-departmental communication	Short Term	Status
At the department level, Departments Heads will ask their Management Teams about their expectations of the other departments within the District. Once this information is obtained, it will be shared with the other Department Heads.		Project in Progress
Develop an Internal Communications and processes document based on a combination of existing corporate structures and BPD expectations.		Project in Progress

Develop a cultural awareness plan and training to be more responsive to changing community demographics	Mid Term	Status
		Project in Progress

Strategic Initiative 2: Innovation

Objective: Use Technology to Improve Services

	Short Term	Status
<p>Add useful QR Codes to signs and posters District Wide</p> <p>Create a Task Force to research potential uses for information and locations of QR code signs District wide. Potential ideas are on trails, in parks, at Ashbury's (calorie count on products) (TF Lead by Chris Martner).</p> <p>Idea to QR Codes started at Ashbury's and BRGC (score cards).</p> <p>Idea to utilize REC TRAC App as a concept.</p>		<p>Project in Progress</p>

	Short Term	Status
<p>Offer more bi-lingual promotions to communicate to more people</p> <p>Step one is training our current Recreation, Revenue, and NR staff on internal cultural awareness). HR to investigate who is qualified to teach on cultural awareness.</p> <p>Diversity Training for Management Staff is scheduled for March, 2016.</p>		<p>Project in Progress</p>

	Mid Term	Status
<p>Develop a future technology plan to improve internal and external service</p> <p>Future Technology Plan will be developed as part of the BPD Long Range Plan.</p>		<p>Project Delayed</p>

	Mid Term	Status
<p>Develop a culture of research and development that includes identifying and adopting trends, use of data analytics, and identifying a champion to oversee efforts</p>		<p>Project Delayed</p>

Strategic Initiative 3: Customer Satisfaction and Loyalty

Objective: Ensure a Meaningful Personalized Experience

Modernizing the Registration Process for Bolingbrook Park District	Short Term	Status
Create a Task Force to research automated registration process. (TF Lead by Kim Smith)		Task Force Formed.
Create implementation plan with task force by June 20, 2015		Project in Progress

Develop a standardized pricing structure for program offerings and age groups to ensure that the programs we are offering are of high quality and competitive rates. Resident vs. NonResident Rates	Short Term	Status
Create a Task Force to investigate the BPD pricing structure. [Resident vs. Non Resident Pricing and future program pricing structures. (TF Lead by Mike Baiardo)		Task Force Formed.
Team has preliminary recommendation created.		Project in Progress
Next step is creating the actual policy for recommendation to Board.		
Target June Board Meeting.		

Develop a district wide customer service system to provide consistent customer experiences	Mid Term	Status
		Project Delayed

Strategic Initiative 4: Financial Growth and Sustainability

Objective: Realistic Operations Plan

Create Financial Trend and Forecasting Process Including Short, Medium, and Long Term Goals	Short Term	Status
<p>Finance Team will work with Department Heads on budgetary expense areas focusing on realistic targets on a quarterly basis</p> <p>As new financial software is developed and implemented [January 2016], Department Heads will develop action plans with the Finance Department to create expense targets.</p>		Project in Progress

Develop 3 to 5 year budget trend report	Short Term	Status
<p>Finance Team to work with Department Heads and Managers to develop 3 to 5 year financial history of key revenue and expense areas.</p> <p>Target is after audit of 2014 to begin the process of developing the new trend report.</p>		Project in Progress

Strategic Initiative 4: Financial Growth and Sustainability

Objective: Efficient Use of Resources

Complete the Partnership / Sponsorship Committee and Guidelines	Short Term	Status
<p>Finalize the Partnership / Sponsorship Guidelines</p> <p>Create a Partnership Committee to work in conjunction with the Foundation Board to develop partnerships and Sponsorships for BPD.</p>		Project in Progress