

DRAFT

PARK DISTRICT OF OAK PARK

2014 Performance Measurement Report



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ORGANIZATIONAL EXCELLENCE

The Park District strives to be model government organization both in the Oak Park community as well as in the field of parks and recreation. The fifth set of measures reflects the Park District's efforts regarding risk management, environmental sustainability, operations, and in accomplishing goals and completing plan objectives.

Measure	2010	2011	2012	2013	2014	2014 Target	Status
Internal Service Satisfaction	-	-	-	-	8.53	8.00 (out of 10)	●
Accident/Incident Claims Submitted	-	-	-	-	62	< 60	●
Goals Met	Departmental	-	-	-	80%	95%	●
	Strategic Plan	-	-	-	100%	95%	●
Environmental Scorecard Results	-	-	-	90%	- ¹	90%	- ¹
Desired Awards & Accreditations	2	2	2	4	5	5	●

● = at or better than target, ● = within 10% of target, ● = more than 10% from target

¹ The Environmental Scorecard is completed every other year.

HOW ARE WE DOING?

Operations

In 2014, the Park District implemented a new internal service evaluation in order to track employee's satisfaction with the service provided by other departments. The Park District scored an average of 8.53 out of 10 in the 12 areas covered by the evaluation. Park District internal service departments scored highest in the area of "working in the best interest of the district" and lowest in the area of "convenient and easy to use forms, technology, and processes." The one department that scores highly in this area is Buildings & Grounds, which uses a new online system to manage maintenance requests from staff and the public that also allows users to check the status of their requests.

The Park District tracks all accident and incident reports submitted throughout the year on behalf of the public and staff in order to identify trends and put into place preventative measures to avoid similar accidents and incidents in the future. Some of these reports are sent to the Park District's risk management association, which received a total of 62 from the Park District in 2014. Eighty percent of these claims were from personal injuries. The Park District observed a spike in these types of claims in late spring and worked immediately to address them with additional training, bringing them back down to a normal level for the rest of the year.