

PARK DISTRICT OF OAK PARK

2014 Performance Measurement Report



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STAFF EXCELLENCE

The most important asset of any organization is its staff. The Park District strives to develop an excellent leadership system and encourages staff development at all levels of the organization. This set of measures reflects staff satisfaction as an employee of the Park District and with its training opportunities as well as employee turnover and staff wellness.

Measure	2010	2011	2012	2013	2014	2014 Target	Status
Full-Time Staff Job Satisfaction	-	-	-	7.42	7.57	7.50 (out of 10)	●
Months with Staff Turnover of < 2.0%	-	-	-	-	8	8	●
Sick Days Used by Full-Time Staff	-	-	-	-	324	< 294	●
Participation in Wellness Programs	-	-	81	88	106	100	●
Training Satisfaction	-	-	-	-	7.52	8.00 (out of 10)	●

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

HOW ARE WE DOING?

Staff Job Satisfaction

On an annual basis, the Park District asks its staff to complete a satisfaction survey. Overall full-time employee satisfaction improved in 2014. Some areas, including leadership and individual job satisfaction noticed a slight decline, while internal customer service and communication received significant increases from the year before.

Employee Turnover

The Park District began tracking overall employee turnover in 2014. Because many Park District operations are based on seasonal schedules, it is expected that the Park District will have a high level of turnover at certain parts of the year, especially the summer. This year was no exception with monthly turnover peaking in August and September after summer seasonal staff separated from the Park District. January and May also saw slightly higher turnover rates with 3.8% and 2.4% respectively.

Staff Wellness

Employees have access to several wellness benefits through the Park District and its risk management and insurance provider, PDRMA. Participation in most programs remained steady with prior years except for two seasonal programs offered by PDRMA. Staff interest in the spring initiative was low, but bounced back in the fall with a large increase in participation when the walking program was paired with a free FitBit for each participant, which was done at no additional cost to the Park District.

For the first time, the Park District tracked the number of “sick days” used by full-time staff. Sick time includes time taken off by an employee for personal illness as well as to care for a qualified family member or for absences qualified under the Family & Medical Leave Act. The amount of sick days used by staff in 2014 was higher than the initial target set, partially due to a larger number of FMLA qualified-leaves than in years past.

Staff Training

A new standardized training evaluation was implemented in 2014 to gauge staff satisfaction with internal and external training opportunities. On average, staff rated the overall quality of their trainings at a 7.52 out of 10, which was slightly lower than the desired target of 8. Staff are currently examining the results to learn which locations and presenters received the highest scores in developing a more comprehensive training program for staff to roll out in 2015.