

MEMORANDUM

11/25/2013

TO: Patrick Lacefield, Director, Office of Public Information
Gabriel Albornoz, Director, Department of Recreation
FROM: CountyStat
SUBJECT: Department of Recreation Performance Review

The following items were identified for follow-up during the 11/13/2013 CountyStat Meeting:

1. Provide to CAO requested info on REC's actual expenditures vs. budget for FY13
Responsible parties: REC
Other parties: none
Deadline: 12/6/2013
Responsible parties: CountyStat, REC
Other parties: none
Deadline: 2/28/2014
2. Examine if the nature of the relationship between REC and MC311 is ready to be expanded, so that MC311 may be able to handle an increased volume of inquiries and Service Request intake on behalf of the department, automating responses where appropriate
Responsible parties: PIO, REC
Other parties: CountyStat
Deadline: 5/30/2014
3. REC and CountyStat will work together on an ongoing basis to identify opportunities and practices to ensure a successful implementation of the ActiveNet software from a data entry, reporting, and analysis standpoint, including identifying specific processes where data entry is inconsistent to standardize these processes, and assisting with the training of REC staff if practical
Responsible parties: CountyStat, REC
Other parties: none
Deadline: 6/30/2015
4. Improve current customer satisfaction survey structures and implementation (including adding additional customer service questions to the Therapeutic Recreation survey, standardizing multiple surveys currently administered across teams, and offering an electronic survey option)
Responsible parties: CountyStat, REC
Other parties: none
Deadline: 1/31/2014

5. Document the institutional knowledge, skills, and competencies of the two positions identified as mission-critical/hard-to-fill on the 2013 succession planning survey

Responsible parties: REC
Other parties none
Deadline: 3/28/2014

6. Develop Team-based Performance Measures for the department's five teams for use as managerial and strategic-planning tools

Responsible parties: CountyStat, REC
Other parties none
Deadline: 3/28/2014

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer