



# Mapping Our FUTURE

A graphic of a map with a red location pin and a small house icon.

MT. PROSPECT PARK DISTRICT

## Strategic Plan 2018

# Acknowledgments

## Mt. Prospect Park District

### Board of Commissioners

Steve Kurka	President
Lisa Tenuta	Vice President
William Starr	Secretary
William Klicka	Treasurer
Timothy Doherty	Commissioner
Michael Murphy	Commissioner
Raymond Massie	Commissioner

## Mt. Prospect Park District

### Administrative Staff

Jim Jarog	Interim Executive Director
Teri Wirkus	Executive Professional & Compliance Manager
Brett Barcel	Director of Golf
George Giese	Superintendent of Business Services
Jim Jarog	Director of Parks & Planning
Mary Kiaupa	Human Resource & Risk Manager
Brian Taylor	Director of Recreation
Ruth Yueill	Director of Communications & Marketing

## Strategic Plan Committee

Tiffany Barson	Aquatics Coordinator & Head Swim Team Coach
Joe Hoffman	IT Services and Registration Manager
Jeff Langguth	PGA Head Professional
Cheryl Lufitz	Community Relations & Marketing Manager
Kathy Muellner	Early Childhood & Youth Manager
Nancy Prosser	Facilities Manager
Bob Smith	Building Department Manager
Brian Taylor	Director of Recreation
Teri Wirkus	Executive Professional & Compliance Manager

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Additional thanks to the many full-time and part-time staff whose input proved invaluable to the Mt. Prospect Park District 2018-2023 Strategic Plan Process. Thank you Kylie Rack, Graphics Communication Coordinator, for the innovative design of the “Mapping Our Future” Strategic Plan document.





# Dear Residents,

It is our privilege to announce the completion of the 2018-2023 Mt. Prospect Park District Strategic Plan entitled “Mapping Our Future.” Going forward, the Strategic Plan serves as a guideline for the District as we work to meet staff goals and objectives based on community need.

In October 2017, the District launched a needs assessment to collect resident data pertaining to parks, facilities, programs, customer service, value and esteem. aQity Research & Insights was hired to conduct a statistically valid ( $\pm 4.8\%$  margin of error) Community Attitude & Interest Survey of 423 sample households. The survey was also available to residents at facilities and online for a period of 30 days. Additionally, Focus Groups were conducted to gather information from a variety of stakeholders. The data obtained was compiled and analyzed.

Strategic planning takes discipline, commitment and leadership. Throughout this process, we learned, confirmed and acknowledged many of the District’s strengths, weaknesses, opportunities and threats. Our goal is to deliver a new mission and vision, embrace organizational values, and build upon strengths while rectifying weaknesses in order to create new opportunities for our community.

We look forward to implementing and improving our external communication, customer service and enhancing our programming at all levels. In addition, we must be accountable for our actions and your tax dollars while continuing as advocates for our parks, facilities, recreation and open space.

With a dedicated and committed team, the Mt. Prospect Park District will become a more strategically focused organization over the next five years. It is our goal to take our organization to the next level exemplified by our new Mission and Vision Statements.

We hope you notice improvements throughout the District as we start the process of implementing objectives. Thank you for your continued support and participation at the Mt. Prospect Park District.

We hope to see you soon!

The Mt. Prospect Park District Board of Commissioners

# Overview

In 2017, the Mt. Prospect Park District initiated a Strategic Planning Process to develop its formal Strategic Plan for 2018 and beyond. The goal of the plan is to provide the District with a clearly defined purpose, align systems and set a standard for continuous improvement over the next 3-5 years.

A Strategic Plan Committee comprised of full-time staff was formed and tasked with naming the project. “Mapping our Future” positively defines the District’s excitement and enthusiasm for moving forward with a clearly defined purpose for establishing excellence on behalf of a quarter million users from Mount Prospect, Des Plaines, Elk Grove Village and Arlington Heights.



## Creating the Plan

The Strategic Plan Process began with a needs assessment through two primary methods of data collection. The Community Attitude & Interest Survey was initiated in September 2017 and executed by aQity Research & Insights. Survey results were presented to the Park Board of Commissioners at the January 2018 board meeting. Focus Groups were the second source of data collection. Targeted groups included three Resident sessions (November 4, 6 and 8, 2017), District Leadership Team (November 9, 2017), Full-Time Staff (December 5, 2017) Local Government Partners (January 10, 2018) and the Park Board Commissioners (January 10, 2018).

The overall purpose of the Focus Groups was to share and seek feedback on what is working well at the District while identifying major issues, needs, programming gaps, challenges, threats and opportunities facing the Mt. Prospect Park District.

## Mission, Vision and Values

The next step in the Strategic Plan was to utilize the data from the survey and Focus Groups to develop the District’s Mission and Vision Statements as well as identify our Core Values.





# Strategic Themes

Themes are developed to provide structure and support for the plan while defining the District’s overall strategies. The themes apply to every part of the organization. The District’s strategic themes include Customer Connection, Financial Stewardship, Internal Efficiency, Innovation & Technology and Organizational & Professional Development. These four themes are the foundation for the plan’s goals and objectives.

## Strategic Themes include:

- Customer Connection
- Financial Stewardship
- Internal Efficiency, Innovation & Technology
- Organizational & Professional Development

# Goals and Objectives

Goals and objectives are concrete and translate the mission and vision into reality. A goal is an idea of the future or desired result that the District envisions, plans and commits to achieve. Objectives define strategies or implementation steps to attain the identified goals. Unlike goals, objectives are specific, measurable and have a defined completion date. They are more specific and outline the who, what, when, where, and how of reaching the goals. Each objective is reviewed by the Leadership Team and designated as a short-term, mid-term, long-term or an ongoing objective.

Implementation of the Strategic Plan requires a standardized process of review, refinement and measurement. All employees and Board members will receive a copy of the plan as well as electronic access. While serving as a reference point for decision-making in all areas of the Park District, the plan is evaluated and modified on an annual basis.

# Agency Profile

Incorporated in 1955 and encompassing more than 454 acres, the Park District provides outstanding recreational programs and events, facilities and services. The District offers residents 31 neighborhood parks and seven primary facilities in addition to two outdoor pools and quality open space utilized for athletic programming, biking and walking paths, a dog park and neighborhood playgrounds.

The Mt. Prospect Park District is headed by an Executive Director who oversees five departments. These include Parks and Planning, Recreation, Community Relations & Marketing, Business Services and Golf Operations. The Executive Director in turn reports to an elected seven-member Park Board of Commissioners. The District employs 58 full-time employees and over 600 part-time and seasonal employees.

## Community Visibility

### Average Website Page Views

Monthly	53,000
Annually	636,000

**Program Guides Printed Quarterly**  
32,000

**Active Email Contacts**  
10,000+

**Facebook Followers**  
2,700+

**Special Event Attendees**  
10,000+

# Facilities



## Central Community Center

1000 W. Central Road • 847-255-5380

Conveniently located approximately one mile from the Mt. Prospect Metra station, this beautiful facility offers a regulation inline skating rink, fitness center, gymnasium, and rental/activity rooms. We proudly offer a unique and flexible birthday party service designed to fit your individual needs. Park District Administrative Offices are also located at CCC.



## RecPlex

420 W. Dempster Street • 847-640-1000

RecPlex is a 93,000 square foot recreation complex offering a swimming pool, triple court gymnasium, two racquetball courts, and indoor track. The facility also houses meeting rooms, a multi-purpose room, fitness studios and a spin studio. Fitness center features 46 cardiovascular stations, 37 strength training stations and a separate free weight room. Playtime Express Babysitting on site.



## Lions Recreation Center

411 S. Maple Street • 847-632-9333

Lions Recreation Center is nestled in residential surroundings and convenient to public transportation. It is home to the Veterans Memorial and Bandshell where summer concerts and events regularly take place. The Rec Center includes a gymnasium, dance studio and three meeting/party rooms. The Big Surf Wave Pool is just steps away. Rent a room, the gym or the entire building.



## Friendship Park Conservatory

395 W. Algonquin Road, Des Plaines • 847-298-3500

The beautiful landscaper of the Conservatory contains nearly 50 colorful flower beds while indoors one finds a three story atrium and greenhouse. The 120 seat banquet room flows into an open air courtyard with seasonal displays. The Conservatory is the perfect venue for weddings, showers, parties or corporate events. FPC offers programming for all ages, special events and a Master Gardeners program.



## Art Studio

1326 W. Central Road • 847-342-0573

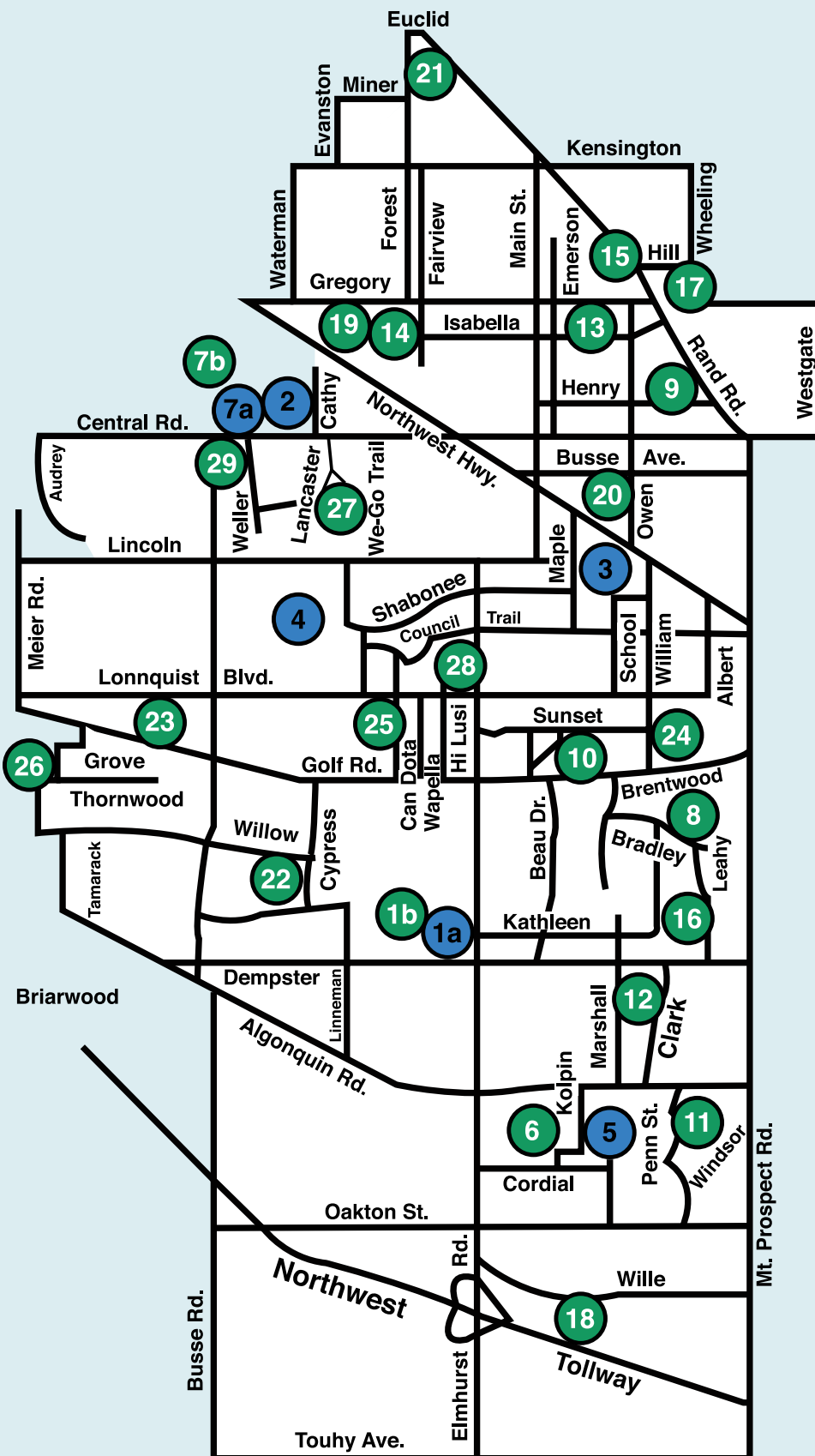
Considered the community's premiere arts facility, the Art Studio offers creative classes, workshops and parties for everyone. Adult classes taught by professional artists. Popular birthday party packages for boys and girls preschool through teens. Offering a wide variety of summer, school-year, and off-school programs.



## Mt. Prospect Golf Club

600 See-Gwon Avenue • 847-259-4200 • [golfmtprospect.com](http://golfmtprospect.com)

National award winning, newly renovated golf course. With low square tee boxes, strategic cross bunkers and challenging plateau greens, all in our quiet parkland setting. Mt. Prospect is the closest thing to the conditions and feel of an old private club, with a daily fee rate. Our beautiful clubhouse and patio are the perfect place to relax. Visit: [golfmtprospect.com](http://golfmtprospect.com)



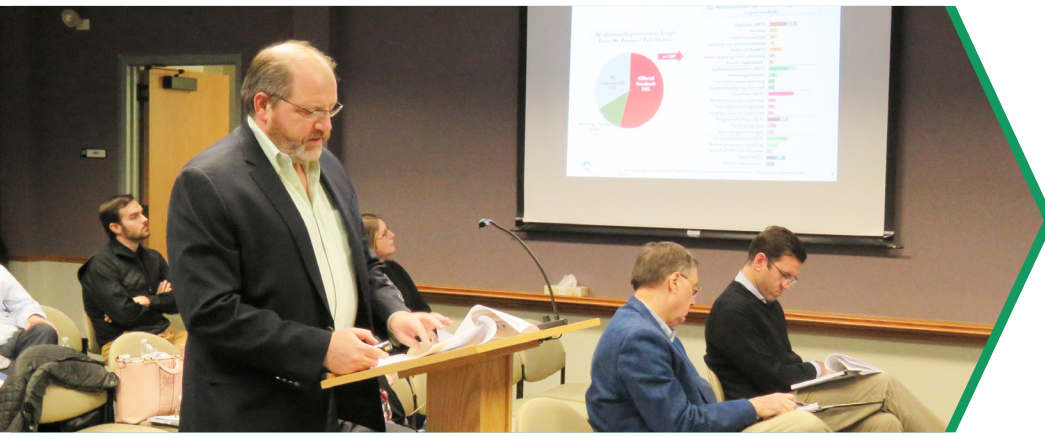
- 1a. **RecPlex**  
420 W. Dempster Street
- 1b. **Kopp Park**  
Dempster St. & Linneman Road
2. **Central Community Center**  
& Administrative Offices  
1000 W. Central Road
3. **Lions Memorial Park**  
411 S. Maple Street
4. **Mt. Prospect Golf Club**  
600 See-Gwun Avenue
5. **Friendship Park Conservatory**  
395 W. Algonquin Road, Des Plaines
6. **Rosemary Argus Friendship Park**  
350 Elizabeth Lane
- 7a. **The Art Studio**  
1326 W. Central Road
- 7b. **Melas Park**  
1500 W. Central Road
8. **Brentwood Park**  
260 Dulles Road, Des Plaines
9. **Busse Park**  
111 N. Owen Street
10. **Countryside Park**  
913 S. Emerson Street
11. **Devonshire Park**  
Pennsylvania Ave. & Windsor Drive
12. **Einstein Park**  
345 Walnut Street
13. **Emerson Park**  
317 N. Emerson Street
14. **Fairview Park**  
300 N. Fairview
15. **Gregory Park**  
411 E. Rand/Gregory
16. **High Ridge Knolls**  
600 Beau Drive, Des Plaines
17. **Hill Street Nature Center**  
525 E. Hill Street
18. **Majewski Metro Athletic Complex**  
791 Wille Road
19. **Meadows Pool & Park**  
1401 W. Gregory Street
20. **Owen Park**  
100 S. Owen Street
21. **Prospect Meadows Park**  
1101 N. Forest, Arlington Heights
22. **Robert Frost Park**  
1308 S. Cypress Drive
23. **Robert T. Jackson Clearwater Park**  
1717 W. Lonnquist Boulevard
24. **Sunrise Park**  
600 E. Sunset Road
25. **Sunset Park**  
603 S. Candota Avenue
26. **Tamarack Park**  
1100 S. Tamarack Drive
27. **We-Go Park**  
132 S. We-Go Trail
28. **Weller Creek**  
501 W. Council Trail
29. **Westbrook School**  
1421 W. Central Road



# Community Input

## Community Attitude & Interest Survey

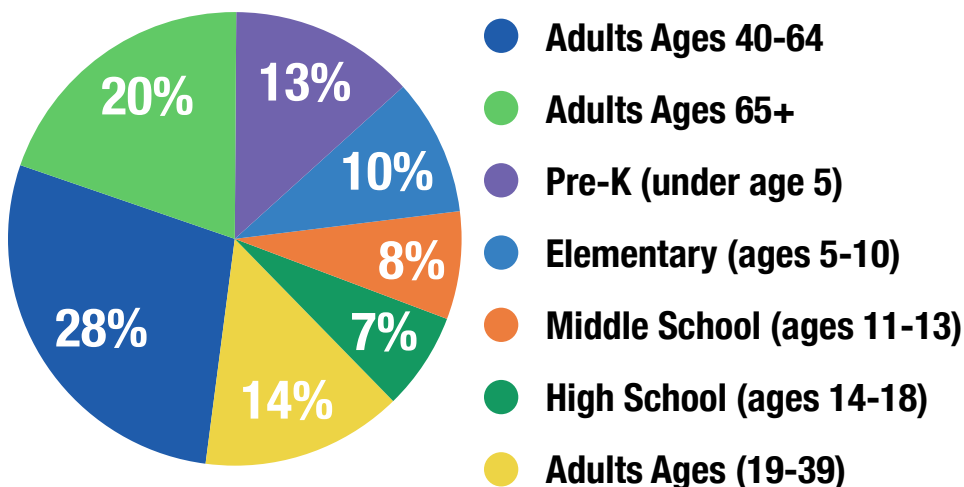
A Community Attitude & Interest Survey was approved by the Park Board of Commissioners on August 23, 2017 and facilitated by aQity Research & Insights, Inc. The survey identified community needs for recreation and measured resident satisfaction with Park District facilities, programs and services. The last District survey was completed in 2005.



The Community Attitude & Interest Survey serves as a key component in the District's Strategic Plan process. Implementation of the Strategic Plan will clarify purpose, align systems and efforts, and set a standard for continuous improvement over the next 3-5 years.

The data collection for the Community Attitude & Interest Survey was closed by aQity Research on November 27, 2017 with 423 completed surveys (10% response/return rate). The survey link was posted on the Mt. Prospect Park District website on December 7, 2017 and made available to patrons through January 7, 2018. Facebook posts, e-blasts and press releases encouraged residents to complete the survey. The survey results were officially presented to the Park Board of Commissioners on January 17, 2018.

## Biggest Programming Need/"Gap" by Age Segments



# Positive Results

Residents gave the Mt. Prospect Park District very positive ratings overall. Nearly 9 out of 10 surveyed hold the District in favorable esteem. The Mt. Prospect Park District is the most well-known local agency, with only 4% of respondents saying they are unfamiliar with the District.

“Just thank you! So happy to be a resident of this Park District.”

“Overall a great job, but always room to improve.”

“Good job of supporting the local organizations in the Village. High grades!”

“Love the opportunities for sports participation to kids of all levels of skill.”

## More Survey Results

### Visited in the past 12 months

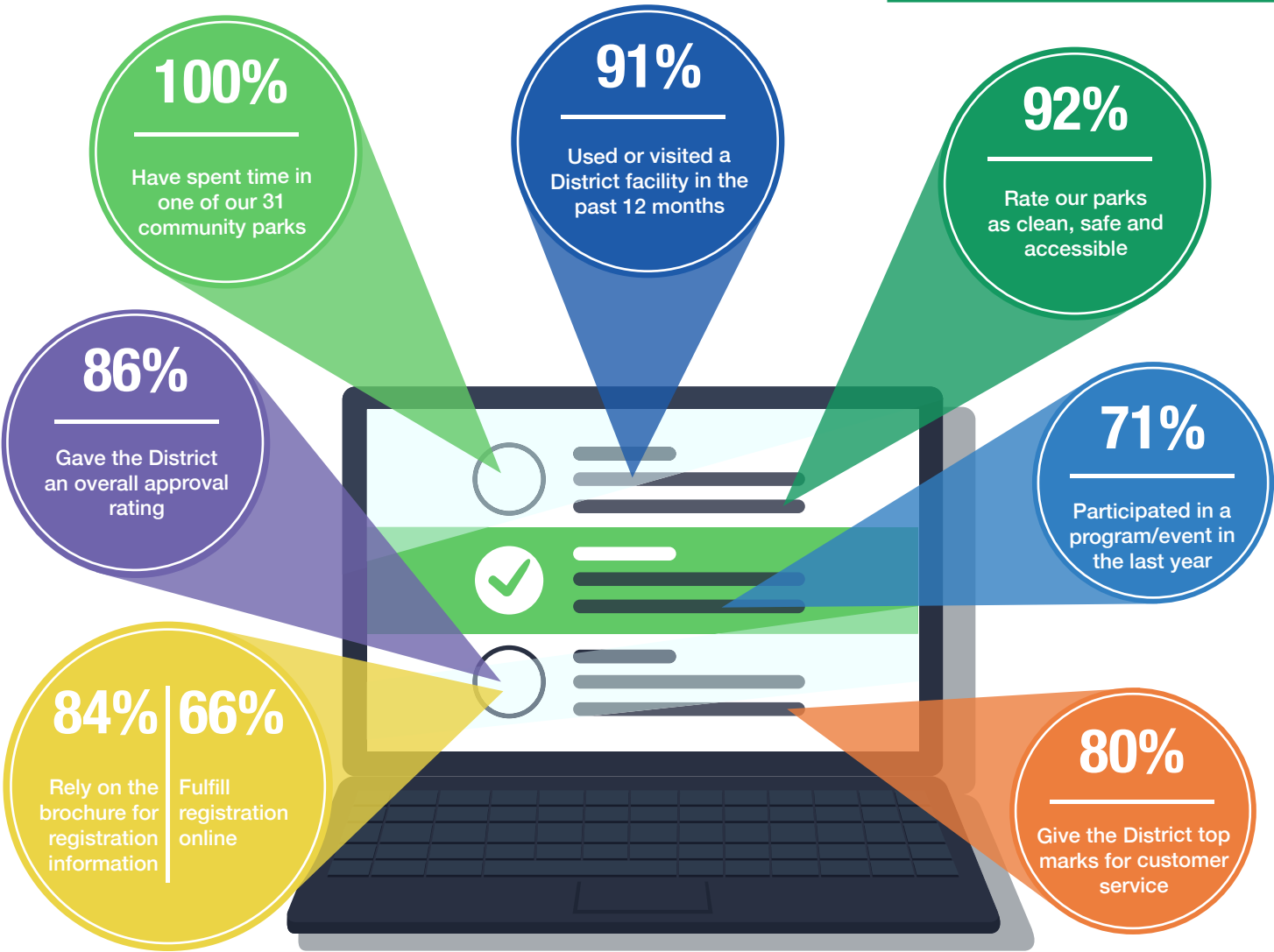
RecPlex	49%
RecPlex Fitness Center	41%
Friendship Park Conservatory	37%
Lions Memorial Bandshell	33%

### Perceived Strengths

Programs & Events	57%
Facilities (RecPlex, pools)	29%
Parks	24%
District Staff/Administration	14%

### Perceived Weaknesses

No weakness/no comment	33%
District Staff/Administration	26%
Program/membership costs	25%
Facilities (upkeep)	25%



# Focus Groups

Between November 2017 and January 2018, the Mt. Prospect Park District conducted a total of eight Focus Groups including three for Community Residents and one each for Local Government Partners, District Leadership, Staff, Maintenance Team and the Mt. Prospect Park District Board of Commissioners. A Focus Group is a gathering of demographically diverse individuals, often randomly selected to participate in a planned discussion intended to elicit perceptions about a particular topic or area of interest. Unlike an interview, the Focus Group method allows members of the group to interact and engage each other during the discussion and consideration of ideas.

## Community & Local Government

Each Focus Group began with an overview of the Strategic Plan Process. Facilitated discussions were led by the Executive Director, who engaged participants in a series of specific questions for all groups as well as targeted questions directed to a particular audience. In general, groups were asked to discuss and identify the major issues facing the Mt. Prospect Park District along with District strengths and weaknesses, opportunities and threats (SWOT). Listed below is a brief summary of replies generated from the three Resident groups (totaling 50 participants) and one Local Government Partners' discussion (15 participants).

### Major Issues

1. Financial Challenges-Infrastructure, Aging Facilities, Competition
2. Staffing - Compete in today's job market
3. Limited Funding - Rising Operational Costs
4. Customer Service
5. Teen Programming



### Strengths

1. Employees - Dedicated FT & PT Staff
2. Variety of Programs
3. Park Maintenance
4. Reciprocal Agreements
5. Outdoor Pools

### Opportunities

1. Technology
2. Sponsorships & Donations
3. Public/Private Partnerships
4. Big Surf Renovation
5. Active Adult Programming
6. Athletic Program Retention

### Weaknesses

1. Big Surf - High Cost to Maintain
2. Baseball and Park Facilities without Restrooms
3. External Communication
4. Funding
5. Fitness Pricing

### Threats

1. Financial Support
2. Competition - Private Sector/Other Park Districts
3. Staff Retention
4. Infrastructure & Aging Facilities



# Board & Staff Input

In order for the Strategic Plan to be implemented successfully, the District must fully comprehend the perspective of both the Staff and the Park Board of Commissioners. Additional Staff groups (full-time staff and maintenance) and the Park Board of Commissioners participated in separate Focus Groups. Although an organizational SWOT analysis was again completed, the Board and Staff discussions also touched on components of leadership and communication both internal and external that directly determine the District's strategic direction moving forward.



## Major Issues

1. Aging Facilities
2. Financial Challenges
3. Dated Programming - Fitness & Sports
4. Competition (Public & Private)
5. Variety of Youth/Teen Programs

## Weaknesses

1. Big Surf - High Cost of Maintenance and structure safety
2. Baseball and Park Facilities without Restrooms
3. Fitness Pricing
4. Internal & External Communication

## Strengths

1. Mt. Prospect Golf Club - Staff, Programs & Course Condition
2. Variety of Programs (Overall)
3. Park Maintenance
4. Reciprocal Agreements
5. Talented Staff - Instructors, Front Desk

## Opportunities

1. Big Surf Renovation
2. Active Adult Programming
3. Athletic Program Retention
4. Partnership with Local Government Agencies
5. Outdoor Adventure Programming

## Threats

1. Financial Support (Local & State Funding)
2. Saturated Fitness Market
3. Competition - Private Sector/Other Park Districts
4. Debt Loan/Obligations - Funding
5. Private Sector Competition



## Focus Group Summary

With Focus Groups completed, Staff analyzed and ranked the data from each group. An informational summary was created and shared with the Park Board of Commissioners, Strategic Plan Committee and Staff.

# Mission, Vision and Core Values

Addressing the District's Mission and Vision Statements and establishing Core Values are critical steps in the Strategic Planning Process. The Mission and Vision Statements create future direction, align the organization with resident needs and drive innovation as part of our organizational culture. They outline who we are, where we are, why we exist and where we are heading. These foundational elements are a starting point toward the creation of focused goals and targeted objectives.

In order to compile the new Mission, Vision and Core Values; Staff evaluated the previous Mission Statement, Community Survey data and contributions from the Focus Groups. Primary areas of concentration were revealed through these evaluations. These areas include immediate and future recreation needs, improved policies and procedures and staff direction. As a result, the new Mission, Vision and Core Values were established.

## Mission Statement

To provide exceptional parks and recreational experiences that enrich the quality of life for present and future generations.

## Vision Statement

To become the primary source of recreational opportunities while achieving the highest standards of customer service, instilling a culture of innovation, and exercising fiscal responsibility.



CUSTOMER SERVICE



INNOVATION



ACCOUNTABILITY



FISCAL RESPONSIBILITY



EXCELLENCE

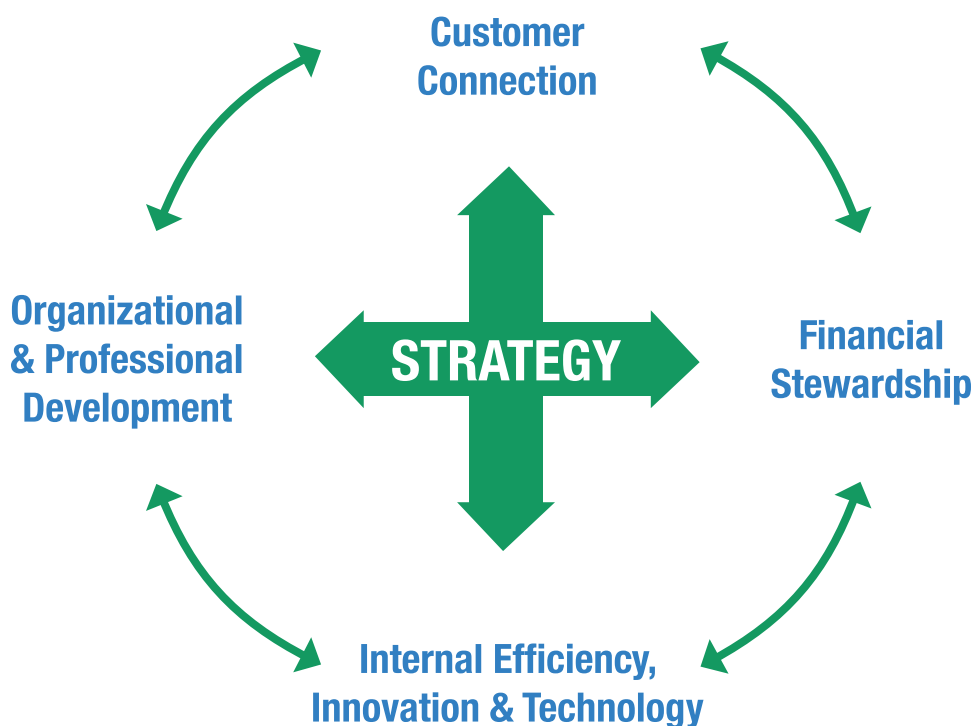
# CORE VALUES

# Balancing Our Scorecard

The Mt. Prospect Park District utilized the balanced scorecard (BSC) system in developing its operational strategy. The system connects the dots between big picture strategy elements such as Mission, Vision and Core Values with the strategic areas of focus (themes, goals, objectives). Objectives identify the actions needed for continuous improvement which must be followed to achieve our desired level of performance. Initiatives specify the actual projects that facilitate reaching our targeted goals.

The balanced scorecard suggests that we view our organization from four perspectives in order to establish themes, goals, objectives, targets and initiatives. The perspectives should be relative to the following points of view: financial, customer/stakeholder, internal process and organizational capacity (growth). These four areas are broad in scope but evolve into goals and objectives that are distinct and specific. With the development of goals and objectives, the more abstract concepts of mission and vision can be transformed into actionable steps. The four perspectives help shape objectives that apply to every part of the organization.

The following are the four strategic themes that arose from the data gathered through the Community Attitude & Interest Survey and eight Focus Groups.





# Strategic Themes, Goals & Objectives

Since the success of the Strategic Plan relies on detailed, achievable objectives, the Strategic Planning Committee conducted an Objectives Development Meeting on March 20, 2018. All full-time managers were required to attend the half-day planning session. Prior to the meeting, themes and goals were shared with the managers along with the clear definition of objectives and how they relate to the successful implementation of the Strategic Plan.

The managers were divided into four pre-selected groups that moved throughout the Central Community Center. Each of the four sessions ran approximately 45 minutes with the purpose of brainstorming a minimum of 3 to 4 objectives for each goal. When the objective sessions were complete, the teams reconvened as a large group for a summary discussion that provided feedback on the process as a whole.

A master list of objectives was compiled for review and edited by the Department Heads who were tasked with evaluating the data and determining the final objectives for the Strategic Plan.

Every objective listed on pages 13-16 will be designated as short-term, mid-term, long-term or ongoing and assigned to an individual, department or committee.

“It was exciting to see our extremely talented staff throughout the District collaborate to create detailed and achievable goals and objectives”

Brian Taylor, Director of Recreation



# Theme:

## Customer Connection

Customer Connection mandates the District to seek new opportunities for managing first and last impressions for program, facility and event participants. District staff will personalize the customer experience while continuing to develop relationships with our residents. Positive experiences in our parks and facilities ensure continued community support. Diversified programming serving all demographics allows residents to grow with us and expand their recreational horizons while enjoying all that the District offers.

### Goal:

#### Manage First & Last Impressions

- Develop District wide customer service standards
- Optimize the registration process
- Create a more user friendly website
- Increase promotion of the District brand

### Goal:

#### Personalize Customer Experience

- Create a welcome program for new residents
- Develop a customer loyalty program
- Develop & Implement a system for public input

### Goal:

#### Provide Exceptional Parks & Facilities

- Create and implement a process for park and facility improvements
- Create a park volunteer program
- Implement a park and facility secret shopper program
- Ensure safety and security in all parks and facilities

### Goal:

#### Diversify Program Opportunities

- Align program opportunities with Community Attitude & Interest Survey
- Develop a process to monitor and review program life cycles and trends
- Develop and incorporate a space utilization study to maximize offerings
- Revamp the group fitness and membership program offerings
- Evaluate and revise District affiliate agreements





# Theme:

## Financial Stewardship

Through financial stewardship, the District will continuously evaluate and improve processes to maximize non-tax revenue opportunities, create financial best practices, and align our resources with the needs of the community. Excellence in Financial Stewardship provides the foundation for both a five-year Capital Improvement Plan and a District-wide Master Plan.



### Goal:

#### Maximize Non-Tax Revenue Opportunities

- Develop and pursue corporate and event sponsorships
- Research and apply for grant opportunities annually
- Increase special programming and events
- Explore private/public partnership opportunities



### Goal:

#### Create Financial Best Practices

- Develop and implement financial policies
- Create District-wide investment strategy
- Evaluate program fee structures
- Increase District fund balances



### Goal:

#### Align Resources with Community Need

- Partner with local municipalities
- Incorporate community input throughout the budget and planning process

### Goal:

#### Define Long-Term Capital Vision

- Develop a District-wide Master Plan
- Develop a 5-year Capital Improvement Plan



# Theme:

## Internal Efficiency, Innovation & Technology

Internal Efficiency and Innovation & Technology are on the forefront of the important changes the District will implement to remain competitive, consistent and community minded. A District-wide marketing plan will assist in maximizing internal & external communication. The District will review and revise all standard operating procedures and leverage technology while inspiring a new culture of innovation.

### Goal:

#### Maximize Internal & External Communications

- Develop a District-wide marketing and promotional plan
- Improve communication with residents
- Increase usage of the District's intranet
- Develop an internal communication system



### Goal:

#### Standardize District-wide Processes

- Achieve Distinguished Accreditation through IPRA/IAPD
- Review and identify all current standard operating procedures
- Create and/or revise standard operating procedures



### Goal:

#### Leverage Technology

- Increase use of District-wide technology applications
- Develop a technology strategic plan
- Implement more accessible ways to register for programs and purchase memberships



### Goal:

#### Inspire a Culture of Innovation

- Develop an internal process for identifying recreation trends and implementing seasonally
- Create an environment that allows for and supports creative thinking

# Theme:

## Organizational & Professional Development

Organizational & Professional Development is an essential piece to the continued growth and success of the Mt. Prospect Park District. Park District leadership recognizes the value of creating a strong organizational culture that is both inclusive and comprehensive. Creating a positive work environment that promotes organizational accountability will solidify the District's status as the local Employer of Choice. Innovative organizations operate with growth in mind and are successful in sustaining positive and encouraging relationships with all levels of staff.



### Goal:

#### Professional Growth & Development

- Encourage and promote employee continuing education opportunities
- Create a cross training program
- Develop a succession plan

### Goal:

#### Positive Work Environment

- Develop an employee recognition program
- Develop an employee wellness program
- Create an environment that is supportive & respectful for all employees
- Institute team building exercises & events



### Goal:

#### Organizational Accountability

- Develop a new employee orientation
- Develop a Park Board of Commissioners onboarding program
- Create an employee satisfaction survey
- Revise employee performance evaluation system

### Goal:

#### Employer of Choice

- Evaluate employees salary and benefits through a comprehensive study
- Develop internal leadership and management university (MPPD-U)



# Implementation Guidelines

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The key to a successful Strategic Plan is the District's commitment and implementation practices. This requires a standardized process of review, refinement and measurement for all areas of the plan. The plan is implemented and incorporated into everyday business as specified below:

- The Strategic Plan will be approved by the Park Board of Commissioners and published on the District's website.
- All employees will receive a copy of and electronic access to the Strategic Plan.
- Elements of the Strategic Plan will be incorporated into the District's staff onboarding process.
- Every objective will be designated as short-term, mid-term, long-term or ongoing as well as assigned to an individual, department or committee.
- Department Directors and Managers are responsible for a quarterly goal report submitted to the Executive Director.
- The Employee Performance Appraisal process will utilize the completion of Strategic Plan goals and objectives as an evaluation criterion.
- Annually, at the June Park Board Meeting, staff is responsible for presenting a plan update that includes measurable outcomes.
- The District will provide annual plan updates made available to the public via the website and other media outlets.
- The Park Board and Staff will conduct an annual review of the Strategic Plan Process addressing any components that mandate improvement.

## Summary

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It is an exciting time for the 63-year-old Mt. Prospect Park District. With a dedicated Administration, Board Members and Staff, there is a renewed purpose and forward direction exemplified by the team approach to the 2018 Strategic Plan. Development of the Strategic Plan relied on the effort and input of all those committed to the future of the Park District. Our new mission purposefully strives to successfully serve both current and future generations.

It is our goal to become a more strategically focused organization aligned with community needs, improved programs, facilities and services, financial stewardship and growth, and development opportunities for all employees.





847-255-5380



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# Mt. Prospect Park District