

# Strategic Planning Update 2017

**Department of Recreation and Community Services** 







# **RECENT ACHIEVEMENTS:**

The most recent strategic plan was developed in 2013 and identified a series of initiatives to be addressed over a 5-year period. This plan outlined 30 projects connected to 4 major strategic themes. Highlights of the work completed to date include:

- Completion of Outdoor Recreation Facility Master Plan
- Development of Policy and Procedure annual review process
- Development of a Cost Recovery Model
- Identification of core competencies of professional staff
- Implementation of new registration software
- Creation of a universal part-time training orientation
- Development of department-wide standards to ensure consistent delivery of quality programs
- Implementation of a professional growth plan for full-time staff
- Completion of a comprehensive building assessment

# **MOVING FORWARD:**

In 2017, the Recreation Department conducted a review and update of its plan. This was designed to confirm mission, vision and values; establish future direction; align the organization with a common vision; and strengthen organizational competencies related to strategic thinking.

Four themes continue to provide direction for the strategic work of the Recreation Department:

- 1. Exceeding Customer Expectations
- 2. Financial Sustainability
- 3. Operational Excellence
- 4. Staff Empowerment

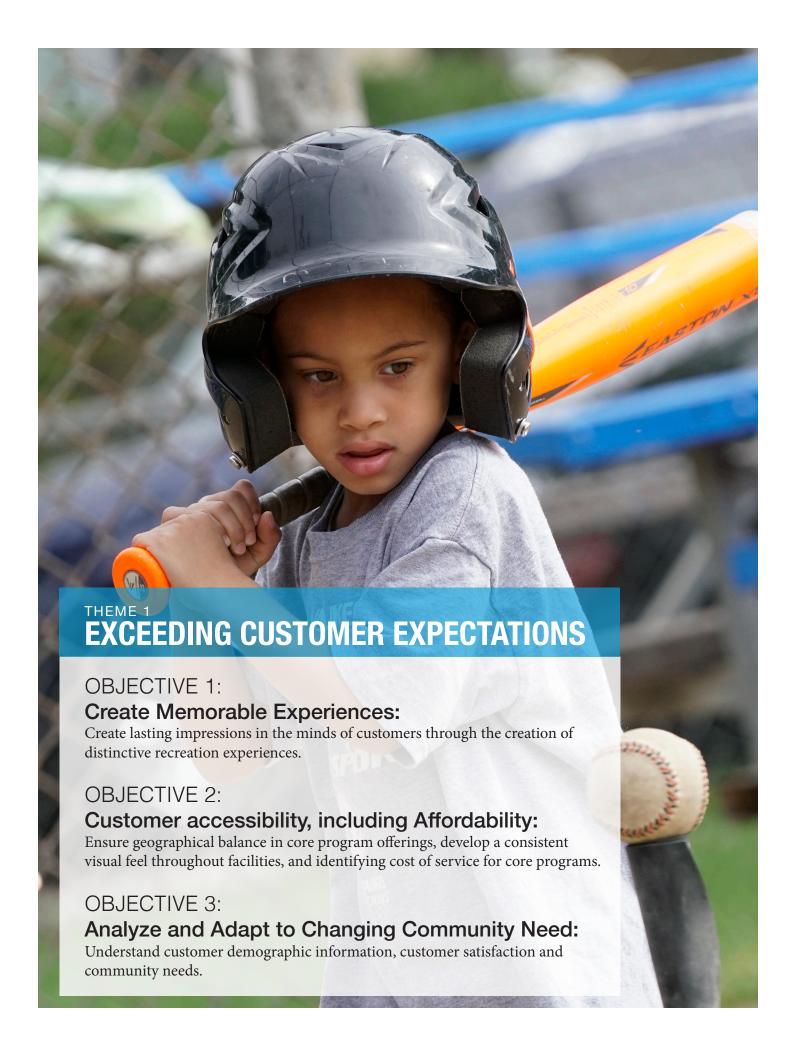
A series of objectives are aligned with each theme and provide both direction and focus for the work of the Recreation Department.

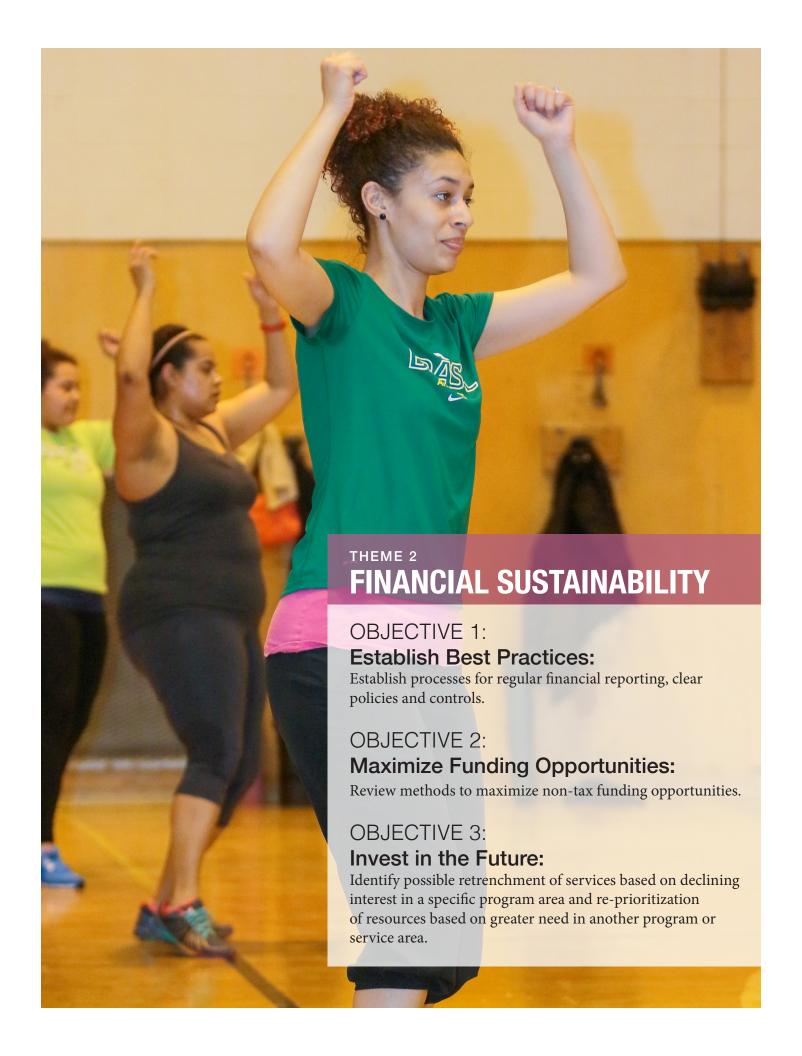


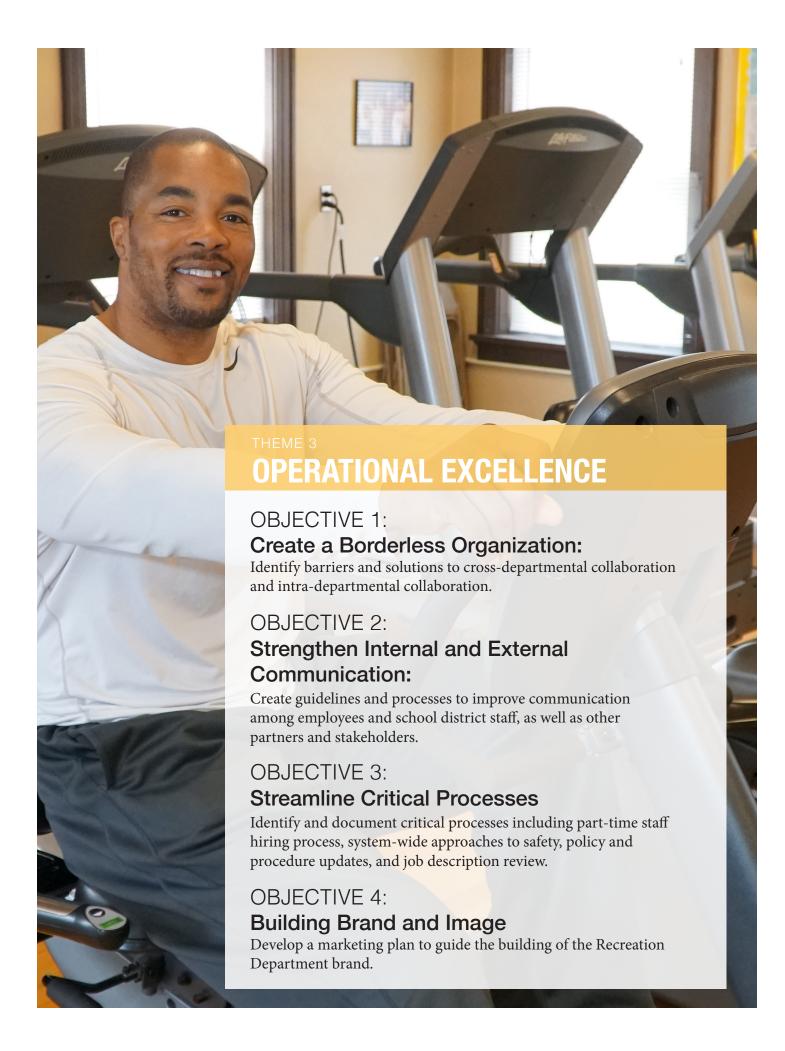
















MPS Department of Recreation and Community Services 5225 W. Vliet Street, Room 162 | Milwaukee, WI 53208

Lynn A. Greb, CPRE Senior Director grebla@milwaukee.k12.wi.us PH (414) 475-8191

www.MilwaukeeRecreation.net









## **MISSION**

Milwaukee Recreation's mission is to enrich and strengthen the community by promoting healthy lifestyles, personal development, and fun through memorable recreational and educational experiences for people of all ages and abilities.

## **VISION**

To be the leading provider of quality and affordable recreation services in the Milwaukee community.

# **VALUES**

#### **EQUITY**

Ensuring access to recreation services for all.

#### **ACCOUNTABILITY**

Taking individual and collective responsibility.

## MEMORABLE EXPERIENCES

Creating special, distinctive recreation experiences.

#### PROFESSIONAL STAFF

Employing staff who possess the core competencies of the department.

## **QUALITY SERVICE DELIVERY**

Exceeding customer expectations through responsive and respectful service delivery.

## **SENSE OF COMMUNITY**

Providing services that encourage personal connections and relationships.

## **COLLABORATIONS AND PARTNERSHIPS**

Fostering and maintaining partnerships with individuals and organizations that benefit the community.