

PHILADELPHIA  
**PARKS &  
RECREATION**

## Staff Meeting Raw Feedback February 20, 2013

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### **New Money and Spending Plan**

**1. What is the next most important thing we need to do?**

- Open centers when kids are off from school 9 – 5. (3)
- More cameras- for every center, even small (2)
- Better screening for new hires (1)
- Buy more rollback trucks. \*Eliminates need for CDL A drivers
  - o don't need a trailer to move equipment
- Increase use of leasing vehicles to overcome limitations imposed by Fleet Management.
- Improve and maintain infrastructure!
- Identify what the department will be!
- Hire more program staff!

**2. What additional information do you need on the topic?**

- Specific details of staffing (2)
- 300 money breakdown
- More 300 class for tree work in Parks and Rec centers NOT only street trees
- Newer vehicles for program managers

**3. Anything Missing?**

- More money (3)
- Improved process for fixing small equipment. Either special PO for chainsaw, weed eater repair. Cannot use current process- DON'T WORK
- Crane for NE tree crew
- Stump machines
- Saw shop materials
- More new money needs to be spent on programs i.e. arts, after school programs, environment ed./outdoor rec, and addition staff to run the programs. (5)

### **Communications and Branding**

**1. What is the next most important thing we need to do?**

- Get ALL facilities online (6)
- More consistent communication from rec management to field staff (1)
- Move towards “working” the programs not “working” structured hours (6)

- Be available to meet public needs
  - Earlier shift for program- in some cases
- Need to come up with a logo that will be recognizable and that will draw people to it. (1)
- Uniforms (t-shirts) for staff with logo
- Brand all vehicles (1)
- Organizational chart = transparency, so people know who to contact (1)
  - Add email/phone numbers
- Make website have information easy to find
- More events on website- less food trucks (1)

## **2. What additional information do you need on the topic?**

- Website quarterly/input monthly (1)

## **3. Anything Missing?**

- When someone is transferred, they are given no time to prepare, and they are given no reason. Is there a way to do this better? – transitions!! (4)
- What does the Mayor feel about the job that we are doing? I feel unappreciated!! (5)
- Morale (Good) ? (3)
- Program does a lot of great work, but we get no “Atta Boys.” Aren’t we a bit more integral than who is selling lunch in Love Park? (7)
- We are merged in name and operations only. (2)
- More emphasis on health and fitness. The focus would allow public to see our invaluable resources available.

## **Safety Follow Up**

### **1. What is the next most important thing we need to do?**

- Maintenance access at all places- to help shut down/fix small issues before they’re bigger.
- Would like more meetings with police department for more police presence (1)
- Safety check list
- Get security cameras installed ASAP (1)
- Process for relating safety needs in field to appropriate staff. Who decides what is important!?
- Dangerous parking lots, missing fence rails, guide rails, bridges damaged, dangerous trees.
- Phones for field staff
- Clothing appropriate for field workers- dark colors, high use
- Insist on weekly staff meetings for everyone
  - Documentation
- What happened to the safety lighting survey?
- Police need to do more!

### **2. What additional information do you need on the topic?**

- Can Advisory Councils get involved in purchasing cameras? (2)
- What does a center have to do to get front doors to work properly? (1)
- When will cameras go in?
- Proper training of rules and regulations for new hires- they often don't know them. (1)

### **3. Anything Missing?**

## **Coherence Model Project Teams**

### **1. What is the next most important thing we need to do?**

- Let us know how we can help
- Communicate to all the purpose/goal of projects
- Improve and maintain infrastructure!

### **2. What additional information do you need on the topic?**

- In concrete terms- what do these committees do? (1)
- Investigate what doesn't work, make a plan, and research new ideas to put into place. I.e. talk to public and employees about wasteful measures; implement new procedures and rules that are legal and fair.

### **3. Anything Missing?**

- What is the goal/purpose?
- Information

## **Staff Training**

### **1. What is the next most important thing we need to do?**

- Continued training
- Get the buy-in as to why it is important- beyond mandatory
- Make sure message is universal- everyone told the same thing and held accountable to same (1)
- Create training modules for each level of staff- as they promote or create positions, they make module related to that position. Modules can be updated yearly- but in place and sustainable over time. No need to make up or create each time topic comes up.
- Promote staff who already received training
- Make titles pay equal
- CDL B & A training! Pay for it out of money. We are trapped and hindered by lack of CDL training- don't deal with streets pay private company already
- Offer training to current staff to move to new positions before hiring new staff (1)

### **2. What additional information do you need on the topic?**

- Are there opportunities for rec leaders to become Park Rangers? (1)
- Why is it so hard to get CDL training on state roads? (3)

- Promote GMW 1's to GMW 2's
- Promote more workers to EO2's and HEO1's

### **3. Anything Missing?**

- Sustainability training
- Measure of effectiveness/evaluations
- Change in schedules to allow for attending sessions
- Certified training in the operation of heavy equipment
- Tree and Bucket Rescue Procedures (power lines on injured chamber)
- Leadership training for newly promoted employees
- Possibility of upward mobility training for the disabled – Carousel House
- A cohesive training program. Currently, we have a lot of one-off opportunities, but not several trainings under a specific heading (Leadership Dev.; Recreation Management, etc.)