

Coherence Project Update: Standards and Inspection Program

The Standards and Inspection Program will:

- Create a transparent system to hold PPR accountable to reaching the operational aspirations of the department and the citizens it serves.
- Identify park and recreation center features that directly affect our operational imperative of Safe, Clean and Ready-to-Use. Standards will be structured around those features and objectively rated by impartial field inspectors.
- Be a management tool that will allow us to target low performing areas and move resources to those areas to meet the standards.

In recent weeks, the Standards and Inspection Program Coherence Working Committee (CWC) has grown to include Mike Mechella, John Piller, Barbara McCabe and Gerald McFeeley, in addition to original members Chris Palmer and Maureen Maier. The team has developed interior and exterior cleanliness and condition standards for facilities, and plans to conduct a pilot program at Cobbs Creek Park beginning later this month.

Education and training will be an important part of the Standards and Inspection Program. Front-line supervisors and staff will learn the goals, objectives and expectations for their parks and rec centers as they are added to the program. This education will be highly visual, using examples from our system, and operational standards will be posted on site. Once proper training is given, inspectors will be assigned to each region. Each inspector will have a checklist of criteria and will feed data into a collection system.

In addition to the working committee's attention to this program, an executive team including Commissioner Michael DiBerardinis will review inspection reports and make recommendations to the committee.

CWC members have met already with Cobbs Creek staff and leaders to introduce the standards and collect feedback from participating employees. The learning project will be a tool for the improvement of both the conditions at Cobbs Creek Park and the quality of the Standards and Inspection Program prior to its citywide rollout.