

# HOW TO EVALUATE PROGRAMS, SERVICES, AND FACILITIES

RivCoParks



2023

# MISSION STATEMENT

- To acquire, protect, develop, manage, and interpret for the inspiration, use, and enjoyment of all people, a well-balanced system of areas of outstanding scenic, recreational, and historic importance



A scenic outdoor setting featuring a row of white folding chairs arranged on a green lawn. In the background, there are large trees, a pond, and a trellis structure. The scene is bright and sunny, suggesting a park or event space.

# OUR VISION

To be the regional leader in improving lives through people, parks, places and programs

A landscape photograph of a vast field of green wheat. The wheat is in the foreground and middle ground, with a path or furrow visible. In the background, there are some trees and a distant horizon under a clear sky. A yellow rectangular box is superimposed over the center of the image, containing the text.

# HOW TO EVALUATE PROGRAMS SERVICES

# WHAT SHOULD BE CONSIDERED



UNIQUENESS



ATTENDANCE



CUSTOMER  
FEEDBACK



COST



## PROGRAMS AND SERVICES

- Overall Staff needed for project (calculated cost-use burden rate)
- Volunteers with guest experience (subtract from calculated cost)
- What material is needed for the project?
- Follow correct purchasing method – Approved vendors, PO's etc.
- How much material does the program/service require?
- How much revenue is expected from the program?



## PROGRAMS AND SERVICES

- How are you handling registrations?
- Are you reviewing survey data?
- What is your marketing plan?
- Follow correct purchasing method – Approved vendors, PO's etc.
- How much material does the program/service require?
- How much revenue is expected from the program?



WHAT ELSE SHOULD YOU  
CONSIDER?

## SELF-EVALUATION

**Relevant:** Introduction meaningful, held interest, appropriate length etc.

**Accurate:** Good knowledge of subject matter, fully prepared etc.

**Enjoyable:** Audience participation etc.

**Speech:** Volume, tone etc. appropriate.

**Gestures:** Body motions, postures etc.

**Thematic:** Clearly stated theme etc.

- PROFESSIONALISM
- START TIME/END TIME
- APPROPRIATE CONTENT



# FACILITIES

REGIONAL  
PARKS

INTERPRETIVE  
SITES

OPEN-SPACE



# FACILITIES

- How we'll scale in the future Park facilities is a critical element to the overall Parks Guest Experience
- The guest expects all facilities to be safe, clean and esthetically appealing
- RivCoParks ensures a safe, cleaned and esthetically facility by using the following Facilities method(s):
  - Maintenance Management Plan (MMP):

# MAINTENANCE MANAGEMENT PLAN

A Maintenance Management Plan (MMP) is a quantitative system designed to plan, budget schedule, and manage a park's maintenance work. It identifies the resources required to maintain a park, or collection of parks, by an asset based planning system.



# MAINTENANCE MANAGEMENT PLAN

The MMP consists of five components, as follows:

- 1) Asset Inventory
- 2) Maintenance Activities
- 3) Time Standards
- 4) Service Levels
- 5) Budget



# RESOURCES

SURVEY 123  
DEMO

FIELD MAPS  
DEMO

SERVICENOW





THANK YOU