HOW TO EVALUATE PROGRAMS, SERVICES, AND FACILITIES

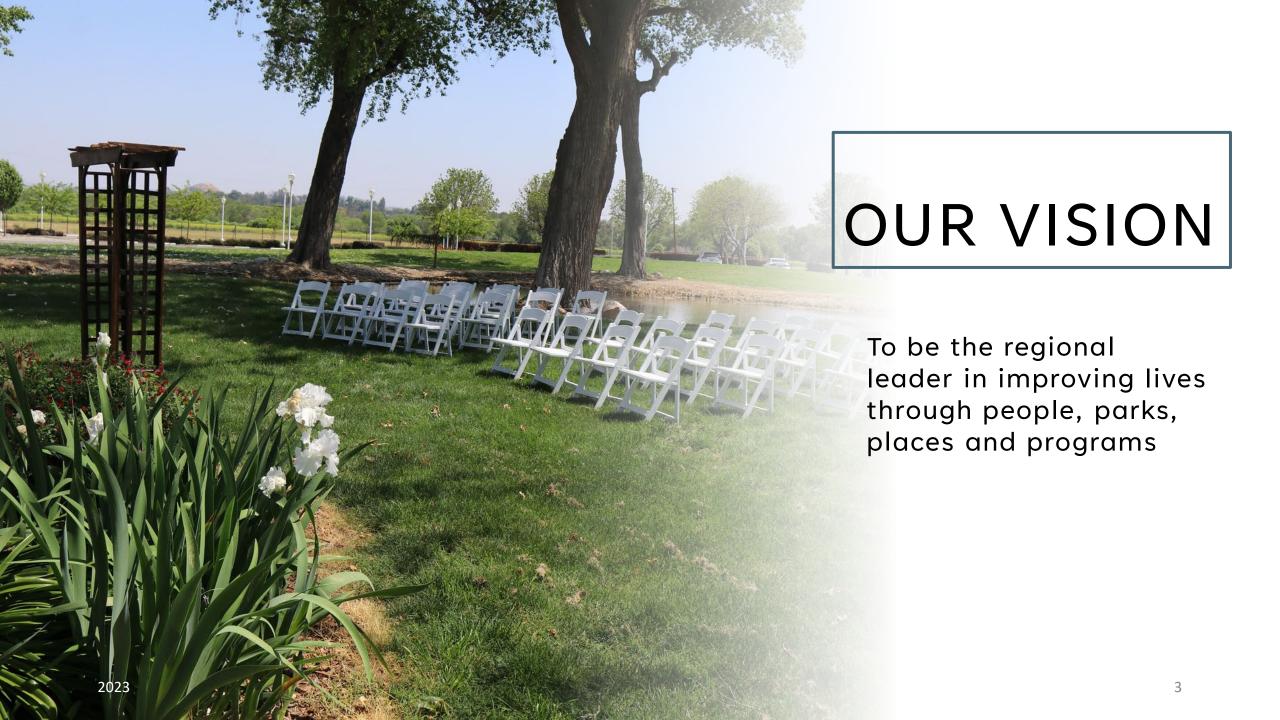
RivCoParks



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







WHAT SHOULD BE CONSIDERED



UNIQUENESS



ATTENDANCE





COST



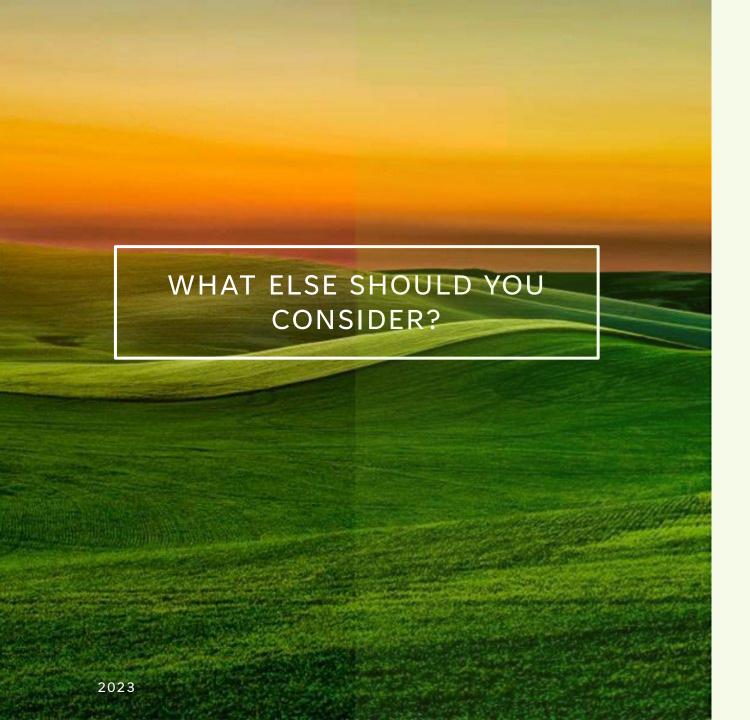
PROGRAMS AND SERVICES

- 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?



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 futurePark 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

