

Recreation Program Improvements



City Council Meeting
3/14/22

Nature of Challenges

- Self-inflicted
- Dependence on outside organizations
- Unpredictable conditions
- Un-reported arrangements
- Citizen conduct

Self-Inflicted

Issue

- Game Schedule Miscommunications - User error
- Schedule was changed but not executed in software completely

Solution

- Schedule reminder emails will be sent every Thursday (or Sunday) for all teams by 5pm
- All Change requests will be in text or email. Form filled and verified

Self - Inflicted

Issue

Uniforms arriving late

Solution

- Streamlined information gathering procedure.
- More lead time on ordering.
- Zero assumptions, only confirmations in text.

Dependence on Outside Organizations

- School District
- South Metro - 5 other municipalities
- Vendors
- Referee Organizations

Dependence on Outside Organizations

Issues

Unpredictable internal procedures

- Not given notice of changes

- interconnected challenges

 - ex. A South Metro member city wants to change a game time . We have to....

 - coordinate location (check 3 calendars) and locks

 - coordinate referee and site supervisor

 - contact coaches

 - confirm with other member city

Dependence on Outside Organizations

Solutions

- Taken it upon ourselves to double check their work
- Be consistent in our communication. Open access to our schedules
- Document as much as possible in email and text for verification
- Pre-Season Checklists ensure all steps are followed

Unpredictable Conditions

Issue

- Weather

Solution

- Cancellation lines updated on time
- Utilization of Social Media
- Coaches are part of communication tree

Unreported Arrangements

Issue

- Coaches switching practices without informing coordinator
- Only takes one team member not getting message to cause problem

Solution

- All game and practice switches will be verified using a standardised form and sent to Rebecca

Citizen Conduct

Solutions

- Provide all coaches and parents with pre-season packets explaining expectations
- Being consistent with our guidelines on repercussions.
- Encourage open communication between public and administration

Questions?