

Budget- Federal Funds returned	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Customer Service-Meeting Service Level Agreements	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Vacancy Rate	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee District residency	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Human Resources-Employee Onboard Time	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017
Performance Management-Employee Performance Plan Completion	✓			Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017	Forthcoming October 2017

2017 Operations

Operations Header	Operations Title	Operations Description	Type of Operations
1 - Improve the quality of life for District residents by providing equal access to high quality, outcomes-based recreation and leisure services. (5 Activities)			
Recreation Centers and Programs	Recreation Centers and Programs	DPR operates the District's recreation centers and provides recreational programs and activities such as camps; sports, health and fitness; youth; senior; therapeutic recreation; environmental; and personal enrichment programs.	Daily Service
Aquatic Facilities and Programs	Aquatic Facilities and Programs	DPR operates the District's aquatic facilities and provides aquatic programs and activities such as learn to swim, water aerobics, and swim teams.	Daily Service
Parks Policy and Programs	Parks Policy and Programs	DPR operates District parks and provides programs and activities to promote environmental stewardship and sustainability.	Daily Service
Special Events	Special Events	DPR hosts community and citywide special events to promote healthy lifestyles and encourage participation in DPR programs and activities.	Daily Service
PERMIT SERVICES	Permits	DPR issues permits for ball fields, parks, picnic areas, and other facilities and equipment operated and maintained by the agency.	Daily Service
2 - Promote program success through high quality operational and administrative support. (7 Activities)			
Partnerships and Donations	Partnerships and Donations	DPR solicits and manages grants, donations, partnerships, and sponsorships to support DPR programs and facilities.	Daily Service
Volunteers	Volunteers	DPR recruits and manages volunteers to support DPR programs and activities.	Daily Service
Transportation	Support Services	Agency operations are supported by stagecraft, warehouse, and transportation services. Transportation is provided for program participants and constituents to various programs, activities, and events.	Daily Service
Planning and Design	Planning and Design	DPR plans, designs, and manages capital projects to renovate existing or build new playgrounds, recreation centers, aquatic facilities, and parks.	Daily Service
CUSTOMER SERVICE	Customer Service	DPR measures and improves customer satisfaction by soliciting community input and feedback.	Daily Service
COMMUNICATIONS	Communications	The Communications Division keeps District residents, visitors, and staff informed about DPR programs, activities, and events through media campaigns, social media, printed materials, etc.	Daily Service
Human Resources	Human Resources	DPR's Human Resources division provides services for the agency's workforce through employee recruitment, professional development, payroll, compliance, employee benefits, and wellness.	Daily Service

2017 Workload Measures

Measure	New Measure/Benchmark Year	Add Historical and Target Data (FY17)	Numerator Title	Units	Frequency of Reporting	FY 2014	FY 2015	FY 2016 Actual
1 - Aquatic Facilities and Programs (5 Measures)								
Number of visitors at aquatic facilities	<input type="checkbox"/>		Number of visitors at aquatic facilities	Number of visitors	Quarterly	386788	324763	781272
Number of programs provided	<input type="checkbox"/>		Number of Programs	Number of Programs	Quarterly	Not available	Not available	872

Program utilization rate	<input type="checkbox"/>		Number of program participants	Percent of program utilization	Quarterly	Not available	Not available	84.29%
# of minority youth learning to swim	<input checked="" type="checkbox"/>		Number of Youth	Number of Youth	Quarterly	Not available	Not available	New Measure
# of new lifeguards trained	<input checked="" type="checkbox"/>		# of lifeguards trained	# of lifeguards	Semi-Annually	Not available	Not available	New Measure
1 - Parks Policy and Programs (3 Measures)								
Number of Environmental & Conservation Classes	<input type="checkbox"/>		Number of Environmental & Conservation Classes	Number of classes	Quarterly	60	113	122
Program utilization rate	<input type="checkbox"/>		Number of program participants	Percent of program utilization	Quarterly	Not available	Not available	61.44%
# of residents participating in classes	<input checked="" type="checkbox"/>		# of residents participating in classes	# of residents	Quarterly	Not available	Not available	New Measure
1 - Permits (2 Measures)								
Number of permit applications received	<input type="checkbox"/>		Number of permit applications received	Number of permits	Quarterly	6850	8236	11350
Number of permits issued	<input checked="" type="checkbox"/>		Number of permits issued	Number of permits	Quarterly	Not available	Not available	New Measure
1 - Recreation Centers and Programs (7 Measures)								
Number of visitors at recreation centers	<input type="checkbox"/>		Number of visitors	Number of visitors	Quarterly	1495502	1503803	1634462
Number of programs provided	<input type="checkbox"/>		Number of Programs	Number of Programs	Quarterly	Not available	Not available	1335
Program utilization rate	<input type="checkbox"/>		Number of participants	Percent of program utilization	Quarterly	Not available	Not available	80.34%
Number of at-risk youth connected through the Roving Leaders services	<input checked="" type="checkbox"/>		Number of at-risk youth connected through the Roving Leaders services	Number of youth	Quarterly	Not available	Not available	New Measure
Number of meals served through nutrition programs	<input type="checkbox"/>		Number of meals served through nutrition programs	Number of meals	Annually	813609	719422	583261
Number of fitness center memberships (Residents)	<input checked="" type="checkbox"/>		Number of fitness center memberships given to residents	Number of memberships	Quarterly	Not available	Not available	New Measure
Number of fitness center memberships (Non-Residents)	<input checked="" type="checkbox"/>		Number of fitness center memberships given to non-residents	Number of memberships	Quarterly	Not available	Not available	New Measure
1 - Special Events (4 Measures)								
Number of special events	<input checked="" type="checkbox"/>		Number of special events	Number of special events	Quarterly	Not available	Not available	New Measure
Number of participants at special events	<input checked="" type="checkbox"/>		Number of participants	Number of participants	Quarterly	Not available	Not available	New Measure
Number of special event surveys collected	<input checked="" type="checkbox"/>		Number of special event surveys collected	Number of surveys collected	Quarterly	Not available	Not available	New Measure
Number of external special events served	<input checked="" type="checkbox"/>		Number of external special events served	Number of external special events served	Quarterly	Not available	Not available	New Measure
2 - Customer Service (2 Measures)								
Number of program surveys collected	<input type="checkbox"/>		Number of program survey collected	Number of surveys	Quarterly	Not available	Not available	1295
Number of customer service surveys collected	<input type="checkbox"/>		number of surveys collected	Number of surveys	Quarterly	Not available	Not available	915
2 - Partnerships and Donations (4 Measures)								
Number of programmatic partners	<input checked="" type="checkbox"/>		Number of programmatic partners	Number of programmatic partners	Annually	Not available	Not available	New Measure

Number of residents served by programmatic partners	✓		Number of program participants	Number of participants	Annually	Not available	Not available	New Measure
Number of park partners	✓		Number of park partners	Number of partners	Annually	Not available	Not available	New Measure
Dollar amount from external resources	<input type="checkbox"/>		Dollar amount from external resources	Dollar amount from external resources	Quarterly	Not available	4001022	\$1968846
2 - Planning and Design (1 Measure)								
Number of capital projects	✓		Number of capital projects	Number of capital projects	Annually	Not available	Not available	New Measure
2 - Support Services (1 Measure)								
Number of transportation trips executed	✓		Number of transportation trips executed	Number of trips	Quarterly	Not available	Not available	New Measure
2 - Volunteers (2 Measures)								
Number of volunteers	<input type="checkbox"/>		Number of volunteers	Number of volunteers	Quarterly	494	662	730
Number of volunteer hours	<input type="checkbox"/>		Number of volunteer hours	Number of hours	Quarterly	Not available	Not available	31275

2017 Strategic Initiatives

Strategic Initiative Title	Strategic Initiative Description	Proposed Completion Date
Aquatic Facilities and Programs (1 Strategic Initiative-Operation Link)		
Expand entertainment at outdoor pools.	In FY 16, in an effort to improve the overall experience at outdoor aquatic facilities, DPR piloted at two (2) locations the use of "DPR's Splash Radio." Through the use of a speaker system at the facility, DPR's Splash Radio provides music entertainment and advertisements on agency programs, activities, and events. In FY 17, in coordination with DGS, DPR plans to expand this initiative to all outdoor pools.	09-30-2017
COMMUNICATIONS (1 Strategic Initiative-Operation Link)		
Expand community engagement through piloting non-traditional communications.	DPR plans to increase its communication footprint, with non-traditional outlets, such as social media and internet-based advertising. The agency plans to target these emerging outlets to increase awareness of DPR programs, activities, and events using, for example, Facebook Live, SnapChat, Twitter, and streaming radio campaigns to advertise specific DPR events and offerings.	09-30-2017
CUSTOMER SERVICE (2 Strategic initiative-operation links)		
Create process to effectively receive and calculate customer service, event and program surveys.	DPR serves all District residents and is a customer service driven agency. Gathering accurate and timely feedback from customers is a critical component to improve services and operations. In an effort to collect the maximum amount of feedback, DPR will develop standardized procedures for monthly collection of surveys, ensuring that the results are collected and reviewed in a timely manner. This data will assist in providing better customer service for residents.	01-31-2017
Explore and pilot a recreation user account management system.	Throughout the year, DPR receives over 1.5 million visitors coming into recreation centers and aquatic facilities. In an effort to modernize and standardize the check-in process into facilities, DPR will explore the feasibility of a recreation user account management system and process. This will include the use of scanning of District identification cards, such as the DC One Card and driver's licenses, to expedite, automate, and accurately count visitors. In FY 17, DPR will identify the system, develop procedures for site check-in, and train staff. In FY 18, DPR will implement the new process.	09-30-2018
Human Resources (2 Strategic initiative-operation links)		
Training Academy	In FY 17, DPR will continue its effort to support workforce development. DPR has over 500 employees in various job functions across the agency, including recreation specialists, administrative personnel, support services, and more. To maximize opportunities for staff to gain important job skills, DPR will be hiring a new training coordinator, organizing two (2) all staff trainings throughout the year, and by develop training curriculum based on the job functions of the staff. DPR will seek to partner with sister agencies, such as DCHR, DPW, and outside organizations, such as the National Recreation and Parks Association (NRPA) to provide trainings for staff.	09-30-2017
Increase opportunities for upward mobility.	DPR's Management Supervisory Service (MSS) makes up 6.6% of the agency's total workforce, providing minimal support for the agency's 500+ employees. To provide opportunities for Pathways to the Middle Class, Mayor Muriel Bowser provided DPR with funding to hire up to 24 MSS positions in FY 17. DPR will implement the creation of these 24 positions, prioritizing internal candidates for opportunities to move upward within the agency and their careers while also searching for quality external candidates. The creation of these positions will improve the span of control of managers, provide essential support to employees, and improve overall quality of services.	09-30-2017
Parks Policy and Programs (3 Strategic initiative-operation links)		

Research and pilot zero waste program at a recreation center to target waste reduction through multiple strategies.	Through the recreational and meal programs, DPR produces a significant amount of waste that is sent to the landfill. Much of that waste could be recovered or reduced through a zero waste program that focuses on composting organic waste, recycling recyclables, recovering and safely donating edible food, educating staff and program participants of reducing waste, educational signage, targeted communication and improved feedback and ordering methods to reduce over ordering or ordering food participants won't eat. DPR will research and explore a pilot zero waste program that focuses on these strategies at a recreation center.	09-30-2017
Allow the DPR nature center to become a place for nature education that can then spread around the entire city.	Utilizing Lederer Gardens and Ft. Greble as a nature center, DPR plans to train a cadre of young men and women who can act as nature ambassadors for DPR that can educate the city on the healing power of nature, bringing nature & climate change into the urban context where it relates to communities all over the city. DPR will partner with various organizations to provide various nature programming and education at the site, where participants can learn skills related to nature preservation. DPR will focus training up to eight (8) individuals, one from each ward, in these skills and to host community engagement forums on how to incorporate nature skills to improve their communities. The first set of trainings will be completed by September 2017 with the first community forums to begin in FY 18.	09-30-2018
Increase the accessibility to healthy food items by hosting at least 2 free fresh foods markets in Ward 7 and 8 during the summer of 2017.	DPR in partnership with the local public and private entities will launch free fresh food markets to increase access to and encourage consumption of fresh fruits and vegetables east of the Anacostia River. The pilot for the fresh market program would be hosted and managed by DPR and will run exclusively in Wards 7 and 8. Each center will consist of visual and edible enticements promoting healthy foods including colorful tables, baskets filled with fresh produce and healthy non-perishable food, accompanied by festive music. These markets will be joyful community events, where families and children can mingle with volunteers and school administrators while selecting from fresh, seasonal produce and healthy pantry staples, totaling twenty-three 23 pounds of food per enrolled student. In addition to, the markets will feature kids cooking activities, recipe samples, and chef-led culinary demonstrations that will be designed in order to get children excited about healthy eating and cooking.	09-30-2017
Partnerships and Donations (2 Strategic initiative-operation links)		
Initiate targeted partnership recruitment based on program gaps and priority areas identified by DPR program staff and leadership.	Annually DPR assesses program gaps and opportunities to develop new programmatic priorities. Information is gathered through yearly evaluations, industry trends, resident feedback and initiatives set forth by the Mayor, Deputy Mayor(s) and City Administrator. In FY17, the Office of Partnerships and Development will use this data and directive to craft targeted outreach and recruitment for new program partners to close unmet needs and achieve DPR program goals to diversify our pool of program partners across multiple disciplines such as STEM, the arts, and creative programming for our parks. Planning and recruitment for partners will begin six (6) months prior to the start of a programmatic season.	03-31-2017
Research and develop a year round revenue-generating plan to operate concessions at targeted DPR recreation centers, pools and events.	DPR operates amazing recreational facilities across the city in all eight wards. Significant investments and resources have been made to make our recreations world class. As DPR assess areas and opportunities to increase revenue and diversify funding options, our concessions serve as a prime source of revenue-generation. In FY17 DPR will assess our sites, review business models and determine the best practice for leveraging our concessions to bring in additional revenue for the agency, with the goal of piloting the strategy at five sites across the city.	09-30-2017
PERMIT SERVICES (2 Strategic initiative-operation links)		
DPR, in partnership with OCP and OCTO, will implement a new permit and recreation management system.	DPR, in partnership with OCP, is in the process of purchasing a new permit/recreation management system to better assist the agency and residents to enroll in DPR programs and request permits. DPR will develop a working group with representatives of various divisions of the agency and representatives from OCTO that will manage the implementation of the new system and coordinate training with all staff. The new system will be created to hold and make public a master DPR schedule that will incorporate all aspects of the agency. The calendar will enable the public to see what is going on at any DPR sites and facilities throughout the city. The calendar will enable permit requestors to see what is available before applying for a permit, the system will also block any permit application that is asking for a time that is not available, drastically reducing the number of duplications.	02-28-2017
DPR will implement new permit regulations.	DPR's new permit fee regulations were passed in Summer 2016 and will into affect after Labor Day. With this new change, DPR will implement the following: <ul style="list-style-type: none"> Starting September 7th all new fees will be assessed to all permits. Fall Athletic permits will be properly introduced to the new regulations and fees as a part of the Fall/Winter Permits window in June <ul style="list-style-type: none"> A new process for payment will be created, communicated and implemented for Athletic permits to account for the new fees Website will be populated with info on new regulations, fee schedule and Permits Handbook Operating procedures will be created to administer permits under the new regulations, especially for new Fee-Based Permits and new activity Operating procedures will be created implemented for a waiver policy that is consistent to the regulations; policy will be communicated fully with a series of meetings with Council staff, Mayor's office and DC Agencies. Permits office will continue to work with Community Recreation and the Sports Office to better align Permits and Programs to be able to offer a transparent, fair and objective process to issuing permits. 	01-31-2017
Planning and Design (3 Strategic initiative-operation links)		

Identify two (2) outdoor restrooms in locations (parks, playgrounds, etc.) that do not have readily accessible restrooms.	Working in collaboration with the Office of Planning, DPR Planning and Capital Projects will work to identify locations within our inventory in need of outdoor restrooms and complete construction in FY 17. Both projects will be initiated and constructed with DGS, the implementing construction agency, with regard to the construction of the restrooms.	09-30-2017
To identify two (2) informational/ interactive electronic kiosks/bulletin in fiscal year 2017.	Working in collaboration with the Office of Planning, DPR Planning and Capital Projects will work to identify locations within our inventory to strategically place "DPR" informational kiosks or bulletin. The kiosks could be used to provide information to users regarding DPR programs, activities and initiatives. DPR will work collaboratively with our internal communications, OCTO and DPR's IT division to program the kiosks with proper and pertinent information and then work with DGS, the implementing agency, on the proper installation of the kiosks. Works in conjunction with any mobile application and linked to other agency applications as well. Kiosks will be available for public use by Summer 2017.	09-30-2017
Construct an energy net-zero recreation center.	With the District as one of the most energy efficient cities in the United States, DPR plans to add to this success by constructing a new and innovative green infrastructure project. DPR, in coordination with DGS, will build the country's first energy net-zero recreation center. With plans to install green infrastructure, such as: energy producing structures, solar panels, wind turbines, geo-thermal wells, the building will produce as much energy as the center utilizes throughout the year. The project has the potential to reduce the agency's overall carbon footprint, save the District around \$75,000 in energy costs, and be a national leader in green recreational infrastructure. In FY 17, DPR will complete the design of the new facility. Construction will begin in Fall/Winter 2017 and will be completed by the end of FY 18.	09-30-2018
Recreation Centers and Programs (11 Strategic initiative-operation links)		
Increase Roving Leaders engagement with at-risk youth.	DPR Roving Leaders perform outreach across the District by developing relationships and rapport with at-risk youth. Roving Leaders are assigned to specific wards within the District conducting street outreach, school and home visits, and administering mobile recreational opportunities. In an effort to standardize data collection processes, DPR will develop strategies to collect information and data of the communities served. This data will assist in understanding the impact of programs and to better provide resources to communities. Additionally, DPR will increase engagement of the Roving Leaders by assisting Police Service Areas (PSAs) and the Summer Crime Initiative's (SCI) additional attention through home visits and special events with mobile recreational supplies, such as the Rock Wall, Skatemobile, Movie Nights, and Fun Wagon.	09-30-2017
Develop a comprehensive plan to diversify programming throughout the Department of Parks and Recreation facilities.	The Community Recreation Services division currently selects programming through an existing program list that is limited in scope. Community Recreation, in an effort to diversify programs, proposes a two-year plan that will utilize customer surveys, community workshop forums, and "pop up" demonstrations/clinics facilitated by selected contractors to introduce equitable programming throughout the city. During FY17, data collected will be used to update the existing program offerings and contractors will be selected to be detailed to Recreation Centers. In FY18, while still using the program offerings list, data collected in the year prior will be used to determine where programs will be activated.	09-30-2018
Creating designated space specifically for teens ages 13-18 to participate in quality youth development programming.	DPR currently serves teenage youth in our facilities. DPR would expand this effort by creating designated space and or utilizing smaller facilities to provide high quality youth development programming. DPR will systemically begin to repurpose Field Houses into programmable space for Teens to come and participate in: social recreation, sports, health and fitness, character and leadership development along with college prep and career building programs. During FY17 DPR will select the Field Houses for program use and develop a plan of implementation.	09-30-2018
Activate Camp Riverview	In Scotland, MD, DPR owns an overnight campsite, Camp Riverview. Currently, a few DPR programs utilize the facility for a couple of weeks throughout the summer, with minimal use to the facility. In FY 17, DPR plans to properly activate the facility by having each program division plan overnight trips throughout the year to the camp.	09-30-2017
Study the feasibility of creating and implementing a new process for summer camp registration.	DPR currently uses a first-come, first-served system for summer camp registration, which makes it very difficult for many DC families to utilize our summer camp programs. The demand for DPR summer camps far outweighs what DPR is able to provide, and the agency must find a solution that will provide a more fair and equitable way to distribute camp spaces. DPR will develop a new process for summer camp registration that could include a new lottery system (in partnership with OCTO) and wait lists in an effort to provide families a more equitable and accessible opportunity to register for summer camps. In FY17, DPR will initiate and complete the process of conducting a feasibility study around developing a new process that is transparent and user friendly, which will help the agency in improving the summer camp registration for customers.	09-30-2017
Partner with DCOA and Senior Villages to assist in increasing recreation program offerings for seniors.	A large number of the District seniors live in Senior Villages, which are nonprofit organizations that provide opportunities for seniors to keep living safely, comfortably and actively in their own homes and connected with their neighborhood. DPR will partner with the Villages to bring senior programs to areas that do not currently have access DPR senior programming, focusing heavily on Wards 3, 6, 7 and 8. Potential programs will include fitness classes, dance lessons, and art classes. Additionally, in order to support Domain 4 of the Age Friendly DC Initiative (Social Participation) the Senior Programs Division will work directly with DCOA and a senior advisory council, specifically explore expanding programs that are socially, emotionally and psychologically stimulating.	09-30-2017
Explore the feasibility of developing a new annual DPR Coaches Academy to focus on youth development, safety, and sport technical competence.	DPR currently offers coaches training opportunities for staff and volunteers. The current training structure requires coaches to complete concussion positive youth coaching training, concussion awareness, in some cases technical skill training. In FY17, while still utilizing the current training structure DPR will explore a new coaches academy structure that will mandate the completion of core competencies for all youth coaches, provide online opportunities for coaches to complete the training requirements, and basic sport skills competency testing.	09-30-2017

DPR will pilot fitness in the parks initiative.	DPR currently provides citywide fitness programming. The majority of the fitness offerings are located indoor at the agency's recreation and community centers. Research shows that there are several health benefits to park space. DPR will utilize community and triangle parks within its inventory to implement early morning and evening fitness programming. In FY17, specifically during the spring and summer months, the Programs Division will pilot a "Fitness in the Parks" series that will include a diverse offering of group exercise and martial arts classes.	09-30-2017
To increase the awareness and practices of healthy food preferences and selections of youth participating in DPR activities. This Pilot nutrition education programming and promotion will meet five (5) after school programs reaching around 100 District youth.	DPR is looking to make a significant contribution to improve the dietary practices of District youth by providing participants and eligible persons with science-based, behavior-focused nutrition education and promotion strategies that help them maximize food resources and make healthy food choices. The nutrition education programming and promotion will include: 1) skill building to facilitate positive behavior change; 2) preference standards changes that make the healthy choice the easy choice, and 3) integrated initiatives and social marketing to build community and social support. This initiative will target behaviors and practices that include interventions focused on specific behaviors, like eating more fruits and vegetables, and increasing knowledge about health and nutrition. Additional focus will be placed on recognizing the motivations of the District youth and work constructively with them to developing appropriate strategies based on those mediators. Furthermore it will improve the awareness, skills, and motivation for participants to take action at home, school, and in the community to select, consume and enjoy healthy foods.	09-30-2017
Identify one location per ward to install healthy vending machines.	DPR will identify one location per ward to allow a vendor to install vending machines that will only offer healthier food options. These vending machines will offer healthier snack alternatives to park and recreation patrons, than the traditional snack foods. This service will be piloted through the entire FY2017 to assess use and benefit of this program.	09-30-2017
Strategic preparations for summer services for at-risk youth.	In support of the Mayor's Safer, Stronger DC Initiative, and in coordination with planning led by the Deputy Mayor for Health and Human Services (DMHSS), DPR plays an active role in providing community services, including outreach and providing safe passages, to at-risk youth in targeted Police Service Areas (PSAs) throughout summer. In advance of the summer season, DPR will set a strategic plan for its mobile recreation resources in response to the Safer Stronger Initiative. This includes the planning of staffing needs, staff trainings, program and event supplies, scheduling, etc. Additionally, to engage youth participating in programs in the targeted PSAs and other crime hotspots, DPR will organize enrichment field trips for youth and families in positive recreational activities, while providing connection to other city social services. Additionally, DPR will work to strengthen safe passages in identified target PSAs by deploying staff to schools and metro stations. DPR staff will walk with youth to and from schools, recreation centers, bus stops, and metro stations, building rapport and helping prevent conflicts.	03-31-2017
Special Events (1 Strategic Initiative-Operation Link)		
DPR will utilize Small Parks as community stages by organizing a concert in the park series.	DPR has small parks that span across the entire city that can be utilized as spaces to host small cultural arts programs. DPR will organize a small concert series that tour across the city utilizing the small parks as their performances stages. This would serve as a cultural, educational and concert event that thinks globally but acts locally by tapping into that many embassies around the city we can make this a truly international event. This is an event and series that no other place in the world can recreate due to the unique musical, cultural and political history of the city.	09-30-2017
Transportation (1 Strategic Initiative-Operation Link)		
Develop and implement an Inventory Management System	Support and Warehouse Services will work with DPR and OCTO IT Services to develop and implement a new management system to inventory all goods (furniture and supplies) coming in and going out of the warehouse. This system would allow staff to track all goods being stored. In addition the management software systems will make it possible to digitally manage stock in a more cost effective way. The management system can also provide report of items that need to be surplus/auctioned if not claimed for use within a period of time. In addition would allow the agency to track spending and waste. In FY 17, DPR will identify the system requirements, cost estimates and develop a project plan. In FY 18, DPR will implement the new system.	09-30-2018
Volunteers (1 Strategic Initiative-Operation Link)		
Develop and launch an outreach and recruitment campaign to increase the number of DPR special event volunteers.	Volunteers are important partners in assisting, promoting and complimenting DPR programs, facilities and events. Our agency is very fortunate to have over 500 volunteers annually donating their time to support our mission. The majority of DPR volunteers fall into two buckets, Co-Ops or Coaches. As DPR continues to increase its efforts to better connect with our diverse community through outreach and educational events, the needs and the opportunities for volunteers evolves. In FY 17 DPR will develop a third track of volunteer recruitment to support DPR city-wide events by organizing specific community outreach and marketing, both online and in communication materials, to organizations and individuals for special events. This will include utilizing DPR's website, developing a new quarterly newsletter, and advertisements at volunteer fairs.	09-30-2017