



500 West Big Beaver
Troy, MI 48084
troymi.gov

CITY COUNCIL AGENDA REPORT

Date: February 13, 2023

To: Mark F. Miller, City Manager

From: Robert J. Bruner, Assistant City Manager
Brian Goul, Recreation Director
Nikki McEachern, Assistant Recreation Director

Subject: Recreation Administration Staff Retreat Report

Thirteen staff gathered for a Recreation Administration Staff Retreat on Tuesday, January 17, 2023 11:30am-4pm at the Sanctuary Lake Golf Course Club House. The last in-person Recreation Administration Staff Retreat was held in December 2019.

During the retreat, staff reflected on 2022 goal outcomes, determined 2023 goals, and conducted team building exercises. The following goals and associated tasks were identified for 2023:

GOAL 1: INCREASE DOCUMENTATION FOR KEY ORGANIZATIONAL FUNCTIONS

1. Establish a Who to Ask List for common questions for other City departments, and train administration team. Establish an annual process for reviewing and updating List.
2. Create Standard Operating Procedures (SOPs) for common RecTrac tasks and train all front desk and administration staff on SOPs. Establish an annual process for reviewing and updating SOPs.
3. Create SOPs for common registration payment tasks (including refunds, waitlists, and cancellations), and train all front desk and administration staff on SOPs. Establish an annual process for reviewing and updating SOPs.
4. Create SOPs for regular job duties for each FT position, assign a back up person, and train back up person on SOPs. Establish an annual process for reviewing and updating SOPs.
5. Establish a new file organization system for the shared G-drive server, clean up G-drive, train staff, and create a monitoring process to maintain new system.

GOAL 2: UPDATE EMERGENCY ACTION PLANS (EAPs)

1. Update facility EAP for Troy Community Center and Troy Family Aquatic Center. Collect existing program-specific EAP's and review for consistency with facility EAP. Establish an annual process for reviewing and updating EAP.
2. Create and offer staff training and drills for Troy Community Center and Troy Family Aquatic Center. Create an annual training and drill schedule.



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GOAL 3: IMPROVE STAFF ENGAGEMENT

1. Offer 2 field trips at parks, Historic Village, Nature Center, or other City departments. Plan 2 optional social events off hours for staff.
2. Schedule and coordinate DEI trainings for staff (1 for FT staff and 1 for PT staff).
3. Schedule, plan, and execute two Innovation Brainstorm sessions to improve existing programs and create new programs. Include Recreation Supervisors and Marketing Team at Brainstorm sessions.

GOAL 4: EXPAND COMMUNITY OUTREACH

1. Create a public comment form online. Update paper comment form to match. Establish a monitoring process for paper and online comments.
2. Remove Community Center TV/displays/maps. Plan and execute replacement TVs/display. Establish a process for updating displays.
3. Plan and execute Open House event to attract customers to programs and services (aim for 100 attendees).
4. Create and distribute a sponsorship packet to attract new sponsor partners and increase revenue. Establish an annual packet process.
5. Plan and execute new Parent Expo event to attract new customers to our programs and services.
6. Utilize social media and Survey Monkey to poll and survey monthly.

Each task has been assigned a leader, a minimum of two supporters, and target deadlines. Quarterly status updates will be required to hold each task leader accountable.

Overall, staff appreciated the opportunity to make recommendations for organizational improvements through the Staff Retreat exercises. Staff plans to hold an Admin Staff Retreat annually going forward.