



This project was completed by the City of Macedonia Parks and Recreation Department with the sole intention of creating a way to efficiently track and collect data that helps lead to decision making as it pertains to operations, classes, and facility staffing. This system is utilized as a hub of information collection which is used in daily operations and information contained shall provide ease of access to all staff and create quick data through reporting software.

### **Project activities and final timeline**

We had started this project with a 6-month timeline that quickly got delayed due to staffing transitions that took place two times during this project. Unfortunately, in both cases it was the person overseeing the daily usage. Full implementation ended up taking 9-months however, the system is working great.

The first steps were working with Connect2 and designing facilities, rooms, and learning the intricacies of operations. From there we made various tasks and reports in the system that included hourly room counts, daily cleaning tasks, maintenance logs for fitness and aquatics, incident reports, and other reports used for operations. Then, the final step was deciding which iPads would be most productive for this resource while also having the ability to function some additional apps for operations.

The scope of activities and development of data gathering points can be seen below:

- Provide statistics of fitness equipment usage (miles/hours), guides process for procurement of new equipment, and allows us to measure relocation of equipment based on statistical usage.
- Document staff cleaning and chemical logs with an emphasis regarding COVID cleaning protocols and other safety measures.
- Pool chemical, maintenance, and backwash logs kept and reported along with documentation of repairs.
- Allows staff to monitor number of people in each area and guide us in determining fiscal impact based on facility usage and right size hours of operation for low usage and peak times.
- Electronic incident reports that can be completed via iPad on sight of incident and emailed/shared with emergency personnel via email and or shared file storage.
- Results to be shared at City Council, Parks and Recreation Commission (PRC), and with the community through recreation updates.

### **Evaluation of outcome and impact**

Connect2 has proven to be a great tool that provides mobile access to all staff, instant information available, and tracks what is being done so we can quickly adjust when tasks may not have been completed. We live in a technologically savvy environment and the staff we have is primarily young part-timers thus, this adjustment has resonated with them, and they have even proposed new ideas. We are pleased with the one stop shop for all information and the ability to find quick data points.



The immediate impact has been felt in many ways. One adjustment we made was adding our lost and found list to the app. The interesting piece with this is we log the item and date received and staff can quickly scroll through when asked if an item has been turned in. The importance of this is most noticeable when you have staff that only works the weekends and haven't worked in the last five days. We all know how bad lost and found bins look.

Another great impact has been pool chemical and maintenance checks. This system allows for us to quickly evaluate many testings or days to find trends that may have led to existing issues. Rather than flipping through a notebook of paper we can quickly scroll through multiple times or days where chemicals were tested. In the future we may create alerts in the system as well.

The final piece to highlight is the system sends a daily email report to the monitor. This lets you know what tasks were missed the previous day. We have all tasks set on timers with alerts to remind staff. If a test or task is missed the email report at the end of the day alerts us so we can further train staff. The full-time staff can also access this system remotely which has made follow-ups easy. For instance, we can be off-site and get a text from staff saying adjustments have been made, then go into system and review all notes.

### **Subsequent plans**

We are renewing our subscription to maintain this software in operations. It has proven to be a useful tool that allows for many levels of communication and report creation. We have fully implemented the system into our recreation center operations and may add a few more operation items in the future. In the immediate this software will be used for continued analysis of cardio machines so we can determine need of machine relocation based on usage. This typically has to do with a TV location.

As for expansion, we intend on using this system to begin monitoring our parks. This will help us have access to mowing, field maintenance, lining, field condition issues, and other items that come up. This will help alleviate text and calling repeatedly to check on status and provide updates and afford us the ability to make note of issues on the spot and not risk forgetting them before maintenance staff gets back to the office.

### **Summary of expenses incurred**

The Macedonia Parks and Recreation Department received a \$1,000 grant that was utilized towards the fees paid below to start this operational procedure. The implementation fee and iPads were a one-time cost whereas the City will take on the yearly fee of \$2,580 for continued operation.

Implementation Fee: \$1,500

Monthly Subscription: \$215 (\$2,580) Paid from City funding

Two Ipads

- \$299 each for 32 GB

Total initial costs = \$4,678