

## Roger Steinbrock

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**From:** Derek Rogers  
**Sent:** Thursday, June 20, 2019 9:27 PM  
**To:** Penny Holler; Roger Steinbrock; Lee Ice; Brandy Shoemaker; Mark Hecker  
**Subject:** Fwd: You should insist on performance metrics for Recreation Center and Sports Pavilion Lawrence  
**Attachments:** commission\_briefing\_powerpoint\_presentation.ppt

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From: Eric Kirkendall  
Sent: Thursday, June 20, 21:20  
Subject: Fwd: You should insist on performance metrics for Recreation Center and Sports Pavilion Lawrence  
To: Derek Rogers, Jacki Becker, [REDACTED], lmpp@aol.com, [REDACTED], [REDACTED], [REDACTED], [REDACTED]

Dear Parks and Rec board folks,

I was very impressed by how hard and effectively you work. As a resident, I feel very well represented by you, and am grateful.

I was way off on the number of metrics for a Parks and Rec Department, but you might find them of interest.

Regards,

Eric Kirkendall  
[REDACTED]

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sent by phone, often dictated, & often with typos

----- Forwarded message -----

From: **Eric Kirkendall** <[REDACTED]@gmail.com>  
Date: Tue, May 21, 2019, 8:25 AM  
Subject: You should insist on performance metrics for Recreation Center and Sports Pavilion Lawrence  
To: Lisa Larsen <[REDACTED]@lawrence.org>, Leslie Soden <[REDACTED]@lawrence.org>, Jennifer Ananda <[REDACTED]@lawrence.org>, Matthew Herbert <[REDACTED]@lawrence.org>, Stuart Boley <[REDACTED]@lawrence.org>  
Cc: Diane Stoddard <[REDACTED]@lawrence.org>, Rochelle Valverde <[REDACTED]@world.com>

Dear Lawrence City Commissioners,

I think you are doing a good job, and unless I am missing something (always possible!) it appears you have a big opportunity to improve city operations and customer service. Requests, questions and info follow:

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Regarding the article in this morning's LJW, "Pay for Play", taxpayers have a right to know what we are getting for our tax dollars. I urge you to insist on seeing the attendance data for the Recreation Center and Sports Pavilion Lawrence, and knowing why it is 'unreliable'.

We have paid and are continuing to pay dearly for the Recreation Center and Sports Pavilion Lawrence, and have a right to know what we are getting for our tax dollars.

Questions:

A. . Customer attendance is the #1 Key Performance Indicator for a municipal recreation center. Why do they not track this? Doesn't the city of Lawrence Department have KPIs for every department?

Here are recommended KPIs for a Recreation Department:(emphasis is mine)

Recreation Center Attendance: **Recreation center attendance tracks the number of people utilizing public recreation centers** and reflects their popularity. Acres of Park Land: With park land growing or decreasing in size over time, marking the yearly acreage of space can be helpful in tracking long-term availability of park space availability. Percentage of Residents Satisfied with Parks: This metric helps determine whether or not the department is doing its job to provide high-quality recreation programs and spaces for its citizens. Number of Rounds of Golf Played at Public Courses: In order to create a municipality with accessible and affordable public golf, it is important to keep track of the use of and costs associated with these public golf courses. Total Park Attendance: Tracking the total number of park visitors can be used to determine the cost per visit for municipal parks, and whether it needs to increase or decrease. Miles of Trails: Total miles of trails in parks is an important metric to estimate because paths are beneficial to promoting healthy, active lifestyles. Number of Community Gardens: This metric is helpful to understand the impact of such programs on the community-building, health, and attractiveness of the municipality. Percentage of Residents Satisfied with Recreational Options: Surveying resident satisfaction with recreational options ensures that the parks and recreation department is providing programs that align with the interest of community members. Percentage of Playgrounds Inspected: This metric helps ensure that equipment is safe for children to use. Number of Parks and Recreation Volunteer Hours: Benchmarking the number of parks and recreation volunteer hours serves as a means for observing growth with engaging residents around community parks and recreation projects and initiatives. Number of Youth Participating in Summer and Recreational Programs: Counting the number of youth who participate in recreational programs year-round tracks the popularity of public recreational programs. Percentage of Residents Who Live Within 10-Minute Walk of Park: The percentage of residents who live within a 10-minute walk to a park evaluates the accessibility of community parks. Percentage of Active Space in Use: The percentage of active space in use is an indicator of how utilized the facilities in the parks and recreation departments are.

Source: [Clearpoint Strategy, 143 Local Government KPIs & Scorecard Measures](#)

B, When my wife and I joined, we had to get ID cards and scan them every time we entered. Why do they not have data from this system? Even if there were breakdowns or they switched machines, do they not have this data for any period of time? If not, why not?

C.. Considering another source of facility utilization data, does Parks and Rec not retain readily available "hours of use" for each piece of electronic workout equipment? All electronic workout equipment records this number, which is needed to schedule maintenance.

If Parks and Rec does not have a record of this data, how are they properly maintaining their equipment? If they are doing their job well, it seems like they should be checking and recording this data on at least a monthly basis.

But, even if they have not been doing that, Parks and Rec should be able to do it now if so directed by the City Manager.

They should be able to record total 'hours of use' for each piece of equipment of electronic workout equipment they have, and the date that piece of equipment went into service. This should allow someone to calculate the

average daily utilization of the equipment, in hours, which gives at least a clue concerning customer attendance. (Equipment Usage Tracking Technologies).

D.. I don't think you or the citizens of Lawrence should put up with this. Every department that provides services to citizens should have performance data, and at a minimum should track how much service they provide. If you aren't familiar with them (I know you might be!) please check out ecommended local government KPIs at Clearpoint, ICMA, or elsewhere.

E. Last but not least, it appears that the City of Lawrence spent a lot of money developing a Balance Scorecard of performance and other KPIs in 2006. It focused on four areas: Customer, Employee, Financial, and Internal Business Process. Are those not in place? If not, why not? I attached a 2006 City of Lawrence presentation on the Scorecard project.

Regards,

Eric Kirkendall

[Redacted]

Lawrence KS 66044

## Roger Steinbrock

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**From:** Renault, Val [REDACTED]  
**Sent:** Thursday, June 20, 2019 8:43 PM  
**To:** Roger Steinbrock  
**Subject:** Fw: Community Building

Here's another message you may or may not have received. I'm going to send those I haven't yet forwarded, and can take a separate account of names in case you want to check your list.

I didn't think about the columns in Borders, but maybe the old loading dock could become a basketball court. Sorry to cut our talk short.

Best,  
Val

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**From:** Erin Reazin [REDACTED]  
**Sent:** Thursday, June 20, 2019 7:46 PM  
**To:** Renault, Val  
**Subject:** Community Building

Hello Parks and Recreation Board Members,

Thank you so much for your time and service to our community through your participation in the Parks and Rec Board. I am writing to you to ask that the Community Building not be sold and stay open to the public. I really value what the Community Building represents and brings to Lawrence—an accessible meeting place, a hub for community life that's welcome to all, a place to be active and improve our health. I understand that you've been handed a massive budget cut, but I ask that you continue to support the Community Building. It would be a major loss for our town to see it go.

Erin Reazin

Sent from my iPhone



# Health Disparities Experienced by Kansans with Disabilities



Disability and Health Program  
kansans with disabilities can be healthy

People with disabilities use health care services for the same reasons everyone does – to be healthy, active and part of their community. Despite this fact, health disparities between Kansans with and without disabilities are significant. Through targeted interventions in the areas of physical activity, nutrition and oral health, the Kansas Disability and Health Program (DHP), funded by the Centers for Disease Control and Prevention (CDC), is working to improve the health and quality of life among Kansans with mobility limitations and/or intellectual or developmental disabilities (IDD) to reduce these disparities.

## Physical Health and Activity

	With a disability			Without a disability		
	2015	2016	2017	2015	2016	2017
Report fair/poor health	44.1%	40.4%	42.7%	7.7%	7.7%	7.7%
Report poor physical or mental health that keeps one from doing usual activities	60.0%	59.2%	57.3%	28.3%	30.3%	31.7%
Obese (Body Mass Index [BMI] ≥ 30)	44.7%	39.9%	40.5%	31.1%	28.4%	29.4%
Did not participate in any physical activity other than at work in the past month	39.8%	42.2%	41.8%	22.7%	17.3%	22.9%

## Walking or Biking for Transportation

In 2016 the CDC added a new item for measuring physical activity. The item asks the number of days out of the last 30 days that the respondent walked or biked to get to some place (such as work, school, church, bus stop, a store or restaurant). This data for Kansans with and without disabilities is reported below.

	With a disability		Without a disability	
	2016	2017	2016	2017
No walking or biking for transportation in the last 30 days	68.6%	72.9%	64.9%	67.2%

## Nutrition

The differences in consumption of fruits and vegetables are less pronounced between Kansans with and without disabilities, but worries about having enough money to buy nutritious meals, are significantly more prevalent among American adults with disabilities. (Brucker & Coleman-Jensen, 2017).

	With a disability		Without a disability	
	2015	2017	2015	2017
No vegetable at least once a day	46.6%	42.1%	42.9%	35.9%
No fruit at least once a day	25.4%	22.0%	21.4%	15.6%

### What are health disparities?

*Health disparities are preventable differences in health that certain groups of people experience.*

*These differences are related to disadvantages such as poverty, disability, and lack of education.*

*Health disparities occur when opportunities like employment or health care services are not equally available to everyone.*

(continued)

## Co-existing Health Conditions

People with disabilities experience higher rates of chronic health conditions, in addition to their disability, than those without disabilities. As noted below, rates of conditions such as hypertension, stroke and diabetes are much higher for Kansans with disabilities.

	With a disability			Without a disability		
	2015	2016	2017	2015	2016	2017
Has hypertension	52.2%	49.8%	51.1%	25.9%	25.5%	26.7%
Has diabetes	21.2%	19.6%	21.4%	6.6%	6.3%	6.8%
Has had a stroke	8.8%	7.8%	7.4%	1.4%	1.3%	1.4%

## Oral Health

Oral health is important to a person's overall health. The data from 2015 and 2017 demonstrate that people with disabilities are not receiving dental care at the same rate as those without a disability.

	With a disability		Without a disability	
	2015	2017	2015	2017
Needed dental care, but did not get it	24.8%	24.1%	9.3%	10.1%
Visited a dentist in the last year	54.3%	53.8%	71.0%	72.4%

Data source: Kansas Department of Health and Environment Behavioral Risk Factor Surveillance System (BRFSS).

Available at: <http://www.kdheks.gov/brfss>

Reference: Brucker, D. L., & Coleman-Jensen, A. (2017). Food insecurity across the adult life span for persons with disabilities. *Journal of Disability Policy Studies*, 28(2), 109-118.



### For More Information:

Kim Bruns, DHP Coordinator  
 kbruns@ku.edu  
 The University of Kansas  
 Institute for Health and Disability Policy Studies  
 1000 Sunnyside Ave.  
 Lawrence, KS 66045  
 Web: [ihdps.ku.edu/dandhkansas](http://ihdps.ku.edu/dandhkansas)

This fact sheet was supported by Grant/Cooperative Agreement Number DD000006 from CDC, National Center on Birth Defects and Developmental Disabilities, Disability and Health Branch. Its contents are solely the responsibility of the authors and do not necessarily represent the official views of CDC, NCBDDD, Disability and Health Branch.

## Derek Rogers

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**From:** Pavika Saripalli [REDACTED]@com  
**Sent:** Saturday, June 29, 2019 9:13 PM  
**To:** Derek Rogers  
**Subject:** Community Building

Dear LPRD,

Just learned of the proposal to sell the Community Building, and I am hoping the city will reconsider. I have 2 autistic boys who benefit greatly from LPRD programming, and the Community Building is the heart of it all. We would rather pay a fee for help with upkeep or programs than lose it all together. Thank you for considering other options.

Sincerely,

Pavika Saripalli