

# 2018 RECREATION DEPARTMENT ANNUAL REPORT



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## MEET THE RECREATION DEPARTMENT

The Recreation Department provides Wheaton Park District residents and nonresidents a wide variety of programs, events, trips and services throughout the year. Individuals of all ages, abilities and interests are considered when developing programs with the goal of enriching the quality of life for our community.



## RECREATION DEPARTMENT STAFF #RECFORLIFE

This dynamic team of eleven full-time staff have over 120 years of combined service at the Wheaton Park District. The staff is always looking for innovative ways to advance the experience participants have when they engage in recreation. We love where we work and want you to love where you live! Join us on our journey as we provide Wheaton access to the three pillars of parks and recreation- conservation, health & wellness and social equality.

Vicki Beyer CPRP, Director of Recreation #shoptilyoudrop

Deb Ditchman, Environmental Education Supervisor #omgrobots

Cristin Handlon CPRP, Creative Arts & Varied Interest Supervisor #galwaygirl

Lyn Havelka, Evening Community Center Manager #cubsfan

Terra Johnson, Lincoln Marsh Program Manager #naturelover

Mike Kelly, Challenge Course Supervisor #adventure

Jamie Martinson CPRP, Preschool & Camp Manager #trailrunner

Rick Napier, Daytime Community Center Manager #hockeydad

Megann Panek, Mary Lubko Center Manager #disneyfanatic

Sue Vasilev, Registration Manager #weathergal

Matthew Wrobel, Adult Education Supervisor #videogamer

# ABOUT THE RECREATION DEPARTMENT

The Wheaton Park District Recreation Department is comprised of nine business units which offer comprehensive year-round programs for all age groups and interests at a number of facilities throughout the Wheaton Park District.

- Adult Education
- Camps
- Community Center
- Creative and Performing Arts
- Lincoln Marsh Environmental Education
- Lincoln Marsh Challenge Course
- **Mary Lubko Center**
- Preschool and Early Childhood
- Varied Interest

**PARTICIPANTS** 

180 +

**PART-TIMF** AND SEASONAL STAFF

**FULL TIME STAFF** 

**MORE THAN** 1,200

**VOLUNTEERS** 

**RECREATION DEPARTMENT MISSION STATEMENT** 

To aspire to provide programs, events and services that reach all age groups and interests and align with our vision, values and community feedback.

1,549 **UNIQUE PROGRAMS** 

## RECREATION DEPARTMENT **VISION STATEMENT**

We, the Recreation Department Team, commit to improving our programming reach, balance, and frequency of use in ways that benefit, encourage and promote lifelong leisure.

**410** PARTICIPANTS BENEFITED FROM WDSRA **INCLUSION SERVICES** 

## **BENEFITS**

The Wheaton Park District Recreation Department offers a wide variety of programs, events and services that align with the National Recreation & Park Association (NRPA) three pillars:

#### **HEALTH & WELLNESS**

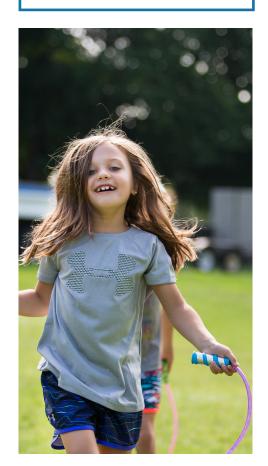
- Provide opportunities for group, partner and personal development.
- Positively impact social, environment, intellectual and physical well-being.
- Expand knowledge, explore new interests and develop new hobbies.

#### **CONSERVATION**

- Outdoor programs and activities furthers appreciation for natural world.
- Promote the reduce, reuse and recycle intiative.
- Provide valuable community benefits including storm water management, water quality improvement and wildlife habitat.

## **SOCIAL EQUALITY**

- Provide opportunities to interact cooperatively with people from diverse backgrounds and abilities.
- Equal fun for everyone.
- Promote community engagement by building self-esteem and establishing friendships.







# **ACCOMPLISHMENTS**

The Wheaton Park District Recreation Department strives to continuously provide the community with the highest level of quality programs and services. 2018 accomplishment highlights include:

#### COMMITTEE INVOLVEMENT



nriching lives through the camp experience

- Staff members serve on the Health and Wellness, Green Team, V.A.L.U.E.S, Holiday, Safety, Play for All Foundation, Taste of Wheaton and Fourth of July Committees.
- Ten staff are active members of the 2016-2020 Strategic Plan Charters including Board, Partnership and Community Engagement, Program and Recreation Services, Greening Your Park District and Internal Communications Excellence. Two staff serve on multiple charter teams.

#### **CERTIFICATION & ACCREDITATION**

- Six camps were accredited by the American Camp Association.
- Preschool & Camp Manager obtained CPRP (Certified Park & Recreation Professional) certification.
- Creative Arts & Varied Interest Supervisor renewed CPRP certification.
- Recreation Department PDRMA Loss Control Review final score 99.06%

# CPRP CPRP

## PROFESSIONAL DEVELOPMENT

- Eleven staff completed Leadership Academy- Level 2 through Corporate Learning Institute.
- Three staff members completed Leadership Academy Level 1.
- Three staff members were selected to be Leadership Academy Level 1 Trainers.
- Three staff members led Fish Philosophy Customer Service Training to seasonal, part-time and full-time staff.
- Preschool & Camp Manager graduated from Year 2 of NRPA Revenue Development and Management School.
- Creative Arts & Varied Interest Supervisor completed Year 1 of NRPA Revenue Development and Management School.
- Conference attendance: Inspiring Nature Play, National Recreation & Park Association, Illinois Park & Recreation Association (IPRA), American Camping Association Mid States, Challenge Course Roundtable, Illinois Department of Natural Resources ENTICE workshops and Dupage County Environmental Summit.
- Additional trainings completed: Annual PDRMA trainings and Cyber Security.

# **ACCOMPLISHMENTS**

#### WHEATON PARK DISTRICT EVENT INVOLVEMENT

Staff are involved in the following district-wide community events: Go Fly A Kite, Taste
of Wheaton, Outdoor Movie Night at Arrowhead, Music Mondays, Brew Fest, Ice-A
Palooza, 4th of July and Party for the Planet.

#### COMMUNITY INVOLVEMENT

- Staff serve on the Friends of Marian Park Committee.
- Offered two Marian Park summer camp days with 53 youth residents in attendance.
- 50 Marian Park resident families attended Halloween Happening. Free bus transportation was provided.
- 50 participants through Outreach Community Center in the Learn to Earn program volunteered on a service project at Lincoln Marsh in exchange for participation on Challenge Course.
- · Donation initiatives benefiting the community.
- Preschool & Camp Manager is a member of the Wheaton Warrenville Early Childhood Collaboration.
- Adult Education & Recreation Supervisor serves as the President of the Kiwanis Club of Wheaton.
- Daytime Community Center Manager serves as Vice President of Kiwanis Club of Wheaton.
- 8 staff volunteer for the Kiwanis Club Peanut Day event.



## OTHER ACHIEVEMENTS

- Mary Lubko Center Manager is the Chair of the IPRA Senior Committee and member of the IPRA Recreation Section.
- Creative Arts & Varied Interest Supervisor is a member of IPRA Cultural Arts and Teen Committees.



# **FINANCIAL OVERVIEW**

Program Net Profits		2016	2017	2018
Adult Education	Revenue	\$79,806	\$79,597	\$82,053
	Expenses	\$48,801	\$47,920	\$50,240
	Net Profit	\$31,005	\$31,677	\$31,813
Camps	Revenue	\$350,415	\$365,562	\$363,521
	Expenses	\$171,338	\$198,849	\$239,367
	Net Profit	\$179,077	\$166,713	\$124,154
Creative & Performing Arts	Revenue	\$149,818	\$140,350	\$131,215
	Expenses	\$90,546	\$81,768	\$78,353
	Net Profit	\$59,272	\$58,581	\$52,862
Environmental Education	Revenue	\$63,121	\$68,611	\$74,434
	Expenses	\$27,929	\$27,277	\$28,785
	Net Profit	\$35,192	\$41,335	\$45,649
Challenge Course	Revenue	\$126,968	\$116,795	\$110,534
	Expenses	\$59,848	\$55,269	\$48,858
	Net Profit	\$67,120	\$61,526	\$61,676
Mary Lubko Center	Revenue	\$204,172	\$280,423	\$239,823
	Expenses	\$204,245	\$265,860	\$233,711
	Net Profit	(\$73)	\$14,563	\$6,112
Preschool & Early Childhood	Revenue	\$258,755	\$283,885	\$313,822
	Expenses	\$146,653	\$159,380	\$194,186
	Net Profit	\$112,102	\$124,505	\$119,636
Varied Interest	Revenue	\$142,398	\$127,200	\$133,425
	Expenses	\$89,988	\$84,582	\$90,950
	Net Profit	\$52,410	\$42,618	\$42,474
Seasonal Programs	Revenue	\$10,913	\$11,342	\$12,024
_	Expenses	\$5,951	\$8,489	\$7,705
	Net Profit	\$4,962	\$2,853	\$4,319
Total	Revenue	\$1,386,367	\$1,473,765	\$1,460,850
	Expenses	\$845,301	\$929,395	\$972,155
	Net Profit	\$541,066	\$544,371	\$488,696

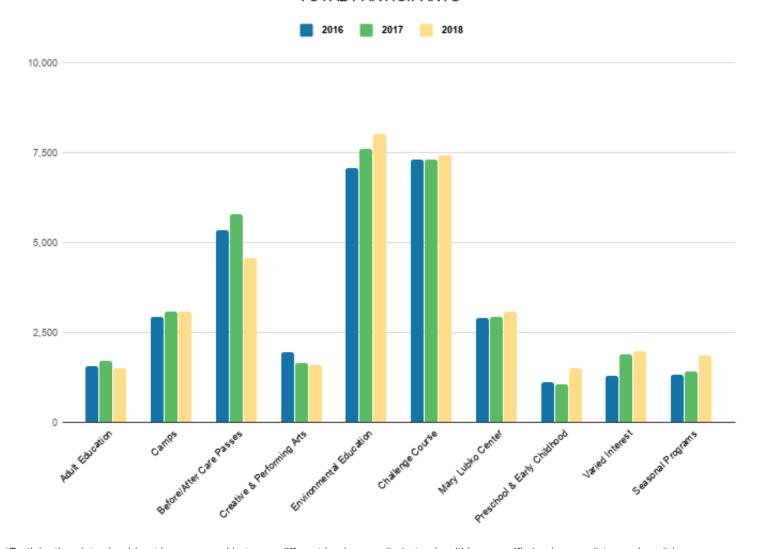
Administrative & Facili Net Operating Costs		2016	2017	2018
Community Center	Revenue	\$62,281	\$65,100	\$59,486
	Expenses	\$536,338	\$547,903	\$562,007
Net Operating Cost		(\$474,057)	(\$482,803)	(\$502,522)
Lincoln Marsh/Warming Shelter	Revenue	\$764	\$208	\$1,460
	Expenses	\$317,523	\$324,632	\$331,397
Net Operating Cost		(\$316,759)	(\$324,424)	(\$329,937)
Mary Lubko Center	Revenue	\$10,345	\$7,925	\$7,925
	Expenses	\$132,118	\$130,510	\$144,230
Net Operating Cost		(\$121,773)	(\$122,585)	(\$136,305)
Other Recreation Program Areas*	Revenue	n/a	n/a	n/a
	Expenses	\$167,926	\$178,267	\$184,184
Net Operating Cost		(\$167,926)	(\$178,267)	(\$184,184)
Total	Revenue	\$73,390	\$73,233	\$68,871
	Expenses	\$1,153,905	\$1,181,312	\$1,221,819
Net Operating Cost		(\$1,080,515)	(\$1,108,079)	(\$1,152,948)

<sup>\*</sup>Includes administrative expenses for Adult Education, Camps, Creative & Performing Arts, Preschool & Early Childhood, Varied Interest, Seasonal Programs.

# **PARTICIPATION OVERVIEW**

TOTAL PARTICIPANTS*	2016	2017	2018
Adult Education	1,558	1,711	1,513
Camps	2,917	3,088	3,068
Before/After Care Passes	5,348	5,768	4,564
Creative & Performing Arts	1,943	1,646	1,577
Environmental Education	7,058	7,583	8,019
Challenge Course	7,299	7,302	7,427
Mary Lubko Center	2,908	2,915	3,074
Preschool & Early Childhood	1,125	1,060	1,505
Varied Interest	1,299	1,890	1,973
Seasonal Programs	1,311	1,404	1,865
TOTAL	32,766	34,367	34,585

#### TOTAL PARTICIPANTS\*



<sup>\*</sup>Participation data should not be compared between different business units but only within a specific business unit to see how it has changed from year to year.

# MARKETING AND PROMOTIONS

In 2018, the Recreation Department and Marketing Department worked closely together with one unified goal of promoting our programs, offerings, events and continuing to best serve our community. The marketing department helps support the recreation department by providing us a voice to the community and assuring our communication to the public is exceptional.

The Recreation Department's marketing efforts consist of our seasonal program guide, which is delivered to (26,000+) households each season, targeted marketing techniques via direct mail, e-blasts, and social media outreach and print materials.

#### 2018 SPECIALIZED MARKETING

- Re-branding of Zone Birthday Party promotional pieces.
- "Meet the Instructors" specialized marketing pieces in various program specific areas and the Full-Time Recreation Department.
- New Children's Playhouse logo created.
- Creation of Lincoln Marsh Camp Postcard.
- Mary Lubko Center rack cards and quarterly posters.
- Flash sales in various business units resulting in a surge of enrollment and revenue.
- "Open House" formats at various Recreation
  Department facilities including Wide Horizons
  Preschool, Lincoln Marsh, Mary Lubko
  Center and Toohey Park to promote
  programs and offerings.

#### **SPONSORSHIPS**

 \$4,500+ sponsorship dollars secured for recreation programs and events.

#### **SOCIAL MEDIA**

- 20+ social media posts.
- Facebook events for Mom/Son Bingo, Preschool Open House, Halloween Happening, Children's Playhouse and MLC concerts.
- Use of Lincoln Marsh Facebook page to promote programs and events, including two boosted Facebook posts which reached over 700 people.
- Utilization of social media platforms to share pictures from our events and programs. This offered a way to share photos to participants who were enrolled and also acted as a way to promote the programs for the future.
- Utilization of Facebook Events to promote district wide events.
- Utilization of "live stories" on Facebook and Instagram to showcase actual live happenings at our events and programs.

## **PARTNERSHIPS**

- Cooperative programming offered with Glen Ellyn, Winfield, Lombard, Bloomingdale and Carol Stream Park District to increase registration and program offerings.
- Partnerships with local government agencies including School District 200, Wheaton Fire Department, Wheaton Police Department and Wheaton Public Library.
- 28th consecutive year partnered with Wheaton Kiwanis Club for Fish-O-Rama.
- Lincoln Marsh partnership with Church of the Resurrection and Corporate Learning Institute.
- Adult education programming created new partnerships with the local businesses downtown
  Wheaton- The Art of Good Eating and DuPage County Historical Museum and maintained previous
  partnerships with downtown Wheaton business including Suburban Music, Sipping Muse and Kilwins
  of Wheaton.
- Lincoln Marsh unique partnership with Kendra Shultz & Caitlyn Spencer of Baird-Warner Real Estate to offer free sensory hikes/pumpkin program for their clients.

# **MARKETING PIECES**











Music and Lyrics by Additional Music and Lyrics by Lebo M, Mark Mancina, Jay Rifkin, and Hans Zimmer

Tickets go on sale March 1, 2018
Purchase at wheatonparkdistrict.com
at the Wheaton Park District Commun





create. discover. play. 1900 ORCHARD ROAD | 630.871.2835 | WHEATONPARKDISTRICT.COM





# SPECIAL EVENTS

Each year the Wheaton Park District Recreation Department hosts several events. Below are some highlights from 2018:



## **WEEK OF THE YOUNG CHILD | APRIL 14-20**

A nationally recognized week celebrating the young children in our lives! Engages children in free classes, special events and more! 450+

Throughout Wheaton Park District facilities | Target age: Children 8 & under



## **PIZZA WITH SANTA | DECEMBER 14**

Meet Santa while enjoying pizza, crafts and story time! Community Center | Target age: All ages 100 ATTENDEES



#### **MOTHER/SON BINGO | NOVEMBER 2**

Play bingo, enjoy pizza, treats and have a chance to win prizes!

Community Center | Target age: 4-11 with mom

80 ATTENDEES



# DADDY/DAUGHTER PRINCESS BALL FEBRUARY 23

Special memories are made while enjoying great music, dancing, sundae bar and a surprise guest visit!

Community Center | Target age: 4-10 with dad

200 ATTENDEES



## HALLOWEEN HAPPENING | OCTOBER 19

Carnival games, airbrush tattoo artist, costume parade, "Trunk-or-Treat", "It's Bat-tastic" provided by Lincoln Marsh, Kidz Kingdom craft, "Trick-or-Treat Trail", concessions and strolling magic!

**NEW** in 2018 – Memorial Room Family Fun Center with Preschool crafts/sensory tables, pumpkin bounce house, Slime Lab, and "Make Your Own Spooky Mix" station.

Community Center | Target age: All ages

1,000+

**ATTENDEES** 

90 WRISTBANDS SOLD

# **SPECIAL EVENTS**



## FISH-O-RAMA | JUNE 16

Lincoln Marsh hosts an annual fishing contest partnered with the Kiwanis Club of Wheaton at Northside Park. Prizes awarded for 1st, 2nd and 3rd place for most and largest fish.

Northside Park | Target age: 15 & under with families

390 ATTENDEES



# SILVERTONE CHORUS SPRING CONCERT, WE'RE PLAYING THE PALACE

50 passionate and dedicated singers over the age of 55 perform two large concerts and a dozen outreach shows every year.

Spring Concert: May 19 | Holiday Concert: December 1

Mary Lubko Center | Target age: All ages

405 ATTENDEES



#### **BEYOND GLEE PERFORMS BEYOND CHRISTMAS**

An adult chorus where 30 talented singers perform two large community concerts and four outreach shows a year.

Spring Concert: April 20 | Holiday Concert: December 8

Mary Lubko Center | Target age: All ages

385 ATTENDEES



## **Kiwanis Club Pancake Breakfast | May 5**

The club offers a fun-filled and delicious morning to help raise money to fund charities in Wheaton as well as other clubs like Key Club and Action Club.

Gary Methodist Church | Target age: All ages

200 ATTENDEES

# **ADULT EDUCATION**

Adult Education was created in April 2000 and replaced the adult education formerly offered by School District 200 (CUSD 200). Starting in 2007, it was decided that a narrower offering of programs lessen cancellation rates.

#### **TRENDS**

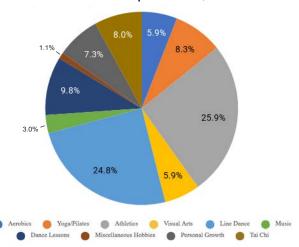
- · Popularity of private music lessons.
- · Expansion of yoga programs.
- Interest in hobby classes that require no prerequiste skill.

#### **CHALLENGES**

- · Finding/retaining qualified instructors.
- Developing programs that are trending.
- Competition with other active adult education programs in the surrounding area.

#### PROGRAM ATTENDANCE

Total Participants: 1,513





- Continue to offer quality programming.
- Introduction of day trips
  - Sport events (Chicago cubs and white sox games)
  - Brewery & winery tours
- Work with competition in surrounding area to offer cooperative programing
- Life Sports
  - Sporting programs and clubs that individuals can participate well into their later years.

## **CAMPS**

The Wheaton Park District summer camp programs thrive in the Wheaton community. We offer a variety of camps including six that are American Camp Association accredited camps. Camp locations and timeframes vary offering full-day and part-day camps at the Community Center, Toohey Park, Rathje Park, Northside Park and Central Athletic Complex. We strive to assure our camp programs are fun, safe, affordable and flexible.

#### **TRENDS**

- Wide variety of program offerings that make the Wheaton Park District an ideal option for campers who want new activities!
- Flexible registration options.

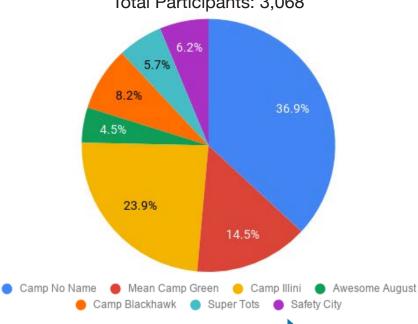


#### **CHALLENGES**

- Outside competition of surrounding districts. We must remain competitive in our pricing and flexible offerings to assure we retain our customers.
- Hiring quality seasonal staff is also a challenge that is experienced by all departments of the district during summer months.
- Parents requesting half-day camps, when typically our camps target the full-day camp needs.

#### PROGRAM ATTENDANCE

Total Participants: 3,068



- Continue to offer the best quality summer camp options for the residents of Wheaton.
- Stay creative with our field trips, programs, contractual offerings, etc. to assure we are providing new and fun experiences for our campers.
- Offer Camp Blackhawk with half day options to accommodate requests for half day camps.
- Host a job fair in the spring of 2019 to try to secure quality staff members to run our programs.
- Streamline payment plan options for families to make registering for camp more affordable in 2019.

# **COMMUNITY CENTER**

The Wheaton Park District Community Center is a 122,000 square foot recreation center located at 1777 S. Blanchard St. in Wheaton, IL. The Community Center houses Parks Plus Fitness Center, a 7,500 square foot fitness center, Kidz Kingdom Child Care, several meeting/specialty rooms and an indoor track. Community Center frontline personnel happily assist patrons with activity registrations, purchasing passes and memberships, processing photo ID's and more.



#### COMMUNITY CENTER VISION STATEMENT

The Community Center is committed to meeting or exceeding facility expectations by providing fast, friendly and helpful service. We exist to promote a strong sense of community by ensuring the Community Center is available to be used by individuals, groups and organizations.

## **FACILITY INFORMATION AND TRENDS**

- 64.11% of online activity registration.
- 1,450 program sessions offered.
- \$1,027,418.27 Community Center program revenue.
- 3,007 pool passes sold at service desk.
- 8,658 activity registrations processed at service desk.

#### COMMUNITY CENTER MISSION STATEMENT

To provide a safe, inviting and well-maintained facility that meets the recreational, educational and social needs of the residents and user groups.

## **LEISURESHIP PROGRAM**

The Wheaton Park District Leisureship Program was established and structured to help provide recreational programs and facilities to all Wheaton Park District residents, regardless of economic situation. The Wheaton Park District provides free or reduced program/facility fees for qualified residents.

Families served- 84
Fee assistance provided- \$23,975.56
Fundraising efforts- \$1,165.02

- Investigate interior improvement opportunities.
- Replace indoor track surface.
- · Develop protocol and timeline for securing space for program managers.

# **CREATIVE AND PERFORMING ARTS**

The Wheaton Park District creative & performing arts programs have goals to provide high-quality classes in a non-competitive environment. Participants are encouraged to become technically proficient in their craft and at the same time build self-esteem, cooperation, leadership skills and have fun! We offer unique opportunities, such as Pottery, that are not offered in the surrounding areas due to lack of supplies and equipment. These programs provide the participants with mental, physical and even emotional benefits.

#### **TRENDS**

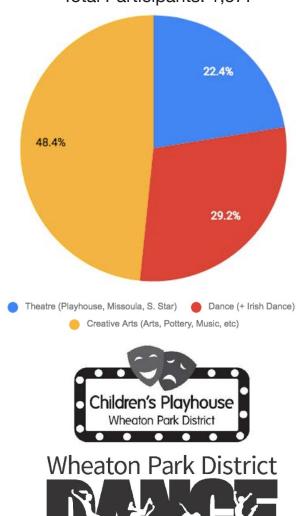
- 85 Pottery programs offered. Hosted 12 Pottery Parties.
- Purchase of 2 new pottery wheels to increase participation maximums to accommodate more students; to be implemented Spring 2019
- 100 total cast members between three fullscale theatre productions.
- 133 dancers participated in the 2018 Spring Dance Recital.
- Children's Playhouse continues to utilize more modern and recognizable scripts that draws in the participants and audience members. 2018 titles were: Disney's Lion King Jr. and Shrek Jr.

#### **CHALLENGES**

- Targeting the older age group for dance lessons. Often, they start with us at an early age, such as 2 years old or part of a Parent/Tot class, and stay until they age 5 or 6 eventually moving on to a private dance studio.
- With some staff turnover in the Dance Department, classes have been limited. New instructors were hired halfway through the year to finish out 2018 and implement classes for the 2019 Spring Recital season.
- The cost of Missoula Children's Theatre continues to rise resulting in a threat to the program.

#### PROGRAM ATTENDANCE





- The dance program will continue with some changes which provides us the opportunity to restructure the classes and bring in additional instructor.
- Children's Playhouse fundraising to assist in building a library of costumes and set pieces to enhance our productions and offset the cost of the play rights.
- New Theatre programs are being developed to implement in Summer 2019 in co-op with our Children's Playhouse program.
- Pottery Wheel class maximums will be increased from 4 to 6 with the addition of our 2 new pottery wheels.

# **LINCOLN MARSH**

Lincoln Marsh Natural Area is 151 acres comprised of woodlands, marshes and prairies which are highly valued for recreation, education and environmental reasons. There are two business units serving patrons at the Lincoln Marsh: Environmental Education and Challenge Course.

#### **MISSION**

To increase awareness and appreciation for our connections to the earth and to each other through educational and social experiences in a healthy ecosystem.

#### **Environmental Education**

Hands-on activities promote interaction with and appreciation of the natural world through discovery and exploration.

#### **TRENDS**

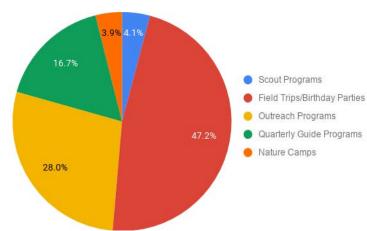
- Overall participation in programs was up 6% from the previous year, with the largest increases in Nature Camps and Outreach programs.
- Other internal Wheaton Park District programs including Wide Horizons preschool, summer camps and No Schoolapalooza utilized Field Trip and Outreach programs.
- CCSD89 continues to utilize Lincoln Marsh for its 5th grade fall outdoor education and in 2018 expanded to include spring programs as well.
- Outreach programs continue to be presented each fall at all CCSD93 elementary school afterschool programs and in 2018 new programs were added in the spring.
- Participation in Nature-Telling, a nature themed story program, increased and included programs held at Wheaton, Warrenville and Glen Ellyn Public libraries.

## **CHALLENGES**

 Despite varied marketing efforts, participation in scout programs continues to decline.

## **PROGRAM ATTENDANCE**

Total Participants: 8,019





- Meet with other local members of the Environmental Education Association of Illinois to discuss scout programming trends and marketing.
- Coordinate a district-wide scout program marketing effort for all areas that offer scout programs.
- Survey CUSD200 teachers to determine their programming needs.

# **LINCOLN MARSH**

#### **Challenge Course**

Experience the dynamics of teamwork, problem solving, leadership, trust, and support through a series of experiential activities. The Northside Park Warming Shelter also falls under this business unit.

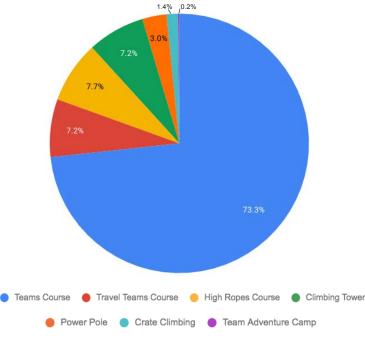
#### **TRENDS**

- The vast majority of Challenge Course programs are those requested by outside groups. In 2018, 39% of clients were new customers with the majority of them being referred through word of mouth.
- Exceeded the budgeted net revenue for the eighth year in a row.
- The overall level of satisfaction with all programs was extremely positive with an average rating of 4.8 out of 5.
- Three types of Challenge Course programs are offered in the Wheaton Park District quarterly program guide and 2018 saw a 150% increase in participation in the Open Climb program.



## PROGRAM ATTENDANCE





## **CHALLENGES**

 There was a significant decrease in Team Adventure Camp participation with only one out of four camp offerings running.

- Implement the second year in a three-year Challenge Course improvement plan.
- Develop and implement team development training for staff.
- Coordinate a tour of the Challenge Course with emergency medical service personnel to ensure our procedures for emergencies are most effective.
- Offer Team Adventure Camps at different times of the day than in the past and schedule camps and summer programs in a way to increase cross-marketing opportunities.

# MARY LUBKO CENTER

For almost 50 years, the Mary Lubko Center (MLC) has been providing programming and services to area seniors who are "loving life in the second half." The historic coach house received a fresh coat of paint and new accessories this year to give it a modern and welcoming feel.

We are trying to meet the desires and needs of the GI Generation, Silent Generation and Baby Boomers. The wide range of ages means we have to offer diverse programming, ranging from special events, day trips, community service lectures, extended travel (including overseas), sport leagues, drop-in games, two choirs, a dance troop and a variety of all-level fitness classes. People choose to come for activities at the MLC to try new things, get involved in their community, stay active in sports and exercise, laugh more and make friends for life.

We had approximately 3,000 members in 2018 as the senior citizen population is growing and our programs are in demand.

#### **TRENDS**

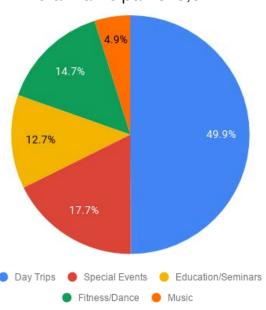
- Day Trips Participants love the ease and adventure of the day trip program. Theatre and cultural exploration are popular among patrons. There were 37 trips offered in 2018, attendance averaged 43 patrons on each trip.
- Extended Travel The extended travel program is booming with sales exceeding \$142,000 in 2018 resulting in a commission of \$12,142
- Fitness classes continue to reach a wide audience with a variety of options for all levels of activity including Sit and Be Fit class and Active Adult Yoga.

#### **CHALLENGES**

 Many people are unaware of what the Mary Lubko Center has to offer as they don't associate it with Senior Programming. Towards the end of 2018, Marketing began to work with staff to re-brand the center as the MLC. We are working to raise awareness of our facility and all we have to offer the community.

## PROGRAM ATTENDANCE

Total Participants: 3,074





## **MOVING FORWARD**

 We will continue to expand the Extended Travel program with the possibility of adding another tour company into our offerings. The MLC is also working on expanding fitness programs by adding classes like Matter of Balance in 2019.

# PRESCHOOL AND EARLY CHILDHOOD

Wide Horizons Preschool is a play-based preschool program which has been a staple in our community since the 1970's. The preschool program provides our youngest residents a safe and welcoming learning environment, focused on building confidence, kindergarten readiness and social and emotional development. Toohey Park hosts a variety of early childhood classes for ages 1-6. These classes focus on "learning through play" and works to build socialization skills, cooperative play skills and fine and gross motor development. Safety City, a miniature downtown Wheaton complete with buildings, sidewalks and traffic signals that provide children a unique opportunity to learn all things safety! Our early childhood special interest programs allow participants the opportunity to experience music classes, cooking programs, early childhood athletics, birthday parties, special events, arts & crafts and more!

#### **TRENDS**

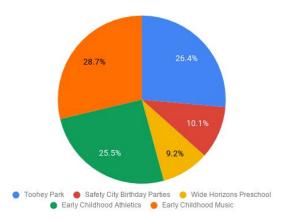
- Families are always looking for additional activities to supplement their child's week.
- We are assuring our classes are offered at the most appropriate time and price to make it easier on the families to sign up for multiple programs.
- We understand that parents like to build their child's week based on their own special interests and schedule.

#### **CHALLENGES**

 Wheaton boasts many opportunities for preschools and early childhood programming and it is our goal to stay competitive and current with trends in regards to all classes that we offer for this age group.

#### PROGRAM ATTENDANCE

Total Participants: 1,505





- Continue to add value to the current classes through special events, special visitors, field trips, etc.
- Strive to continuously offer the popular, as well as new, early childhood programming to stay current with trends in the market.
- Implementation of new marketing techniques with the marketing department such as promotional pieces as well as heavy cross-marketing amongst the early childhood programs.
- Ongoing continuing education opportunities to our staff to empower them to be the best teachers they can possibly be.
- Allow our currently enrolled non-resident families the opportunity to register with residents.
- Continue to offer affordable registration options for Wide Horizons Preschool, with only a \$50 enrollment fee to hold your space and monthly payment options.

# VARIED INTEREST

Varied Interest programs include day, evening, weekend, camp, individual, parent-child, family, special events, parties and workshop opportunities, computer classes, horsemanship, volunteerism, babysitting, magic, technology, science, trips, teens, foreign language, fencing, and more. Classes are held at the Community Center, Central Athletic Complex and cooperative park district partnership facilities.

Many households consider Varied Interest programs as additional expenses. In difficult economic times, fewer families have money set aside for discretionary purchases. It is our goal to continue to provide fun and educational programs at an affordable price.

#### **TRENDS**

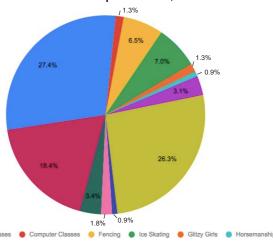
- St. Francis High School returned to the Community Center for their Safe Celebration event, serving over 150 students and 100+ parent volunteers.
- Camp I Don't Know enrollment was up 9.3%.
- Private music lessons are becoming more popular amoung adults.
- There was a net revenue increase in No Schoolapalooza/Holiday Care of 62.42%.
- New Varied Interest contractual programming with Sweet P. Doll Studios, Let's Play, and Imagine Me Paint Parties.
- First two successful seasons of Skateboarding Lessons in cooperation with Glen Ellyn Park District.
- Eighth successful Summer Babysitter's Showcase which incorporates safe practices, CPR and First Aide training and activity planning for teens.

#### **CHALLENGES**

- Targeting the interests of ages 11-14 is difficult as more teens are becoming "latchkey kids" and choosing to stay home instead of attend program and day camps.
- Trying new programing is often risky, however, we continue to reach out to specialists and experts in the community to offer a wide range of varied interest programs.
- Cool Science programs declined after some health issues with the instructor resulting in 2.5 full seasons of classes being cancelled.

## PROGRAM ATTENDANCE

Total Participants: 1,973







- Re-structured the Zone Birthday Party packages to provide more options and clear communication.
- Increase cooperative opportunities for Varied Interest and Teen programming with. additional surrounding park districts
- Introduced Counselor in Training program as a new camp option in 2019.
- With the assistance of the Program and Recreation Services Charter, research underutilized spaces to try to increase programming options for teens and tweens. Research done for additional music lessons to offer, resulting in the hire of a Voice Instructor, to begin Private Voice Lessons in Spring 2019.
- New partnership with Kids Science Labs in Fall 2019.

# **TESTIMONIALS**

"The Defensive Driving instructor was knowledgeable and informative, yet warm and approachable. His subtle sense of humor actually made an 8 hour course pass quite quickly. Thanks so much for all you do to help keep "us seniors" informed."

- AARP Defensive Driving course participant

"The skill and ability of facilitators to challenge the students thought processes and approaches, as well as get them to interact. This is always done in a fun and engaging way for the students."

- Challenge Course Participant

"Fun and age appropriate for a serious issue facing kids. - Parent of a 'Brain Freeze a Bully'

Varied Interest Workshop

"Thank you so much for working with our group. We call ourselves "The Posse". We truly appreciate all you have done for us to get a taste of a fun sport!" - Pickleball participant"

"I thought the students greatly benefited from the opportunity and are looking forward to returning next year. Thanks for making the event so worthwhile."

- Wredling Middle School **Challenge Course Participants** 

"Take the bus and leave the driving and parking to the Wheaton Park District. It has been a great pleasure to enjoy the diverse types of entertainment offered from the W.P.D. from stage musicals to one day trips of sightseeing and don't forget the great restaurants that are included. My husband and I love your extended trips. It has been a great experience!" - MLC Extended Travel participant

"The enthusiasm of the staff, and how fun they made it for the kids."

Mom/Son Bingo participant

"My boys and I absolutely loved this program. Miss Maureen was always so prepared, so enthusiastic, so knowledgeable, and truly fantastic at interacting with the children and providing education in such a manner that they were able to understand and retain it. We look forward to enrolling in the next session!" - Nature Tots parent of participant

"It was a wonderful event, filled with multiple activities for all ages. We loved the festive decorations. The space, placement of activities and friendliness of staff. The Community Center is perfect for this event. The price was right and all areas of things to do for the kids were so well supervised and staffed".

- Halloween Happening family

"Great summer camp! My son came back tired, full of fun stories, and ready to go back the next day!" - Camp No Name parent

"My daughter thoroughly enjoys this class and so looks forward to coming. She has asked to sign up for the next session! She is currently in her 2nd session. Wonderful teacher! So positive and great with the kids."

Youth Pottery Wheel parent

