G: Personal Communications
I have it reserved from 1:30 - 2:30 p.m.

>>> "Josh Martinez" <josh_martinez_1999@yahoo.com>
>>> Patrick,

We will be there between 1:45 and 2:00 PM.

Patrick Almeido <pwa@co.clark.nv.us> wrote:
Let me know what time you plan on coming by so I conference room is not in use.

Thanks.

>>> "Josh Martinez" 04/07/06 10:39 AM >>>
Patrick,

Monday April 10th, I was seeing if it is OK for my members to stop by your office and look through the accreditation information. We just want to go there is any information we can use for our final p
portion of the project. We don't need to meet with make sure it is OK to stop in.

Josh

--------------------------------------------------
Talk is cheap. Use Yahoo! Messenger to make PC-to-F rates starting at 1¢/min.

--------------------------------------------------
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Wed, 10 May 2006 08:00:27 -0700

"Jim Norman" <Jim.Norman@cityofhenderson.com>

"Josh Martinez" <josh_martinez_1999@yahoo.com>

"Debra Haskell" <Debra.Haskell@cityofhenderson.com>, "Dirk Richwine" <Dirk.Richwine@cityofhenderson.com>, "Sally Ihmels" <Sally.Ihmels@cityofhenderson.com>

Subject: Re: UNLV student need info on parks for project

Josh,

I am going to refer this over to 3 of our staff.

1. Dirk Richwine..our Assistant Director
2. Sally Ihmels....our Recreation Supt.
3. Debra Haskel our marketing director

You will find that Dirk has a broad based knowledge examples of what measures success.
Sally's division uses a number of measures to deter Debra is very close to our survey info.

In general there are simple criteria for programs 1 revenue, customer satisfaction etc.
Parks say systems are a bit more complicated but relat parks & trails etc. and again customer satisfaction
A department needs to study trends to stay on top. Help define corp services, key measurement areas, or the like.

So success can be fleeting...staying up with a growing community is the challenge.

Good luck in your studies.

Jim Norman

>>> Josh Martinez <josh_martinez_1999@yahoo.com> 5/

Mr. Norman,

I am a City of Henderson resident. I am also a graduate student currently working on my Master in Public Administration. My group is working on a professional paper. We are working on conducting a program analysis of their parks and recreation program to establish criteria that can be used to evaluate the recreation program that is being offered by the department.

I have looked at the CAPRA website and I have not found any such criteria. Our group is going to use the City of Henderson as one of the cities that we are going to benchmark against your city because through the little amount of research we have done of the City of Henderson it is easy to see that the Parks and Recreation Dept. is successful.

We would like to know what type of analysis does determine if a recreation program is successful and if it should be discontinued. Also does your department use survey research to determine if a class is successful.

Thanks for your help.

I can be reached at josh_martinez_1999@yahoo.com

Josh Martinez

Love cheap thrills? Enjoy PC-to-Phone calls to 30+ countries for just 2¢/min with Yahoo! Messenger with Voice.
Josh:

Jim Norman passed along your email to me. Did you you are looking for? I will be happy to help you r community wide survey or our specific program parti Those are both tools we use to measure satisfaction.

There are other factors we use to measure success s attendance, revenue and percent of filled capacity.

I have these items in a little more detail but if y can get a better understanding of what you need.

My number is 267-4021.

Thanks

Dirk Richwine
Josh,

The standards for accreditation are published in the book Self-Assessment Manual for Quality Operation of Park and Recreation Agencies. It sounds like you are most interested in standards in chapter 10 - Evaluation and Research (Evaluative Research) and some standards in chapter 6 - Program and Services Management. Clark County should have a copy of the publication for you to review or it can be purchased through the NRPA store at www.nrpa.org/store. Please let me know if I can be of any additional assistance.

-Tara

Tara L. Fitzpatrick-Navarro, CTRS, CPRP, AFO
Manager, Certification/Agency Accreditation Programs
1-800-626-6772 or (703) 858-2147
Fax: (703) 858-0794
www.nrpa.org
From: Josh Martinez [mailto:josh_martinez_1999@yahoo.com]
Sent: Wednesday, May 10, 2006 3:36 AM
To: Tara Fitzpatrick-Navarro
Subject: University Project Looking for Research Information from nrpa

Fitzpatrick,

My name is Josh Martinez I am a graduate student at the University of Nevada, Las Vegas. I am working on a Masters in Public Administration. I am currently working on a program analysis of Clark County, Nevada Parks and Recreation department.

The Parks and Recreation dept. just recently received accreditation from CAPRA. When meeting with the dept. we asked if they had established criteria that they used, when evaluating if a program that is offered is successful. The representative that we meet with stated that they may use survey's, but they are not always accurate because not everyone turns them in.

I have looked everywhere on the CAPRA website for guidelines that are used by your agency to determine if programs that parks and recreation departments implement are successful. I figured during the accreditation process your agency has guidelines that they are looking for in regards to program evaluations.

If you could help me locate professional guidelines that are used by parks and recreation depts to determine of programs are successful that would be great. Even survey questions in regards to programs satisfaction would be great.

Thanks

I can be reached at josh_martinez_1999@yahoo.com

Josh Martinez
Josh:

I was finally able to locate a copy of our department's Agency Accreditation Self-Assessment Report. Let me know when you can come by and pick up this copy. Should answer your questions.

From: Josh Martinez [mailto:josh_martinez_1999@yahoo.com]
Sent: Monday, May 29, 2006 9:43 PM
To: Patrick Almeido
Subject: UNLV group

Patrick,

I spoke with CAPRA. I asked them for standards that they use...
when determining if a program is successful or not. She referred me to a book that is supplied by CAPRA from their bookstore.

I was wondering if the County had a copy that we could borrow for the project.

The name of the text is: Self-Assessment Manual for Quality Operations of Park and Recreation Agencies.

If you can get back to me ASAP because we are actually in the paper writing phase of the program analysis now.

Also I had sent an e-mail a few weeks ago looking for the information in regards to standards that have been developed according to the material we found in the accreditation material.

The standards have to do with keeping a program or terminating it.

Josh Martinez
Subject: RE: UNLV group

Date: Tue, 30 May 2006 07:44:16 -0700

From: "Patrick Almeido" <PWA@co.clark.nv.us>

To: "Josh Martinez" <josh_martinez_1999@yahoo.com>

Josh:

Let me check on the Self Assessment Manual. As for your other question, I had forwarded to a department head and haven't received an answer. I'll get back to you on that one as well. Thanks.

From: Josh Martinez [mailto:josh_martinez_1999@yahoo.com]
Sent: Monday, May 29, 2006 9:43 PM
To: Patrick Almeido
Subject: UNLV group

Patrick,

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Josh Martinez

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