



Striving for Excellence – Standard 1.0

Agency, Authority, Role and Responsibility

You will:

- Learn the components of Standard 1.0
- Identify what types of documents can be used to demonstrate each standard (evidence of compliance)
- Examine ways to use standards to encourage agency excellence.

CAPRA accreditation is a quality assurance and quality improvement process demonstrating an agency's commitment to its employees, volunteers, patrons, and community.

It is a distinguished mark of excellence that affords external recognition of an organization's commitment to quality and improvement.

Like the Good Housekeeping Seal...the product has been tested and has met the standards.



Making the Grade

Accreditation is based on an agency's compliance with 151 standards (2014 Standards).

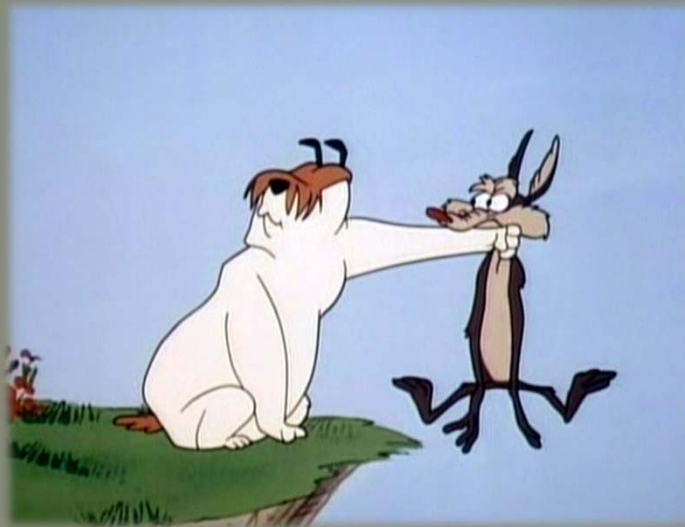
An agency must comply with all ★ 37 fundamental standards and at least 85% of the remaining 114 (97).

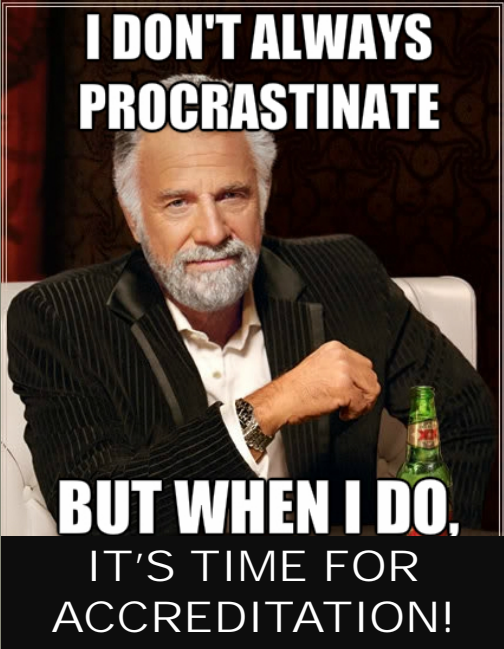


Grab Your Committee Members and Let's Begin the Journey



Whoa! Not so fast. A friend has something he wants to say before we begin.





**I DON'T ALWAYS
PROCRASTINATE**

**BUT WHEN I DO,
IT'S TIME FOR
ACCREDITATION!**

**Every
5
Years**



COMMISSION FOR ACCREDITATION OF
PARKS AND RECREATION AGENCIES

SELF-ASSESSMENT REPORT AND
VISITATION REPORT
2014 CAPRA STANDARDS, 5TH EDITION

COLLIER COUNTY PARKS AND RECREATION
BARRY WILLIAMS, DIRECTOR
NAPLES, FLORIDA

MARCH 2020



**You Won't Get There
Without This!**

VISITATION TEAM:
VISIT CHAIR NAME, CHAIR
VISITOR NAME
VISITOR NAME

Preparing the Self-Assessment



***You Must Use the Template!
Do Not Change the Template!***

The template format combines the agency self-assessment and the visitation report for a more comprehensive review process.

The template has three parts:

- 1) Introduction – agency introduction. (Where you have been the last 5 years).
- 2) Agency Overview – fill in the blank i.e. demographics, budget, cultural characteristics, awards, etc.
- 3) Individual Assessments for each of the standards.
 - 1) Individual assessment includes a section for the narrative and the evidence of compliance (EOC).

ALERT! WARNING! PAY ATTENTION!

*When you send in your self-assessment you must
also send the evidence of compliance.*

What exactly does that mean?



1.0 – Agency Authority, Role, and Responsibility

1.1 Source of Authority

- 1.1.1 Approving Authority/Policy Body
- 1.1.2 Citizen Advisory Boards/Committees
- 1.2 Periodic Timetable for Review of Documents
- 1.2.1 Document Approval Authority

1.3 Jurisdiction

1.4 Mission

- 1.4.1 Agency Goals and Objectives
- 1.4.2 Personnel Involvement

1.5 Vision

1.6 Policies, Rules, Regulations, and Operational Procedures

- 1.6.1 Administrative Policies and Procedures

1.7 Agency Relationship

- 1.7.1 Operation Coordination and Cooperative Agreements



1.1 Source of Authority ★

Standard: The source of agency authority or legal basis of operation and the extent of powers shall be identified in a legal document such as the state statute, local charter, city ordinance, or park district code.

In other words...they want to know how do you get to do what you do (legally speaking).



Suggested Evidence of Compliance: Provide legal citation and, if appropriate, date of resolution by local governing entity or legal authority (i.e. enabling act, support documentation, ordinance; if permissive state authority, provide charter.

Under Florida Statute Chapter 125, the Board of County Commissioners has the power to carry on county government. Section 125.01 gives the County Commissioners the authority to create parks, preserves, playgrounds, recreation areas, libraries, museums, historical commissions, and cultural facilities and programs. At its February 22, 1972 meeting, the Board of County Commissioners (BCC) of Collier County organized a Parks and Recreation function with the Engineering Department (Origins Proclamation). Chapter 98 Article III of the Code of Laws and Ordinances of Collier County regulate the use of county parks so as to protect the health, welfare, and safety of persons using the parks

- 1.1 Florida Statute Chapter 125
- 1.1 Origins Proclamation
- 1.1 Chapter 98 Article III

**No Red Star.
What does that mean?????**

1.1.1 Approving Authority/Policy Body

Standard: The agency organizational structure shall provide for one public entity responsible for policy-making functions. This entity usually has taxing power and must approve the budget; it holds title to property. It also serves an important function in providing input to improve and expand park and recreation programs, services, and facilities.

Suggested Evidence of Compliance: Provide a chart or diagram and narrative description of the organizational structure, interrelationship of organizational components and powers of authority over policy-making; show the relationship of the agency to its approving authority and provide the approving authority bylaws or charter.

The ultimate authority for policy-making functions for the Collier County Parks and Recreation Department is the Collier County Board of County Commissioners (BCC) under Florida Statute Chapter 125. The Board consists of 5 members (on file) representing geographic commission districts shown on the BCC district map. Commissioners are elected in staggered terms. Parks and Recreation staff report through a chain of command to the Public Services Division, then the County Manager's Office as evidence by the County Manager's Organization Chart. All functions within the County Manager's Agency report to the BCC.

- 1.1.1 Florida Statute Chapter 125
- 1.1.1 Board Members
- 1.1.1 BCC District Map
- 1.1.1 County Manager's Organization Chart

1.1.2 – Citizen Advisory Boards/Committees

Standard: There shall be citizen boards/committees that are advisory to the agency and the approving authority appoints them. Advisory boards engage the community and serve as advocates for the advancement of programs, facilities, and services.

The Parks and Recreation Advisory Board (PARAB) was established and guidelines accepted by the Board of County Commissioners on November 25, 1975 (Parks and Recreation Advisory Board History-on file) and formally established by Ordinance No. 93-81. PARAB members (on file) serve in an advisory capacity to the Board of County Commissioners and as a liaison between the Department and the public. PARAB consists of a total of 7 members, with 6 of the members appointed at large from the urban area and one member appointed to represent the Immokalee area. Members serve 4 year terms. PARAB minutes are on file for review.

Suggested Evidence of Compliance: Provide list of boards/committees with membership, authority, responsibilities and duties, terms of office meeting minutes.

- 1.1.2 PARAB History (Probably not necessary-Ordinance No. 93-81 tells the reviewers what they need to know).
- 1.1.2 Ordinance No. 93-81
- 1.1.2 PARAB Members (Current members, not everyone who has ever served).
- 1.1.2 PARAB Minutes (Don't include all the minutes ever written).

1.2 Periodic Timetable for Review of Documents

Standard: All documents designated for periodic review shall be reviewed on a regular basis according to an established agency review schedule. For example, if the agency has determined that a document should be reviewed annually, the agency shall provide evidence that the document is reviewed annually and include a copy of the most recent annual review. Several standards in the accreditation process require that adopted plans, policies and procedures be reviewed and updated at various intervals. In those cases, the agency shall provide evidence that the document was reviewed and updated pursuant to the period specified in the standard.

There is a list of 28 documents with review requirements (every standard has at least one document).



Suggested Evidence of Compliance: Provide the agency review schedule for the document, program, policy or procedure referenced in the enumerated standards.

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@gapingvoid

1.3 Jurisdiction



Standard: The specific geographical boundaries of the agency's jurisdiction shall be set forth by geographical description and map.

Suggested Evidence of Compliance: Provide a map with geographical boundaries of jurisdiction and services areas, including location of facilities identified.

The geographical jurisdiction of the Parks and Recreation Department, including Conservation Collier Preserve Lands, encompasses all areas within the political boundary of Collier County, excluding the incorporated cities of Naples and Everglades City. Naples and Everglades Cities manage parks within their jurisdiction. Although the city of Marco Island operates its own park system, Collier County is responsible for and operates Tigertail Beach Park, South Marco Beach Access Park, Otter Mound Preserve, and the Caxambas Boat Park. Park site map and Conservation Collier Preserve site map are on file.

1.3 Park site map

1.3 Conservation Collier Preserve site map



Your Turn

1.4 Mission



Standard: There shall be an established mission

statement that defines the direction and purpose of the agency. The agency mission is the purpose or reason for the existence of the agency and establishes the long-term direction for the agency services and activities.

Suggested Evidence of Compliance: Provide the established mission statement.



1.4 Collier County Parks and Recreation Mission Statement is:

"To enrich the quality of life for the community and visitors and to protect the natural resources of Collier County." The mission statement was last revised on May 14, 2014 (Supervisor's meeting agenda on file).

1.4 May 14, 2014 Supervisor's Meeting Agenda

OR

1.4 Collier County Parks and Recreation first Mission Statement was developed in 1972 by J. Thomas, M. Smith, and E. Toroni. The first mission statement was "Parks are Groovy." We review the mission statement every year or when we get a new ops manager who wants to add "mission statement" writing to their resume.

1.4 Pictures of J. Thomas, M. Smith, and E. Toroni

1.4 Every mission statement we have ever had including photographs of each

1.4 A list of all the agency ops managers who changed the mission statement.

1.4.1 Agency Goals and Objectives



Standard: There shall be established, measurable goals and objectives for the agency and for each organizational component within the agency. Such goals and objectives shall be directed toward accomplishing the agency mission, be reviewed periodically, and distributed to all appropriate personnel.

Suggested Evidence of Compliance: Provide the measurable goals and objectives for each organizational component, with evidence of periodic review and distribution. (I smell another spreadsheet here).



The Board of County Commissioners (BCC) has established a strategic planning process that identifies a “10 Year Strategic Plan” (on file) that ensures focus areas are met for our citizens. This strategic plan translates directly to the Parks and Recreation’s 5-Year Strategic Plan that outlines the vision, mission, and values of the organization. The Parks and Recreation Department’s goals and objectives (on file) are directly linked to the BCC Strategic Plan, the County Manager’s Action Plan, and the Growth Management Plan-Recreation and Open Space Element.

The Parks and Recreation 5-Year Strategic Plan outlines the department profile, customer profile, products, services, and 5-year capital and operations plan. Employee adherence to goals and objectives are tracked with **Key Result Areas (KRAs)** and employees are evaluated annually on their progress towards these goals and objectives.

Each year, the Department Director holds a retreat with the Leadership Team to discuss and update goals and objectives (agenda on file). The Assistant Director presents the draft goals and objectives to park staff at a department meeting (agenda on file). Park staff provides comment and input and the revisions will be made. The revised goals and objectives are presented to the Parks and Recreation Advisory Board (PARAB) for their recommendation (minutes on file). Approved goals and objectives are distributed to all employees via email or paper copy and posted on the department common drive. Copies are framed and posted in all community centers and park facilities.

- 1.4.1 10 Year Strategic Plan
- 1.4.1 Parks and Recreation 5-Year Strategic Plan
- 1.4.1 Parks and Recreation Department's Goals and Objectives
- 1.4.1 County Manager's Action Plan
- 1.4.1 Growth Management Plan Recreation and Open Space Element
- 1.4.1 Key Result Areas
- 1.4.1 Goals and Objectives Leadership Retreat Agenda
- 1.4.1 Department Staff Meeting Agenda
- 1.4.1 PARAB Meeting Minutes

One More Time

1.4.2 Personnel Involvement



What is the
standard
asking for?

Standard: The agency shall have an established process for acquiring and considering input from personnel at various levels of the organization in the development of goals and objectives.

Suggested Evidence of Compliance: Provide examples of the methods utilized to obtain input from personnel at various levels of the organization (e.g. surveys, focus groups, etc.) and how the organization's goals and objectives are communicated to all personnel.

What is your
evidence of
compliance?



1.4.2 – Personnel Involvement

The annual development of department of goals and objectives is conducted department wide through the following process: (process can be a narrative, flow chart, etc).

- The Department Director holds a retreat in November with the Leadership Team (Assistant Director, Operations Manager, Parks Superintendent, and Human Resources Technician) to discuss and update goals and objectives.
- The Assistant Director presents the goals and objectives to park staff at the November department-wide staff meeting. Park staff reviews goals and make comments and suggestions. In addition staff is tasked with developing site specific goals and objectives to be reviewed and approved by the Leadership Team.
- The Department Director and the Leadership Team review staff comments and make changes.
- Revised goals and objectives are presented to the Parks and Recreation Advisory Board at the December meeting.
- Approved goals and objectives are distributed to all employees via email, paper, and placed on the department common drive. Hard copies are framed and posted in all facilities.

1.4.2 Evidence of Compliance:

- 1.4.2 Leadership Retreat Agenda (should include meeting minutes and staff sign in sheet..agenda's can be written 2 days before the reviewer arrives).
- 1.4.2 Department Meeting Agenda (should include meeting minutes and staff sign in sheet).
- 1.4.2 Parks and Recreation Advisory Board Agenda
- 1.4.2 Email goal and objectives to staff (screen shot of email to all staff i.e. DL-Parks).
- 1.4.2 Goals and objectives on common drive (screen shot of location on agency's common drive).



1.5 Vision ★

Standard: The agency shall provide an adopted Vision Statement that is aspirational, far reaching, and states where the agency is going. It should be available to the approving authority, staff, and participants.

Suggested Evidence of Compliance: Provide evidence of adopted Vision statement that is available to the approving authority, staff, and participants.

We strive to be the best community in America to live, work, and play.

1.5 What would you include as evidence of compliance?

1.6 Policies, Rules, Regulations, and Operational Procedures

Standard: There shall be delegation of responsibilities among approving authority, chief administrator, and staff regarding development and implementation of policies, rules, regulations, and operational procedures.

Suggested Evidence of Compliance: Show delegation of responsibilities among approving authority, chief administrator, and staff regarding development and implementation of policies, rules, regulations, and operational procedures.

1.6 What would you include as your evidence of compliance?

1.6.1 Administrative Policies and Procedures

Standard: There shall be policies and procedures, encompassing administrative aspects of the organization that are kept up to date, reviewed periodically, and made available to pertinent administrative and supervisory personnel.

Suggested Evidence of Compliance: Provide access to the agencies policies and procedures, demonstrate how they are made available to personnel, and provide evidence of periodic review by the approving authority and administrators.

The Office of the County Manager Administrative Procedure Manual is found in Exhibit A. The approving authority for this manual is the County Manager. (letter on file). The Collier County Parks and Recreation Policies and Procedures Manual is available in Exhibit C. The Administrative Assistant facilitates the systematic review of each section by the appropriate staff. Staff are assigned specific sections for completion and reviewed not only as procedures change, but also within the 5 year window. These are approved by the Parks and Recreation Director. Standard Operating Procedures are kept electronically on the department drive and available to all staff.

- 1.6.1 Exhibit A - Office of the County Manager Administrative Procedure Manual
- 1.6.1 County Manager Letter
- 1.6.1 Exhibit C – Collier County Parks and Recreation Policies and Procedures Manual

Has the standard been met according to what has been provided here?

1.7 Agency Relationships (I know what you're thinking and that's not what this standard is asking for).

Standard: There shall be ongoing liaison roles with complementary organizations, such as nearby park and recreation agencies, social service organizations, and other governmental units and regulatory bodies.

Collier County Parks and Recreation Department realizes the importance of being an intricate and active part of the Collier County community. It is important to respond to the ever-changing demographic landscape and to be responsive to individual and group needs. The Department partners with a variety of agencies that benefit the community (Agency Relationships). For example, The Parks Director serves on the Collier Leadership-Community Health Improvement Planning initiative as well as the Freedom Memorial Task Force, the Assistant Director serves as the liaison with the Collier County School Board, Region Manager Three serves as the liaison to the Collier County Redevelopment Agency for Immokalee, Region Manager One serves as the liaison to the Collier County Civic Association, the Eagle Lakes Community Center Supervisor coordinates the Summer Food Service Program with the State Department of Education and Collier County School District Region 4 Manager serves on the Safe & Healthy Children's Coalition of Collier County, which focuses on children's safety and drowning prevention, the Park Ranger Supervisor participates with the North Naples Task Force, the Golden Gate Community Center Supervisor serves on the Golden Gate Civic Association Board, and all Supervisors are FEMA trained and are prepared to serve in disaster situations.

When management and supervisory staff serve in these capacities, they report the information gleaned back to their colleagues during scheduled staff meetings to ensure that all staff remain aware of the services and resources available through other community public and social service agencies.

These relationships enhance the overall services provided both by the Parks and Recreation Department and the partnering agency. The relationships are based on common / compatible goals and are designed to reach the most number of residents and visitors in Collier County. For the most part, the relationships are formal in nature and Agreements, Memos of Understanding, and Leases are drawn up and executed (Exhibit F – Leases, Agreements, and MOUs).

1.7 Suggested Evidence of Compliance: Provide evidence of cooperative efforts, including a list of staff with liaison responsibility. This information may be evidenced through Memoranda of Agreement, Memoranda of Understanding, Cooperative Agreements, etc.

- 1.7 Agency Relationships (spread sheet listing different relationships and agency staff who serve as the liaison).
- 1.7 Exhibit F – Leases, Agreements, and MOUs (a representative sample of these documents in a binder labeled Exhibit F).

Exhibits! Who said anything about exhibits? What is this Exhibit F? Where are A, B, C, D, and E?



1.7.1 Operational Coordination and Cooperation Agreements

Standard: There shall be established agreements with other agencies, organizations, or individuals that entail cooperative use and maintenance of facilities, programming, facility design, land development, finances, etc.

Suggested Evidence of Compliance: Provide examples of cooperative agreements.

When the Board of County Commissioners, on behalf of the Collier County Parks and Recreation Department, enters into a partnership a legal document such as a lease, a Memo of Understanding or a Limited Use Agreement is jointly drafted. Policies regarding maintenance, permissible programming, funding, and usage are negotiated between the Collier County Parks and Recreation Department and the interested Agency. Competent legal council on behalf of both interested parties reviews the documents prior to approval and enacting the Agreement.

Other examples of these types of agreements may be found in Exhibit F- Leases, Agreements, and MOUs)

- 1.7.1 Interlocal Agreement with District School Board of Collier County
- 1.7.1 Reciprocal Agreement with the City of Naples
- 1.7.1 Goodland Civic Association Agreement
- 1.7.1 Exhibit F – Leases, Agreements, and MOUs

Did we meet the standard? Something is missing?

Encouraging Agency Excellence



CLOSING THOUGHTS?



Thank you!



nancyolson@colliergov.net