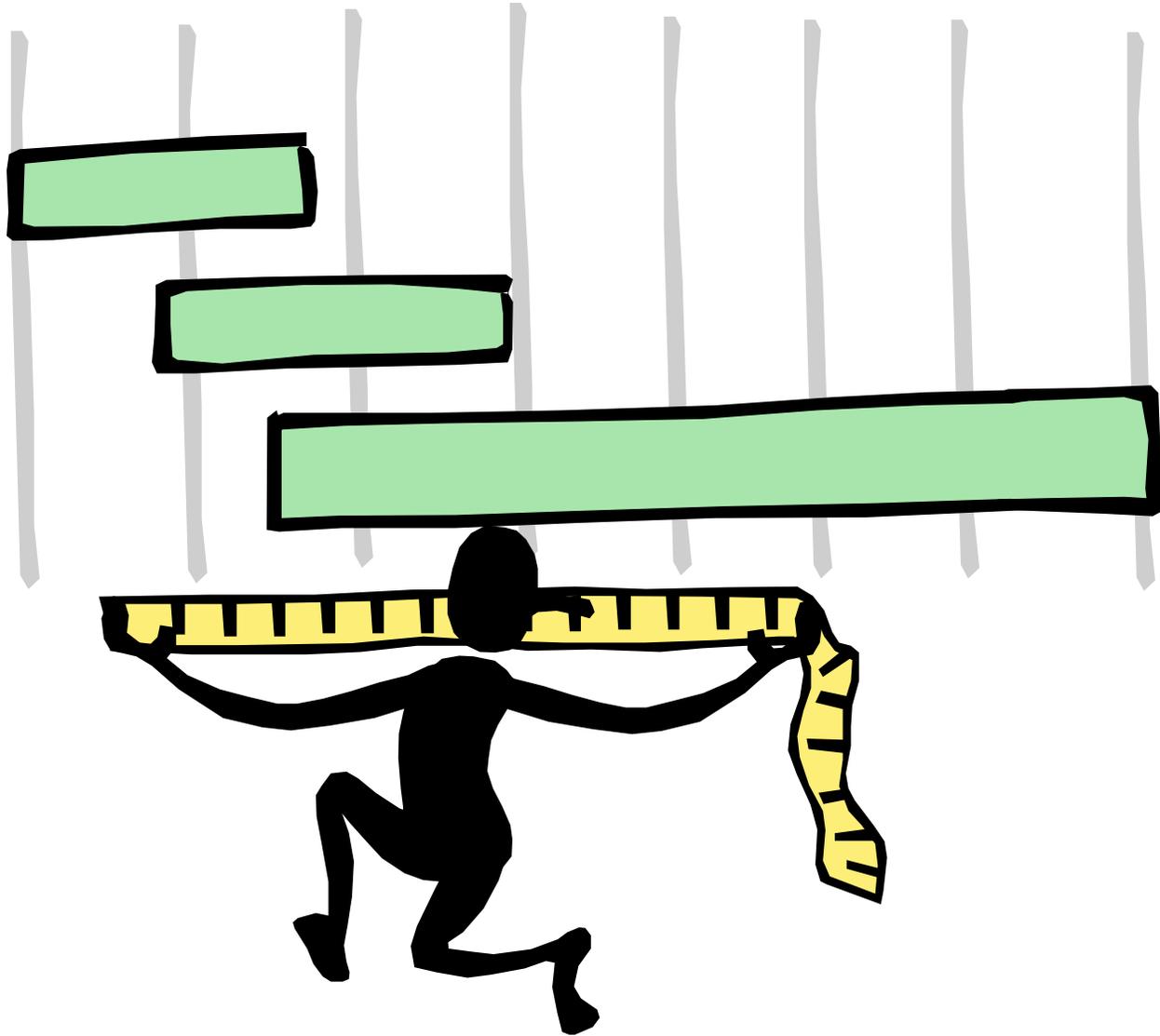


Afloat Recreation (Shipboard)



MWR Program Standards and Metrics

April 2003

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AFLOAT RECREATION (SHIPBOARD) PROGRAM STANDARDS AND METRICS

INTRODUCTION

About Program Standards and Metrics

PREFACE

Program standards and metrics were developed to accomplish the OPNAV (N-46), Navy-wide requirement to develop measurements for all Navy programs funded with Base Operating Support (BOS) dollars.

Metric: *“A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource.”*

“A metric may be subjective, relative or absolute.”

Ben Barrow, Phoenix AZ, 2000.

The desired outcome of the initiative is to help Navy senior leadership make funding justifications, choices, and decisions.

GOALS

The following goals will be achieved by applying program standards and metrics.

1. Establish Navy-wide standards or reference points in the areas of service delivery, cost, and efficiencies and establish metrics to measure how individual programs, regions, and Navy MWR overall is doing in relation to these standards.

**GOALS
(cont.)**

2. Show how MWR is linked to Navy readiness, retention, and mission and answer the following questions all competitors for APF funding must answer:
 - “Why is the program important to the Navy?” and,
 - “What do we lose in the way of readiness, retention, or mission accomplishment if the program is partially or not funded?”
 3. Starting with POM-04, use program standards and metrics to build MWR’s funding requirements for each POM and PR cycle. (i.e., to calculate how much APF MWR funding is required as part of the Navy’s resource programming process.)

(This is the process every APF competitor must use to justify program needs.)
 4. Identify program priorities. (e.g., What is funded first? What is funded last? What is funded fully? What is funded partially?and, Why?)
 5. Identify and employ standard data collection systems and applications to examine and assess the standards and metrics for each identified MWR program.
 6. Ensure the program standards and metrics data can be used by anyone to determine (compare) how similar programs are doing within regions and throughout Navy MWR.
 7. Identify efficiencies and best practices that can be shared and/or duplicated within regions and throughout Navy MWR.
-

BACKGROUND

In the fall of 2000, a Navy MWR Integrated Process Team (IPT) steering group began the program standards and metrics project by:

- Establishing a steering group.
- Identifying key members from N-46, PERS-65, Major Claimants, Navy regions, and from among Navy MWR directors to participate on various project teams.
- Adopting a metrics “model” to help organize and prioritize standards for each program.
- Determining how to proceed with the establishment of standards and metrics.
- Identifying the initial MWR programs to be studied.

The initial MWR programs studied represent more than 80% of the APFs used by MWR, exclusive of the Child Development program, which was studied separately.

- Fitness.
- Liberty.
- Libraries.
- Fleet/Isolated Motion Picture (MOPIC).
- Youth Activities/SAC.
- Outdoor Recreation.
- Information, Tickets and Travel (ITT).

The IPT used the following project procedure:

- Define project goals and objectives.
- Divide the project team into work groups and assign responsibilities and tasks.

BACKGROUND
(cont.)

The project team work groups included:

- Program Support.
 - MWR MACRO Standards.
 - MIS Applications.
 - Research.
 - Communications.
 - Best Practices.
- Direct the development of standards and metrics program for MWR programs that consists of two major parts:
 - Program Standards.
 - Customer Satisfaction.
 - Provide MWR program metrics and standards for:
 - Personnel.
 - Facilities.
 - Programs/Programming.
 - Equipment.
 - Administration.
 - Prepare evaluation tools.
 - Develop directions for assessing and comparing an MWR program's current condition to the specified program standards and for using the metrics evaluation tools.
 - Test standards and metrics and adjust as needed.
 - Publish program standards and metrics for each MWR program to be studied.

The Installation Management Working Group and the Shore Installation Programming Board approved the standards and a

**BACKGROUND
(cont.)**

Navy-wide assessment was conducted in August/September 2001. Navy Personnel Command (Pers 65) assumed responsibility for the standards and issued a formal implementation in December 2002.

In order that a more accurate assessment could be made of the quality of and APF support needed for the MWR program, the MWR IPT Steering Group identified five additional programs for inclusion in the process:

- MWR Overhead.
- Auto Skills.
- Category B Bowling.
- Afloat Recreation (Shipboard).
- Fleet Recreation (Shore Support).

PET Teams were also charged with revising the standards for the original seven programs in order to maintain their currency with professional practice. A Navy-wide assessment of all programs, new and old, is scheduled for August/September 2003.

**WHAT THIS
PROGRAM
WILL AND
WON'T DO**

What this standards and metrics program does:

- It publishes standards to which you are to compare your MWR program.
- It provides the metrics and assessment tools which you will use to compare your MWR program to these published standards.

What this program does NOT do:

- It does not tell you what you should do to run your MWR program, or how you should run it.
- It does not tell you how to close the gap between these published standards and your MWR program, if one exists.

**HOW TO
USE THIS
DOCUMENT**

Each booklet is divided into the following sections:

- Table of contents.
- Section I.
- Measurement 1 -- Personnel.
- Measurement 2 -- Facilities.
- Measurement 3 -- Programming.
- Measurement 4 -- Equipment.
- Measurement 5 -- Administration.
- Section II -- Customer Satisfaction.
- Section III -- Scoring.

The program standards are found after the appropriate metric for each program measurement area. The worksheets for each metric follow the standards in each section.

The Table of Contents is used to locate specific metrics and standards and metrics information.

This Introduction section explains the project, methods, and use of the directive.

The sections tabbed “Metric X -- Title” contain the metrics and standards and for one of the five major measurement areas.

SOURCES

The standards published in this document drew on the following:

- Existing, official DoD and/or DON instructions/policy.
 - Generally accepted industry and/or professional standards, recommendations, and/or guidelines.
 - Best MWR and/or business practices.
 - The experience of the project team members.
-

ASSISTANCE

If you have questions regarding this program, please contact the appropriate PERS-65 program manager. Use the address and phone numbers below for general information, assistance and routing.

NAVY PERSONNEL COMMAND
NAVY MWR DIVISION (PERS-654)
5720 INTEGRITY DRIVE
MILLINGTON TN 38055-6540

DSN 882-6717
COM (901) 874-6717
FAX (901) 874-6847
INTERNET pers654@persnet.navy.mil

**STANDARDS
CONTINUUM**

As you will see, the processes result in scores that, through the use of work sheets, tables and simple arithmetic, equate to the following:

10	SL1	Ideal
9		
8	SL2	Operational with some deficiencies
7		
6	SL3	Operational with serious deficiencies
5		
4	SL4	Not operational
3		
2		
1		
0		

NOTE: The scoring methods calculate to scores between 1 and 10.

**TRUTH IN
ADVERTISING**

DO NOT use the score sheets to make your MWR program look a bit better (or worse) than it actually is. The purpose of this process is to justify full funding with regard to Navy readiness, retention, and mission.

GLOSSARY

The following abbreviations, acronyms, and definitions apply.

BOS	Base Operating Support.
IPT	Integrated Process Team.
M/S	Metrics/Standards (and vice-versa).
NPRST	Navy Personnel Research Studies and Technology.
PET	Program Enhancement Teams.
POM	Program Objective Memorandum.
PR	Program Review.
PSG	Program Support Group.
SL	Service Level.
S/M	Standards/Metrics (and vice-versa).
Benchmark	A performance reference point.
Charts	Used to graphically display metric results. The chart itself is not a metric.
Counts	A statistic/measurement that can result in a metric. However, statistics do not necessarily give a measure that will drive appropriate management action.
Measurement	Actual value of a metric.
Metric	A quantifiable measure (not the measurement itself) made over time, which communicates vital information about the quality of a process, activity, or resource. A metric may be subjective, relative or absolute. A metric is means to an end--not the end itself.
Status Measure	A one time measurement that conveys little trend information. (Such as data in a pie chart.)
Metric Attributes	<ul style="list-style-type: none">• Meaningful to the customer• Tells how well organizational goals are being met through measured processes.• Simple, understandable, and repeatable.• Unambiguously defined.• Shows a trend.• Its data is easy and economical to collect.• Timely.• Drives appropriate management action.

STANDARD

A standard is a statement of desirable practice as set forth by experienced and recognized professionals. Many of the standards in this document are based directly on those published by DoD, Navy or an appropriate professional society – because they were developed in the same way – by experienced and recognized professionals. Other standards are professional interpretations written to fit Navy MWR, given its unique requirements. All the standards, then, are not regulatory and are written to direct and stimulate the program and the corporate policy body toward better and safer services, programs and innovations.

Every Navy command and MWR department is rightfully concerned with the efficiency and effectiveness of its operations. With the importance of MWR experiences to the quality of life of Navy personnel, every agency has a responsibility to perform at the highest possible level. The appraisal of just how well an MWR program operates is indeed a difficult task. It is inadequate to evaluate on financial performance alone – program deliverables are vastly more important but more difficult to measure. For this reason, the Navy has turned to the experience and wisdom of its MWR professionals. This experience and wisdom have been formalized into this set of standards, which may be used to evaluate one’s program. The collective result of compliance with standards will be a high quality program that meets professional requirements and the unique needs of those served.

**NOT APPLICABLE
“N/A”**

It is possible you will find that some standards don’t apply to your program. Circumstances may be such that the standard simply “doesn’t fit.” When that happens, you may mark the standard “N/A” and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don’t comply or it is very difficult for you to achieve, doesn’t mean it doesn’t apply. You should be able to justify your reasoning for any standard you mark “not applicable.”

**AFLOAT
(SHIPBOARD)
RECREATION
PROGRAM
DESCRIPTION**

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PERSONNEL**

METRIC 1.1

Percent Compliance With Staffing Standards

**PURPOSE
OF THIS
METRIC**

To measure the level of staffing in Afloat Recreation Programs as compared to standards for other afloat commands of comparable size.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale Welfare and Recreation (MWR) Programs
 - BUPERSINST 1710.16, Afloat Recreation Program Manual
-

NOTES

The Afloat Recreation Program on every ship has a direct influence over the Quality of Life for all personnel. Quality programs are a result of competent, mature, innovative personnel being assigned as Recreation Services Officer, Fund Custodian and Athletic Officer.

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Standards

1.1.1 Afloat Recreation (Shipboard) programs will be staffed in accordance with the appropriate staffing standard shown below:

A. Extra-Large Command >3,000
1 - Afloat Recreation Specialist, full-time, civilian (NF-4)
1 - Afloat Fitness Director, full-time, civilian (NF-4)
1 - Athletic Officer, Collateral Duty (O-1,2,3)
1 - Fund Custodian (E7 or above)
1 - Recreation Services E7 or above
12 - Recreation Assistants (E-1-E6)

B. Large Command 1,000-3,000
1 - Afloat Recreation Specialist, full-time, civilian (NF-4)
1 - Afloat Fitness Director, full-time, civilian (NF-4)
1 - Athletic Officer, Collateral Duty (O-1,2,3)
1 - Fund Custodian (E7 or above)
1 - Recreation Services E7 or above
6 - Recreation Assistants (E1-E6)

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

C. Medium Command 325-999 Small Command 150-324 Extra Small Command <150
1 - Recreation Services Officer, Collateral Duty (O-1,2,3 (3 is preferred))
1 - Recreation Fund Custodian, Collateral Duty (E7 or above)
1 - Athletic Officer, Collateral Duty (E7 or above)
3 - 4 - Recreation Assistants, Collateral Duty (E-1-E6)

**Score Sheet
Afloat Recreation (Shipboard)
Metric 1.1**

Step 1 Find the staffing standard that applies to your Afloat Command size.

A. Extra- Large Command >3,000		A	
Step 2	Circle the number in column (A) that applies to your command for each position in the standard.	Meet Standard	Filled Below
1	Afloat Recreation Specialist, full-time, civilian (NF-4)	1	
1	Afloat Fitness Director, full-time, civilian (NF-4)	1	
1	Athletic Officer, Collateral Duty (O-1,2,3)	1	
1	Fund Custodian (E7 or above)	1	
1	Recreation Services E7 or above	1	
12	Recreation Assistants (E-1-E6) <i>(score one point for each, (up to 12) and enter total)</i>		
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 17 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

B. Large Command 1,000-3,000		A	
Step 2	Circle the number in column (A) that applies to your command for each position in the standard.	Meet Standard	Filled Below
1	Afloat Recreation Specialist, full-time, civilian (NF-4)	1	0.5
1	Afloat Fitness Director, full-time, civilian (NF-4)	1	0.5
1	Athletic Officer, Collateral Duty (O-1,2,3)	1	0.5
1	Fund Custodian (E7 or above)	1	0.5
1	Recreation Services E7 or above	1	0.5
6	Recreation Assistants (E1-E6) <i>(score one point for each, up to 6, and enter total)</i>		
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Staffing Standards

C. Medium Command 325-999 Small Command 150-324 Extra Small Command <150		A	
Step 2	Circle the number in column (A) that applies to your command for each position in the standard.	Meet Standard	Filled Below
1	Recreation Services Officer, Collateral Duty (O-1,2,3 (3 is preferred))	1	0.5
1	Recreation Fund Custodian, Collateral Duty (E7 or above)	1	0.5
1	Athletic Officer, Collateral Duty (E7 or above)	1	0.5
4	Recreation Assistants, Collateral Duty (E-1-E6) <i>(score one point for each, up to 4, and enter total)</i>		
Step 3	Add the numbers you circled and enter total.		

Step 4 Compute your percent compliance:

$$A \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PERSONNEL**

METRIC 1.2

Percent Compliance With Qualifications Standards

**PURPOSE
OF THIS
METRIC**

To measure the degree of compliance with prescribed qualification standards for all civilian afloat Personnel and preferred qualifications for active duty personnel.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.16 series Afloat Recreation Program Manual.
 - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
-

NOTES

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Standards

- 1.2.1** Civilian Afloat Recreation Specialist has a 4-year degree in Recreation Administration or related subject and at least one full year of work experience in a recreation setting.
- 1.2.2** Civilian Afloat Fitness Director has a 4-year degree in Kinesiology, Exercise Physiology or related subject area and at least two full years of work experience in a related fitness and health setting.
- 1.2.3** Athletics Officer has a sports background and is an E7 or above.
- 1.2.4** Recreation Services Officer is an E7 or above with minimal additional collateral duties.
- 1.2.5** Recreation Fund Custodian is an E7 or above with some financial experience.
- 1.2.6** Recreation CPO is promotable and shows an interest in the ship's recreation program.

<p>NOTE: All military assigned are interviewed and approved by the Afloat Recreation and/or Afloat Fitness Specialist. Military assigned personnel should be "squared away" with an interest in the ship's fitness and recreation programs.</p>
--

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**Score Sheet
Afloat Recreation (Shipboard)
Metric 1.2**

Step 1 Find the staffing standard that applies to the program offered at your installation.

A. Extra Large and Large Commands(>1,000)		A	B
Step 2	Circle the number in columns A and B that applies to your program for each position in the standard	Meet Education Requirement	Meet Experience Requirement
1.2.1	Afloat Recreation Specialist, full-time	1	1
1.2.2	Afloat Fitness Director, full-time	1	1
1.2.3	Athletic Officer, Collateral Duty		1
1.2.5	Fund Custodian		1
1.2.6	Recreation Services Chief Petty Officer		1
Step 3	Add the numbers you circled from both columns and enter total.		

Step 4 Compute your percent compliance:

$$A + B \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.2.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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Percent Compliance With Qualifications Standards

B. Medium, Small and Extra Small Commands		A
Step 2	Circle the number in column (A) that applies to your command for each applicable standard	Meet Standard
1.2.3	Athletic Officer, Collateral Duty	1
1.2.4	Recreation Services Officer	1
1.2.5	Recreation Fund Custodian	1
Step 3	Add the numbers you circled and enter total.	

Step 4 Compute your percent compliance:

$$A \div 3 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.2.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PERSONNEL**

METRIC 1.3

Percent Compliance With Training Standards

**PURPOSE
OF THIS
METRIC**

To measure the degree of compliance with prescribed Afloat Recreation program training requirements.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.16 (series) Afloat Recreation Program Manual

NOTES

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Percent Compliance With Training Standards

Standards

1.3.1 An Afloat Fitness Director who has been aboard for the time period listed below, has completed the following training:

Training Course/Opportunity	Time Period
Prevention of Sexual Harassment	1 Year
Fire Fighting and Damage Control	1 Year
Command Fitness Leader Course (Basic)	1 Year
Command Fitness Leader Course (Advanced)	1 Year
Navy Biomechanics/Nutrition Course	1 Year
MWR Managers' Course	1 Year
Leadership Skills for Managers (LSFM)	18 Months
Achieving Extraordinary Customer Relations (AECR)	90 Days
American Red Cross First Aid Certification current	90 Days
American Red Cross C.P.R. Certification current	90 Days
NAF Basic Contracting	1 Year
Fleet Recreation Management Conference	1 Year
One additional training opportunity that offers C.E.U. credits (e.g. American College of Sports Medicine)	1 Year
Attends vendor provided equipment maintenance and repair seminars	1 Year

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

1.3.2 An Afloat Recreation Specialist who has been aboard for the time period listed below, has completed the following training:

Training Course/Opportunity	Time Period
Prevention of Sexual Harassment	1 Year
Fire Fighting and Damage Control	1 Year
Fleet Recreation Management Course	1 Year
MWR Managers' Course	1 Year
Leadership Skills for Managers (LSFM)	18 Months
Achieving Extraordinary Customer Relations (AECR)	90 Days
American Red Cross First Aid Certification current	90 Days
American Red Cross C.P.R. Certification current	90 Days
NAF Basic Contracting	1 Year
Fleet Recreation Management Conference	1 Year
One additional training opportunity that offers C.E.U. credits (e.g. NRPA)	1 Year
Attends vendor provided equipment maintenance and repair seminars	1 Year

1.3.3 Recreation Services Officer has attended required NPC Fleet Recreation Management Course prior to turnover from the incumbent.

1.3.4 Recreation Fund Custodian has attended the required NPC Fleet Recreation Management Course prior to assuming duties.

1.3.5 At least two ship's force personnel with mechanical and electrical background have attended the vendor provided maintenance and repair training for exercise equipment.

**Score Sheet
Afloat Recreation (Shipboard)
Metric 1.3**

Step 1 Find the training standard that applies to your size command.

Extra Large, Large Commands >1,000		A	B	C	D	E
Step 2	Circle the number for each training standard met.	Afloat Fitness Director	Afloat Recreation Specialist	Recreation Services Officer	Recreation Fund Custodian	Two Other Ship's Personnel
	Prevention of Sexual Harassment	1	1			
	Fire Fighting and Damage Control	1	1			
	Command Fitness Leader Course (Basic)	1				
	Command Fitness Leader Course (Advanced)	1				
	Navy Biomechanics/Nutrition Course	1				
	MWR Managers' Course	1	1			
	Leadership Skills for Managers (LSFM)	1	1			
	Achieving Extraordinary Customer Relations (AECR)	1	1			
	American Red Cross First Aid Certification current	1	1			
	American Red Cross C.P.R. Certification current	1	1			
	NAF Basic Contracting	1	1			
	Fleet Recreation Management Course	1	1	1	1	
	Fleet Recreation Management Conference	1	1			
	One additional training opportunity that offers C.E.U. credits (e.g. American College of Sports Medicine)	1	1			
	Attends vendor provided equipment maintenance and repair seminars	1	1			1
Step 3	Add the numbers you circled in each column and enter totals.					

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Step 4 Compute your percent compliance:

$$A + B + C + D + E \div 30 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.3.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

Percent Compliance With Training Standards

Medium, Small and Extra Small Commands		A	B	C
Step 2	Circle the number for each training standard met.	Recreation services Offices Afloat Fitness Director	Recreation Fund Custodian	Two Other Ship's Personnel
	Fleet Recreation Management Course	1	1	
	Vendor provided equipment maintenance and repair seminars			1
Step 3	Add the numbers you circled in each column and enter totals.			

Step 4 Compute your percent compliance:
 $A + B + C \div 3 \times 100 = \% \text{ Compliance}$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 1.3.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
FACILITIES**

METRIC 2.1

Percent Compliance With Square Foot Standards

**PURPOSE
OF THIS
METRIC**

To measure square footage and compare with the average in every ship class to determine level of compliance with the average

**REFERENCES/
SOURCES**

- NAVFAC P-80
-

NOTES

This metric is intended to measure the square footage devoted to recreation purposes aboard ship, albeit not all spaces utilized. Because of the premium on space for any afloat unit, recreation space is often shared with many other non-recreation purposes. Recreation events utilize whatever space can be found - mess decks, hangar bays, flight decks, fantails - that are appropriate and can be made available. Creative programmers should be able to work within whatever constraints they are faced with.

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Percent Compliance With Square Foot Standards

Standards

Space elements include the following:

- Library Multimedia Resource Center
- Recreation gear storage
- Fitness equipment parts storage
- Exercise space
- Crew’s Lounge (one per berthing area)
- Staff office (extra large and large ships only)

(All amounts are square feet)

Standards	XL	L	M	S	XS
2.1.1 Library Multimedia Resource Center	225	100	60	60	24
2.1.2 Recreation gear storage	100	80	60	10	10
2.1.3 Fitness equipment parts storage	25	20	15	10	10
2.1.4 Exercise space	5100	5100	1350	600	120
2.1.5 Crew’s Lounge <i>(one per berthing area)</i>	<i>(one per berthing area)</i>				
2.1.6 Staff office	200	100	N/A	N/A	N/A

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**Score Sheet
Afloat Recreation (Shipboard)
Metric 2.1**

Step 1. Find applicable size of command

Step 2 Circle the number in the block for each standard met.

Standard		Size of Command				
		XS	S	M	L	XL
2.1.1	LMRC					
Actual square footage ÷ total square foot requirement x 100 = % compliance	100%	5	5	5	5	5
	90-99%	4	4	4	4	4
	80-89%	3	3	3	3	3
	70-79%	2	2	2	2	2
	60-69%	1	1	1	1	1
2.1.2	Recreation Gear Storage	1	1	1	1	1
2.1.3	Fitness Equipment Parts Storage	1	1	1	1	1
2.1.4	Exercise Space					
Actual square footage of fitness space ÷ square footage requirement (from chart above) x 100 = % compliance.	100%	5	5	5	5	5
	90-99%	4	4	4	4	4
	80-89%	3	3	3	3	3
	70-79%	2	2	2	2	2
	60-69%	1	1	1	1	1
2.1.5	Crew's Lounge	1	1	1	1	1
2.1.6	Staff Office				1	1
Step 3	Add the numbers you circled and enter totals.					

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Step 4 Enter column total for your command in the chart below and compute percent compliance.

Command Size	Column Total	Divided By	X	= % Compliance
Extra small		13	100	
Small		13	100	
Medium		13	100	
Large		14	100	
Extra Large		14	100	

Step 5 Enter your percent compliance in the performance block for metric 2.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PERSONNEL**

METRIC 2.2

Percent Compliance With Qualitative Facility Standards

**PURPOSE
OF THIS
METRIC**

To determine the degree to which Afloat Commands facilities comply with prescribed standards for programming areas within each class of ship.

**REFERENCES/
SOURCES**

- -
-

NOTES

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Standards

2.2.1 Library Multimedia Resource Center

2.2.1.1 Contains adequate lighting, electrical power and ventilation to support personnel and office equipment

2.2.1.2 Internet connections are provided for each PC

2.2.1.3 Sound levels are under 84 decibels

2.2.2 Recreation gear storage

2.2.2.1 There are adequate shelving, bins, and open-end cubicles for storage of equipment and supplies.

2.2.2.2 Storage space is capable of being secured.

2.2.2.3 Space is climate controlled for temperature and humidity

2.2.3 Fitness equipment parts storage

2.2.3.1 There are adequate shelving, bins, and open-end cubicles for storage of equipment and supplies.

2.2.3.2 Storage space is capable of being secured.

2.2.3.3 Space is climate controlled for temperature and humidity

2.2.4 Exercise space

2.2.4.1 20 amp dedicated circuit is provided for each treadmill

2.2.4.2 Adequate, dedicated power is provided for all other equipment

2.2.4.3 Resilient rubber flooring is provided under all exercise equipment

- 2.2.4.4** All exercise equipment is safely secured for sea.
- 2.2.4.5** Air circulation levels are maintained at a minimum of 10 air exchanges per hour.
- 2.2.4.6** Sound levels are under 84 decibels. Sound sources include exercise equipment in use, stereo sound system, conversation, etc.
- 2.2.4.7** Space is well lit in order to ensure the proper use of and safety of personnel using the equipment.
- 2.2.4.8** The floor is designed to bear the load of weight machines and equipment (minimum 45.36 kilograms per .1 square meter or 100 pounds per square foot).
- 2.2.4.9** A water fountain or cooler is available within or adjacent to the fitness activity areas.

2.2.5 Staff office (large and extra large ships)

- 2.2.5.1** Contains adequate lighting, electrical power and ventilation to support personnel and office equipment.
- 2.2.5.2** Minimum of 2 Internet connections are provided.
- 2.2.5.3** Minimum of 2 telephone connections are provided (one with direct access to outside lines, DSN and commercial incoming and outgoing).
- 2.2.5.4** Located near crew gathering area.

2.2.6 Crew's Lounge (one per berthing area)

Percent Compliance With Qualitative Facility Standards

**Score Sheet
Afloat Recreation (Shipboard)
Metric 2.2**

Step 1 Circle the number in column A for each standard met		A
Standards		
Core Areas		
2.2.1	Library Multimedia Resource Center	
2.2.1.1	Contains adequate lighting, electrical power and ventilation to support personnel and office equipment	1
2.2.1.2	Internet connections are provided for each PC	1
2.2.1.3	Sound levels are under 84 decibels	1
2.2.2	Recreation gear storage	
2.2.2.1	There are adequate shelving, bins, and open-end cubicles for storage of equipment and supplies	1
2.2.2.2	Storage space is capable of being secured.	1
2.2.2.3	Space is climate controlled for temperature and humidity	1
2.2.3	Fitness equipment parts storage	
2.2.3.1	There are adequate shelving, bins, and open-end cubicles for storage of equipment and supplies.	1
2.2.3.2	Storage space is capable of being secured	1
2.2.3.3	Space is climate controlled for temperature and humidity	1
2.2.4	Exercise space	
2.2.4.1	20 amp dedicated circuit is provided for each treadmill	1
2.2.4.2	Adequate, dedicated power is provided for all other equipment	1
2.2.4.3	Resilient rubber flooring is provided under all exercise equipment	1
2.2.4.4	All exercise equipment is safely secured for sea	1
2.2.4.5	Air circulation levels are maintained at a minimum of 10 air exchanges per hour	1

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

2.2.4.6	Sound levels are under 84 decibels. Sound sources include exercise equipment in use, stereo sound system, conversation, etc	1
2.2.4.7	Space is well lit in order to ensure the proper use of and safety of personnel using the equipment	1
2.2.4.8	The floor is designed to bear the load of weight machines and equipment (minimum 45.36 kilograms per .1 square meter or 100 pounds per square foot).	1
2.2.4.9	A water fountain or cooler is available within or adjacent to the fitness activity areas	
2.2.5	Staff office (<i>large and extra large ships</i>)	
2.2.5.1	Contains adequate lighting, electrical power and ventilation to support personnel and office equipment	1
2.2.5.2	Minimum of 2 Internet connections are provided	1
2.2.5.3	Minimum of 2 telephone connections are provided (one with direct access to outside lines, DSN and commercial incoming and outgoing)	1
2.2.5.4	Located near crew gathering area	
2.2.6	Crew's Lounge (<i>one per berthing area</i>)	
Step 2	Add the circled numbers and enter total.	

Step 3 Large and Extra large ships:

Total column A _____ ÷ 23 x 100 = % compliance _____

All other commands:

Total column A _____ ÷ 19 x 100 = % compliance _____

Step 4 Enter your percent compliance in the performance block for metric 2.2.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

AFLOAT RECREATION (SHIPBOARD) PROGRAM STANDARDS AND METRICS PROGRAMMING

METRIC 3.1

Percent Compliance With Programming Standards

PURPOSE OF THIS METRIC

To determine the level of compliance with prescribed programming standards for Afloat Recreation.

REFERENCES/ SOURCES

- Fleet Recreation Management Desk Reference
 - MWR Managers' Desk Reference, Vol. 1
 - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
 - BUPERSINST 1710.16 Administration of Recreation Programs Afloat
-

NOTES

The activity and event frequencies are provided as “guidelines”. Only you and your immediate supervisor can identify, define, and justify your programming frequencies and mix based on local policy, crew needs and expectations, traditional usage, environmental conditions, available APF/NAF budget, MWR Program competition, staff skill and knowledge, etc. The frequencies shown in the description of the standard for recurring monthly (or greater) activities and events apply to the extra large size ship.

Your programmed activities/events need to meet the standard and may, in fact, be greater in number. However, if they are consistently fewer in number, you may NOT be meeting your

**NOTES
(cont.)**

crews' needs. To further meet the crews recreational needs the RSO should be vigilant to the opportunities to program for special interest groups or clubs which may form on board the ship. Special interest activities may include such areas as chess, computers, adventure gaming, bicycling, etc.

In addition to offering a recommended number of program activities, events, and services, your schedule should include activities, events, and services in the various programming categories and formats indicated.

Activities/Events (recurring at least monthly) Category and Frequency:

Directed Activities:

- Activities that are led/programmed by the RSO/staff or trained crew member. Examples include:
 - Bingo
 - Card tournaments
 - Game tournaments

- Frequency: 3 times per week

Filler Activities:

- A planned activity that is led by a trained member of the staff or crew. These activities are generally less complex than a directed activity. Examples include:
 - Arts and crafts
 - Music
 - POD trivia
 - Swim Call

- Frequency: 2 times per week

Skills/Knowledge Classes:

- A scheduled training, instruction, seminar and/or specialized guidance led by the RSO/staff member, a volunteer or contracted professional. Examples include:
 - Fishing classes
 - Art classes
 - Golf instruction

- Frequency: 2 times per month

Command-Wide/Theme Events:

- Events that focus on a central idea or concept, such as holidays, an occurrence, or common interest. Examples include:
 - Christmas Party
 - Picnic
 - Superbowl party
- Frequency: 1 per month

Competitions:

- Any event challenging the participant's mental, physical, and or social skills. Examples include:
 - Passageway Golf
 - I-MC Trivia Pursuit
 - Holiday Hatch Decorating Contest
 - Skeet shooting
 - Kite flying
 - Frequency: 2 times per week
-

Standards

3.1.1 The listed frequencies and categories of recreation activities and events should be offered in the Afloat Recreation Program.

The total number (standard) of monthly activities and events for each ship’s crew size is shown below.

Ship Size	Standard # Activities/Events	Actual # Activities/Events in your Program
Extra Large - >3,000	31	
Large - 1,000 - 3,000	31	
Medium - 325 - 999	15	
Small - 150-324	10	
Extra Small <150	10	

3.1.2 Trips/Tours and Outings:

- Virtually any recreational activity or area of interest can be explored in the trip and outing format.

Frequency: Based on ship/crew size and an average port visit of 3-5 days.	
Extra Large	5 per day
Large	3 per day
Medium	1 per day
Small	1 per day
Extra Small	1 per day

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

- 3.1.3** A library of information, resources and points of contact for each Port of Call is maintained.
- 3.1.4** Information on tours and points of interest for each Port of Call is available to the crew.
- 3.1.5** Schedule of trips/tours/outings is published in advance of port visits.
- 3.1.6** Opportunity to sign up for trips/tours/outings is available.
- 3.1.7** An after-action file is maintained on each trip/tour/outing.
- 3.1.8** Trip/tour/outings are offered at discounted prices.

**Score Sheet
Afloat Recreation (Shipboard)
Metric 3.1**

Step 1 Compute the percent compliance for activities and events recurring monthly in your Afloat Recreation program (Actual # ÷ standard for your ship size X 100 = % compliance for 3.1.1).

Step 2 Locate the % compliance below and circle the corresponding score for metric 3.1.1. For metrics 3.1.2 through 3.1.8 circle the score if meeting standard.

Standards	% Compliance	Score
3.1.1 Average number of activities/events per month		
	95-100%	4
	90-94%	3
	85-89%	2
	80-84%	1
	<80%	0
3.1.2 Trips/tours and outings	Meet Standard	1
3.1.3 A library of information, resources and points of contact for each Port of Call is maintained.	Meet Standard	1
3.1.4 Information on tours and points of interest for each Port of Call is available to the crew.	Meet Standard	1
3.1.5 Schedule of trips/tours/outings is published in advance of port visits.	Meet Standard	1
3.1.6 Opportunity to sign up for trips/tours/outings is available.	Meet Standard	1
3.1.7 An after-action file is maintained on each trip/tour/outing.	Meet Standard	1
3.1.8 Trip/tour/outings are offered at discounted prices.	Meet Standard	1

Step 3 Add the circled numbers and enter total.

--

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Step 4 Compute your percent compliance

$$\text{Score} \div 11 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 5 Enter your percent compliance in the performances block for metric 3.1.

Step 6 Find the corresponding score (0-10) and enter it in the score block for the metric.

AFLOAT RECREATION (SHIPBOARD) PROGRAM STANDARDS AND METRICS PROGRAMMING

METRIC 3.2

Percent Compliance With Fitness Programming Standards

PURPOSE OF THIS METRIC

To determine the level of compliance with prescribed fitness programming standards for Afloat Recreation.

REFERENCES/ SOURCES

- Fleet Recreation Management Desk Reference
 - MWR Managers' Desk Reference, Vol. 1
 - BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
 - BUPERSINST 1710.16 Administration of Recreation Programs Afloat
-

NOTES

The activity and event frequencies are provided as “guidelines”. Only you and your immediate supervisor can identify, define, and justify your programming frequencies and mix based on local policy, crew needs and expectations, traditional usage, environmental conditions, available APF/NAF budget, MWR Program competition, staff skill and knowledge, etc. The frequencies shown in the description of the standard for recurring monthly (or greater) activities and events apply to the extra large size ship.

Your programmed activities/events need to meet the standard and may in fact, be greater in number. However, if they are consistently fewer in number, you may NOT be meeting your

**NOTES
(cont.)**

crews' needs. To further meet the crews recreational needs the RSO should be vigilant to the opportunities to program for special interest groups or clubs which may form on board the ship. Special interest activities may include such areas as yoga, martial arts, bicycling, weightlifting, running, etc.

In addition to offering a recommended number of program activities, events, and services, your schedule should include activities, events, and services in the various programming categories and formats indicated.

Standards

3.2.1 Skill/Knowledge Classes

- A scheduled training, instruction, seminar and/or specialized guidance led by the RSO/staff member, a volunteer crewmember or a contracted professional. Examples include equipment usage indoctrination, wellness classes, sports safety classes, etc.
- Frequency: 3 per quarter

Command-wide Activities/Events

- Programming targeted to the interest of the entire crew often with a particular theme or focus. Examples include command fun run, wellness fair, bench press competition, etc.
- Frequency: 1 per quarter

Competition/Tournaments

- Activities or events challenging the participant's physical skills. These may be individual or team activities, comprised of men, women or co-ed participants. Examples include intramural sports, DC Olympics, basketball shoot-out, electronic triathlon, arm wrestling, incentive programs, etc.
- Frequency: 2 per week

Directed Activities

- Activities that are led and programmed by the RSO/staff, a skilled and motivated crewmember or contracted professional. Examples include aerobics, group exercise, remedial PT, wellness assessment, sports skills conditioning, smoking cessation, personal training, etc.
- Frequency: 12 per week

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

The listed frequencies and categories of recreation activities and events should be offered in the Afloat Fitness Program.

The total number (standard) of monthly activities and events for each installation size is shown below.

Ship Size	Standard # Activities/Events	“A” Actual # Activities/Events in your Program
Extra Large - >3,000	56	
Large - 1,000 - 3,000	56	
Medium - 325 - 1000	20	
Small - 150 - 325	15	
Extra Small <150	12	

**Score Sheet
Afloat Recreation (Shipboard)
Metric 3.2**

Step 1 Compute the percentage compliance of activities and events recurring monthly or greater offered in your Afloat Fitness (3.2.1) against the standard for your size ship ($\text{Actual \#} \div \text{standard} = \% \text{ compliance}$).

Step 2 Locate the % compliance below and circle the corresponding score for metric 3.2.1.

Standards		% Compliance	Score
3.2.1	Fitness activities per month		
		95-100	4
		90-94	3
		85-89	2
		80-84	1
		<80	0

Step 3 Enter score.

Step 4 Compute your percent compliance

$\text{Score} \div 4 \times 100 = \% \text{ Compliance}$

Your % Compliance

Step 5 Enter your percent compliance in the performance block for metric 3.2.

Step 6 Find the corresponding score (0-10) and enter it in the score block for the metric.

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PROGRAMMING**

METRIC 3.3

Percent Compliance With Outreach Standards

**PURPOSE
OF THIS
METRIC**

To determine the degree to which the Afloat Recreation Program complies with prescribed standards for communication and outreach activities.

**REFERENCES/
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
 - MWR Managers' Desk Reference, Vol. 1
-

NOTES

Communication Outreach: The purpose of communication outreach is to raise awareness of the Afloat Recreation Program, obtain input and support from leadership and improve participation in activities and events. It includes public relations and networking with the target audience, with command/ship/squadron leadership, MWR colleagues and the home or visiting port.

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Standards

- 3.3.1** Recreation staff actively participates at unit/command indoctrination classes or General Military Training (GMT).
- Frequency: as scheduled by unit or command.
- 3.3.2** RSO meets/briefs with CO, XO and CMC.
- Frequency: at least once each month.
- 3.3.3** RSO meets with Fleet Recreation Coordinator.
- Frequency: at least one meeting per month.
- 3.3.4** RSO/ARS facilitate meetings of the Recreation Committee or Board.
- Frequency: at least monthly.
- 3.3.5** RSO attends all meetings of the Planning Board for Training (PB for T).
- Frequency: as scheduled by the command.

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**Score Sheet
Afloat Recreation (Shipboard)
Metric 3.3**

Step 1	Circle the number in column A for each standard met	A
Standards		
3.3.1	Recreation staff actively participates at unit/command indoctrination classes or General Military Training (GMT).	1
3.3.2	RSO meets/briefs with CO, XO and CMC.	1
3.3.3	RSO meets with Fleet Recreation Coordinator.	1
3.3.4	RSO/ARS facilitate meetings of the Recreation Committee or Board.	1
3.3.5	RSO attends all meetings of the Planning Board for Training (PB for T).	1
Step 2	Add the circled numbers and enter total.	

Step 3 Compute your percent compliance:

$$A \div 5 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 3.3.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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AFLOAT RECREATION (SHIPBOARD) PROGRAM STANDARDS AND METRICS EQUIPMENT

METRIC 4.1

Percent Compliance With Correct Type of Equipment Standards

**PURPOSE
OF THIS
METRIC**

To determine the degree to which the Afloat Recreation Program has the correct types of equipment in its inventory.

**REFERENCES/
SOURCES**

- DoD Fitness Standards
 - BUPERSINST 1710.16 series Recreation Programs Afloat Manual
-

NOTES

Strength training equipment will be divided into four areas and include free weights, dumbbells, adjustable weight stacks (which include multi-stations) and plate loaded. Commands can use one type or a combination. When space is a limitation, and only one type of circuit can be used, adjustable weight stack equipment should be used. This will ensure that beginners and personnel of all body sizes will be able to use the equipment. Additionally, more users will be able to use the equipment in a shorter period of time. The following exercises are recommended for a standard workout:

- Leg Extension
 - Leg Curl
 - Leg Press
 - Chest Fly
 - Chest Press Regular
 - Chest Press Incline
 - Low Row
 - Lat Pullover
 - Lat Pull Down
 - Shoulder Lateral Raise
 - Shoulder Press
 - Triceps Extension or Press
 - Biceps Curl
 - Abdominal
 - Low Back
-

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Percent Compliance With Correct Type of Equipment Standards

Standards

4.1.1 Library Multi Media Resource Center Equipment

Standard	XL	L	M	S	XS
4.1.1.1 Computer workstation with CDRW/DVD/Monitor/Speakers/UPS or laptop	12	8	4	3	2
4.1.1.2 Servers	1	1	1	1	1
4.1.1.3 Any combination from list below: Laser Printer Color Printer All in one Printer	2	2	1	1	1
4.1.1.4 Scanner	1	1	1	1	1
4.1.1.5 Any combination from list below: • 13" TV/VCR • Combination Audio cassette/compact disc player/recorder • Compact disc player • Digital camera or camcorder	8	6	4	3	2
4.1.1.6 Drop down view desk	12	8	4	3	N/A

4.1.2 Cardiovascular Equipment

Equipment	All Command Sizes
<p>Cardiovascular Equipment (command has a variety of the following types)</p> <ul style="list-style-type: none"> • Treadmills • Bikes • Cross trainers • Rowers • Steppers • Vertical climbers 	<p>The placement of cardiovascular equipment on board afloat units is critical due to a lack of space available for traditional activities such as running, swimming and biking. A sufficient blend of stationary bikes, recumbent bikes, rowing machines, stair climbers, treadmills, cross trainers or other recognized equipment will be provided. Service members are required to engage in a physical activity 3-5 times per week. The following formula can be used when determining the number of pieces to be provided:</p> $\frac{\text{\# of personnel on board} \times 30 \times 4}{8,400}$ <ul style="list-style-type: none"> • # of personnel on board while at sea • 30 = minutes of exercise • 4 = # of times per week to exercise • 8,400 = # of minutes available in a week assuming fitness center is open 20 hours per day <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>NOTE: An afloat unit should have a minimum of two (2) pieces of cardiovascular equipment, even if the formula calls for less. This will provide the crew with variety in addition to allowing for one piece to break down.</p> </div>

4.1.3 Strength Training Equipment

The following minimum standards will be followed by **extra small** commands (SSNs, SSBNs, PCs, ARSs, AGSSs, MCMs and MHCs).

- 4.1.3.1 One small multi-station, stand-alone or wall mounted, that includes as many muscle groups as possible.
- 4.1.3.2 Rubber band resistance sets that can be used to exercise muscle groups that are not included in the multi-station. There should be one (1) set for every five (5) people.

The following minimum standards will be followed by **small** commands (CGs, DDs, DDGs and FFGs).

- 4.1.3.3 Multi-station machine that includes most, if not all, exercises listed in the Notes section above.
- 4.1.3.4 Smith machine (1) with multi-purpose bench.
- 4.1.3.5 One (1) adjustable bench for dumbbells
- 4.1.3.6 Dumbbells – One complete set 5 through 80 pounds and a set of 10 through 45 pounds.

The following minimum standards will be followed by **medium** sized commands (AOEs, LCCs, AGFs LSTs and LSDs).

- 4.1.3.7 One circuit of adjustable weight stack machines
- 4.1.2.8 Two (2) Smith machines with multi-purpose benches.
- 4.1.3.9 Two (2) adjustable benches for dumbbells.
- 4.1.3.10 Dumbbells – Two (2) complete sets 5 through 80 pounds and two (2) sets of 10 through 45 pounds.

The following minimum standards will be followed by **large** sized commands (LPDs and ASSs).

- 4.1.3.11** One circuit of adjustable weight stack machines. Plate loaded machines may be added for the most frequently used machines (e.g. bench press).
- 4.1.3.12** Three (3) Smith machines with multi-purpose benches.
- 4.1.3.13** Three (3) adjustable benches for dumbbells.
- 4.1.3.14** Dumbbells – Three (3) complete sets 5 through 80 pounds and three sets of 10 through 45 pounds.
- 4.1.3.15** One (1) cable crossover machine

The following minimum standards will be followed by **extra large** commands (CVNs, CVs, LHDs and LHAs.)

- 4.1.3.16** One circuit of adjustable weight stack machines – see Notes section above.
- 4.1.3.17** One circuit of plate loaded equipment
- 4.1.3.18** Four (4) Smith machines with multi purpose benches.
- 4.1.3.19** Four (4) adjustable benches for dumbbells.
- 4.1.3.20** Dumbbells – Four (4) complete sets 5 through 80 pounds and four sets of 10 through 45 pounds.
- 4.1.3.21** Two (2) cable crossover machines.

4.1.4 Recreation Gear Locker Equipment

Total value recreation gear locker inventory is at least \$21 per crew member.

- Gear should include a wide variety of equipment to meet the diverse recreational interests of the crew. Equipment should include but not be limited to the following:
 - Picnic Bags (bats, bases, balls, catcher equip., softball gloves, frisbees, squirt guns, volleyball equipment, horseshoes)
 - Box/board games (such as Risk, Chess, Checkers, Battleship, Trivial Pursuit, Backgammon)
 - Playing cards
 - Cribbage boards
 - Basketball
 - Footballs
 - Soccer balls
 - Horse shoes
 - Golf clubs
 - Fishing rods w/reels
 - Water coolers
 - Ice chest
 - Masks, fins, snorkels
 - Dart boards
 - Video game players
 - Computer games
 - Hand held video games

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

4.1.5 Recreation Program Gear

Total inventory value of recreation program equipment is at least \$5 per crew member.

- Equipment may include but should not be limited to:
 - Bingo equipment
 - Karaoke machine
 - Holiday theme decorations
 - Band equipment
 - Boxing equipment
 - BBQ equipment
 - Skeet thrower
 - Shotguns
 - Sound system

4.1.6 Recreation Vehicles

Command Size	Transportation Needed
• Extra Small	Needed transportation will be obtained through PW Transportation or rental
• Small	Needed transportation will be obtained through PW Transportation or rental
• Medium	Needed transportation will be obtained through PW Transportation or rental
• Large	1 - 15 passenger van
• Extra Large	2 - 15 passenger vans

4.1.7 Fitness Equipment Repair Parts

- Sufficient stock of spare and repair parts for fitness equipment will be on-hand.
 - A minimum of one belt and one deck for all ship types medium and below

or

 - One replacement belt for every 3 treadmills on surface ships for every two on amphibs

and

 - One extra deck for every five treadmills for surface/amphibs
 - 1 spare parts kit for every 3 steppers
 - 1 extra console for every 3 pieces of aerobic equipment
 - 50 ft of appropriate cable for selectorized equipment
 - 50 ft of Kevlar belt for belt run selectorized equipment

4.1.8 Staff Office (for Large and Extra Large Ships only)

- 2 Computer workstations with view desks
- 1 Laptop with docking station
- Safe with multiple locking compartments
- 1 All in one color printer
- Cash register
- Money counter
- Scanner
- Telephones with answering machines
- TV with VCR

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Percent Compliance With Correct Type of Equipment Standards

**Score Sheet
Afloat Recreation (Shipboard)
Metric 4.1**

Step 1 Find applicable size of command

Step 2 Circle the number in the block for each standard met.

Standards		Size of Command					
		XS	S	M	L	XL	
4.1.1 LMRC Equipment							
4.1.1.1	Computer workstations	1	1	1	1	1	
4.1.1.2	Servers	1	1	1	1	1	
4.1.1.3	Printers	1	1	1	1	1	
4.1.1.4	Scanner	1	1	1	1	1	
4.1.1.5	Players/Cameras	1	1	1	1	1	
4.1.1.6	Dropdown view desks	1	1	1	1	1	
4.1.2 Cardiovascular Equipment							
Total requirement -pieces on hand x 100 = % compliance		100%	5	5	5	5	5
		90-99%	4	4	4	4	4
		80-89%	3	3	3	3	3
		70-79%	2	2	2	2	2
		60-69%	1	1	1	1	1
4.1.3 Strength Training Equipment							
4.1.3.1	One small multi-station	1					
4.1.3.2	Rubber band resistance sets	1					
4.1.3.3	Multi-station machine		1				
4.1.3.4	Smith machine multi-purpose (1) with bench		1				

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Standards (cont.)	Size of Command				
	XS	S	M	L	XL
4.1.3.5 One (1) adjustable bench for dumbbells		1			
4.1.3.6 Dumbbells		1			
4.1.3.7 One circuit of adjustable weight stack machines			1		
4.1.2.8 Two (2) Smith machines with multi-purpose benches			1		
4.1.3.9 Two (2) adjustable benches for dumbbells			1		
4.1.3.10 Dumbbells – Two (2) complete sets 5 through 80 pounds and two (2) sets of 10 through 45 pounds			1		
4.1.3.11 One circuit of adjustable weight stack machines				1	
4.1.3.12 Three Smith machines with multi-purpose bench				1	
4.1.3.13 Three adjustable benches for dumbbells				1	
4.1.3.14 Dumbbells				1	
4.1.3.15 One (1) Cable crossover machine				1	
4.1.3.16 One circuit of adjustable weight stack machines					1
4.1.3.17 One circuit of plate loaded equipment					1
4.1.3.18 Four Smith machines with multi purpose benches					1
4.1.3.19 Four adjustable benches for dumbbells					1
4.1.3.20 Dumbbells					
4.1.3.21 Two (2) cable crossover machines					

Percent Compliance With Correct Type of Equipment Standards

Standards (cont.)		Size of Command				
		XS	S	M	L	XL
4.1.4 Recreation Gear Locker Equipment						
Total requirement (\$21 per crew member) ÷ value of inventory on hand x 100 = % compliance	100%	5	5	5	5	5
	90-99%	4	4	4	4	4
	80-89%	3	3	3	3	3
	70-79%	2	2	2	2	2
	60-69%	1	1	1	1	1
4.1.5 Recreation Program Gear						
Total requirement (\$5 per crew member) ÷ value of inventory on hand x 100 = % compliance	100%	5	5	5	5	5
	90-99%	4	4	4	4	4
	80-89%	3	3	3	3	3
	70-79%	2	2	2	2	2
	60-69%	1	1	1	1	1
4.1.6 Recreation Vehicles					1	1
4.1.7 Fitness Equipment Repair Parts		1	1	1	1	1
4.1.8 Staff Office					1	1
Step 3 Add the numbers you circled and enter total.						

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Step 4 Enter column total for your command in the chart below and compute percent compliance.

Command Size	Column total	Divided by	X	= % Compliance
Extra Small		24	100	
Small		26	100	
Medium		26	100	
Large		29	100	
Extra Large		30	100	

Step 5 Enter your percent compliance in the performance block for metric 4.1.

Step 6 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
PROGRAMMING**

METRIC 4.2

Percent Compliance With Equipment Replaced Due to Life-Cycle Standards

**PURPOSE
OF THIS
METRIC**

To determine the percentage of equipment that is replaced routinely as the result of age/lifecycle requirements.

**REFERENCES/
SOURCES**

-
- -
-

NOTES

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Percentage Compliance With Equipment Replaced Due to Life-Cycle Standards

Standards

- 4.2.1 Electronic aerobic equipment is replaced every 18 to 36 months.
- 4.2.2 Adjustable weight stack equipment is replaced every 36 months.
- 4.2.3 Plate loaded equipment is replaced every 36 months.
- 4.2.4 Ancillary equipment is replaced every 18 months.
- 4.2.5 Deck matting is replaced every 48 months.

NOTE: Forward deployed ships should subtract 6 months from equipment life in each standard (due to extremely heavy use).

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Percentage Compliance With Equipment Replaced Due to Life-Cycle Standards

**Score Sheet
Afloat Recreation (Shipboard)
Metric 4.2**

Step 1 Circle the number in the column A for each standard met.	A
Standards	
4.2.1 Electronic aerobic equipment is replaced every 18 to 36 months.	1
4.2.2 Adjustable weight stack equipment is replaced every 36 months.	1
4.2.3 Plate loaded equipment is replaced every 36 months.	1
4.2.4 Ancillary equipment is replaced every 18 months.	1
4.2.5 Deck matting is replaced every 48 months.	1
Step 2 Add the circled numbers and enter total.	

Step 3 Compute your percent compliance:

$$A \div 5 \times 100 = \% \text{ Compliance}$$

Your % Compliance

Step 4 Enter your percent compliance in the performance block for metric 4.2.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
EQUIPMENT**

**APF SCORE SHEET FOR
EQUIPMENT AND SUPPLIES**

**PURPOSE
OF THIS
SCORE SHEET**

To determine the amount of APF funding needed for equipment and supplies.

**REFERENCES/
SOURCES**

- -
-

NOTES

The amount of APFs needed by the program must be computed locally because the method used involves the determination of on-hand inventories. The totals submitted will be aggregated by program, region, claimancy and Navy wide to determine the amount of APFs required for equipment and supplies to operate an Afloat program at the SL1 level.

As a rule of thumb, 35% of the value of all NAF and APF property (both minor property and fixed assets) should be expended annually for routine repairs and replacements and to adequately provide for routine program supplies and other operating expenses.

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Score Sheet
Afloat Recreation (Shipboard)
Equipment and Supplies

Compute your total APF support needs for equipment and supplies as follows:

- A. Amount required to purchase any additional equipment your program needs to comply with the equipment standards in 4.1. _____

- B. 35% of the value of your current property inventory. _____

- C. Total _____

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**AFLOAT RECREATION (SHIPBOARD) PROGRAM
STANDARDS AND METRICS
ADMINISTRATION**

METRIC 5.1

Percentage Compliance With Administrative Requirements

**PURPOSE
OF THIS
METRIC**

To measure the percent of compliance with administrative requirements for the afloat recreation program.

**REFERENCES/
SOURCES**

- Navy Personnel Command Recreation Services Assessment for Forces Afloat
-

NOTES

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Percentage Compliance With Administrative Requirements

Standards

- 5.1.1** Administrative requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.2** Financial Management requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.3** Fiscal Oversight requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.4** Procurement requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.5** Property Management requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.6** Recreation programming requirements of the Unit Recreation Assessment are rated satisfactory.
- 5.1.7** Resale Program requirements of the Unit Recreation Assessment are rated satisfactory.

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Percentage Compliance With Administrative Requirements

**Score Sheet
Afloat Recreation (Shipboard)
Metric 5.1**

Step 1 Circle the number in the column A for each standard met.	A
Standards	
5.1.1 Administrative requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.2 Financial Management requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.3 Fiscal Oversight requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.4 Procurement requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.5 Property Management requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.6 Recreation programming requirements of the Unit Recreation Assessment are rated satisfactory.	1
5.1.7 Resale Program requirements of the Unit Recreation Assessment are rated satisfactory.	1
Step 2 Add the circled numbers and enter total	

Step 3 Compute your percent compliance:

$$A \div 7 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Afloat Recreation (Shipboard)
Program Standards and Metrics**

Step 4 Enter your percent compliance in the performance block for metric 5.1.

Step 5 Find the corresponding “score” (0-10) and enter it in the “score” block for this metric.

LIBRARY PROGRAM STANDARDS AND METRICS SECTION II

CUSTOMER SATISFACTION

Survey Instructions

PURPOSE OF THIS SECTION

To describe how to calculate your Customer Satisfaction score.

BACKGROUND

In addition to assessing the five standards, you need to determine how satisfied your customers are with your programs and services. The following will provide you information on how to derive a customer satisfaction score for your program.

INSTRUMENT

The survey instrument (see page II - 7) that will be used in this process was developed by a group of researchers and it has been used extensively by the Parks and Recreation profession for over ten years. Further, this instrument has proven to be a reliable and valid measure of service quality. It measures service quality, which represents past transactions or experiences with services, events or activities. Delivering quality service means meeting customer expectations on a consistent basis.

PROCEDURES

To calculate your customer satisfaction score follow the steps mentioned below. This process is very similar to Duty 1.0 - Assess Needs in the MWR Managers Desk Reference. For further information, please refer to the checklist provided in Task 1.1 of the MWR Manager Desk Reference. A checklist is also provided for your use on page II - 5.

**PROCEDURES
(cont.)**

Step 1. Determine method of collecting data. Data can be collected using pen and paper surveys, or through the use of some data collection software. You determine the most efficient way to collect your data. We will assume you will be using a traditional pen and paper method.

Step 2. Download survey instrument from website and customize for your use by inserting your program name.

Step 3. Determine the number of surveys to be collected. Only those users of your programs and services should participate in this process. Some of your users may complete more than one program survey if they are participating in a variety of MWR activities. Try to collect data from a representative cross-section of users to include active duty, spouses, dependents, civilians and retirees.

The following should be used as a guide to determine how many surveys should be completed.

AVERAGE NUMBER OF PARTICIPANTS PER MONTH	YOU NEED TO GATHER DATA FROM AT LEAST:
Below 200	All participants
200-299	160 participants
300-399	190 participants
400-499	212 participants
500-599	230 participants
600-699	245 participants
700-799	256 participants
800-899	267 participants
900-999	275 participants
1000 or more	300 participants

Step 4. Copy the appropriate number of surveys preferably on card stock so that customers can complete easily.

**PROCEDURES
(cont.)**

Step 5. Randomly select dates and times for data collection. In order to collect data from a representative sample of your users, you should collect data on a variety of days and times, over a month period of time. Make sure you include some mornings, afternoons, evenings, weekdays, weekends, etc., to make sure your sample is representative of the total user group.

Step 6. Administer survey.

ANALYSIS

Step 7. Analyze data. Once all surveys have been collected, the following steps will enable you to derive a single customer satisfaction score.

- a. Compute a mean (average) for each of the 25 items by totaling all scores for that item and dividing by the number of scores. For example, you have 10 folks complete the survey, and nine respond to question #1. You total the nine responses and divide by 9.
- b. Next, you need to compute a grand mean. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.
- c. Last you multiply grand mean by 2, to derive your final customer satisfaction score. This is the number that is entered into the score sheet.

If the responses are marked “not applicable” or are missing, do not compute them into your mean score. For example 25 surveys are collected, and for item #5 only 20 responses are valid. That is to say five respondents either circled not applicable or did not circle any response. You would add the 20 scores and divide by 20.

**FURTHER
ANALYSIS**

The survey instrument measures four domains of service quality. The domains are represented by a group of items as follows:

DOMAIN	ITEMS
Tangibles (physical facilities, equip., and appearance)	#1, 10, 14, 16, & 20
Reliability (ability to perform the promised service accurately and dependably)	#2, 3, 4, 5, 6, 8, & 9
Responsiveness (willingness of the staff to help customers and provide prompt customer service)	# 7, 12, 21, 22, 23, & 24
Assurance (courteous and knowledgeable employees who convey confidence and trust)	#11, 13, 15, 17, 18, 19, & 25

Should you wish to compute mean scores for each domain, add the appropriate mean scores for each domain, and divide that total by the number of items in that domain. For example, if you were interested in how your program scored on the reliability domain, you would add the mean scores from items #2, 3, 4, 5, 6, 8, & 9 and divide by 7.

Customer Satisfaction Survey Checklist
(Assumes pen and paper method is chosen to collect data)

STEPS FOR SURVEY IMPLEMENTATION	DATE COMPLETED	BY WHOM
1. Download survey from website.		
2. Customize survey for your use – insert your program name.		
3. Determine number of surveys to collect using table provided.		
4. Copy appropriate numbers of survey – preferably on card stock so that customers can complete easier.		
5. Randomly select dates and times for data collection – distributed over one month period.		
6. Collect data – offering some incentive for survey completion.		
7. Complete data analysis.		
a. Compute mean for each of the 25 items by totaling all scores for that item and dividing by the number of scores.		
b. Total all 25 mean scores, and divide that number by 25 to arrive at your grand mean.		
c. Last you multiply grand mean by 2, to derive your final customer satisfaction score.		
8. If desired, complete further analysis.		
9. Enter Customer Satisfaction score in Score sheet.		

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CUSTOMER SATISFACTION SURVEY

MWR is very interested in how satisfied you are with the _____ program. Below are statements that may reflect your satisfaction with this program. Please indicate your level of satisfaction by circling your response to each item. Circle "0" in the "Not applicable" column for items you believe do not apply to this program. Thanks for your feedback!

ITEM	NOT APPLICABLE	STRONGLY DISAGREE	DISAGREE	NEITHER DISAGREE OR AGREE	AGREE	STRONGLY AGREE
1. Equipment provided is up-to-date	0	1	2	3	4	5
2. Programs start on time	0	1	2	3	4	5
3. Staff is willing to go an extra step	0	1	2	3	4	5
4. Programs are offered at convenient times	0	1	2	3	4	5
5. Staff is dependable	0	1	2	3	4	5
6. Staff has enthusiasm	0	1	2	3	4	5
7. Staff gives individual attention to you	0	1	2	3	4	5
8. Staff responds to requests quickly	0	1	2	3	4	5
9. Information provided is accurate	0	1	2	3	4	5
10. Facility is aesthetically attractive	0	1	2	3	4	5
11. Staff is well dressed and appears neat	0	1	2	3	4	5
12. Staff understands your needs	0	1	2	3	4	5
13. Staff is competent	0	1	2	3	4	5
14. Staff acts on participants' suggestions	0	1	2	3	4	5
15. Staff makes you feel as though you belong	0	1	2	3	4	5
16. Facility is comfortable	0	1	2	3	4	5
17. Staff is friendly	0	1	2	3	4	5
18. What is promised is delivered	0	1	2	3	4	5
19. Staff is knowledgeable	0	1	2	3	4	5
20. The organization is concerned with quality control	0	1	2	3	4	5
21. Program/facility is at a convenient location	0	1	2	3	4	5
22. Other participants are not bothersome	0	1	2	3	4	5
23. Problems are quickly solved	0	1	2	3	4	5
24. Staff takes time with the participants	0	1	2	3	4	5
25. Staff performs duties consistently well	0	1	2	3	4	5

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LIBRARY PROGRAM STANDARDS AND METRICS SECTION III

SCORING

PURPOSE OF THIS SECTION

To describe how to calculate a score for this program using a pre-programmed scoring template (Excel spreadsheet).

BACKGROUND

Periodically Navy leadership will conduct a scoring of all MWR programs, with scores and costs for all programs collected and aggregated. This process is normally web-based, with scores being recorded in a database or spreadsheet that is then uploaded onto a website provided for that purpose. It isn't necessary to wait for the Navy-wide call to calculate the score for your program, however. A simpler method is available that you can use at any time to see how your program compares to the standards and determine your Service Level (S/L).

NOT APPLICABLE “N/A”

It is possible you will find that some standards don't apply to your program. Circumstances may be such that the standard simply “doesn't fit.” When that happens, you may mark the standard “N/A” and adjust the scoring accordingly. You should remember that applicability is the nature of most standards, however ... meaning that most standards DO apply. Just because you don't comply or it is very difficult for you to achieve, doesn't mean it doesn't apply. You should be able to justify your reasoning for any standard you mark “not applicable.”

PROCEDURES

To calculate a Service Level (S/L) score for your program, follow these steps:

Step 1. Complete the scoring process in this booklet, recording the percent compliance for each metric on the worksheets provided.

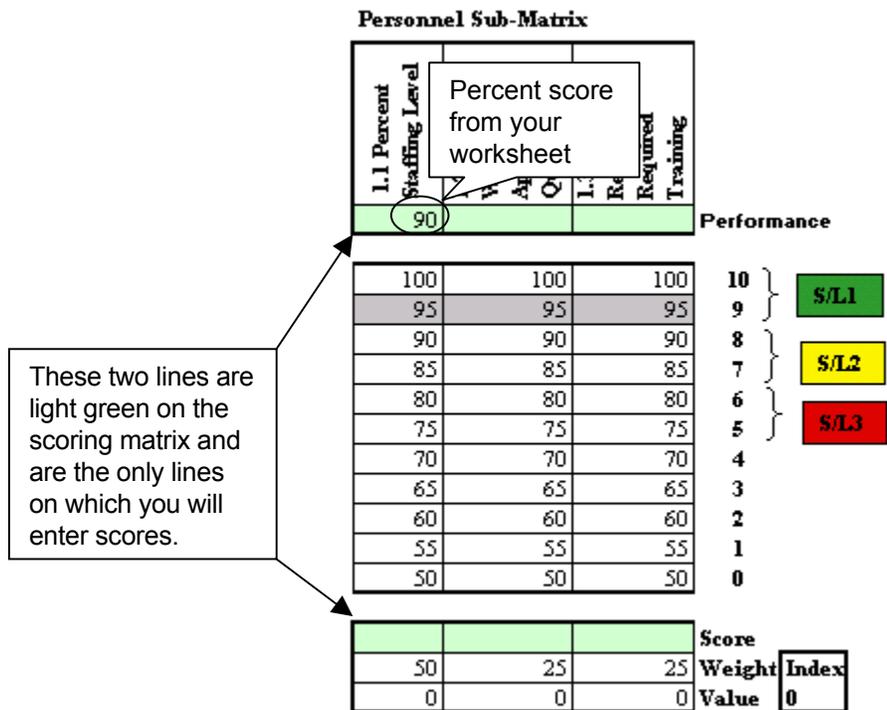
PROCEDURES
(cont.)

Step 2. If you don't already have the Excel worksheet with the pre-programmed scoring template, you may download it from the Navy MWR website. Go to <http://www.mwr.navy.mil/mwrprgms/programstand.htm> and download the scoring matrix for your program.

Note: If you are challenged about "macros" when opening the spreadsheet, select "Enable Macros".

This spreadsheet contains pre-programmed formulas and multipliers that you should not change or your score will not calculate correctly. You should enter numbers in the cells that are light green in color only.

Step 3. Find the Personnel Sub-Matrix in the spreadsheet. Enter the percent score you calculated on the worksheet for metric 1.1 into the "performance block" as shown in the example below.



PROCEDURES
(cont.)

Step 4. Find your score for this metric by reading straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column for metric 1.1.

Personnel Sub-Matrix

1.1 Percent Staffing Level	1.2 Percent With Appropriate Qualifications	1.3 Percent Receiving Required Training	
90			Performance
100	100	100	10
95	95	95	9
90	90	90	8
85	85	85	7
80	80	80	6
75	75	75	5
70	70	70	4
65	65	65	3
60	60	60	2
55	55	55	1
50	50	50	0
			Score
8			Weight
50	25	25	Index
400	0	0	Value 400

S/L1
S/L2
S/L3

The score will automatically be multiplied by the weight pre-assigned to this metric, and a score will appear in the **Value** block. A partial score for all 3 personnel metrics will also appear in the **Index** block.

PROCEDURES
 (cont.)

Step 5. Repeat steps 3 and 4 for all remaining metrics (the rest of Personnel and for all metrics in Facility, Program, Equipment and Administration), entering the scores in the appropriate sub-matrices.

NOTE: For all programs except Auto Skills, the score for Administration should be entered in the Program Standards Sub-Matrix. For Auto Skills, complete the sub-matrix for Administration.

When you have finished entering all the scores in the Personnel, Facility, Program, Equipment and Administration sub-matrices, the Program Standards Sub-Matrix will look something like the example below. All the **Index** block scores from each sub-matrix should now appear on the **Performance** line of the Program Standards Sub-Matrix.

Program Standards Sub-Matrix

1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
400	660	895	845	95	Performance

1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

30	20	30	15	5	Score
0	0	0	0	0	Weight
					Value

S/L1
S/L2
S/L3

Index
0

PROCEDURES
(cont.)

Step 6. Enter the scores from the 0-10 scale for all five areas in the **Score** blocks just as you did in the other sub-matrices. Read straight down the column to find the closest number that does not exceed your percentage score, then read to the right and find the corresponding number from the 0-10 scale. Record the number from the 0-10 scale in the **Score** block near the bottom of the column.

Don't forget to enter the score for Administration in this sub-matrix if there is no other sub-matrix for it.

Program Standards Sub-Matrix

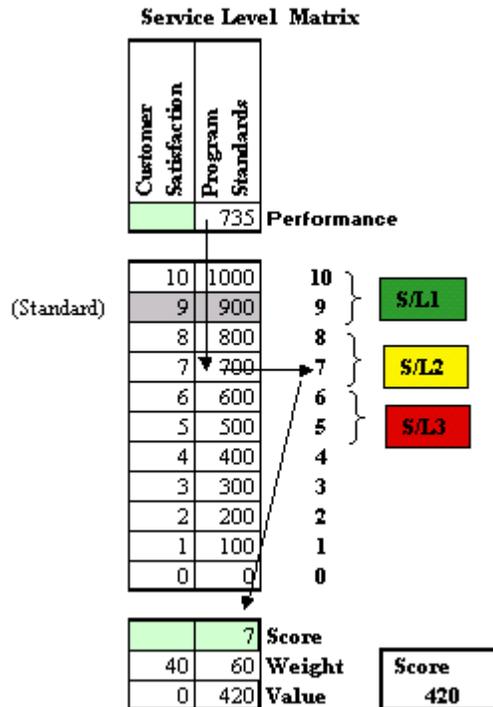
1. Personnel	2. Facilities	3. Program	4. Equipment	5. Administration	
750	660	895	845	95	Performance
1000	1000	1000	1000	100	10
900	900	900	900	90	9
800	800	800	800	80	8
700	700	700	700	70	7
600	600	600	600	60	6
500	500	500	500	50	5
400	400	400	400	40	4
300	300	300	300	30	3
200	200	200	200	20	2
100	100	100	100	10	1
0	0	0	0	0	0

7	6	8	8	9	Score
30	20	30	15	5	Weight
210	120	240	120	45	Value

Index	735
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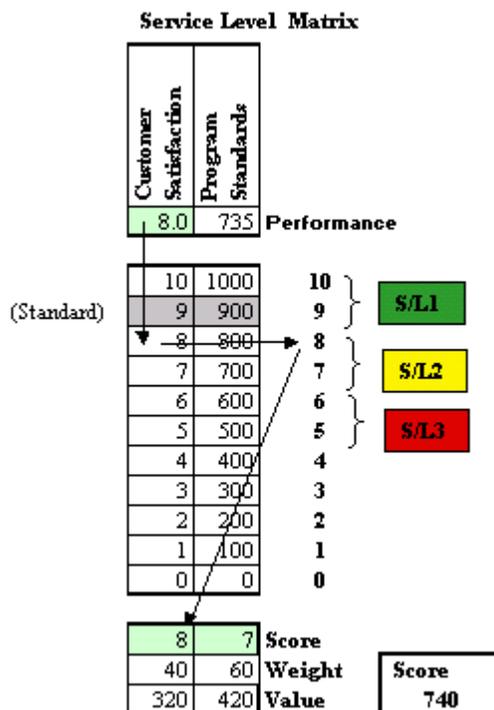
PROCEDURES
 (cont.)

Step 7. Find the Service Level Matrix and complete the scoring for the program standards by entering the appropriate number from the 0-10 scale in the **Score** block. (The total score for Program Standards should have automatically appeared in the **Performance** block.)



PROCEDURES
(cont.)

Step 8. Complete all scoring by entering the score from your Customer Satisfaction Survey. Ensure you have followed all the steps in Section II of this booklet to arrive at a Customer Satisfaction Score. Put the number on the **Performance** line and on the **Score** line.



In this example, the final score was 740, which is an S/L2 on the 0-1000 point scale.

Previous Navy-wide scoring has resulted in a final score on the 0-10 scale vice a thousand-point scale. The score in this example is a 7.40 on the 10-point scale -- just move the decimal point two places to the left.

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