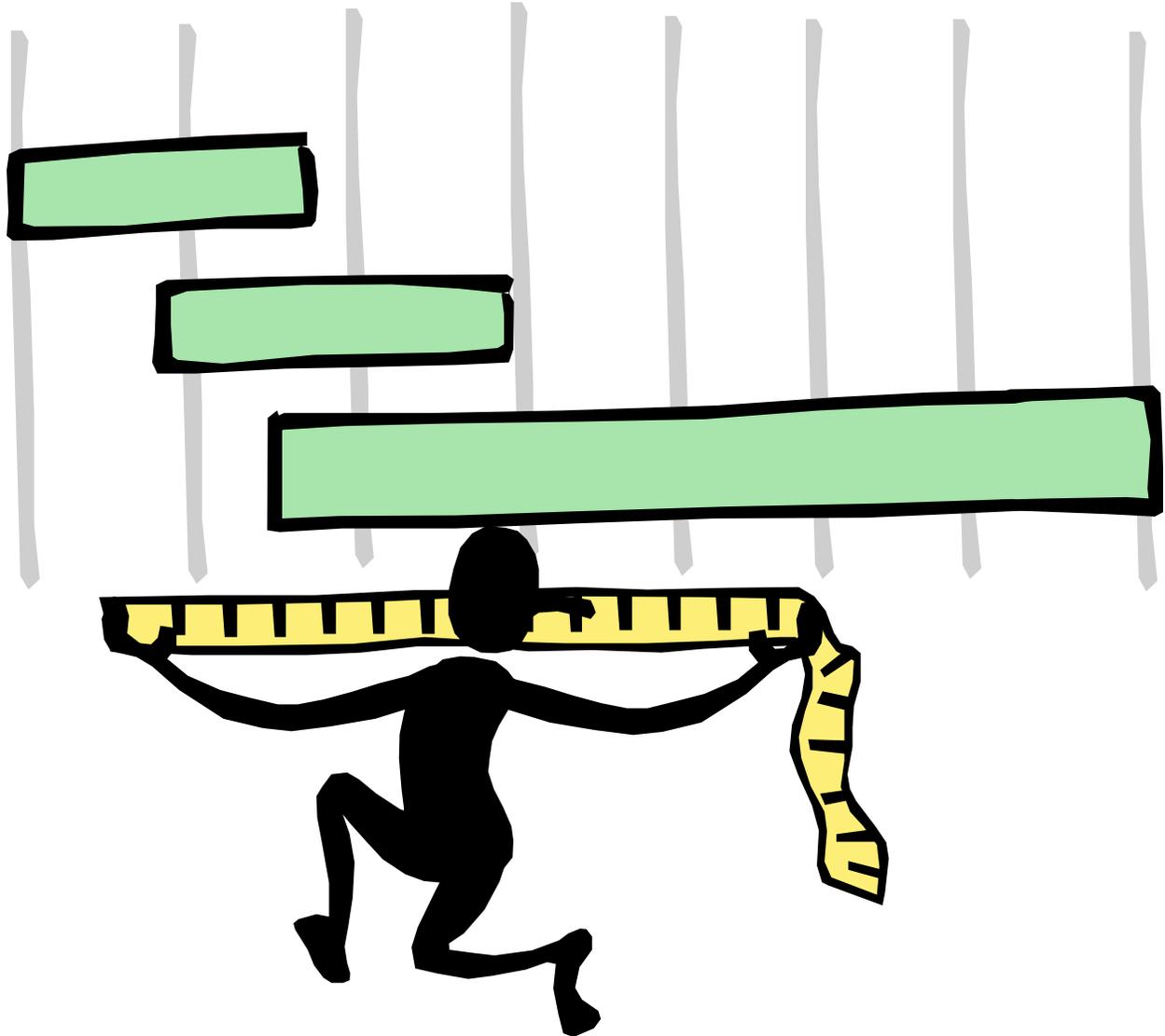


# Navy Fitness



## MWR Program Standards and Metrics

April 2003



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# NAVY FITNESS PROGRAM STANDARDS AND METRICS

## INTRODUCTION

### About Program Standards and Metrics

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#### 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.

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#### 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.

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**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.

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## 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.

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## GLOSSARY

The following abbreviations, acronyms, and definitions apply.

<b>BOS</b>	Base Operating Support
<b>IPT</b>	Integrated Process Team
<b>M/S</b>	Metrics/Standards (and vice-versa)
<b>NPRST</b>	Navy Personnel Research Studies and Technology
<b>PET</b>	Program Enhancement Teams
<b>POM</b>	Program Objective Memorandum
<b>PR</b>	Program Review
<b>PSG</b>	Program Support Group
<b>SL</b>	Service Level
<b>S/M</b>	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**

- 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.

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**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.”

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**NAVY FITNESS  
PROGRAM  
DESCRIPTION**

Navy Fitness provides the Navy community with education, programs, equipment, and facilities in the areas of sports, fitness, and aquatics to promote mission readiness and enhance quality of life.

Standards in this booklet are for shore based Navy fitness programs including fitness centers, sports and athletics (including intramural programs) and aquatics programs.

These standards do not include fitness programs for afloat units (which are found in the Afloat Recreation standards) or for youth sports programs (which are found in the Youth/SAC standards).

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## NAVY FITNESS PROGRAM STANDARDS AND METRICS PERSONNEL

### METRIC 1.1

#### Percent Compliance With Staffing Standards

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<b>PURPOSE OF THIS METRIC</b>	To measure the level of staffing in the Navy Fitness program as compared to establish standards. Nationally recommended patron to staff ratios are based on safety and customer service needs.
<b>REFERENCES/ SOURCES</b>	<ul style="list-style-type: none"><li>• BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs</li><li>• DoD Core Fitness Standards</li><li>• American College of Sports Medicine, Health/Fitness Facility Standards and Guidelines, Second Edition</li></ul>
<b>NOTES</b>	Private sector recommended staffing levels were used as the benchmark. Additionally, Navy Fitness staffing levels must meet the requirements to assist military members in the Physical Readiness program.
<b>POSITION DESCRIPTIONS</b>	<b>The Fitness Director</b> has oversight of the Fitness, Sports and Aquatic programs at the installation. This position will generally answer to the Recreation Director, Deputy MWR Director or MWR Director. The position requires a degree in health and fitness or equivalent relevant experience. The Fitness Director should receive training in aquatics, fitness and sports management. This position is still listed as an Athletic Director at some installations.

**POSITION  
DESCRIPTIONS  
(cont.)**

**The Fitness Coordinator** is directly responsible for the Fitness Program at the installation. The position will generally answer to the Fitness Director. The position requires a degree in health and fitness or equivalent relevant experience. The Fitness Coordinator should work out of the Fitness Center and is responsible for the conduct and oversight of fitness training, equipment and staff. This position is still listed as a Fitness Center Manager or Fitness Director at some installations.

**The Sports Coordinator** is responsible for all team and individual adult sports at the installation. The position answers to the Fitness Director. The position requires a degree in sports management or equivalent related experience. The Sports Coordinator is responsible for coordinating team and individual sporting events, conducting sports clinics, coordinating sports officials, and provides assistance to youth sports programs as needed.

**The Aquatics Coordinator** is responsible for aquatic facilities and programs at the installation. The Aquatic Coordinator usually answers to the Fitness Director. The position requires a degree or related experience in aquatic management. The position has oversight of pool operations, beach/lake front property, aquatic programming (swim lessons, aerobics and special events) and staff training.

**The Fitness Facility Coordinator** is responsible for fitness, sports and aquatic facility operations. They coordinate service staff (maintenance, cleaning and gear issue) and ensure the facilities operate effectively. The facility manager handles equipment and supply purchasing, maintenance trouble calls, DAR's, time cards, patronage counts and other administrative operations related to running the program. The facility coordinator allows the Fitness Coordinator, Sports Coordinator, Aquatic Coordinator and Fitness Specialist to focus their efforts on training and programming. The Facility Coordinator usually answers to the Fitness Director.

**POSITION  
DESCRIPTIONS  
(cont.)**

**The Fitness Specialist** works for the Fitness Director or Fitness Coordinator and is in place to provide fitness training and education at the installation. The position requires a current personal trainer certification or health and fitness degree. The Fitness Specialist should have the skill and ability to provide fitness training and programming to the customers. It is important that the Fitness Specialist is able to approach customers on the fitness floor in order to provide training tips and correct unsafe or ineffective exercise techniques.

**Fitness Specialist (Group Exercise Instructor)** – The Group Exercise Instructor is responsible for teaching a variety of group exercise classes (step, spinning, etc.). The position requires a general certification for group exercise leader and individual certifications for all specialized classes. The position generally answers to the Fitness Director. Installations that offer an adequate number of group exercise classes using contracted instructors meet the requirement for this position.

**The Fitness Assistant** will assist with all aspects of the fitness program. They are able to do basic fitness orientation, identify and correct unsafe fitness techniques, supervise intramural sporting events, clean and maintain facility and equipment, and perform administrative duties as needed. The position requires in-house training in basic fitness principles. The Fitness Assistant reports to the Fitness Coordinator or Sports Coordinator in most cases. The position replaces the generic recreation aid position and is able to answer basic fitness related questions and show members how to properly use all equipment.

**Outdoor Maintenance Staff, Custodial Personnel and Flex Fitness Assistants** – These positions are in place to maintain and operate clean indoor and outdoor fitness facilities/spaces. Each installation may handle these services in-house, by contractor, or by a combination of both. If services are contracted and an adequate level of service is being received, the installation should receive credit for meeting this requirement. Length of aquatic season, number and location of facilities, and patronage will all have an effect on the number of personnel needed.

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**Standards**

**1.1.1** To support the Navy's Physical Readiness program and to attain DoD core fitness standards, Navy Fitness operations will be staffed in accordance with the appropriate standards shown below.

**A. Extra Large Installation: (14,001- 30,000)**

- 1 – Fitness Director (GS 9-12/NF 4)
- 1 – Fitness Coordinator (GS 9-11/NF 4)
- 2 – Sports Coordinator (GS 5-9/NF 3-4)
- 1 – Aquatic Coordinator (GS 5-9/NF 3-4)
- 1 – Fitness Facility Coordinator (GS 5-7/NF 3)
- 6 – Fitness Specialist (GS 5-7/NF 3)
- 2 – Fitness Specialist (Group Exercise) (GS 5-7/NF 3)
- 6 – Fitness Assistants (GS 3-4/NF 2)
- 4 – Outdoor Maintenance Staff (WG-4/NAF Equivalent)
- 4 – Custodial Personnel (WG-2/NAF Equivalent)
- Part-time (Man hours per year – 45,000)
  - Fitness Assistants (Lifeguards, Gear Issue and Pool Aides, Office Admin Support)

**B. Large Installation: (7,001-14,000)**

- 1 – Fitness Director (GS 9-12/NF 4)
- 1 – Fitness Coordinator (GS 7-11/NF 3-4)
- 1 – Sports Coordinator (GS 5-9/NF 3-4)
- 1 – Aquatic Coordinator (GS 5-9/NF 3-4)
- 1 – Fitness Facility Coordinator (GS 5-7/NF 3)
- 4 – Fitness Specialist (GS 5-7/NF 3)
- 1 – Fitness Specialist (Group Exercise) (GS 5-7/NF 3)
- 4 – Fitness Assistants (GS 3-4/NF 2)
- 4 – Outdoor Maintenance Staff (WG-4/NAF Equivalent)
- 3 – Custodial Personnel (WG-2/NAF Equivalent)
- Part-time (Man hours per year – 45,000)
  - Fitness Assistants (Lifeguards, Gear Issue and Pool Aides, Office Admin Support)

**C. Medium Installation: (3,001-7,000)**

- 1 – Fitness Director (GS 9-11/NF 4)
- 1 – Fitness Coordinator (GS 7-9/NF 3-4)
- 1 – Sports Coordinator (GS 5-7/NF 3)
- 1 – Aquatic Coordinator (GS 5-7/NF 3)
- 1 – Fitness Facility Coordinator (GS 5-7/NF 3)
- 3 – Fitness Specialist (GS 5-7/NF 3)
- 1 – Fitness Specialist (Group Exercise) (GS 5-7/NF 3)
- 3 – Fitness Assistants (GS 3-4/NF 2)
- 2 – Outdoor Maintenance Staff (WG-4/NAF Equivalent)
- 2 – Custodial Personnel (WG-2/NAF Equivalent)
- Part-time (Man hours per year – 35,000)
  - Fitness Assistants (Lifeguards, Gear Issue and Pool Aides, Office Admin Support)

**D. Small Installation: (501-3,000)**

- 1 – Fitness Director (GS 7-9/NF 3-4)
- 1 – Sports Coordinator (GS 5-7/NF 3)
- 2 – Fitness Specialist (GS 5-7/NF 3)
- 5 – Fitness Specialist (Group Exercise) (GS 5-7/NF 3)
- 3 – Fitness Assistants (GS 3-4/NF 2)
- 1 – Outdoor Maintenance Staff (WG-4/NAF Equivalent)
- 1 – Custodial Personnel (WG-2/NAF Equivalent)
- Part-time (Man hours per year – 25,000)
  - Fitness Assistants (Lifeguards, Gear Issue and Pool Aides, Office Admin Support)

**E. Extra Small Installation: (0-500)**

- 1 – Fitness Director (GS 5-7/NF 3)
- 1 – Fitness Specialist (GS 5-7/NF 3)
- 3 – Fitness Assistants (GS-3-4/NF 2)
- 1 – Outdoor Maintenance Staff (WG-4/NAF Equivalent)
- 1 – Custodial Personnel (WG-2/NAF Equivalent)
- Part-time (Man hours per year – 7,500)
  - Fitness Assistants (Lifeguards, Gear Issue and Pool Aides, Office Admin Support)

**Score Sheet  
Fitness  
Metric 1.1**

**Step 1** Find the staffing standard that applies to your installation. The number in parentheses refers to the total active duty population.

<b>A. Extra Large Installation (14,000-30,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column A that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Fitness Director (GS 9-12/NF 4)	4	2.0
	Fitness Coordinator (GS 9-11/NF 4)	3	1.5
	Sports Coordinator (GS 5-9/NF 3/4)	3	1.5
	Sports Coordinator (GS 5-9/NF 3/4)	3	1.5
	Aquatics Coordinator (GS 5-9/NF 3/4)	3	1.5
	Fitness Facility Coordinator (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (Group Exercise) (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (Group Exercise) (GS 5-7/NF 3)	2	1.0
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5

**Navy Fitness  
Program Standards and Metrics**

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Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
Custodial Personnel (WG-2)	1	0.5
Custodial Personnel (WG-2)	1	0.5
Custodial Personnel (WG-2)	1	0.5
Custodial Personnel (WG-2)	1	0.5
Part-time (Man hours per year – 45,000)		
• Fitness Assistants (Lifeguards, Gear Issue and Pool Aides)		
>45,000 hours per year	3	1.5
35,000-45,000	2	1.0
25,000-34,999	1	0.5

**Step 3** Add the numbers you circled and enter total.

--	--

**Step 4** Compute your percent compliance:

$$A \div 51 \times 100 = \% \text{ Compliance}$$

--

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.

**Percent Compliance With Staffing Standards**

<b>B. Large Installation: (7,001-14,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
Fitness Coordinator (GS 9-11/NF 4)	3	1.5	
Sports Coordinator (GS 5-9/NF 3-4)	3	1.5	
Aquatic Coordinator (GS 5-9/NF 3-4)	3	1.5	
Fitness Facility Coordinator (GS 5-7/NF 3)	3	1.5	
Fitness Specialist (GS 5-7/NF 3)	2	1.0	
Fitness Specialist (GS 5-7/NF 3)	2	1.0	
Fitness Specialist (GS 5-7/NF 3)	2	1.0	
Fitness Specialist (GS 5-7/NF 3)	2	1.0	
Fitness Specialist (Group Exercise) (GS 5-7/NF 3)	2	1.0	
Fitness Assistant-(GS 3-4/NF 2)	1	0.5	
Fitness Assistant-(GS 3-4/NF 2)	1	0.5	
Fitness Assistant-(GS 3-4/NF 2)	1	0.5	
Fitness Assistant-(GS 3-4/NF 2)	1	0.5	
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5	
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5	
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5	
Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5	
Custodial Personnel (WG-2/NAF Equivalent)	1	0.5	
Custodial Personnel (WG-2/NAF Equivalent)	1	0.5	
Custodial Personnel (WG-2/NAF Equivalent)	1	0.5	

**Navy Fitness  
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Part-time (Man hours per year – 45,000)		
• Fitness Assistants (Lifeguards, Gear Issue and Pool Aides)		
>45,000 hours per yr.	3	1.5
35,000-45,000	2	1.0
25,000-34,999	1	0.5

**Step 3** Add the numbers you circled and enter total.

**Step 4** Compute your percent compliance:

$$A \div 40 \times 100 = \% \text{ Compliance}$$

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.

**Percent Compliance With Staffing Standards**

<b>C. Medium Installation: (3,001-7,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column A that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Fitness Director (GS 9-11/NF 4)	4	2.0
	Fitness Coordinator (GS 7-9/NF 3-4)	3	1.5
	Sports Coordinator (GS 5-7/NF 3)	3	1.5
	Aquatic Coordinator (GS 5-7/NF 3)	3	1.5
	Fitness Facility Coordinator (GS 4-7/NF 3)	3	1.5
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (Group Exercise) (GS 5-7/NF 3)	2	1.0
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
	Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
	Custodial Personnel (WG-2/NAF Equivalent)	1	0.5
	Custodial Personnel (WG-2/NAF Equivalent)	1	0.5
	Part-time (Man hours per year – 35,000)		
	• Fitness Assistants (Lifeguards, Gear Issue and Pool Aides)		
	>35,000 hours per yr.	3	1.5
	25,000-34,999	2	1.0
	15,000-24,999	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

$$A \div 34 \times 100 = \% \text{ Compliance}$$

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.

**Percent Compliance With Staffing Standards**

<b>D. Small Installation: (501-3,000)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Fitness Director (GS 7-9/NF 3-4)	4	2.0
	Sports Coordinator (GS 5-7/NF 3)	3	1.5
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Specialist (Group Exercise) (GS 5-7/NF 3)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Fitness Assistant-(GS 3-4/NF 2)	1	0.5
	Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
	Custodial Personnel (WG-2/NAF Equivalent)	1	0.5
	Part-time (Man hours per year – 25,000)		
	• Fitness Assistants (Lifeguards, Gear Issue and Pool Aides)		
	>25,000 hours per year	3	1.5
	20,000-24,999	2	1.0
	15,000-19,999	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

$$A \div 20 \times 100 = \% \text{ Compliance}$$

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>E. Extra Small Installation : (&lt;500)</b>		<b>A</b>	
<b>Step 2</b>	Circle the number in column A that applies to your program for each position in the standard.	<b>Meet Standard</b>	<b>Filled Below Standard</b>
	Fitness Director (GS 5-7/NF 3)	4	2.0
	Fitness Specialist (GS 5-7/NF 3)	2	1.0
	Fitness Assistant (GS 3-4/NF 2)	1	0.5
	Fitness Assistant (GS 3-4/NF 2)	1	0.5
	Fitness Assistant (GS 3-4/NF 2)	1	0.5
	Outdoor Maintenance Staff (WG-4/NAF Equivalent)	1	0.5
	Custodial Personnel (WG-2/NAF Equivalent)	1	0.5
	Part-time (Man hours per year – 7,500)		
	• Fitness Assistants (Lifeguards, Gear Issue and Pool Aides)		
	>7,500 hours per year	3	1.5
	6,000-7,499	2	1.0
	5,000-5,999	1	0.5
<b>Step 3</b>	Add the numbers you circled and enter total.		

**Step 4** Compute your percent compliance:

$$A \div 14 \times 100 = \% \text{ Compliance}$$

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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# NAVY FITNESS PROGRAM STANDARDS AND METRICS PERSONNEL

## METRIC 1.2

### Percent Compliance With Qualifications Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the level of compliance with qualification standards established for each position for this program.

---

**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - DoD Core Fitness Standards
  - American College of Sports Medicine, Health/Fitness Facility Standards and Guidelines, Second Edition
- 

**NOTES**

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## Percent Compliance With Appropriate Qualifications Standards

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### Standards

- 1.2.1** The Fitness Director and Fitness Coordinator must have an undergraduate degree in health, fitness or related field
- 1.2.2** The Fitness Director and Fitness Coordinator must have three years of supervisory experience in the fitness/health industry.
- 1.2.3** Each Fitness Specialist must possess current fitness certification from a nationally recognized health and fitness organization and possess knowledge of health promotion concepts.
- 1.2.4** Each Fitness Specialist (Group Exercise) staff or contractors must have current group exercise certification from a nationally recognized professional association.
- 1.2.5** Each staff member, (with the exception of maintenance/custodial staff) must be able to properly use the Fitness center equipment and be able to instruct the use of each apparatus to the patrons.
- 1.2.6** Every staff member, (with the exception of maintenance/custodial staff) must be able to conduct a general orientation class that includes, as a minimum, the following topic: facility rules and regulations, basic exercise guidelines, fitness safety policies and procedures and equipment use.
- 1.2.7** The Aquatics Coordinator must have a BS/BA in Recreation or related field. Must possess at least one of the following type certifications from a nationally recognized organization: (1) Lifeguard or Water Safety Instructor/Trainer, or (2) Aquatic Facility Operator Course for Managers.
- 1.2.8** Each Sports Coordinator must have a college degree with emphasis in recreational sports management.

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**Percent Compliance With Appropriate Qualifications Standards**

**Score Sheet  
Navy Fitness  
Metric 1.2**

		<b>A</b>
<b>Step 1</b>	Circle the number in the column (A) for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>1.2.1</b>	The Fitness Director and Fitness Coordinator must have an undergraduate degree in health, fitness or related field	1
<b>1.2.2</b>	The Fitness Director and Fitness Coordinator must have three years of supervisory experience in the fitness/health industry.	1
<b>1.2.3</b>	Each Fitness Specialist must possess current fitness certification from a nationally recognized health and fitness organization and possess knowledge of health promotion concepts.	1
<b>1.2.4</b>	Each Fitness Specialist (Group Exercise) staff or contractors must have current group exercise certification from a nationally recognized professional association.	1
<b>1.2.5</b>	Each staff member, (with the exception of maintenance/custodial staff) must be able to properly use the Fitness center equipment and be able to instruct the use of each apparatus to the patrons.	1
<b>1.2.6</b>	Every staff member, (with the exception of maintenance/custodial staff) must be able to conduct a general orientation.	1
<b>1.2.7</b>	The Aquatics Coordinator must have a BS/BA in Recreation or related field. Must possess at least one of the following type certifications from a nationally recognized organization: (1) Lifeguard or Water Safety Instructor/Trainer, or (2) Aquatic Facility Operator Course for Managers.	1
<b>1.2.8</b>	Each Sports Coordinator must have a college degree with emphasis in recreational sports management.	1

**Step 2** Add the circled numbers and enter total.

--

**Step 3** Compute your percent compliance:

$$A \div 8 \times 100 = \% \text{ Compliance}$$

--

Your % Compliance

**Navy Fitness  
Program Standards and Metrics**

---

**Step 4** Enter your percent compliance in the performance block for metric 1.2.

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

---

## NAVY FITNESS PROGRAM STANDARDS AND METRICS PERSONNEL

### METRIC 1.3

#### Percent Compliance With Training Standards

---

#### PURPOSE

To measure the training completed by the personnel employed in the program as compared to training required for each position.

#### OF THIS METRIC

#### REFERENCES/ SOURCES

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- American College of Sports Medicine, Health/Fitness Facility Standards and Guidelines, Second Edition

#### NOTES

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**Standards**

- 1.3.1** All employees who have been employed 90 days or more have completed the local base indoctrination program.
- 1.3.2** Staff members who have been employed for 90 days or more have attended the Star Service: Achieving Extraordinary Customer Relations program.
- 1.3.3** All full time Fitness Staff members receive a minimum of 20 hours a year of professional development training in their specialty area.
- 1.3.4** Managers and supervisors who have been employed for 12 months or more have attended MWR Managers' Course.
- 1.3.5** Managers and supervisors who have been employed for 18 months or more have attended the Leadership Skills for Managers (LSFM) Course.
- 1.3.6** Managers and supervisors who have been employed for 18 months or more have attended the Coaching for Extraordinary Service (CfES) Course.
- 1.3.7** All Lifeguards are certified by a recognized organization that provides a qualification program in lifesaving and rescue skills.
- 1.3.8** Each staff member (with the exception of maintenance and custodial staff) must be trained in proper use of all Fitness equipment.
- 1.3.9** All employees who have been employed for 90 days or more have completed training/certification in the following:
  - CPR/First Aid/AED
  - Local emergency procedures

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**Score Sheet  
Navy Fitness  
Metric 1.3**

		<b>A</b>
<b>Step 1</b>	Circle the number in the column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>1.3.1</b>	All employees who have been employed 90 days or more have completed the local base indoctrination program.	1
<b>1.3.2</b>	All employees who have been employed for 90 days or more have attended the Star Service: Achieving Extraordinary Customer Relations program	1
<b>1.3.3</b>	All full time Fitness Staff members receive a minimum of 20 hours a year of professional development training in their specialty area	1
<b>1.3.4</b>	Managers and supervisors who have been employed for 12 months or more have attended MWR Managers' Course.	1
<b>1.3.5</b>	Managers and supervisors who have been employed for 18 months or more have attended the Leadership Skills for Managers (LSFM) Course.	1
<b>1.3.6</b>	Managers and supervisors who have been employed for 18 months or more have attended the Coaching for Extraordinary Service (CfES) Course	1
<b>1.3.7</b>	All Lifeguards are certified by a recognized organization that provides a qualification program in lifesaving and rescue skills.	1
<b>1.3.8</b>	Each staff member (with the exception of maintenance and custodial staff) must be trained in proper use of all Fitness equipment.	1
<b>1.3.9</b>	All employees who have been employed for 90 days or more have completed training/certification in CPR/First Aid/AED and local emergency procedures.	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 9 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Navy Fitness  
Program Standards and Metrics**

---

**Step 4** Enter your percent compliance in the performance block for metric 1.3.

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

---

## FITNESS PROGRAM STANDARDS AND METRICS FACILITIES

### METRIC 2.1

#### Percent Out-Door Inventory (Volume) in Compliance With Standards

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#### PURPOSE OF THIS METRIC

To measure the degree to which the amount (volume) of outdoor space for the Fitness program complies with standards established for adequate space.

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#### REFERENCES/ SOURCES

- NAVFAC P-80
  - Sports Governing Bodies/Sports Organizations
  - DoD Core Fitness Standards
- 

#### NOTES

Facilities are land, spaces, structures, and fixtures. Facilities provide the setting and atmosphere for the fitness program. Well-planned facilities along with competent program leadership make possible maximum fitness activities. Without adequate facilities, even the best leadership is seriously handicapped. Appropriated funds (APF) should be used to construct, improve, rehabilitate, convert, relocate, maintain, operate, and support facilities for fitness participation.

The fitness complex should be located in a central location of the installation that provides easy access to the patrons.

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## Standards

All Navy fitness complexes, except at extra-small installations, shall include the following indoor and outdoor facilities as core elements.

**2.1.1**      ***Softball Fields:***      This area is to support informal, intramural, extramural sports and special community events.

In order to count in compliance with this standard, each field must have a ground space of 62,500 square feet (1.5 acres) to 90,000 square feet (2.0 acres). All field dimensions must be within the current ASA (Amateur Softball Association) Guide and Playing Rules book.

<b>X-Large</b>	-	4 with lights	-	5 without lights
<b>Large</b>	-	3 with lights	-	3 without lights
<b>Medium</b>	-	2 with lights	-	2 without lights
<b>Small</b>	-	1 with lights	-	1 without lights
<b>X-Small</b>	-	1 with lights		

**2.1.2**      ***Multi Purpose Fields:***      This area is to support training and physical readiness programs as well as informal and intramural play for Soccer, Flag Football, Rugby and other special community events.

In order to count in compliance with this standard, the ground space available for each field must be 75,250 sq. ft. (1.7 acres) to 93,100 square feet for soccer and slightly larger for rugby. For rugby, the playing field dimensions are 69m by 144m; for soccer, the field is 50-100 yards wide and 100-130 yards long. The field area may be incorporated into the outfield area of a softball field.

<b>X-Large</b>	-	2 with lights	-	2 without lights
<b>Large</b>	-	2 with lights	-	1 without lights
<b>Medium</b>	-	with lights	-	1 without lights
<b>Small</b>	-	1 with lights		
<b>X-Small</b>	-	1 without lights		

**2.1.3**      *Tennis Courts:*      This area is to support instructional, informal, and intramural tennis and other special community events.

In order to be counted in compliance with this standard, the size of each double court (with an actual playing surface of 36' by 78') must be 60' by 120' in order to provide sufficient space behind and beside the court lines. When courts are constructed in batteries of two or more 12' should be allowed between courts; in no case should there be less than 10' between courts. All courts should include lights for night play.

- X-Large**    -    8 courts
- Large**       -    6 courts
- Medium**    -    4 courts
- Small**       -    2 courts
- X-Small**   -    1 court

**2.1.4**      *Swimming Pool:*      This area is to support training and physical readiness programs as well as instructional, informal and intramural activities.

With the exception of extra small and small bases, each installation will have either an all hands indoor or outdoor pool or access to aquatic resources in the local community to meet training requirements or patron demands. Extra small and small bases should rely on local off-base community aquatic resources to meet training requirements and patron demands. The pools may be either outdoor or indoor.

- X-Large**    -    1            -    50 meter pool
- 2            -    25 meter pool
- Large**       -    1            -    50 meter pool
- 1            -    25 meter pool
- Medium**    -    1            -    50 meter pool

**NOTE:**            A 50 meter swimming pool is recommended for each housing area that meets the following criteria:

- Housing area has at least 1000 units
- There are no readily accessible public aquatic resources.
- Location of housing area is at least 20-30 minutes from installation.

**Percent Out-Door Inventory (Volume) In Compliance With Standards**

**Score Sheet  
Navy Fitness  
Metric 2.1**

**Step 1** Find the score sheet for your size installation

<b>A. Extra Large Installation: (&gt;14,000)</b>		<b>A</b>
<b>Step 2</b>	Circle the number in column (A) that applies to your program for each position in the standard.	<b>Meet Standard</b>
<b>Standards</b>		
<b>2.1.1</b>	<b>Softball</b>	
	• 1 Lighted	1
	• 1 Unlighted	1
<b>2.1.2</b>	<b>Multipurpose Fields</b>	
	• 1 Lighted	1
	• 1 Lighted	1
	• 1 Unlighted	1
	• 1 Unlighted	1
	• 1 Unlighted	1
<b>2.1.3</b>	<b>Tennis Courts</b>	1
	2 Tennis Courts	1

**Navy Fitness  
Program Standards and Metrics**

---

<b>2.1.5</b> Swimming Pools	
• 1- 50 Meter	1
• 1- 25 Meter	1
• 1- 25 Meter	1
<p><b>Step 3.</b> Add the numbers you circled and enter total.</p>	

**Step 4** Compute your percent compliance:

$$A \div 21 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**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.

**Percent Out-Door Inventory (Volume) In Compliance With Standards**

<b>B. Large Installation: (7,0001-14,000)</b>		<b>A</b>
<b>Step 2</b>	Circle the number in column A if you meet the standard for each type facility	<b>Meet Standard</b>
<b>Standard</b>		
<b>2.1.1</b>	<b>Softball</b>	
	• 1 Lighted	1
	• 1 Lighted	1
	• 1 Lighted	1
	• 1 Unlighted	1
	• 1 Unlighted	1
	• 1 Unlighted	1
<b>2.1.2</b>	<b>Multipurpose Fields</b>	
	• 1 Lighted	1
	• 1 Lighted	1
	• 1 Unlighted	1
<b>2.1.3</b>	<b>Tennis Courts</b>	
	• 2 Tennis Courts	1
	• 2 Tennis Courts	1
	• 2 Tennis Courts	1
<b>2.1.5</b>	<b>Swimming Pools</b>	
	• 1 50 Meter	1
	• 1 25 Meter	1
<b>Step 3</b>	Add the numbers you circled and enter total.	<input type="text"/>

**Step 4** Compute your percent compliance:

$$A \div 14 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Navy Fitness  
Program Standards and Metrics**

---

**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.

**Percent Out-Door Inventory (Volume) In Compliance With Standards**

<b>C. Medium Installation: (3,001-7,000)</b>		<b>A</b>
<b>Step 2</b>	Circle the number in column (A) if you meet the standard for each type facility	<b>Meet Standard</b>
<b>Standards</b>		
<b>2.1.1</b>	<b>Softball</b>	
	• 1 Lighted	1
	• 1 Lighted	1
	• 1 Unlighted	1
	• 1 Unlighted	1
<b>2.1.2</b>	<b>Multipurpose Fields</b>	
	• 1 Lighted	1
	• 1 Unlighted	1
<b>2.1.3</b>	<b>Tennis Courts</b>	
	• 2 Tennis Courts	1
	• 2 Tennis Courts	1
<b>2.1.5</b>	<b>Swimming Pools</b>	
	• 1 50 Meter	1
<b>Step 3</b>	Add the numbers you circled and enter total.	

**Step 4** Compute your percent compliance:

$$A \div 9 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**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.

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**Percent Out-Door Inventory (Volume) In Compliance With Standards**

<b>D. Small Installation: (501-3,000)</b>		<b>A</b>
<b>Step 2</b>	Circle the number in column (A) if you meet the standard for each type facility.	<b>Meet Standard</b>
<b>Standards</b>		
<b>2.1.1</b>	Softball	
	• 1 Lighted	1
	• 1 Unlighted	1
<b>2.1.2</b>	Multipurpose Fields	
	• 1 Lighted	1
<b>2.1.3</b>	2 Tennis Courts	1
<b>2.1.5</b>	Swimming Pools	
	• Access	1
<b>Step 3</b>	Add the numbers you circled and enter total.	<input type="text"/>

**Step 4** Compute your percent compliance:

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

Your % Compliance

**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.

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**Percent Out-Door Inventory (Volume) In Compliance With Standards**

<b>E. Extra Small Installation: (&lt;500)</b>		<b>A</b>
<b>Step 2</b>	Circle the number in column (A) if you meet the standard for each type facility.	<b>Meet Standard</b>
<b>Standards</b>		
<b>2.1.1</b>	Softball	
	• 1 Lighted	1
<b>2.1.2</b>	Multipurpose Fields	
	• 1 Unlighted	1
<b>2.1.3</b>	1 Tennis Courts	1
<b>2.1.5</b>	Swimming Pools	
	• Access	1
<b>Step 3</b>	Add the numbers you circled and enter total.	

**Step 4** Compute your percent compliance:

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

Your % Compliance

**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.

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# NAVY FITNESS PROGRAM STANDARDS AND METRICS FACILITIES

## METRIC 2.2

### Percent In-Door Inventory (Volume) in Compliance With Standards

---

**PURPOSE  
OF THIS  
METRIC**

To measure the degree to which the amount (volume) of indoor space for the Fitness program complies with standards established for adequate space.

---

**REFERENCES/  
SOURCES**

- NAVFAC Military Handbook 1037/8, Indoor Fitness/Recreational Facilities of 15 August 1996.
  - NAVFAC P-80 change, 7 July 1998, 740-44 Indoor Fitness Facility.
  - DoD Core Fitness Standards
- 

**NOTES**

Facilities are land, spaces, structures, and fixtures. Facilities provide the setting and atmosphere for the fitness program. Well-planned facilities along with competent program leadership make possible maximum fitness activities. Without adequate facilities, even the best leadership is seriously handicapped. Appropriated funds (APF) should be used to construct, improve, rehabilitate, convert, relocate, maintain, operate, and support facilities for fitness participation.

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## Standards

**2.2.1 Fitness Area:** This instructional and informal fitness area is necessary for variety and balance to the regular exercise program for individuals and groups. It shall be divided into four areas: Warm-up/cool down area, free weight section, circuit training machine section and a cardiovascular equipment space.

Space Size (square meters (feet), occupancy, or unit of equipment): Each fitness center will be appropriately sized in accordance with the NAVFAC MILHDBK 1037/8 of 15 August 1996 for the proper amount of floor space. The total minimum space requirement must contain by installation size the following square meters of floor space:

- X-Large** - 650 square meters (7000 square feet)
- Large** - 465 square meters (5000 square feet)
- Medium** - 232 square meters (2500 square feet)
- Small** - 186 square meters (2000 square feet)
- X-Small** - 93 square meters (1000 square feet)

**2.2.2 Group Exercise Room:** For instructional classes and group exercise.

Space Size (square meters (feet), occupancy, or unit of equipment): The aerobics room(s) meets the following minimum guidelines:

- X-Large** - 418 square meters (4500 square feet)
- Large** - 307 square meters (3300 square feet)
- Medium** - 140 square meters (1500 square feet)
- Small** - 112 square meters (1200 square feet)
- X-Small** - 74 square meters (800 square feet).

Provide 3.2 to 3.7 square meters (35 to 40 square feet) per person minimum.

**2.2.3 Locker Rooms/Sauna and Steam Rooms:** The locker rooms will be used by those participating in fitness/sports activities for changing, showering, dressing, and secured storage of personal effects. Toilet facilities will also be provided in this area. Several other functions may be provided in this space such as sauna, steam room, hot tub. Provide separate spaces for each functional activity for men and women.

The patron support area including locker rooms, showers, toilets and sauna rooms must adhere to the following minimum square meter (feet) totals:

**X-Large** - 650 square meters (7000 square feet)

**Large** - 465 square meters (5000 square feet)

**Medium** - 232 square meters (2500 square feet)

**Small** - 186 square meters (2000 square feet)

**X-Small** - 93 square meters (1000 square feet)

**For Sauna/ Steam Room**

The sauna and steam rooms shall provide .7 to .9 square meters (8 to 10 square feet) of floor area for each occupant. The size of the cool-down space shall be approximately 50 percent of the sauna and steam rooms combined size.

**2.2.4 Family Locker Room:** Family locker room affords adequate privacy for mothers and/or fathers with small children a place to change clothes and shower. A family locker room can be a dressing stall with a bench inside the main locker room or separate individual rooms with a dressing area, showers and toilets. Recommend a separate family locker area with private oversized stalls for dressing and showering. Provide toilets, sinks and lockers in an adjacent common area within the family locker room.

Space Size (square meters (feet), occupancy, or unit of equipment): In order to count in compliance with this standard, the following square footage shall be provided:

---

**Percent In-Door Inventory (Volume) In Compliance With Standards**

---

- X-Large** - 46.5 to 55.7 square meters (500 to 600 square feet)
- Large** - 37.1 to 46.5 square meters (400 to 500 square feet)
- Medium** - 27.9 to 37.1 square meters (300 to 400 square feet)
- Small** - 18.6 to 27.9 square meters (200 to 300 square feet)
- X-Small** - 9.3 to 18.6 square meters (100 to 200 square feet)

The following number of private family stalls for the family locker rooms are recommended by base size:

- X-Large** - five family stalls.
- Large** - four family stalls
- Medium** - three family stalls
- Small** - two family stalls
- X-Small** - one family stall

Dressing area should be sized for a parent and two children.

A 456-mm by 1219-mm (18-inch by 48 inch) water resistant bench and a minimum of four wall hooks for towel and clothes are recommended for each family changing/dressing stall.

Three full-size lockers per private family stall should be located in the common area of the family locker room.

Restroom should contain a water closet, lavatory with mirror and lighting above, towel hook, soap dispenser, paper towel dispenser, toilet tissue dispenser, and trash receptacle. Outside this room in the common area, recommend location of a mirror with a shelf and hair-drying space.

**2.2.5 Control Counter and Administrative Area:** The control counter is often referred to as the front desk or reception desk. It's the focal point of information exchange within the building and is the check-in location for patrons. The control desk provides for direct supervision of the facility as well as greeting and informing patrons and directing them to their particular activity area. Additionally, the control desk serves as the focal point for safety and emergency situations.

Space Size (square meters (feet), occupancy, or unit of equipment). The following square meter (footage) requirements must be maintained for each control counter/administration area by installation:

- X-Large** - 93 square meters (1000 square feet)
- Large** - 84 square meters (900 square feet)
- Medium** - 74 square meters (800 square feet)
- Small** - 56 square meters (600 square feet)
- X-Small** - 37 square meters (400 square feet).

**2.2.6 Gymnasium:** A gymnasium is an area where a basketball court(s) may be a single or multi-purpose court (area) for Instructional, informal, intramural, and extramural sports as well as special community events.

The following number of indoor basketball courts is required by installation size:

- X-Large** - 4
- Large** - 3
- Medium** - 2
- Small** - 1
- X-Small** - 0

A court shall be designated as the main court for competition.

In order to be counted compliance with this standard, basketball courts will comply with NCAA basketball standards which is 94' by 50' with 6 feet minimum and a recommended 10 feet unobstructed space on all sides. The size of a volleyball court is 30' x 60' with 10 feet unobstructed area on all sides (6 ft. minimum). There should be an overhead clearance free from obstruction to a height of 7m.(23') measured from the playing surface.

**2.2.7 Combative/Martial Arts Room:** To be utilized for the instruction and practice sessions of combative and martial arts disciplines.

The following minimum guidelines will be provided for Combative/Martial Arts Room:

- X-Large** - 3,200 square feet
- Large** - 2,400 square feet
- Medium** - 1,600 square feet
- Small** - 800 square feet
- X-Small** - N/A

**2.2.8 Racquetball/Handball Courts:** For the instructional, informal and intramural participant in their leisure pursuits.

The following minimum number of courts required is:

- X-Large** - 6 courts
- Large** - 4 courts
- Medium** - 4 courts
- Small** - 2 courts
- X-Small** - 1 court

In order to be counted in compliance with this standard, courts shall be All courts should be four walls; and dimensions are 20 feet wide, 20 feet high, and 40 feet long, with the back wall at least 12 feet high.

**2.2.9 Multi-Purpose Activity Area:** An area designed for classes, meetings and special group meetings.

The minimum multi-purpose activity area (for all size installations except X-Small) is 1500 square feet with a ceiling height of 12 feet. The size for an X-Small installation is 500 square feet.

**2.2.10 Gear Issue/Laundry Room:** An area designed for storage of recreational gear that can be issued to patrons for leisure pursuits.

The following represent the minimum size for the gear issue room by installation size:

**X-Large** - 1200 square feet

**Large** - 1000 square feet

**Medium** - 800 square feet

**Small** - 600 square feet

**X-Small** - 500 square feet

A laundry area shall be located within the Gear Issue area, which will consume approximately 150 to 300 square feet of floor space.

The customer service counter should be large enough to accommodate patrons at peak demand times.

**2.2.11 Equipment Storage Room:** An area designed for storage of equipment and supplies used to support the recreation and fitness program.

## Percent In-Door Inventory (Volume) In Compliance With Standards

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The following minimum guidelines will be provided for indoor storage area by installation size:

X-Large	-	1250 square feet
Large	-	1000 square feet
Medium	-	750 square feet
Small	-	600 square feet
X-Small	-	400 square feet

**2.2.12 Administrative/Support Area:** An area designed for staff office space that can also be utilized for patron interviews, evaluations etc.

The minimum square footage for the administrative office and support area is:

<b>X-Large</b>	-	1000 square feet
<b>Large</b>	-	900 square feet
<b>Medium</b>	-	800 square feet
<b>Small</b>	-	600 square feet
<b>X-Small</b>	-	300 square feet

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**Percent In-Door Inventory (Volume) In Compliance With Standards**

**Score Sheet  
Navy Fitness  
Metric 2.2**

**Step 1** Circle the number in column B that matches your level of compliance from column (A) for each standard.

		<b>A</b>	<b>B</b>
<b>Standard</b>	<b>Facility</b>	<b>% of Requirement Met</b>	<b>Score</b>
<b>2.2.1</b>	Fitness Area (to include warm-up/cool down area; free weight section; circuit training machine area; and cardiovascular machine area)  Percentages in column A refer to the square footage requirement in the standard.	>100	10
		90-99	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	
<b>2.2.2</b>	Group Exercise Area Percentages in column A refer to the square footage requirement in the standard.	>100	10
		90-99	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	
<b>2.2.3</b>	Locker Area Percentages in column A refer to the square footage requirement in the standard.	>100	10
		90-99	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	

**Navy Fitness  
Program Standards and Metrics**

2.2.4	Family Locker Room	100	1
2.2.5	Control Counter Area	100	1
2.2.6	Gymnasium Percentages in column A refer to the square footage requirement in the standard.	100	10
		90-99	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	
2.2.7	Combative/Martial Arts Room	100	1
2.2.8	Racquetball/Handball Courts	100	1
2.2.9	Multi-purpose Activity Area	100	1
2.2.10	Gear Issue Room	100	1
2.2.11	Equipment Storage Room	100	1
2.2.12	Administrative Support Area	100	1

**Step 2** Add the circled numbers and enter total.

--

**Step 3** Compute your percent compliance:

$$B \div 48 \times 100 = \% \text{ Compliance}$$

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Your % 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.

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# NAVY FITNESS PROGRAM STANDARDS AND METRICS FACILITIES

## METRIC 2.3

### Percent Out-Door Areas (Quality) in Compliance With Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with the quality standards prescribed for out-door fitness areas.

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**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - DoD Core Fitness Standards
  - Sports Governing Bodies/Sports Organizations (see BUPERSINST 1710.11C)
  - American College of Sports Medicine, Health/Fitness Facility Standards and Guidelines, Second Edition
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**NOTES**

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## Standards

### Softball Fields

- 2.3.1** All fields are situated (relative to the location of home plate) so the pitcher is throwing across the sun and the batter is not facing the sun.
- 2.3.2** Infields are skinned. The infield is graded so that base lines and home plate are level. Turf or a synthetic surface is the recommended surface for the outfield.
- 2.3.3** All bases are the safety breakaway type or style. First base should be a double base with the outside bag painted orange.
- 2.3.4** The outfield areas have a complete underground sprinkler system.
- 2.3.5** All permanent fields have a 12-foot warning track.
- 2.3.6** Water and electrical outlets are located near the fields.
- 2.3.7** The light level for lighted fields is at least 50 foot-candles for infield and 30 foot-candles for the outfields.
- 2.3.8** Each field has a backstop centered on home plate at a distance of 25 feet from home plate. The panels must be large enough to ensure safety and be covered by #9 gauge x 2" mesh chain link fabric. All fencing down foul lines should be 8 feet in height with #9 gauge x 2" mesh chain link and all permanent outfield fence should be 8 feet in height with the same material attached.
- 2.3.9** Each field has two (2) permanently installed dugouts.

- 2.3.10** Dugouts have built in benches, are enclosed by fencing and have gates to the field.
- 2.3.11** The main playing field has a large electronic scoreboard installed in the proper location for viewing. Each of the other fields should have portable electronic scoreboards available for use.
- 2.3.12** All fields have adequate bleachers for spectators.
- 2.3.13** All fields have support buildings with rest rooms, field maintenance storage, and scoring area located near the playing fields.

### **Multi-Purpose Fields**

- 2.3.14** Turf or synthetic surface is the recommended surface for multi-purpose fields. An in-ground sprinkler system for watering should be provided if surface is not synthetic.
- 2.3.15** For lighted fields, the light level 50 foot-candles for the entire field.
- 2.3.16** Water and electrical outlets are located near the fields.
- 2.3.17** A support building with rest rooms, field maintenance storage, and scoring area is located near the playing fields.

### **Tennis**

- 2.3.18** Orientation of the court is along the north/south axis, except in the southern area where it is most advantageous to situate the court 22 degrees off true (not magnetic) north so that the court runs slightly northwest to southeast.

## **Percent Out-Door Areas (Quality) in Compliance With Standards**

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- 2.3.19** Each court has a true plane providing drainage from side to side or end to end and does not drain to or from the net or centerline of the court.
- 2.3.20** The slope for porous courts is one inch in twenty to thirty feet. The slope for a non-porous court is one inch in ten feet.
- 2.3.21** The light level for lighted courts is 30 foot-candles for the entire court(s) area.
- 2.3.22** All backstops (fencing) are at least 12 feet in height. The fence covering should be chain link mesh type fabric of 1 1/2" and 11 gauge galvanized wire.
- 2.3.23** All courts have windscreens in all fencing.
- 2.3.24** Gates are standard 4' x 7' and open outward from the court.
- 2.3.25** A tennis backboard or tennis rebound net is located in or near the tennis area.
- 2.3.26** All courts are checked and maintained daily. There is a large sized broom and squeegee available at the court for maintenance.

### **Swimming Pool (Applies to both indoor and outdoor):**

- 2.3.27** Outdoor pools are securely surrounded by chain link or other non-climbable fence at least 6 feet high, with secure latches above the reach of young children.
- 2.3.28** A floating safety line is provided at the 5-foot-depth mark or at the breakpoint between shallow and deep water.

- 2.3.29** There is a clear path (minimum 5-ft) around the pool on the deck. This area must extend at least 3ft past any lifeguard stand or diving board. The patron ratio on the deck cannot exceed 1 patron per 20 square feet.
- 2.3.30** Windscreens are provided at locations where heavy winds prevail.
- 2.3.31** Adequate storage is provided for equipment and supplies.
- 2.3.32** The deck is of non-skid material.
- 2.3.33** Overflow gutters extend around the pool perimeter and are designed so that no swimmer can catch a leg or arm in them.
- 2.3.34** The recirculation-filtration system has been designed to meet the anticipated pool load.
- 2.3.35** Safety markings are located at variations in pool depth of 1 foot and are marked on the pool wall and pool deck. For outdoor pools, depth markings may also be mounted on the perimeter fence at the edge of the deck. Painted or colored tile swimming lane markings should be provided on the bottom of the pool.
- 2.3.36** The main drain is clearly marked by painting the grate a conspicuous color or by laying colored tile around the drain perimeter.
- 2.3.37** The pool area is free of trees or plants that drop leave/branches/fruit into the pool or attract unwanted insects.
- 2.3.38** Playground areas are separated from the swimming area.

**Percent Out-Door Areas (Quality) in Compliance With Standards**

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- 2.3.39** The children's pool is separated from the deeper-water swimming area with a gate and fencing.
- 2.3.40** Pool furniture is situated at least 5' away from the pool edge.
- 2.3.41** All enclosed areas are properly ventilated.
- 2.3.42** There is overhead clearance of at least 16 feet above a 1 and 3 meter board and 11 feet above a 10-meter platform.
- 2.3.43** The lighting level (for lighted or indoor pools) is 60 foot-candles or greater at the water surface.
- 2.3.44** There are provisions for proper temperature control in the poolroom for both water and the air.
- 2.3.45** For teaching, an even depth of 3 to 4 feet over an area of 800 square feet is provided.
- 2.3.46** A provision for lap swimming has been made at all pools.

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**Percent Out-Door Areas (Quality) in Compliance With Standards**

**Score Sheet  
Fitness  
Metric 2.3**

		<b>A</b>
<b>Step 1</b>	Circle the number in the column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>Softball Fields</b>		
<b>2.3.1</b>	Field orientation	1
<b>2.3.2</b>	Skinned infields skinned	1
<b>2.3.3</b>	Breakaway bases	1
<b>2.3.4</b>	Sprinkler system	1
<b>2.3.5</b>	Warning track	1
<b>2.3.6</b>	Water and electrical outlets	1
<b>2.3.7</b>	Light level	1
<b>2.3.8</b>	Backstop and fencing	1
<b>2.3.9</b>	Dugouts	1
<b>2.3.10</b>	Dugouts have built in benches, are enclosed by fencing and have gates to the field.	1
<b>2.3.11</b>	Scoreboards	1
<b>2.3.12</b>	Bleachers	1
<b>2.3.13</b>	Support buildings	1
<b>Multi-Purpose Fields</b>		
<b>2.3.14</b>	Turf or synthetic surface	1
<b>2.3.15</b>	Light level 50 foot-candles	1
<b>2.3.16</b>	Water and electrical outlets	1
<b>2.3.17</b>	Support building	1

**Navy Fitness  
Program Standards and Metrics**

<b>Tennis</b>	
<b>2.3.18</b> Orientation	1
<b>2.3.19</b> Drainage	1
<b>2.3.20</b> Slope	1
<b>2.3.21</b> Light level	1
<b>2.3.22</b> Backstops	1
<b>2.3.23</b> Windscreens	1
<b>2.3.24</b> Gates	1
<b>2.3.25</b> Backboard or rebound net	1
<b>2.3.26</b> Maintenance	1
<b>Swimming Pool (Applies to both indoor and outdoor):</b>	
<b>2.3.27</b> Security fencing	1
<b>2.3.28</b> Floating safety line	1
<b>2.3.29</b> Clear path	1
<b>2.3.30</b> Windscreens	1
<b>2.3.31</b> Storage	1
<b>2.3.32</b> Non-skid deck	1
<b>2.3.33</b> Overflow gutter design	1
<b>2.3.34</b> Recirculation system	1
<b>2.3.35</b> Depth markings	1
<b>2.3.36</b> Conspicuous main drain	1
<b>2.3.37</b> Trees or plants	1
<b>2.3.38</b> Playgrounds separated	1
<b>2.3.39</b> Children's pool separated	1
<b>2.3.40</b> Pool furniture	1
<b>2.3.41</b> Proper ventilation	1
<b>2.3.42</b> Overhead clearance	1
<b>2.3.43</b> Lighting level	1
<b>2.3.44</b> Temperature control	1
<b>2.3.45</b> Teaching area	1
<b>2.3.46</b> Lap swimming	1

**Step 2** Add the circled numbers and enter total.

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**Percent Out-Door Areas (Quality) in Compliance With Standards**

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**Step 3**      Compute your percent compliance:

$$A \div 46 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4**      Enter your percent compliance in the performance block for metric 2.3.

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

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## NAVY FITNESS PROGRAM STANDARDS AND METRICS FACILITIES

### METRIC 2.4

#### Percent of In-Door Areas (Quality) in Compliance With Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with quality standards prescribed for in-door fitness areas.

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**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- NAVFAC Military Handbook 1037/8, Indoor Fitness/Recreation Facilities
- American College of Sports Medicine, Health/Fitness Facility Standards and Guidelines, Second Edition

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**NOTES**

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## **Standards**

### **Fitness Area:**

- 2.4.1** The free weight floor area is covered with a durable, resilient, high impact resistant material designed for free weight exercise areas.
- 2.4.2** In the circuit training and cardiovascular machine areas, an easily cleaned and durable floor cover is in place. (Recommend a broadloom, multicolored, patterned carpet to help hide soil and stains.)
- 2.4.3** Strength training/circuit for resistance training equipment is arranged to allow patrons to train by muscle group starting with larger muscle groups. Recommended order is: leg press, leg extension, leg curl, chest press, chest incline press, chest fly, back pull down, back low row, back pull-over, shoulder press, shoulder lateral raise, bicep curl, tricep extension, abdominals and low back.
- 2.4.4** 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).
- 2.4.5** Outlets for cardiovascular equipment, computerized strength training machines, electric water cooler, computer and printer for fitness assessments, stereo/audio/visual/video system and phone jacks have been provided. (Wall and/or recessed floor electrical outlets may be required for the fitness equipment depending on the overall size of the space, the architectural floor plan design/shape, and the placement for the equipment.)
- 2.4.6** A control desk is provided near the entry of the fitness area if a direct view is obstructed from the main control desk.
- 2.4.7** The light source is diffused, avoiding focusing strong light sources directly above equipment.

**2.4.8** Sound levels are under 90 decibels. Sound sources include exercise equipment in use, stereo sound system, conversation, etc.

**2.4.9** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:

**Temperature** - 68 to 72 degrees Fahrenheit

**Humidity** - 60% or less

**Air Circulation** - 8 to 12 exchanges

**2.4.10** A water fountain or cooler is available within or adjacent to the fitness activity areas.

**Warm-Up/Cool-Down Area:**

**2.4.11** The area is covered with antimicrobial treated carpet.

**2.4.12** Exercise mats have been provided that are nonabsorbent and antistatic and have been treated with antifungal and antibacterial agents.

**Group Exercise Room:**

For instructional classes an informal practice sessions in group exercise and dance.

**2.4.13** The floor should be a wood or comparable floor surface in conjunction with a subfloor system that eliminates dead spots and provides for adequate absorption of the impact created by users.

## **Percent In-Door Areas (Quality) in Compliance With Standards**

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- 2.4.14** At least one wall is finished with mirrors to a minimum height of 2133 mm (7 feet) above the finished floor. (Two or three walls finished with mirrors are preferable.) The wall mirrors are mounted continually edge-to-edge, approximately 355 mm (1 foot 2 inches) above the finished floor.
- 2.4.15** Group Exercise Area has a minimum 50 foot-candles of lighting at the floor surface.
- 2.4.16** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:
- Temperature** - 66 to 70 degrees Fahrenheit
  - Humidity** - 60% or less
  - Air Circulation** - 8 to 12 exchanges
- Locker Rooms:**
- 2.4.17** Floor covering is a non-skid, impervious material. (Prefer a monolithic floor with integral cove base.) The flooring meets both Preventative Medicine and Safety regulations.
- 2.4.18** Materials and finishes are water and humidity resistant, and easy to maintain. (The preferred wall finish is ceramic tile floor to ceiling with integrated color scheme and/or pattern.)
- 2.4.19** The locker room has at least 50 foot-candles of lighting.
- 2.4.20** Lighting fixtures have translucent, moisture resistant, non-breakable, protective covers in place.

- 2.4.21** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:
- Temperature** - 72 to 78 degrees Fahrenheit
  - Humidity** - 60% or less
  - Air Circulation** - 8 to 12 exchanges in dry areas, 20 to 30 exchanges in wet areas.

**Lockers:**

- 2.4.22** Individual lockers should be no smaller than 12 inches by 36 inches (half-size lockers). Z type lockers are preferred if using half lockers but full-size lockers are preferred over half size.
- 2.4.23** Locker rooms are readily accessible to the activity spaces, lobby, and control desk in the lobby with privacy screening at entrances to eliminate views from adjacent spaces into locker rooms.
- 2.4.24** Locker rooms have direct access to the shower and toilet spaces, and, if provided, the sauna, steam room, and/or hot tub.
- 2.4.25** Each locker room includes a wet (direct access to showers) and a dry (direct access to activity spaces) corridor system.
- 2.4.26** Individual shower stalls are provided in the women's shower spaces.
- 2.4.27** If gang showers are provided in the men's shower spaces, a separate drying space between the shower space and the locker space is provided.
- 2.4.28** The drying space has a bench and clothing and towel hooks on the wall above the bench.

**2.4.29** Wall shelving with mirrors and electrical outlets for hair dryers, curling irons is provided.

**Number of Lockers:**

**2.4.30** Approximately 60 percent of the lockers are for men and 40 percent for women, although this ratio may vary due to existing base population mix of personnel by gender.

**Sauna: (If your program has saunas the following standard is required. Answer “N/A” if you have no saunas.)**

**2.4.31** Room is either redwood or cedar.

**2.4.32** Door provides an adequate seal to retain heat within the sauna, and a wooden door handle on inside is provided.

**2.4.33** Lighting is sufficient so that the room does not appear dark;

**2.4.34** The sauna includes:

- wood benches,
- electric heater with guard rails,
- tamperproof temperature control,
- thermometer,
- hydrometer,
- temperature and panic alarms with audible monitors at the main control desk,
- light with exterior switch,
- door with glass vision panel and panic bar hardware,
- and clock (hardwired with battery backup) that is outside the sauna and visible through the door vision panel from inside the sauna.

**Steam Room: (If your program has steam rooms the following standard is required. Answer “N/A” if you have no steam room.)**

- 2.4.35**
- Floor and benches are of non-slip tile;
  - Ceiling is pitched for drainage down the walls;
  - Floor is sloped for adequate drainage;
  - A cold water shower with a rope pull-chain should be positioned in the room; Lighting is sufficient for visibility through the steam;
  - Door provides an adequate seal to retain steam within this room.
  - The steam room has ceramic tile benches.

**Cool down space:**

- 2.4.36** The cool-down space shared by the sauna and steam room has bench(es) with clothing/towel hooks on the wall above the bench(es).

**Administrative Office and Support Area:**

- 2.4.37** Staff working at the control desk is able to visually monitor the access points to the activity, support, and public spaces. If equipment and towels are issued from the control desk, a separate but adjacent storage room for the equipment and towels is provided.

**Gymnasium:**

- 2.4.38** The court surface is either hard wood with a sleeper sub-surface system or a resilient synthetic material.
- 2.4.39** Basketball backboards are of any rigid weather-resistant material, preferably shatterproof glass.
- 2.4.40** The goals are swing ceiling, wall mounted or portable NCAA approved.

**2.4.41** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:

**Temperature** - 68 to 72 degrees Fahrenheit

**Humidity** - 60% or less

**Air Circulation** - 8 to 12 exchanges

**2.4.42** Breakaway rims are installed on all goals.

**2.4.43** The lighting source is halide lamps and fixtures with illumination level of 75-foot candles on task. Care should be taken to achieve a brightness balance and to eliminate extremes of brightness and glares.

**2.4.44** There is adequate space designated to store volleyball standards and net, scoreboard panels, court floor covering, tables and chairs, wrestling mats and other exercise mats.

**2.4.45** The main court area has either permanent or portable seating for the following number of people:

**X-Large** - 400

**Large** - 300

**Medium** - 200

**Small** - 100

**X-Small** - 0

**Combative/Martial Arts room:**

**2.4.46** The floor of the room is hardwood with a sub-surface sleeper system or resilient materials to prolong the life of the mats.

**2.4.47** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:

**Temperature** - 68 to 72 degrees Fahrenheit

**Humidity** - 60% or less

**Air Circulation** - 8 to 12 exchanges

**2.4.48** The walls are covered with padded material up to five feet above the floor on all sides.

**2.4.49** The ceiling is of acoustic material and is at least 10 feet high.

**Racquetball/Handball courts**

**2.4.50** The floor is a hardwood covering with a sleeper system subsurface structure that helps absorb and accommodate spring as in standard gymnasium construction.

**2.4.51** Ventilation system is capable of controlling excessive odor, heat and humidity common to locker rooms as shown below:

**Temperature** - 68 to 72 degrees Fahrenheit

**Humidity** - 60% or less

**Air Circulation** - 8 to 12 exchanges

**Percent In-Door Areas (Quality) in Compliance With Standards**

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- 2.4.52** Court walls are constructed of fiberboard, laminated wood panels, shatterproof glass or a non-splintering durable wood.
- 2.4.53** Entrance doors open toward the corridor and have flush mounted handles and hinges.
- 2.4.54** There is a small shatterproof window installed flush with the interior surface of the door at approximately eye level.
- 2.4.55** The ceiling offers a flat playing surface. Ventilating ducts, lighting fixtures, fire alarm systems and sprinkler heads and lighting fixtures are installed flush with the ceiling surface.
- 2.4.56** Transparent, non-breakable, plastic protective covers are used to protect lighting units.
- 2.4.57** The lighting source provides an illumination level of 50 foot-candles on task.
- 2.4.58** The floor of the gear issue area is a reinforced, moisture-proof, non-skid surface that is resistant to detergents and bleaching materials.
- 2.4.59** There are adequate shelving, bins, and open-end cubicles for storage of equipment and supplies.
- 2.4.60** Proper temperature, humidity, and air circulation levels are maintained in the area:
- Temperature** - 72 to 78 degrees Fahrenheit.
  - Humidity** - 60 % or less.
  - Air Circulation** - 8 to 12 exchanges per hour.

**2.4.61** The lighting standard for the gear issue room is 50 foot-candles at the floor surface.

**2.4.62** The entry way consists of a locking double door size with flush sills and sufficient height to facilitate movement of equipment.

**Equipment Storage room:**

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

**2.4.64** The entryway has a locking double door size with flush sills and sufficient height to facilitate movement of equipment.

**Percent In-Door Areas (Quality) in Compliance With Standards**

**Score Sheet  
Navy Fitness  
Metric 2.4**

	<b>A</b>
<b>Step 1</b> Circle the number in the column A for each standard met.	<b>Meet Standard</b>
<b>Standards</b>	
<b>Fitness Area:</b>	
2.4.1    Free weight floor	1
2.4.2    Circuit and cardiovascular area flooring	1
2.4.3    Equipment arrangement	1
2.4.4    Floor designed for load	1
2.4.5    Electrical and phone jacks	1
2.4.6    Control desk	1
2.4.7    Diffused light source	1
2.4.8    Sound levels	1
2.4.9    Ventilation system	1
2.4.10   Water available	1
<b>Warm-Up/Cool-Down Area:</b>	
2.4.11   Treated carpet	1
2.4.12   Exercise mats	1
<b>Group Exercise Room:</b>	
2.4.13   Appropriate flooring	1
2.4.14   Wall mirrors	1
2.4.15   Lighting	1
2.4.16   Ventilation system	1

**Navy Fitness  
Program Standards and Metrics**

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<b>Locker Rooms:</b>	
2.4.17 Flooring	1
2.4.18 Water and humidity resistance	1
2.4.19 Lighting	1
2.4.20 Lighting fixtures	1
2.4.21 Ventilation system	1
<b>Lockers:</b>	
2.4.22 Locker size	1
2.4.23 Locker rooms accessible	1
2.4.24 Direct access to shower and toilet spaces	1
2.4.25 Wet and dry access	1
2.4.26 Women's shower stalls	1
2.4.27 Drying space separated form shower	1
2.4.28 Bench, clothing and towel hooks provided	1
2.4.29 Wall shelving, mirrors and electrical outlets	1
<b>Number of Lockers:</b>	
2.4.30 60/40	1
<b>Sauna: (If your program has saunas the following standard is required. Answer "N/A" if you have no saunas.)</b>	
2.4.31 Redwood or cedar	1
2.4.32 Door seal	1
2.4.33 Lighting	1
2.4.34 Equipment	1
<b>Steam Room: (If your program has steam rooms the following standard is required. Answer "N/A" if you have no steam room.)</b>	
2.4.35 All requirements	1

**Percent In-Door Areas (Quality) in Compliance With Standards**

<b>Cool down space:</b>	
2.4.36 Benches and hooks	1
<b>Administrative Office and Support Area:</b>	
2.4.37 Staff visibility	1
<b>Gymnasium:</b>	
2.4.38 Court surface	1
2.4.39 Basketball backboards	1
2.4.40 Swing ceiling, wall mounted or portable NCAA approved	1
2.4.41 Ventilation system	1
2.4.42 Breakaway rims	1
2.4.43 Lighting	1
2.4.44 Storage space	1
2.4.45 Seating area	1
<b>Combative/Martial Arts room:</b>	
2.4.46 Flooring	1
2.4.47 Ventilation	1
2.4.48 Wall padding	1
2.4.49 Ceiling	1
<b>Racquetball/Handball Courts</b>	
2.4.50 Flooring	1
2.4.51 Ventilation	1
2.4.52 Court walls	1
2.4.53 Entrance doors	1
2.4.54 Shatterproof window	1
2.4.55 Ceiling flat paying surface	1
2.4.56 Lighting unit covers	1
2.4.57 Lighting	1

**Navy Fitness  
Program Standards and Metrics**

---

<b>Gear Issue/Laundry Room:</b>	
2.4.58 Flooring	1
2.4.59 Storage	1
2.4.60 HVAC	1
2.4.61 Lighting	1
2.4.62 Entryway	1
<b>Equipment Storage room:</b>	
2.4.63 Storage	1
2.4.64 Entryway	1
<b>Step 2</b>	Add the circled numbers and enter total.

**Step 3** Compute your percent compliance:

$$A \div 64 \times 100 = \% \text{ Compliance}$$

(adjust denominator for N/As)

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 2.4.

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

---

# NAVY FITNESS PROGRAM STANDARDS AND METRICS PROGRAM

## METRIC 3.1

### Percent Fitness Center Programs Offered in Compliance With Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for Fitness Center Programs.

---

**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- American College of Sports Medicine, Guidelines for Exercise Testing and Prescription, Second Edition
- OPNAVINST 6110.1G, Physical Readiness Program

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**NOTES**

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**Standards**

- 3.1.1** There is a written annual schedule (e.g., calendar of events, program schedule) that describes the programs to be implemented and that meets the program goals and objectives.
- 3.1.2** The fitness complex is open at least 90 hours per week to meet customer demand and to allow patrons who work irregular duty hours reasonable access to the facilities.
- 3.1.3** A pre-activity screening that is appropriate to the physical activities to be performed by the patron is available to customers.
- 3.1.4** Fitness testing is available either on site or at another location. The testing protocol follows the ACSM guideline and incorporates measurement of body composition, cardiorespiratory fitness, flexibility, and muscle strength/ endurance. When doing body composition for active duty members only height, weight and circumference measurements may be used following the official Navy protocol as directed by the Navy Physical Readiness Program.
- 3.1.5** The fitness center provides an on-going health promotions awareness program for its patrons. These programs must contain at least the following: Smoking Prevention and Cessation; Physical Fitness; Back Injury prevention; Nutrition Education; Alcohol and Drug Abuse Prevention; Hypertension Education; and Stress Management.
- 3.1.6** There is an incentive award program available to patrons that rewards participation in fitness activities. (An incentive award program is a required element of the DOD Core Fitness Standards.)
- 3.1.7** The fitness program promotes participation with local civilian community fitness/sports organizations.

**Navy Fitness  
Program Standards and Metrics**

---

**3.1.8** Annually, the Fitness Department conducts instructional skill classes in at least five (5) informal (self-directed) lifetime fitness activities. Examples include: tennis, golf, racquetball, and swimming.

**3.1.9** The following number of group exercise (aerobics, spinning, boot camp, etc.) classes are offered weekly to patrons of all skill levels:

<b>Size of Installation</b>	<b>Number of Classes</b>
X-Large	15
Large	12
Medium	10
Small	5
X-Small	3

**3.1.10** At least two (2) special events are conducted annually in support of special health/wellness programs, such as health fairs or fitness clinics.

**3.1.11** On at least a weekly basis and when (individually) requested, basic orientation is provided on the fitness facilities and programs to include rules, safety guidelines, and proper use of equipment.

**3.1.12** The Fitness Center Program and staff continually support the Navy Physical Readiness program through individual or small group exercise prescriptions, group exercise classes or individual instruction for either test preparation or as part of a Fitness Enhancement program.

**3.1.13** The minimum staff to patron ratio meets the American College of Sport Medicine prescribed staffing guideline of at least one Fitness leader/instructor on the fitness floor for up to 50 patrons.

**3.1.14** If the fitness operation has a swimming pool, then safety considerations require that swimming pool areas have certified staff members on duty at the pool perimeter during regular hours of operation.

**Percent Fitness Center Programs Offered in Compliance With Standards**

**Score Sheet  
Fitness  
Metric 3.1**

		A
<b>Step 1</b>	Circle the number in the column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
3.1.1	Written annual schedule	1
3.1.2	Open 90 hours per week	1
3.1.3	Pre-activity screening	1
3.1.4	Fitness testing	1
3.1.5	Health promotions	1
3.1.6	Incentive award program	1
3.1.7	Civilian community	1
3.1.8	Skill classes	1
3.1.9	Group exercise classes	1
3.1.10	Special events	1
3.1.11	Basic orientation	1
3.1.12	PRP support	1
3.1.13	Staff/patron ratio	1
3.1.14	Certified pool staff	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Navy Fitness  
Program Standards and Metrics**

---

**Step 3** Compute your percent compliance:

$$A \div 14 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 3.1.

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

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# NAVY FITNESS PROGRAM STANDARDS AND METRICS PROGRAM

## METRIC 3.2

### Percent Sports/Athletic Programs Offered in Compliance With Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for sports/athletic programs.

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**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - Sports Governing Bodies/Sports Organizations (see BUPERSINST 1710.11C)
- 

**NOTES**

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## **Standards**

### **Intramural competition**

- 3.2.1** At least four (4) individual/dual sports are offered during the year for men.
- 3.2.2** At least four (4) individual/dual sports are offered during the year for women.
- 3.3.3** Tournaments for individual/dual sports are structured by skill levels: novice, intermediate and advanced.
- 3.2.4** At least four (4) team sport leagues are offered for men from the following: Softball, Flag Football, Basketball, Volleyball, and Soccer. (Note: Multiple season leagues in a single sport count as one sport).
- 3.2.5** At least four (4) team sport leagues are offered for women from the following: Softball, Flag Football, Basketball, Volleyball, and Soccer. (Note: Multiple season leagues in a single sport count as one sport).
- 3.2.6** The program allows for “35 and over” league play in at least one major sport. Age may be adjusted based on base demographics.
- 3.2.7** At least two (2) meet sports are offered each year.
- 3.2.8** At least two (2) special events are offered each year.
- 3.2.9** The program hosts at least one (1) sports competition each year involving intramural participants/teams and the local community.

**Navy Fitness  
Program Standards and Metrics**

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**3.2.10** All team captains/participants have access to the written rules and league by-laws governing their sport.

**3.2.11** One person in the sports program has been designated to monitor intramural sports officials.

**3.2.12** An evaluation is conducted on all officials at least twice during the sports season.

**3.2.13** In all intramural competition only certified officials are utilized. The use of untrained or volunteer officials is not authorized and is detrimental to the recreational sports program.

In team sport competition, the following number of officials is the minimum required per sports contest based on the current national governing body standards:

**3.2.14** • Basketball - 2 officials

**3.2.15** • Softball - 1 officials

**3.2.16** • Volleyball - 1 officials

**3.2.17** • Soccer - 1 official

**3.2.18** • Flag Football - 3 officials

**3.2.19** All intramural officials are required to regularly attend rule interpretation and mechanics clinics for officials.

**3.2.20** Official rules set forth by the organization governing amateur competition in each sport are used:

**Sports National Governing Body**

Basketball	NCAA/NFSHSA
Bowling	American Bowling Congress
Boxing	USA Boxing, Inc.
Flag Football	National Intramural Recreational Sports Association
Golf	U.S. Golf Association
Racquetball	American Amateur Racquetball Association
Sailing	U.S. Sailing Association
Soccer	U.S. Soccer Federation/NFSHSA/FIFA
Softball	ASA/USSA/NSA
Tennis	U.S. Tennis Association
Track and Field	The Athletic Congress of USA
Volleyball	USA Volleyball/NFSHSA
Wrestling	USA Wrestling

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**Percent Sports/Athletic Programs Offered in Compliance With Standards**

**Score Sheet  
Fitness  
Metric 3.2**

		<b>A</b>
<b>Step 1</b>	Circle the number in the column A for each standard met.	
<b>Standards</b>		<b>Meet Standard</b>
<b>3.2.1</b>	Men's individual/dual sports	1
<b>3.2.2</b>	Women's individual/dual sports	1
<b>3.2.3</b>	Structured tournaments	1
<b>3.2.4</b>	Men's team sports	1
<b>3.2.5</b>	Women's team sports	1
<b>3.2.6</b>	35 and over program	1
<b>3.2.7</b>	Meet sports	1
<b>3.2.8</b>	Special events	1
<b>3.2.9</b>	Sports competition involving local community	1
<b>3.2.10</b>	Access to rules	1
<b>3.2.11</b>	Monitor sports officials	1
<b>3.2.12</b>	Evaluation of sports officials	1
<b>3.2.13</b>	Certified sports officials	1
<b>Number of sports officials</b>		
<b>3.2.14</b>	Basketball	1
<b>3.2.15</b>	Softball	1
<b>3.2.16</b>	Volleyball	1
<b>3.2.17</b>	Soccer	1
<b>3.2.18</b>	Flag Football	1
<b>3.2.19</b>	Official training	1
<b>3.2.20</b>	Rules	1
<b>Step 2</b>	Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 20 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4** Enter your percent compliance in the performance block for metric 3.2.

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

---

# NAVY FITNESS PROGRAM STANDARDS AND METRICS PROGRAM

## METRIC 3.3

### Percent Aquatics Program in Compliance With Standards

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for aquatics programs.

---

**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs

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**NOTES**

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## **Standards**

**3.3.1** The Aquatics Program Director designs an annual calendar of events.

**3.3.2** The aquatics program includes at least the following elements

- Swimming Instruction
- Fitness Classes and Programs
- Special Events

## **Swimming Instruction**

**3.3.3** Incremental skill advancement classes are conducted for school age youth

**3.3.4** Incremental skill advancement classes are conducted for adults.

**3.3.5** Introductory swimming skills and aquatic facility familiarization classes are conducted for infants, toddlers and preschoolers.

**3.3.6** Water safety classes are conducted for school age youth.

**3.3.7** Water safety classes are conducted for adults.

## **Fitness Classes and Programs**

The following programs are scheduled during, or in addition to, the facility hours of operation

**3.3.8** Lap swim hours

**3.3.9** Water aerobics

**3.3.10** Distance swimming programs

**3.3.11** Swim Teams

**Special Events**

The following types of events are conducted as a part of the aquatics program

**3.3.12** Social events

**3.3.13** Entertainment Activities

**3.3.14** Aquatic sports tournaments

**3.3.15** Swim competitions

**Percent Aquatics Program in Compliance With Standards**

**Score Sheet  
Navy Fitness  
Metric 3.3**

	A
<b>Step 1</b> Circle the number in the column A for each standard met.  <b>Standards</b>	<b>Meet Standard</b>
3.3.1    Annual calendar	1
3.3.2    Program elements	1
3.3.3    Skill advancement classes for youth	1
3.3.4    Skill advancement classes for adults	1
3.3.5    Introductory skills	1
3.3.6    Water safety for youth	1
3.3.7    Water safety for adults	1
3.3.8    Lap swim hours	1
3.3.9    Water aerobics	1
3.3.10   Distance swimming programs	1
3.3.11   Swim teams	1
3.3.12   Social events	1
3.3.13   Entertainment activities	1
3.3.14   Aquatic sports tournaments	1
3.3.15   Swim competitions	1
<b>Step 2</b> Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 15 \times 100 = \% \text{ Compliance}$$

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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# NAVY FITNESS PROGRAM STANDARDS AND METRICS PROGRAM

## APF SCORE SHEET PROGRAM

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### PURPOSE OF THIS SCORE SHEET

To determine the amount of APF funding needed for program expenses, specifically fitness instructors and ports officials.

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### REFERENCES/SOURCES

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - NAVSO P1000, NAVCOMPT Manual
- 

### NOTES

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**Score Sheet  
Fitness  
Programming**

Compute your total APF contract costs for fitness instructors and sports officials as follows:

- A. Amount required to staff/conduct all the fitness classes required by the standards in 3.1. \_\_\_\_\_
- B. Amount required to fund all the sports officials needed to comply with the standards in 3.2. \_\_\_\_\_
- C. Amount required to fund cleaning contracts. \_\_\_\_\_
- D. Total \_\_\_\_\_

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## NAVY FITNESS PROGRAM STANDARDS AND METRICS EQUIPMENT

### METRIC 4.1

#### Percent Quantity of Equipment in Compliance With Standards

---

**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed standards for the quantity of equipment in Fitness, Sports and Aquatics programs.

**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
- NAVFAC Military Handbook 1037/8, Indoor Fitness/Recreation Facilities
- Air Force Instruction 34-266, Air Force Fitness and Sports Programs.

**NOTES**

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## **Standards**

Adequate and safe equipment and supplies are provided for each fitness and sports activity.

At a minimum, the following equipment is provided:

### **All Facilities:**

- 4.1.1** Each facility has an automatic external defibrillator (AED) located as prescribed by Department of Health and Human Services guidelines.
  
- 4.1.2** Each fitness facility has an automatic blood pressure machine on the floor.
  
- 4.1.3** Each fitness facility has a weight scale in the men's and women's locker rooms.

### **Free Weight Area (By Installation size):**

- 4.1.4** A complete set of free weights will include the following:

Power rack, smith machine, Olympic bench, Olympic incline bench, Olympic decline bench, 0-90 degree adjustable bench, leg press (plate loaded), military shoulder press, cable crossover w/lat pull-down and low row stations, hack squat, preacher curl, one set 5-100lb dumbbells, adequate number of bars (Olympic and EZ curl), plates, trees, and collars.

Each base should have the following number of sets:

- X-Large** - 3 sets
- Large** - 2 sets
- Medium** - 2 sets
- Small** - 1 set
- X-Small** - 1 set

**4.1.5 Strength Training or Circuit Training Machines:** A circuit will consist of the following machines:

Leg press, leg extension, leg curl, chest press, incline chest press, chest fly, back pull-down, back low row, back pull-over, shoulder overhead press, shoulder lateral raise, biceps curl, triceps extension, abdominal machine, low back machine. (Note: It is acceptable to have only two each of the back and chest machines per circuit).

Each base should have the following number of circuits:

**X-Large** - 2

**Large** - 2

**Medium** - 1

**Small** - 1

**X-Small** - 1

One each of the following machines is recommended at each base:

Hip adduction/abduction, assist chin/dip, calf raise, and glute machine.

**4.1.6 Cardiovascular Equipment:** There is a sufficient blend of different pieces of the following equipment based on installation size to meet the needs of the patrons: treadmills, cross trainers, stationary bikes, rowing machines, and stair climbers.

**X-Large** - 64

**Large** - 48

**Medium** - 30

**Small** - 16

**X-Small** - 10

**Gymnasium:**

**4.1.7 Basketball backboards/rims:  
Basketball standards/supports:**

**X-Large** - 8 units

**Large** - 6 units

**Medium** - 4 units

**Small** - 2 units

**X-Small** - 0 units

**4.1.8 Electronic scoreboard:**

1 unit for each regulation size court.

**4.1.9 45 second clocks:**

1 unit for each regulation size court.

**4.1.10 Volleyball standards w/net:**

**X-Large** - 4 units

**Large** - 3 units

**Medium** - 2 units

**Small** - 1 unit

**X-Small** - 0 unit

**4.1.11 Court Floor covering:**

1 unit for each installation.

**4.1.12 PA system:**

1 unit for each facility with a gymnasium.

**4.1.13 Bleachers (5 row/19 feet seat length):**

**X-Large** - 8 units

**Large** - 6 units

**Medium** - 4 units

**Small** - 2 units

**X-Small** - 0 unit

**4.1.14 Ice making machine per facility:**

**X-Large** - 1 units

**Large** - 1 units

**Medium** - 1 units

**Small** - 1 unit

**X-Small** - 1 unit

**4.1.15 Commercial/industrial washers:**

**X-Large** - 4 units

**Large** - 3 units

**Medium** - 2 units

**Small** - 1 unit

**X-Small** - 1 unit

**4.1.16 Commercial/industrial dryers:**

**X-Large** - 8 units

**Large** - 6 units

**Medium** - 4 units

**Small** - 2 units

**X-Small** - 1 unit

**4.1.17 Mini Key/Wallet locker compartments (12 lockers per unit):**

**X-Large** - 4 units

**Large** - 3 units

**Medium** - 2 units

**Small** - 1 unit

**X-Small** - 0 unit

**4.1.18 Administrative Area:  
Computers/printers/software:**

**X-Large** - 2 units plus software support

**Large** - 2 units plus software support

**Medium** - 1 unit plus software support

**Small** - 1 unit plus software support

**X-Small** - 1 unit plus software support

**4.1.19 Paging System for entire building:**

1 unit for each facility.

**4.1.20 Duplicating/copy machine:**

1 unit for each facility.

**Maintenance Equipment:**

**4.1.21** The fitness program has adequate ground maintenance equipment (utility vehicles, drags, racks, etc.) to properly prepare all fields for competition.

**4.1.22** The fitness program has adequate grass maintenance equipment (mowers, tractors, etc.) to properly prepare and cut grass for competition.

**4.1.23** The fitness program has adequate access to passenger van(s) for sports programming.

**4.1.24** The fitness program has adequate government transportation available for staff to perform programming/administrative functions.

**Aquatics/Swimming Pools:**

**4.1.25 General Safety Equipment**

The following general safety equipment is readily available and accessible to every on-duty lifeguard at all times:

- Megaphone
- Whistle
- Shade umbrella
- Sunglasses
- Visor or cap
- Drinking water
- Two-way radio and/or telephone

**4.1.26 Lifesaving Equipment:**

The following lifesaving equipment is readily available and accessible to every on-duty lifeguard at all times:

**Pool:**

- Ring buoy with attached line (located on every lifeguard stand)
- Rescue tube (located on every lifeguard stand)
- Rescue pole (located on every lifeguard stand)
- Shepherd's crook

**Waterfront area:**

- Ring buoy with attached line (located on every lifeguard stand)
- Rescue tube (located on every lifeguard stand)
- Rescue board
- Mask, fins and snorkel
- Heaving line

**4.1.27 First Aid Equipment:**

The following first aid equipment is readily available and accessible to every on-duty lifeguard at all times:

- First aid kit
- Factory manufactured marine backboard with straps and head immobilizer
- Cot
- Blanket
- Pillow

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**Percent Quantity of Equipment in Compliance With Standards**

**Score Sheet  
Fitness  
Metric 4.1**

		<b>A</b>	<b>B</b>
<b>Standard</b>	<b>Equipment</b>	<b>% of Requirement Met</b>	<b>Score</b>
4.1.1	AEDs	100	1
4.1.2	Blood Pressure Machine	100	1
4.1.3	Weight Scales	100	1
4.1.4	Free Weight Area	>100	10
		90-99	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	
4.1.5	Strength/Circuit Training	>100	10
		90-100	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
	<10	0	

**Navy Fitness  
Program Standards and Metrics**

4.1.6	Cardiovascular Equipment	>100	10
		90-100	9
		80-89	8
		70-79	7
		60-69	6
		50-59	5
		40-49	4
		30-39	3
		20-29	2
		10-19	1
		<10	0
4.1.7	Basketball Equipment	100	1
4.1.8	Electronic Scoreboard	100	1
4.1.9	45 second clocks	100	1
4.1.10	Volleyball equipment	100	1
4.1.11	Court Floor Covering	100	1
4.1.12	PA System	100	1
4.1.13	Bleachers	100	1
4.1.14	Ice making machine	100	1
4.1.15	Commercial washers	100	1
4.1.16	Commercial dryers	100	1
4.1.17	Locker compartments	100	1
4.1.18	Admin Area	100	1
4.1.19	Paging system	100	1
4.1.20	Duplicating machine	100	1
4.1.21	Grounds maintenance equipment	100	1
4.1.22	Grass maintenance equipment	100	1
4.1.23	Vans for programming	100	1
4.1.24	Transportation for admin functions	100	1
4.1.25	General safety equipment (aquatics)	100	1
4.1.26	Lifesaving equipment (aquatics)	100	1
4.1.27	First Aid Equipment (aquatics)	100	1

**Step 2** Add the circled numbers and enter total.

--

**Percent Quantity of Equipment in Compliance With Standards**

---

**Step 3**      Compute your percent compliance:

$$B \div 54 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**Step 4**      Enter your percent compliance in the performance block for metric 4.1.

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

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# NAVY FITNESS PROGRAM STANDARDS AND METRICS EQUIPMENT

## METRIC 4.2

### Percent Equipment Replaced Due to Life-Cycle Requirements

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**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed equipment replacement cycles due to age/use of equipment.

---

**REFERENCES/  
SOURCES**

- MWR IPT Program Support Group recommended business practice

---

**NOTES**

Effective long-range planning should be exercised to provide for replacement and purchase of major equipment items. Adequate arrangements should be made for the repair and reconditioning of equipment. Damaged equipment should not be used. Detailed maintenance and repair records should be kept on all equipment.

Average Life-cycles of equipment:

- Aerobic equipment 3-5 years.
  - Bleachers 5-7 years.
  - Basketball Rims 2 years.
  - Strength Training Equipment 5-7 years.
  - Free weight 3-5 years.
-

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## **Percent Equipment Replaced Due to Life-Cycle Requirements**

---

### **Standards**

**4.2.1** At least 20% of the total value of program equipment is replaced annually.

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**Percent Equipment Replaced Due to Life-Cycle Requirements**

---

**Score Sheet  
Fitness  
Metric 4.2**

**Step 1**      Compute your level of replacement per year.

A.    Total value of Fitness program equipment on hand \_\_\_\_\_

B.    Total value of equipment replaced in the last year \_\_\_\_\_

C.    Line B ÷ Line A x 100 = % replaced \_\_\_\_\_

<b>% Replaced</b>	<b>% Compliance</b>	<b>Score</b>
>20	100	10
18-19.9	90	9
16-17.9	80	8
14-15.9	70	7
12-13.9	60	6
10-11.9	50	5
8-9.9	40	4
6-7.9	30	3
4-5.9	20	2
2-3.9	10	1
<2	0	0

**Step 2**      Find your % percent compliance (adjacent to the approximate % replaced) and enter it in the performance block for this metric.

**Step 3**      Find the corresponding “score” in enter it in the score block for this metric.

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**NAVY FITNESS PROGRAM STANDARDS AND METRICS  
EQUIPMENT**

**METRIC 4.3**

**Percent Cardiovascular Equipment “Uptime” Per Month**

---

**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with prescribed equipment “uptime” standards on a monthly basis.

---

**REFERENCES/  
SOURCES**

- MWR IPT Program Support Group recommended business practice

---

**NOTES**

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**Standards**

Equipment that is out of service shall have a sign that notes the date when the equipment will be repaired or in service. An adequate stock of spare parts should be kept on hand for items on equipment that require frequent replacement.

- 4.3.1** Cardiovascular equipment is “up” (available for patron use) at least 95% of operating hours (on average) per month.

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## NAVY FITNESS PROGRAM STANDARDS AND METRICS EQUIPMENT

### APF SCORE SHEET EQUIPMENT AND SUPPLIES

---

#### **PURPOSE OF THIS SCORE SHEET**

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

---

#### **REFERENCES/ SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs
  - NAVSO P1000, NAVCOMPT Manual
- 

#### **NOTES**

As a rule of thumb, 25% 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  
Fitness  
Equipment and Supplies**

Compute your total APF support authorization 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. 25% of the value of your current property inventory. (See 4.2.) \_\_\_\_\_
- C. Total \_\_\_\_\_

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---

**NAVY FITNESS PROGRAM STANDARDS AND METRICS  
ADMINISTRATION**

**METRIC 5.1**

**Percent Compliance With Administrative Requirements**

---

**PURPOSE  
OF THIS  
METRIC**

To determine the level of compliance with other administrative requirements.

---

**REFERENCES/  
SOURCES**

- BUPERSINST 1710.11C, Operation of Morale, Welfare and Recreation (MWR) Programs

---

**NOTES**

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## Standards

**5.1.1** There is a local operating instruction for the Fitness program which includes policies and procedures for the following:

- Fitness Programs
  - Instructional Skill Development
  - Group Exercise Activities
  - Recreational Sports
    - \* Informal Sports
    - \* Intramural Sports
      - Individual Sports
      - Dual Sports
      - Team Sports
      - Meet Sports
      - Special Sporting Events
    - \* Varsity/Extramural Sports
    - \* Club Sports
  
- Awareness & Education Programs
  - Fitness
  - Nutrition
  - Tobacco Cessation
  - Substance Abuse (Drug & Alcohol)
  - Hypertension
  - Back Injury Prevention
  - Stress Management

**5.1.2** The local operating instruction is reviewed every two years.

**5.1.3** The fitness center maintains a resource file for community sports and fitness events/activities and a referral list for patrons with special interests.

- 5.1.4** There is a written statement of annual goals with specific objectives relating to the enhancement of the fitness program.
- 5.1.5** There is a written evaluation completed for all fitness programs and events conducted within 30 days of the conclusion of the program/event.
- 5.1.6** The overall fitness program evaluation is conducted annually and includes all of the following:
- Analyzes all areas of fitness program operation.
  - Involves all patrons and staff.
- 5.1.7** The Fitness Complex has alliances with allied health care providers and rehabilitation center (military and civilian) to make patrons an integral part of the wellness prescription.
- 5.1.8** There is an effective publicity program to expedite communication with the patrons utilizing at least three of the following methods:
- Letters.
  - Flyers, posters, banners.
  - Program newsletters, e-mail or internet web page
  - Telephone conversations.
  - Base TV and radio spots.
  - Bulletin boards.
- 5.1.9** There are written procedures in practice regarding:
- Accident prevention and reporting.
  - Emergency procedures.
  - Facility opening and closing.
  - Facility rules and regulations
  - Incidents involving blood

- 5.1.10** The Fitness Director is involved in the process of fiscal management that includes all of the following:
- Budget development or input.
  - Program cost analysis.
  - Monitoring of departmental income and expenses.
  - Procuring supplies and equipment.
  - Input in establishing fees and charges for personal services (e.g., personal trainer, massage services).
- 5.1.11** Policies governing the receipt of revenue and expenditure of funds for fitness programs/services are clearly stated in written form.
- 5.1.12** Adequate financial records are kept by the Fitness Coordinator (or assigned staff member) to facilitate the proper use of the budget.
- 5.1.13** No individuals or groups are permitted unsupervised access to a facility unless the Commanding Officer or MWR Director has approved the exception.
- 5.1.14** There are no fees or charges for active duty, retirees or their family members to utilize appropriated fund fitness facilities. There may be a charge for programs and services provided by certified personnel under NAF service contracts (e.g., massage service).
- 5.1.15** The Fitness program has a stringent policy regarding the sale or promotion of vitamin and mineral supplements, “health foods”, “organic foods”, “natural” foods, herbs, related products, and dietary fads to ensure that patrons are not wasting their money or jeopardizing their health.
- 5.1.16** At the time of program registration, all information about the activity, service or event is available to the participant.

**Navy Fitness  
Program Standards and Metrics**

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- 5.1.17** At least hourly (and randomly), all areas of the fitness complex are monitored to ensure patron safety, compliance with policies, assess facility and equipment condition and serviceability, and offer guidance and assistance to the patrons.
- 5.1.18** A program policy regarding equipment usage and duration is maintained that ensures patrons have reasonable access to all equipment.
- 5.1.19** The fitness program complies with all Navy safety regulations contained in OPNAVINST 5100.25A, Navy Recreation, Athletic and Home Safety Program.
- 5.1.20** Procedures are in effect to cover the issue and return of equipment and supplies.
- 5.1.21** An inventory of equipment and supplies used in each event/season is taken at the end of each fitness/sports-activity/season.
- 5.1.22** All equipment and supplies are effectively marked as MWR property.

**Percent Compliance With Administrative Requirements**

**Score Sheet  
Fitness  
Metric 5.1**

	<b>A</b>
<b>Step 1</b> Circle the number in the column (A) for each standard met.	<b>Meet Standard</b>
<b>Standards</b>	
<b>5.1.1</b> Local operating instruction	1
<b>5.1.2</b> Instruction reviewed	1
<b>5.1.3</b> Resource file	1
<b>5.1.4</b> Written goals and objectives	1
<b>5.1.5</b> Written program evaluations	1
<b>5.1.6</b> Overall fitness program evaluation	1
<b>5.1.7</b> Fitness complex alliances	1
<b>5.1.8</b> Effective publicity program	1
<b>5.1.9</b> Written procedures	1
<b>5.1.10</b> Fiscal management	1
<b>5.1.11</b> Policies re revenues and expenditures	1
<b>5.1.12</b> Financial records	1
<b>5.1.13</b> No unsupervised use	1
<b>5.1.14</b> Fees and charges	1
<b>5.1.15</b> Policy on supplements	1
<b>5.1.16</b> Information available	1
<b>5.1.17</b> Areas monitored	1
<b>5.1.18</b> Equipment access	1

**Navy Fitness  
Program Standards and Metrics**

---

<b>5.1.19</b> Safety regulations	1
<b>5.1.20</b> Policy on issue and return	1
<b>5.1.21</b> Inventories	1
<b>5.1.22</b> Equipment marked	1
<b>Step 2</b> Add the circled numbers and enter total.	

**Step 3** Compute your percent compliance:

$$A \div 22 \times 100 = \% \text{ Compliance}$$

Your % Compliance

**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.

---

# NAVY FITNESS 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.

<b>AVERAGE NUMBER OF PARTICIPANTS PER MONTH</b>	<b>YOU NEED TO GATHER DATA FROM AT LEAST:</b>
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:

<b>DOMAIN</b>	<b>ITEMS</b>
<b>Tangibles</b> (physical facilities, equip., and appearance)	#1, 10, 14, 16, & 20
<b>Reliability</b> (ability to perform the promised service accurately and dependably)	#2, 3, 4, 5, 6, 8, & 9
<b>Responsiveness</b> (willingness of the staff to help customers and provide prompt customer service)	# 7, 12, 21, 22, 23, & 24
<b>Assurance</b> (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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## NAVY FITNESS 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.

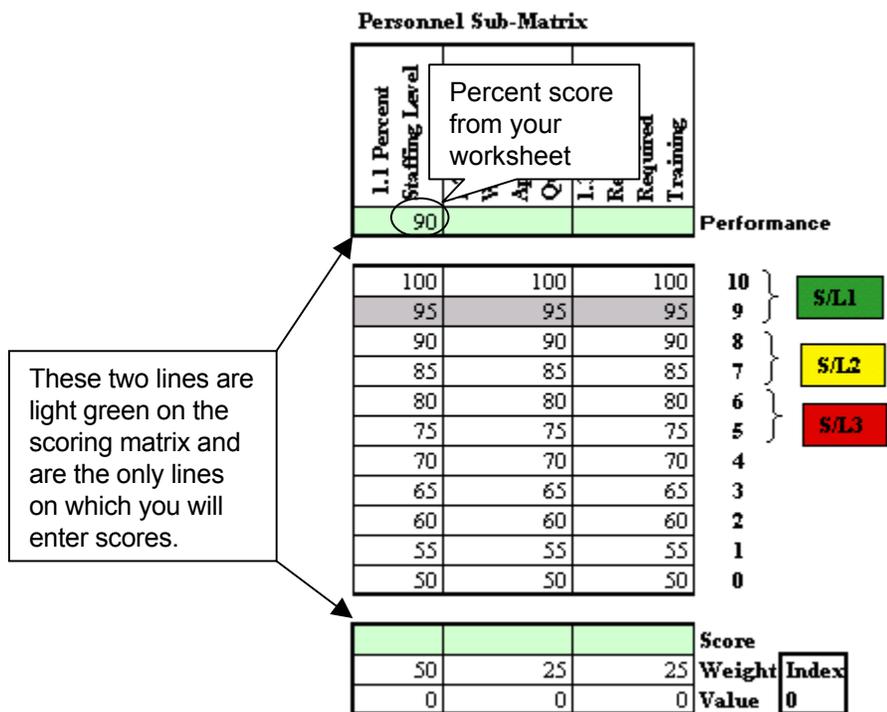
**PROCEDURES**  
(cont.)

**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			<b>Performance</b>
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
8			<b>Score</b>
50	25	25	<b>Weight</b>
400	0	0	<b>Value</b>

10 } **S/L1**

9 } **S/L1**

8 } **S/L2**

7 } **S/L2**

6 } **S/L3**

5 } **S/L3**

10

9

8

7

6

5

4

3

2

1

0

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	<b>Performance</b>

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	<b>Score</b>
0	0	0	0	0	<b>Weight</b>
0	0	0	0	0	<b>Value</b>

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	<b>Performance</b>
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

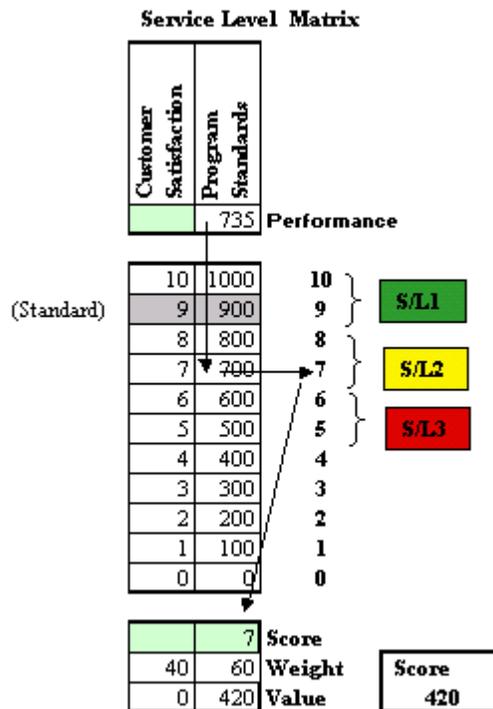
7	6	8	8	9	<b>Score</b>
30	20	30	15	5	<b>Weight</b>
210	120	240	120	45	<b>Value</b>

<b>Index</b>	<b>735</b>
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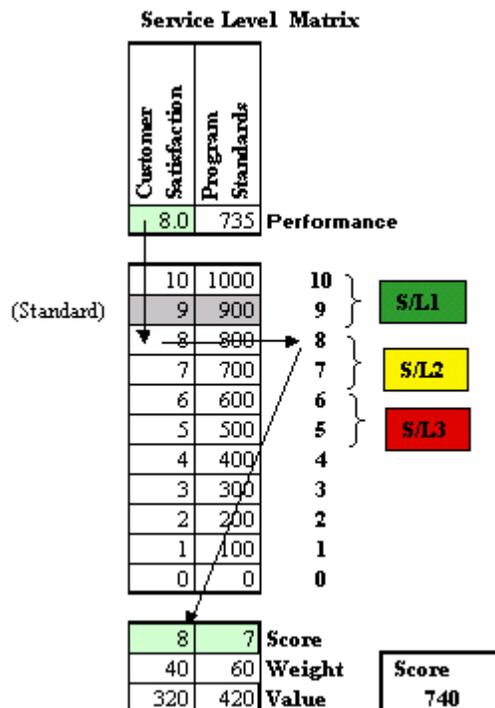
**PROCEDURES**  
 (cont.)

**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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