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# ***DFS & AFLOAT STANDARDS UPDATES***

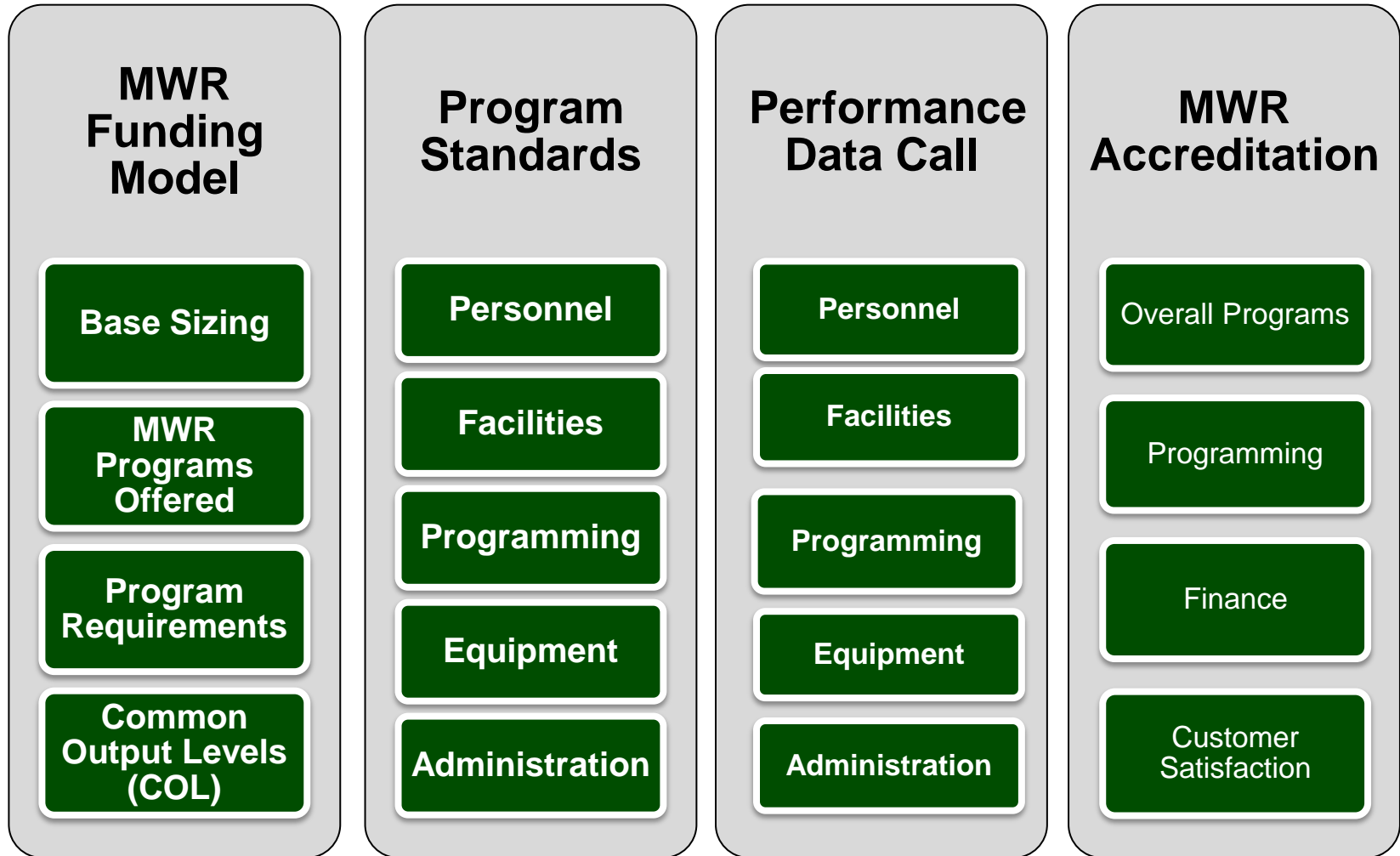


***16 May 2017***

***NAVSTA GREAT LAKES***

***Deployed Forces Support/Afloat Training & Seminar***

# **MWR Quality Assurance** (Installations Only)



# **MWR Accreditation** (Installations Only)

**Base Sizing - Determined by Active Duty population**

**Micro (less than 100-150) in development**

**Extra-Small (101 - 500)**

**Large (7,001 – 14,000)**

**Small (501 – 3,000)**

**Extra Large (more than 14,000)**

**Medium (3,001 – 7,000)**

**Jumbo (Norfolk and San Diego)**

**MWR Programs with developed Navy Standards**

☐ **Category A:**

☐ **Navy Fitness**

☐ **Deployed Forces Support**

☐ **Library**

☐ **LIBERTY**

☐ **Category B:**

☐ **Community Recreation**

☐ **Auto Skills**

☐ **Category C:**

☐ **Bowling**

☐ **Golf**

☐ **Marinas**

☐ **Movie Theaters**



# **DFS STANDARDS**

*(Installations Only)*

- ***MWR Deployed Forces Support Program Standards and Metrics last version was June 2006.***
- ***Re-write occurred between 2015 and early 2016.***
- ***Major Changes in the re-write:***
  - ***All DFS Coordinators are NF-04***
  - ***PD's should not mandate Afloat Recreation Program Management Instruction. Facilitators will be selected by DFS, Installation/Regions and HQ, more in-line with Fitness instructors. Advance within NF-04 pay based on capacity and ability to instruct course.***
  - ***Clearer definition of installation sizes based on Sailors on Board (SOB) ships in home-ported location and took into account visiting ship days, how busy DFS is with port ops.***

# **DFS STANDARDS**

*(Installations Only)*

- ***Defined 13 DFS locations, Naval Base San Diego, NAVSTA Norfolk, JBPHH Hawaii, Naval Base Kitsap (Bangor & Bremerton), NAVSTA Mayport, NSA Bahrain, CFA Yokosuka, SUBASE New London, CFA Sasebo, SUBASE Kings Bay, NAVSTA Everett, Naval Base Guam and NAVSTA Rota; with 2 outliers being Diego Garcia and Singapore. All other ship/squadron support comes from Community Recreation.***
- ***No paper copy workbooks, Excel file based only with PDC's online.***
- ***Replaced BUPERS 1710.11c with CNIC 1710.3.***

# ***Customer Satisfaction (Survey Monkey)***

- ***DFS Customer for Survey? RSO, RFC, TRIAD, FUN/FIT***
- ***Worth 10% of Accreditation score***
  - ***Customer Satisfaction score + how survey is deployed + what you do with customer feedback***
- ***Eleven questions pertain to DFS specific MWR program***
- ***Managers have survey links to check status, comments***
- ***Regions have POC to update scores***
- ***No minimum quotas defined***
- ***Survey period is ongoing, do not stop collecting feedback***
  - ***First survey period was July 2016 – December 2016; final cutoff is 30 September 2017***

# 2016 Survey Scores

• <i>Library</i>	<i>8.52</i>	<i>2,458 surveys</i>
• <i>Liberty</i>	<i>8.46</i>	<i>5,904 surveys</i>
• <i>Auto Skills</i>	<i>8.34</i>	<i>2,231 surveys</i>
• <i>Movies</i>	<i>8.21</i>	<i>2,411 surveys</i>
• <i>Golf</i>	<i>7.82</i>	<i>2,470 surveys</i>
• <i>Getaways</i>	<i>7.81</i>	<i>1,956 surveys</i>
• <i>Bowling</i>	<i>7.75</i>	<i>4,852 surveys</i>
• <i>Community Rec</i>	<i>7.75</i>	<i>8,074 surveys</i>
• <i>Fitness</i>	<i>7.75</i>	<i>13,816 surveys</i>
• <i>Intramural Sports</i>	<i>7.74</i>	<i>5,407 surveys</i>
• <i>Aquatics</i>	<i>7.61</i>	<i>3,791 surveys</i>
• <i>Deployed Forces (DFS)</i>	<i>7.49</i>	<i>242 surveys</i>
• <i>Food and Beverage</i>	<i>7.06</i>	<i>5,798 surveys</i>
• <i>Marina</i>	<u><i>6.83</i></u>	<u><i>1,476 surveys</i></u>
	<i>7.84</i>	<i>61,462 surveys completed</i>

- ***Afloat Recreation (Shipboard) MWR Program Standards and Metrics last version was August 2005.***
- ***Re-write occurred between Fall 2014 and early 2016.***
- ***Major changes in the Afloat re-write:***
  - ***Updated classes of ships to identify like sized ships with each other for 13 groups.***
  - ***Updated fitness equipment allocation based on ship size, crew component and new fitness standard of 150 minutes a week, compared to what was 120 minutes a week.***
  - ***Removed COL levels and replaced with Good, Better, Best***



- ***Better defined program output in Recreation Programs and Fitness Programs in three areas, Underway, Homeport and In the Yards Period.***
- ***Updated staffing levels on all classes of ships.***
- ***No paper copy workbooks, Excel file based only with PDC's online.***
- ***Replaced BUPERS 1710.16 with CNIC 1710.3 and OPNAV 1710.9; eventually CNIC 1710.5.***
- ***Afloat Standards are to be utilized as benchmarks for commands to achieve and compare across similar classes of ships.***

***Discussion, Comments,  
Questions?***