This is Rec Sports' report.

>>> John Lentz 12/3/2007 3:26 PM >>>
Recreational Sports

5a. The organization learns from the constituencies it serves and analyzes its capacity to serve their needs and expectations.
- We routinely listen to customer concerns and issues. We use a drop box for written concerns, we utilize a web newsletter to correspond with community members. This has resulted in increasing services such as expanded racquetball hours, the addition of pickleball times for community members, the addition of Get Fit classes for community annual membership holders. All of these were the direct result of responding to customer comments.

5b. The organization has the capacity and the commitments to engage with its identified constituencies and communities.
(this question seems vague) I can say that "commitments to engage with its identified constituencies and communities" is part of our mission. It is what we do as a service. It is NOT an optional function but intrinsic to our business.

5c. The organization demonstrates its responsiveness to those constituencies that depend on it for service.
As witnessed above, we respond as much as we can and as is feasible in providing requested services to our customers.

5d. Internal and external constituencies value the services the organization provide

Please send me a brief statement of how your department is involved in any of these components by December 12 if possible. When sending your statement please refer to the core component to which it applies.
Thanks in advance for any help you can provide.

Bill