



ACRRO 2.0 REFERENCE DOCUMENT

# Baseline Standards Resource Drivers

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## Background

Headquarters, Family and Morale, Welfare and Recreation (FMWR) is responsible for ensuring Garrison, Family and Morale, Welfare and Recreation (MWR) Programs identify Appropriated Funds (APF) requirements in order to provide quality services to Soldiers, Families, Retirees and Civilians. Program requirements are dependent upon resource drivers and quality standards established by FMWR. Resource drivers are variables that have a direct relationship to the resources a Program needs to provide a specified standard of service. For example, a Large Garrison or facility typically requires greater resources than a Small Garrison or facility to deliver the same quality of service.

This document contains resource drivers for each of the Program Areas below:

- Physical Fitness
- Intramural Sports
- Aquatics Training
- Recreation Swimming
- Library and Information Services
- Recreation Centers/Warrior Zones
- Better Opportunities for Single Soldiers (BOSS)
- Outdoor Recreation
- Automotive Skills
- Arts and Crafts
- Leisure Travel Services
- Music and Theater
- Garrison-wide Information

ACRRO 2.0 is a data-collection and reporting tool created to facilitate the consolidated input and real-time access to key Soldier and Community Recreation (S&CR) management data and supports the S&CR community - from Garrison to Headquarters. ACRRO 2.0 uses Army Stationing and Installation Plan (ASIP) data, Installation Status Report (ISR) data, and the General Information provided by Garrison Users in conjunction with the resource drivers to calculate the minimum amount of equipment, staffing, and other resources a particular Program Area is authorized. These quantities are aggregated across all Garrisons by FMWR to determine annual resource requirements. It is important to note that established minimums may fluctuate as a result of changes in Garrison operational characteristics.

Baseline Standard Scores are calculated by dividing the total of all staffing, training, equipment, and/or programming in all categories by the Baseline Standard for that program's staffing, training, equipment, and/or programming. There are two exceptions to this rule:

- **When the Equipment Standard is Modified:** Equipment standards can be modified downward, but not upward. When the standard is modified, the Modified Standard becomes the “new” minimum standard, and it is used to determine the Baseline Standards Score, rather than the original Baseline Standard. Thus, Quantity On-Hand is divided by the Modified Standard to arrive at the Baseline Standards Score.
- **When the Baseline Standard is Zero:** Add one (1) to the quantity the Garrison has on hand and multiply by 100. Therefore, if a Garrison has a Baseline Standard of zero (0) and a quantity on hand of zero (0), its Baseline Standard Score will be 100%.

## Staffing Standards

Staffing standards/requirements vary by program area. The standard for each Program Area or Facility may be determined by ASIP, Facility Square Footage, Number of Bays, and/or Hours of Operation, depending on the Program Area. Garrison Program Managers are required to report staff on hand via ACRRO 2.0 which uses staffing data to calculate each Program Area's Baseline Standard Staffing Score as it pertains to APF funded positions. A Program Area's Staffing score is calculated by comparing the total number of FTEs on-hand to the total number of Baseline Standard FTEs authorized.

Garrison MWR programs are authorized a minimum number of APF and/or UFM Full-Time Equivalents (FTEs) to provide S&CR services. A Full-Time position is equal to one (1) FTE or 40 hours per week. Part-Time and Flex employee equivalents are determined by dividing the hours per week entered for that person by 40 hours. For instance, if 20 hours is entered for a Part-Time or Flex position, then this would equate to 20 divided by 40, which equals  $\frac{1}{2}$  FTE. If 30 hours were entered, then this would equate to 30 divided by 40, which equals  $\frac{3}{4}$  FTE. Part-Time and Flex staff members can be entered as working 2-39 hours.

For Facility-based Program Areas (Physical Fitness, Recreation Centers/Warrior Zones, Aquatics Training and Recreation Swimming, Library and Information Services, and Automotive Skills), the minimum APF and/or UFM staff authorized is determined for each Facility and then summed to create a Program Area Total.

The Staffing Resource Driver for each Program Area is below:

| Program Area                                    | Resource Drivers   |
|---|--|
| Physical Fitness                                | Facility Square Footage<br>Hours of Operation  |
| Intramural Sports                               | MWR ASIP Data  |
| Aquatics Training and Recreation Swimming       | Year Round vs. Seasonal<br>Hours of Aquatics Training and/or Recreational<br>Swimming per Pool |
| Library and Information Services                | Facility Square Footage<br>Hours of Operation<br>Library Specific Questions                    |
| Recreation Centers/Warrior Zones                | Facility Square Footage<br>Hours of Operation<br>Warrior Zone IT support, as applicable        |
| Better Opportunities for Single Soldiers (BOSS) | Single Soldier population  |
| Outdoor Recreation (ODR)                        | MWR ASIP Data<br>ODR Specific Questions  |
| Automotive Skills                               | Bays Per Facility  |
| Arts and Crafts                                 | MWR ASIP Data<br>Arts and Crafts Specific Questions  |
| Leisure Travel Services                         | MWR ASIP Data  |
| Music and Theater                               | MWR ASIP Data  |
| Garrison-wide Information                       | MWR ASIP Data  |

Staffing options account for unique staff, such as Borrowed Military Manpower (BMM), Volunteers, Contractors and Local Nationals (LNs) to provide a more complete picture of the extent to which operations are being augmented due to limited QDPC availability. On the Staffing/Training Worksheet, users can update, remove and/or add a staff member(s). Training is dependent on the selected Staffing options, as well as the staff member's position. Without accurate staffing data, training scores could be skewed leading to incorrect MWR Baseline Standard scoring. Pure APF and

UFM (APF Reimbursed) employees - DoD Civilians, DoD Military (BOSS), Contractors, and LNs - are counted towards the Staff On-Hand for the Baseline Standards Assessment. Pure NAF, BMM and Volunteers do not count towards the standard because there is no APF/UFM funding (QDPC) associated with their labor. All Non-U.S. personnel should be captured as LNs at OCONUS locations.

More details on the staffing standards for each program area are located within each program area's respective section. There will be no additional FTE authorizations (APF or UFM) for operating hours per week in excess of those identified as the resource drivers allocate staffing based on minimum program requirements. Requirements above the minimum are the responsibility of the Garrison to support.

## Training Standards

Garrison MWR S&CR personnel are required to complete training at specified intervals in their career development IAW IMCP LOE 3 LW 1. Garrison Program Managers are required to report training compliance via ACRRO 2.0 during quarterly Baseline Standards reporting. ACRRO 2.0 uses training compliance data to calculate each Program Area's Baseline Standard Training Score. ACRRO 2.0 also enables Program Managers to monitor compliance with training requirements and take the necessary actions to comply with requirements before Q4 Baseline Standards reporting during the current fiscal year. Training Standards should be baseline entries for all Individual Development Plans.

## Required Training Courses by Program Area

The tables within each Program Area highlight courses individuals are required to complete based on the position occupied. A "\*" is used to indicate required courses. An empty field indicates the training is not required, but is recommended for that position. For all Program Areas, training guidance per ACTEDS 51 will be incorporated and training courses will be identified in ACRRO 2.0 beginning in FY11, but will not be calculated in the scoring until Q1 FY12.

This document highlights training courses in the following program areas:

- Physical Fitness
- Intramural Sports
- Aquatic Training and Recreation Swimming
- Library and Information System
- Recreation Centers/Warrior Zones (WZ)
- Better Opportunities for Single Soldiers (BOSS)
- Outdoor Recreation
- Automotive Skills
- Arts and Crafts
- Leisure Travel
- Music and Theater
- Garrison-wide Information

Notes:

1. Full-time and Part-time employees need to complete required training. Flex employees do not need to complete required training except as training applies to health and safety (CPR/AED Training and First Aid Training or military equivalent training).
2. BMM and Volunteers do not need to complete required training.
3. The CPR/AED and First Aid Courses are required for all Program Areas as of Q3 FY10.

## Equipment Standards

Garrison MWR programs are authorized a minimum amount of equipment to provide S&CR services.

The standard for each Program Area or Facility is determined by ASIP, Facility Square Footage, Number of Bays, and/or Hours of Operation, depending on the Program Area. A Program Area's Equipment score is calculated by comparing the total amount of equipment on-hand to the total amount of equipment a Program Area is authorized to have on-hand.

| Program Area                                    | Resource Driver         |
|---|-------------------------|
| Physical Fitness                                | Facility Square Footage |
| Intramural Sports                               | ASIP Data               |
| Aquatics Training and Recreation Swimming       | Pool Length             |
| Library and Information Services                | Facility Square Footage |
| Recreation Centers/Warrior Zones                | Facility Square Footage |
| Better Opportunities for Single Soldiers (BOSS) | N/A                     |
| Outdoor Recreation                              | ASIP Data               |
| Automotive Skills                               | Bays Per Facility       |
| Arts and Crafts                                 | ASIP Data               |
| Leisure Travel Services                         | N/A                     |
| Music and Theater                               | ASIP Data               |
| Garrison-wide Information                       | ASIP Data               |

## Programming Standards

Garrison MWR Programs are required to deliver a minimum number of S&CR programs per year IAW IMCP LOE 2 SW 3. The amount shall be both sustained and captured per quarter.

Most Garrison Program Areas are required to offer programming from four categories: Activities, Classes, Services, and Venturepoint (see definitions below). There is sample programming provided within ACRRO 2.0, a menu for each Program Area that should be used as a guideline, but does not include all possible programming options for each category. If a Garrison offers programming that is not on the list, it can be added via Custom Programming and should be reviewed with the Community Recreation Director (CRD) to determine which category to utilize.

Standards are determined by the size of the Garrison or Facility (refer to resource drivers as necessary) and reflect a non-cumulative, quarterly requirement. A Program Area's Programming score is calculated by comparing the total amount of programming conducted in Activities, Classes, Services, and Venturepoint categories to the total amount of programming a Program Area is required to offer.

More specifically, individual Programming is calculated using the number of unique classes, activities or services offered at a Program Area or Facility. For example, at a small Garrison, if Pilates, Ab Labs, and Yoga are conducted, this would be 3 unique classes. The standard for physical fitness Programming for that facility is 4. The small Garrison score would be calculated as 3 out of 4, or 75% for Programming. If Pilates is conducted 5 times during the quarter, Pilates is counted only once towards the standard.



The Programming Standards in this list are located within each Program Area.\*

- Physical Fitness
- Intramural Sports (including Sports Above Intramurals)
- Aquatics Training
- Recreation Swimming
- Library & Information Services
- Recreation Centers/WZ
- Better Opportunities for Single Soldiers (BOSS)
- Outdoor Recreation
- Automotive Skills
- Arts and Crafts
- Leisure Travel
- Music and Theater

\* Garrison-wide Information offers programming, most often related to Special Events, but there is no baseline standard requirement associated with that programming. Newly drafted Programming menus and standards have been added for Library and Information Services as well as Leisure Travel Services (effective Q3 FY11). While scores/ratings will be tabulated in ACRRO Reports, the Programming data will not be captured for ISR top loads until Q1 FY12.

## Category Definitions

| Category            | Definition  |
|---------------------|---|
| <b>Activities</b>   | Activities may be directed, self-directed and/or inclusive, and include, but not limited to on-line gaming, special events, WAQ, community service projects, intramural sports, talent shows, woodcrafts, etc.  |
| <b>Classes</b>      | Classes are typically directed by FMWR staff, contractors or volunteers, and include, but not limited to learn to swim, aerobics, music/dance/voice lessons, “how to” minor auto maintenance, etc.  |
| <b>Services</b>     | Services may be provided by FMWR staff, contractors or volunteers, and include, but not limited to minor auto repair, bicycle maintenance, snack bar, juice bar, resale, massage therapy, personal training, airport shuttles, custom framing, engraving, etc.  |
| <b>Venturepoint</b> | An MWR partnership initiative with CYSS offering EDGE (Out-of-School Activities for children and youth ages 6-18) and HIRED (apprenticeship program for youth in the ages of 15 to 18). HIRED activities shall utilize RDS strategies, capitalizing on unused facility space, i.e., mid-afternoon blocks at fitness centers, to schedule activities |

## Physical Fitness

### Program Summary

Provides authorized patrons opportunities to enhance combat readiness throughout the ARFORGEN cycle, promote comprehensive physical fitness and overall wellness. **ISR 253-01-01, CLS 12 SSP A**

**Goal:** To meet DoD and DA Core Standards in fitness staffing, equipment, training, facilities, and programming.

| Resource Drivers  |   |               |               |               |                |                 |
|---|---|---------------|---------------|---------------|----------------|-----------------|
| Facility Square Footage (sq/ft) <sup>1</sup>  | 10,000-27,770   | 27,771-44,346 | 44,347-64,798 | 64,799-89,447 | 89,448-120,124 | 120,125-150,801 |
| Hours / Week <sup>2</sup>   | Minimum Staff (APF and/or UFM) Authorized Per Facility (FTE) <sup>3,4</sup> |               |               |               |                |                 |
| 0 - 40  | 2.0   | 3.0           | 4.0           | 5.0           | 6.0            | 7.0             |
| 41 - 60   | 3.0   | 4.0           | 5.0           | 6.0           | 7.0            | 8.0             |
| 61 - 80   | 4.0   | 5.0           | 6.0           | 7.0           | 8.0            | 9.0             |
| 81-100  | 5.0   | 6.0           | 7.0           | 8.0           | 9.0            | 10.0            |
| <sup>1</sup> Specification IAW TI 800-01. Facility with < 10,000 sq/ft will be allocated resources as if it were a 10,000 sq/ft.<br><sup>2</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation * 2 FTE * 52 weeks/year divided by 1740). Authorizations above are inclusive of Facility/Program Manager.<br><sup>3</sup> Authorized square footage on an installation is staffed to operate 90 hours/wk to meet DoD and DA standards<br><sup>4</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized. |   |               |               |               |                |                 |

### Quality Factors

| Element     | Factors   | Regulatory Guidance                  |
|-------------|---|--------------------------------------|
| Facilities  | <ul style="list-style-type: none"> <li>■ Fitness programs/facilities must be able to respond in a timely manner to any emergency event</li> <li>■ Heating, air conditioning and ventilation systems comply with the current American College of Sports Medicine guidelines to ensure health, safety, and optimum exercise benefit</li> <li>■ Minimum of 50 sq/ft for each piece of equipment</li> </ul> | DoD Core Standards<br>Army Standards |
| Training    | <ul style="list-style-type: none"> <li>■ All staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help Page in the Reference Library</li> </ul>   | DoD Core Standards<br>Army Standards |
| Programming | <ul style="list-style-type: none"> <li>■ Type and variety of programs are based on customer demand</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment.</li> <li>■ Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul>                                    | Army Standards                       |

| Element           | Factors  | Regulatory Guidance                  |
|-------------------|--|--------------------------------------|
| <b>Equipment</b>  | <ul style="list-style-type: none"> <li>■ Full complement of equipment will be available to support cardiovascular, core strength and endurance, and flexibility training</li> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | DoD Core Standards<br>Army Standards |
| <b>Automation</b> | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul>   | Army Standards                       |

## Staffing Standards

Staffing requirements are determined using a combination of facility size and hours of operation. For example, a 27,771 - 44,436 sq/ft facility that is open 40 - 64 hours per week is authorized four (4) FTE. If the same size facility is open 90 hours per week, the authorized staff is six (6) FTE.

- **Facility Size:** Facility square footage will determine the staffing standard for that facility.
- **Hours of Operation:** Facilities that are open for business between 40 and 90 hours per week are required to have at least two staff members on duty at all times. Determine the minimum FTEs authorized for each facility using the Resource Drivers table above, based on the specified hours of operation.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate which courses a particular position is required to take. An empty field indicates the position is not required to take the course.

| COURSES                               | POSITIONS                |                            |                      |                 |                    |
|---------------------------------------|--------------------------|----------------------------|----------------------|-----------------|--------------------|
|                                       | Fitness Facility Manager | Assistant Facility Manager | Recreation Assistant | Recreation Aide | Fitness Specialist |
| <b>Take Course Once Per Year</b>      |                          |                            |                      |                 |                    |
| CPR and AED                           | *                        | *                          | *                    | *               | *                  |
| <b>Take Course Once Every 3 Years</b> |                          |                            |                      |                 |                    |
| First Aid                             | *                        | *                          | *                    | *               | *                  |
| <b>Take Courses Once Per Career</b>   |                          |                            |                      |                 |                    |
| Applied Financial Planning            | *                        | *                          |                      |                 |                    |
| BOSS Training                         | *                        |                            |                      |                 |                    |
| CES Basic                             | *                        | *                          | *                    | *               | *                  |
| CES Foundation                        | *                        | *                          | *                    | *               | *                  |

| POSITIONS  |                          |                            |                      |                 |                    |
|--|--------------------------|----------------------------|----------------------|-----------------|--------------------|
| COURSES  | Fitness Facility Manager | Assistant Facility Manager | Recreation Assistant | Recreation Aide | Fitness Specialist |
| CES Intermediate   | *                        |                            |                      |                 |                    |
| Executive Leadership and Management for Division Chiefs                                    | *                        |                            |                      |                 |                    |
| Fitness Trainer Certification<br><i>Annual Continuing Education Units (CEUs) required.</i> |                          |                            |                      |                 | *                  |
| FMWRDS Training  | *                        | *                          |                      |                 |                    |
| Manager Development  | *                        |                            |                      |                 |                    |
| MWR Basic Management   | *                        | *                          |                      |                 | *                  |
| MWR Operation Excellence   | *                        | *                          | *                    | *               | *                  |
| MWR Orientation  | *                        | *                          | *                    | *               | *                  |
| Programming and Special Events   | *                        | *                          |                      |                 |                    |
| RecTrac  | *                        | *                          | *                    | *               | *                  |
| Supervisory Development  | *                        |                            |                      |                 |                    |

## Equipment Standards

Equipment standards are based upon facility size. ACRRO 2.0 contains a list of Physical Fitness equipment and amount of individual pieces for each facility size, including equipment from the Bulk Buy Program. If the standard for a piece of equipment is not realistic for a facility, it may be modified downward with a justification of why the standard must be modified.

## Programming Standards

Programming Standards are determined by Facility Size for each Facility and then totaled for scoring the ISR PM/CLS SSP.

| Programming Category | 10,000-27,770 | 27,771-44,346 | 44,347-64,798 | 64,799-89,447 | 89,448-120,124 | 120,125-150,801 |
|----------------------|---------------|---------------|---------------|---------------|----------------|-----------------|
| Activity             | 2             | 3             | 3             | 4             | 6              | 6               |
| Class                | 3             | 3             | 4             | 4             | 5              | 5               |
| Service              | 1             | 1             | 1             | 1             | 1              | 1               |
| Venturepoint         | 1             | 1             | 1             | 1             | 1              | 1               |

## Intramural Sports

### Program Summary

Provides authorized patrons opportunities to participate in intramural and community level sports that contribute to unit cohesion and esprit de corps. **ISR 253-05-05, CLS 12 SSP B**

**Goal:** To meet DoD and DA Core Standards in sports, equipment, training, and programming.

| Resource Drivers  |        |             |              |               |               |               |               |         |
|---|--------|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Population <sup>1</sup>   | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
| <b>Minimum Staff (APF and/or UFM) Authorized Per Installation (FTE)<sup>3</sup></b>   |        |             |              |               |               |               |               |         |
| <b>Sports Maintenance</b>   | 1      | 1           | 1            | 2             | 2             | 3             | 3             | 3       |
| <b>Programming and Management<sup>2</sup></b>   | 1      | 1           | 2            | 3             | 3             | 3             | 3             | 3       |
| <b>Minimum Staff Authorized</b>   | 2      | 2           | 3            | 5             | 5             | 6             | 6             | 6       |
| <sup>1</sup> Population is calculated as: 100% Active Duty + 25% Family Members + 10% Civilians (if >60% of workforce) = CONUS MWR ASIP; 100% Active Duty + 25% Family Members + 100% Civilians = OCONUS MWR ASIP<br><sup>2</sup> Recommended staff positions include Chief, Fitness Athletics & Aquatics; Garrison Fitness Program Manager; and Garrison Athletics & Intramural Program Coordinator.<br><sup>3</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized. |        |             |              |               |               |               |               |         |

### Quality Factor

| Element            | Factors  | Regulatory Guidance                  |
|--------------------|--|--------------------------------------|
| <b>Training</b>    | <ul style="list-style-type: none"> <li>■ All staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | DoD Core Standards<br>Army Standards |
| <b>Programming</b> | <ul style="list-style-type: none"> <li>■ Type and variety of programs are based on customer demand</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>■ Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul>  | DoD Core Standards<br>Army Standards |
| <b>Equipment</b>   | <ul style="list-style-type: none"> <li>■ Full complement of equipment will be available to support Intramural and Community Level Sports</li> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | DoD Core Standards<br>Army Standards |

| Element           | Factors  | Regulatory Guidance |
|-------------------|--|---------------------|
| <b>Automation</b> | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ RecTrac’s Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul> | Army Standards      |

### Staffing Standards

Staffing requirements are determined by Garrison size as shown in the Resource Drivers table above. For example, a Garrison with a population of 900 is authorized one (1) FTE for Sports Maintenance staff and one (1) FTE for Programming and Management staff.

### Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate required courses. An empty field indicates the position is not required to take the course.

| POSITIONS   |                                       |                                  |  |               |                |              |                      |                 |
|---|---------------------------------------|----------------------------------|--|---------------|----------------|--------------|----------------------|-----------------|
| COURSES   | Chief Fitness, Athletics and Aquatics | Garrison Fitness Program Manager | Garrison Athletics and Intramural Program Coord. | Maint. Coord. | Maint. Laborer | Maint. Tech. | Recreation Assistant | Recreation Aide |
| <b>Take Course Once Per Year</b>                        |                                       |                                  |  |               |                |              |                      |                 |
| CPR and AED   | *                                     | *                                | *  | *             | *              | *            | *                    | *               |
| <b>Take Course Once Every 3 Years</b>                   |                                       |                                  |  |               |                |              |                      |                 |
| First Aid   | *                                     | *                                | *  | *             | *              | *            | *                    | *               |
| <b>Take Courses Once Per Career</b>                     |                                       |                                  |  |               |                |              |                      |                 |
| Applied Financial Planning                              | *                                     | *                                | *  |               |                |              |                      |                 |
| BOSS Training   | *                                     | *                                | *  |               |                |              |                      |                 |
| CES Basic   | *                                     | *                                | *  | *             | *              | *            | *                    | *               |
| CES Foundation  | *                                     | *                                | *  |               |                |              | *                    | *               |
| CES Intermediate  | *                                     |                                  |  |               |                |              |                      |                 |
| Executive Leadership and Management for Division Chiefs | *                                     | *                                | *  |               |                |              |                      |                 |

| POSITIONS  |                                       |                                  |  |               |                |              |                      |                 |
|--|---------------------------------------|----------------------------------|--|---------------|----------------|--------------|----------------------|-----------------|
| COURSES  | Chief Fitness, Athletics and Aquatics | Garrison Fitness Program Manager | Garrison Athletics and Intramural Program Coord. | Maint. Coord. | Maint. Laborer | Maint. Tech. | Recreation Assistant | Recreation Aide |
| Fitness Trainer Certification<br><i>Annual Continuing Education Units (CEUs) required.</i> |                                       | *                                |  |               |                |              |                      |                 |
| FMWRDS Training  | *                                     | *                                | *  |               |                |              |                      |                 |
| Manager Development  | *                                     | *                                | *  |               |                |              |                      |                 |
| MWR Basic Management   | *                                     | *                                | *  |               |                |              |                      |                 |
| MWR Operation Excellence   | *                                     | *                                | *  | *             | *              | *            | *                    | *               |
| MWR Orientation  | *                                     | *                                | *  | *             | *              | *            | *                    | *               |
| Programming and Special Events   | *                                     | *                                | *  |               |                |              |                      |                 |
| RecTrac  | *                                     | *                                | *  |               |                |              | *                    | *               |
| Supervisory Development  | *                                     | *                                | *  |               |                |              |                      |                 |

## Equipment Standards

Equipment standards are based upon Garrison size. ACRRO 2.0 contains a list of Intramural Sports equipment for each Garrison size. If the standard for a piece of equipment is not realistic for a Garrison, it may be modified downward with a justification of why the standard must be modified.

## Programming Standards

Programming Standards are determined by Garrison Size. N/A indicates that programming does not need to be offered for that programming category.

| Programming Category | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
|----------------------|--------|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Activity             | 2      | 3           | 3            | 4             | 6             | 6             | 6             | 6       |
| Class                | 2      | 2           | 3            | 3             | 4             | 4             | 4             | 4       |
| Service              | 1      | 1           | 1            | 1             | 1             | 1             | 1             | 1       |
| Venturepoint         | N/A    | N/A         | N/A          | N/A           | N/A           | N/A           | N/A           | N/A     |

## Aquatics Training (Mission Oriented)

### Program Summary

Provides Soldiers swimming activities to promote mission fitness and survival skill development.  
ISR 253-06-09, CLS 12 SSP C

**Goal:** Provides the opportunity for increased personal skill development, water survival training and mission fitness.

| Resource Drivers  |                       |
|---|-----------------------|
|   | Year-Round Pool (FTE) |
| Minimum Staff Authorized Per Pool <sup>1</sup>  | 8                     |
| <sup>1</sup> Aquatics certification/training required. Number of lifeguards needed must reflect AR-215 and TB MED 575 guidelines. |                       |

### Quality Factors

| Element            | Factors  | Regulatory Guidance |
|--------------------|--|---------------------|
| <b>Facilities</b>  | <ul style="list-style-type: none"> <li>■ Year-round pools will be available based on CLS capability levels</li> <li>■ Heating, air conditioning and ventilation systems comply with the current American College of Sports Medicine guidelines to ensure health, safety, and optimum exercise benefit</li> </ul>   | Army Standards      |
| <b>Training</b>    | <ul style="list-style-type: none"> <li>■ All staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | Army Standards      |
| <b>Programming</b> | <ul style="list-style-type: none"> <li>■ Type and variety of programs are based on customer demand</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>■ Documentation of deliverables in Family &amp; MWR Program Share provides continuity</li> </ul>  | Army Standards      |
| <b>Equipment</b>   | <ul style="list-style-type: none"> <li>■ Full complement of equipment will be available to support mission related Aquatics Training</li> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | Army Standards      |
| <b>Automation</b>  | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul>   | Army Standards      |



## Staffing Standards

Regardless of Hours of Operation, a Year-Round pool is authorized eight (8) FTEs.

Since Aquatics Training and Recreation Swimming often share the same staff, the hours of operation when Aquatics Training is offered is compared to the hours of operation when only Recreation Swimming is offered. The total FTEs authorized for each pool are then split proportionately between Aquatics Training and Recreation Swimming to determine the Baseline Standard for each Program Area.

**Note:** Most Recreation Swimming and Aquatics Training programs share the same pool. The number of FTEs per pool will be capped at a combined total of eight (8) for a Year-Round Pool. Mission Support means the pool is used primarily for military aquatics training and physical fitness. All utilities, to include filtration, chemicals, and facility maintenance should be provided/funded by Public Works. CAT "A" Aquatics training is authorized 100% APF support to cover staffing.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate required courses. An empty field indicates the position is not required to take the course.

Individuals who have to take instructor related courses can pick from the list of courses in the Instructor Course table below.

| POSITIONS   |                            |                                      |                              |                           |                 |                |
|---|----------------------------|--------------------------------------|------------------------------|---------------------------|-----------------|----------------|
| COURSES   | Recreation Aide/Life Guard | Lead Recreation Assistant/Life Guard | Aquatics Training Instructor | Assistant Aquatic Manager | Aquatic Manager | Pool Attendant |
| <b>Take Courses Once Every Year</b>   |                            |                                      |                              |                           |                 |                |
| CPR and AED   | *                          | *                                    | *                            | *                         | *               | *              |
| Hazmat  | *                          | *                                    |                              | *                         | *               |                |
| Oxygen Administrator Certification  |                            | *                                    |                              | *                         | *               |                |
| <i>Prevention of Disease Transmission (PDT)</i>   | *                          | *                                    |                              | *                         | *               |                |
| <b>Take Courses Once Every 3 Years</b>  |                            |                                      |                              |                           |                 |                |
| American Red Cross Sports Safety Training First Aid Module  |                            |                                      | *                            |                           |                 |                |
| Lifeguard Training: Lifeguard and First Aid   | *                          | *                                    |                              | *                         | *               |                |
| <b>Take Course Once Every 5 Years</b>   |                            |                                      |                              |                           |                 |                |
| National Recreation and Park Association Aquatic Facility Operator (AFO) Certification (basic course) |                            |                                      |                              | *<br>(Take One)           | *<br>(Take One) |                |

| POSITIONS   |                            |                                      |                              |                           |                 |                |
|---|----------------------------|--------------------------------------|------------------------------|---------------------------|-----------------|----------------|
| COURSES   | Recreation Aide/Life Guard | Lead Recreation Assistant/Life Guard | Aquatics Training Instructor | Assistant Aquatic Manager | Aquatic Manager | Pool Attendant |
| National Swimming Pool Foundation Certified Pool Operator (CPO) Certification |                            |                                      |                              |                           |                 |                |
| Take Courses Once Per Career  |                            |                                      |                              |                           |                 |                |
| Adapted Aquatics Organization (AAO) Adapted Aquatics Instructor               |                            |                                      | *                            |                           |                 |                |
| Applied Financial Planning  |                            |                                      | *                            | *                         | *               |                |
| BOSS Training   |                            |                                      | *                            | *                         | *               |                |
| CES Basic   | *                          | *                                    | *                            | *                         | *               | *              |
| CES Foundation  | *                          | *                                    | *                            | *                         | *               | *              |
| CES Intermediate  |                            |                                      |                              |                           | *               |                |
| Executive Leadership and Management for Division Chiefs                       |                            |                                      | *                            | *                         | *               |                |
| FMWRDS Training   |                            |                                      |                              | *                         | *               |                |
| Manager Development   |                            |                                      | *                            | *                         | *               |                |
| MWR Basic Management  |                            |                                      |                              | *                         | *               |                |
| MWR Operation Excellence  | *                          | *                                    | *                            | *                         | *               | *              |
| MWR Orientation   | *                          | *                                    | *                            | *                         | *               | *              |
| Programming and Special Events  |                            |                                      | *                            | *                         | *               |                |
| RecTrac   | *                          | *                                    | *                            | *                         | *               | *              |
| Supervisory Development   |                            |                                      | *                            | *                         | *               |                |

| Instructor Courses<br>Subject to the Requirements of the Garrison |   |
|---|---|
| 1.  | <b>American Red Cross Lifeguarding Instructor (ARCLI)</b><br><i>Take this course once every two years. Individuals must teach at least one Lifeguard Training course every two years to people interested in lifeguarding.</i>                    |
| 2.  | <b>American Red Cross Water Safety Instructor (ARCWSI)</b><br><i>Take this course once every two years. Individuals must teach at least one swimming or water safety course every two years to anyone interested in swimming or water safety.</i> |
| 3.  | <b>American Red Cross Water Safety Instructor Trainer</b><br><i>Certification is valid for two years. To maintain the certification, the instructor must teach at least one water-safety instructor course every two years.</i>                   |
| 4.  | <b>American Red Cross Lifeguarding Instructor Trainer</b><br><i>Certification is valid for two years. To maintain the certification, the instructor must teach at least one lifeguarding instructor course every two years.</i>                   |

| <b>Instructor Courses</b><br>Subject to the Requirements of the Garrison |   |
|--|---|
| 5.   | <b>National Recreation and Park Association Aquatic Facility Operator (AFO) Instructor</b><br><i>Authorization to instruct is valid for two years. To maintain authorization, the instructor must:</i><br>- Teach AFO certification courses to swimming pool operators at least once annually.<br>- Complete an AFO Instructor workshop annually. This is a work shop with other instructors. |
| 6.   | <b>National Swimming Pool Foundation Certified Pool Operator (CPO) Instructor</b><br><i>Authorization to instruct is valid for one year. To maintain authorization, the instructor must teach a CPO certification course at least once annually.</i>  |
| 7.   | <b>Aquatic Exercise Association (AEA) Aquatic Fitness Professional Certification Instructor</b><br><i>Certification is valid for two years. To maintain certification, the instructor must complete fifteen Continuing Education Units (CEUs) in aquatic related courses every two years.</i>   |
| 8.   | <b>SCUBA Instructor (PADI)</b><br><i>Instructor certification is valid for life. To maintain authorization to instruct the individual must apply for authorization to instruct annually.</i>  |
| 9.   | <b>SCUBA Instructor (NAUI)</b><br><i>Instructor certification is valid for life. To maintain authorization to instruct the individual must:</i><br>- Complete one Professional Development Unit (PDU) annually.<br>- Complete 12 dives in an authorized teaching capacity annually.<br>- Teach a NAUI dive-certification course annually.   |
| 10.  | <b>SCUBA Instructor (YMCA)</b><br><i>Program discontinued. Remaining lifetime certifications will be valid indefinitely.</i>  |

Notes: HAZMAT training is available on AKO at <https://www.us.army.mil/suite/group/145092>

## Equipment Standards

Equipment standards are based upon pool length, in meters. ACRRO 2.0 contains a list of Aquatics Training and Recreation Swimming equipment for Small (0-25m), Medium (26-50m), and Large (51-100m) pools. If the standard for a piece of equipment is not realistic for a facility, it may be modified downward with a justification of why the standard must be modified.

Since Aquatics Training and Recreation Swimming often share the same equipment, the hours of operation when Aquatics Training is offered is compared to the hours of operation when only Recreation Swimming is offered. The Baseline or Modified Standard for each piece of equipment for each pool is then split proportionately between Aquatics Training and Recreation Swimming to determine the Baseline or Modified Standard for each Program Area. If the hours of operation when Aquatics Training is offered is equal to the hours of operation when only Recreation Swimming is offered and the Baseline or Modified Standard is an odd number, then the Aquatics Training Baseline or Modified Standard is rounded up to the nearest whole number while the Recreation Swimming Baseline or Modified Standard is rounded down.

## Programming Standards

Programming standards are determined by Pool Size. N/A indicates that programming does not need to be offered for that programming category.

| Programming Category | Small<br>(0-25m) | Medium<br>(26-50m) | Large<br>(51-100m) |
|----------------------|------------------|--------------------|--------------------|
| Activities           | 3                | 5                  | 5                  |
| Classes              | 2                | 3                  | 5                  |
| Services             | N/A              | N/A                | N/A                |
| Venturepoint         | N/A              | N/A                | N/A                |

## Recreation Swimming (Non-Mission Oriented)

### Program Summary

Provides authorized patrons swimming activities, promotes skill development, social interaction and sense of community. **ISR 253-09-12, CLS 12 SSP J**

**Goal:** Provides the opportunity for increased personal skill development, social interaction, and sense of community.

| Resource Drivers  |                     |
|---|---------------------|
|   | Seasonal Pool (FTE) |
| Minimum Staff Authorized Per Pool <sup>1</sup>  | 4                   |
| <sup>1</sup> Aquatics certification/training required. Number of lifeguards needed must reflect AR-215 and TB MED 575 guidelines. |                     |

### Quality Factors

| Element     | Factors   | Regulatory Guidance |
|-------------|---|---------------------|
| Facilities  | <ul style="list-style-type: none"> <li>Seasonal pools will be available based on CLS capability levels</li> </ul>   | Army Standards      |
| Training    | <ul style="list-style-type: none"> <li>All staff must be trained and certified in all required courses</li> <li>View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>   | Army Standards      |
| Programming | <ul style="list-style-type: none"> <li>Availability (hours of operation) is the primary workload driver</li> <li>The number of hours available and the amount of time allotted for personal use vary based on capability levels</li> <li>Type and variety of programs are based on customer demand</li> <li>Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul> | Army Standards      |
| Equipment   | <ul style="list-style-type: none"> <li>Full complement of equipment will be available to support non-mission related Recreation Swimming</li> <li>Equipment type and quantity will be activity and use dependent</li> <li>Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>Waiting time or time limit on equipment varies by CLS capability</li> </ul>  | Army Standards      |
| Automation  | <ul style="list-style-type: none"> <li>Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as reservations and equipment/locker rentals.</li> </ul>  | Army Standards      |

## Staffing Standards

Regardless of Hours of Operation, Seasonal Pools are authorized four (4) FTEs.

Since Aquatics Training and Recreation Swimming often share the same staff, the hours of operation when Aquatics Training is offered is compared to the hours of operation when only Recreation Swimming is offered. The total FTEs authorized for each pool are then split proportionately between Aquatics Training and Recreation Swimming to determine the Baseline Standard for each Program Area.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate courses a particular position is required to take. An empty field indicates the position is not required to take the course.

Individuals who have to take instructor related courses can pick from the list of courses in the Instructor Course table below.

| COURSES   | POSITIONS                  |                                      |                              |                           |                   |                |
|---|----------------------------|--------------------------------------|------------------------------|---------------------------|-------------------|----------------|
|   | Recreation Aide/Life Guard | Lead Recreation Assistant/Life Guard | Aquatics Training Instructor | Assistant Aquatic Manager | Aquatic Manager   | Pool Attendant |
| <b>Take Courses Once Every Year</b>   |                            |                                      |                              |                           |                   |                |
| CPR and AED   | *                          | *                                    | *                            | *                         | *                 | *              |
| Hazmat  | *                          | *                                    |                              | *                         | *                 |                |
| Oxygen Administrator Certification  |                            | *                                    |                              | *                         | *                 |                |
| <i>Prevention of Disease Transmission (PDT)</i>   | *                          | *                                    |                              | *                         | *                 |                |
| <b>Take Courses Once Every 3 Years</b>  |                            |                                      |                              |                           |                   |                |
| American Red Cross Sports Safety Training First Aid Module  |                            |                                      | *                            |                           |                   |                |
| Lifeguard Training: Lifeguard and First Aid   | *                          | *                                    |                              | *                         | *                 |                |
| <b>Take Course Once Every 5 Years</b>   |                            |                                      |                              |                           |                   |                |
| National Recreation and Park Association Aquatic Facility Operator (AFO) Certification (basic course) |                            |                                      |                              | *                         | *                 |                |
| National Swimming Pool Foundation Certified Pool Operator (CPO) Certification                         |                            |                                      |                              | <i>(Take One)</i>         | <i>(Take One)</i> |                |
| <b>Take Courses Once Per Career</b>   |                            |                                      |                              |                           |                   |                |

| POSITIONS   |                            |                                      |                              |                           |                 |                |
|---|----------------------------|--------------------------------------|------------------------------|---------------------------|-----------------|----------------|
| COURSES   | Recreation Aide/Life Guard | Lead Recreation Assistant/Life Guard | Aquatics Training Instructor | Assistant Aquatic Manager | Aquatic Manager | Pool Attendant |
| Adapted Aquatics Organization (AAO) Adapted Aquatics Instructor |                            |                                      | *                            |                           |                 |                |
| Applied Financial Planning                                      |                            |                                      | *                            | *                         | *               |                |
| BOSS Training   |                            |                                      | *                            | *                         | *               |                |
| CES Basic   | *                          | *                                    | *                            | *                         | *               | *              |
| CES Foundation  | *                          | *                                    | *                            | *                         | *               | *              |
| CES Intermediate  |                            |                                      |                              |                           | *               |                |
| Executive Leadership and Management for Division Chiefs         |                            |                                      | *                            | *                         | *               |                |
| FMWRDS Training   |                            |                                      |                              | *                         | *               |                |
| Manager Development   |                            |                                      | *                            | *                         | *               |                |
| MWR Basic Management  |                            |                                      |                              | *                         | *               |                |
| MWR Operation Excellence  | *                          | *                                    | *                            | *                         | *               | *              |
| MWR Orientation   | *                          | *                                    | *                            | *                         | *               | *              |
| Programming and Special Events                                  |                            |                                      | *                            | *                         | *               |                |
| RecTrac   | *                          | *                                    | *                            | *                         | *               | *              |
| Supervisory Development   |                            |                                      | *                            | *                         | *               |                |

## Instructor Courses

Subject to the Requirements of the Garrison

|    |   |
|----|---|
| 1. | <b>American Red Cross Lifeguarding Instructor (ARCLI)</b><br><i>Take this course once every two years. Individuals must teach at least one Lifeguard Training course every two years to people interested in lifeguarding.</i>  |
| 2. | <b>American Red Cross Water Safety Instructor (ARCWSI)</b><br><i>Take this course once every two years. Individuals must teach at least one swimming or water safety course every two years to anyone interested in swimming or water safety.</i>   |
| 3. | <b>American Red Cross Water Safety Instructor Trainer</b><br><i>Certification is valid for two years. To maintain the certification, the instructor must teach at least one water safety instructor course every two years.</i>   |
| 4. | <b>American Red Cross Lifeguarding Instructor Trainer</b><br><i>Certification is valid for two years. To maintain the certification, the instructor must teach at least one lifeguarding instructor course every two years.</i>   |
| 5. | <b>National Recreation and Park Association Aquatic Facility Operator (AFO) Instructor</b><br><i>Authorization to instruct is valid for two years. To maintain authorization, the instructor must:</i><br>- Teach AFO certification courses to swimming pool operators at least once annually.<br>- Complete an AFO Instructor workshop annually. This is a work shop with other instructors. |

| <b>Instructor Courses</b><br>Subject to the Requirements of the Garrison |   |
|--|---|
| 6.   | <b>National Swimming Pool Foundation Certified Pool Operator (CPO) Instructor</b><br><i>Authorization to instruct is valid for one year. To maintain authorization, the instructor must teach a CPO certification course at least once annually.</i>  |
| 7.   | <b>Aquatic Exercise Association (AEA) Aquatic Fitness Professional Certification Instructor</b><br><i>Certification is valid for two years. To maintain certification, the instructor must complete fifteen Continuing Education Units (CEUs) in aquatic related courses every two years.</i>   |
| 8.   | <b>SCUBA Instructor (PADI)</b><br><i>Instructor certification is valid for life. To maintain authorization to instruct the individual must apply for authorization to instruct annually.</i>  |
| 9.   | <b>SCUBA Instructor (NAUI)</b><br><i>Instructor certification is valid for life. To maintain authorization to instruct the individual must:</i><br>- Complete one Professional Development Unit (PDU) annually.<br>- Complete 12 dives in an authorized teaching capacity annually.<br>- Teach a NAUI dive-certification course annually. |
| 10.  | <b>SCUBA Instructor (YMCA)</b><br><i>Program discontinued. Remaining lifetime certifications will be valid indefinitely.</i>  |

Notes: HAZMAT training is available on AKO at <https://www.us.army.mil/suite/group/145092>

## Equipment Standards

Equipment standards are based upon pool length, in meters. ACRRO 2.0 contains a list of Aquatics Training and Recreation Swimming equipment for Small (0-25m), Medium (26-50m), and Large (51-100m) pools. If the standard for a piece of equipment is not realistic for a facility, it may be modified downward with a justification of why the standard must be modified.

Since Aquatics Training and Recreation Swimming often share the same equipment, the hours of operation when Aquatics Training is offered is compared to the hours of operation when only Recreation Swimming is offered. The Baseline or Modified Standard for each piece of equipment for each pool is then split proportionately between Aquatics Training and Recreation Swimming to determine the Baseline or Modified Standard for each Program Area. If the hours of operation when Aquatics Training is offered is equal to the hours of operation when only Recreation Swimming is offered, and the Baseline or Modified Standard is an odd number, then the Aquatics Training Baseline or Modified Standard is rounded up to the nearest whole number while the Recreation Swimming Baseline or Modified Standard is rounded down.

## Programming Standards

Programming standards are determined by the pool size category (as opposed to garrison size). N/A indicates that programming does not need to be offered for that programming category.

| Programming Category | Small<br>(0-25m) | Medium<br>(26-50m) | Large<br>(51-100m) |
|----------------------|------------------|--------------------|--------------------|
| Activities           | 3                | 5                  | 5                  |
| Classes              | 2                | 3                  | 5                  |
| Services             | N/A              | N/A                | N/A                |
| Venturepoint         | N/A              | N/A                | N/A                |

## Library and Information Services

### Program Summary

Provides and assists authorized patrons with information resources for educational support and recreation purposes, consistent with Army Library Association benchmarks. **ISR 253-03-03, CLS 12 SSP D**

**Goal:** To meet DoD Core Library Standards and American Library Association Benchmarks.

| Resource Drivers   |   |               |                |                 |                 |                 |                 |         |
|--|---|---------------|----------------|-----------------|-----------------|-----------------|-----------------|---------|
| Main Library Square Footage (sq/ft) <sup>1</sup>   | <2,500  | 2,501 - 6,250 | 6,251 - 10,500 | 10,501 - 18,000 | 18,001 - 24,000 | 24,001 - 30,000 | 30,001 - 36,000 | >36,000 |
| Hours / Week <sup>2,3</sup>  | Minimum Staff (APF and/or UFM) Authorized per Main Library (FTE) <sup>4,5</sup> |               |                |                 |                 |                 |                 |         |
| 0 - 40   | 3.5   | 5.0           | 5.0            | 5.0             | 6.0             | 6.0             | 7.0             | 7.0     |
| 41 - 60  | 4.5   | 6.0           | 6.0            | 6.0             | 7.0             | 7.0             | 8.0             | 8.0     |
| 61 - 80  | 5.5   | 7.0           | 7.0            | 7.0             | 8.0             | 8.0             | 9.0             | 9.0     |
| Libraries with SF <10,501 and ASIP <15,001 = 75% of authorized FTEs.<br>Libraries with SF >10,000 and ASIP >15,000 = 125% of authorized FTEs.  |   |               |                |                 |                 |                 |                 |         |
| <sup>1</sup> Additional SQFT added per specified increments of military population—see ACE, Technical Instruction 800-01.  |   |               |                |                 |                 |                 |                 |         |
| <sup>2</sup> 7-day a week service is recommended for populations served over 20,000.   |   |               |                |                 |                 |                 |                 |         |
| <sup>3</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation * 2 FTE * 52 weeks/year divided by 1740).                  |   |               |                |                 |                 |                 |                 |         |
| <sup>4</sup> Minimum Staff per Main Library to include Supervisory Librarian, Administrative Assistant, Circulation Desk, Reference Support and/or Computer Specialist. Branch Libraries authorized 2 FTE's. |   |               |                |                 |                 |                 |                 |         |
| <sup>5</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.   |   |               |                |                 |                 |                 |                 |         |

- **Additional Services/Physical Layout:** Main Libraries that provide additional services or have a unique physical layout are authorized additional staff, as follows:
  - **Additional Floors or Annex:** One (1) FTE authorized for every public access floor above the first floor or annex as identified by FMWR/DA.
  - **Library Service Centers:** Two (2) FTEs authorized for each Library Service Center (collection management, acquisitions, cataloging, classification, property accountability control) supporting a minimum of three MWR libraries (inclusive of the Library Service Center) as identified by FMWR/DA. One (1) FTE is authorized for every six (6) MWR libraries supported above the minimum of three (3).
  - **Regional Reference Centers:** One (1) FTE authorized per Region Reference Center as identified by FMWR/DA. Currently identified at Kaiserslautern, Yongsan, Fort Drum, Fort Shafter, Fort Campbell, Fort Hood and Fort Lewis.
  - **Undergraduate/Graduate Programs:** One (1) FTE authorized when providing support (bibliographic instruction, reserve books, etc) in coordination with Army Continuing Education Services.
  - **Central Management:** Two (2) FTE authorized if library provides central management for a system of three or more MWR libraries (inclusive of Central Management Site) as identified by FMWR/DA.



## Quality Factors

| Element                      | Factors   | Regulatory Guidance   |
|------------------------------|---|---|
| Facilities                   | <ul style="list-style-type: none"> <li>Facilities have air conditioning, lighting, heating and humidity systems required for customer comfort and to avoid deterioration of library materials. Facilities are connected to both the commercial and military networks.</li> </ul>  | DoD Core Library Standards<br>Design Criteria, AEI                        |
| Training                     | <ul style="list-style-type: none"> <li>Library staff receives training no less than twice yearly in library competencies. Libraries to provide one (1) 1410 series librarian (M LS degree) staff member to participate at either the Army Library Training Institute or the Military Librarian's Workshop.</li> </ul>   | DoD Core Library Standards<br>AR 215-1<br>Army Standards                  |
| Hours                        | <ul style="list-style-type: none"> <li>Hours of operation meet customer demand including evenings and weekends.</li> </ul>  | DoD Core Library Standards  |
| Staff                        | <ul style="list-style-type: none"> <li>Staff meets OPM qualification standards for GS series 1410 and 1411 positions. Main libraries must have a GS-1410 series professional librarian (MLS degree).</li> </ul>   | DoD Core Library Standards  |
| Equipment/Materials/Services | <ul style="list-style-type: none"> <li>Equipment (with corresponding electrical and network requirements) and maintenance adequate to support infrastructure; complete range of reference/research services and circulatory collections using print, non-print, office software, CD ROM/DVD, on-line services, DSN and commercial voice communications, inter-library loans and document delivery services. Information resources and services are to be current and include mission-sustaining publications, leisure needs materials/services, and other materials/services required for military continuing education programs and professional development.</li> </ul> | DoD Core Library Standards<br>AR 215-1<br>ALA Standards<br>Army Standards |
| Technology                   | <ul style="list-style-type: none"> <li>100% of libraries operate with an integrated library system; all libraries will adhere to national library NISO Z39.50 standards in automation systems for compatibility/connectivity. Computers are networked and include access to printers and the Internet. E-mail and photocopier service is available. Web access to automated catalog is available remotely.</li> </ul>   | DoD Core Library Standards<br>Army Standards                              |
| Location/Convenience         | <ul style="list-style-type: none"> <li>The libraries are easily accessible to the majority of the serviced population and have adequate customer parking.</li> </ul>  | ALA Standards<br>DoD Core Library Standards                               |

## Staffing Standards

Staffing requirements are determined using a combination of facility size, hours of operation, facility type (Main or Branch), population and additional services/physical layout. For example, a 6,251 - 10,500 sq/ft main library facility that is open 41 - 60 hours per week serving an MWR ASIP population of 13,146 is limited to 75% of the authorized of six (6) FTE. Branch Libraries are authorized two (2) FTEs unless their ASIP population is separate from the Garrison population, in which case they may use their reported ASIP population for allocations.

- Facility Size:** Facility square footage will determine the staffing standard for that facility.
- Hours of Operation:** Facilities that are open for business between 40 and 90 hours per week are required to have at least two staff members on duty at all times. Determine the minimum FTEs authorized for each facility using the Resource Drivers table above, based on the specified hours of operation.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate required courses. An empty field indicates the position is not required to take the course. Types of training that satisfy training in “other library competencies” include: correspondence courses, computer-based training such as Webinars and Podcasts, college courses, and in-house workshops. Since Webinars and Podcasts are usually short in duration, a minimum of three (3) Webinars or Podcasts must be completed to qualify as one training session.

| COURSES   | POSITIONS                                   |           |                        |                       |                 |
|---|---|-----------|------------------------|-----------------------|-----------------|
|   | Supervisory/<br>Administrative<br>Librarian | Librarian | Computer<br>Specialist | Library<br>Technician | Library<br>Aide |
| <b>Take Course Once Per Year</b>  |   |           |                        |                       |                 |
| CPR and AED   | *   | *         | *                      | *                     | *               |
| <b>Take Course Once Every 3 Years</b>   |   |           |                        |                       |                 |
| First Aid   | *   | *         | *                      | *                     | *               |
| <b>Take Courses Once Per Career</b>   |   |           |                        |                       |                 |
| Applied Financial Planning  | *   |           |                        |                       |                 |
| BOSS Training   | *   | *         |                        |                       |                 |
| CES Basic   | *   | *         |                        |                       |                 |
| CES Foundation  | *   | *         | *                      | *                     | *               |
| CES Intermediate  | *   |           |                        |                       |                 |
| Executive Leadership and<br>Management for Division Chiefs  | *   |           |                        |                       |                 |
| FMWRDS Training   | *   | *         |                        |                       |                 |
| Manager Development   | *   |           |                        |                       |                 |
| MWR Basic Management  | *   | *         |                        |                       |                 |
| MWR Operation Excellence  | *   | *         | *                      | *                     | *               |
| MWR Orientation   | *   | *         | *                      | *                     | *               |
| Programming and Special Events  | *   | *         |                        |                       |                 |
| Supervisory Development   | *   |           |                        |                       |                 |
| <b>Full-Time Staff Once Per Year</b>  |   |           |                        |                       |                 |
| Library Technology Related<br>Training  |   |           | *                      |                       |                 |
| Training at National / Regional /<br>State-wide Conference / Seminar /<br>Workshop or ACTEDS training | *   | *         |                        |                       |                 |
| Training at Regional / State / Local<br>Conference / Workshop   |   |           |                        | *                     | *               |
| Training in Other Library<br>Competencies   | *   | *         | *                      | *                     | *               |
| <b>Part-Time Staff Once Per Year</b>  |   |           |                        |                       |                 |

| POSITIONS   |   |                                  |                                  |                               |                                  |
|---|---|----------------------------------|----------------------------------|-------------------------------|----------------------------------|
| COURSES   | Supervisory/<br>Administrative<br>Librarian | Librarian                        | Computer<br>Specialist           | Library<br>Technician         | Library<br>Aide                  |
| Training at<br>National/Regional/State-wide<br>Conference/ Workshop | *<br>(Take one of<br>the two)               | *<br>(Take one<br>of the<br>two) |                                  |                               |                                  |
| Training in Other Library<br>Competencies                           |   |                                  |                                  | *<br>(Take one<br>of the two) | *<br>(Take<br>one of<br>the two) |
| Training at Regional/State/Local<br>Conference/Workshop             |   |                                  | *<br>(Take one<br>of the<br>two) |                               |                                  |
| Library Technology Related<br>Training                              |   |                                  |                                  |                               |                                  |

### Material Resources Standards (Per Annum)

- **Collections (e.g., books, magazines/newspapers, electronic media, etc):** Material Resources standards are based upon garrison population as defined in the Resource Drivers table below.

| Material Resources   |          |           |  |                          |                          |                      |                      |                         |
|--|----------|-----------|--|--------------------------|--------------------------|----------------------|----------------------|-------------------------|
| Population   | < 250    | 250-1,000 | 1,001-<br>3,000                        | 3,001-<br>6,000          | 6,001-<br>10,000         | 10,001-<br>15,000    | 15,001-<br>20,000    | ≥ 20,001                |
| Minimum<br>Authorized <sup>1</sup>   | \$12,000 | \$15,000  | \$15,000<br>+ \$11.00<br>per<br>capita | \$11.00<br>per<br>capita | \$10.00<br>per<br>capita | \$9.50 per<br>capita | \$8.50 per<br>capita | \$8.00<br>per<br>capita |
| <sup>1</sup> Population greater than 40,000 are authorized \$7.00 per capita |          |           |  |                          |                          |                      |                      |                         |

- Libraries supporting academics require additional dollars, which will be evaluated on a case-by-case basis. Justification for additional dollars will need to be provided by the Garrison to FMWR.
- Paperback book kits and other library materials are funded and supplied centrally to support isolated Soldier populations, including deployments.

### Technology Infrastructure/Equipment Standards

- **Internet Access (hardwired or wireless) points:** The number of Internet access points can be a combination of hardwired access points and wireless access points. Wireless access points are counted by the number of computers that can be supported by the router. Hardwired access points are counted by the number of Public Workstations with Internet Access.

| Internet Access Points  |       |           |                 |                 |                  |                   |                   |          |
|---|-------|-----------|-----------------|-----------------|------------------|-------------------|-------------------|----------|
| Population  | < 250 | 250-1,000 | 1,001-<br>3,000 | 3,001-<br>6,000 | 6,001-<br>10,000 | 10,001-<br>15,000 | 15,001-<br>20,000 | ≥ 20,001 |
| Minimum<br>Authorized <sup>1</sup>  | 5     | 5         | 10              | 18              | 26               | 32                | 37                | 42       |
| <sup>1</sup> One additional access point will be provided for each additional 5,000 in population over 20,001 |       |           |                 |                 |                  |                   |                   |          |

- **Public Workstations with Internet Access, OPAC, and/or office automation software and Smart Card Readers:** Public workstations for Internet Access are defined as library furnished workstations (computers) dedicated to accessing the Internet, OPAC, and/or office automation software.
  - At least 1/4 of library furnished public workstations with Internet access are required to have Smart Card Readers
- **Each library is required to have at a minimum one (1) of each of the following items:** PC reservation and print control software, color printer, photocopier, fax machine, scanner, network printer, external book drop, electronic patron counter, security system for library materials, access to data display projector and digital camera.

## Programming Standards

Programming Standards are determined by Facility Size for each Facility and then totaled for scoring the ISR PM/CLS SSP.

| Programming Category | 0-2,500 | 2,501 - 6,250 | 6,251 - 10,500 | 10,501 - 18,000 | 18,001 - 24,000 | 24,001 - 30,000 | 30,001 - 36000 | >36,000 |
|----------------------|---------|---------------|----------------|-----------------|-----------------|-----------------|----------------|---------|
| Activity             | 1       | 1             | 2              | 2               | 3               | 3               | 4              | 4       |
| Class                | 1       | 1             | 1              | 1               | 1               | 1               | 1              | 1       |
| Service              | 3       | 4             | 4              | 5               | 5               | 5               | 6              | 7       |
| Venturepoint         | 1       | 1             | 1              | 1               | 1               | 1               | 1              | 1       |

## Recreation Centers/Warrior Zones

### Program Summary

Program incorporates the tenants of the Recreation Delivery System to provide Recreation Center and/or Warrior Zone (WZ) services to authorized patrons. Co-locating WZs along with Recreation Centers holds them accountable to CAT A standards/levels and affords them an opportunity to seek higher levels of funding. WZs are Soldier only recreation facilities. **ISR 253-04-04, CLS 12 SSP E.**

**Goal:** To support and enhance community satisfaction and overall quality of life by providing services to the Army Family, while supporting the “social” component of Comprehensive Soldier Fitness.

| Resource Drivers                             |   |                 |                 |                 |                 |                 |                 |
|--|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Facility Square Footage (sq/ft) <sup>1</sup> | <12,700   | 12,701 - 19,800 | 19,801 - 27,800 | 27,801 - 32,500 | 32,501 - 40,500 | 40,501 - 45,200 | 45,201 - 53,200 |
| Hours / Week <sup>2</sup>                    | Minimum Staff (APF and/or UFM) Authorized per Facility (FTE) <sup>3,4</sup> |                 |                 |                 |                 |                 |                 |
| 0 - 40                                       | 3.0   | 3.5             | 4.0             | 4.5             | 5.0             | 5.5             | 6.0             |
| 41 - 60                                      | 4.0   | 4.5             | 5.0             | 5.5             | 6.0             | 6.5             | 7.0             |
| 61 - 80                                      | 5.0   | 5.5             | 6.0             | 6.5             | 7.0             | 7.5             | 8.0             |
| 81 - 100                                     | 6.0   | 6.5             | 7.0             | 7.5             | 8.0             | 8.5             | 9.0             |

<sup>1</sup> Per ACE, Technical Instruction 800-01, this requirement should be accommodated in other facilities  
<sup>2</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation \* 2 FTE \* 52 weeks/year divided by 1740). Authorizations above are inclusive of Facility/Program Manager.  
<sup>3</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.  
<sup>4</sup> Warrior Zones are distinguished as **Soldier-only recreation facilities** and are authorized one (1) additional FTE for IT support.

### Quality Factors

| Element            | Factors   | Regulatory Guidance                              |
|--------------------|---|--|
| <b>Facilities</b>  | <ul style="list-style-type: none"> <li>Facilities used to deliver multiple programs, plus specialty shops, snack bars, etc., to meet local demand</li> <li>Spaces will support classes, specific equipment safety requirements, and customer self-directed programs</li> </ul>  | AR 215-1, Appx D and E<br>AR 415-19<br>AR 415-35 |
| <b>Training</b>    | <ul style="list-style-type: none"> <li>All staff must be trained and certified in all required courses</li> <li>View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>   | AR 215-1<br>Army Standards                       |
| <b>Programming</b> | <ul style="list-style-type: none"> <li>Customer-driven programming combined with most effective use of facilities</li> <li>Type and variety of programs are based on customer demand</li> <li>Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul> | Army Standards                                   |

| Element                     | Factors   | Regulatory Guidance                      |
|-----------------------------|---|--|
| <b>Equipment</b>            | <ul style="list-style-type: none"> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Major items will have a maintenance plan</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | AR 215-1<br>CTA 50-909<br>Army Standards |
| <b>Automation</b>           | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ LAN connectivity essential</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as reservations and equipment/locker rentals.</li> </ul>  | AR 215-1                                 |
| <b>Location/Convenience</b> | <ul style="list-style-type: none"> <li>■ Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>■ Non-facility based programs must be actively pursued</li> <li>■ Operating hours will be determined by customer demand</li> </ul>   |  |

## Staffing Standards

Staffing requirements are determined using a combination of facility size and hours of operation. For example, a 19,801 - 27,800 sq/ft facility that is open 41 - 60 hours per week is authorized four (4) FTE. If the same facility is open 81 - 100 hours per week, the authorized staff is six (6) FTE.

- **Facility Size:** Facility square footage will determine the staffing standard for that facility.
- **Hours of Operation:** Facilities that are open for business between 40 and 90 hours per week are required to have at least two staff members on duty at all times. Determine the minimum FTEs authorized for each facility using the Resource Drivers table above, based on the specified hours of operation.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate required courses. An empty field indicates the position is not required to take the course.

| COURSES                               | POSITIONS                                   |                                   |                       |                       |
|---------------------------------------|---|-----------------------------------|-----------------------|-----------------------|
|                                       | Recreation Assistant and/or Warrior Zone IT | Supervisory Recreation Specialist | Recreation Programmer | Recreation Specialist |
| <b>Take Course Once Per Year</b>      |   |                                   |                       |                       |
| CPR and AED                           | *   | *                                 | *                     | *                     |
| <b>Take Course Once Every 3 Years</b> |   |                                   |                       |                       |
| First Aid                             | *   | *                                 | *                     | *                     |
| <b>Take Course Once Per Career</b>    |   |                                   |                       |                       |
| Applied Financial Planning            |   | *                                 | *                     |                       |
| BOSS Training                         | *   | *                                 | *                     | *                     |

| POSITIONS   |   |   |                          |                          |
|---|---|---|--------------------------|--------------------------|
| COURSES   | Recreation Assistant<br>and/or Warrior Zone<br>IT | Supervisory<br>Recreation<br>Specialist | Recreation<br>Programmer | Recreation<br>Specialist |
| CES Basic   |   | *                                       | *                        |                          |
| CES Foundation  | *   | *                                       | *                        | *                        |
| CES Intermediate  |   | *                                       |                          |                          |
| Executive Leadership and<br>Management for Division<br>Chiefs |   | *                                       |                          |                          |
| FMWRDS Training   |   | *                                       | *                        |                          |
| Manager Development   |   | *                                       |                          |                          |
| MWR Basic Management  |   | *                                       | *                        | *                        |
| MWR Operation Excellence                                      | *   | *                                       | *                        | *                        |
| MWR Orientation   | *   | *                                       | *                        | *                        |
| Programming and Special<br>Events                             |   | *                                       | *                        |                          |
| RecTrac   | *   | *                                       | *                        | *                        |
| Supervisory Development                                       |   | *                                       |                          |                          |

## Equipment Standards

Equipment standards are based upon facility size. ACRRO 2.0 contains a list of Recreation Centers/WZ equipment for each facility size. If the standard for a piece of equipment is not realistic for a facility, it may be modified downward with a justification of why the standard must be modified.

## Programming Standards

Programming Standards are determined by facility size. N/A indicates that programming does not need to be offered for that programming category.

| Programming<br>Category | <12,700 | 12,701 -<br>19,800 | 19,801 -<br>27,800 | 27,801 -<br>32,500 | 32,501 -<br>40,500 | 40,501 -<br>45,200 | 45,201 -<br>53,200 |
|-------------------------|---------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| Activities              | 1       | 1                  | 2                  | 2                  | 3                  | 4                  | 4                  |
| Classes                 | 0       | 1                  | 1                  | 1                  | 1                  | 1                  | 1                  |
| Services                | 1       | 1                  | 1                  | 1                  | 1                  | 1                  | 1                  |
| Venturepoint            | N/A     | N/A                | N/A                | N/A                | N/A                | N/A                | N/A                |

## Better Opportunities for Single Soldiers (BOSS)

### Program Summary

Program composition is represented by three pillars - Quality of Life (QOL), Community Service and Recreation and Leisure. BOSS supports the chain of command by identifying QOL issues and concerns, and by recommending QOL improvements. The BOSS program encourages and assists single Soldiers in identifying and planning recreation and leisure activities. It provides an opportunity for single Soldiers to participate in and contribute to their respective communities. The BOSS program is separate from other Single Soldier Initiatives programs. It is a distinct FMWR program that provides an avenue for single Soldiers to surface issues and take part in activities, but does not set policy and guidance. The BOSS program is intended to enhance command authority, prerogative, and responsibility in maintaining standards of conduct, good order, and discipline.

**Goal:** To support the overall quality of life for single and unaccompanied Soldiers.

| Resource Drivers  |          |            |             |          |
|---|----------|------------|-------------|----------|
| Single Soldier Population <sup>1</sup>  | <501     | 501 - 2000 | 2001 - 5000 | >5000    |
| <b>Minimum Staff (APF and/or UFM) Authorized Per Installation (FTE)</b>   |          |            |             |          |
| Military Advisor  | 1        | 1          | 1           | 1        |
| MWR Advisor   | 1        | 1          | 1           | 1        |
| BOSS President  | 1        | 1          | 1           | 1        |
| BOSS Vice President   | 0        | 1          | 1           | 1        |
| BOSS Secretary  | 0        | 0          | 1           | 1        |
| BOSS Treasurer  | 0        | 0          | 0           | 1        |
| <b>Total Staff</b>  | <b>3</b> | <b>4</b>   | <b>5</b>    | <b>6</b> |
| <sup>1</sup> Single Soldier Population = (ASIP Full-time Military x .516) (.516 represents the percentage of the total soldier population that is single) |          |            |             |          |

### Quality Factors

| Element           | Factors  | Regulatory Guidance                      |
|-------------------|--|--|
| <b>Facilities</b> | <ul style="list-style-type: none"> <li>■ Dedicated space to execute program administration, typically found in Recreation Centers or Warrior Zones.</li> </ul>   | AR 215-1                                 |
| <b>Training</b>   | <ul style="list-style-type: none"> <li>■ Staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | AR 215-1<br>ACTEDS 51                    |
| <b>Equipment</b>  | <ul style="list-style-type: none"> <li>■ Equipment type and quantity will be activity and use dependent, typically found in the tenant program, i.e., Recreation Center or Warrior Zone</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Major items will have a maintenance plan</li> </ul> | AR 215-1<br>CTA 50-909<br>Army Standards |
| <b>Automation</b> | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, VMIS, PRISM, SNACS, Rec Prog Share</li> <li>■ LAN connectivity essential</li> <li>■ Advanced systems may be required to execute most contemporary interactive gaming</li> </ul>   | AR 215-1<br>Army Standards               |



| Element                     | Factors  | Regulatory Guidance |
|-----------------------------|--|---------------------|
| <b>Programming</b>          | <ul style="list-style-type: none"> <li>■ Customer-driven programming utilizing most effective use of facilities and on/off post resources</li> <li>■ Programs achieve integration of three pillars - Quality of Life, Community Service, and Recreation and Leisure</li> <li>■ Recreation and Leisure deliverables result from partnerships with other FMWR programs and should not be a duplicative effort</li> <li>■ Documentation of deliverables in Family and MWR Program Share provides continuity to incoming personnel</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> </ul> | AR 215-1            |
| <b>Location/Convenience</b> | <ul style="list-style-type: none"> <li>■ Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>■ Non-facility based programs must be actively pursued</li> <li>■ Operating hours will be determined by customer demand</li> </ul>  |                     |

### Staffing Standards

Individual Garrison BOSS programs, with exceptions for unique configurations and geographic proximity, shall have, at a minimum, a MWR Advisor, Senior Military Advisor and BOSS President. **Soldiers entered for BOSS should be captured on the staffing page as DoD Military instead of Borrowed Military Manpower.**

### Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate courses a particular position is required to take. An empty field indicates the position is not required to take the course.

| COURSES                                    | POSITIONS      |             |                  |                     |                |                |
|--|----------------|-------------|------------------|---------------------|----------------|----------------|
|  | BOSS President | MWR Advisor | Military Advisor | BOSS Vice President | BOSS Secretary | BOSS Treasurer |
| <b>Take Course Once Per Year</b>           |                |             |                  |                     |                |                |
| CPR and AED (or military equivalent)       | *              | *           |                  | *                   | *              | *              |
| <b>Take Course Once Every 3 Years</b>      |                |             |                  |                     |                |                |
| First Aid (or military equiv)              | *              | *           |                  | *                   | *              | *              |
| <b>Take Course Once Per Career</b>         |                |             |                  |                     |                |                |
| BOSS (Orientation, Administration, Budget) | *              | *           | *                | *                   | *              | *              |
| FMWRDS Training                            | *              | *           |                  |                     |                |                |
| MWR Basic Management                       | *              | *           |                  | *                   | *              | *              |
| MWR Operation Excellence                   | *              | *           |                  | *                   | *              | *              |
| MWR Orientation                            | *              | *           | *                | *                   | *              | *              |
| Programming and Special Events             |                | *           |                  |                     |                |                |

| POSITIONS |                |             |                  |                     |                |                |
|-----------|----------------|-------------|------------------|---------------------|----------------|----------------|
| COURSES   | BOSS President | MWR Advisor | Military Advisor | BOSS Vice President | BOSS Secretary | BOSS Treasurer |
| Serv Safe | *              | *           |                  | *                   | *              | *              |

### Equipment Standards

BOSS programs shall be co-located wherever possible to maximize operational efficiencies. Refer to Recreation Center and WZ Resource Drivers in ACRRO to determine equipment standards available to the BOSS program.

### Programming Standards

Programming Standards are determined by Garrison Single Soldier Population.

| Programming Category   | <500 | 501-2,000 | 2,001-5,000 | ≥5,000 |
|------------------------|------|-----------|-------------|--------|
| Quality of Life        | 1    | 2         | 3           | 4      |
| Community Service      | 2    | 3         | 4           | 5      |
| Recreation and Leisure | 4    | 6         | 8           | 10     |

## Outdoor Recreation

### Program Summary

Provides authorized patrons with outdoor recreation opportunities, training, and venues including safety supervision and instruction. **ISR 253-07-10, CLS 12 SSP F**

**Goal:** Support and enhance community satisfaction and overall quality of life by providing services to the Army Family.

| Resource Drivers  |                                       |             |              |               |                       |                       |                       |                       |
|---|---------------------------------------|-------------|--------------|---------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Population <sup>1</sup>   | <1,000                                | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500         | 22,501-30,000         | 30,001-37,500         | ≥37,501               |
| Recommended Hours / Week <sup>2</sup>   | 40                                    | 40          | 50           | 50            | 60<br>(Main Facility) | 60<br>(Main Facility) | 70<br>(Main Facility) | 70<br>(Main Facility) |
| Minimum Staff (APF and/or UFM) Authorized per ODR (FTE) (allocated per functional areas identified below) <sup>3, 4</sup>   |                                       |             |              |               |                       |                       |                       |                       |
| JE - ODR General (include Facility/Program Manager & Rec Programmer)  | 2.0                                   | 2.0         | 3.0          | 3.0           | 4.0                   | 4.0                   | 4.0                   | 4.0                   |
| KC - ODR Equipment C/O  | 1.0                                   | 1.0         | 1.5          | 1.5           | 2.0                   | 2.0                   | 2.0                   | 2.0                   |
| HF - Parks & Picnic Area Management (if applicable) <sup>5</sup>  | 0.5                                   | 0.5         | 1.0          | 1.0           | 1.5                   | 1.5                   | 2.0                   | 2.0                   |
| JK - Travel Camps   | for every 50 spaces: 1 FTE authorized |             |              |               |                       |                       |                       |                       |
| KB - Boating w/o Berthing or Resale <sup>6</sup>  | for every 25 spaces: 1 FTE authorized |             |              |               |                       |                       |                       |                       |
| KJ - Stables w/o Boarding <sup>7</sup>  | for every 25 spaces: 1 FTE authorized |             |              |               |                       |                       |                       |                       |
| <sup>1</sup> Population is calculated as: 100% Active Duty + 25% Family Members + 10% Civilians (if >60% of workforce) = CONUS MWR ASIP; 100% Active Duty + 25% Family Members + 100% Civilians = OCONUS MWR ASIP<br><sup>2</sup> Hours of operation based on program/demand requirements Minimum of two staff required to be on duty at all times (hour of operation * 2 FTE * 52 weeks/year divided by 1740).<br><sup>3</sup> If an installation has more than one ODR program and/or facility, the locations must present logistical challenges (time, distance, etc), as validated by Region and/or FMWR, to receive individual allocation of resources (staffing and equipment). Starting Q3 FY11 multiple outdoor recreation facilities will be identified.<br><sup>4</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.<br><sup>5</sup> Additional staff authorized to support maintenance of MWR parks and picnic areas<br><sup>6, 7</sup> If 35% or more of the total number of Boats or Stables are Privately Owned, then 0 FTE authorized |                                       |             |              |               |                       |                       |                       |                       |

### Quality Factors

| Element    | Factors   | Regulatory Guidance                              |
|------------|---|--|
| Facilities | <ul style="list-style-type: none"> <li>Facilities for use in delivery of multiple programs, plus specialty shops, resale, etc., to meet local demand</li> <li>Spaces will support classes, specific equipment safety requirements, and customer self-directed programs</li> </ul> | AR 215-1, Appx D and E<br>AR 415-19<br>AR 415-35 |

| Element            | Factors   | Regulatory Guidance                      |
|--------------------|---|--|
| <b>Training</b>    | <ul style="list-style-type: none"> <li>All staff must be trained and certified in all required courses</li> <li>View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>   | AR 215-1<br>Army Standards               |
| <b>Programming</b> | <ul style="list-style-type: none"> <li>Customer-driven programming utilizes most effective use of facilities, on/off post resources, etc.</li> <li>Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>Type and variety of programs are based on customer demand</li> <li>Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul> | Army Standards                           |
| <b>Equipment</b>   | <ul style="list-style-type: none"> <li>Equipment type and quantity will be activity and use dependent</li> <li>Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>Major items will have a maintenance plan</li> <li>Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>Waiting time or time limit on equipment varies by CLS capability</li> </ul>   | AR 215-1<br>CTA 50-909<br>Army Standards |
| <b>Automation</b>  | <ul style="list-style-type: none"> <li>Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>LAN connectivity essential</li> <li>RecTrac’s Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as reservations and equipment/locker rentals.</li> </ul>  | AR 215-1                                 |

### Staffing Standards

Staffing requirements are determined by Garrison size as shown in the Resource Drivers table above. For example, a Garrison with a population of 1,200 is authorized three and one half (3.5) FTE for Facility staff, Program staff and Parks and Picnic Area Management staff.

### Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate required courses. An empty field indicates the position is not required to take the course.

| COURSES                        | POSITIONS        |            |                  |                      |                 |
|--------------------------------|------------------|------------|------------------|----------------------|-----------------|
|                                | Program Director | Programmer | Facility Manager | Recreation Assistant | Recreation Aide |
| Take Course Once Per Year      |                  |            |                  |                      |                 |
| CPR and AED                    | *                | *          | *                | *                    | *               |
| Take Course Once Every 3 Years |                  |            |                  |                      |                 |
| First Aid                      | *                | *          | *                | *                    | *               |
| Take Courses Once Per Career   |                  |            |                  |                      |                 |

| POSITIONS   |                  |            |                  |                      |                 |
|---|------------------|------------|------------------|----------------------|-----------------|
| COURSES   | Program Director | Programmer | Facility Manager | Recreation Assistant | Recreation Aide |
| Applied Financial Planning                              | *                | *          | *                |                      |                 |
| BOSS Training   | *                | *          | *                |                      |                 |
| CES Basic   | *                | *          | *                |                      |                 |
| CES Foundation  | *                | *          | *                | *                    | *               |
| CES Intermediate  | *                |            | *                |                      |                 |
| Executive Leadership and Management for Division Chiefs | *                | *          | *                |                      |                 |
| FMWRDS Training   | *                | *          | *                |                      |                 |
| Manager Development                                     | *                | *          | *                |                      |                 |
| MWR Basic Management                                    | *                | *          | *                |                      |                 |
| MWR Operation Excellence                                | *                | *          | *                | *                    | *               |
| MWR Orientation   | *                | *          | *                | *                    | *               |
| Programming and Special Events                          | *                | *          | *                |                      |                 |
| RecTrac   | *                | *          | *                | *                    | *               |
| Supervisory Development                                 | *                | *          | *                |                      |                 |

## Equipment Standards

Equipment standards are based upon Garrison population. ACRRO 2.0 contains a list of Outdoor Recreation equipment for each Garrison size. If the standard for a piece of equipment is not realistic for a Garrison, it may be modified downward with a justification for the modification.

## Programming Standards

Programming Standards are determined by Garrison Size.

| Programming Category | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
|----------------------|--------|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Activities           | 1      | 1           | 1            | 2             | 3             | 4             | 5             | 6       |
| Classes              | 1      | 1           | 2            | 3             | 4             | 5             | 5             | 6       |
| Services             | 0      | 0           | 0            | 1             | 1             | 1             | 1             | 1       |
| Venturepoint         | 0      | 0           | 0            | 1             | 1             | 1             | 1             | 1       |

## Automotive Skills

### Program Summary

Provides and assists authorized patrons with automotive repair and maintenance activities to promote skill development in maintaining personal vehicles. **ISR 253-08-11, CLS 12 SSP H**

**Goal:** To support and enhance the degree of community satisfaction and overall quality of life by providing services to the Army Family.

| Resource Drivers  |           |            |            |            |            |            |            |
|---|-----------|------------|------------|------------|------------|------------|------------|
| Facility  | 1-10 Bays | 11-15 Bays | 16-20 Bays | 21-25 Bays | 26-30 Bays | 31-35 Bays | 36-40 Bays |
| Recommended Hours Per Week <sup>1</sup>   | 40        | 40         | 40         | 40         | 40         | 40         | 40         |
| <b>Minimum Staff (APF and/or UFM) Authorized per Facility (FTE)<sup>2</sup></b>   |           |            |            |            |            |            |            |
| Facility / Program Manager  | 1.0       | 1.0        | 1.0        | 1.0        | 1.0        | 1.0        | 1.0        |
| Instructor <sup>3</sup>   | 1.0       | 1.0        | 2.0        | 2.0        | 3.0        | 3.0        | 3.0        |
| Program Staff   | 1.0       | 1.0        | 1.0        | 1.0        | 1.0        | 1.0        | 1.0        |
| Minimum Staff (APF and/or UFM) Authorized   | 3         | 3          | 4          | 4          | 5          | 5          | 5          |
| <sup>1</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation * 2 FTE * 52 weeks/year divided by 1740).<br><sup>2</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.<br><sup>3</sup> One supervisor and one instructor for the first 10 bays, with one additional instructor for every additional 10 bays. |           |            |            |            |            |            |            |

### Quality Factors

| Element     | Factors  | Regulatory Guidance                              |
|-------------|--|--|
| Facilities  | <ul style="list-style-type: none"> <li>■ Facilities for use in delivery of multiple programs, plus specialty shops, resale, etc., to meet local demand</li> <li>■ Spaces will support classes, specific equipment safety requirements, and customer self-directed programs</li> </ul>  | AR 215-1, Appx D and E<br>AR 415-19<br>AR 415-35 |
| Training    | <ul style="list-style-type: none"> <li>■ All staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | AR 215-1<br>Army Standards                       |
| Programming | <ul style="list-style-type: none"> <li>■ Customer-driven programming utilizes most effective use of facilities</li> <li>■ Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>■ Type and variety of programs are based on customer demand</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>■ Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul> | Army Standards                                   |

| Element    | Factors   | Regulatory Guidance                      |
|------------|---|--|
| Equipment  | <ul style="list-style-type: none"> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Major items will have a maintenance plan</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | AR 215-1<br>CTA 50-909<br>Army Standards |
| Automation | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ LAN connectivity essential</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul>  | AR 215-1                                 |

## Staffing Standards

Staffing requirements are determined using the number of bays and the Resource Drivers table above. For example, a Garrison with 13 bays is authorized three (3) FTEs.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate required courses. An empty field indicates the position is not required to take the course.

| COURSES   | POSITIONS  |                     |                      |
|---|--|---------------------|----------------------|
|   | Program Manager (Supervisor Training Instructor) | Training Instructor | Recreation Assistant |
| <b>Take Course Once Per Year</b>                        |  |                     |                      |
| CPR and AED   | *  | *                   | *                    |
| <b>Take Course Once Every 3 Years</b>                   |  |                     |                      |
| First Aid   | *  | *                   | *                    |
| <b>Take Courses Once Per Career</b>                     |  |                     |                      |
| Applied Financial Planning                              | *  |                     |                      |
| BOSS Training   | *  |                     |                      |
| CES Basic   | *  |                     |                      |
| CES Foundation  | *  | *                   | *                    |
| CES Intermediate  | *  |                     |                      |
| Executive Leadership and Management for Division Chiefs | *  |                     |                      |
| FMWRDS Training   | *  |                     |                      |
| Manager Development                                     | *  |                     |                      |
| MWR Basic Management                                    | *  | *                   |                      |
| MWR Operation Excellence                                | *  | *                   | *                    |
| MWR Orientation   | *  | *                   | *                    |

| POSITIONS                      |   |                        |                         |
|--------------------------------|---|------------------------|-------------------------|
| COURSES                        | Program Manager (Supervisor<br>Training Instructor) | Training<br>Instructor | Recreation<br>Assistant |
| Programming and Special Events | *   |                        |                         |
| RecTrac                        | *   | *                      | *                       |
| Supervisory Development        | *   |                        |                         |

## Equipment Standards

Equipment standards use number of bays to determine Automotive Skills program size and the Resource Drivers table above. ACRRO 2.0 contains a list of Automotive Skills equipment for each program size. If the standard for a piece of equipment is not realistic for a program, it may be modified downward with a justification of why the standard must be modified.

## Programming Standards

Programming Standards are determined by Garrison Size.

| Programming Category | 1-10<br>Bays | 11-15<br>Bays | 16 - 20<br>Bays | 21 - 25<br>Bays | 26 - 30<br>Bays | 31 - 35<br>Bays | 36-40<br>Bays |
|----------------------|--------------|---------------|-----------------|-----------------|-----------------|-----------------|---------------|
| Activities           | 1            | 1             | 2               | 2               | 2               | 2               | 2             |
| Classes              | 1            | 2             | 3               | 4               | 4               | 5               | 5             |
| Services             | 2            | 3             | 4               | 5               | 5               | 6               | 6             |
| Venturepoint         | 0            | 1             | 1               | 1               | 1               | 1               | 1             |



## Arts and Crafts

### Program Summary

Provides authorized patrons art and multi-craft activities to promote skill development, stress-relief, and general well-being. **ISR 253-10-13, CLS 12 SSP K**

**Goal:** Support and enhance community satisfaction and overall quality of life by providing services to the Army Family.

| Resource Drivers                        |        |             |              |               |               |               |         |
|---|--------|-------------|--------------|---------------|---------------|---------------|---------|
| Population <sup>2</sup>                 | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | >30,000 |
| Recommended Hours Per Week <sup>1</sup> | 40     | 40          | 40           | 40            | 40            | 40            | 40      |
| Facility / Program Manager              | 1.0    | 1.0         | 1.0          | 1.0           | 1.0           | 1.0           | 1.0     |
| Fine Arts (if applicable) <sup>3</sup>  | N/A    | 0.5         | 0.5          | 0.5           | 0.5           | 1.0           | 1.0     |
| Crafts (if applicable)                  | 1.0    | 0.5         | 0.5          | 1.0           | 1.0           | 1.5           | 1.5     |
| Industrial / Vocational (if applicable) | N/A    | 0.5         | 0.5          | 0.5           | 0.5           | 1.0           | 1.0     |

<sup>1</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation \* 2 FTE \* 52 weeks/year divided by 1740).

<sup>2</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.

<sup>3</sup> Staffing is authorized per functional area (fine arts, crafts, and/or industrial/vocational) operated

### Quality Factors

| Element     | Factors  | Regulatory Guidance                              |
|-------------|--|--|
| Facilities  | <ul style="list-style-type: none"> <li>Facilities for use in delivery of multiple programs, plus specialty shops to meet local demand</li> <li>Spaces will support classes, specific equipment safety requirements, and customer self-directed programs</li> </ul>   | AR 215-1, Appx D and E<br>AR 415-19<br>AR 415-35 |
| Training    | <ul style="list-style-type: none"> <li>All staff must be trained and certified in all required courses</li> <li>View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | AR 215-1<br>Army Standards                       |
| Programming | <ul style="list-style-type: none"> <li>Customer-driven programming utilizes most effective use of facilities</li> <li>Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>Type and variety of programs are based on customer demand</li> <li>Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>Documentation of deliverables in Recreation Program Share provides continuity</li> </ul> | Army Standards                                   |

| Element    | Factors   | Regulatory Guidance                         |
|------------|---|---|
| Equipment  | <ul style="list-style-type: none"> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Major items will have a maintenance plan</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul> | AR 215-1<br>CTA 50-909<br>Army<br>Standards |
| Automation | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ LAN connectivity essential</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul>  | AR 215-1                                    |

## Staffing Standards

Staffing requirements are determined by Garrison Size as shown in the Resource Drivers table above. For example, a Garrison with a population of 1,200 is authorized two and one half (2.5) FTEs based on the availability of a full spectrum of Arts and Crafts programs.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate required courses. An empty field indicates the position is not required to take the course.

| COURSES  | POSITIONS                                 |   |                         |                    |
|--|---|---|-------------------------|--------------------|
|  | Program Manager<br>(Supervisor Arts Spec) | Arts Specialist,<br>Training Instructor | Recreation<br>Assistant | Recreation<br>Aide |
| <b>Take Course Once Per Year</b>                           |   |   |                         |                    |
| CPR and AED  | *   | *                                       | *                       | *                  |
| <b>Take Course Once Every 3 Years</b>                      |   |   |                         |                    |
| First Aid  | *   | *                                       | *                       | *                  |
| <b>Take Courses Once Per Career</b>                        |   |   |                         |                    |
| Applied Financial Planning                                 | *   |   |                         |                    |
| BOSS Training  | *   |   |                         |                    |
| CES Basic  | *   |   |                         |                    |
| CES Foundation   | *   | *                                       | *                       | *                  |
| CES Intermediate   | *   |   |                         |                    |
| Executive Leadership and<br>Management for Division Chiefs | *   |   |                         |                    |
| FMWRDS Training  | *   |   |                         |                    |
| Manager Development  | *   |   |                         |                    |
| MWR Basic Management                                       | *   | *                                       |                         |                    |
| MWR Operation Excellence                                   | *   | *                                       | *                       | *                  |
| MWR Orientation  | *   | *                                       | *                       | *                  |
| Programming and Special                                    | *   |   |                         |                    |

| POSITIONS               |   |   |                         |                    |
|-------------------------|---|---|-------------------------|--------------------|
| COURSES                 | Program Manager<br>(Supervisor Arts Spec) | Arts Specialist,<br>Training Instructor | Recreation<br>Assistant | Recreation<br>Aide |
| Events                  |   |   |                         |                    |
| RecTrac                 | *   | *                                       | *                       | *                  |
| Supervisory Development | *   |   |                         |                    |

## Equipment Standards

Equipment standards are based upon Garrison Size. ACRRO 2.0 contains a list of Arts and Crafts equipment for each Garrison size. If the standard for a piece of equipment is not realistic for a Garrison, it may be modified downward with a justification of why the standard must be modified.

## Programming Standards

Programming standards are determined by Garrison Size.

| Programming Category | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | >30,000 |
|----------------------|--------|-------------|--------------|---------------|---------------|---------------|---------|
| Activities           | 2      | 2           | 3            | 3             | 4             | 4             | 4       |
| Classes              | 4      | 4           | 5            | 8             | 9             | 10            | 10      |
| Services             | 1      | 1           | 1            | 1             | 1             | 2             | 2       |
| Venturepoint         | 0      | 0           | 0            | 1             | 1             | 1             | 1       |

## Leisure Travel Services

### Program Summary

Provides discount ticketing and other leisure travel services to authorized patrons for entertainment and leisure vacation activities. **ISR 253-11-14, CLS 12 SSP L**

**Goal:** Support and enhance community satisfaction and overall quality of life by providing leisure destination personal travel services to the Army Family.

| Resource Drivers   |        |             |              |               |               |               |         |
|--|--------|-------------|--------------|---------------|---------------|---------------|---------|
| Population <sup>1</sup>  | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | >30,000 |
| Hours /Week <sup>2</sup>   | N/A    | 40          | 40           | 40            | 40            | 40            | 40      |
| Minimum Staff (APF and/or UFM) Authorized (FTE) <sup>3</sup>   | N/A    | 1           | 1            | 1             | 1             | 1             | 1       |
| <sup>1</sup> Population is calculated as: 100% Active Duty + 25% Family Members + 10% Civilians (if >60% of workforce) = CONUS MWR ASIP; 100% Active Duty + 25% Family Members + 100% Civilians = OCONUS MWR ASIP<br><sup>2</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation * 2 FTE * 52 weeks/year divided by 1740).<br><sup>3</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized. |        |             |              |               |               |               |         |

### Quality Factors

| Element    | Factors  | Regulatory Guidance        |
|------------|--|----------------------------|
| Training   | <ul style="list-style-type: none"> <li>■ All staff must be trained and certified in all required courses</li> <li>■ View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | AR 215-1<br>Army Standards |
| Automation | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ LAN and internet connectivity is mandatory for all locations and shall be used for systems used exclusively by employees and for those available at ITR/CTO for customer use</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul> | AR 215-1                   |

### Staffing Standards

Staffing requirements are determined using Garrison population only. Garrisons with a population of greater than 1,000 are authorized one staff member.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate required courses. An empty field indicates the position is not required to take the course.

| POSITIONS   |                          |                   |
|---|--------------------------|-------------------|
| COURSES   | Program/Activity Manager | Travel Specialist |
| Take Course Once Per Year                               |                          |                   |
| CPR and AED   | *                        | *                 |
| Take Course Once Every 3 Years                          |                          |                   |
| First Aid   | *                        | *                 |
| Take Courses Once Per Career                            |                          |                   |
| Applied Financial Planning                              | *                        |                   |
| CES Basic   | *                        |                   |
| CES Foundation  | *                        | *                 |
| CES Intermediate  | *                        |                   |
| Executive Leadership and Management for Division Chiefs | *                        |                   |
| FMWRDS Training   | *                        |                   |
| Manager Development                                     | *                        |                   |
| MWR Basic Management                                    | *                        |                   |
| MWR Operation Excellence                                | *                        | *                 |
| MWR Orientation   | *                        | *                 |
| RecTrac   | *                        | *                 |
| Supervisory Development                                 | *                        |                   |

## Equipment Standards

No Leisure Travel Services equipment standards exist within ACRRO 2.0.

## Programming Standards

Programming standards are determined by Garrison Size.

| Programming Category | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | >30,000 |
|----------------------|--------|-------------|--------------|---------------|---------------|---------------|---------|
| Activities           | 1      | 1           | 1            | 1             | 1             | 1             | 1       |
| Classes              | 1      | 1           | 1            | 1             | 1             | 1             | 1       |
| Services             | 1      | 2           | 3            | 4             | 5             | 6             | 7       |
| Venturepoint         | 1      | 1           | 1            | 1             | 1             | 1             | 1       |

## Music and Theater

### Program Summary

Program entails sponsoring of Music and Theater productions for participation by authorized patrons. **ISR 253-12-15, CLS 12 SSP N**

**Goal:** Support and enhance the degree of community satisfaction and overall quality of life by providing services to the Army Family.

| Resource Drivers                                       |   |             |              |               |               |               |               |         |
|--|---|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Population <sup>1</sup>                                | <1,000                                  | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
| Facilities <sup>2</sup> (Multi-Use)                    | Non-Facility Based Program <sup>3</sup> | 1           | 1            | 1             | 1             | 1             | 1             | 1       |
| Hours / Week <sup>3</sup>                              | General Entertain. Program              | 40          | 40           | 40            | 40            | 40            | 40            | 40      |
| Facility / Program Manager                             | N/A                                     | 1.0         | 1.0          | 1.0           | 1.0           | 1.0           | 1.0           | 1.0     |
| Program Staff  | N/A                                     | 2.0         | 2.0          | 2.0           | 2.0           | 2.0           | 2.0           | 2.0     |
| Minimum Staff (APF and/or UFM) Authorized <sup>4</sup> | N/A                                     | 3           | 3            | 3             | 3             | 3             | 3             | 3       |

<sup>1</sup> Population is calculated as: 100% Active Duty + 25% Family Members + 10% Civilians (if >60% of workforce) = CONUS MWR ASIP; 100% Active Duty + 25% Family Members + 100% Civilians = OCONUS MWR ASIP

<sup>2</sup> Non-Facility Based Programs utilize classrooms, common spaces, etc. as available and as-needed for facility space, instead of dedicated a program facility or space.

<sup>3</sup> Hours of operation based on program/demand requirements. Minimum of two staff required to be on duty at all times (hour of operation \* 2 FTE \* 52 weeks/year divided by 1740).

<sup>4</sup> If a program requires more than three FTE, local resources (NAF) will be used. No additional APF and/or UFM authorized.

### Quality Factors

| Element    | Factors  | Regulatory Guidance                              |
|------------|--|--|
| Facilities | <ul style="list-style-type: none"> <li>Facilities for use in delivery of multiple programs, plus specialty shops/activity areas to meet local program demand</li> <li>Spaces will support classes, specific equipment, safety, storage, operational requirements, and customer self-directed programs</li> </ul> | AR 215-1, Appx D and E<br>AR 415-19<br>AR 415-35 |
| Training   | <ul style="list-style-type: none"> <li>All staff must be trained and certified in all required courses</li> <li>View a detailed list of required courses on the ACRRO 2.0 Help page in the Reference Library</li> </ul>  | AR 215-1<br>Army Standards                       |

| Element            | Factors  | Regulatory Guidance                      |
|--------------------|--|--|
| <b>Programming</b> | <ul style="list-style-type: none"> <li>■ Customer-driven programming utilizes most effective use of facilities</li> <li>■ Non-facility based programs should be actively pursued</li> <li>■ Programs offered will meet customer needs and cover the range of leisure and skill development</li> <li>■ Type and variety of programs are based on customer demand</li> <li>■ Activities foster readiness, enhance community life, promote mental and physical fitness and deliver a quality working and living environment</li> <li>■ Documentation of deliverables in Family and MWR Program Share provides continuity</li> </ul> | Army Standards                           |
| <b>Equipment</b>   | <ul style="list-style-type: none"> <li>■ Equipment type and quantity will be activity and use dependent</li> <li>■ Purchase will be from APF where authorized (unless used in the direct support of resale)</li> <li>■ Major items will have a maintenance plan</li> <li>■ Minor servicing and repairs of equipment will be initiated/completed within CLS capability levels</li> <li>■ Waiting time or time limit on equipment varies by CLS capability</li> </ul>  | AR 215-1<br>CTA 50-909<br>Army Standards |
| <b>Automation</b>  | <ul style="list-style-type: none"> <li>■ Army standard Management Information Systems will be used, i.e., RecTrac, TLMS, FMBS</li> <li>■ LAN connectivity essential</li> <li>■ RecTrac's Pass Management System is the required system to track program usage. Additional RecTrac functions should be used to document programming and usage such as activity/facility reservations and equipment/locker rentals.</li> </ul>   | AR 215-1                                 |

## Staffing Standards

Staffing requirements are determined by Garrison size as shown in the Resource Drivers table above. For example, a Garrison with a population of 3,500 is authorized three (3) FTEs.

## Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A "\*" is used to indicate courses a particular position is required to take. An empty field indicates the position is not required to take the course.

| POSITIONS                      |                          |                  |
|--------------------------------|--------------------------|------------------|
| COURSES                        | Program/Activity Manager | Front Line Staff |
| Take Course Once Per Year      |                          |                  |
| CPR and AED                    | *                        | *                |
| Take Course Once Every 3 Years |                          |                  |
| First Aid                      | *                        | *                |
| Take Courses Once Per Career   |                          |                  |
| Applied Financial Planning     | *                        |                  |
| BOSS Training                  | *                        |                  |
| CES Basic                      | *                        |                  |

| POSITIONS   |                          |                  |
|---|--------------------------|------------------|
| COURSES   | Program/Activity Manager | Front Line Staff |
| CES Foundation  | *                        | *                |
| CES Intermediate  | *                        |                  |
| Executive Leadership and Management for Division Chiefs | *                        |                  |
| FMWRDS Training   | *                        |                  |
| Manager Development                                     | *                        |                  |
| MWR Basic Management                                    | *                        |                  |
| MWR Operation Excellence                                | *                        | *                |
| MWR Orientation   | *                        | *                |
| Programming and Special Events                          | *                        |                  |
| RecTrac   | *                        | *                |
| Supervisory Development                                 | *                        |                  |

### Equipment Standards

Equipment standards are based upon Garrison size and facility type. ACRRO 2.0 contains a list of Music and Theater equipment for each Garrison size and facility type. If the standard for a piece of equipment is not realistic for a Garrison, it may be modified downward with a justification of why the standard must be modified.

### Programming Standards

Programming standard is determined by Garrison size.

| Programming Category | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
|----------------------|--------|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Activities           | 5      | 5           | 5            | 5             | 5             | 5             | 5             | 5       |
| Classes              | 2      | 2           | 2            | 2             | 2             | 2             | 2             | 2       |
| Services             | 1      | 1           | 1            | 1             | 1             | 1             | 1             | 1       |
| Venturepoint         | 0      | 0           | 0            | 1             | 1             | 1             | 1             | 1       |



## Garrison-wide Information

| Resource Drivers                                       |        |             |              |               |               |               |               |         |
|--|--------|-------------|--------------|---------------|---------------|---------------|---------------|---------|
| Population <sup>1</sup>                                | <1,000 | 1,001-5,000 | 5,001-10,000 | 10,001-15,000 | 15,001-22,500 | 22,501-30,000 | 30,001-37,500 | ≥37,501 |
| CRD  | 1.0    | 1.0         | 1.0          | 1.0           | 1.0           | 1.0           | 1.0           | 1.0     |
| Admin Staff  | 0.0    | 0.0         | 1.0          | 1.0           | 1.0           | 1.0           | 1.0           | 1.0     |
| RDS Staff  | 1.0    | 1.0         | 1.0          | 2.0           | 2.0           | 3.0           | 3.0           | 3.0     |
| Minimum Staff (APF and/or UFM) Authorized <sup>2</sup> | 2      | 2           | 3            | 4             | 4             | 5             | 5             | 5       |

<sup>1</sup> Population is calculated as: 100% Active Duty + 25% Family Members + 10% Civilians (if >60% of workforce) = CONUS MWR ASIP; 100% Active Duty + 25% Family Members + 100% Civilians = OCONUS MWR ASIP  
<sup>2</sup> If a program requires more than the identified FTEs, local resources (NAF) will be used. No additional APF and/or UFM authorized.

### Staffing Standards

Management staff, consisting of CRD, RDS, and Admin Staff, is determined based on population as shown in the Resource Drivers table above. For example, Garrisons with a population greater than 5,000 will receive three (3) FTEs consisting of a CRD, Admin staff and RDS Staff.

### Training Standards

Individuals in each position in the table below are required to complete certain courses at specific intervals in their career development IAW IMCP LOE 3 LW 1. A “\*” is used to indicate required courses. An empty field indicates the position is not required to take the course.

| COURSES   | POSITIONS                     |                |                          |
|---|-------------------------------|----------------|--------------------------|
|   | Community Recreation Director | RDS Programmer | Administrative Assistant |
| Take Course Once Per Year                               |                               |                |                          |
| CPR and AED   | *                             | *              | *                        |
| Take Course Once Every 3 Years                          |                               |                |                          |
| First Aid   | *                             | *              | *                        |
| Take Courses Once Per Career                            |                               |                |                          |
| Applied Financial Planning                              | *                             | *              |                          |
| BOSS Training   | *                             | *              |                          |
| CES Basic   | *                             | *              |                          |
| CES Foundation  | *                             | *              | *                        |
| CES Intermediate  | *                             |                |                          |
| Executive Leadership and Management for Division Chiefs | *                             |                |                          |
| FMWRDS Training   | *                             | *              |                          |
| IMETS Training  | *                             |                | *                        |
| Manager Development                                     | *                             |                |                          |

| POSITIONS                      |                               |                |                          |
|--------------------------------|-------------------------------|----------------|--------------------------|
| COURSES                        | Community Recreation Director | RDS Programmer | Administrative Assistant |
| MWR Basic Management           | *                             | *              |                          |
| MWR Operation Excellence       | *                             | *              | *                        |
| MWR Orientation                | *                             | *              | *                        |
| NAF Basic Contracting          | *                             | *              |                          |
| Programming and Special Events | *                             | *              |                          |
| RecTrac                        | *                             | *              | *                        |
| Supervisory Development        | *                             |                |                          |

### Equipment Standards

Equipment standards are based upon Garrison population. ACRRO 2.0 contains a list of Garrison-wide Information equipment for each Garrison size. If the standard for a piece of equipment is not realistic for a Garrison, it may be modified downward with a justification.

### Programming Standards

No programming standards exist within ACRRO 2.0. Programming within Garrison-wide Information typically consists of Special Events documented elsewhere.