



PARKS, RECREATION AND CULTURAL PROGRAMS

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A series of seven questions examined the Parks & Recreation and Cultural programs. Initially, the respondents were asked if they had participated in a Parks & Recreation program and to name the program(s) and the location. The respondents were then asked to rate program quality, facility quality, cost or fee, overall experience, ease of registration, and instructor/coach quality using the same 9-point grading scale from very poor (1) to excellent (9) was utilized. There were 24.0% or 96 of the respondents (29.9% in 2018) who indicated someone in their household had participated in a program in the past two years. The programs they participated in and locations are shown in Appendix E. The most commonly mentioned programs (in order) were camps, art/art classes, basketball, and baseball/t-ball/softball. Tables 30-35 (in descending mean order) show the ratings for the six service dimensions were excellent this year. The means increased for facility quality (8.59 to 8.65), cost or fee (8.34 to 8.65), overall experience (8.54 to 8.62), and program quality (8.56 to 8.57) including the grade improving for cost or fee from A- to A. All the grades are now at the A level and the ratings for facility quality and cost or fee were the highest to date. The means declined for ease of registration (8.63 to 8.50) and very slightly for instructor/coach quality (8.56 to 8.54), but the grades remained an A. Overall, the combined ratings were the best the department has earned slightly eclipsing the 2012 survey. See Appendix B for selected Parks & Recreation cross-tabulations (B199-B243).



Table 30. Parks & Recreation: Facility Quality

YEAR	MEAN	GRADE
20	8.65	A
18	8.59	A
16	8.36	A-
14	8.44	A
12	8.54	A
10	8.44	A
08	8.11	A-
06	8.18	A-
04	8.30	A-
02	8.06	A-
00	7.59	B
98	7.72	B

Table 31. Parks & Recreation: Cost or Amount of Fee

YEAR	MEAN	GRADE
20	8.65	A
18	8.34	A-
16	8.00	B+
14	8.28	A-
12	8.40	A-
10	8.25	A-
08	8.09	A-
06	8.12	A-
04	8.10	A-
02	7.99	B+
00	8.01	B+
98	7.67	B

Table 32. Parks & Recreation: Overall Experience

YEAR	MEAN	GRADE
20	8.62	A
18	8.54	A
16	8.37	A-
14	8.41	A-
12	8.68	A
10	8.43	A
08	8.21	A-
06	8.14	A-
04	8.30	A-
02	8.11	A-
00	8.11	A-

Table 34. Parks & Recreation: Instructor/Coach Quality

YEAR	MEAN	GRADE
20	8.54	A
18	8.56	A
16	8.40	A-
14	8.37	A-
12	8.62	A
10	8.30	A-
08	8.31	A-
06	8.22	A-
04	8.21	A-

Table 33. Parks & Recreation: Program Quality

YEAR	MEAN	GRADE
20	8.57	A
18	8.56	A
16	8.29	A-
14	8.46	A
12	8.62	A
10	8.35	A-
08	8.23	A-
06	8.03	B+
04	8.36	A-
02	8.01	B+
00	7.97	B+
98	7.85	B+

Table 35. Parks & Recreation: Ease of Registration

YEAR	MEAN	GRADE
20	8.50	A
18	8.63	A
16	8.34	A-
14	8.48	A
12	8.64	A
10	8.36	A-
08	8.26	A-
06	8.20	A-
04	8.32	A-

Table 30. Parks & Recreation: Facility Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.65	0.0	0.0	0.0	0.0	0.0	1.1	7.6	16.3	75.0	A
18	8.59	0.0	0.0	0.0	0.0	0.8	4.2	3.4	18.6	72.9	A
16	8.36	0.0	0.0	0.0	0.0	1.8	2.6	12.3	24.6	58.8	A-
14	8.44	0.0	0.0	0.0	0.0	0.9	0.9	12.6	24.3	61.3	A
12	8.54	1.0	0.0	0.0	0.0	1.0	0.0	8.3	16.7	72.9	A
10	8.44	0.0	0.7	0.0	0.0	1.4	2.1	8.3	22.2	65.3	A
08	8.11	0.0	0.0	1.5	0.8	3.8	0.8	15.4	27.7	50.0	A-
06	8.18	0.0	0.0	0.9	0.0	1.9	4.7	13.1	29.0	50.5	A-
04	8.30	0.0	0.7	0.0	0.0	3.5	4.9	7.7	20.4	62.7	A-
02	8.06	0.0	0.0	0.0	0.7	4.6	3.3	17.1	28.3	46.1	A-
00	7.59	0.0	1.8	0.0	0.0	5.3	9.7	24.8	28.3	30.1	B
98	7.72	0.7	0.0	0.7	0.7	2.2	7.4	27.2	28.7	32.4	B

Table 31. Parks & Recreation: Cost or Amount Fee

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.65	0.0	0.0	0.0	0.0	1.3	1.3	3.8	18.8	75.0	A
18	8.63*	0.0	0.0	0.0	0.0	1.8	0.0	7.1	16.1	75.0	A
16	8.34	0.0	0.0	0.0	2.3	2.3	1.2	10.5	20.9	62.8	A-
14	8.48	0.0	0.0	0.0	0.9	0.9	2.8	5.7	23.6	66.0	A
12	8.64	0.0	0.0	0.0	0.0	0.0	2.2	6.6	16.5	74.7	A
10	8.36	0.0	0.8	0.0	0.8	2.3	2.3	8.3	22.6	63.2	A-
08	8.26	0.0	0.0	2.7	0.0	1.8	2.7	11.8	19.1	61.8	A-
06	8.20	0.0	0.0	0.0	1.0	2.0	5.1	10.2	30.6	51.0	A-
04	8.32	0.8	0.0	0.8	0.0	2.5	3.3	7.5	21.7	63.3	A-
02	8.50	0.0	2.2	0.0	0.0	0.0	4.3	6.5	8.7	78.3	A
00	8.56	0.0	0.0	3.7	0.0	0.0	0.0	0.0	22.2	74.1	A
98	7.05	6.3	1.1	5.1	3.4	7.4	4.0	14.8	18.2	39.8	C+

Table 32. Parks & Recreation: Overall Experience

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.62	0.0	0.0	0.0	0.0	1.1	0.0	7.6	18.5	72.8	A
18	8.54	0.0	0.8	0.0	0.8	1.7	0.8	5.0	16.8	73.9	A
16	8.37	0.0	0.0	0.9	0.0	0.9	2.6	10.4	25.2	60.0	A-
14	8.41	0.0	0.0	0.9	0.0	2.7	0.0	8.1	26.1	62.2	A-
12	8.68	0.0	0.0	0.0	0.0	0.0	1.1	7.5	14.0	77.4	A
10	8.43	0.0	0.7	0.0	0.7	2.1	0.7	8.3	21.5	66.0	A
08	8.21	0.0	0.0	0.8	0.0	1.6	3.2	13.5	31.0	50.0	A-
06	8.14	0.0	0.0	0.0	0.0	0.9	6.6	14.2	34.0	44.3	A-
04	8.30	0.0	0.0	0.7	0.7	0.0	2.8	12.5	29.2	54.2	A-
02	8.11	0.0	0.0	0.0	2.0	3.9	1.3	13.7	32.7	46.4	A-
00	8.11	0.0	0.0	0.0	0.0	5.3	2.6	13.2	33.3	45.6	A-
98	7.49	3.9	2.8	2.2	3.4	7.3	1.7	8.4	18.5	51.7	B-

Table 33. Parks & Recreation: Program Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.57	0.0	0.0	0.0	0.0	1.1	0.0	9.7	19.4	69.9	A
18	8.56	0.0	0.8	0.0	0.8	0.8	0.0	6.7	17.5	73.3	A
16	8.29	0.0	0.0	0.0	0.0	0.9	4.3	17.2	19.8	57.8	A-
14	8.46	0.0	0.0	0.0	0.0	1.8	0.9	9.1	25.5	62.7	A
12	8.62	0.0	0.0	0.0	0.0	0.0	1.1	12.1	11.0	75.8	A
10	8.35	0.0	0.7	0.0	0.0	2.1	2.1	11.9	21.7	61.5	A-
08	8.23	0.0	0.0	0.8	0.0	2.4	1.6	15.2	27.2	52.8	A-
06	8.03	0.0	0.0	0.0	1.0	3.8	3.8	17.1	31.4	42.9	B+
04	8.36	0.0	0.0	0.0	0.7	0.7	2.9	10.7	27.9	57.1	A-
02	8.01	0.0	0.0	0.0	1.3	4.5	3.9	15.6	31.2	43.5	B+
00	7.97	0.0	0.0	0.0	0.0	4.4	6.2	15.9	35.4	38.1	B+
98	7.85	0.7	0.0	0.0	0.7	0.7	5.8	22.6	37.2	32.1	B+

Table 34. Parks & Recreation: Instructor/Coach Quality

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.54	0.0	0.0	0.0	0.0	0.0	4.3	7.2	18.8	69.6	A
18	8.56	0.0	0.0	0.0	0.0	2.6	1.3	6.4	16.7	73.1	A
16	8.40	0.0	0.0	0.0	2.9	0.0	1.4	7.1	27.1	61.4	A-
14	8.37	0.0	1.2	0.0	0.0	3.7	0.0	6.1	28.0	61.0	A-
12	8.62	0.0	0.0	0.0	0.0	0.0	1.4	9.6	15.1	74.0	A
10	8.30	0.9	0.9	0.0	1.7	1.7	0.9	10.4	18.3	65.2	A-
08	8.31	0.0	0.0	1.9	0.0	0.9	0.9	15.0	21.5	59.8	A-
06	8.22	1.1	0.0	0.0	0.0	2.1	2.1	12.8	28.7	53.2	A-
04	8.21	0.9	0.0	0.9	0.0	2.7	1.8	14.3	22.3	57.1	A-

Table 35. Parks & Recreation: Ease of Registration

YEAR	MEAN	VERY POOR 1	2	3	4	AVERAGE 5	6	7	8	EXCELLENT 9	GRADE
20	8.50	1.1	0.0	0.0	0.0	1.1	2.2	5.6	18.9	71.1	A
18	8.63	0.0	0.0	0.0	0.0	1.8	0.0	7.1	16.1	75.0	A
16	8.34	0.0	0.0	0.0	2.3	2.3	1.2	10.5	20.9	62.8	A-
14	8.48	0.0	0.0	0.0	0.9	0.9	2.8	5.7	23.6	66.0	A
12	8.64	0.0	0.0	0.0	0.0	0.0	2.2	6.6	16.5	74.7	A
10	8.36	0.0	0.8	0.0	0.8	2.3	2.3	8.3	22.6	63.2	A-
08	8.26	0.0	0.0	2.7	0.0	1.8	2.7	11.8	19.1	61.8	A-
06	8.20	0.0	0.0	0.0	1.0	2.0	5.1	10.2	30.6	51.0	A-
04	8.32	0.8	0.0	0.8	0.0	2.5	3.3	7.5	21.7	63.3	A-