Methods, Limitations, and References
County Parks Performance Measures

1. Data Sources

    a. Parks Maintenance Survey

        i. Description: A survey of parks maintenance staff to evaluate the condition of County-maintained parks across four areas: Amenities, Cleanliness, Environment, and Safety.

        ii. Update Frequency: Twice per year

        iii. Notes: Currently working to expand survey to include public parks users

    b. Parks Client Management System (ActiveNet)

        i. Description: Recreation software for managing participation in parks programs.

        ii. Update Frequency: Weekly

        iii. Notes: Currently working on fully utilizing software to improve community program offerings.

    c. Parks Capital Improvement Program

        i. Description: An inventory of capital projects managed by the parks department.

        ii. Update Frequency: Annually

2. Limitations

    a. Park amenity types are grouped for simplicity

    b. Maintenance is a broad term encompassing a range of activities parks crews undertake to upkeep County parks and recreation facilities. Where possible, these tasks have been disaggregated, and the County is working to improve the granularity of reporting.

    c. Park condition scores are currently the professional judgement of the maintenance crews. Crews do not evaluate parks for which they are primarily responsible. Parks is currently working on making a publicly available survey, so that community input can be factored into the park condition scores in the future.

3. References

    a. A debt of gratitude is owed to Wake County, North Carolina, Parks and Recreation, for their excellent Parks, Recreation, and Open Space performance measures website, which served as inspiration to County staff, and can be found here: http://www.wakegov.com/cs/Pages/prosmeasures.aspx