

Parks and Recreation

FY21 Actual FY22 Actual FY23 Projection FY23 Target FY24 Target

Long-Term Issue - Public Expectations for Quality Programs and Levels of Service

The Parks and Recreation Department is continually challenged with understanding and meeting public expectations and needs for diverse parks and recreation programs, facilities, and amenities due to the rapidly changing growth patterns, leisure trends and demographics of the community. If not adequately addressed, this challenge will result in decreased satisfaction, use and support of the Parks and Recreation system and services.


Strategies to address the Long-Term Issue

- Conduct annual resident surveys to identify parks and recreation needs and potential areas of improvement.
- Align capital resources with community expectations in the areas of greatest need for parks and recreation investments.
- Utilize innovative practices to provide quality and diverse programming.
- Seek partners to support programs customized to the needs of the community.
- Increase public awareness of parks and recreation programs, events and facilities.
- Establishing best practice program standards
- Increase contractual services

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2025, Parks and Recreation Department will meet expectations and needs of the community as evidenced by:

- 80% of residents surveyed have visited a park and/or participating in a park program.
- 90% or more of users surveyed are satisfied with the quality of parks and recreation programs and facilities
- 2% annual increase in the number of program participants and event attendees.

643	 % of citizens visiting a park and/or participating in a park program	73%	73%	76%	80%	80%
644	% of customer surveyed who are satisfied with recreation facilities and programming	90%	82%	90%	85%	85%



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Long-Term Issue - Safe Parks and Facilities

Failure to address concerns and perceptions about personal safety in parks will result in lower public participation and support.

Strategies to address the Long-Term Issue

- *Survey residents' perceptions and feelings of safety in City parks and along trails. Obtain specific information about what physical attributes, such as lighting and visibility affect these perceptions and where.*
- *Implement an improved system to mitigate safety concerns and perceptions that includes the following practices:*
 - *Addressed reported safety concerns within one business day.*
 - *Ensure that Crime Prevention through Environmental Design (CPTED) strategies are applied in the development and design of new parks, trails and park assets.*
 - *Evaluate best practices and operational policies to enhance personal safety while utilizing facilities and programs.*
- *Allocate funding and staff resources to improve park safety based on public feedback and staff inventories of park and trail facilities.*

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2025, Parks and Recreation Department will improve public safety and perceptions of safety in City parks as evidenced by:

645	% of identified safety concerns addressed within one business day	N/A	N/A	N/A	0.70	0.70
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Long-Term Issue - Parks Asset Maintenance

The need for increased capital investment and maintenance of new and existing park assets if not addressed will result in reduced public confidence and program participation.

Strategies to address the Long-Term Issue


- *The department will increase maintenance efficiency through effective use of resources by:

 - *Securing adequate funding for maintaining new and existing assets*
 - *Partner with Civic foundations, neighborhood groups, school districts, universities, and businesses to leverage their expertise, skills, and resources to improve the care and maintenance of our parkland and facilities.*
 - *Establish and apply design and maintenance standards that will reduce maintenance costs for new and existing park assets.*
 - *Proactive maintenance of Parks assets and amenities.**

Strategic Result(s) to measure annual progress on Long-Term Issue

By 2025, the Parks and Recreation Department will maintain park assets to a standard that ensures public confidence and promotes participation, as evidenced by increase satisfaction ratings:

- *The percent of residents surveyed who say they are satisfied with the maintenance of parks and facilities will increase by at least 5%.*
- *The percent of residents surveyed who say they are satisfied with the maintenance of trails will increase by at least 10%.*

646	 % of residents surveyed who are satisfied with the maintenance of city parks	71%	71%	66%	75%	75%
647	% of respondents from the annual resident survey who are satisfied with City's trails	65%	65%	61%	70%	70%



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Long-Term Issue - Access to Recreational Opportunities

Providing quality recreational opportunities that are inclusive, diverse, and accessible will strengthen our community and make our city a more attractive place to live, work and play. Failing to provide park spaces, amenities and programs that are inclusive, diverse and accessible to all residents will result in reduced health coefficients, lower quality of life, reduced property values, decreased economic growth and higher crime rates where recreational opportunities are deficient.


Strategies to address the Long-Term Issue

- Invest in new parks and facilities to provide park access to under-served and developing areas of the city.
- Identify areas where park services and amenities are deficient within marginalized communities to improve equitable access.
- Identify and evaluate barriers which limit access to recreational opportunities.
- Expand and cultivate public-private partnerships to increase recreational opportunities where needed throughout the park system.




Strategic Result(s) to measure annual progress on Long-Term Issue

The Parks and Recreation Department will further improve access to recreational opportunities as evidenced by:

- By 2027, 50% of residents will live within a 10-minute walk of a park
- By 2023, present to City Council a recreational facility assessment study and develop and identify strategies to improve access
- By 2025, complete a study on barriers to recreational opportunities
- By 2027, develop a capital plan to invest in new athletic fields as identified in the 2019 Athletic Field Master Plan
- By 2025, implement recommendations from the Recreation Program and Facility Needs Assessment Study







648	 % of citizens within a half mile of a recreation facility, trail or park	71%	70%	69%	75%	75%
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Administrative - Executive Leadership

649	 % of key measures and strategic results achieved	16%	32%	29%	78%	78%
650	% of citizens reporting they are satisfied with their Civic Center Music Hall experience	74%	74%	74%	75%	75%
651	% of citizens satisfied with Parks and Recreation Department	61%	65%	63%	68%	68%
652	% of citizens satisfied with the maintenance of new or upgraded parks and facilities	71%	71%	64%	75%	75%
653	 % of citizens visiting a park and/or participating in a park program	73%	73%	76%	80%	80%
654	 % of citizens within a half mile of a recreation facility, trail or park	71%	70%	69%	75%	75%











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Administrative - Executive Leadership						
655	% of performance evaluations completed by the review date	76%	64%	64%	95%	95%
Grounds Management - Grounds Maintenance						
656	 % of parks mowed within two weeks	0%	32%	67%	94%	94%
657	  % of residents surveyed who are satisfied with the maintenance of city parks	71%	71%	66%	75%	75%
658	% of equipment in service	31%	95%	94%	98%	98%
659	# of equipment repairs completed	778	696	696	800	800
660	# of public ground acres mowed	47,621.49	34,419.49	47,589.90	15,250.22	15,250.22
661	# of requests received for mowing	7	2	N/A	12	12
Grounds Management - Park Events						
662	 % of park event organizers surveyed who are satisfied with event permitting services *	N/A	N/A	N/A	N/A	N/A
663	% of customers surveyed who are satisfied with park event center facilities *	N/A	N/A	N/A	N/A	N/A
664	# of event center rentals issued	21	184	163	180	180
665	# of event center rentals requested	690	870	994	200	200
666	# of permitted events requested	342	491	N/A	240	240
Grounds Management - Parks Amenities and Trails Program						
667	 % of identified safety concerns addressed within one business day	N/A	N/A	N/A	0.70	0.70
668	 % of respondents from the annual resident survey who are satisfied with City's trails	65%	65%	61%	70%	70%
669	# of hours inspecting and maintaining trails *	N/A	N/A	2,916	N/A	N/A
670	# of new outdoor athletic fields total	0	0	0	6	6
671	# of playground inspections	2,841.00	2,158.00	N/A	2,900.00	2,900.00
672	# of trail miles inspected and maintained	4,038.70	2,123.00	N/A	1,800.00	1,800.00






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Grounds Management - Parks Athletic Fields Program						
673	 % of athletic fields meeting competition standards	65%	78%	78%	27%	27%
674	 % of league/tournament participants who are satisfied with outdoor athletic facilities	1%	0%	1%	3%	3%
675	# of athletic fields renovated	N/A	N/A	N/A	N/A	N/A
676	# of City maintained athletic fields *	N/A	N/A	372	N/A	N/A
677	# of hours maintaining athletic fields *	N/A	N/A	12,526	N/A	N/A
678	# of athletic fields that need improvement	N/A	10	N/A	N/A	N/A
679	# of new outdoor athletic fields needed to meet population demands	N/A	97	97	N/A	N/A
Grounds Management - Traffic Hazard Abatement						
680	 % of identified traffic hazards abated within 3 working days	91%	93%	N/A	102%	102%
681	# identified traffic hazards abated	64	96	N/A	110	110
682	# of potential traffic hazard inspections requested	9	249	249	275	275
Grounds Management - Urban Forestry Services						
683	 % change of trees in the park inventory *	N/A	N/A	0%	N/A	N/A
684	# of new trees planted	958	214	214	500	500
685	# of tree maintenance requests completed	390	620	N/A	900	900
Natural Resources - Canal/Field Horticulture						
686	 % of residents satisfied with the condition of landscaping in City parks	49%	45%	47%	60%	60%
687	 % of residents satisfied with the condition of the Bricktown Canal and landscaping	N/A	N/A	70	70	70
688	# of square feet of landscaped areas maintained	407,736	407,736	407,736	407,736	407,736
Natural Resources - Fisheries Management						
689	 % of fishing class participants surveyed who are satisfied	100%	99%	99%	99%	99%
690	 % of sampled fishing waters with fair or better fishing standards	75%	40%	40%	75%	75%










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Natural Resources - Fisheries Management						
691	# of fish stocked	1,606,637	567,760	567,760	500,000	500,000
692	# of fishing education program attendees	1,147	801	801	800	800
693	# of fishing education programs held	18	16	16	30	30
694	# of fishing permits sold	8,773	8,046	8,046	18,000	18,000
695	\$ expenditure per fish stocked	0.15	0.44	0.43	0.41	0.41
Natural Resources - Martin Nature Park						
696	 % of customers surveyed who are satisfied with the nature park, trail access, and educational opportunities	N/A	N/A	N/A	99%	99%
697	 % of requested hikes completed	252%	116%	148%	100%	100%
698	# of Martin Nature Park nature programs participants	1,155	5,048	5,048	2,500	2,500
699	# of nature park visitors	182,628	227,162	213,122	230,000	230,000
700	# of nature programs conducted	58	113	113	80	80
701	# of nature programs requested	47	97	97	125	125
Natural Resources - Will Rogers Gardens						
702	 % of Will Rogers Gardens rental survey respondents who are satisfied with their rental experience	N/A	N/A	N/A	99%	99%
703	% of time Will Rogers Gardens is rented	36%	41%	41%	60%	60%
704	% of Will Rogers Gardens' class program participants surveyed who were satisfied with their education program	N/A	N/A	N/A	99%	99%
705	# of hours rented at Will Rogers' Gardens	6,950.00	7,878.00	7,843.95	11,427.00	11,427.00
706	# of Will Rogers Gardens' program participants	2,022	1,660	1,908	1,800	1,800
707	# of hours available to rent Will Rogers Gardens	19,167	19,167	19,205	19,045	19,045
708	# of Will Rogers Gardens' rental hours requested	6,950.00	7,878.00	7,843.95	8,500.00	8,500.00
Public - Private Partnership - Community Partnership						
709	# of annual volunteer hours	97,664	129,511	129,511	135,000	135,000
710	# of partnerships	57	55	55	65	65






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Public - Private Partnership - Community Partnership						
711	\$ of volunteer value	6,135,710	7,204,193	7,204,193	7,300,000	7,300,000
712	\$ value of donations	N/A	920,112	920,112	75,000	75,000
713	% increase in volunteer hours *	N/A	32.61	N/A	N/A	N/A
Public - Private Partnership - Trust and Foundation Support						
714	 % of golf participants satisfied with the overall quality and condition of the municipal golf courses	N/A	N/A	N/A	75%	75%
715	 % of guests satisfied with the overall quality and maintenance of the Civic Center's performance facilities.	24%	88%	88%	95%	95%
716	 % of Myriad Botanical Gardens guests satisfied with the overall quality of garden facilities and services	N/A	N/A	N/A	85%	85%
717	 % of Riversport guests satisfied with the overall quality of the Riversport facilities and services	N/A	52%	N/A	90%	90%
718	 % of Scissortail Parks guests satisfied with the overall quality of park facilities and services	N/A	N/A	N/A	95%	95%
719	% of senior participants surveyed who are satisfied with the overall quality of classes and events	99%	N/A	N/A	97%	97%
720	# of golf rounds played at municipal golf courses	N/A	317,965	318,685	N/A	N/A
721	# of guests attending Civic Center Music Hall performances	N/A	162,349	185,410	157,298	157,298
722	# of guests attending private Civic Center Music Hall events.	N/A	5,779	8,170	4,755	4,755
723	# of memberships at the Senior Health and Wellness Centers *	N/A	N/A	N/A	N/A	N/A
724	# of participants at Riversport	N/A	41,844	N/A	N/A	N/A
725	# of visitors to Scissortail Park events	N/A	140,130	N/A	N/A	N/A
726	# of visitors to the Myriad Botanical Gardens Crystal Bridge	25,046	0	N/A	75,000	75,000
Recreation, Health and Wellness - Aquatics, Health and Wellness						
727	 # of outdoor swimming facility participants per operating day	94	328	390	169	169
728	 % of customers surveyed who are satisfied with the City's aquatic facilities and programming opportunities	45%	26%	43%	50%	50%



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Recreation, Health and Wellness - Aquatics, Health and Wellness						
729	 % of participants surveyed who are satisfied with health and wellness programs	0	N/A	N/A	90	90
730	# of aquatics classes held	121	80	52	150	150
731	# of aquatics classes scheduled	171	131	88	160	160
732	# of Health and Wellness Program participants	3,138	6,312	3,672	72	72
733	# of indoor swimming facility participants per operating day *	N/A	N/A	276	N/A	N/A
734	# of swim lesson participants	447	226	N/A	600	600
735	# of visits to indoor aquatic facilities *	N/A	N/A	5,520	N/A	N/A
736	# of visits to outdoor aquatics facilities *	N/A	N/A	213,060	N/A	N/A
Recreation, Health and Wellness - Athletics Program						
737	 % of sport participants surveyed who are satisfied with the organization of the sports activity	91%	83%	88%	98%	98%
738	% of residents who are satisfied with athletic programs	38%	37%	41%	45%	45%
739	% of sport participants surveyed who are satisfied *	N/A	N/A	91%	N/A	N/A
740	# of adult league participants	3,921	4,828	4,879	2,738	2,738
741	# of sport participants surveyed total *	N/A	N/A	408	N/A	N/A
742	# of sport participants surveyed who are satisfied *	N/A	N/A	372	N/A	N/A
743	# of volunteer coaches	174	235	233	134	134
744	# of youth league participants	1,654	1,689	1,438	3,243	3,243
Recreation, Health and Wellness - General Recreation						
745	 % of customer surveyed who are satisfied with recreation facilities and programming	90%	82%	89%	85%	85%
746	# of recreation center class participants	25,598	N/A	61,356	40,000	40,000
747	% of resident Survey respondents that are satisfied with City recreation centers	45%	39%	43%	51%	51%
748	% of scheduled classes held	66%	74%	76%	66%	66%



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Recreation, Health and Wellness - General Recreation						
749	# of customer surveyed total	436	309	264	425	425
750	# of customer surveyed who are satisfied with recreation facilities and programming	391	253	235	361	361
751	# of recreation center classes held	281	425	435	338	338
752	# of recreation center classes scheduled	376	709	659	600	600
753	# of recreation center visits	N/A	55,598	59,536	55,000	N/A
754	# of senior class participants (class enrollment)	3,197	5,431	4,734	6,000	6,000

