

Parks and Recreation

FY23 Actual

FY24 Actual

FY25 Projection

FY25 Target

FY26 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.

677		% of residents visiting a park and/or participating in a park program	76%	80%	73%	80%	80%
678		% of customer surveyed who are satisfied with recreation facilities and programming	90%	95%	90%	95%	90%



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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:

679	% of identified safety concerns addressed within one business day	1.00	1.00	1.00	1.00	1.00
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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%.

680		% of residents surveyed who are satisfied with the maintenance of city parks	66%	75%	66%	75%	65%
681		% of respondents from the annual resident survey who are satisfied with City's trails	61%	70%	62%	75%	75%



Parks and Recreation

FY23 Actual FY24 Actual FY25 Projection FY25 Target FY26 Target

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








682		% of residents within a half mile of a recreation facility, trail or park	69%	75%	76%	78%	78%
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Administrative - Executive Leadership

683		% of key measures and strategic results achieved	32%	50%	35%	78%	78%
684		% of residents reporting regular leisure time physical activity	65%	51%	68%	70%	70%
685		% of residents reporting they are satisfied with their Civic Center Music Hall experience	74%	78%	80%	80%	82%
686		% of residents satisfied with Parks and Recreation Department	63%	68%	56%	68%	68%
687		% of residents satisfied with the maintenance of new or upgraded parks and facilities	64%	75%	68%	75%	75%
688		% of residents visiting a park and/or participating in a park program	76%	80%	73%	80%	80%



Parks and Recreation

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Administrative - Executive Leadership						
689	 % of residents within a half mile of a recreation facility, trail or park	69%	75%	76%	78%	78%
Grounds Management - Grounds Maintenance						
690	 % of parks mowed within two weeks	104%	151%	131%	94%	94%
691	  % of residents surveyed who are satisfied with the maintenance of city parks	66%	75%	66%	75%	65%
692	% of equipment in service	99%	98%	96%	98%	98%
693	# of equipment repairs completed	566	575	747	800	800
694	# of public ground acres mowed	19,480.56	13,694.83	19,929.10	15,250.22	15,250.22
695	# of requests received for mowing	42	34	N/A	45	45
Grounds Management - Park Events						
696	 % of park event organizers surveyed who are satisfied with event permitting services	N/A	96%	100%	96%	96%
697	% of customers surveyed who are satisfied with park event center facilities	N/A	99%	96%	96%	96%
698	# of event center rentals issued	303	276	301	275	300
699	# of event center rentals requested	1,440	1,619	1,719	1,475	1,600
700	# of permitted events requested	282	318	303	285	315
Grounds Management - Parks Amenities and Trails Program						
701	 % of identified safety concerns addressed within one business day	1.00	1.00	1.00	1.00	1.00
702	 % of respondents from the annual resident survey who are satisfied with City's trails	61%	70%	62%	75%	75%
703	# of hours inspecting and maintaining trails	N/A	3,273	3,083	3,300	3,300
704	# of new outdoor athletic fields total	0	0	10	6	6
705	# of playground inspections	2,319.00	846.00	1,254.07	2,900.00	2,900.00








Parks and Recreation

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Grounds Management - Parks Amenities and Trails Program						
706	# of trail miles inspected and maintained	2,496.55	1,841.00	1,829.82	2,400.00	2,400.00
Grounds Management - Parks Athletic Fields Program						
707	🔑 % of athletic fields meeting competition standards	78%	57%	63%	27%	65%
708	🔑 % of league/tournament participants who are satisfied with outdoor athletic facilities	3%	N/A	N/A	3%	3%
709	# of athletic fields renovated	N/A	1	0	2	2
710	# of City maintained athletic fields	N/A	401	510	360	360
711	# of hours maintaining athletic fields	N/A	14,158	19,410	13,400	13,400
712	# of athletic fields that need improvement	N/A	N/A	N/A	12	12
713	# of new outdoor athletic fields needed to meet population demands	N/A	N/A	N/A	N/A	N/A
Grounds Management - Traffic Hazard Abatement						
714	🔑 % of identified traffic hazards abated within 3 working days	99%	100%	100%	22%	100%
715	# identified traffic hazards abated	338	494	204	500	500
716	# of potential traffic hazard inspections requested	338	496	203	500	500
Grounds Management - Urban Forestry Services						
717	🔑 % change of trees in the park inventory	N/A	0%	0%	1%	1%
718	# of new trees planted	49	7	4	50	50
719	# of tree maintenance requests completed	275	656	484	600	600
Natural Resources - Canal/Field Horticulture						
720	🔑 % of residents satisfied with the condition of landscaping in City parks	47%	50%	46%	60%	50%
721	🔑 % of residents satisfied with the condition of the Bricktown Canal and landscaping	70	70	67	70	75
722	# of square feet of landscaped areas maintained	407,736	407,736	407,736	407,736	407,736



Parks and Recreation

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Natural Resources - Fisheries Management						
723	 % of fishing class participants surveyed who are satisfied	99%	97%	95%	99%	96%
724	 % of sampled fishing waters with fair or better fishing standards	0%	0%	0%	75%	75%
725	# of fish stocked	497,644	336,059	190,199	500,000	400,000
726	# of fishing education program attendees	1,366	1,919	2,205	2,000	2,000
727	# of fishing education programs held	18	21	22	25	25
728	# of fishing permits sold	7,869	9,584	8,418	7,900	10,000
Natural Resources - Martin Nature Park						
729	 % of customers surveyed who are satisfied with the nature park, trail access, and educational opportunities	94%	100%	100%	99%	95%
730	 % of requested hikes completed	489%	2,822%	9,706%	100%	100%
731	# of Martin Nature Park nature programs participants	10,236	20,137	18,139	17,000	20,500
732	# of nature park visitors	196,273	186,644	177,576	175,000	200,000
733	# of nature programs conducted	137	254	286	160	200
734	# of nature programs requested	28	9	3	18	20
Natural Resources - Will Rogers Gardens						
735	 % of Will Rogers Gardens rental survey respondents who are satisfied with their rental experience	100%	100%	99%	99%	95%
736	% of time Will Rogers Gardens is rented	40%	39%	51%	47%	50%
737	% of Will Rogers Gardens' class program participants surveyed who were satisfied with their education program	100%	100%	100%	99%	95%
738	# of hours rented at Will Rogers' Gardens	7,686.50	7,532.00	9,785.16	9,000.00	9,500.00
739	# of Will Rogers Gardens' program participants	2,840	2,607	2,197	2,800	2,800
740	# of hours available to rent Will Rogers Gardens	19,167	19,167	19,161	19,045	19,167
741	# of Will Rogers Gardens' rental hours requested	7,686.50	7,532.00	9,785.16	7,900.00	8,000.00
Public - Private Partnership - Community Partnership						
742	# of annual volunteer hours	154,028	211,097	235,155	215,000	238,000



Parks and Recreation

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Public - Private Partnership - Community Partnership						
743	# of partnerships	55	64	54	65	65
744	\$ of volunteer value	9,391,536	12,847,055	16,800,673	13,000,000	17,000,000
745	\$ value of donations	27,187	46,691	119,082	50,000	70,000
746	% increase in volunteer hours	N/A	37.05	11.40	20.00	15.00
Public - Private Partnership - Trust and Foundation Support						
747	🔑 % of golf participants satisfied with the overall quality and condition of the municipal golf courses	N/A	N/A	N/A	75%	75%
748	🔑 % of guests satisfied with the overall quality and maintenance of the Civic Center's performance facilities.	93%	93%	90%	95%	95%
749	🔑 % of Myriad Botanical Gardens guests satisfied with the overall quality of garden facilities and services	N/A	N/A	N/A	85%	85%
750	🔑 % of Riversport guests satisfied with the overall quality of the Riversport facilities and services	24%	18%	N/A	90%	90%
751	🔑 % of Scissortail Parks guests satisfied with the overall quality of park facilities and services	N/A	N/A	N/A	95%	95%
752	% of senior participants surveyed who are satisfied with the overall quality of classes and events	N/A	N/A	N/A	97%	97%
753	# of golf rounds played at municipal golf courses	N/A	324,815	348,123	320,000	320,000
754	# of guests attending Civic Center Music Hall performances	234,152	254,856	269,091	240,000	260,000
755	# of guests attending private Civic Center Music Hall events.	8,616	20,359	19,949	16,000	22,000
756	# of memberships at the Senior Health and Wellness Centers	N/A	N/A	N/A	N/A	N/A
757	# of participants at Riversport	N/A	32,485	38,824	37,000	37,000
758	# of visitors to Scissortail Park events	N/A	278,914	N/A	228,000	228,000
759	# of visitors to the Myriad Botanical Gardens Crystal Bridge	99,400	113,831	115,213	100,000	100,000
Recreation, Health and Wellness - Aquatics, Health and Wellness						
760	🔑 # of outdoor swimming facility participants per operating day	474	729	769	500	500



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Recreation, Health and Wellness - Aquatics, Health and Wellness						
761	🔑 % of customers surveyed who are satisfied with the City's aquatic facilities and programming opportunities	43%	43%	44%	47%	47%
762	🔑 % of participants surveyed who are satisfied with health and wellness programs	N/A	N/A	N/A	80	80
763	# of aquatics classes held	54	62	389	100	100
764	# of aquatics classes scheduled	106	71	590	150	150
765	# of Health and Wellness Program participants	5,530	4,862	5,004	3,000	3,300
766	# of indoor swimming facility participants per operating day	N/A	909	1,136	32	32
767	# of swim lesson participants	151	199	244	400	400
768	# of visits to indoor aquatic facilities	N/A	23,804	27,060	9,750	12,000
769	# of visits to outdoor aquatics facilities	N/A	44,255	50,461	33,000	33,000
Recreation, Health and Wellness - Athletics Program						
770	🔑 % of sport participants surveyed who are satisfied with the organization of the sports activity	92%	85%	N/A	90%	90%
771	% of residents who are satisfied with athletic programs	41%	43%	41%	47%	45%
772	% of sport participants surveyed who are satisfied	N/A	80%	79%	83%	80%
773	# of adult league participants	3,926	4,409	5,374	4,800	4,500
774	# of sport participants surveyed total	N/A	30	239	240	240
775	# of sport participants surveyed who are satisfied	N/A	24	189	200	192
776	# of volunteer coaches	222	120	76	230	150
777	# of youth league participants	2,204	2,322	1,192	2,700	2,500
Recreation, Health and Wellness - General Recreation						
778	🔑 % of customer surveyed who are satisfied with recreation facilities and programming	90%	95%	90%	95%	90%
779	# of recreation center class participants	39,805	31,338	64,932	39,000	45,000



Parks and Recreation

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Recreation, Health and Wellness - General Recreation						
780	% of resident Survey respondents that are satisfied with City recreation centers	43%	44%	44%	44%	44%
781	% of scheduled classes held	74%	77%	84%	89%	91%
782	# of customer surveyed total	223	125	187	300	300
783	# of customer surveyed who are satisfied with recreation facilities and programming	201	119	168	285	270
784	# of recreation center classes held	412	346	474	430	400
785	# of recreation center classes scheduled	609	550	631	500	450
786	# of recreation center visits	60,654	65,093	N/A	70,000	55,000
787	# of senior class participants (class enrollment)	3,475	4,792	4,873	3,400	3,400

