

New Bern Parks and Recreation Performance Measurement

As part of the planning process, information is collected which helps staff understand the department's overall needs concerning programs, services, and facilities. Staff use these findings to establish performance measures which help gauge the level of satisfaction among participants.

Various means are employed to assess customer satisfaction, staff effectiveness, program relevance and facility conditions. Results obtained from citizen surveys, online customer surveys, participant feedback and data collected by consulting firms provides beneficial guidance in moving programs forward.

In addition, each performance measurement is tied back to the division's operating budget, therefore successful programs mean continued funding.