City of Auburn Parks and Recreation Survey Findings

Presented by

ETC Institute

May 13, 2015

ETC Institute

A National Leader in Market Research for Local Governmental Organizations

...helping city and county governments gather and use survey data to enhance organizational performance for 30 years



More than 2,000,000 Persons Surveyed Since 2006 for more than 700 cities in 49 States

Agenda

- Purpose and Methodology
- Bottom Line Upfront
- Major Findings
- Conclusions
- Questions

Purpose

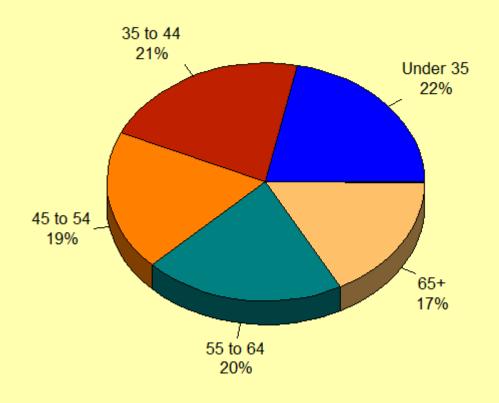
- To objectively assess needs for parks/ recreation/cultural programs and facilities
- To help determine priorities for improvements to parks/recreation/ cultural programs and facilities
- To evaluate support for various parks/ recreation/cultural improvements that are being considered

Methodology

- Survey Description
 - the survey contained a series of questions to assess a wide range of issues related to parks, recreation, and cultural programs/facilities
 - many questions were similar to those asked on ETC Institute's national parks and leisure surveys
- Method of Administration
 - mailed to a random sample of households in the City
 - phone follow-ups done 7 days after the mailing
 - each survey took approximately 15-20 minutes to complete
- Sample Size/Number of Completed Surveys:
 - Goal: 500
 - Actual: 515
- Confidence Level: 95%
- Margin of Error: +/- 4.3% overall

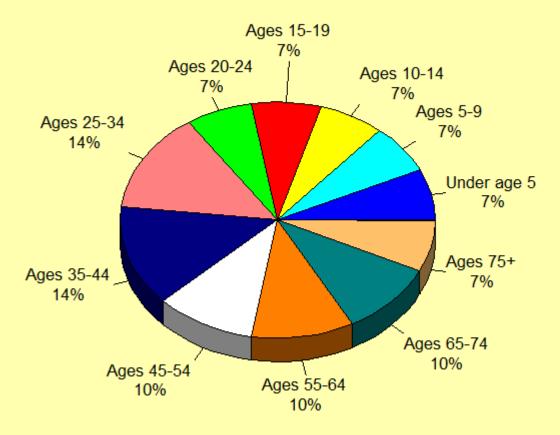
Q25. Demographics: Age of Respondent

by percentage of respondents



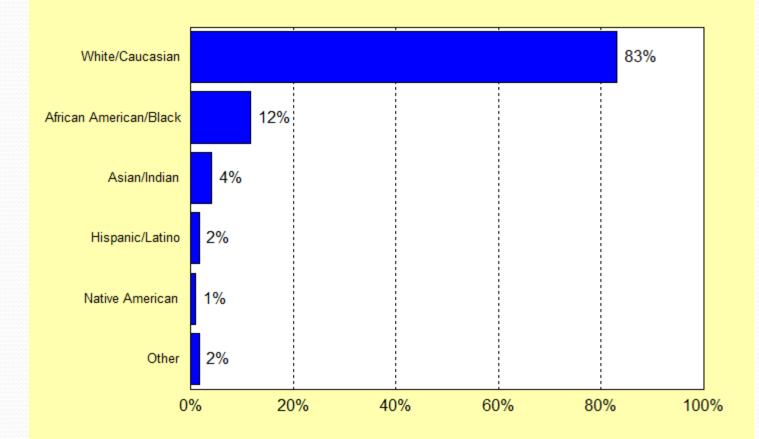
Q21. Demographics: Ages of Household Members

by percentage of respondents



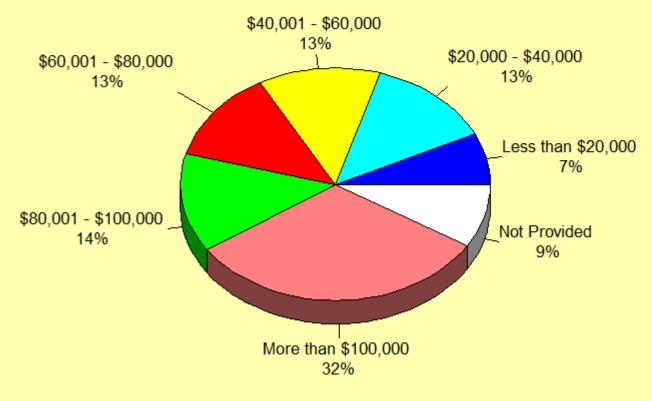
Q23. Demographics: Race/Ethnicity

by percentage of respondents (multiple selections could be made)



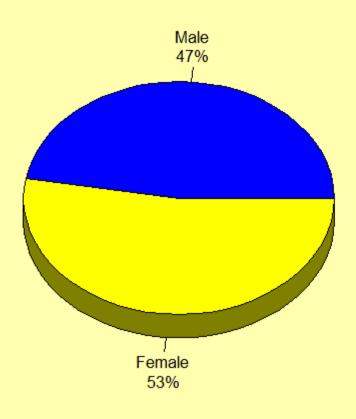
Q24. Demographics: Annual Household Income

by percentage of respondents



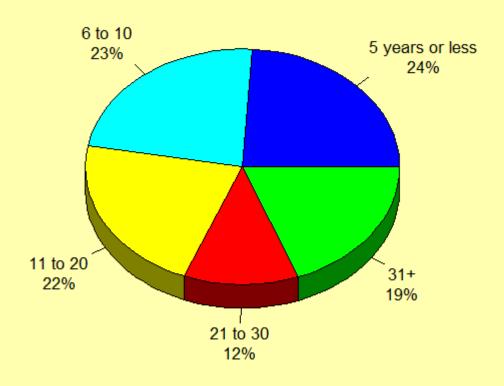
Q26. Demographics: Gender

by percentage of respondents



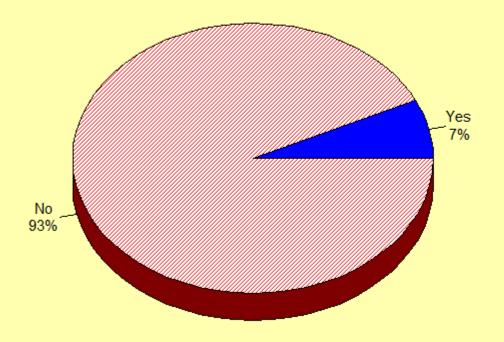
Q27. Demographics: Years Lived in the City of Auburn

by percentage of respondents



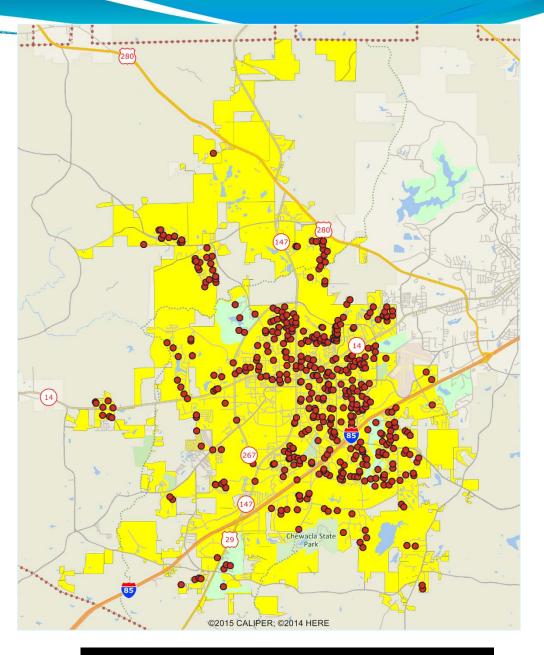
Q28. Demographics: Are you a full-time student at Auburn University?

by percentage of respondents



City of Auburn
Parks and Recreation
Needs Assessment
Survey

Location of Respondents



Bottom Line Up Front

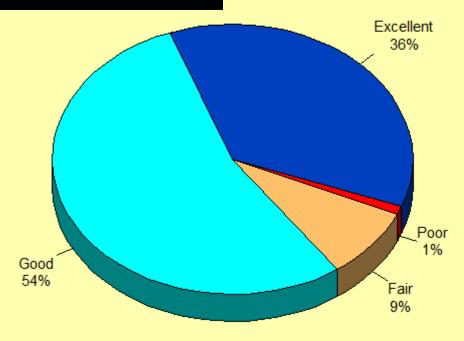
- Residents have a positive perception of City parks & recreational programs and facilities
- Overall usage of parks and recreation facilities is high, but the frequency of usage is not
- Top 2 Priorities for <u>Cultural facilities and programs</u>: Green space/natural areas and community gardens
- Top 2 Priorities for <u>Sports/Recreation FACILITIES</u>: Walking/biking trails and small neighborhood parks
- Top 2 Priorities for <u>Sports/Recreation PROGRAMS</u>: Farmers Market and Downtown events
- 3 Most Important <u>INDOOR</u> facilities: Indoor fitness and exercise facilities, indoor swimming pools/leisure pool, and weight room/cardiovascular equipment areas
- There is strong support for developing greenways and trails for walking and biking
- City should consider doing more to promote awareness of programs

Topic #1 Perceptions of City Parks and Recreation Programs and Facilities

Q2. How Residents Rate the Maintenance of ALL City of Auburn Parks Visited Over the Past 12 Months

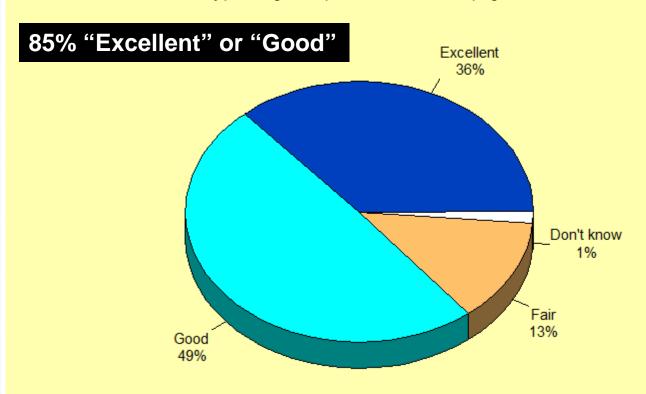
by percentage of respondents who have visited parks

90% "Excellent" or "Good"



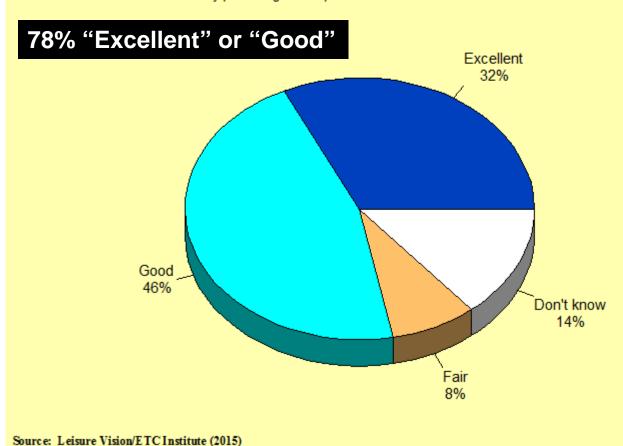
Q6. How Residents Rate the Overall Quality of Athletics, Recreation or Community Programs

by percentage of respondents who have used programs



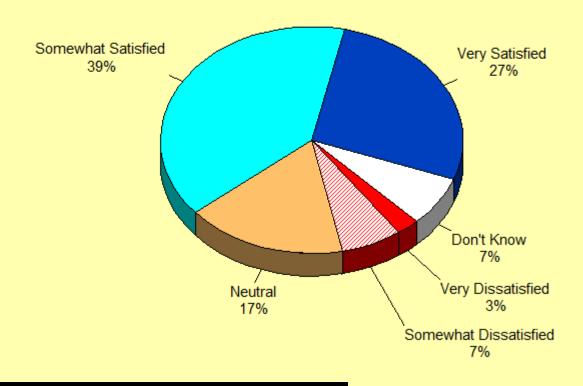
Q4. How Residents Rate the Overall Quality of Athletics, Recreation or Sports Facilities

by percentage of respondents who have visited facilities



Q20. Satisfaction With Overall Value Received From City of Auburn Parks, Sports, Recreation and Cultural Programs/Facilities

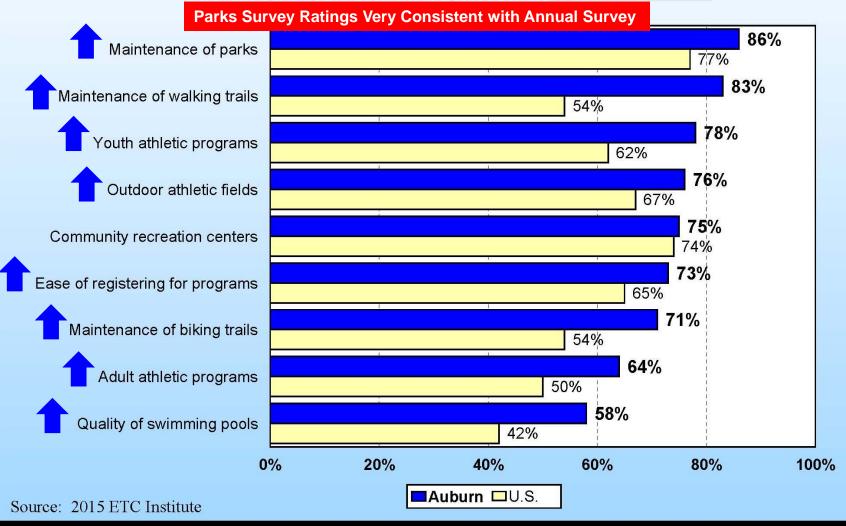
by percentage of respondents



66% Satisfied vs. 10% Dissatisfied

Overall Satisfaction with Parks and Recreation Auburn vs. the U.S.

by percentage of respondents who rated the item 4 or 5 on a 5-point scale where 5 was "very satisfied" and 1 was "very dissatisfied" (excluding don't knows)

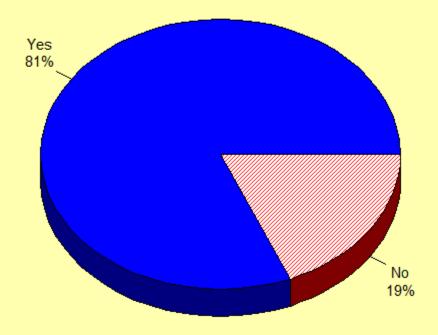


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Topic #2 Usage of Parks and Recreation Facilities

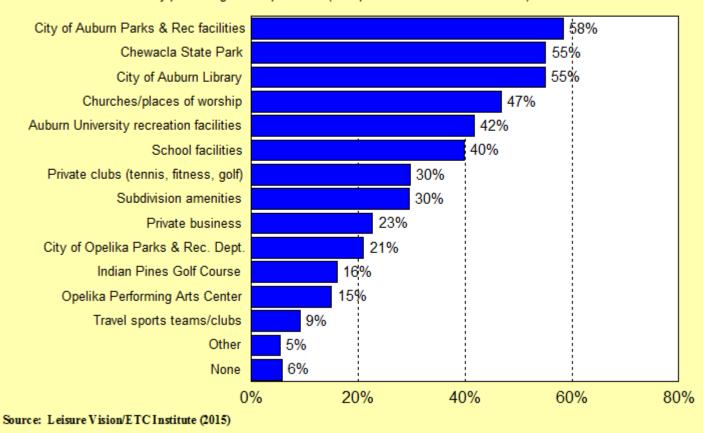
Q1. Whether or Not Households Have Visited any City of Auburn Parks Over the Past 12 Months

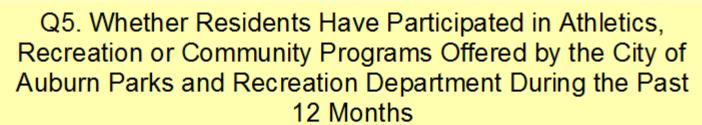
by percentage of respondents

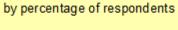


Q7. Facilities Residents Have Used for Indoor and Outdoor Recreation and Sports Activities During the Last 12 Months

by percentage of respondents (multiple selections could be made)



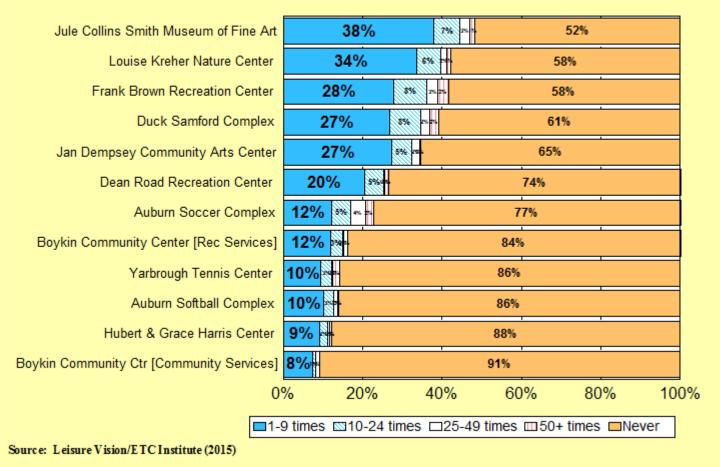






Q3. Usage of Athletics, Recreation or Community Facilities During the Past 12 Months

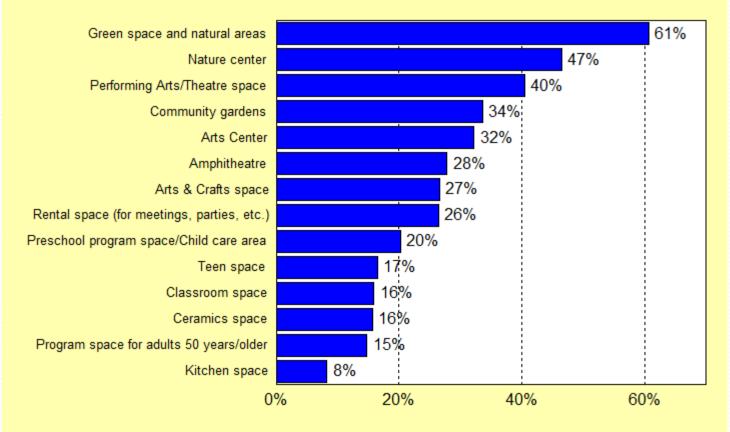
by percentage of respondents (excluding "don't know")



Topic #3 Needs and Priorities for Cultural programs and facilities

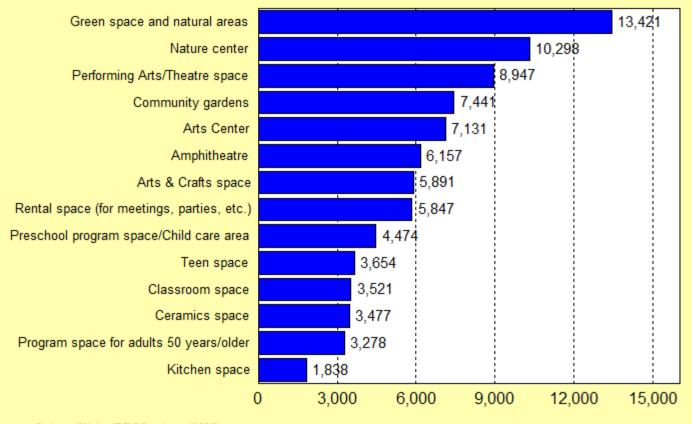
Q8. Households That Have a Need for <u>Cultural or</u> <u>Programming Facilities</u>

by percentage of respondents (multiple selections could be made)

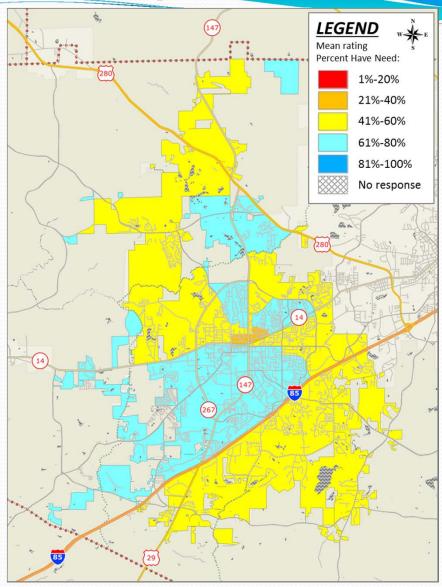


Q8a. Estimated Number of Households That Have a Need for <u>Cultural or Programming Facilities</u>

by number of households, based on 22,147 households in the City of Auburn



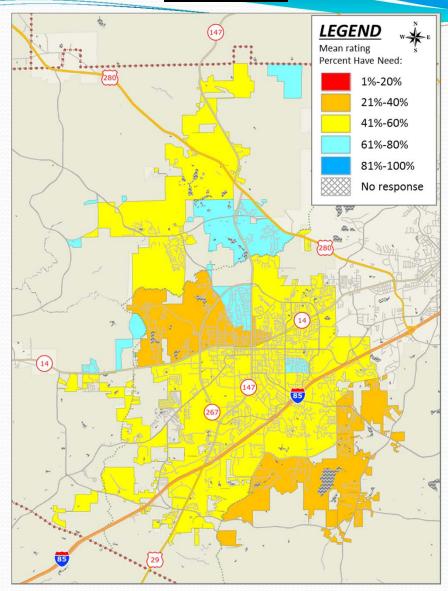
Q8C: Respondents Who Have a Need For Green Space and Natural Areas



2015 Auburn Community Interest and Opinion Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

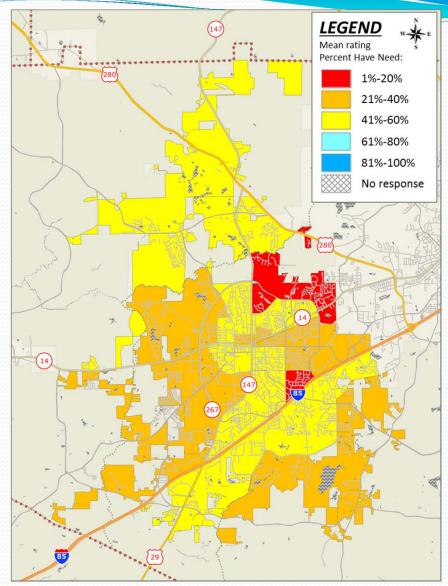
Q8A: Respondents Who Have a Need For Nature Center



2015 Auburn Community Interest and Opinion Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

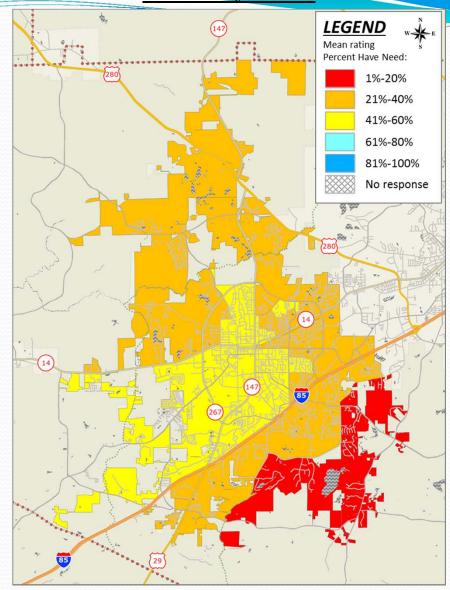
Q8E: Respondents Who Have a Need For Performing Arts/Theatre Space



2015 Auburn Community Interest and Opinion Survey

Shading reflects the mean rating for all respondents by CBG (merged as needed)

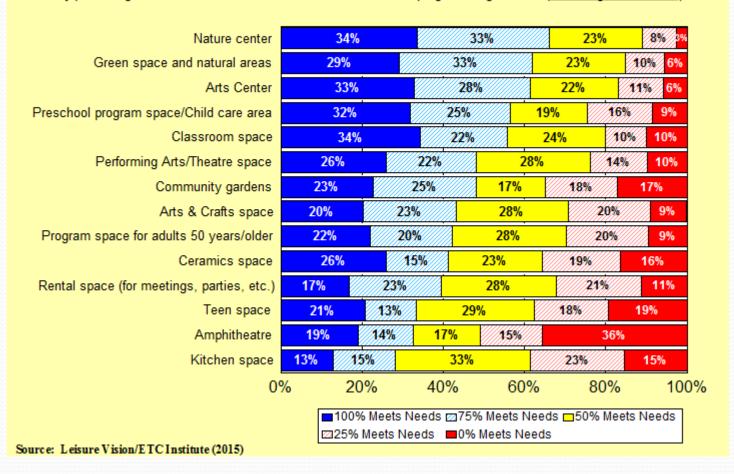
Q8B: Respondents Who Have a Need For Community Garden



2015 Auburn Community Interest and Opinion Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

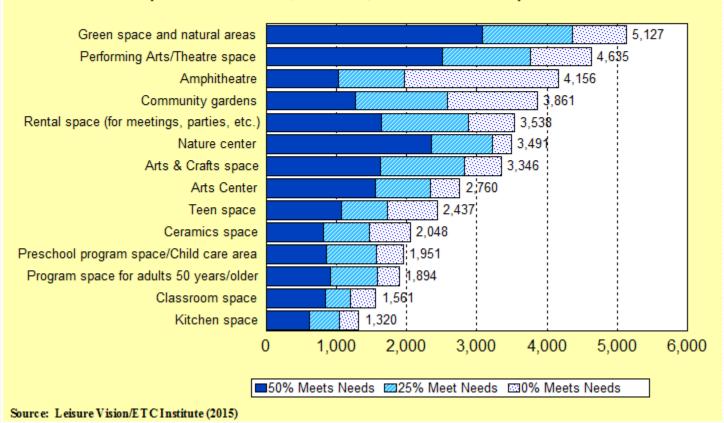
Q8b. How Well City of Auburn's Cultural and Programming Facilities Meet the Needs of Households

by percentage of households that have a need for cultural and programming facilities (excluding "don't know")



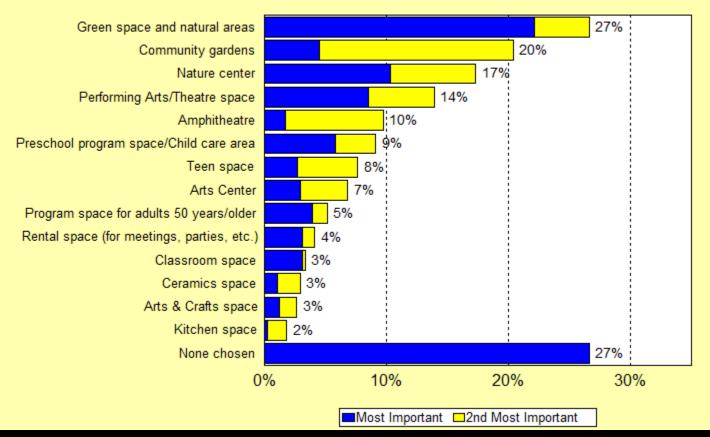
Q8c. Estimated Number of Households in the City of Auburn Whose Needs for Cultural or Programming Facilities Are Only Being 50% Met or Less

by number of households, based on 22,147 households in the City of Auburn



Q9. Cultural and Programming Facilities That Are Most Important to Households

by percentage of respondents who selected the item as one of their top two choices



73% Thought that at Least One Cultural Program/Facility Was Important to Their Household

Priority Investment Rating (PIR) for Cultural Facilities and Programs

Cultural Facility/Program	Unmet Need	Importance	PIR
Green space and natural areas	100.0	100.0	200.0
Community gardens	88.7	76.7	165.4
Performing Arts/Theatre space	94.0	52.3	146.3
Amphitheatre	104.4	36.5	140.9
Nature center	64.2	65.0	129.2
Rental space (for meetings, parties, etc.)	73.7	15.4	89.1
Teen space	53.2	28.6	81.8
Arts Center	54.6	25.6	80.2
Arts & Crafts space	68.4	9.8	78.2
Preschool program space/Child care area	41.2	34.2	75.4
Program space for adults 50 years/older	38.8	19.2	58.0
Ceramics space	45.2	10.9	56.1
Classroom space	32.1	12.4	44.5
Kitchen space	27.8	6.8	34.6

High Priority: PIR=125+

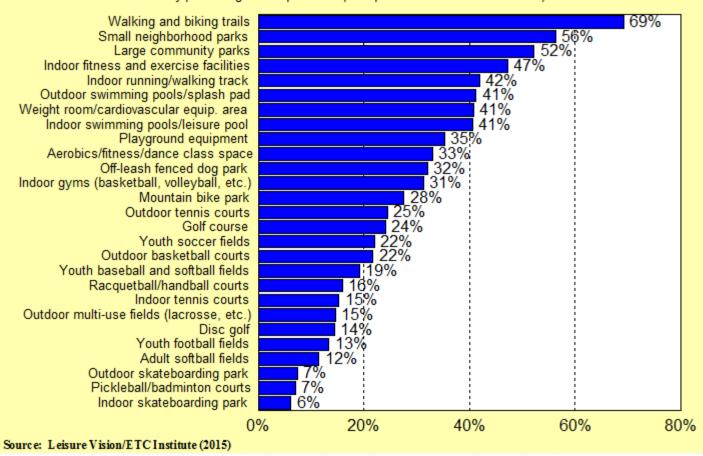
Medium Priority: PIR=75-124

Lower Priority: PIR=0-74

Topic #4 Needs and Priorities for Sports and Recreation Facilities

Q10. Households That Have a Need for Sports and Recreation Facilities

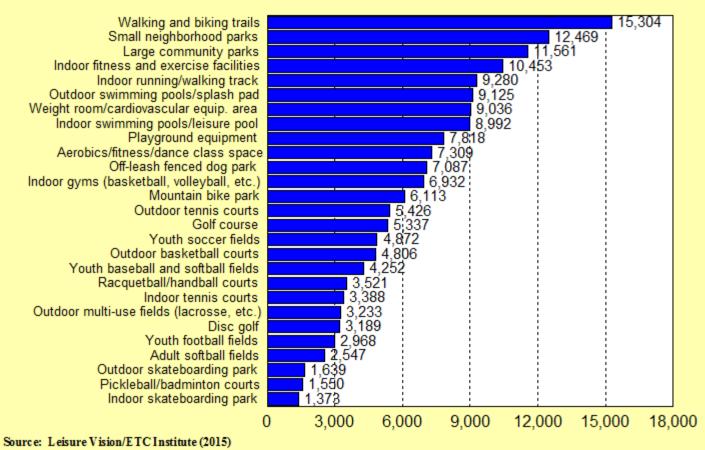
by percentage of respondents (multiple selections could be made)



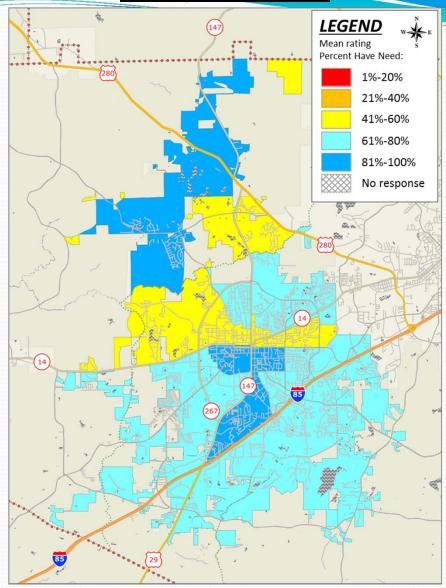
	recreation facilities that respondent ds have a need for 70% 69% d biking trails 70% 59% munity parks 55% 52% nborhood parks 60% 56% vimming pools/water park 44% 41% ss and exercise facilities 47% 47% mming/leisure pool 43% 41%	Auburn
Parks and recreation <u>facilities</u> that respondent households have a need for		
Walking and biking trails	70%	69%
Large community parks	55%	52%
Small neighborhood parks	60%	56%
Outdoor swimming pools/water park	44%	41%
Indoor fitness and exercise facilities	47%	47%
Indoor swimming/leisure pool	43%	41%
Playground equipment	43%	35% 🖊
Outdoor tennis courts	28%	25%
Outdoor basketball courts	23%	22%
Indoor basketball/volleyball courts	27%	31%
Nature center	27%	47%
Youth baseball/softball fields	23%	19%
Adult softball fields	13%	12%
Off-leash dog park	28%	32%
Skateboarding parks	13%	7% 🖊
Community Gardens	36%	34%
Indoor running and walking track	43%	42%

Q10a. Estimated Number of Households That Have a Need for Sports and Recreation Facilities

by number of households, based on 22,147 households in the City of Auburn

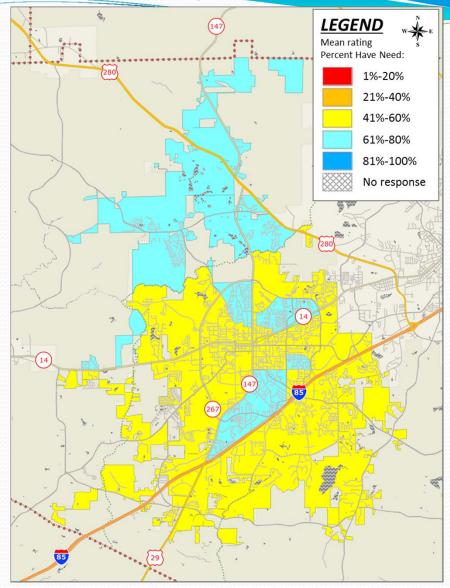


Q10N: Respondents Who Have a Need For Walking & Biking Trails



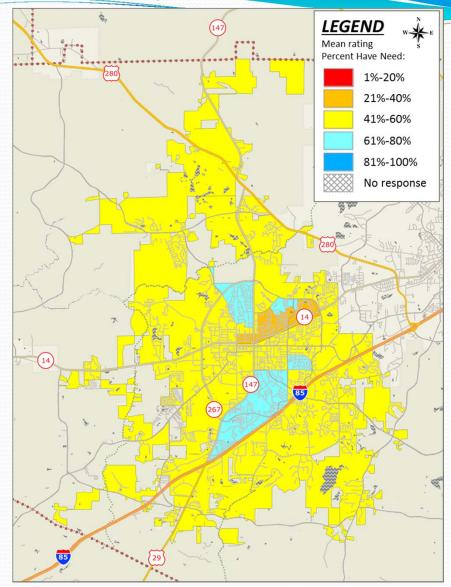
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Q10T: Respondents Who Have a Need For Small Neighborhood Parks



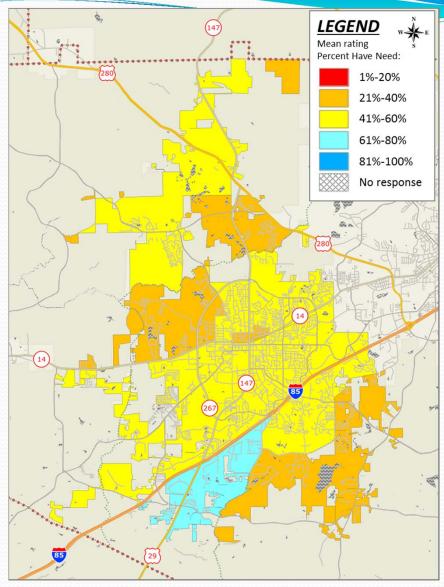
2015 Auburn Community Interest and Opinion Survey

Q10U: Respondents Who Have a Need For Large Community Parks



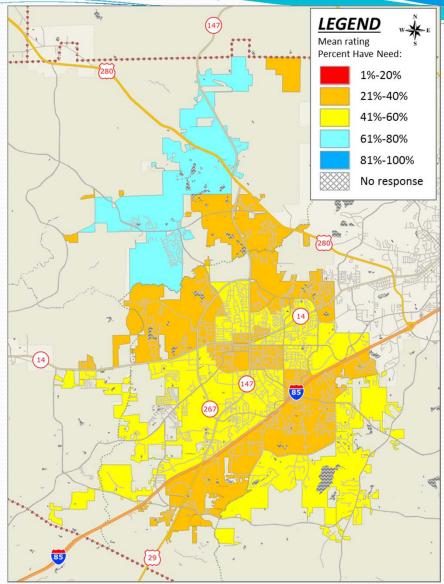
2015 Auburn Community Interest and Opinion Survey

Q10P: Respondents Who Have a Need For Indoor Fitness and Exercise Facilities



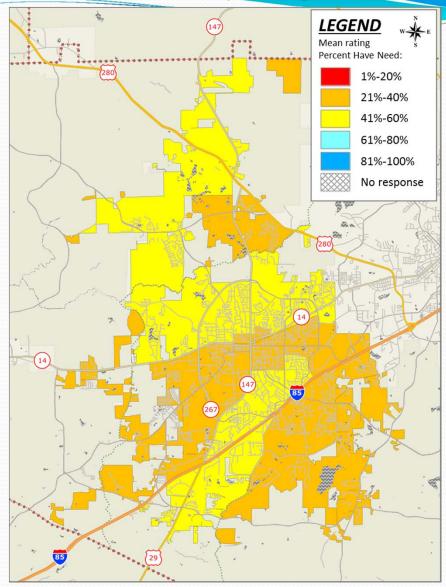
2015 Auburn Community Interest and Opinion Survey

Q10R: Respondents Who Have a Need For Indoor Running/Walking Track



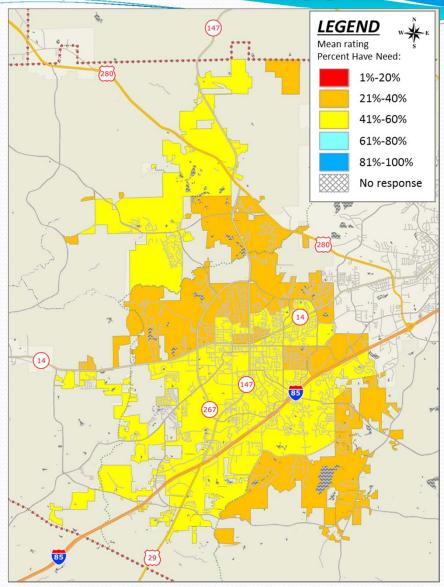
2015 Auburn Community Interest and Opinion Survey

Q10I: Respondents Who Have a Need For Outdoor Swimming Pools/Splash Pad



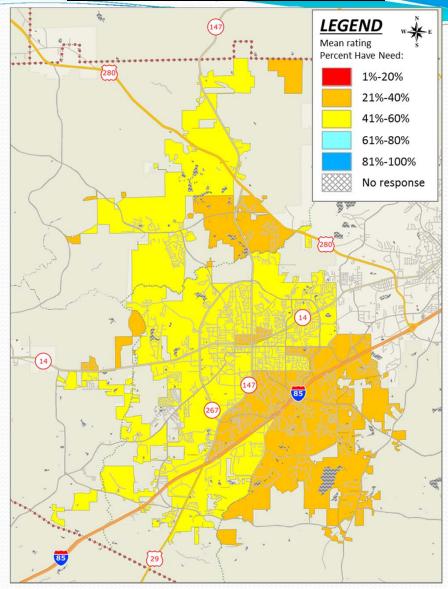
2015 Auburn Community Interest and Opinion Survey

Q10-2: Respondents Who Have a Need For Weight Room/Cardiovascular Equipment Area



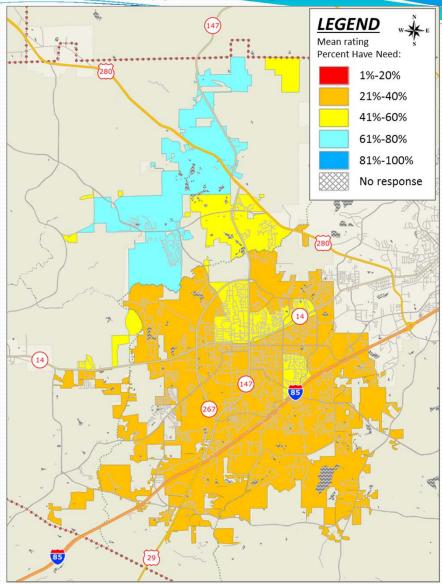
2015 Auburn Community Interest and Opinion Survey

Q10J: Respondents Who Have a Need For Indoor Swimming Pools/Leisure Pool



2015 Auburn Community Interest and Opinion Survey

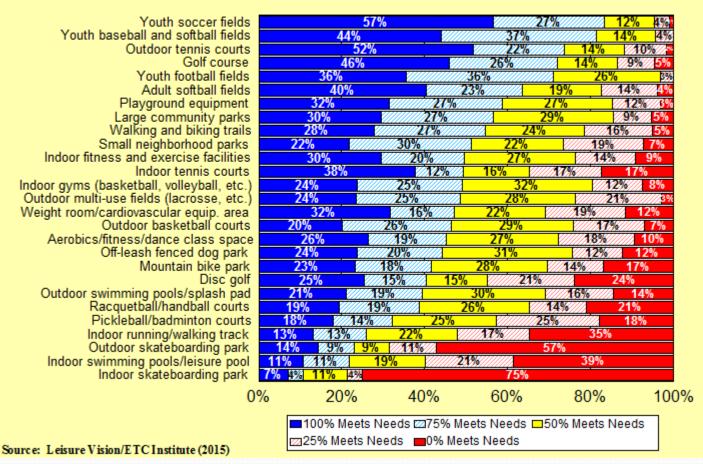
Q10M: Respondents Who Have a Need For Playground Equipment



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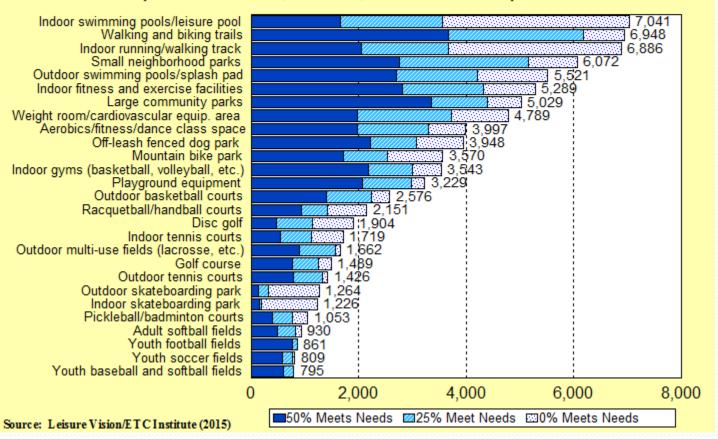
Q10b. How Well City of Auburn's Sports and Recreation Facilities Meet the Needs of Households

by percentage of households that have a need for sports and recreation facilities (excluding "don't know")



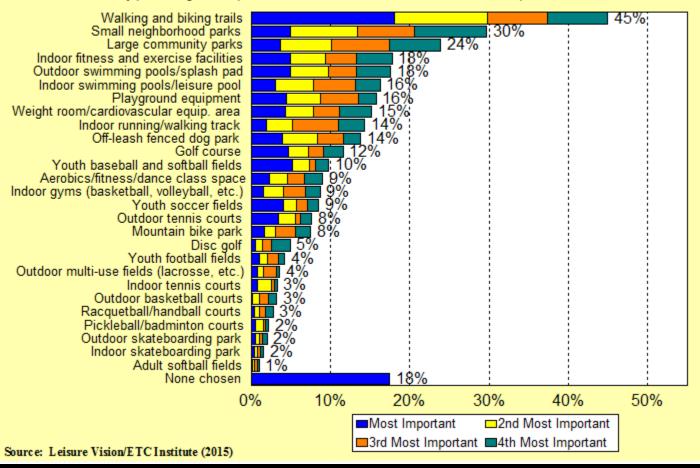
Q10c. Estimated Number of Households in the City of Auburn Whose Needs for Sports and Recreation Facilities Are Only Being 50% Met or Less

by number of households, based on 22,147 households in the City of Auburn



Q11. Sports and Recreation Facilities That Are Most Important to Households

by percentage of respondents who selected the item as one of their top four choices



82% Thought that at Least One Sports/Recreation <u>Facility</u> Was Important to Their Household

	National	
	Average	Auburn
Most Important Parks and Recreation Facilities		
to Respondent Households		
Walking and biking trails	42%	45%
Small neighborhood parks	28%	30%
Skateboarding parks	3%	2%
Large community parks	19%	24% 🔷
Playground equipment	20%	16%
Outdoor swimming pools/water park	19%	18%
Outdoor tennis courts	7%	8%
Indoor fitness and exercise facilities	20%	18%
Indoor swimming/leisure pool	18%	13% 🖊
Outdoor basketball courts	5%	2%
Indoor basketball/volleyball courts	7%	9%
Adult softball fields	3%	1%
Community gardens	4%	20% 🛖
Nature Center	19%	17%
Off-leash dog parks	13%	14%
Indoor running/walking track	16%	14%
Youth baseball/softball fields	9%	10%

Priority Investment Rating (PIR) for Recreation/Sports FACILITIES

December 16 and 5	Llowert Nand		
Recreation/Sports Facilities	Unmet Need	Importance	PIR
Walking and biking trails	78.2	100.0	178.2
Small neighborhood parks	71.3	66.0	137.3
Indoor swimming pools/leisure pool	100.0	36.2	136.2
Indoor running/walking track	95.2	31.8	127.0
Large community parks	53.9	53.1	107.0
Outdoor swimming pools/splash pad	66.1	39.1	105.3
Indoor fitness and exercise facilities	61.2	39.6	100.7
Weight room/cardiovascular equip. area	58.7	33.8	92.5
Off-leash fenced dog park	45.8	30.7	76.4
Playground equipment	34.3	35.1	69.4
Aerobics/fitness/dance class space	46.7	20.0	66.7
Mountain bike park	43.7	16.7	60.4
Indoor gyms (basketball, volleyball, etc.)	39.2	19.3	58.5
Golf course	17.2	25.8	43.0
Disc golf	26.2	10.9	37.1
Outdoor basketball courts	29.0	7.1	36.2
Racquetball/handball courts	27.3	6.2	33.5
Outdoor tennis courts	15.7	16.9	32.5
Indoor tennis courts	22.7	7.3	30.0
Youth baseball and softball fields	7.7	21.8	29.5
Youth soccer fields	8.2	18.9	27.1
Outdoor multi-use fields (lacrosse, etc.)	18.2	8.0	26.2
Outdoor skateboarding park	20.0	4.4	24.4
Indoor skateboarding park	19.9	3.6	23.4
Pickleball/badminton courts	13.3	4.9	18.2
Youth football fields	7.9	9.3	17.3
Adult softball fields	10.5	2.2	12.7

High Priority: PIR=125+

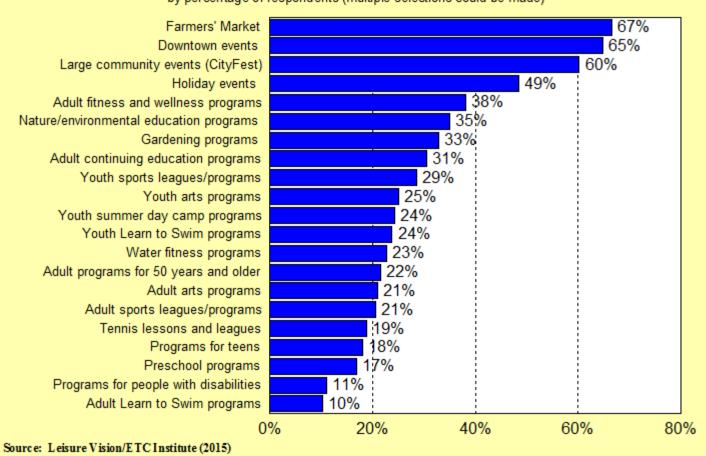
Medium Priority: PIR=75-124

Lower Priority: PIR=0-74

Topic #5 Needs and Priorities for Sports and Recreation Programs

Q12. Households That Have a Need for Sports and Recreation Programs

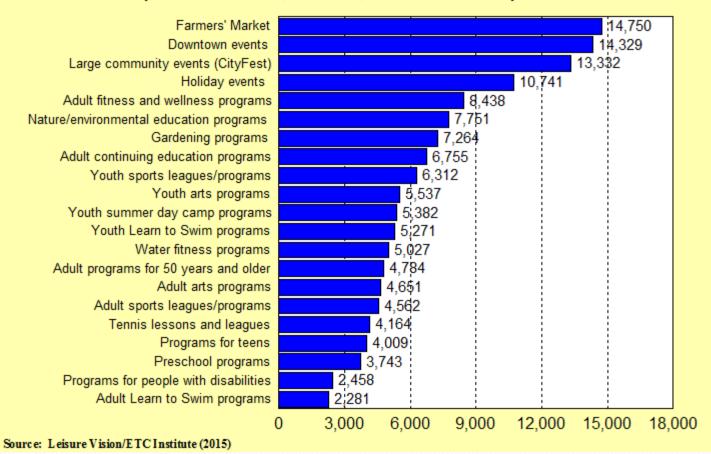
by percentage of respondents (multiple selections could be made)



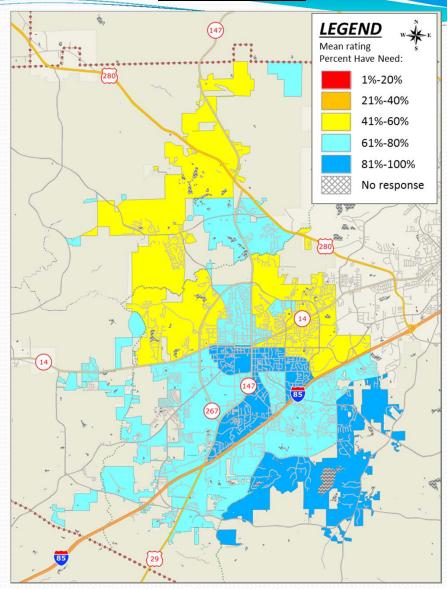
	National	
	Average	Auburn
Recreation <u>programs</u> that respondent		
households have a need for		
Adult fitness and wellness programs	47%	38% 🖊
Nature programs/environmental ed.	31%	35%
Adult art, dance, performing arts	19%	21%
Adult sports programs	22%	21%
Water fitness programs	23%	23%
Youth sports programs	26%	29%
Youth summer camp programs	18%	24% 🔷
Tennis lessons and leagues	17%	19%
Youth art, dance and performing arts	17%	25% 🛖
Youth learn to swim programs	24%	24%
Preschool programs	14%	17%
Programs for people with disabilities	10%	11%
Special events	21%	65% 🛖

Q12a. Estimated Number of Households That Have a Need for Sports and Recreation Programs

by number of households, based on 22,147 households in the City of Auburn

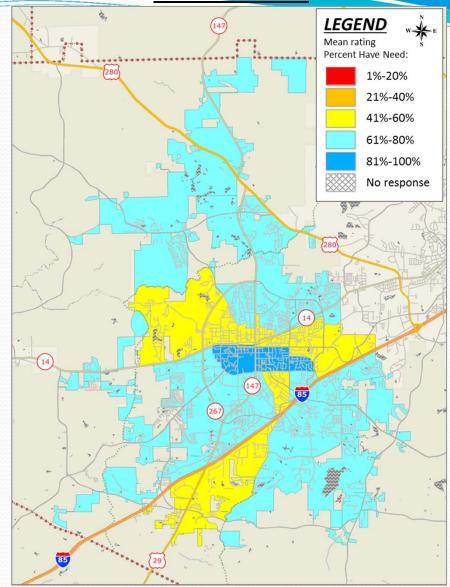


Q12R: Respondents Who Have a Need For Farmers' Market



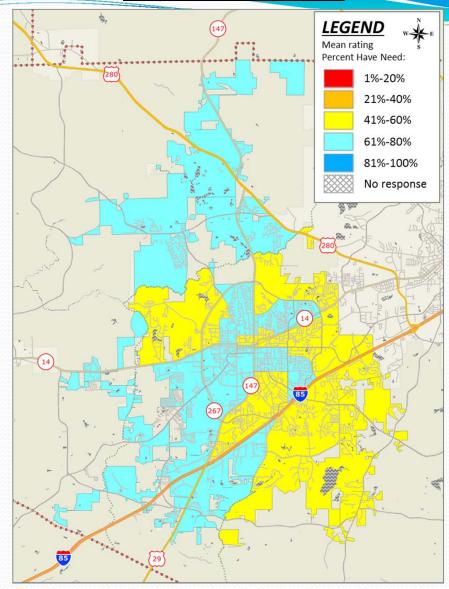
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Q12S: Respondents Who Have a Need For **Downtown Events**



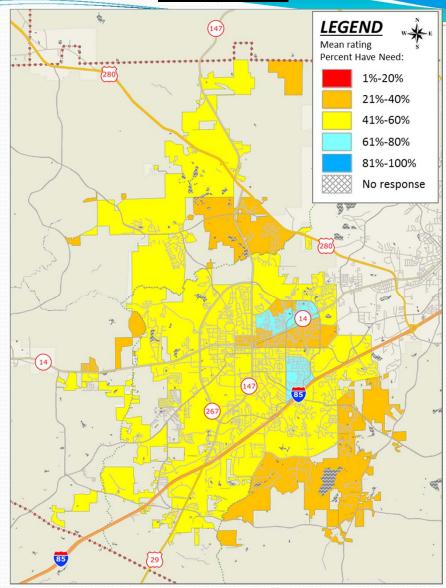
2015 Auburn Community Interest and Opinion Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12U: Respondents Who Have a Need For Large Community Events



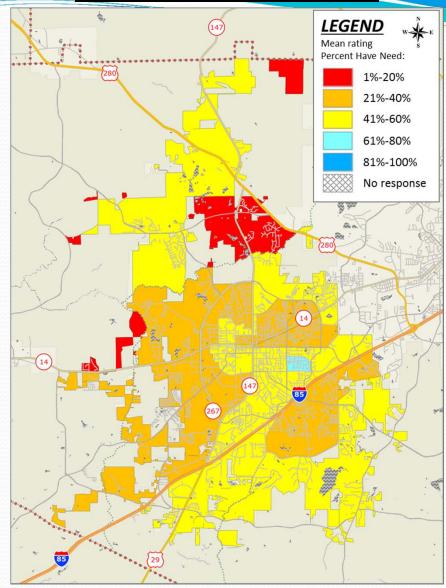
2015 Auburn Community Interest and Opinion Survey

Q12T: Respondents Who Have a Need For **Holiday Events**



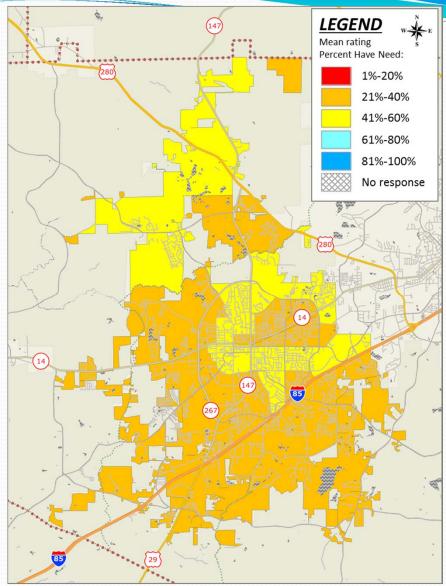
2015 Auburn Community Interest and Opinion Survey
Shading reflects the mean rating for all respondents by CBG (merged as needed)

Q12G: Respondents Who Have a Need For Adult Fitness & Wellness Programs



2015 Auburn Community Interest and Opinion Survey

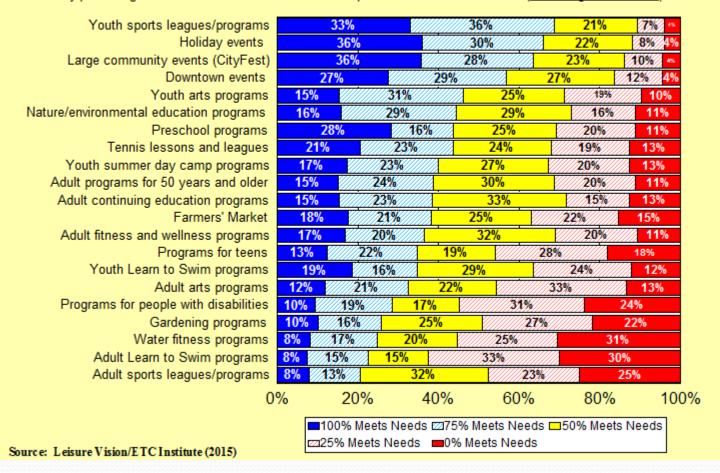
Q12O. Respondents Who Have a Need For Nature/Environmental Education Programs



2015 Auburn Community Interest and Opinion Survey

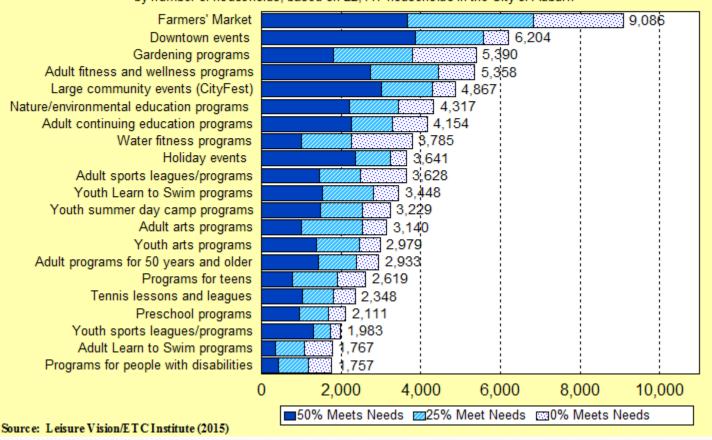
Q12b. How Well City of Auburn's Sports and Recreation Programs Meet the Needs of Households

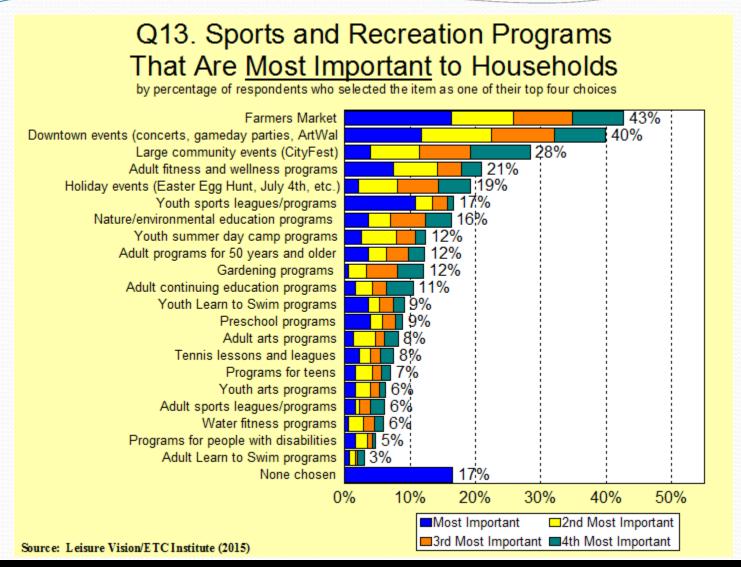
by percentage of households that have a need for sports and recreation facilities (excluding "don't know")



Q12c. Estimated Number of Households in the City of Auburn Whose Needs for Sports and Recreation Programs Are Only Being 50% Met or Less

by number of households, based on 22,147 households in the City of Auburn





83% Thought that at Least One Sports/Recreation Program Was Important to Their Household

	National Average	Auburn		
	9			
Recreation <u>programs</u> that are the most important to respondent households				
Special events ie. concerts, movies etc.	20%	40%		
Adult fitness and wellness programs Nature programs/environmental ed.	30% 13%	21% 		
Youth sports programs	15%	17%		
Youth summer camp programs	9%	12%		
Adult sports programs	10%	6%		
Adult art, dance and performing arts	9%	8%		
Water fitness programs	13%	6% 🖊		
Youth art, dance, performing arts	6%	6%		
Tennis lessons and leagues	7%	8%		
Preschool programs	8%	9%		
Programs for people with disabilities	4%	5%		
Youth learn to swim programs	13%	9%		

Priority Investment Rating (PIR) for Recreation/Sports PROGRAMS

<u>, </u>		- •	
Recreation/Sports Programs	Unmet Need	Importance	PIR
Farmers' Market	100.0	100.0	200.0
Downtown events	59.5	93.4	152.9
Large community events (CityFest)	47.1	66.5	113.6
Adult fitness and wellness programs	55.1	49.2	104.3
Gardening programs	61.7	28.3	90.0
Nature/environmental education programs	44.9	38.2	83.1
Holiday events	34.7	45.2	79.9
Adult continuing education programs	42.8	24.6	67.4
Youth summer day camp programs	34.4	29.0	63.5
Water fitness programs	46.0	14.1	60.0
Adult programs for 50 years and older	30.6	28.6	59.1
Youth sports leagues/programs	19.0	39.1	58.1
Youth Learn to Swim programs	36.6	21.3	57.9
Adult sports leagues/programs	40.9	14.3	55.2
Adult arts programs	34.9	19.2	54.1
Programs for teens	30.2	16.4	46.6
Youth arts programs	31.3	14.8	46.0
Preschool programs	22.5	20.8	43.3
Tennis lessons and leagues	25.4	17.6	42.9
Programs for people with disabilities	21.1	11.0	32.1
Adult Learn to Swim programs	21.8	7.0	28.8

High Priority: PIR=125+

Medium Priority: PIR=75-124

Lower Priority: PIR=0-74

Topic #6 Support for Parks, Recreation, and Cultural Investments

Q16. Level of Support for Various Improvements to Facilities

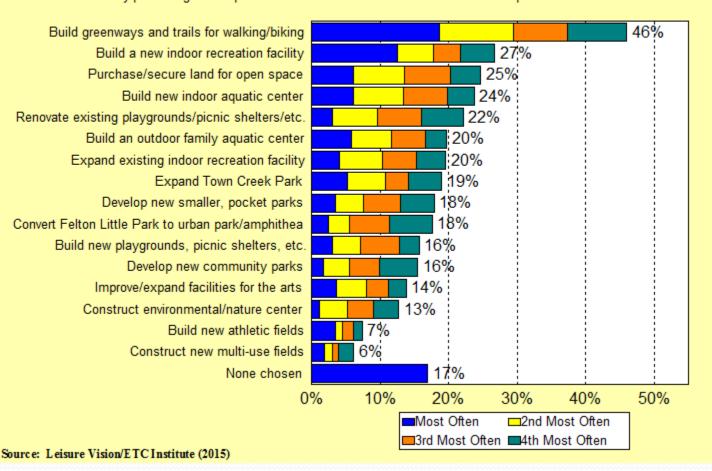
by percentage of households (excluding "don't know")

Build greenways and trails for walking/biking			59%			20%	14%	7%	
Renovate existing playgrounds/picnic shelters/etc.		37%		359	6///		22%	7%	
Expand existing indoor recreation facility		35% 26%			28%		11%		
Build a new indoor recreation facility	39%		21%		25%		15%		
Build new playgrounds, picnic shelters, etc.	26	%		33%		28%		12%	
Develop new community parks	32% 28%		28%		29%		11%		
Expand Town Creek Park	33% 26%			30%		11%			
Purchase/secure land for open space		39% 20%			28%		13%		
Develop new smaller, pocket parks	28	% 28%			28%		16%		
Build new indoor aquatic center		35% /19%//			29%		16%		
Construct environmental/nature center	27	27% 25%///			32%		16%		
Convert Felton Little Park to urban park/amphithea	269	26% 26%		35%			14%		
Build an outdoor family aquatic center	3	2%	19%		19% 31%			9%	
Improve/expand facilities for the arts	23%		26	26%		35%		16%	
Build new athletic fields	15%	20	%	38%		6		27%	
Construct new multi-use fields	14%	20%// 38%)					
0%	6	20%		40%	60%	8 6	80%	10	
			Suppo			at Suppor	tive		
Source: Leisure Vision/ETC Institute (2015)		□Not \$	Sure	⊠Not 9	Supp	ortive			

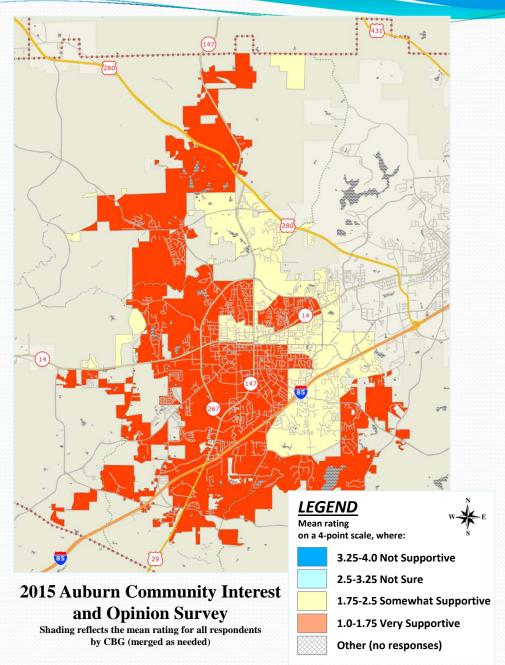
Strong Support for Building More Greenways/Trails for Walking/Biking

Q17. Improvements to Facilities That Are Most Important to Households

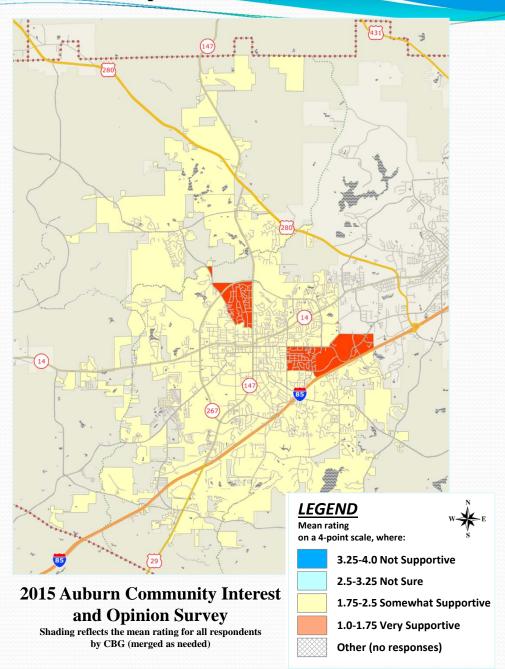
by percentage of respondents who selected the item as one of their top four choices



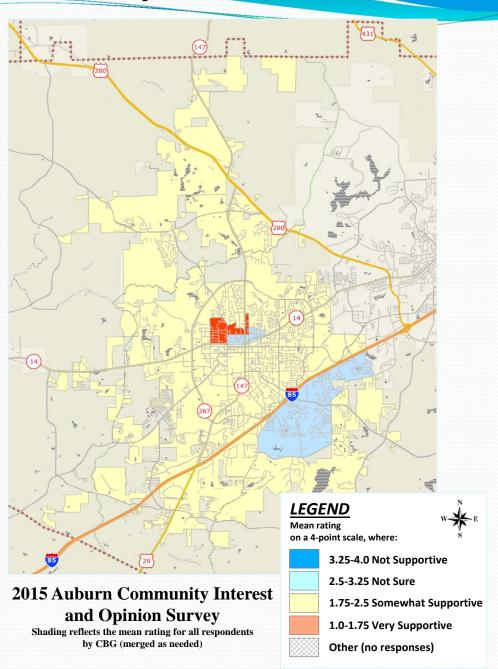
Q16O: Support for building greenways & trails for walking and biking that connect parks throughout the city



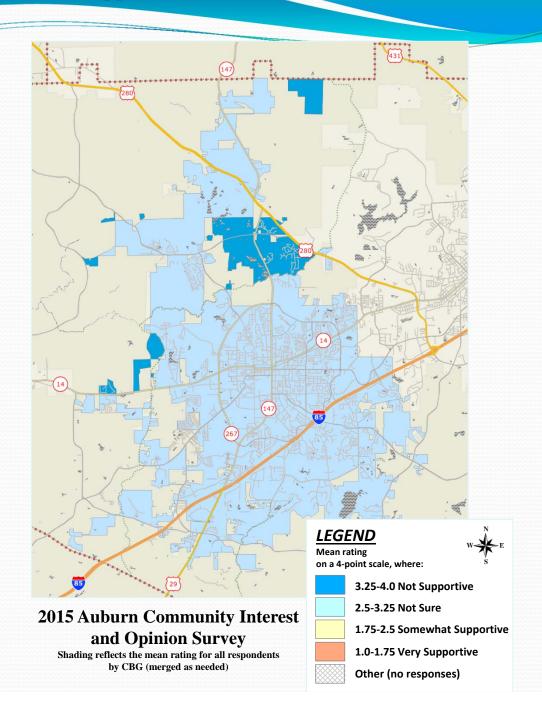
Q16I: Support for renovating existing playgrounds, picnic shelters, etc.



Q16H: Support for building new playgrounds, picnic shelters, etc.



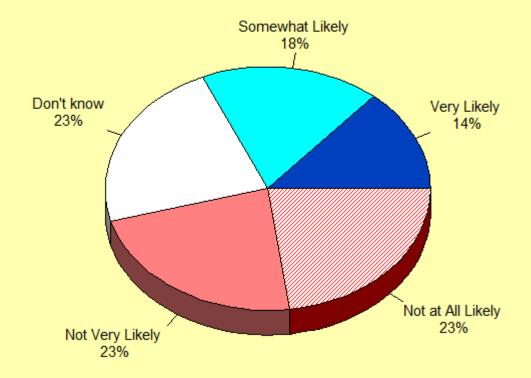
Q16F: Support for constructing new multi-use fields



OTHER FINDINGS

Q15. How Likely Households Would Be to Use Self-Service Kiosks for Library Materials

by percentage of respondents

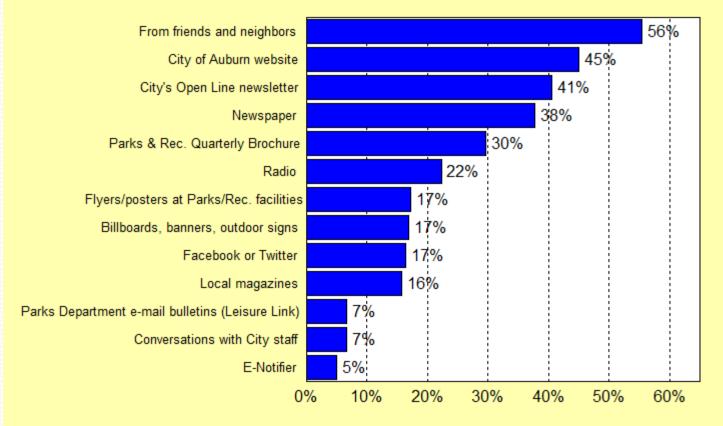


Source: Leisure Vision/ETC Institute (2015)

About 1/3 of Those Surveyed Would Consider Using Kiosks

Q19. ALL the Ways Households Learn About City of Auburn Parks, Recreation, Leisure and Cultural Programs/Activities

by percentage of respondents (multiple selections could be made)

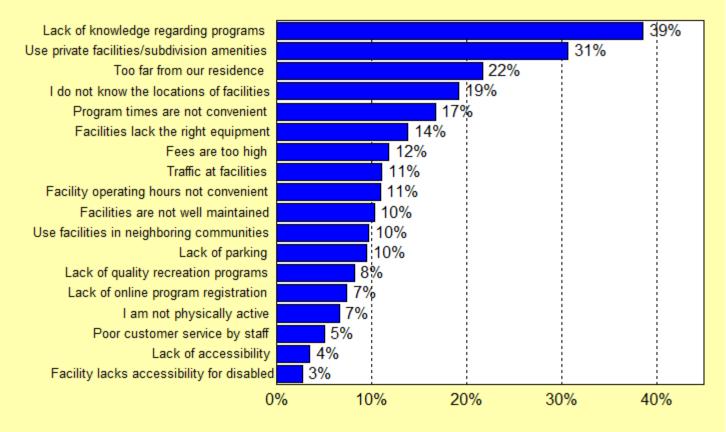


	National	
	Average	Auburn
Ways respondents learn about recreation programs and activities		
From friends and neighbors	41%	56% 🛖
City Website	20%	45% 🛖
Newspaper articles/advertisements	17%	38% 🔷
Social media (Facebook, Twitter, etc.)	6%	17% 🔷
Parks and Recreation Brochure	63%	30% 🖊
Conversations with Parks/Rec staff	6%	7%
Radio	11%	22% 🔷
Flyers	9%	17% 🛖
Newsletter	27%	41% 🛖

The City of Auburn Is Doing Better in Every Area EXCEPT ITS BROCHURE

Q18. Reasons That Prevent Households from Using Parks and Recreation Services More Often

by percentage of respondents (multiple selections could be made)



Source: Leisure Vision/ETC Institute (2015)

Lack of Awareness About City Programs is the Top Barrier to Usage

How Do We Integrate the Parks Survey with the City's Annual Survey?

2015 City of Auburn DirectionFinder Survey Importance-Satisfaction Assessment Matrix

-Major Categories of City Services-

(points on the graph show deviations from the mean importance and satisfaction ratings given by respondents to the survey)

mean importance



84

Source: ETC Institute (2015)

Summary/Conclusions

- Residents have a positive perception of City parks & recreational programs and facilities
- Overall usage of parks and recreation facilities is high, but the frequency of usage is not
- Top 2 Priorities for <u>Cultural facilities and programs</u>: Green space/natural areas and community gardens
- Top 2 Priorities for <u>Sports/Recreation FACILITIES</u>: Walking/biking trails and small neighborhood parks
- Top 2 Priorities for <u>Sports/Recreation PROGRAMS</u>: Farmers Market and Downtown events
- 3 Most Important <u>INDOOR</u> facilities: Indoor fitness and exercise facilities, indoor swimming pools/leisure pool, and weight room/cardiovascular equipment areas
- There is strong support for developing greenways and trails for walking and biking
- City should consider doing more to promote awareness of programs

Questions?

THANK YOU!!