## Georgetown Parks \& Recreation Master Plan Survey

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## Introduction a 1 N Mers

The purpose of this study was to gather community feedback on Georgetown parks and recreation facilities, amenities, programs, future planning, communication, and more.

This survey research effort and subsequent analysis were designed to assist Georgetown 3 Parks \& Recreation Department in developing a plan to reflect the community's needs and desires.

## Methodology

## Primary methods:

1 = Statistically Valid (Invitation Survey)
Mailed postcard and survey with an option to complete online through password protected website

2 = Open Link Survey
Online survey available to all residents of Georgetown

# 2,036 

## 3,840 Postcards \& Surveys Delivered



491 - Invitation Surveys Completed
+/- 4.4\%

Margin of Error

## Total Completed Surveys

## Weighting the Data

## 1

The underlying data from the invitation survey were weighted by population of parkland dedication zones, age, and ethnicity to ensure appropriate representation of Georgetown residents across different demographic cohorts in the sample.

Using U.S. Census Data, the population of parkland dedication zones, age and ethnicity distributions in the invite sample were adjusted to more closely match the actual population profile of Georgetown.

## Key Findings

## - Park \& Recreation users <br> Prior to the COVID-19 pandemic, nearly half of invite respondents in Georgetown used city parks at least a few

 times a month or more often. Trails, restrooms and open spaces are the most used amenities at parks and recreation facilities. Open Link respondents, although similar to the invite sample, are somewhat more frequent users of most facilities.
## COMMUNICATION

There is room for improvement to better leverage communication efforts and information dissemination about parks and recreation facilities and services to further create awareness in Georgetown. Over 30\% of invite respondents indicated that communication effectiveness is not effective with an average score of 2.9 (on a scale of 1 to 5).

## IMPORTANCE OF FACILITIES \& SERVICES

On a scale of 1 to 5 , with 5 being very important, resident households rated amenities at parks (4.4), trails and pathways (4.3), and parks and open spaces (4.2) as the most important facilities or amenities to their household. Fitness programs (3.4), adult recreation programs (3.2), and senior programs (3.2) rated as the most important programs and services.

## NEEDS MET FACILITIES \& SERVICES

In terms of facilities and services meeting the needs of the community, respondents feel that trails and pathways (4.0), amenities at parks (3.9), youth athletics (3.7) and senior programs (3.7) are meeting the needs the best. Skateboard parks and environmental programs rated lower for invite and open link respondents (3.2 and 3.1, respectively).

## Key Findings

## MivoN INCREASE USE

Improved communication about offerings, better lighting, and better maintenance are the top items that if addressed would increase parks and recreation usage for invite respondents. Open link respondents also said better lighting but indicated that having facilities closer to where they live would increase their use.


## TRANSPORTATION

A motor vehicle is the most used and preferred method of transportation to parks and recreation facilities.

## FUNDING SOURCES

Nearly three-quarters of invite respondents (73\%) would probably/definitely support more private/public partnerships as potential funding sources. Positive support for bond referendums for special projects also exists (59\%).

## Hon\% FUTURE FACILITY NEEDS

Respondents feel adding trails in neighborhood parks and/or connecting parks to city trail systems (4.2) and acquiring land for new parks in underserved areas (4.0) are the most important items to focus on for facilities and amenities in the future. Better maintenance follows at 3.8.

## FUTURE PROGRAM NEEDS

For programs and services, invite respondents rated more after school and summer programs (3.6) as the most important need for the future. More fitness/wellness/health programs was also important for both invite and open link respondents.


## FUTURE INDOOR RECREATION CENTER

Gymnasium amenities are the most important amenities for a new indoor recreation center. The top two amenities are fitness areas with weights and cardio equipment and group exercise rooms.


## Demographics



Demographic Proffle (Invite Sample)

## Georgetown Parkland Dedication Zones:

- Zone 1 -28\%
- Zone 2 - 36\%
- Zone 3 - $11 \%$
- Zone 4 - 24\%
- Don't know - 1\%

Average number of years living in Georgetown

$89 \%$ of respondents own their residence; 11\% rent

$10 \%$ of respondents have a need for ADA
accessible facilities and amenities
$47 \%$ of respondents own a dog

## Demographics

Respondent tenure in Georgetown.
Q: How long have you lived in Georgetown?


## Demographics

Household area location.
Q: Which Parkland Dedication Zone do you live in?

|  | Overall | Invite | Open |
| :---: | :---: | :---: | :---: |
| Zone 1: West of I-35/South of Williams Dr | 29\% | 28\% | 29\% |
| Zone 2: West of I-35/North of Williams Dr | 39\% | 36\% | 40\% |
| Zone 3: East of I-35/North of Hwy 29 | 11\% | 11\% | 12\% |
| Zone 4: East of I-35/South of Hwy 29 | 17\% | 24\% | 15\% |
| Don't know | 2\% | 1\% | 2\% |
| Other | 2\% | 0\% | 2\% |
| $\mathrm{n}=$ | 2,014 | 481 | 1,533 |



## Demographics

Household status.
Q: Which of these categories best applies to your household?


## Demographics

Respondent gender and age.
Q: Please indicate the gender with which you identify:


Q: What is your age?


## Demographics

Respondent age by Parkland Dedication Zones.
Q: What is your age?


## Demographics

Respondent ethnicity and race.
Q: Are you of Hispanic, Latino or Spanish origin?


Q: What race to you consider yourself to be? (Check all that apply)


## Demographics

Respondent voting status and home ownership.
Q: Are you a registered voter in Georgetown?


Q: Do you own or rent your residence in Georgetown?

|  | Overall |  | Invite | Open |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Own |  | 90\% |  |  | 90\% |
| Rent | 9\% |  | 11\% | 8\% |  |
| Other | 2\% |  | 0\% | 3\% |  |
| $\mathrm{n}=$ | 1,398 |  | 453 | 945 |  |

## Demographics

Household ADA needs and dog ownership.
Q: Does your household have a need for ADA-accessible (Americans with Disabilities) facilities and services?


Q: Do you or a member of your household own a dog?


## Demographics

Household income.
Q: Which of these categories best describes the total gross annual income of your household (before taxes)?



## Parks/Recreation Familiarity

Overall familiarity with Georgetown Parks \& Recreation is slightly better than average. $47 \%$ of the Invite Sample is familiar or very familiar with the parks, facilities, programs, and services offered by Georgetown Parks \& Recreation. In comparison, $59 \%$ of the open link sample are familiar or very familiar.

Q: How familiar is your household with the parks, facilities, programs, and services offered by Georgetown Parks \& Recreation?


## Program \& Facility Usage

Prior to the COVID-19 pandemic, nearly half (45\%) of invite respondents in Georgetown used city parks a few times a month or more often. Open Link respondents, although similar to the invite sample, are somewhat more frequent users of most facilities.
Q: How frequently have you and/or a member of your household used or participated in any of the following programs or facilities provided by Georgetown Parks \& Recreation?


## Amenities Usage

Trails, restrooms and open spaces are the most used amenities among both invite and open link respondents, followed by picnic tables, playscapes, and drinking fountains.

Q: Which of the following amenities does your household use when visiting Georgetown Parks \& Recreation facilities?
(Check all that apply)


## Amenities Usage by Parkland Dedication Zones

Q: Which of the following amenities does your household use when visiting Georgetown Parks \& Recreation facilities? (Check all that apply)

|  | Overall | Zone 1 | Zone 2 | Zone 3 | Zone 4 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Trails | 74\% | 78\% | 69\% | 84\% | 76\% |
| Restrooms | 73\% | 73\% | 70\% | 78\% | 79\% |
| Open space | 62\% | 60\% | 59\% | 75\% | 69\% |
| Picnic tables | 50\% | 48\% | 46\% | 60\% | 57\% |
| Playscapes | 39\% | 40\% | 32\% | 44\% | 54\% |
| Drinking fountains | 39\% | 35\% | 36\% | 49\% | 42\% |
| Swimming pools | 34\% | 36\% | 31\% | 37\% | 39\% |
| Exercise equipment | 32\% | 36\% | 26\% | 33\% | 35\% |
| Splash pads | 30\% | 30\% | 25\% | 29\% | 45\% |
| Dog park | 28\% | 26\% | 22\% | 42\% | 37\% |
| Pavilions | 25\% | 22\% | 21\% | 32\% | 32\% |
| Event space at San Gabriel Park | 20\% | 19\% | 20\% | 23\% | 20\% |
| Fishing areas | 19\% | 21\% | 15\% | 24\% | 24\% |
| Disc golf | 15\% | 14\% | 10\% | 22\% | 25\% |
| Basketball courts | 12\% | 14\% | 8\% | 18\% | 17\% |
| Pickleball courts | 12\% | 11\% | 16\% | 7\% | 6\% |
| Rectangle athletic fields (e.g., soccer, football) | 10\% | 12\% | 8\% | 14\% | 10\% |
| Tennis courts | 9\% | 9\% | 11\% | 11\% | 5\% |
| Diamond athletic fields (e.g., baseball, softball) | 7\% | 6\% | 7\% | 9\% | 11\% |
| Volleyball | 6\% | 7\% | 3\% | 13\% | 6\% |
| $\mathrm{n}=$ | 1,778 | 465 | 738 | 196 | 289 |

## Transportation Mode

A motor vehicle is the most typical form of transportation to parks and recreation facilities, followed by walking and/or running.

Q: When you and/or your household visit parks, community centers and/or recreation facilities, which mode(s) of transportation do you typically use? (Check all that apply)


## Preferred Transportation Mode

A motor vehicle is the most preferred mode of transportation.

Q: What is your preferred mode of transportation?


## Increase Usage

Invite respondents indicate that improved communication about offerings, better lighting, and better condition/maintenance would increase their use of parks and recreation facilities the most.

Q: What are the most important areas that, if addressed by Georgetown Parks \& Recreation, would increase your use of parks and recreation facilities? (Check all that apply)


## Increase Usage by Parkland Dedication Zones

Q: What are the most important areas that, if addressed by Georgetown Parks \& Recreation, would increase your use of parks and recreation facilities? (Check all that apply)


##  <br> Current Conditions



## Importance of Current Facilities and Amenities

Invite respondents rated amenities at parks (4.4), trails and pathways (4.3), and parks and open spaces (4.2) as the most important facilities or amenities to their household.
Q: How important are the following facilities and services to your household? (Facilities and Amenities) (Invite)

| Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  | $\square 5$-Very important |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 1 \& 2 |  | 4 \& 5 |  |  |  |
| Amenities at parks (picnic areas, restrooms, etc.) | 4.4 | 458 | 7\% |  | 10\% | 21\% | 63\% | 84\% |  |
| Trails and pathways | 4.3 | 451 | 9\% |  | 8\% | 21\% | 62\% | 84\% | 3 |
| Parks and open spaces | 4.2 | 447 | 8\% |  | 13\% | 21\% | 59\% | 80\% | 2 |
| Recreation centers | 3.6 | 438 | 19\% |  | 23\% | 24\% 35\% 59\% |  |  | 1-Not at all important |
| Aquatic facilities (pools, splash pads, etc.) | 3.3 | 442 | - $31 \%$ |  | 21\% | 17\% $30 \%$ 48\% |  |  |  |
| Community gardens | 3.1 | 443 | 33\% |  | 26\% | 23\% 18\% 41\% |  |  |  |
| Dog parks | 2.8 | 438 | 36\% | 45\% | 17\% | 10\% 20\% 38\% |  |  |  |
| Mountain bike trails | 2.7 | 436 | 34\% | 45\% | 22\% | 18\% 33\% |  |  |  |
| Rectangle athletic fields (soccer, football, etc.) | 2.4 | 428 | 42\% | 55\% | 21\% | 23\% |  |  |  |
| Diamond athletic fields (baseball, softball, etc.) | 2.2 | 432 | 45\% | 61\% | 20\% | 19\% |  |  |  |
| Tennis courts | 2.2 | 432 | 49\% | 61\% | 20\% | 19\% |  |  |  |
| Basketball courts | 2.2 | 432 | 50\% | 63\% | 17\% | 21\% |  |  |  |
| Disc Golf | 2.1 | 431 | 48\% | 17\% 65\% | 17\% | 18\% |  |  |  |
| Volleyball | 2.1 | 422 | 48\% | 15\% 63\% | 23\% | 14\% |  |  |  |
| Pickleball courts | 2.0 | 428 | 53\% | 16\% 69\% | 17\% | 14\% |  |  |  |
| Skateboard parks | 1.9 | 429 | 58\% |  | 18\% | 14\% |  |  | 0 |

## Importance of Current Facilities and Amenities

Open Link respondents rated trails and pathways (4.5), parks and open spaces (4.4), and amenities at parks (4.4) as the most important facilities or amenities to their household, the same top three as invite respondents but in a different order.

Q: How important are the following facilities and services to your household? (Facilities and Amenities) (Open Link)

| Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  | - 5-Very important |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 1 \& 2 |  | 4 \& 5 |  |  |
| Trails and pathways | 4.5 | 1,225 | 5\% |  | 7\% | 73\% | -88\% |  |
| Parks and open spaces | 4.4 | 1,230 | 4\% |  | 9\% | 24\% - 63\% | \% 87\% | 3 |
| Amenities at parks (picnic areas, restrooms, etc.) | 4.4 | 1,239 | 4\% |  | 12\% | 26\% - 58\% | \% 84\% | 2 |
| Recreation centers | 3.9 | 1,209 | 14\% |  | 22\% | 20\% 44\% | 64\% | 1-Not at all important |
| Aquatic facilities (pools, splash pads, etc.) | 3.5 | 1,218 | 25\% |  | 19\% | 19\% $37 \%$ - 56 | 56\% |  |
| Community gardens | 3.0 | 1,208 | 18\% 17\% 35\% |  | 28\% | 21\% 16\% 37\% |  |  |
| Mountain bike trails | 2.9 | 1,189 | 29\% | 41\% | 22\% | 21\% $37 \%$ |  |  |
| Dog parks | 2.8 | 1,200 | 32\% | 45\% | 21\% | 19\% 34\% |  |  |
| Rectangle athletic fields (soccer, football, etc.) | 2.5 | 1,179 | 35\% | 16\% 51\% | 23\% | 26\% |  |  |
| Pickleball courts | 2.3 | 1,192 |  | 16\% 60\% | 18\% | 16\% 22\% |  |  |
| Diamond athletic fields (baseball, softball, etc.) | 2.3 | 1,185 | 39\% | 19\% 58\% | 22\% | 20\% |  |  |
| Tennis courts | 2.3 | 1,180 | 41\% | 17\% 58\% | 22\% | 20\% |  |  |
| Disc Golf | 2.2 | 1,184 | 44\% | 18\% 63\% | 17\% | 20\% |  |  |
| Basketball courts | 2.1 | 1,190 | 45\% | 20\% 65\% | 17\% | 18\% |  |  |
| Volleyball | 2.1 | 1,181 | 45\% | 17\% 62\% | 23\% | 15\% |  |  |
| Skateboard parks | 1.9 | 1,188 | 55\% | 15\% 70\% | 18\% | 13\% |  |  |

## Importance of Current Facilities and Amenities

Q: How important are the following facilities and services to your household? (Facilities and Amenities)

|  | Overall | Zone 1 |  | Zone 2 |  | Zone 3 |  | Zone 4 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Trails and pathways | $\mathrm{n}=1,676 \quad 4.5$ | $\mathrm{n}=430$ | 4.6 | $\mathrm{n}=702$ | 4.3 | $\mathrm{n}=184$ | 4.7 | $\mathrm{n}=280$ | 4.5 |
| Parks and open spaces | $\mathrm{n}=1,677 \quad 4.4$ | $\mathrm{n}=434$ | 4.4 | $\mathrm{n}=701$ | 4.3 | $\mathrm{n}=185$ | 4.6 | $\mathrm{n}=276$ | 4.5 |
| Amenities at parks (picnic areas, restrooms, etc.) | $\mathrm{n}=1,697 \quad 4.4$ | $\mathrm{n}=433$ | 4.3 | $\mathrm{n}=715$ | 4.3 | $\mathrm{n}=188$ | 4.4 | $\mathrm{n}=278$ | 4.6 |
| Recreation centers | $\mathrm{n}=1,647$ 3.8 | $\mathrm{n}=428$ | 3.9 | $\mathrm{n}=682$ | 3.7 | $\mathrm{n}=185$ | 3.9 | $\mathrm{n}=275$ | 3.8 |
| Aquatic facilities (pools, splash pads, etc.) | $\mathrm{n}=1,660 \quad 3.5$ | $\mathrm{n}=429$ | 3.5 | $\mathrm{n}=688$ | 3.3 | $\mathrm{n}=185$ | 3.5 | $\mathrm{n}=278$ | 3.8 |
| Community gardens | $\mathrm{n}=1,651 \quad 3.0$ | $n=428$ | 3.0 | $\mathrm{n}=687$ | 2.9 | $\mathrm{n}=184$ | 3.4 | $\mathrm{n}=272$ | 3.1 |
| Mountain bike trails | $\mathrm{n}=1,625 \quad 2.8$ | $\mathrm{n}=420$ | 3.0 | $\mathrm{n}=670$ | 2.5 | $\mathrm{n}=185$ | 3.3 | $\mathrm{n}=274$ | 3.0 |
| Dog parks | $\mathrm{n}=1,638 \quad 2.8$ | $\mathrm{n}=427$ | 2.7 | $\mathrm{n}=672$ | 2.6 | $\mathrm{n}=184$ | 3.2 | $\mathrm{n}=276$ | 2.9 |
| Rectangle athletic fields (soccer, football, etc.) | n=1,607 2.5 | $\mathrm{n}=418$ | 2.6 | $\mathrm{n}=659$ | 2.3 | $\mathrm{n}=184$ | 2.6 | $\mathrm{n}=270$ | 2.7 |
| Diamond athletic fields (baseball, softball, etc.) | $\mathrm{n}=1,6172.3$ | $\mathrm{n}=422$ | 2.4 | $\mathrm{n}=661$ | 2.2 | $\mathrm{n}=181$ | 2.3 | $\mathrm{n}=275$ | 2.5 |
| Tennis courts | $\mathrm{n}=1,6122.3$ | $\mathrm{n}=425$ | 2.4 | $\mathrm{n}=660$ | 2.2 | $\mathrm{n}=181$ | 2.3 | $\mathrm{n}=271$ | 2.3 |
| Pickleball courts | $\mathrm{n}=1,6202.3$ | $\mathrm{n}=419$ | 2.2 | $\mathrm{n}=672$ | 2.4 | $\mathrm{n}=180$ | 2.0 | $\mathrm{n}=271$ | 2.0 |
| Disc Golf | $\mathrm{n}=1,6152.2$ | $\mathrm{n}=420$ | 2.2 | $\mathrm{n}=663$ | 2.0 | $\mathrm{n}=182$ | 2.4 | $\mathrm{n}=274$ | 2.4 |
| Basketball courts | $\mathrm{n}=1,6222.2$ | $\mathrm{n}=423$ | 2.2 | $\mathrm{n}=663$ | 2.0 | $\mathrm{n}=183$ | 2.4 | $\mathrm{n}=276$ | 2.3 |
| Volleyball | $\mathrm{n}=1,6032.1$ | $n=416$ | 2.2 | $\mathrm{n}=657$ | 1.9 | $\mathrm{n}=183$ | 2.4 | $\mathrm{n}=271$ | 2.2 |
| Skateboard parks | $\mathrm{n}=1,6111.9$ | $\mathrm{n}=422$ | 2.0 | $\mathrm{n}=660$ | 1.7 | $\mathrm{n}=184$ | 2.2 | $\mathrm{n}=274$ | 2.1 |

## Importance of Current Programs and Services

Invite respondents rated fitness programs (3.4), adult recreation programs (3.2), and senior programs (3.2) as the most important programs and services to their household.
Q: How important are the following facilities and services to your household? (Programs and Services) (Invite)


## Importance of Current Programs and Services

Open Link respondents rated fitness programs (3.6), adult recreation programs (3.4), and senior programs (3.3) as the most important programs and services to their household.

Q: How important are the following facilities and services to your household? (Programs and Services) (Open Link)

| Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $1 \& 2$ |  | 3 | 4 \& 5 |  |  |
| Fitness programs | 3.6 | 1,216 |  | 21\% | 22\% | 25\% | 33\% | - 58\% |
| Adult recreation programs | 3.4 | 1,209 | 14\% | 25\% | 24\% | 23\% | 28\% | 51\% |
| Senior programs | 3.3 | 1,231 | 20\% | 9\%30\% | 19\% | 19\% | 32\% | 52\% |
| Environmental programs | 3.2 | 1,202 | 16\% | 14\% 31\% | 27\% | 19\% | 24\% 4 | 42\% |
| Educational programs | 3.2 | 1,205 | 16\% | 3\% 28\% | 30\% | 22\% | 20\% 4 | 42\% |
| Adult athletic programs | 3.2 | 1,207 | 18\% | 13\% 31\% | 26\% | 20\% | 24\% 4 | 43\% |
| Special events | 3.2 | 1,193 | 15\% | 3\% 28\% | 32\% | 22\% | 19\% 41 | 41\% |
| Aquatic programs | 3.1 | 1,200 | 21\% | 13\% 34\% | 23\% | 18\% | 26\% 4 | 43\% |
| Youth athletics | 3.0 | 1,199 | 28\% | 10\% 38\% | 20\% | 16\% | 26\% 4 | 43\% |
| Youth recreation programs | 3.0 | 1,201 | 29\% | 9\% 38\% | 19\% | 17\% | 26\% 4 | 43\% |
| Youth camps | 2.9 | 1,192 | $31 \%$ | 41\% | 21\% | 14\% | 23\% 37\% | \% |
| Adaptive/special needs programs | 2.6 | 1,198 | 35 | \% 14\% 49\% | 21\% | 13\% | 17\% 30\% |  |

## Importance of Current Programs and Services

Current programs and services differ based on household location. Zone 4 rated youth programs and services more important than the other three zones.

Q: How important are the following facilities and services to your household? (Programs and Services)

|  | Overall |  | Zone 1 |  | Zone 2 |  | Zone 3 |  | Zone 4 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Fitness programs | $\mathrm{n}=1,657$ | 3.6 | $\mathrm{n}=425$ | 3.6 | $\mathrm{n}=691$ | 3.4 | $\mathrm{n}=186$ | 3.8 | $\mathrm{n}=274$ | 3.6 |
| Adult recreation programs | $\mathrm{n}=1,645$ | 3.3 | $\mathrm{n}=422$ | 3.4 | $\mathrm{n}=686$ | 3.3 | $\mathrm{n}=185$ | 3.5 | $\mathrm{n}=274$ | 3.3 |
| Adult athletic programs | $\mathrm{n}=1,640$ | 3.1 | $\mathrm{n}=421$ | 3.2 | $\mathrm{n}=679$ | 3.1 | $\mathrm{n}=184$ | 3.2 | $\mathrm{n}=277$ | 3.1 |
| Youth athletics | $\mathrm{n}=1,628$ | 3.0 | $\mathrm{n}=419$ | 3.0 | $\mathrm{n}=672$ | 2.8 | $\mathrm{n}=185$ | 3.0 | $\mathrm{n}=274$ | 3.4 |
| Youth recreation programs | $\mathrm{n}=1,627$ | 2.9 | $\mathrm{n}=420$ | 2.9 | $\mathrm{n}=672$ | 2.8 | $\mathrm{n}=184$ | 3.0 | $\mathrm{n}=271$ | 3.3 |
| Youth camps | $\mathrm{n}=1,620$ | 2.8 | $\mathrm{n}=414$ | 2.8 | $\mathrm{n}=670$ | 2.7 | $\mathrm{n}=186$ | 2.8 | $\mathrm{n}=271$ | 3.2 |

## Needs Met of Current Facilities and Amenities

Invite respondents rated trails and pathways (4.0) as meeting the needs for facilities and amenities the best. Community gardens and skateparks rated lowest at 3.2 and 3.1, respectively.
Q: How you think they are currently meeting the needs of the community (Facilities and Amenities) (Invite)


## Needs Met of Current Facilities and Amenities

Open Link respondents feel that amenities at parks are meeting the needs of the community the best. Pickleball and skateparks rated the lowest for meeting the needs of the community, with $40 \%$ and $42 \%$ indicating they are not meeting the needs of the community.
Q: How you think they are currently meeting the needs of the community (Facilities and Amenities) (Open Link)


## Needs Met of Current Programs and Services

Invite respondents rated youth athletics (3.7) and senior programs (3.7) as meeting the needs for programs and services the best. Environmental programs rated lowest at 3.2.
Q: How you think they are currently meeting the needs of the community (Programs and Services) (Invite)

| Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 1 \& 2 | 3 | 4 \& 5 |  |  |  |
| Youth athletics | 3.7 | 152 |  | 13\% | 29\% | 34\% | 23\% | 58\% | 5-Completely |
| Senior programs | 3.7 | 174 |  | 13\% | 31\% | 29\% | 26\% | 55\% | 1 $\square$ $\square$ |
| Youth recreation programs | 3.6 | 139 |  | 13\% | 32\% | 32\% | 23\% | 55\% | 1-Not at all |
| Fitness programs | 3.6 | 204 |  | 12\% | 33\% | 34\% | 21\% | 55\% |  |
| Adult athletic programs | 3.5 | 161 |  | 12\% | 35\% | 39\% | 14\% | 53\% |  |
| Adult recreation programs | 3.5 | 177 |  | 15\% | 36\% | 32\% | 17\% |  |  |
| Youth camps | 3.5 | 132 |  | 3\% 20\% | 32\% | 21\% | 27\% | 48\% |  |
| Special events | 3.5 | 162 |  | \% 16\% | 34\% | 31\% | 19\% |  |  |
| Aquatic programs | 3.4 | 171 |  | 8\% 23\% | 27\% | 31\% | 18\% | 49\% |  |
| Educational programs | 3.3 | 147 |  | 7\% 23\% | 34\% | 26\% | 17\% 43 |  |  |
| Adaptive/special needs programs | 3.3 | 106 |  | 19\% 27\% | 30\% | 22\% | 20\% 43 |  |  |
| Environmental programs | 3.2 | 135 | 12\% | 14\% 26\% | 32\% | 26\% | 16\% 42\% |  |  |

## Needs Met of Current Programs and Services

More than half of open Link respondents rated youth athletics, youth camps, youth recreation programs, and senior programs as completely or somewhat meeting the needs for programs and services.
Q: How you think they are currently meeting the needs of the community (Programs and Services) (Open Link)

| Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  |  | 5-Completely |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  | \& 2 | 3 | 4 \& 5 |  |  |  |
| Youth athletics | 3.5 | 464 | 14\% |  |  | 31\% | 36\% | 19\% | 55\% |  |
| Youth camps | 3.5 | 435 | \% 15\% |  |  | 31\% | 36\% | 18\% | 54\% |  |
| Youth recreation programs | 3.5 | 459 | 15\% |  |  | 32\% | 35\% | 18\% | 53\% | 1-Notat all |
| Senior programs | 3.5 | 505 | 17\% |  |  | 33\% | 32\% | 18\% | 50\% |  |
| Fitness programs | 3.5 | 620 | 11\% 14\% |  |  | 39\% | 32\% | 15\% 4 | 7\% |  |
| Special events | 3.3 | 463 | 11\% 16\% |  |  | 43\% | 29\% | 13\% 42\% |  |  |
| Adult recreation programs | 3.3 | 533 | 1\% 15\% |  |  | 44\% | 31\% | 10\% 42\% |  |  |
| Adult athletic programs | 3.3 | 473 | 12\% 18\% |  |  | 42\% | 29\% | 11\% 41\% |  |  |
| Aquatic programs | 3.3 | 518 | 16\% | (22\% |  | 36\% | 28\% | 14\% 42\% |  |  |
| Educational programs | 3.1 | 407 | 16\% 22\% |  |  | 45\% | 25\% | \% 33\% |  |  |
| Adaptive/special needs programs | 3.0 | 272 | 14\% | 20\% | 34\% | 33\% | 17\% -16 | 33\% |  |  |
| Environmental programs | 3.0 | 373 | 11\% | 24\% | 34\% | 34\% | 21\% | \% 32\% |  |  |

## Importance/Performance Matrix (Invite Sample)



## Importance/Performance Matrix (Invite Sample)



## Importance/Performance Matrix (Invite Sample)



## Importance/Performance Matrix (Invite Sample)



## Importance/Performance Matrix (Open Link)



## Importance/Performance Matrix (Open Link)



## Importance/Performance Matrix (Open Link)

[^0]
## Importance/Performance Matrix (Open Link)

## Average ImportancePerformance Matrix

High importance/
Low needs met
These are key areas for potential improvements. Improving these facilities/programs would likely positively affect the degree to which community needs are met overall.

These "niche" facilities/programs have a small but passionate following,
so measuring participation when planning for future improvements may prove to be valuable.

Low importance/

Low needs met

High importance/
High needs met
These amenities are important to most respondents and should be maintained in the future, but are less of a priority for improvements as needs are currently being adequately met.

Current levels of support appear to be adequate. Future discussions evaluating whether the resources supporting these facilities/programs outweigh the benefits may be constructive.

Low importance/
High needs met

## Average Importance/Performance Matrix ${ }_{\text {Inimesmeme) }}$

Invite Sample (Facilities \& Amenities)


## Average Importance/Performance Matrix ${ }_{\text {(nnve }}$ Sampe)

## Average Importance/Performance Matrix (opontine)

## Average Importance/Performance Matrix ${ }_{\text {(open Link) }}$

## Communication



## Communication Effectiveness

Nearly $30 \%$ of respondents rated communication about parks and recreation as not effective and $39 \%$ rated communication as effective. There is room for improvement to better leverage communication efforts and information dissemination about parks and recreation facilities and services to further create awareness.

Q: How effective is Georgetown Parks \& Recreation at reaching you with information on parks and recreation facilities, programs, and services?


## Communication Methods

Invite respondents receive information about parks and recreation from the Parks \& Recreation website, Community Impact, and word of mouth the most. The top two methods for receiving information for the open link respondents are the Parks \& Recreation website and the Parks \& Recreation email newsletter.

Q: How do you currently receive information on parks and recreation facilities, services, and programs? (Check all that apply)


## Communication Methods

The Parks \& Recreation email newsletter is the preferred method of communication about information on parks and recreation. With only $25 \%$ of invite respondents indicating they currently receive information about parks and recreation from the email newsletter and $33 \%$ indicating they prefer this method; efforts should be made to gather residents' emails to increase the share of residents who receive the newsletter.

Q: What is the preferred way for you to receive information on parks and recreation facilities, services, and programs?



## Future Needs: Facilities

Q: What are the most important needs for improvement in Georgetown Parks \& Recreation over the next 5 to 10 years? (Facilities)

| Rating Category | Sample | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  | - 5 - Very important |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 1 \& 2 | 3 | 4 \& 5 |  |
| Add trails in parks and/or connect parks to city trail systems | Invite | 4.2 | 401 | - $9 \%$ | 14\% | 21\% $57 \%$ 77\% |  |
|  | Open | 4.4 | 946 | \| $5 \%$ | 11\% | 19\% $65 \%$ 84\% |  |
| Acquiring land for new parks in underserved areas | Invite | 4.0 | 385 | 17\% | 14\% | 17\% 53\% 70\% |  |
|  | Open | 4.2 | 905 | -9\% | 14\% | 20\% $56 \%$ 76\% | 1- Not at all important |
| Better maintenance of existing parks and recreation facilities | Invite | 3.8 | 380 | 9\%11\% | 24\% | 33\% 32\% 65\% |  |
|  | Open | 4.0 | 912 | - 7\% | 26\% | 27\% - $40 \%$ 66\% |  |
| More (playgrounds, sports courts, etc.) at existing parks | Invite | 3.4 | 351 | 15\% 27\% | 21\% | 22\% 5 29\% $51 \%$ |  |
|  | Open | 3.5 | 842 | 22\% | 26\% | 26\% $\quad 27 \%$ 53\% |  |
| Develop a new recreation center | Invite | 3.2 | 358 | 19\% 30\% | 22\% | 24\% $23 \%$ 48\% |  |
|  | Open | 3.4 | 842 | 15\% 28\% | 21\% | 21\% 31\% 51\% |  |
| Developing outdoor event space | Invite | 3.3 | 374 | 16\% 26\% | 27\% | 26\% 22\% 48\% |  |
|  | Open | 3.3 | 863 | 16\% 27\% | 26\% | 24\% $\quad 23 \% \quad 47 \%$ |  |
| Develop a new indoor aquatic center | Invite | 3.2 | 365 | 20\% 33\% | 21\% | 19\% 27\% 46\% |  |
|  | Open | 3.2 | 839 | 21\% 16\% 37\% | 18\% | 30\% 45\% |  |
| Developing outdoor, artificial turf fields (soccer, football, etc.) | Invite | 2.6 | 336 | 27\% 22\% 49\% | 27\% | 24\% |  |
|  | Open | 2.5 | 778 | 31\% 21\% 52\% | 24\% | 24\% |  |
| More pickleball courts | Invite | 2.1 | 324 | 50\% 19\% 69\% | 15\% | 16\% |  |
|  | Open | 2.5 | 739 | 44\% 15\% 59\% | 13\% | 20\% 28\% |  |
| Developing more diamond fields | Invite | 2.4 | 327 | 31\% 24\% 56\% | 22\% | 22\% |  |
|  | Open | 2.2 | 736 | 37\% 22\% 60\% | 26\% | 14\% |  |

## Future Needs: Facilities by Average Rating

Q: What are the most important needs for improvement in Georgetown Parks \& Recreation over the next 5 to 10 years? (Facilities)


## Top 3 Future Needs: Facilities

Q: Which three facilities are the highest priorities to your household?


## Future Needs: Programs and Services

Q: What are the most important needs for improvement in Georgetown Parks \& Recreation over the next 5 to 10 years? (Programs and Services)


5 - Very important
4


- Not at all important


## Future Needs: Programs \& Services by Average Rating

Q: What are the most important needs for improvement in Georgetown Parks \& Recreation over the next 5 to 10 years? (Programs and Services)

|  | Overall |  | Invite |  | Open |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| More fitness/wellness/health programs | $\mathrm{n}=1,206$ | 3.6 | $\mathrm{n}=370$ | 3.5 | $\mathrm{n}=836$ | 3.7 |
| More senior programs | $\mathrm{n}=1,155$ | 3.4 | $\mathrm{n}=366$ | 3.4 | $\mathrm{n}=789$ | 3.5 |
| More adult programs | $\mathrm{n}=1,155$ | 3.4 | $\mathrm{n}=353$ | 3.3 | $\mathrm{n}=802$ | 3.5 |
| More teen and youth programs | $\mathrm{n}=1,064$ | 3.4 | $\mathrm{n}=334$ | 3.4 | $\mathrm{n}=730$ | 3.4 |
| Additional after-school and summer programs | $\mathrm{n}=1,021$ | 3.4 | $\mathrm{n}=318$ | 3.6 | $\mathrm{n}=703$ | 3.3 |
| More special events | $\mathrm{n}=1,037$ | 3.1 | $\mathrm{n}=322$ | 3.2 | $\mathrm{n}=715$ | 3.1 |

## Top 3 Future Needs: Programs \& Services

Q: Which three programs and services are the highest priorities to your household?


## Future Indoor Recreation Center (Invite sample)

Q: How important are each of the following amenities and/or programs at an indoor recreation center/aquatics facility? (Invite)

| Question | Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 1 \& 2 |  | 3 | 4 \& 5 |  |  |
| (Aquatics) | Family changing areas | 3.5 | 357 | 17\% | 25\% | 17\% | 21\% | 36\% | 57\% |
|  | Warm water activity pool (play features, slides, etc.) | 3.3 | 358 | 21\% | 30\% | 16\% | $23{ }^{\circ}$ | 31\% | 54\% |
|  | Warm water therapy pool | 3.3 | 355 | 18\% | 34\% | 17\% | 21 | 28\% | 49\% |
|  | Competitive lap swimming | 2.5 | 336 | 419 | - 56\% | 14\% |  | 7\% 30\% |  |
| (Gymnasium) | Fitness area (free/circuit weights, cardio, etc.) | 3.9 | 262 | 17\% |  | 15\% | 199 | 49\% | - 68\% |
|  | Group exercise room(s) (aerobic, dance, yoga, etc.) | 3.7 | 378 | 23\% |  | 14\% | $22 \%$ | 40\% | - 62\% |
|  | Indoor running track | 3.3 | 374 | 18\% | 29\% | 19\% | $21 \%$ | 31\% | 52\% |
|  | Multi-activity gym (pickleball, basketball, etc.) | 3.3 | 362 | 18\% | 30\% | 22\% | 20\% | 29\% | 49\% |
| (Youth) | Youth after-school activities/classroom area | 3.3 | 333 | 22\% | 33\% | 16\% | 20\% | 31\% | 51\% |
|  | Drop-in child watch areas | 3.2 | 319 | 27\% | 35\% | 19\% |  | 34\% | 47\% |
|  | Indoor playground | 3.2 | 326 | 24\% | 32\% | 22\% | 198 | 27\% | 46\% |
|  | Game area | 3.1 | 317 | 25\% | 37\% | 15\% | 24\% | 24\% | 48\% |
| (Other) | Dedicated senior activity space | 3.4 | 380 | 17\% | 28\% | 22\% | 20\% | 30\% | 50\% |
|  | Multi-purpose spaces | 3.3 | 366 |  | 26\% | 27\% | 23 | 24\% | 47\% |
|  | Community meeting rooms/classrooms | 3.3 | 368 |  | 27\% | 27\% |  | 21\% | 47\% |
|  | Event spaces/party rooms | 3.2 | 362 |  | 30\% | 29\% | 20\% | 20\% 4 | 1\% |

- Very important
- Not at all important


## Future Indoor Recreation Center (Open Link Sample)

Q: How important are each of the following amenities and/or programs at an indoor recreation center/aquatics facility? (Open)

| Question | Rating Category | Avg. | $\mathrm{n}=$ | Percent Responding: |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  | 1 \& 2 | 3 |  | 4 \& |  |
| (Aquatics) | Family changing areas | 3.4 | 774 | 20\% | 28\% | 19\% | 18\% | 36\% | 53\% |
|  | Warm water therapy pool | 3.3 | 790 | 19\% | 31\% | 20\% | 21. | 29\% 4 | 49\% |
|  | Warm water activity pool (play features, slides, etc.) | 3.3 | 780 | 22\% | 32\% | 19\% | 20\% | 29\% 5 | 50\% |
|  | Competitive lap swimming | 2.7 | 754 | 36\% | 49\% | 17\% | 21\% 34\% |  |  |
| (Gymnasium) | Fitness area (free/circuit weights, cardio, etc.) | 4.0 | 856 | 13\% |  | 15\% | 22\% | 50\% | 72\% |
|  | Group exercise room(s) (aerobic, dance, yoga, etc.) | 3.8 | 843 | 17\% |  | 16\% | 24\% | 43\% | 67\% |
|  | Multi-activity gym (pickleball, basketball, etc.) | 3.6 | 823 | 23\% |  | 20\% | 20 | 37\% | 57\% |
|  | Indoor running track | 3.5 | 839 | 26\% |  | 19\% | 21\% | 34\% | 55\% |
| (Youth) | Youth after-school activities/classroom area | 3.3 | 726 | 21\% | 30\% | 18\% |  | 32\% 5 | 52\% |
|  | Drop-in child watch areas | 3.1 | 705 | 29\% | 39\% | 16\% | 28\% 45\% |  |  |
|  | Game area | 3.0 | 717 | 25\% | 35\% | 23\% |  | 19\% 41\% |  |
|  | Indoor playground | 3.0 | 730 | 27\% | 39\% | 19\% | 21\% | 21\% 42 |  |
| (Other) | Dedicated senior activity space | 3.4 | 799 | 26\% |  | 20\% |  | 32\% | 55\% |
|  | Multi-purpose spaces | 3.3 | 805 | $22 \%$ |  | 31\% |  | 20\% 4 | 7\% |
|  | Community meeting rooms/classrooms | 3.2 | 800 | 27\% |  | 30\% |  | 19\% 43 |  |
|  | Event spaces/party rooms | 2.9 | 780 | 18\% | 35\% | 33\% |  | 33\% |  |

5-Very important

- Not at all important


## Future Indoor Recreation Center by Average Rating

Q: How important are each of the following amenities and/or programs at an indoor recreation center/aquatics facility?

|  |  | Overall |  | Invite |  | Open |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| (Aquatics) | Family changing areas | $\mathrm{n}=1,131$ | 3.4 | $\mathrm{n}=357$ | 3.5 | $\mathrm{n}=774$ | 3.4 |
|  | Warm water activity pool (play features, slides, etc.) | $\mathrm{n}=1,138$ | 3.3 | $\mathrm{n}=358$ | 3.3 | $\mathrm{n}=780$ | 3.3 |
|  | Warm water therapy pool | $\mathrm{n}=1,145$ | 3.3 | $\mathrm{n}=355$ | 3.3 | $\mathrm{n}=790$ | 3.3 |
|  | Competitive lap swimming | $\mathrm{n}=1,090$ | 2.6 | $\mathrm{n}=336$ | 2.5 | $\mathrm{n}=754$ | 2.7 |
| (Gymnasium) | Fitness area (free/circuit weights, cardio, etc.) | $\mathrm{n}=1,118$ | 4.0 | $\mathrm{n}=262$ | 3.9 | $\mathrm{n}=856$ | 4.0 |
|  | Group exercise room(s) (aerobic, dance, yoga, etc.) | $\mathrm{n}=1,221$ | 3.8 | n=378 | 3.7 | $\mathrm{n}=843$ | 3.8 |
|  | Multi-activity gym (pickleball, basketball, etc.) | $\mathrm{n}=1,185$ | 3.5 | $\mathrm{n}=362$ | 3.3 | $\mathrm{n}=823$ | 3.6 |
|  | Indoor running track | $\mathrm{n}=1,213$ | 3.4 | $\mathrm{n}=374$ | 3.3 | $\mathrm{n}=839$ | 3.5 |
| (Youth) | Youth after-school activities/classroom area | $\mathrm{n}=1,059$ | 3.3 | n=333 | 3.3 | $\mathrm{n}=726$ | 3.3 |
|  | Drop-in child watch areas | $\mathrm{n}=1,024$ | 3.1 | $\mathrm{n}=319$ | 3.2 | $\mathrm{n}=705$ | 3.1 |
|  | Game area | $\mathrm{n}=1,034$ | 3.0 | $\mathrm{n}=317$ | 3.1 | $\mathrm{n}=717$ | 3.0 |
|  | Indoor playground | $\mathrm{n}=1,056$ | 3.0 | $\mathrm{n}=326$ | 3.2 | $\mathrm{n}=730$ | 3.0 |
| (Other) | Dedicated senior activity space | $\mathrm{n}=1,179$ | 3.4 | $\mathrm{n}=380$ | 3.4 | $\mathrm{n}=799$ | 3.4 |
|  | Multi-purpose spaces | $\mathrm{n}=1,171$ | 3.3 | $\mathrm{n}=366$ | 3.3 | n=805 | 3.3 |
|  | Community meeting rooms/classrooms | $\mathrm{n}=1,168$ | 3.2 | $\mathrm{n}=368$ | 3.3 | $\mathrm{n}=800$ | 3.2 |
|  | Event spaces/party rooms | $\mathrm{n}=1,142$ | 3.0 | $\mathrm{n}=362$ | 3.2 | $\mathrm{n}=780$ | 2.9 |




## Increased User Fee Impacts

An increase in user fees would somewhat limit participation for $45 \%$ of invite respondents and significantly limit participation for another 13\%.

Q: If fee adjustments were made for Georgetown Parks \& Recreation programs and facilities (due to increasing costs to maintain quality programs, services, or facilities), which of the following best describes the potential impact, if any, that fee increases would have on your current level of participation?


## User Fee Impacts by Parkland Dedication Zones

An increase in user fees would affect residents living in Zones 3 \& 4 more than those who live in Zone $1 \& 2$.

Q: If fee adjustments were made for Georgetown Parks \& Recreation programs and facilities (due to increasing costs to maintain quality programs, services, or facilities), which of the following best describes the potential impact, if any, that fee increases would have on your current level of participation?


## Funding Support

Nearly three-quarters of respondents probably or would definitely support more private/public partnerships as potential funding sources. Positive support for bond referendums for specific projects also exists among invite and open link respondents. An increase in user fees is less supported; however, it still has positive support.

Q: Please indicate how strongly you support a moderate increase of each of the following potential funding sources.


## Funding Support by Parkland Dedication Zones






[^0]:    Open Sample (Facilities \& Amenities)
    

