



Monthly Report

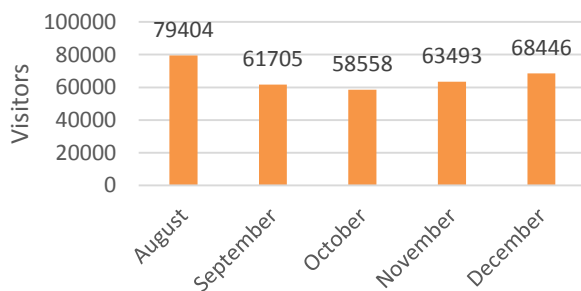
Department Overview

- **Queens Univ. and Park and Recreation partnering for Youth:** P&R, in partnership with Queens Univ. of Charlotte's Men's Basketball Team, hosted a free youth basketball coach and player clinic. Queens' staff and players taught basketball and life skills, including a discussion with Head Coach Bart Lundy on common issues coaches face. The end of the clinic Queens provide logoed basketballs to over 108 players in attendance to practice their skills at home. Over 1,600 kids are in the Jr. Hornet's program at this time.
- **Winter Wonderland & New Years at Noon:** 120 teens and young adults who have disabilities attended the winter wonderland dance Dec. 19, and on Dec. 31 fifty seniors brought in the New Year's twelve hours early at Bette Rae Thomas Rec Center with dancing and a toast. Events such as these create memories while providing physical activity and decreasing isolationism.
- **Aquatic Highlights:** Seven swim meets were held at the Aquatic Center for 983 swimmers and Ray's Splash Planet hosted the ever popular annual Swim With Santa special event with nearly 100 attending.
- **Mecklenburg County Sportsplex** hosted the Queen City 3 vs. 3 Holiday Cup World Cup Youth Soccer tournament with 44 teams ages 5-14 years old. Teams traveled from North & South Carolina.

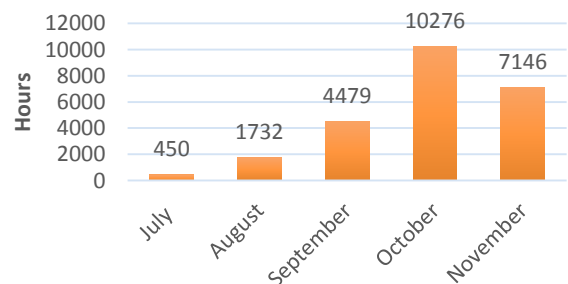
Key Performance Indicators

In December the department offered 756 programs for 15,844 participants. In addition, the department hosted 8 special events and/or athletic tournaments for approximately 31,700 participants and spectators. The department received 1,075 customer satisfaction surveys related to facilities and programs with a 98% overall satisfaction rate.

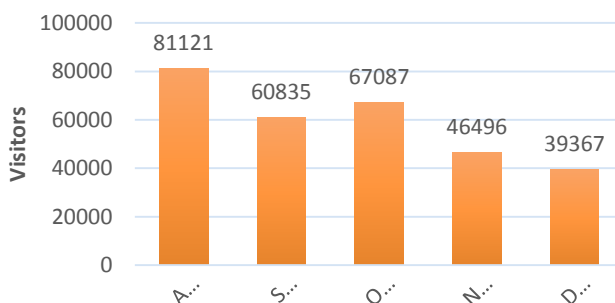
Centers Visitation



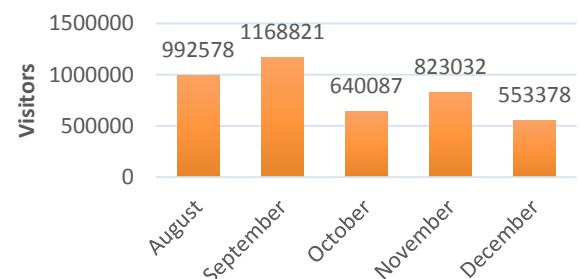
Volunteer Hours



Nature Preserve Visitation



Park Visitation





Context for Key Performance Indicators

- Centers Visitation includes Recreation Centers, Nature Centers, and Senior Centers.
- Volunteer Hours spike in October due to Newtown Memorial playground build at Park Road Park.
- Nature Preserve Visitation is for five preserves.
- Park Visitation does not include visitation from some of the most popular and heavily trafficked facilities such as any Greenway or walk-in venues such as Romare Bearden Park. Currently the department does not have the means to track visitation at these sites. However, we do know through detailed surveys that 74% of households utilize the parks, greenways, preserves and facilities, and that the parks experience