

10.05 - Program and Service Statistics

Standard: The agency shall collect and analyze statistics on its programs and services for evaluation and future program and service development.

Suggested Evidence of Compliance: Provide examples of statistics collected, describe the frequency of updates, and describe how the agency makes use of the information.

Informational reference in the *Management of Park and Recreation Agencies*, (2010), 3rd Ed., Chapter 11 – Physical Resource Planning, pp. 226-227; Chapter 15 – Public Relations, Marketing, and Customer Service, pp. 370-372; Chapter 23 – Evaluation and Action Research, pp. 660-663.

Agency Evidence of Compliance:

DPRAC 5.4.1 - Maintaining Statistics for Recreational Needs & 5.4.2 - Evaluation of Services & Information Reporting

Agency Self Assessment: MET
