



PRCS Dept. Commission & Committees



Overview



THE DEPARTMENT

Is responsible for providing recreational, wellness and park-related services as well as facilitating the delivery of selected senior and social services to assist in the health and well-being of our community.

THE ADMINISTRATIVE DIVISION

Coordinates the activities of the fourteen general fund budget categories, four grant-supported categories, and currently administers two capital improvement grants.



Administration

Winter / Spring 2016 Survey



PROGRAM AREAS SURVEYED

- Recreation Programs
- Adult Softball League
- Adult Basketball League
- Senior Center Programs & Classes
- Senior Center Nutrition Program
- Disabilities Programs
- Volunteer Program
- The Municipal Plunge
- Vets Complex Rental Operations

*Almost 700 surveys were returned.
Not all users answered all questions.*

Customer Satisfaction

Winter / Spring 2016 Survey

RESPONSE BY AGE GROUP*

Category	Tally	%
12 and Under	3	0.5%
13 – 17	23	4.5%
18 – 34	49	10%
35 – 49	62	13%
50 – 64	74	15%
65 and Above	281	57%

** Not all respondents noted their age.*



Customer Satisfaction

Percentage of Responses Rated as “Strongly Agree” or “Agree”



City staff is knowledgeable, professional & courteous	97%
It is easy to register for classes & programs	97%
Programs and classes are offered at convenient times	96%
Facilities are clean & in good repair	92%
Programs offered are excellent quality & provide a safe environment	97%
Fees for registration, programs or facility rentals are fair & affordable	96%



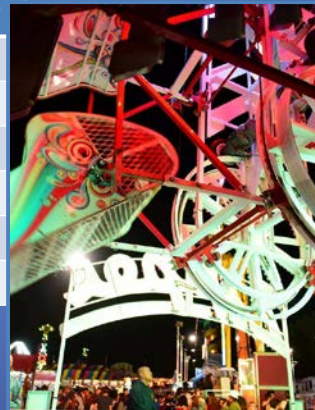
Winter / Spring 2016 Survey

Winter / Spring 2016 Survey

Overall, I feel the Programs and Facilities Offered by Culver City are:

Category	Tally	%
Outstanding	253	71%
Good	95	26%
Fair	0	0%
Need Improvement	8	2.5%
Poor	1	0.5%

The level of satisfaction rated as “Strongly Agree / Agree” or “Outstanding / Good was 95%.



Customer Satisfaction

