



F R O M	Name & Title	 Reginald Moore Executive Director	CITY OF BALTIMORE MEMO	
	Agency Name & Address	Baltimore City Department of Recreation & Parks 3001 East Drive, Baltimore, Maryland (MD) 21217		
	Subject:	City Council Bill 21-0082R Investigative Hearing - What is the State of Stat?		

DATE: Tuesday, March 15, 2022

TO: The Honorable City Council President Nick Mosby
Members of the City Council
City Hall
100 North Holliday Street

Baltimore City Recreation & Parks (BCRP) has been assigned City Council Bill #21-0082R. We have been asked to discuss the current state of data collection, evaluation, and how Baltimore City Recreation & Parks utilizes that information regarding performance management.

BCRP has different data pools used to manage the disparate areas of Recreation & Parks: Capital Development, Recreation, and Parks, including the division of Forestry.

Capital Development

BCRP is undergoing an agency wide inventory of all our park assets. This asset inventory will allow our agency to better handle maintenance requests, forecast asset repair/replacement costs, and improve our overall operational effectiveness. Capital has engaged an outside consultant to assist with the data collection and anticipates field work to begin this Spring.

Additionally, an in-house recreation center inventory is underway. Capital seeks to combine data obtained from CivicRec and in person center evaluations to assess the condition, service area, and amenities that each recreation center might provide.

Currently, we are using the data we have on hand to identify underserved areas that are in the most need to BCRP resources. Capital has performed broad level equity analyses, statistical regression models and spatial regression models to better understand the relationships between parks and the demographics and health of Baltimore City residents. With an updated asset inventory, that contains precise locations and in depth descriptives, we will be able to further our understanding of our agency's reach or lack thereof at a finer scale and pinpoint nuances in our service gaps that were formerly undetectable.

Recreation

The BCRP Recreation Division uses the CivicRec Recreation Management System to track facility attendance, program registrations, reservations, and revenues. These data points are used to evaluate overall service delivery within Recreation and Parks. User demographic data is further analyzed to understand the reach of our programs and facilities so that we may better address gaps in service.

Parks

In 2017 the BCRP Urban Forestry Division adopted Cityworks as the work management system for workflow management and performance tracking. This system was decided upon for its ability to track work completed on individual assets geographically, in this case trees. Cityworks allows our urban foresters to link work

orders to individual trees in our digital inventory using tablets in the field. Information on who the work is assigned to, when it was assigned, when it was completed, and quality assurance inspection data are all tracked in Cityworks. GIS asset data in the tree inventory is updated when the work order is closed based on work performed. This applies to both reactive and proactive tree maintenance work.

Performance is monitored through monthly reports on number of SRs received/Work Orders created and work completed/SRs closed. All tree maintenance work is checked for quality before the SR is closed. During a storm our Cityworks storm response dashboard allows us to prioritize work by seeing where streets have been blocked, and where property has been damaged. All of this is managed in the same Cityworks system.

Conclusion

Baltimore City Recreation & Parks understands the importance of data driven decision making and we will continually evaluate our data collection processes.

Therefore, Baltimore City Recreation & Parks has **no objection** to this resolution and BCRP staff will be on hand to participate in this hearing.

If you need any additional information, please contact Jenny Morgan: jmorgan@baltimorecity.gov