

Focus Group Questions

- 1) How long have you been a resident of Maitland?
_____ <5 years
_____ 5-9 years
_____ 10-19 years
_____ 20+ years
_____ Not a resident but use programs / facilities
- 2) What are the strengths of the Parks and Recreation Department that should be continued over the next several years?
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- 3) Conversely, what are the major weaknesses that need to be addressed through the Parks and Recreation Master Plan?
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- 4) How satisfied are you with the quality of current programs offered? Why?
5 Excellent - 4 Very Good – 3 Good – 2 Fair – 1 Poor
- 5) What additional programs or activities do you feel the Department should offer that are currently not available?
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- 6) How satisfied are you with the overall quality of the existing park and recreation facilities provided by the Maitland Parks and Recreation Department? Why?
5 Excellent - 4 Very Good – 3 Good – 2 Fair – 1 Poor
- 7) How would you rate the overall level of maintenance at the facilities owned or operated by the Department? Please identify the location and specifics of any maintenance concerns.
5 Excellent - 4 Very Good – 3 Good – 2 Fair – 1 Poor
- 8) What improvements are needed at existing facilities? Where are these improvements needed?
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- 9) Are there any portions of the community that are underserved? Please explain (i.e., where and what type of amenities are needed, what market segment needs more attention, etc.).
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- 10) What additional park and recreation facilities would you like to see the community provide?
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- 11) Are there any facilities and/or programs currently available that should be eliminated? If so, which ones and why?
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- 12) How would you rate the quality of customer service provided by the Parks and Recreation staff? Please elaborate. 5 Excellent - 4 Very Good – 3 Good – 2 Fair – 1 Poor
- 13) How effective is the Department in seeking feedback from the community and users on improving its performance? 5 Excellent - 4 Very Good – 3 Good – 2 Fair – 1 Poor
- 14) The Parks and Recreation Department’s programs and facilities are currently funded through a combination of revenue sources, including General Fund, User Fees, Impact Fees, and Partnerships. Do you think this is an appropriate way to fund the department?
- Yes: ____ No: ____ Do Not Know: ____
- 15) Who are the key partners and stakeholders in the community with regards to assisting with the implementation of this plan? .
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- 16) What are the key issues and values in the Maitland community that need to be considered while developing this Master Plan?
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- 17) Are there any political sensitivities we should be aware of that could impact the success of the city’s planning efforts?
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- 18) During the next 5-10 years, what are the top priorities for the Parks and Recreation Department?
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