The Park District works to continuously address the needs of the community and improve the quality of services, parks, and facilities without relying solely on taxes to support these efforts. In 2017, percent of non-tax revenue was fairly consistent with the previous year at 49%.

The number of people served through program sales and registrations reflects our mission and drives our ability to meet our goal of increasing the percentage of non-tax revenue to a ratio of 50/50 by 2020. Pass sales have grown 5.9% while registration have grown 13.4%.

The Park District strives to have satisfied customers and patrons in their parks. Parks and Facilities satisfaction scores are up 9.7% and program satisfaction scores are up 3.7%.

**Includes quarter 3 data compared over previous years unless otherwise stated**
The Park District strives to serve all age groups in Oak Park. Teens, seniors, and infants/preK are equal to last year's numbers while youth and adults are up 2% and 1% respectively.

The Park District strives to utilize volunteers to minimize the costs of additional staff time. Volunteer hours are down 7.7% from last year. The primary reason is we did not hold a Conservatory auction this year and a large amount of the hours came from this event.

The Park District measures overall quality of internal and external training opportunities to gauge staff satisfaction with offerings. Satisfaction is down 4.6% from last year. At this time, staff is evaluating the responses to make training decisions for 2019.