

New Bern Parks and Recreation

PUBLIC EDUCATION ON ORDINANCES, RULES AND REGULATIONS

To keep the citizens and visitors informed of the Ordinances, Rules and Regulations that affect the operation of Parks, Special Use facilities, Programs, and Special Events, the following steps are taken:

1. A link to the Parks & Recreation Ordinances are posted on the parks and recreation website.
2. All Parks have general rules and regulations posted at the entrance or main gathering areas.
3. Hours of Operation signage is posted at each park.
4. Special Use Facilities such as the Splash Pad, Aquatic Center, and Recreation Center will have detailed rules and regulations posted.
5. All Playgrounds have rules and regulations posted.
6. All park shelters have rules and regulations posted.
7. All Reservation Forms including, but not limited to: Ball field reservation, Park reservation, Room Rental, Shelter reservation, Special Event, Youth and Adult Sport registration, General Program or Activity registration include general rules and regulations pertaining to the program.

PROMOTING CITIZEN REPORTS OF SAFETY AND RISK MANAGEMENT PROBLEMS

New Bern Parks and Recreation partners with the New Bern Police Department and Neighborhood Community Watch programs that are adjacent to city parks. The Department also offers a Park Watch program. This program is designed to allow the public to report a safety issues, crimes, or vandalism to the department.

- Citizens who participate in these volunteer programs provide a valuable service to the department by keeping eyes on our valued assets.
- Signage is posted at each park. QR codes provide quick links to report issues. Once issues are received, Parks and Recreation Administration assigns the appropriate staff to address the problem.
- If the issues is maintenance related, the Building and Grounds Maintenance Superintendent is notified.
- The Building and Grounds Maintenance Superintendent determines the validity of the report, prioritizes and assigns appropriate staff to address the issue. Once resolved, the repair/problem is documented.
- The Building and Grounds Maintenance Superintendent replies to all citizens who provide contact information to let them know how and when the issue was resolved.