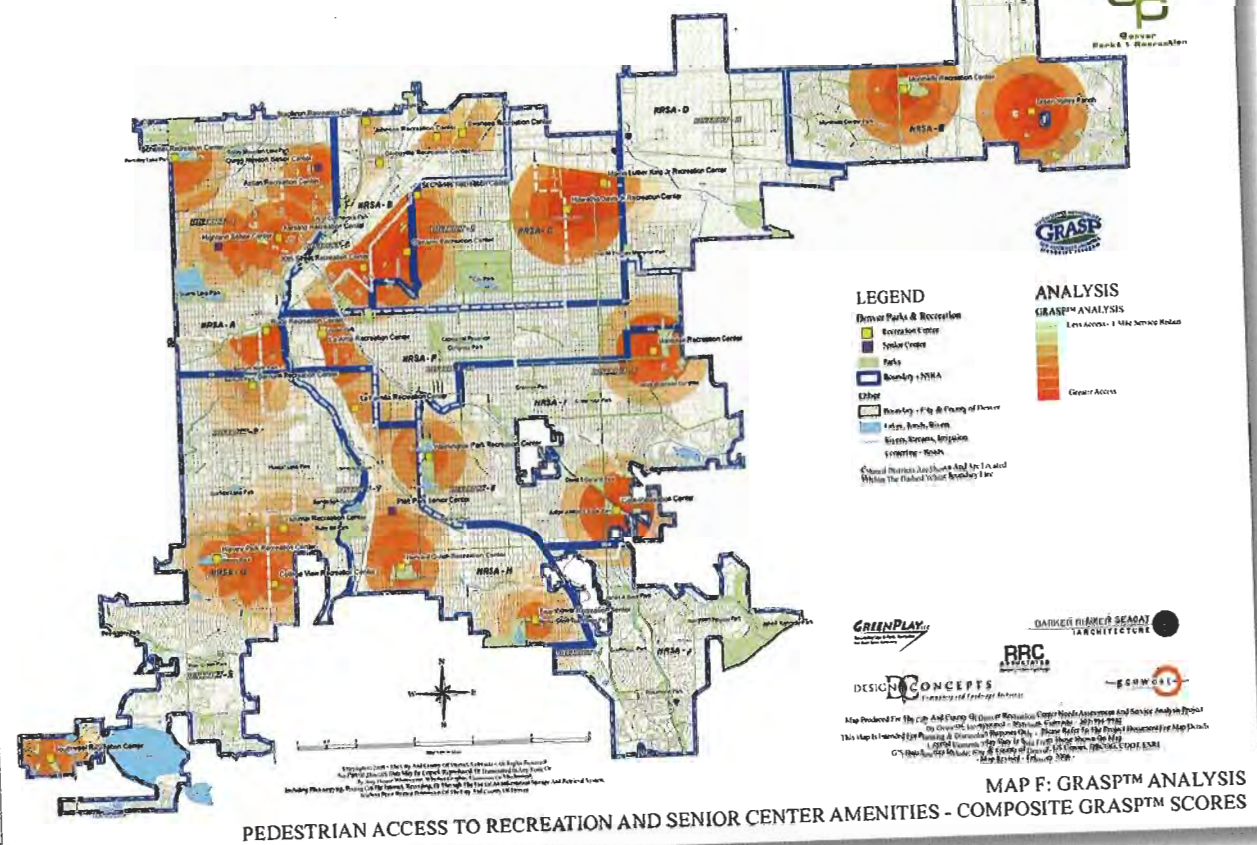


**CITY & COUNTY OF DENVER - COLORADO**  
**RECREATION CENTER NEEDS ASSESSMENT & SERVICE ANALYSIS PROJECT**



# Level-of-Service Analysis Techniques for Today

by Teresa Penbrooke, CPRP

Time and technology are redefining level-of-service (LOS) analysis for parks, recreation, open space and other “quality of life” agencies. Historically, level of service (LOS) has been measured and assessed according to one metric: “capacity,” but a system’s ability to serve its community has to do with more than number of parks, amenities (components) or acres it has per thousand population. Today, agencies need to consider and measure quality of lands and facilities in their analyses.

Considering the location of facilities within communities is also important. This is true in relation both to the demographics served by the programs/components of that particular facility and in relation to the other facilities in the system — an underlying question being, “Is it practical for residents to reach this location?”



