

# Park Ridge Park District Parks and Recreation Needs Assessment Survey

Findings Report

*...helping organizations make better decisions since 1982*

2018

**Submitted to the Park Ridge Park District:**

ETC Institute  
725 W. Frontier Lane,  
Olathe, Kansas  
66061

**April 2018**





# Contents

Executive Summary .....	i
Charts and Graphs .....	1
Priority Investment Rating .....	21
Importance-Satisfaction Analysis.....	32
Benchmarking Analysis.....	36
Tabular Data .....	44
Survey Instrument .....	118

---

# Park Ridge Park District Parks and Recreation Needs Assessment Executive Summary

---

## Overview

ETC Institute administered a needs assessment survey for the Park Ridge Park District during January and February of 2018. The survey was administered as part of the Park District's efforts to better understand resident priorities. The survey results will also assist in the development of the Master Plan for Oakton Park and Facilities. The District's goal is to have a high level of community involvement and engagement to ensure they take a resident-driven approach to making decisions that will enrich the Park Ridge community and positively affect the lives of its residents.

## Methodology

ETC Institute mailed a survey packet to a random sample of households in the Park Ride Park District. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it on-line at [www.PRPDsurvey.org](http://www.PRPDsurvey.org).

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the on-line version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the Park Ridge Park District from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted towards the random sample.

The goal was to obtain completed surveys from at least 400 residents. The goal was exceeded with a total of 447 residents completing the survey. The overall results for the sample of 447 households have a precision of at least +/-4.6% at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 1)
- Priority Investment Rating (PIR) that identifies priorities for facilities and programs (Section 2)
- Importance-Satisfaction Analysis (IS) that identifies service priorities (Section 3)
- Benchmarking analysis comparing the City's results to national results (Section 4)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- A copy of the survey instrument (Section 6)

The major findings of the survey are summarized on the following pages.

## Parks and Facilities

The Centennial Aquatic Center (47%), Centennial Fitness Center (45%), and Centennial Park (45%) are the most used parks or facilities during the past 12 months. Centennial Park had the highest ratings with regard to condition out of the 35 parks and facilities that were assessed, these numbers are based on the sum of “excellent” and “good” responses. Morgan Park (3%), Rotary Park (5%), and Oakton Park-Paws Park (5%) were the least used parks according to respondents. Oakton Park-Paws Park also received the lowest ratings with regard to condition.

## Program Participation and Ratings

Fifty-seven percent (57%) of respondents indicated their household has participated in a recreation program offered by the Park Ridge Park District during the past 12 months, this is 23% above the national average.

When asked how many different recreation programs or activities their household have participated in 77% of respondents who had participated in a program within the past 12 months indicated they participated in 1 to 5 programs, 15% participated in 6 to 9 programs, and 8% have participated in 10 or more programs. Seventy-eight percent (78%) of respondents indicated the reason they participate is because of the location of the program facility, 56% indicated it was the cost of the program or activity, and 41% indicated it was because of the time the program is offered. Eighty-seven percent (87%) of respondents indicated that the overall quality of the programs and activities their household has participated in was either “excellent” (23%) or “good” (64%).

## How Respondents Learn About Park Ridge Park District

Respondents were asked to indicate all the ways they learn about Park Ridge Park District programs and activities. The seasonal program brochure (83%), the Park District website (50%), neighbors/friends/relatives (38%), and mailers and flyers (27%) were the most popular ways that respondents learn about programs and activities. Based on the sum of respondents’ top three choices the seasonal program brochure (73%) and the Park District website (43%) are the most preferred information sources. The Park Ridge Park District has done an excellent job with the communication and outreach efforts by delivering information to residents in a meaningful and impactful way. Ensuring the way residents receive information is aligned with their preferred way to receive information is key to successful communication campaigns.

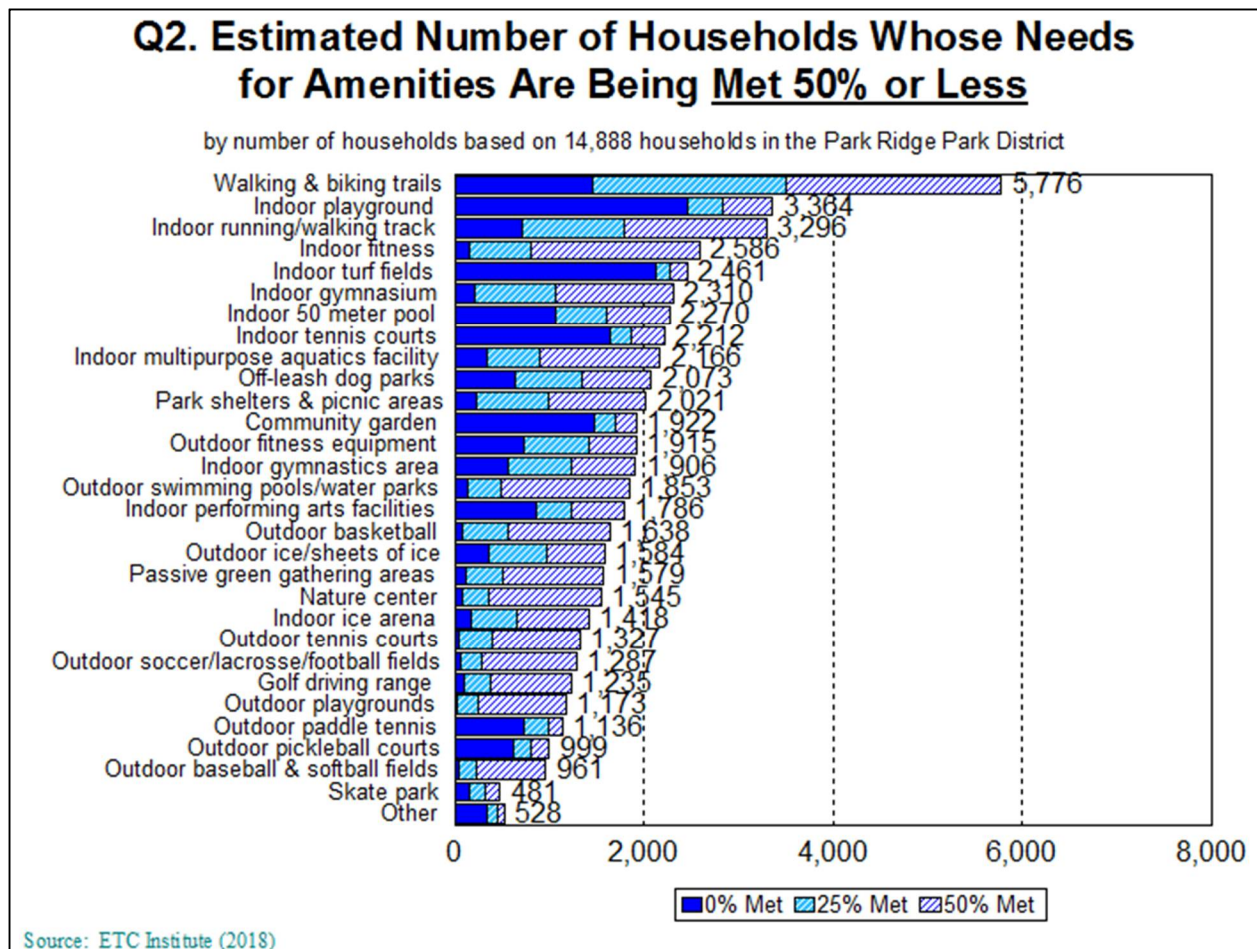
## Barriers to Park, Facility and Program Usage

Respondents were asked from a list of 20 potential reasons to identify what prevents them from using outdoor parks, recreation, and sports facilities or programs of the Park Ridge Park District more often. The top three reasons selected were: program times are not convenient (29%), too busy/not enough time (28%), and fees are too high (27%).

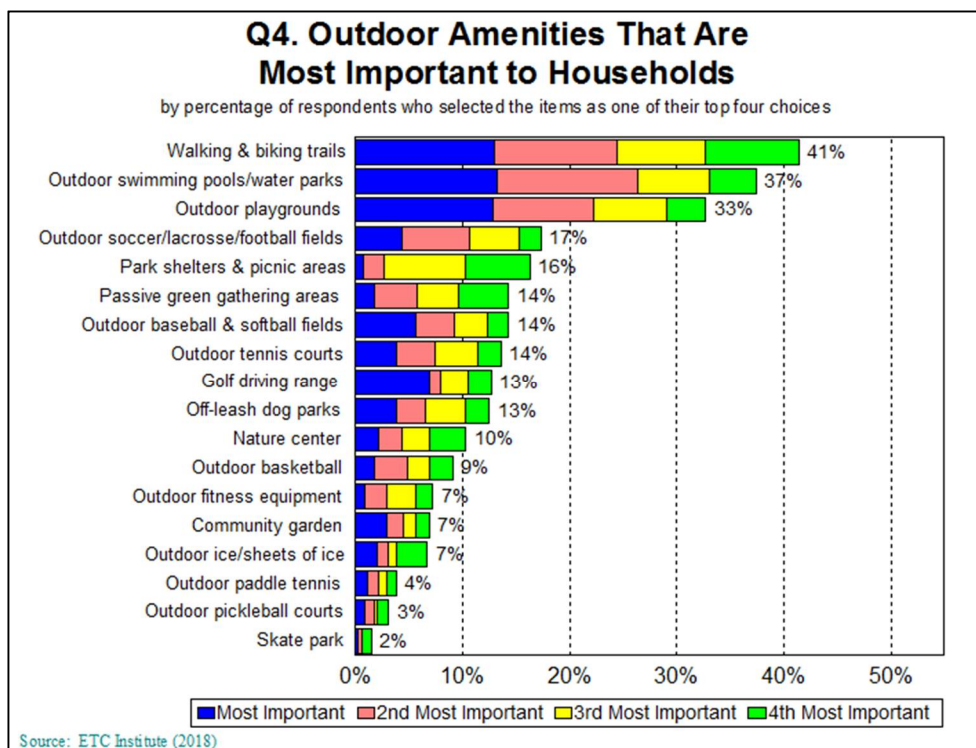
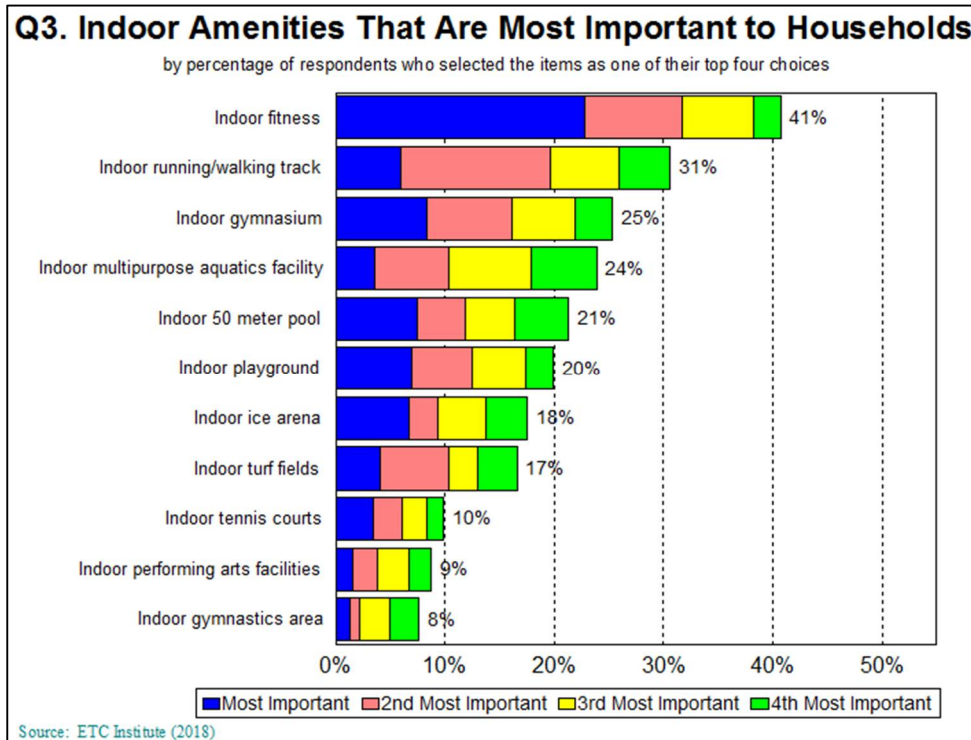
## Amenity Needs and Priorities

**Amenity Needs:** Respondents were asked to identify if their household had a need for 30 recreation amenities and rate how well their needs for each were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had the greatest “unmet” need for various amenities.

The three recreation amenities with the highest percentage of households that indicated a need for the amenity were: walking and biking trails (61%), indoor fitness (53%), and outdoor swimming pools/water parks (52%). When ETC Institute analyzed the needs in the community, only one amenity, walking and biking trails, had a need that affected more than 9,000 households. ETC Institute estimates a total of 5,776 of the 14,888 households in the Park Ridge Park District have unmet needs for walking and biking trails. The estimated number of households that have unmet needs for each of the 30 facilities that were assessed is shown in the chart below.



**Amenity Importance:** In addition to assessing the needs for each facility, ETC Institute also assessed the importance that residents placed on both indoor and outdoor amenities. Based on the sum of respondents' top four choices, the three most important indoor amenities to residents were: indoor fitness (41%), indoor running/walking tracks (31%), and an indoor gymnasium (25%). The most important outdoor amenities include: walking and biking trails (41%), outdoor swimming pools/water parks (37%), and outdoor playground (33%). The percentage of residents who selected each amenity as one of their top four choices is shown in the charts below.

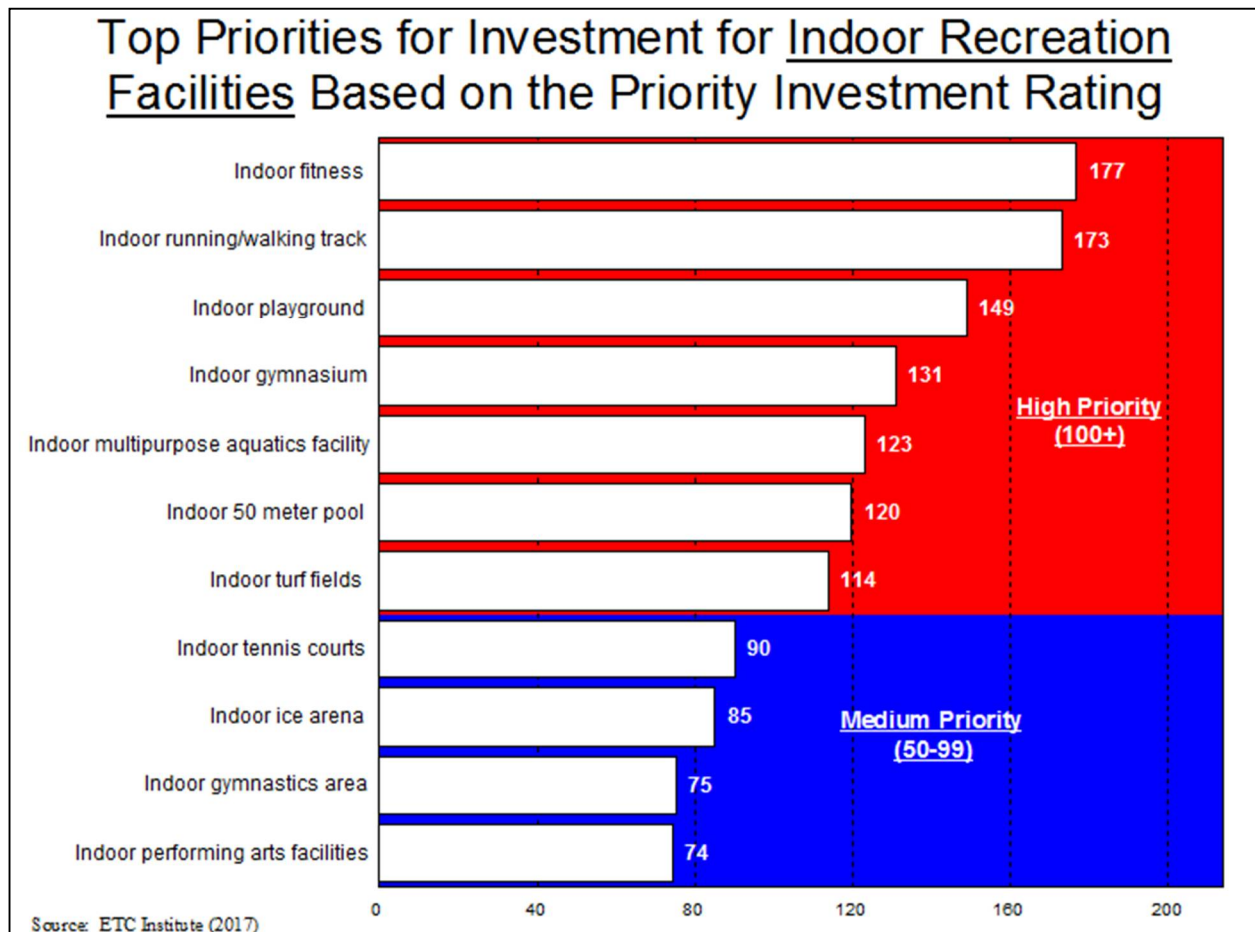


**Priorities for Amenity Investments:** The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on Parks and Recreation investments. The Priority Investment Rating (PIR) equally weights (1) the importance that residents place on amenities and (2) how many residents have unmet needs for the amenity. [Details regarding the methodology for this analysis are provided in Section 2 of this report.]

Based the Priority Investment Rating (PIR), the following seven indoor facilities were rated as high priorities for investment:

- Indoor fitness (PIR=177)
- Indoor running/walking track (PIR=173)
- Indoor playground (PIR=149)
- Indoor gymnasium (PIR=131)
- Indoor multipurpose aquatics facility (PIR=123)
- Indoor 50 meter pool (PIR=120)
- Indoor turf fields (PIR=114)

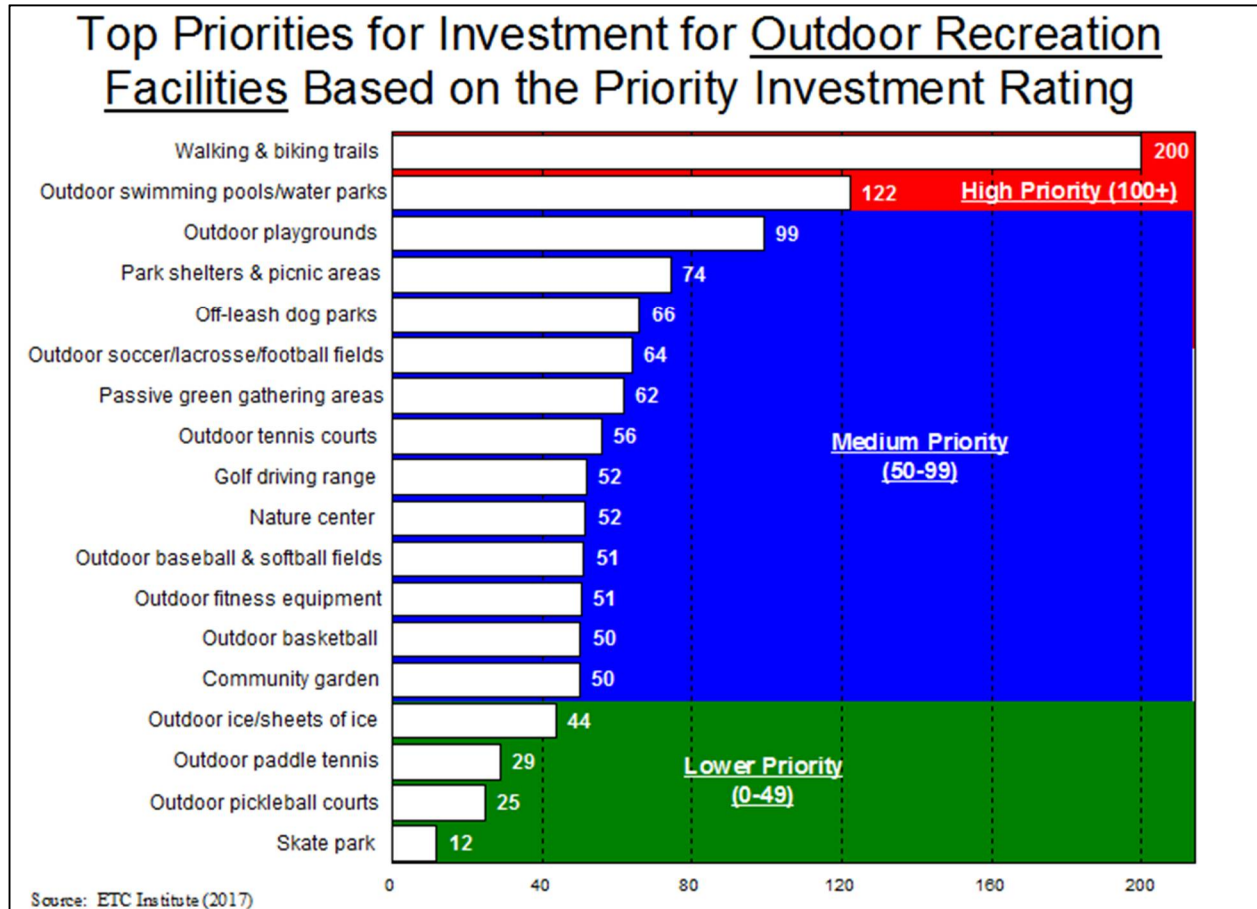
The chart below shows the Priority Investment Rating for each of the 11 indoor amenities that were assessed on the survey.



Based the Priority Investment Rating (PIR), the following two outdoor facilities were rated as high priorities for investment:

- Walking and biking trails (PIR=200)
- Outdoor swimming pools/water parks (PIR=122)

The chart below shows the Priority Investment Rating for each of the 18 outdoor amenities that were assessed on the survey.

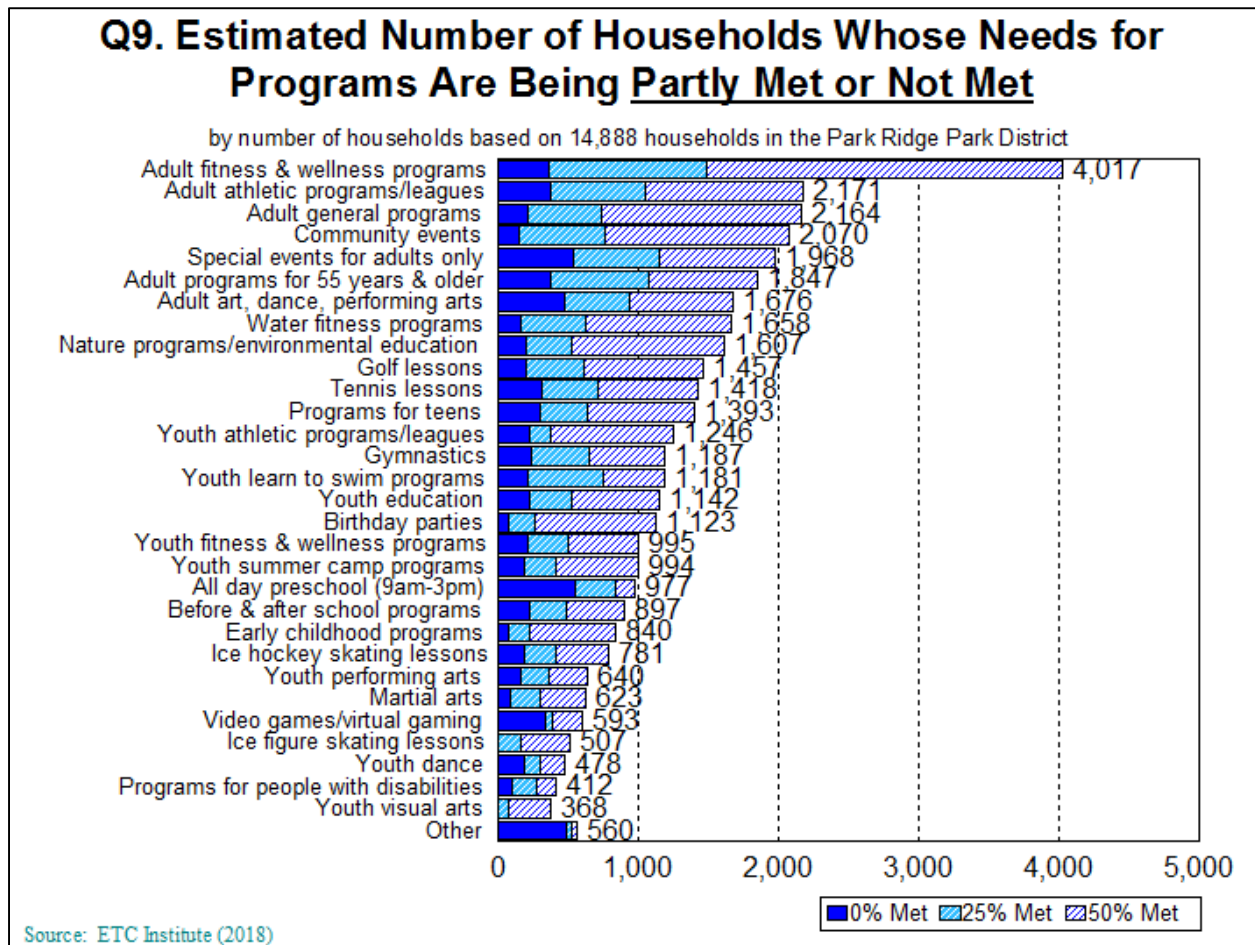




## Programming Needs and Priorities

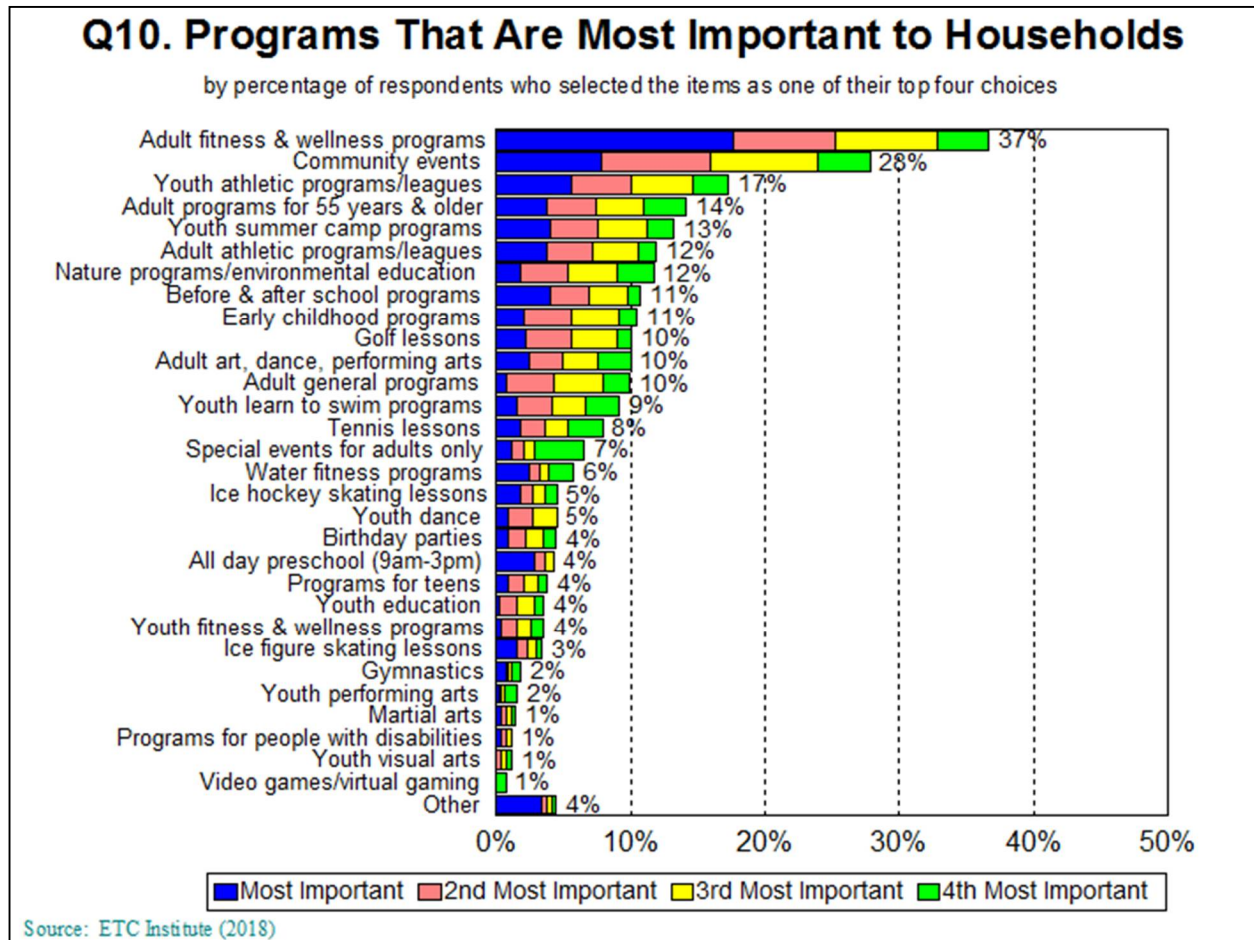
**Programming Needs.** Respondents were also asked to identify if their household had a need for 31 recreational programs and rate how well their needs for each program were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had “unmet” needs for each program.

The three programs with the highest percentage of households that had needs were: adult fitness and wellness programs (51%), community events (48%), and nature programs/environmental education (26%). In addition to having the highest total need, the top program also had the highest unmet need among the 31 programming-related areas that were assessed. ETC Institute estimates a total of 4,017 households have unmet needs for adult fitness and wellness programs. The estimated number of households that have unmet needs for each of the 31 programs that were assessed is shown in the chart below.



**Program Importance.** In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents place on each program. Based on the sum of respondents’ top four choices, the three most important programs to residents were: concerts and/or performing arts (35%), outdoor fairs and festivals (33%), cultural events and programs (23%). Based on the sum of respondents’ top four choices, the three most participated in programs include: community events (24%), adult fitness and wellness programs (21%), and youth athletic programs/leagues (13%), no respondents indicated they participated in video games/virtual gaming programs.

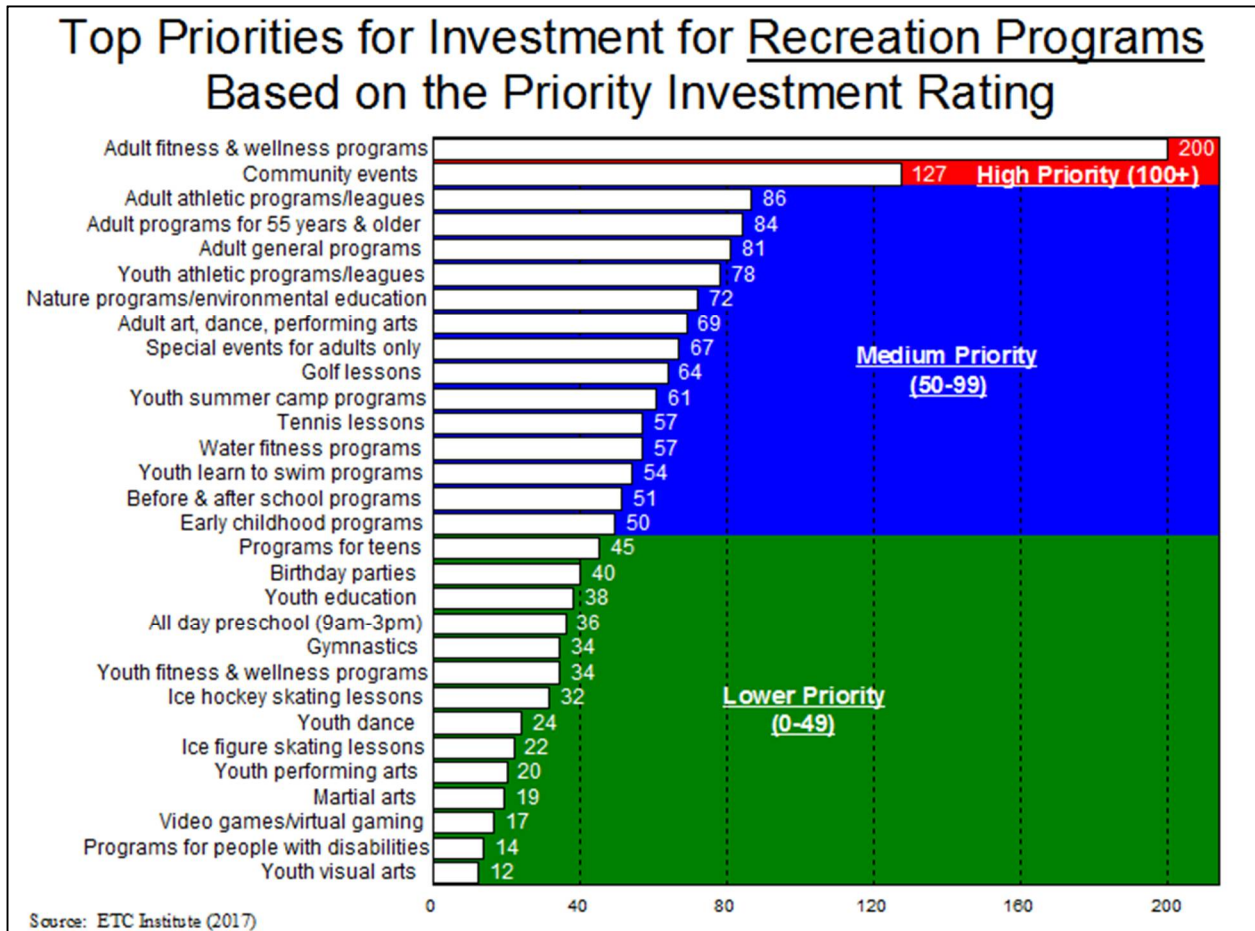
The percentage of residents who selected each program as one of their top four choices is shown in the chart below.



**Priorities for Programming Investments.** Based the priority investment rating (PIR), which was described briefly on page iv of this Executive Summary and is described in more detail in Section 2 of this report, the following two programs were rated as “high priorities” for investment:

- Adult fitness and wellness programs (PIR=200)
- Community events (PIR=127)

The chart below shows the Priority Investment Rating (PIR) for each of the 30 programs that were rated.



## Service Priorities

**Recommended Priorities for the Next Five to Ten Years.** In order to help the Park District identify investment priorities for the next five to ten years, ETC Institute conducted an Importance-Satisfaction (I-S) analysis. This analysis examined the importance residents placed on each park service and the level of satisfaction with each service. By identifying services of high importance and low satisfaction, the analysis identified which services will have the most impact on overall satisfaction with park services over the next five to ten years. If the Park District wants to improve its overall satisfaction rating, they should prioritize investments in services with the highest Importance Satisfaction (I-S) ratings. Details regarding the methodology for the analysis are provided in Section 3 of this report.

**Overall Service Priorities.** This analysis reviewed the importance of and satisfaction with major categories of Park District services. This analysis was conducted to help set the overall priorities for the Park District. Based on the results of this analysis, the major services that are recommended as the top priorities for investment over the next five to ten years in order to raise the overall satisfaction with Park District services are listed below:

- Number of walking trails (IS Rating=0. 2127)
- Quality of walking trails (IS Rating=0. 1120)

The table below shows the importance-satisfaction rating for all 21 services that were rated.

<b>2018 Importance-Satisfaction Rating</b>						
<b>Park Ridge Park District</b>						
<b>Parks and Recreation Services</b>						
Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very Priority (IS &gt;.20)</b>						
Number of walking trails	29%	2	27%	21	0.2127	1
<b>High Priority (IS .10-.20)</b>						
Quality of walking trails	17%	3	35%	18	0.1120	2
<b>Medium Priority (IS &lt;.10)</b>						
Quality of maintenance of Park Ridge Park District parks	30%	1	75%	2	0.0763	3
Quality of recreation programs	16%	4	60%	8	0.0629	4
Quality of indoor ice rink	9%	7	43%	16	0.0504	5
Ease of registering for programs	10%	5	62%	6	0.0370	6
Quality of baseball/softball fields	7%	9	55%	11	0.0323	7
Number of sheets of ice	5%	13	37%	17	0.0311	8
Quality of soccer fields	6%	11	56%	10	0.0275	9
Availability of information about Park Ridge programs & facilities	9%	8	71%	3	0.0247	10
Customer service by staff at facilities	7%	10	71%	4	0.0189	11
Customer service by staff over the phone	6%	12	68%	5	0.0177	12
Number of Park District soccer fields	4%	14	59%	9	0.0147	13
Number of Park Ridge Park District parks	9%	6	85%	1	0.0141	14
Amount of available meeting room & rental space	3%	15	52%	13	0.0140	15
Quality of meeting rooms & rental space	2%	16	52%	12	0.0115	16
Number of Park District lacrosse fields	2%	19	34%	19	0.0099	17
Number of Park District football fields	2%	17	48%	14	0.0089	18
Number of Park District baseball/softball fields	2%	18	61%	7	0.0059	19
Quality of lacrosse fields	0%	21	32%	20	0.0027	20
Quality of football fields	0%	20	47%	15	0.0021	21

## Support for Actions that the Park Ridge Park District Could Take

The Park Ridge Park District asked respondents to indicate how supportive they would be of 20 different actions the Park District could take to improve the Parks and Recreation system. Based on the sum of “very supportive” and “somewhat supportive” responses the following actions received the most support from respondents: add restrooms in parks (68%), expand Centennial Fitness Center (62%), renovate indoor pool at Centennial Fitness Center (59%), acquire land and preserve open space (55%), add shelters/pavilions in parks (55%), and renovate nature center (55%). Respondents were then asked to indicate which four items they would be most willing to fund with their tax dollars. Based on the sum of respondents’ top four choices respondents are most willing to fund the following four items: building an indoor multi-sport athletic facility (23%), adding restrooms in parks (22%), expanding the Centennial Aquatic Center with a lazy river (22%), and expanding the Centennial Fitness Center (20%). Nearly 78% of respondents chose at least one item that they would be willing to fund with their tax dollars.

## Oakton Park

Over half (52%) of respondents indicated that they had either never visited Oakton Park (19%) or have not visited in the past 12 months (33%). Twenty-nine percent (29%) of respondents have visited Oakton Park between 1 and 10 times in the past year, 6% have visited 11 to 25 times in the past year and 12% have visited 25 or more times in the past year.

Based on the sum of “very satisfied” and “satisfied” responses from respondents who have visited Oakton Park respondents are most satisfied with: the golf driving range (59%), parking (50%), and the ice arena (46%). Respondents were least satisfied with the dog park (22%). The golf driving range and ice arena are the amenities at Oakton Park that are most important to respondent households.

Respondents were asked to next indicate their level of support for potential improvements that could be made to Oakton Park. Based on the sum of “very supportive” and “somewhat supportive” responses, respondents were most in support of improving outdoor walking trails (65%), the indoor walking track (54%), and the indoor multi-purpose sports complex (53%). Based on the sum of respondents’ top three choices respondents are most willing to fund improvements to the outdoor walking trails and the indoor multi-purpose sports complex. Only 16% of respondents indicated they would “vote against” a referendum to fund the improvement, development, and operations of Oakton Park that are most important to their household, 64% of respondents would either “vote in favor” (36%) or “might vote in favor” (28%), and 21% of respondents were unsure how they would vote. There is good initial voter support for a referendum to help fund improvements to Oakton park.

## Conclusion

Over half (58%) of all respondents indicated that they are either “very satisfied” (16%) or “satisfied” (42%) with the overall value their household receives from the Park Ridge Park District. In order to ensure that the Park Ridge Park District continues to meet the needs and expectations of the community, ETC Institute recommends that the Park District sustain and/or improve the performance in areas that were identified as high priorities in the Priority Investment Analysis

and Importance Satisfaction Analysis. The amenities, programs, and services with the highest PIR and IS ratings are listed below.

### **Indoor Amenity Priorities**

- Indoor fitness (PIR=177)
- Indoor running/walking track (PIR=173)
- Indoor playground (PIR=149)
- Indoor gymnasium (PIR=131)
- Indoor multipurpose aquatics facility (PIR=123)
- Indoor 50 meter pool (PIR=120)
- Indoor turf fields (PIR=114)

### **Outdoor Amenity Priorities**

- Walking and biking trails (PIR=200)
- Outdoor swimming pools/water parks (PIR=122)

### **Programming Priorities**

- Adult fitness and wellness programs (PIR=200)
- Community events (PIR=127)

### **Service Priorities**

- Number of walking trails (IS Rating=0. 2127)
- Quality of walking trails (IS Rating=0. 1120)

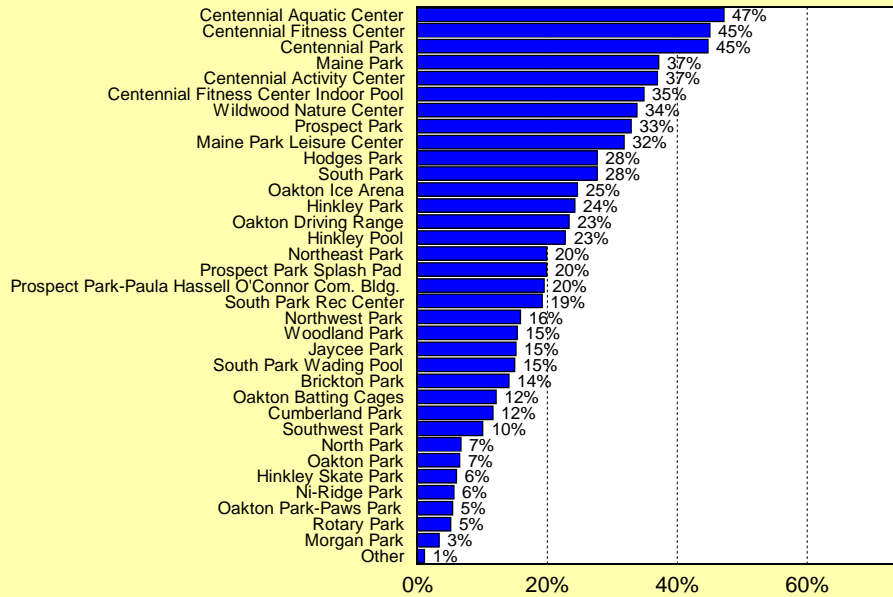
# Section 1

## *Charts and Graphs*

---

### Q1. Parks or Facilities Respondent Households Have Used During the Past 12 Months

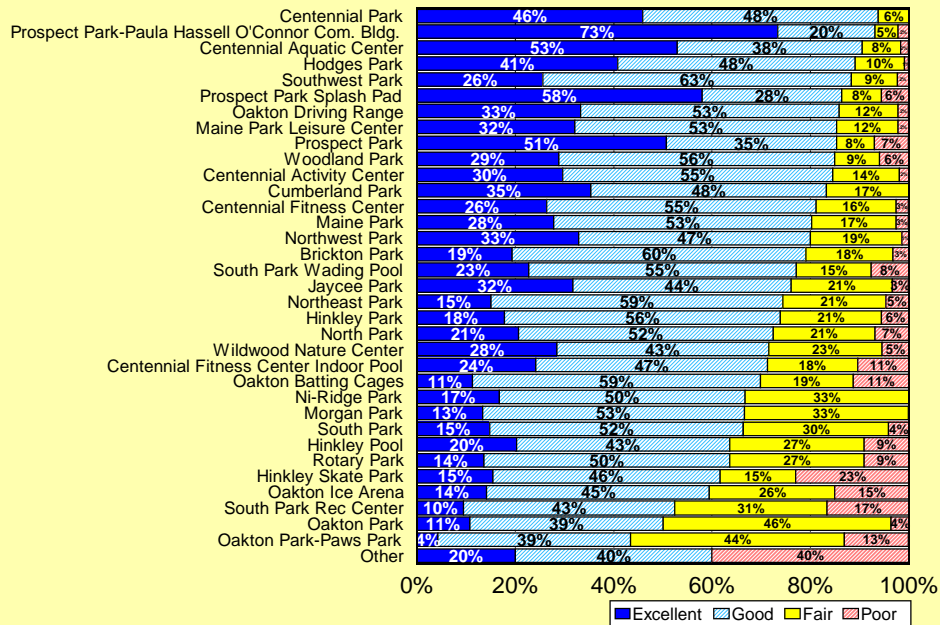
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q1. Condition of Parks/Facilities Households Have Used

by percentage of respondents who have used parks/facilities

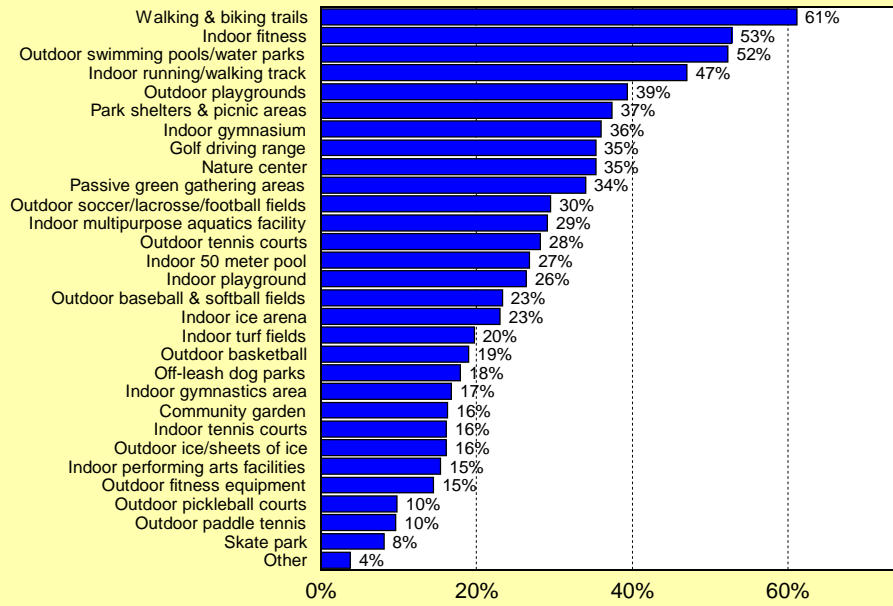


Source: ETC Institute (2018)



## Q2. Amenities Respondent Households Have a Need For

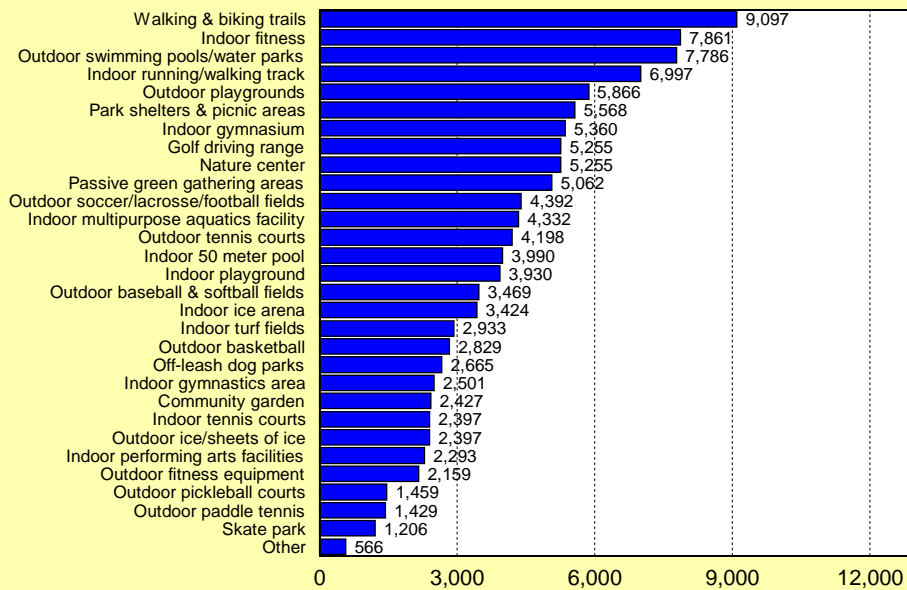
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

## Q2. Estimated Number of Households That Have a Need for Various Amenities

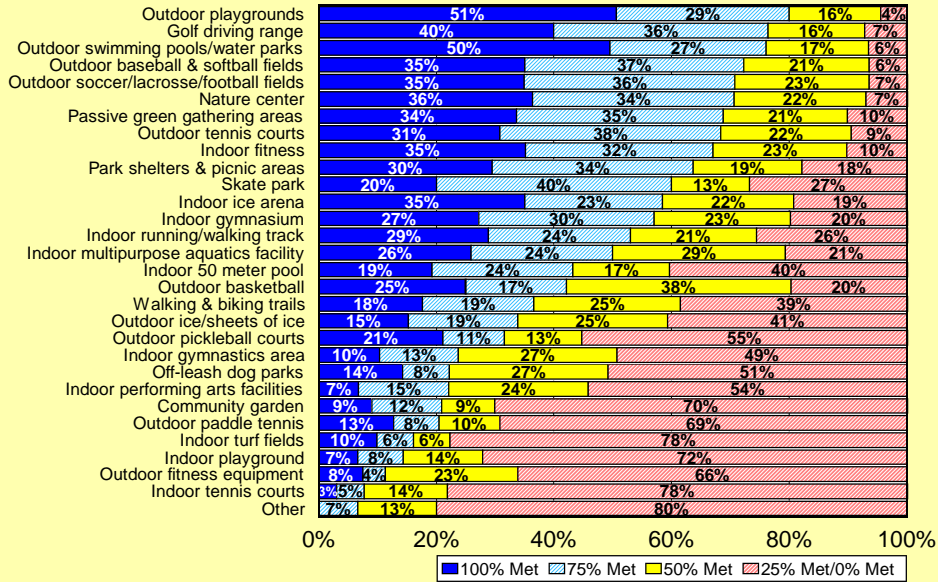
by number of households based on 14,888 households in the Park Ridge Park District



Source: ETC Institute (2018)

## Q2. How Well Parks and Recreation Amenities Meet the Needs of Respondent Households

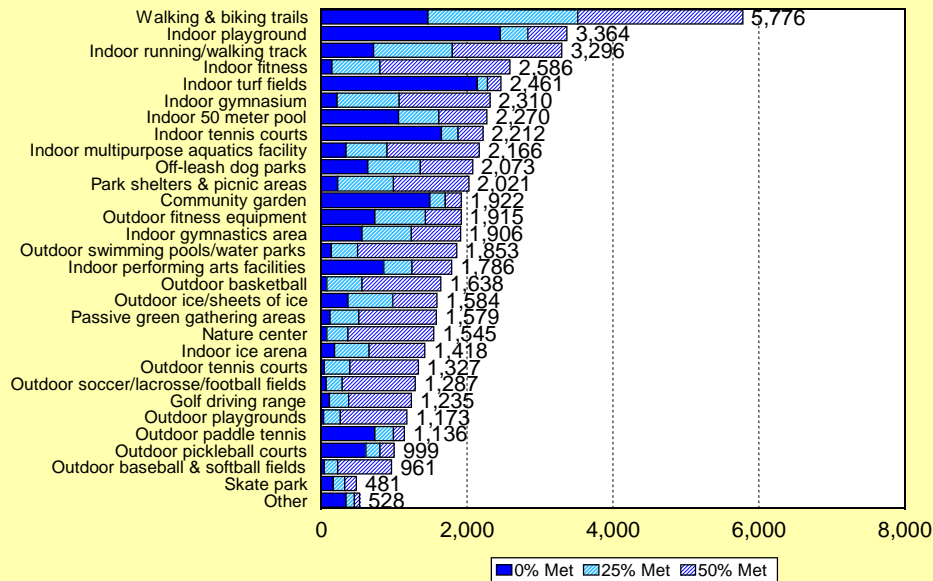
by percentage of respondents with a need for amenities



Source: ETC Institute (2018)

## Q2. Estimated Number of Households Whose Needs for Amenities Are Being Met 50% or Less

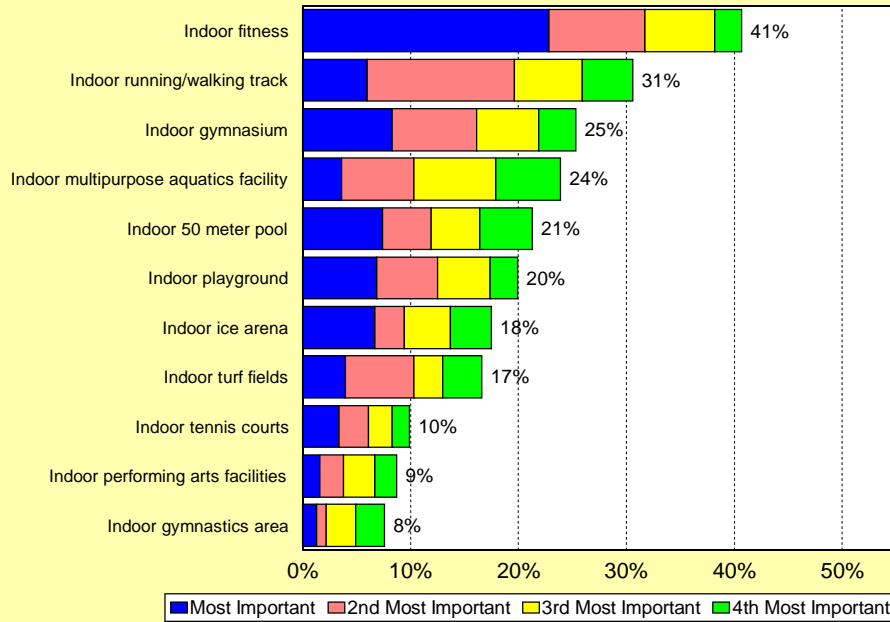
by number of households based on 14,888 households in the Park Ridge Park District



Source: ETC Institute (2018)

### Q3. Indoor Amenities That Are Most Important to Households

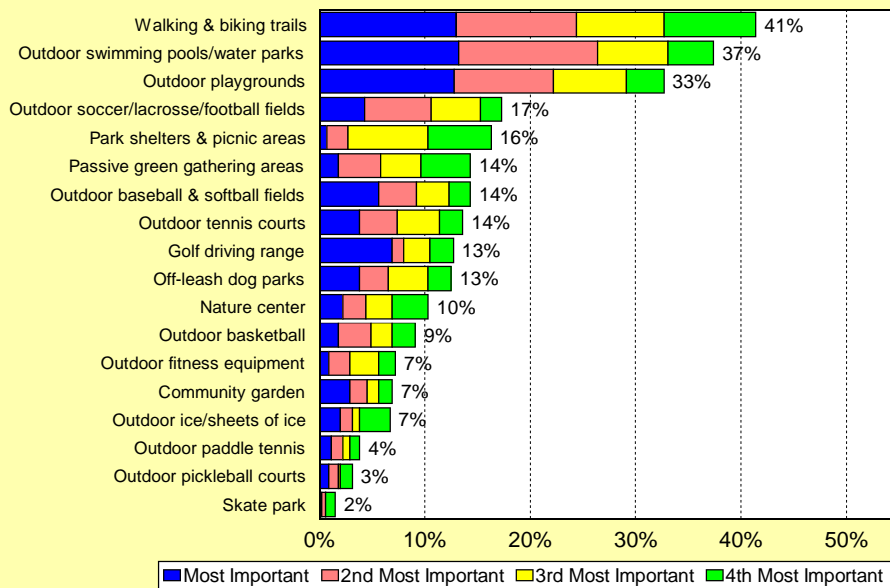
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2018)

### Q4. Outdoor Amenities That Are Most Important to Households

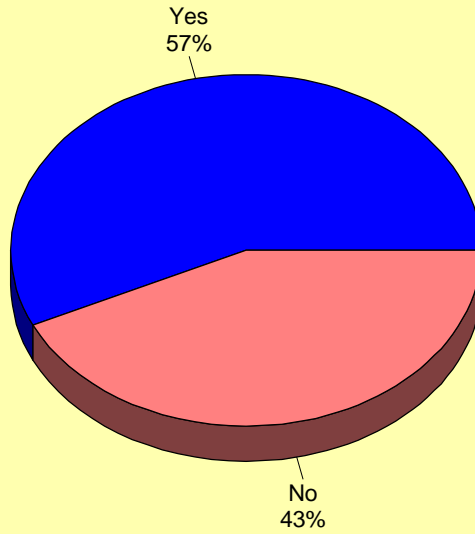
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2018)

### Q5. Have You or Other Members of Your Household Participated in Any Recreation Programs Offered by the Park Ridge Park District During the Past 12 Months?

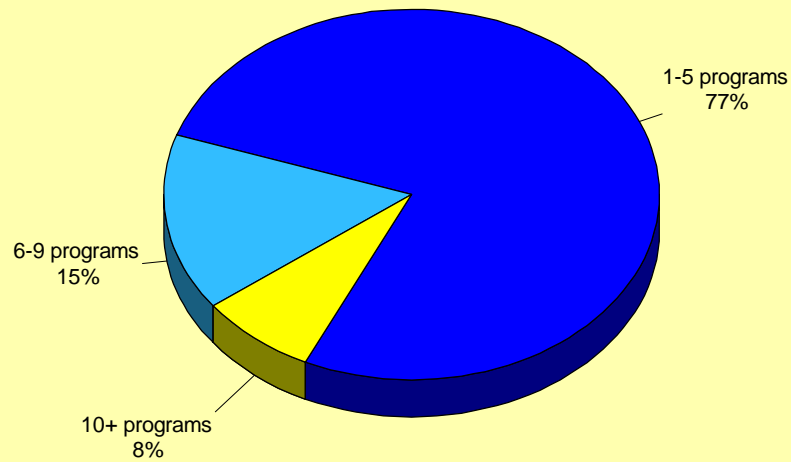
by percentage of respondents



Source: ETC Institute (2018)

### Q5a. How Many Different Recreation Programs Has Your Household Participated in During the Past 12 Months?

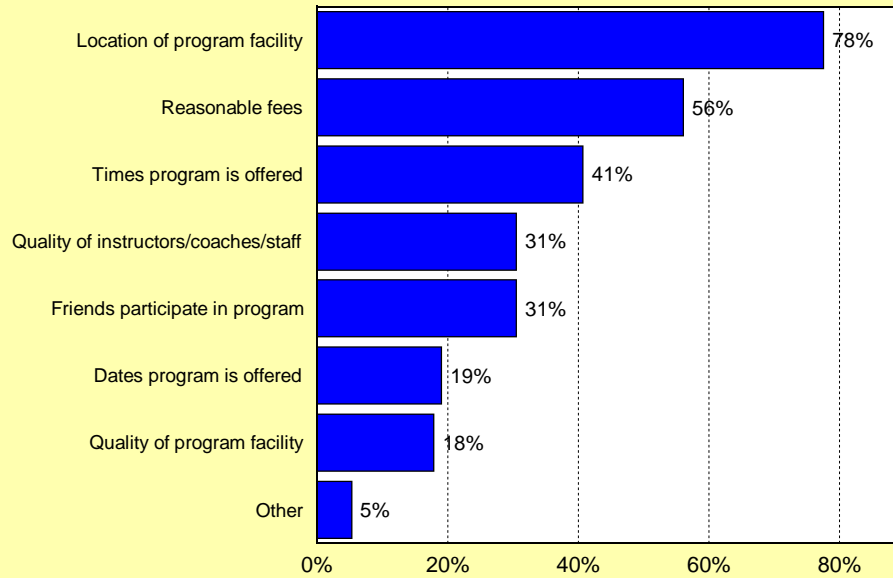
by percentage of households that have participated in Park District programs in the past 12 months



Source: ETC Institute (2018)

### Q5b. Primary Reasons Why Household Has Participated in Park Ridge Park District Recreation Programs or Activities

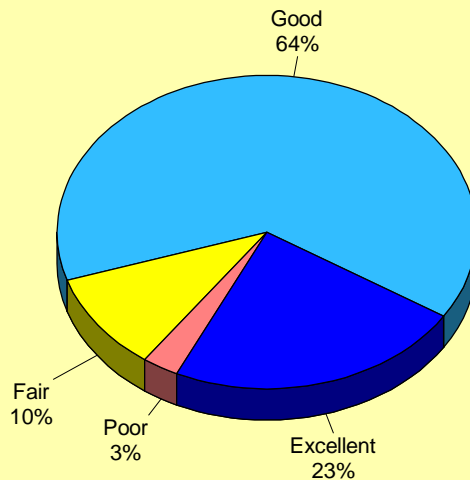
by percentage of respondents who have participated during the past 12 months



Source: ETC Institute (2018)

### Q5c. How Would You Rate the Overall Quality of the Recreation Programs & Activities in Which Your Household Has Participated?

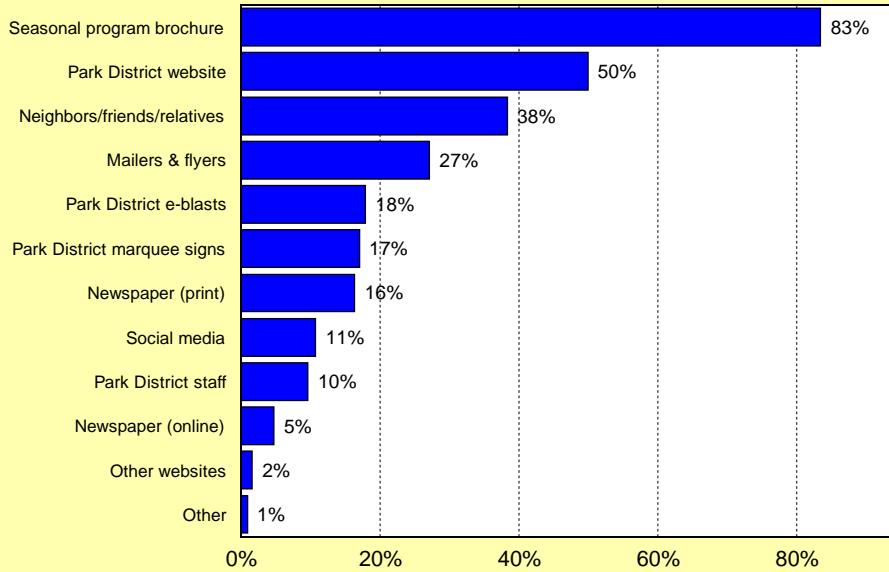
by percentage of households that have participated in programs in the past 12 months



Source: ETC Institute (2018)

### Q6. How Respondent Households Learn About Park Ridge Park District Programs and Activities

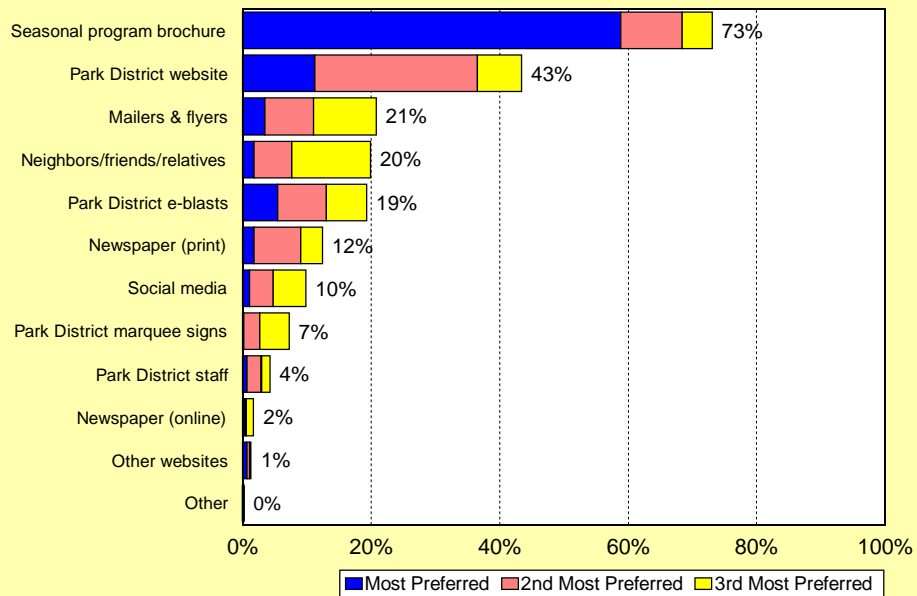
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q7. Most Preferred Information Sources

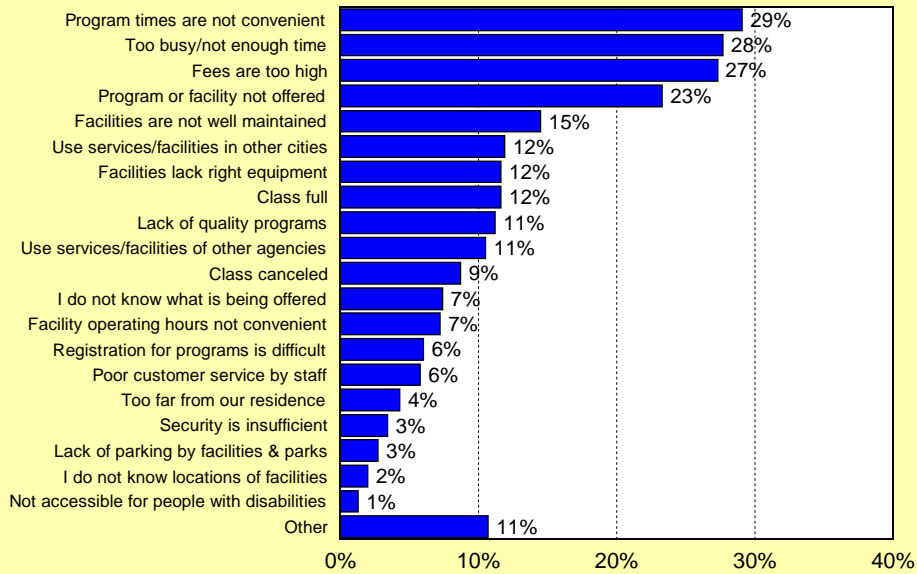
by percentage of respondent households that selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q8. Reasons Households Do Not Use Park Ridge Park District Parks, Recreation, & Sports Facilities/Programs More Often

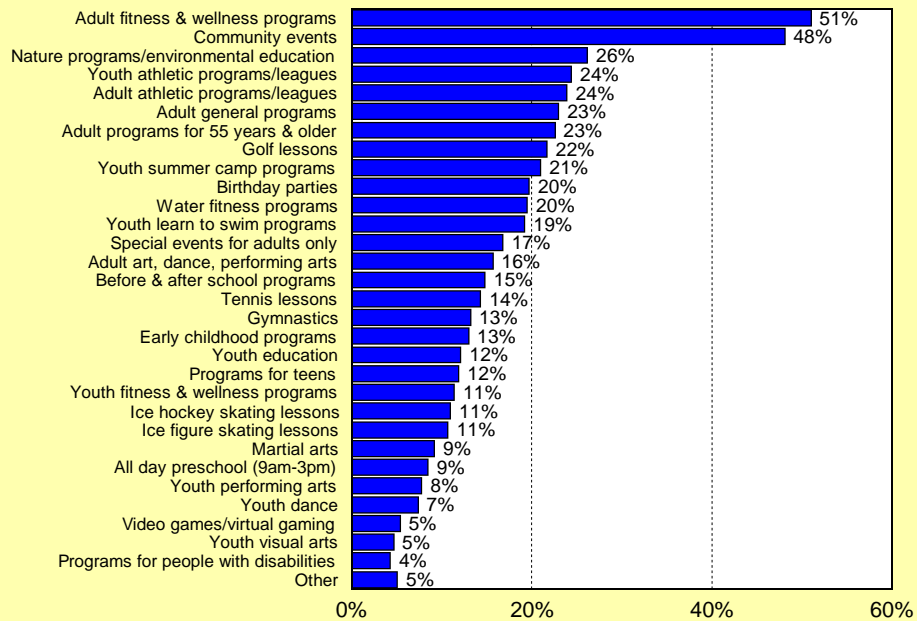
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q9. Programs That Respondent Households Have a Need For

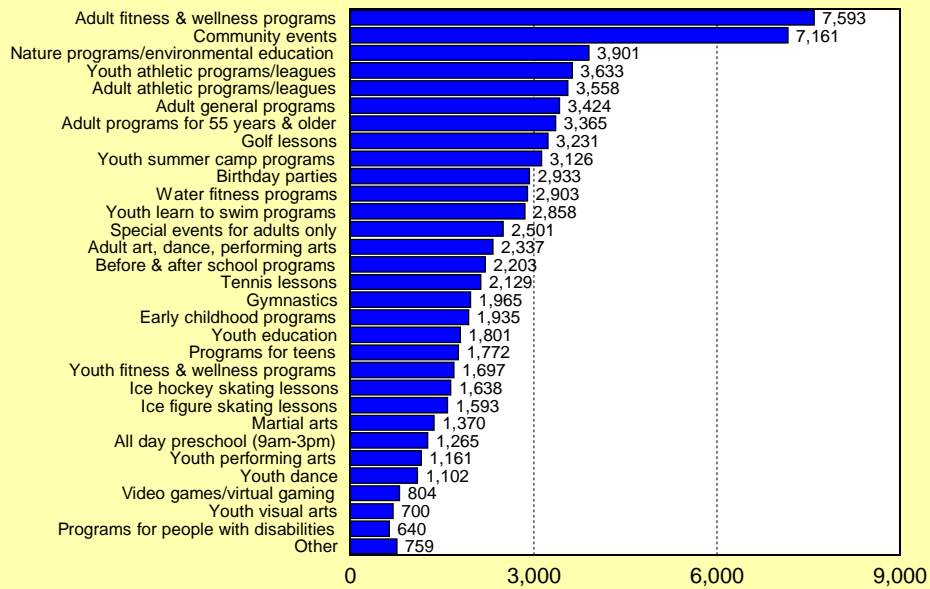
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q9. Estimated Number of Households That Have a Need for Various Programs

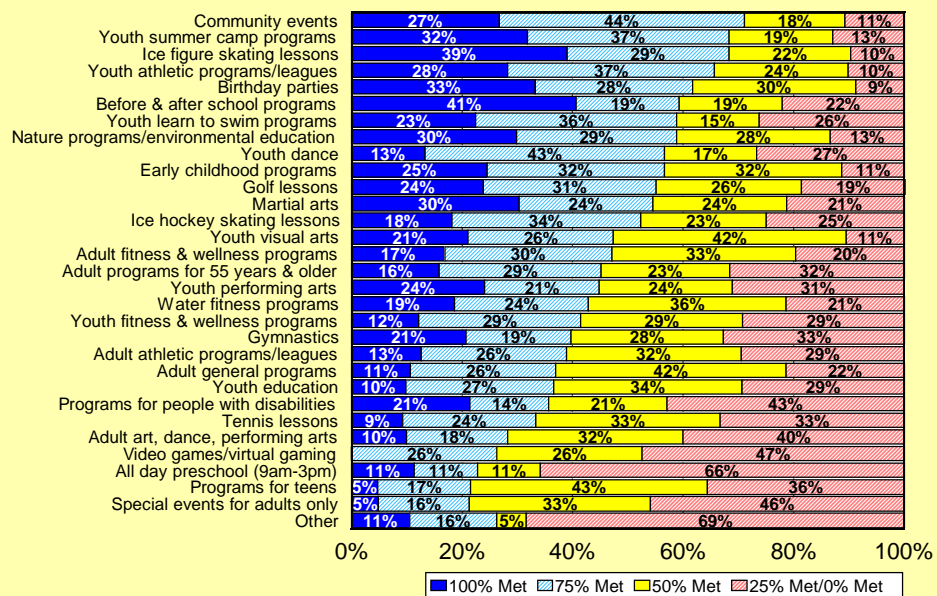
by number of households based on 14,888 households in the Park Ridge Park District



Source: ETC Institute (2018)

### Q9. How Well Programs Meet the Needs of Respondent Households

by percentage of respondents with a need for programs

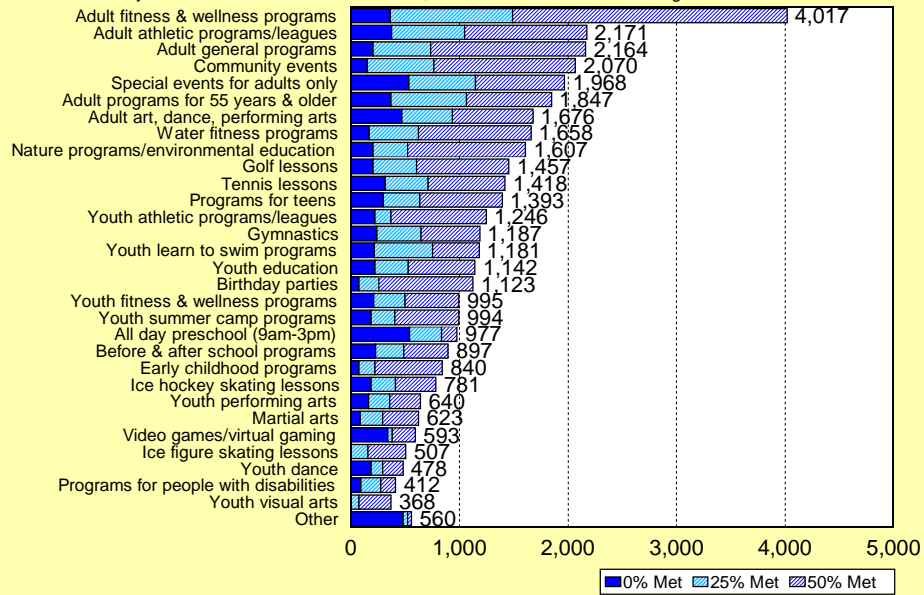


Source: ETC Institute (2018)



### Q9. Estimated Number of Households Whose Needs for Programs Are Being Partly Met or Not Met

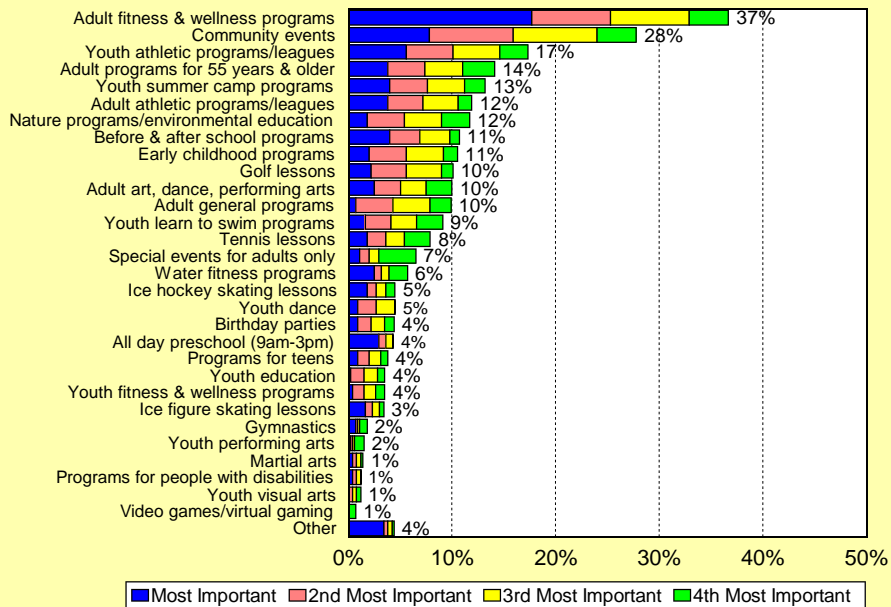
by number of households based on 14,888 households in the Park Ridge Park District



Source: ETC Institute (2018)

### Q10. Programs That Are Most Important to Households

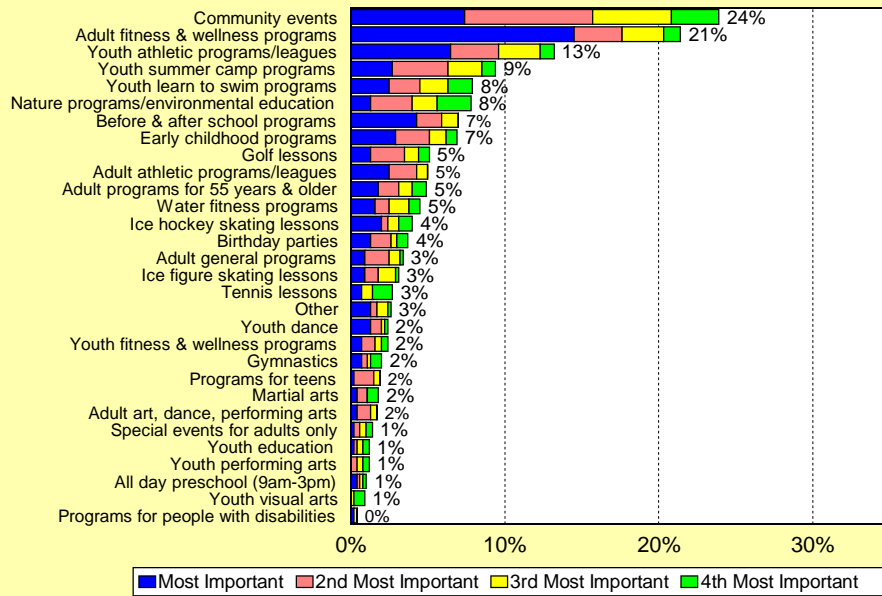
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2018)

### Q11. Programs Households Participate in Most Often

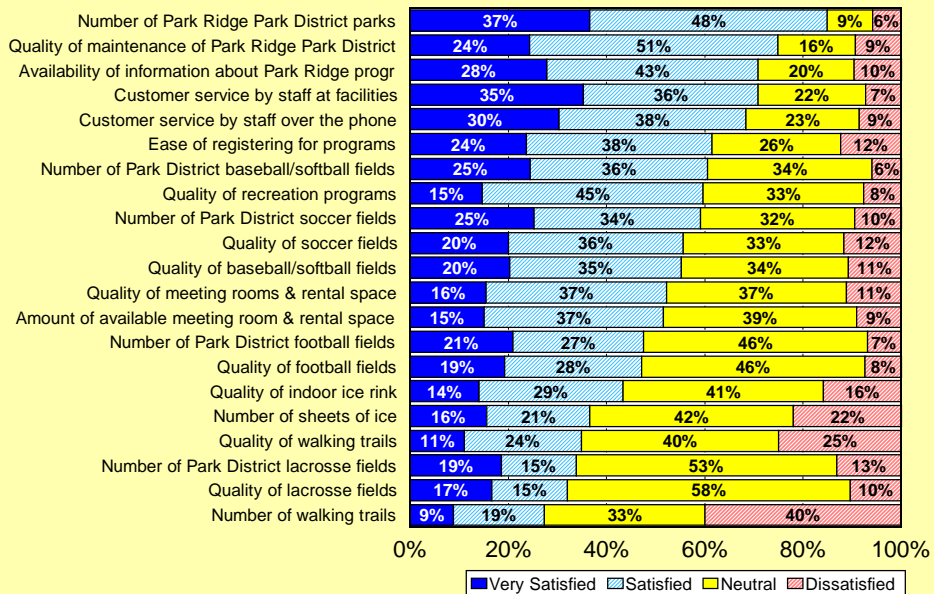
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2018)

### Q12. Satisfaction With Various Services Provided by the Park Ridge Park District

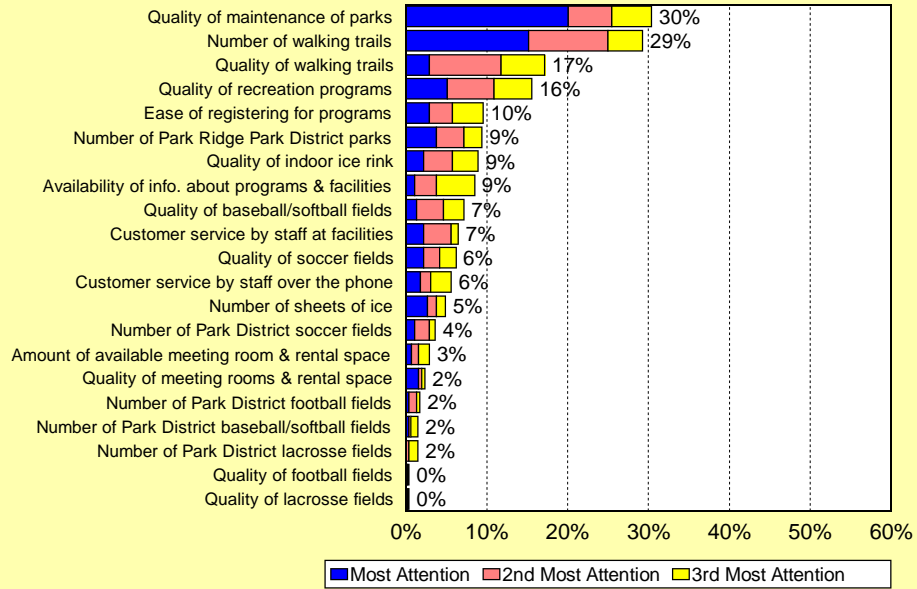
by percentage of respondents



Source: ETC Institute (2018)

### Q14. Services Should Receive Most Attention from Officials

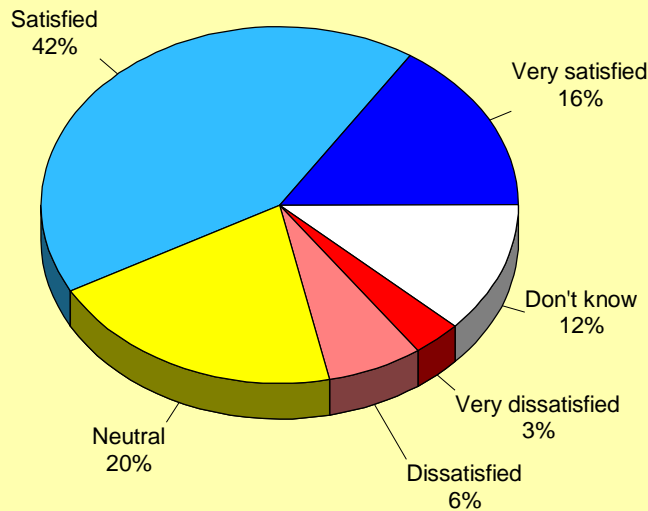
by percentage of respondent households that selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q15. Level of Satisfaction with the Overall Value Households Receive From the Park Ridge Park District

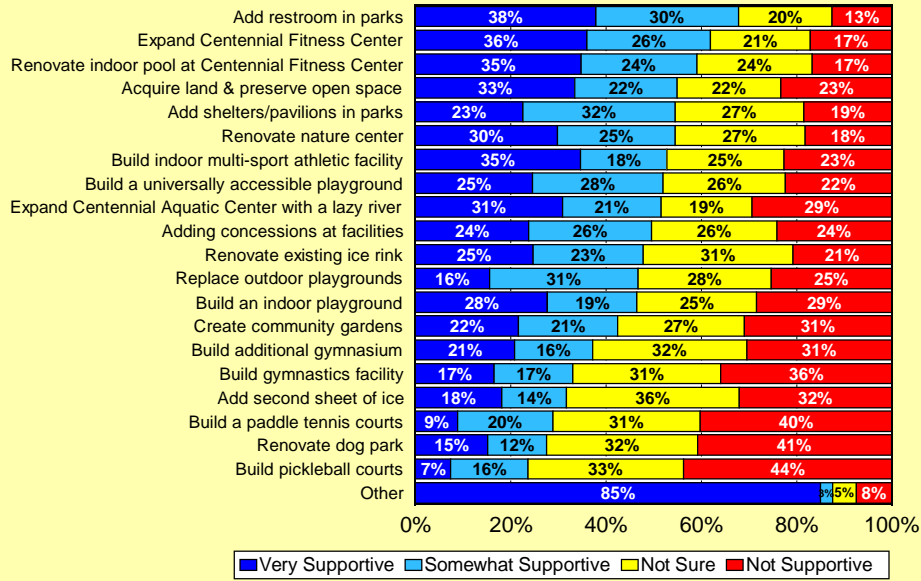
by percentage of respondents



Source: ETC Institute (2018)

### Q16. Level of Support of the Park Ridge Park District Taking Various Actions to Improve the Parks & Recreation System

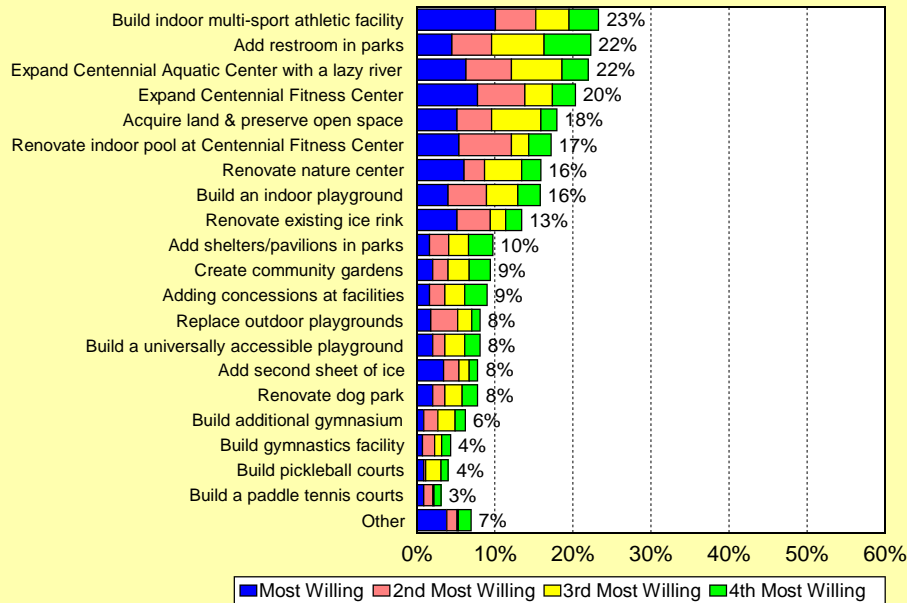
by percentage of respondents



Source: ETC Institute (2018)

### Q17. Actions Most Willing to Fund With Tax Dollars

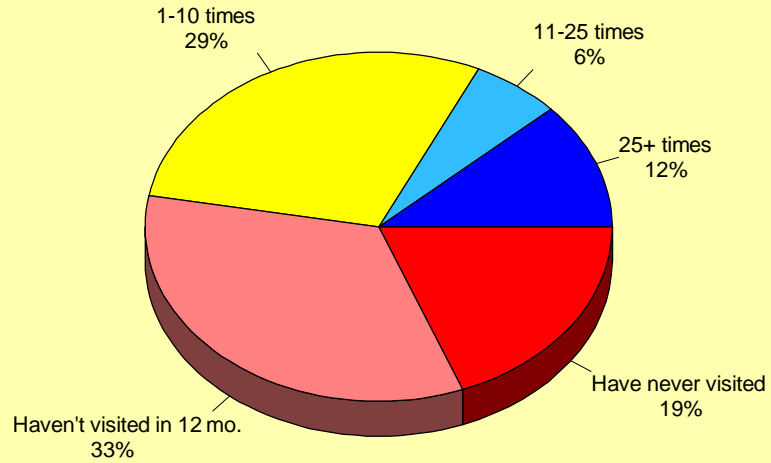
by percentage of respondent households that selected the item as one of their top four choices



Source: ETC Institute (2018)

### Q18. How Often Respondent Households Visited Oakton Park and/or Facilities During the Past 12 Months

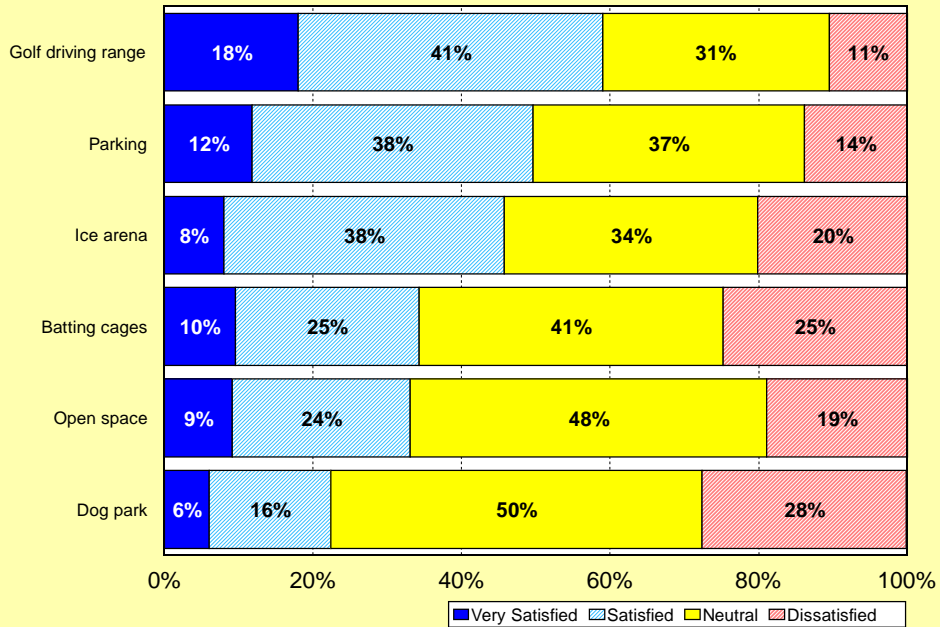
by percentage of households



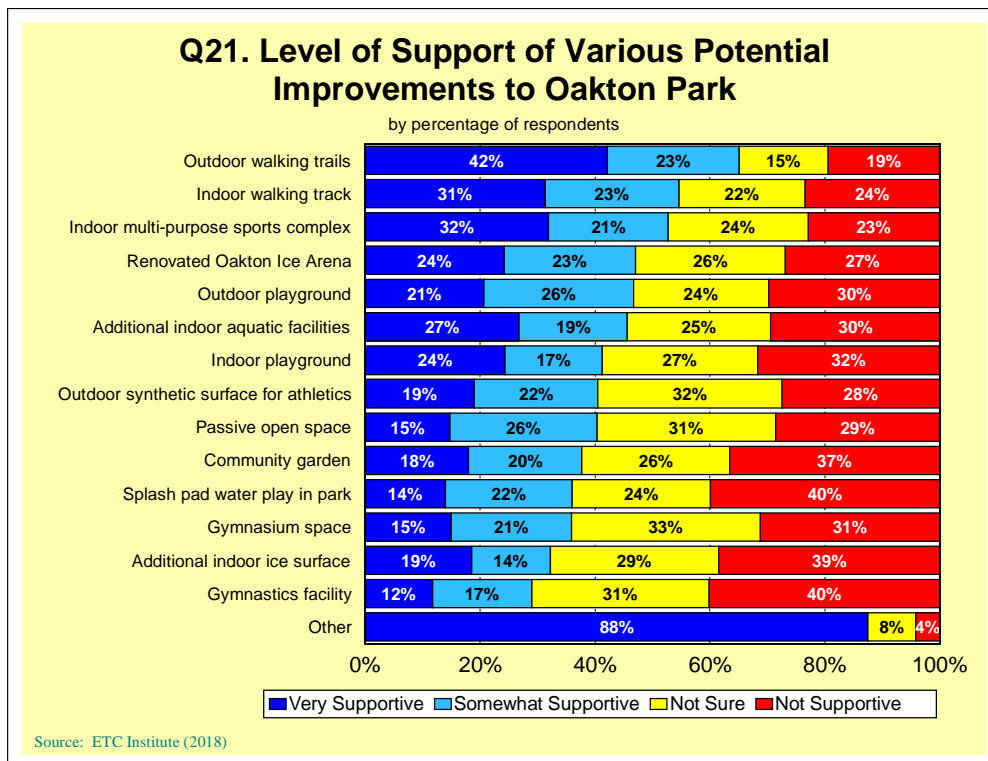
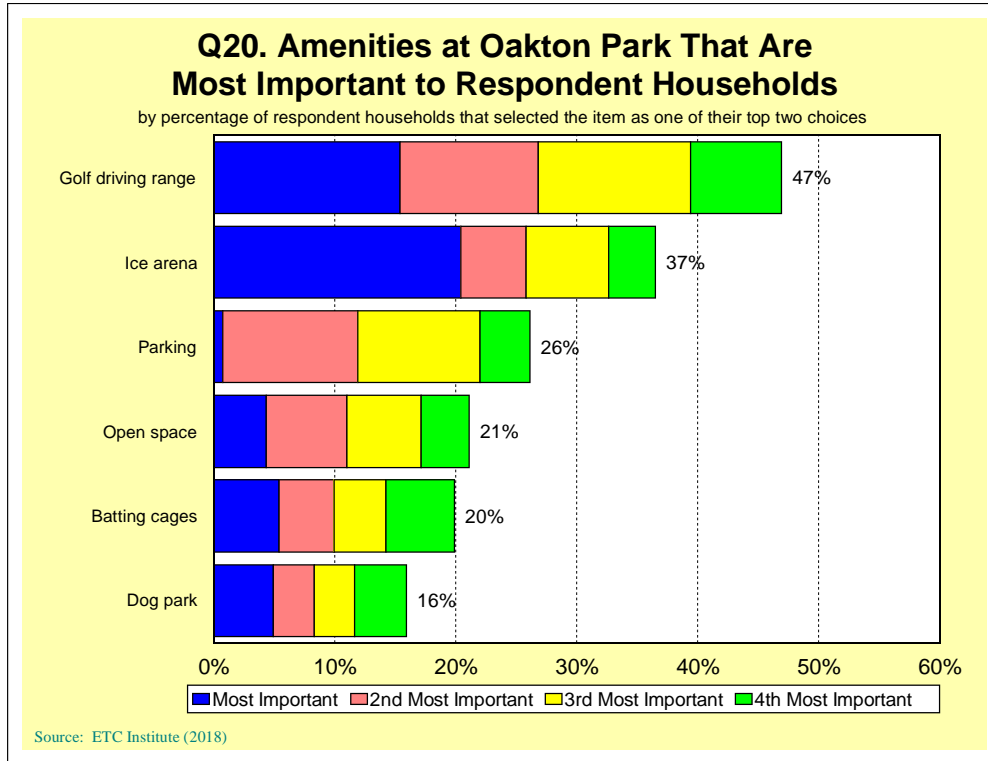
Source: ETC Institute (2018)

### Q19. Satisfaction With Various Amenities at Oakton Park

by percentage of respondents

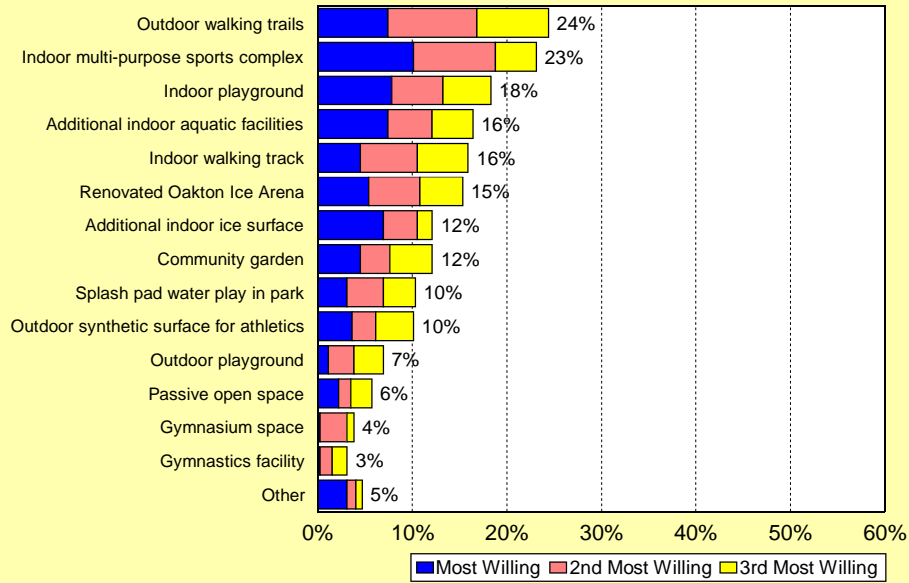


Source: ETC Institute (2018)



### Q22. Potential Improvements Most Willing to Fund With Tax Dollars

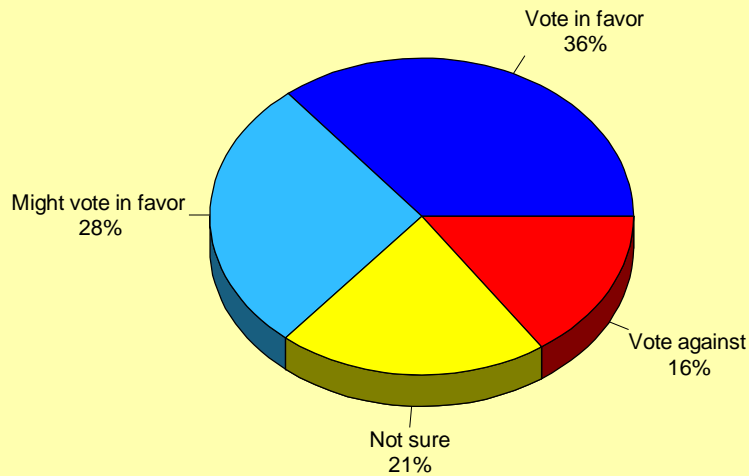
by percentage of respondent households that selected the item as one of their top three choices



Source: ETC Institute (2018)

### Q23. How Respondents Would Vote to Fund the Improvement, Development, & Operations of Oakton Park?

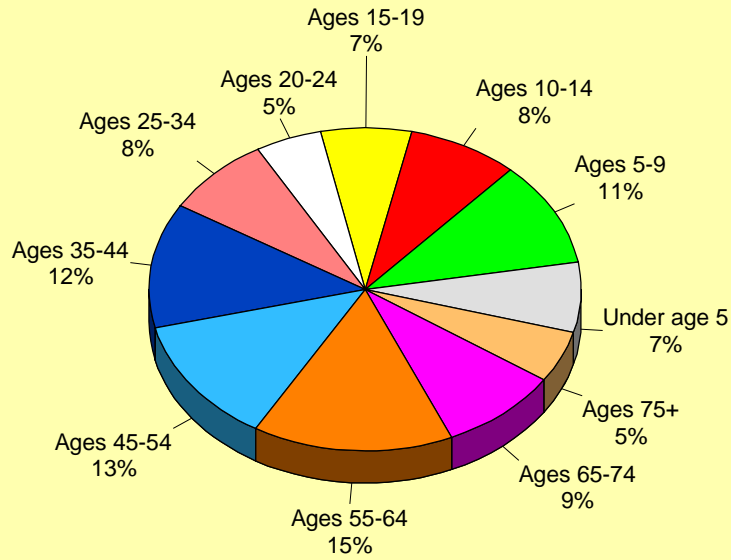
by percentage of households



Source: ETC Institute (2018)

### Q24. Demographics: Ages of People in Household

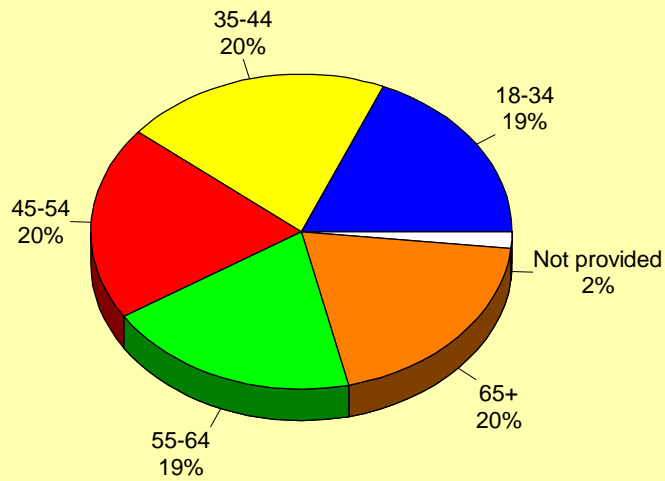
by percentage of household occupants



Source: ETC Institute (2018)

### Q25. Demographics: What is your age?

by percentage of respondents

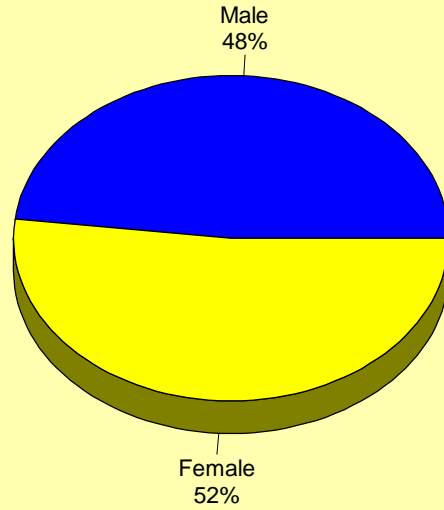


Source: ETC Institute (2018)



### Q26. Demographics: Your gender:

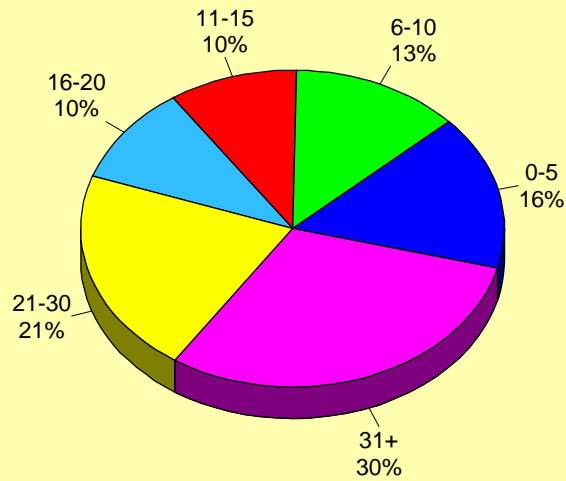
by percentage of respondents



Source: ETC Institute (2018)

### Q27. Demographics: How long have you lived within Park Ridge Park District Boundaries?

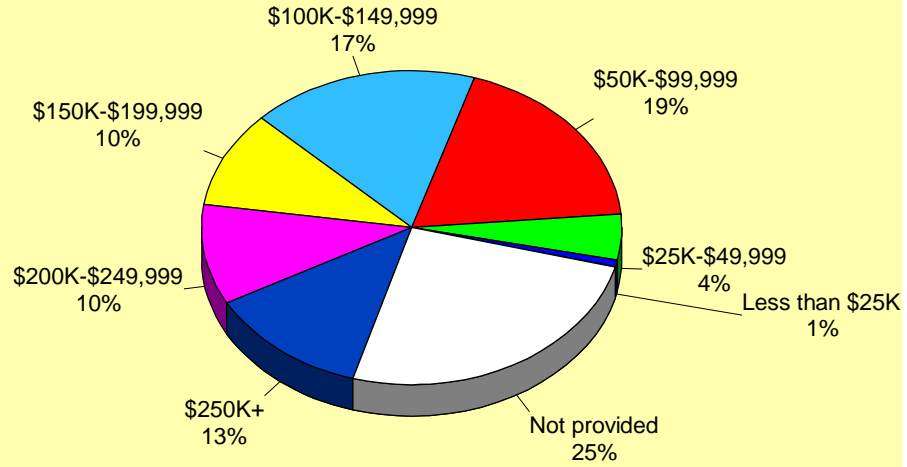
by percentage of respondents



Source: ETC Institute (2018)

### Q28. Demographics: What is your annual household income?

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# ***Priority Investment Rating***

---

---

# Priority Investment Rating

## Park Ridge Park District

---

The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The Priority Investment Rating was developed by ETC Institute to identify the facilities and programs residents think should receive the highest priority for investment. The priority investment rating reflects the importance residents place on items (sum of top 4 choices) and the unmet needs (needs that are only being partly or not met) for each facility/program relative to the facility/program that rated the highest overall. Since decisions related to future investments should consider both the level of unmet need and the importance of facilities and programs, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, suppose the Unmet Needs Rating for playgrounds is 26.5 (out of 100) and the Importance Rating for playgrounds is 52 (out of 100), the Priority Investment Rating for playgrounds would be 78.5 (out of 200).

### How to Analyze the Charts:

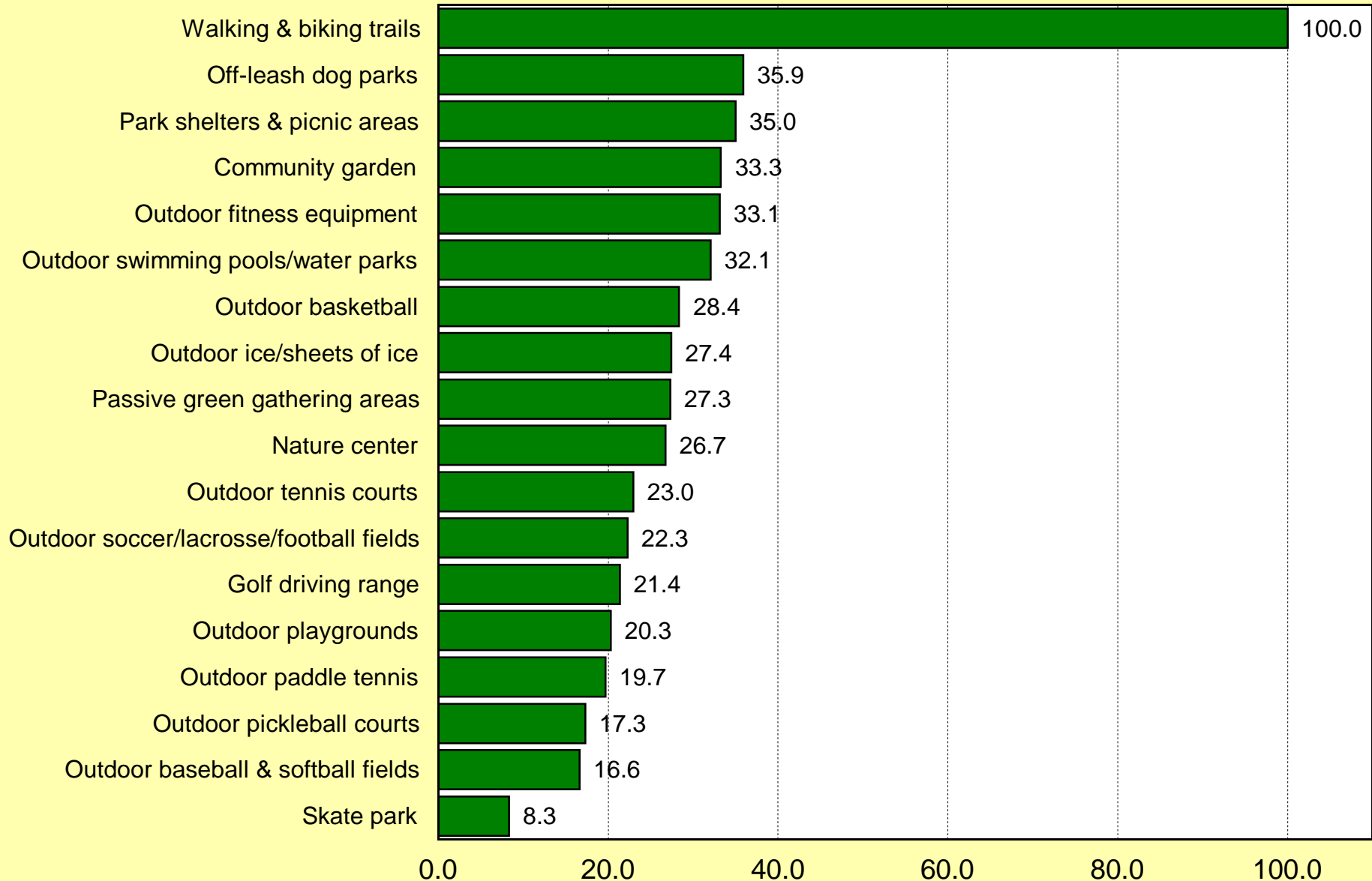
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact on the greatest number of households.
- **Medium Priority Areas** are those with a PIR of 50-99. A rating in this range generally indicates there is a medium to high level of unmet need or a significant percentage of residents generally think it is important to fund improvements in these areas.
- **Low Priority Areas** are those with a PIR below 50. A rating in this range generally indicates there is a relatively low level of unmet need and residents do not think it is important to fund improvements in these areas. Improvements may be warranted if the needs of very specialized populations are being targeted.

The following pages show the Unmet Needs Rating, Importance Rating, and Priority Investment Rating for facilities and programs.

# Unmet Needs Rating for Outdoor Recreation Facilities

the rating for the item with the most unmet need=100

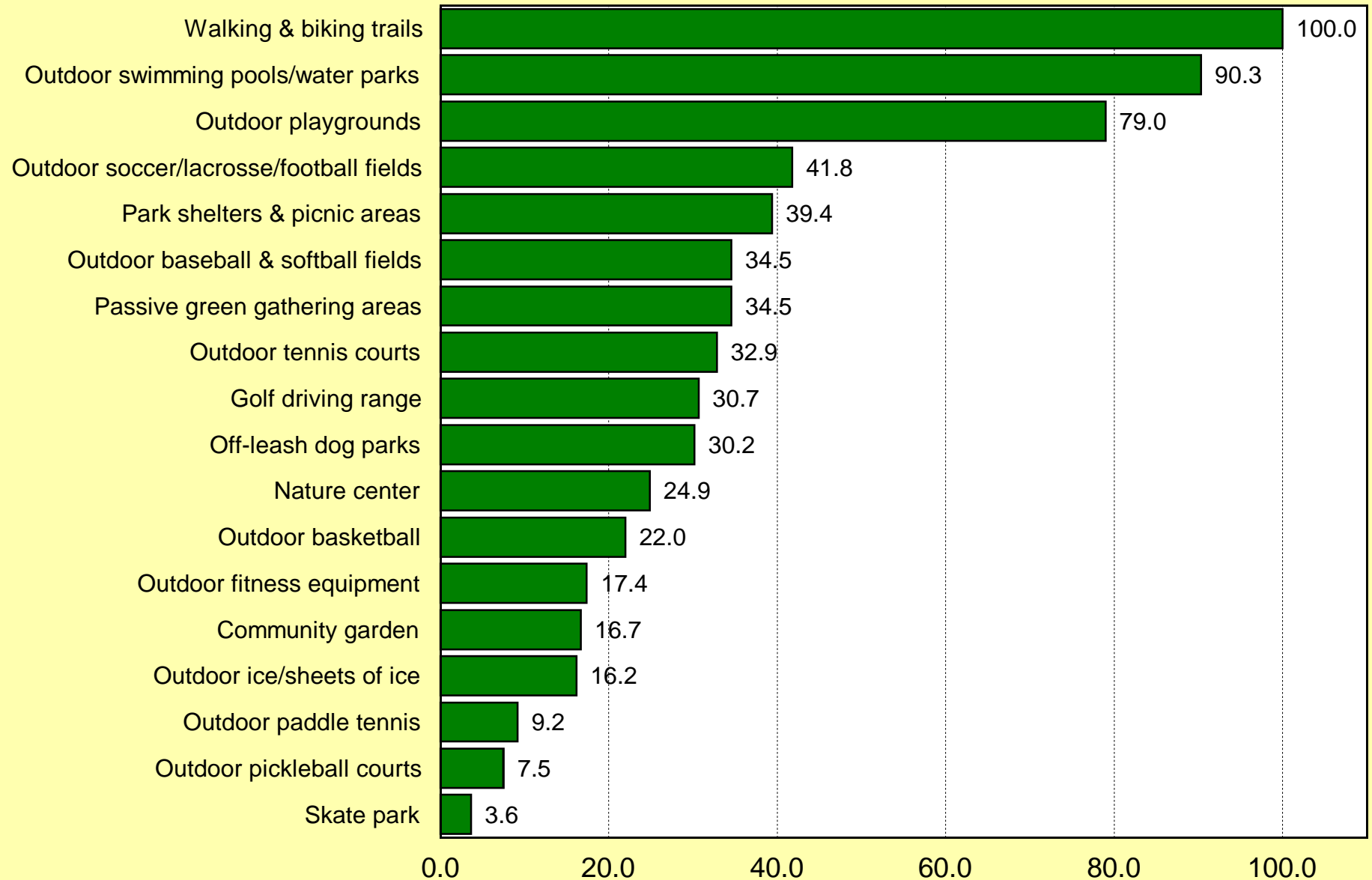
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Source: ETC Institute (2017)

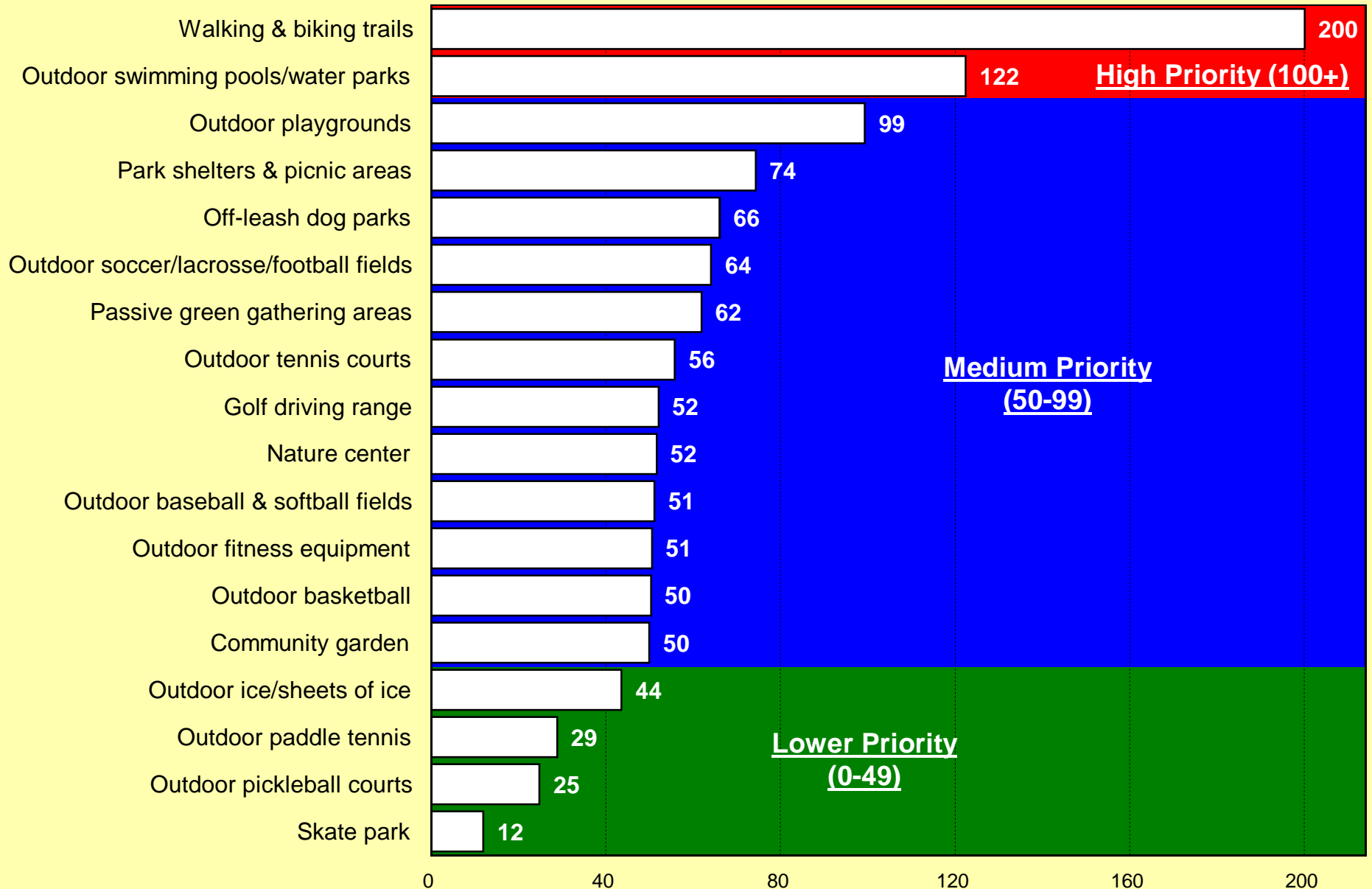
# Importance Rating for Outdoor Recreation Facilities

the rating for the item rated as the most important=100  
 the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2017)

# Top Priorities for Investment for Outdoor Recreation Facilities Based on the Priority Investment Rating

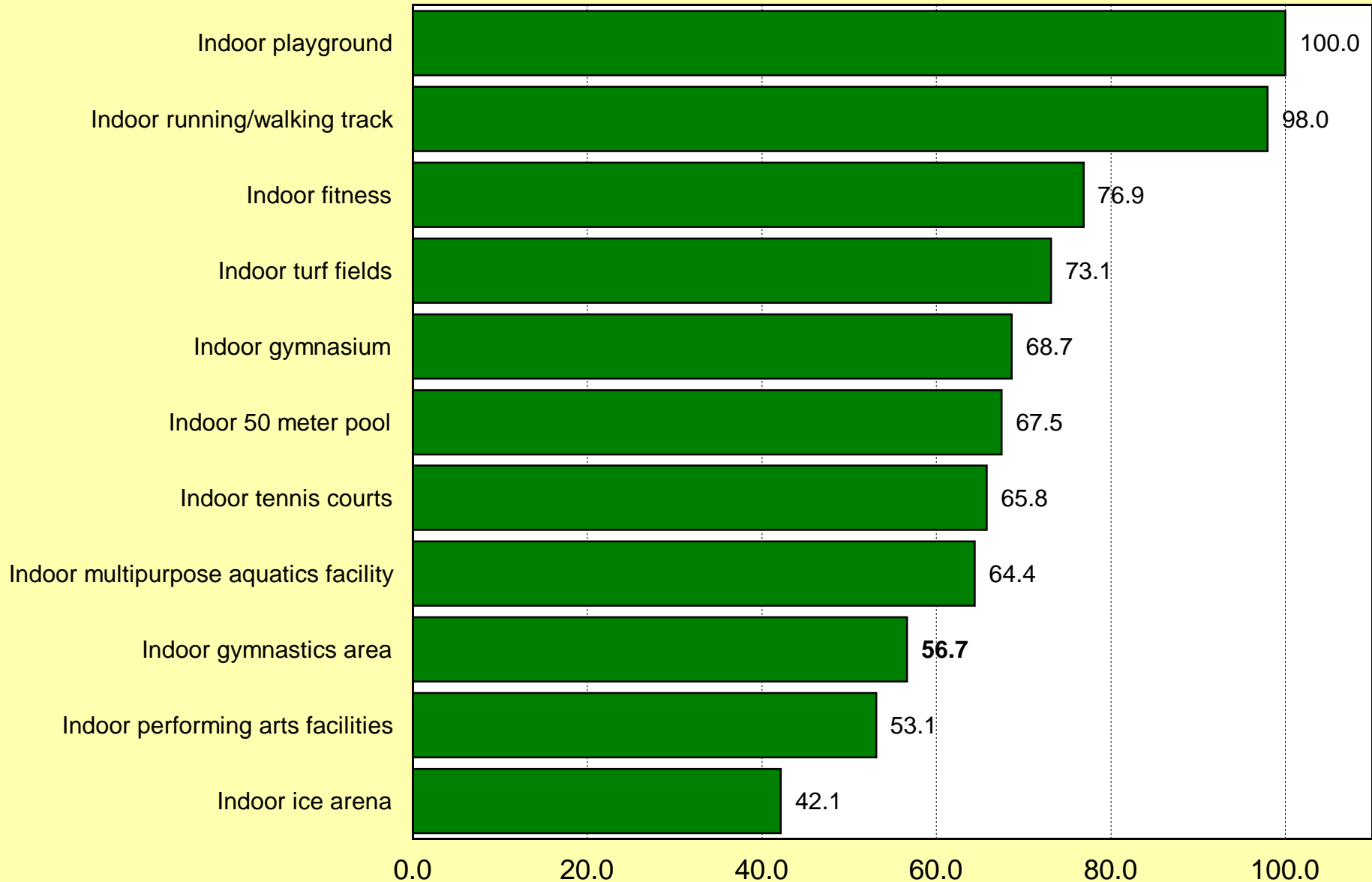


Source: ETC Institute (2017)

# Unmet Needs Rating for Indoor Recreation Facilities

the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need

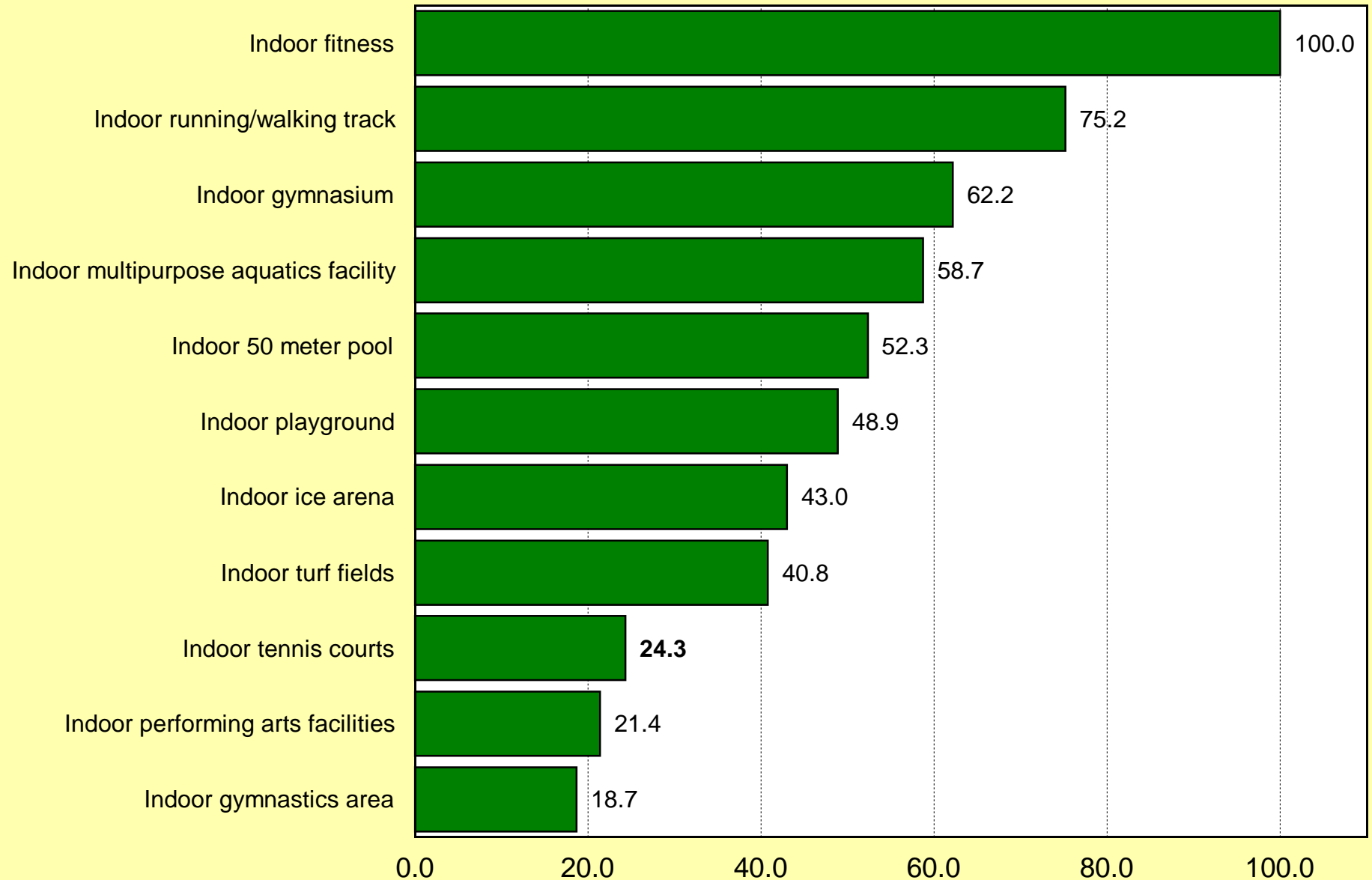


Source: ETC Institute (2017)



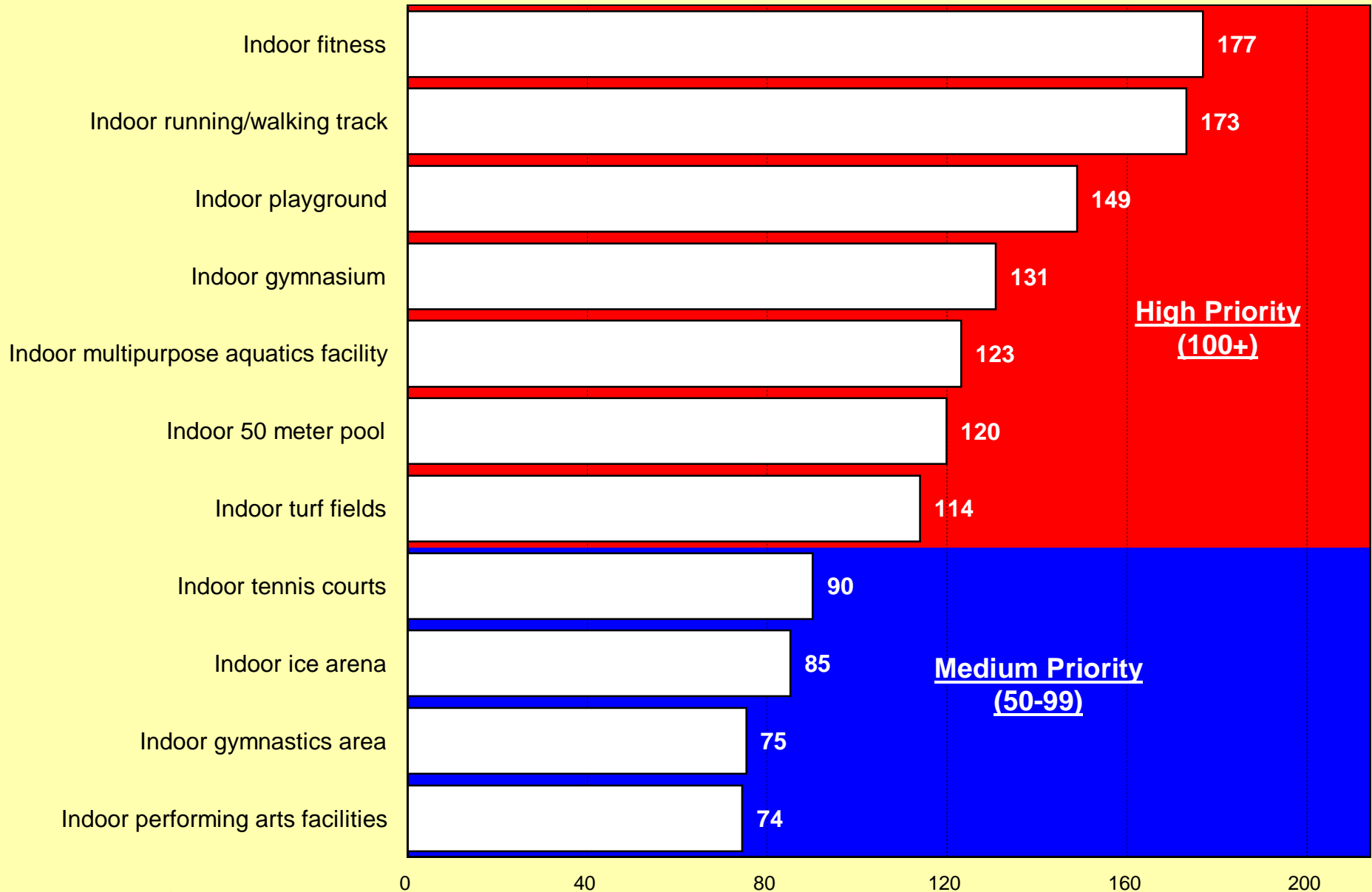
# Importance Rating for Indoor Recreation Facilities

the rating for the item rated as the most important=100  
 the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2017)

# Top Priorities for Investment for Indoor Recreation Facilities Based on the Priority Investment Rating

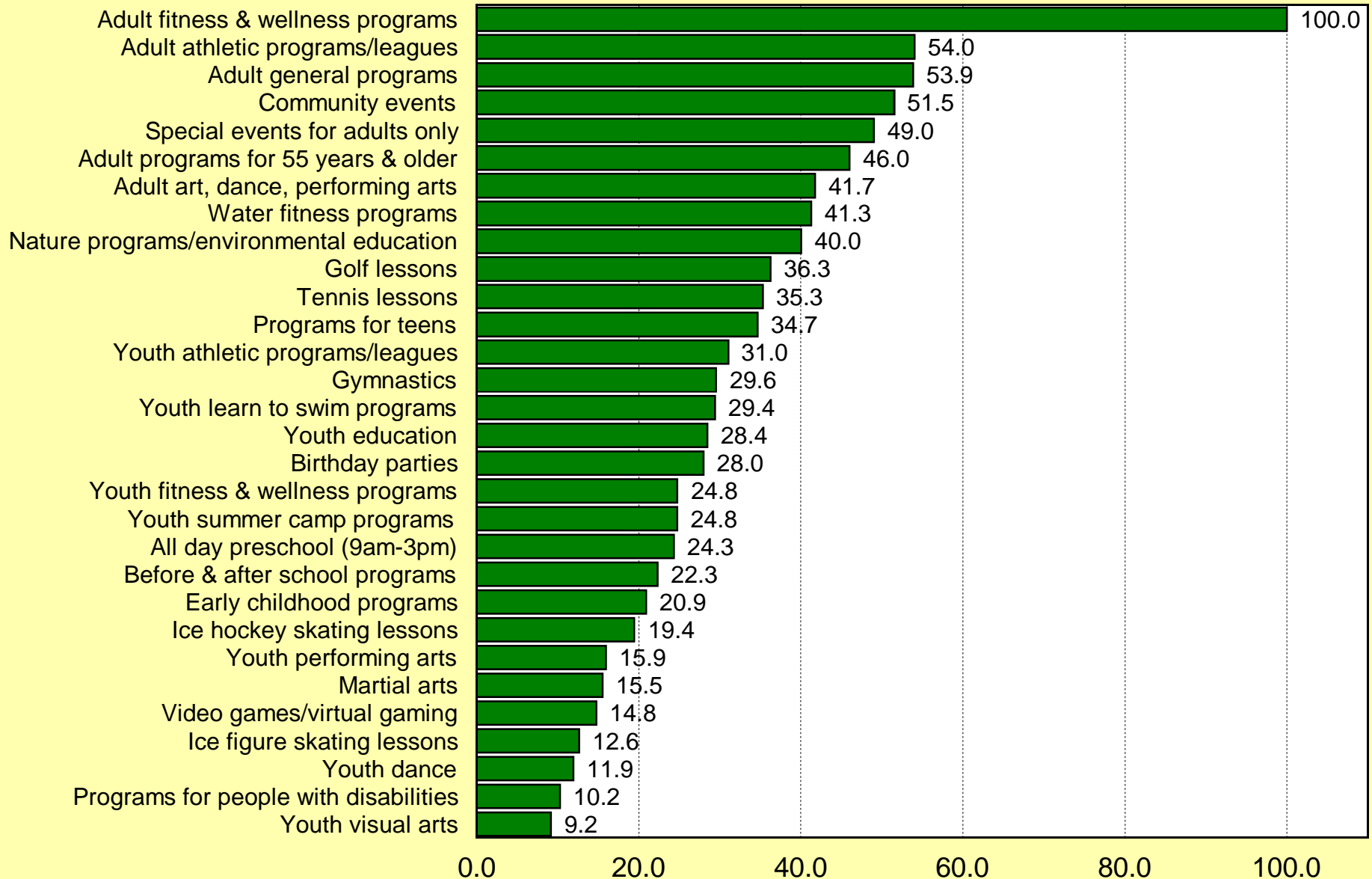


Source: ETC Institute (2017)

# Unmet Needs Rating for Recreation Programs

the rating for the item with the most unmet need=100

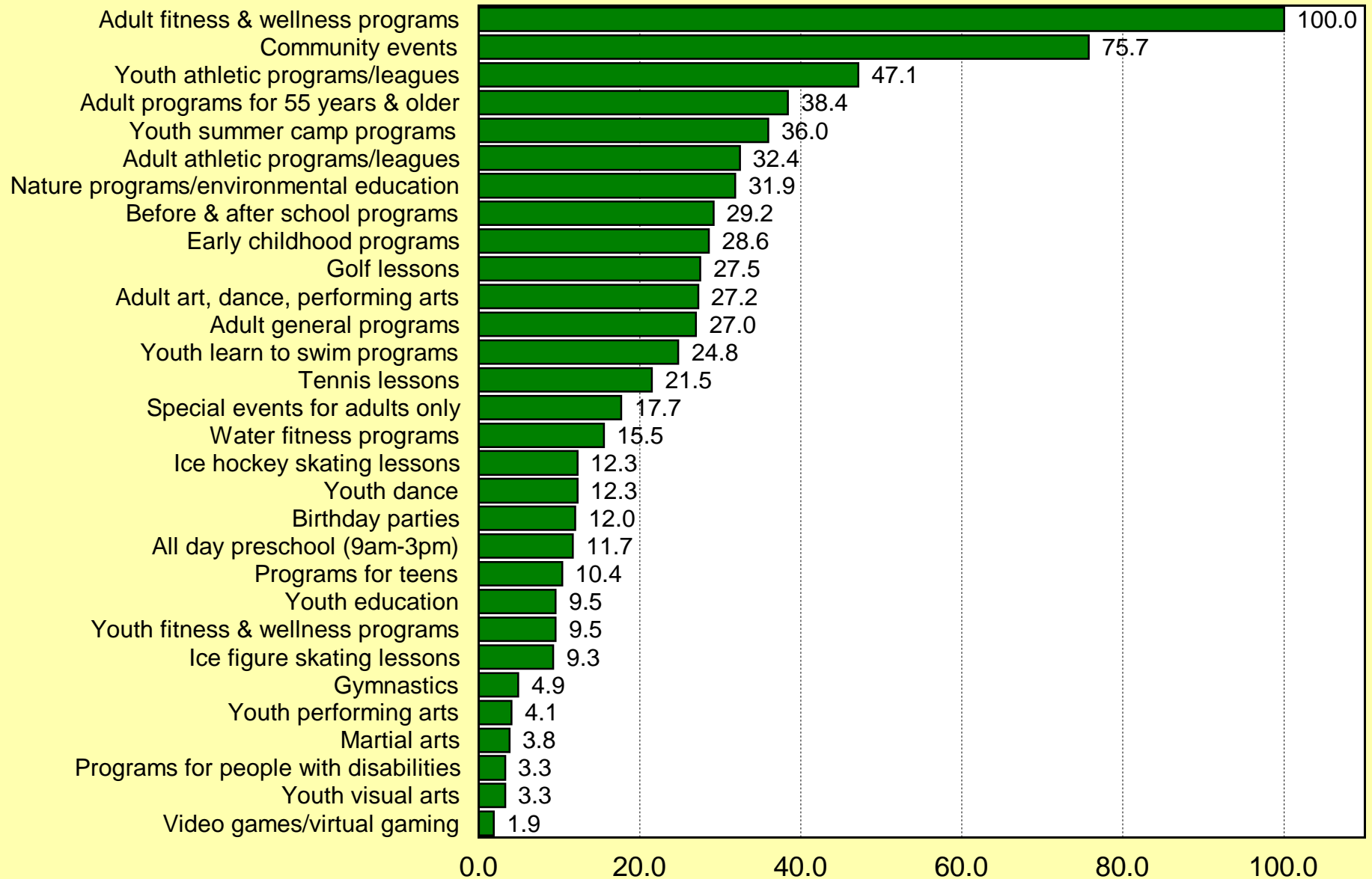
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Source: ETC Institute (2017)

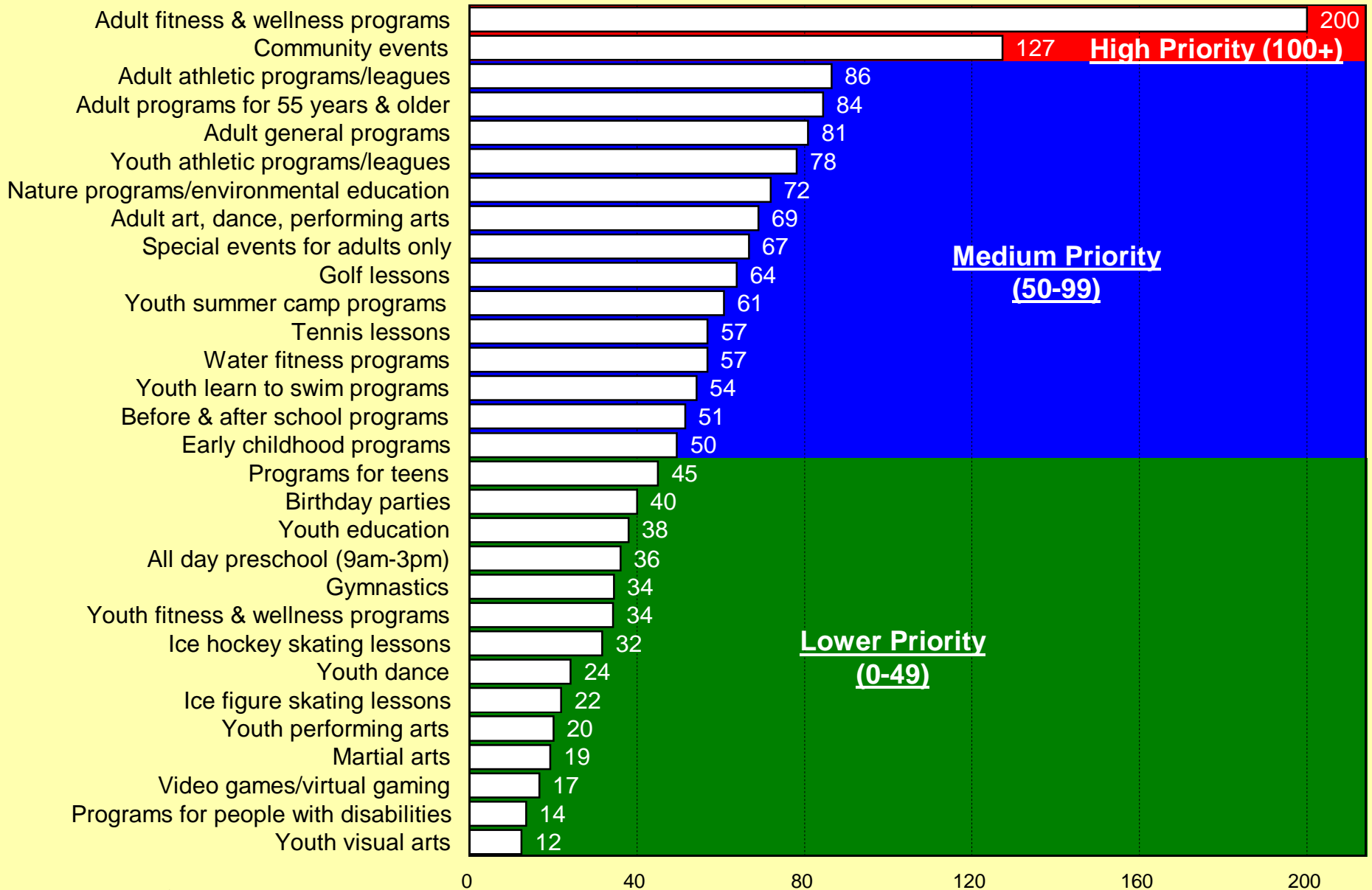
# Importance Rating for Recreation Programs

the rating for the item rated as the most important=100  
 the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2017)

# Top Priorities for Investment for Recreation Programs Based on the Priority Investment Rating



Source: ETC Institute (2017)

## **Section 3**

# ***Importance-Satisfaction Analysis***

---

# Importance-Satisfaction Analysis

## Park Ridge Park District

### Overview

Today, park officials have limited resources which need to be targeted to activities that are of the most benefit to their citizens. Two of the most important criteria for decision making are (1) to target resources toward services of the highest importance to citizens; and (2) to target resources toward those services where citizens are the least satisfied.

The Importance-Satisfaction (IS) rating is a unique tool that allows public officials to better understand both of these highly important decision making criteria for each of the services they are providing. The Importance-Satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high.

### Methodology

The rating is calculated by summing the percentage of responses for items selected as the first, second, and third most important services for the Park District to emphasize. The sum is then multiplied by 1 minus the percentage of respondents who indicated they were positively satisfied with the District's performance in the related area (the sum of the ratings of 4 and 5 on a 5-point scale excluding "Don't Know" responses). "Don't Know" responses are excluded from the calculation to ensure the satisfaction ratings among service categories are comparable. [IS=Importance x (1-Satisfaction)].

**Example of the Calculation:** Respondents were asked to identify the major categories of parks and recreation services they thought should receive the most attention over the next five to ten years. Twenty-nine percent (29%) of respondents selected *the number of walking trails* as one of the most important services for the Park District to emphasize.

With regard to satisfaction, 27% of respondents surveyed rated the District's overall performance in *the number of walking trails* as a "4" or "5" on a 5-point scale (where "5" means "Very Satisfied") excluding "Don't Know" responses. The I-S rating for *the number of walking trails* was calculated by multiplying the sum of the most attention percentages by 1 minus the sum of the satisfaction percentages. In this example 29% was multiplied by 73% (1-0.27). This calculation yielded an I-S rating of 0.2127 which ranked first out of 21 major service categories.

The maximum rating is 1.00 and would be achieved when 100% of the respondents select an item as one of their top three choices to emphasize over the next five to ten years and 0% indicate they are positively satisfied with the delivery of the service.

The lowest rating is 0.00 and could be achieved under either of the following two situations:

- If 100% of the respondents were positively satisfied with the delivery of the service
- If none (0%) of the respondents selected the service as one for the three most important areas for the District to emphasize over the next five to ten years.

## Interpreting the Ratings

Ratings that are greater than or equal to 0.20 identify areas that should receive significantly more emphasis over the next five to ten years. Ratings from 0.10 to 0.20 identify service areas that should receive increased emphasis. Ratings less than 0.10 should continue to receive the current level of emphasis.

- *Definitely Increase Emphasis* ( $IS \geq 0.20$ )
- *Increase Current Emphasis* ( $0.10 \leq IS < 0.20$ )
- *Maintain Current Emphasis* ( $IS < 0.10$ )

The results for the Park Ridge Park District are provided on the following pages.



## 2018 Importance-Satisfaction Rating Park Ridge Park District Parks and Recreation Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<b>Very Priority (IS &gt;.20)</b>						
Number of walking trails	29%	2	27%	21	0.2127	1
<b>High Priority (IS .10-.20)</b>						
Quality of walking trails	17%	3	35%	18	0.1120	2
<b>Medium Priority (IS &lt;.10)</b>						
Quality of maintenance of Park Ridge Park District parks	30%	1	75%	2	0.0763	3
Quality of recreation programs	16%	4	60%	8	0.0629	4
Quality of indoor ice rink	9%	7	43%	16	0.0504	5
Ease of registering for programs	10%	5	62%	6	0.0370	6
Quality of baseball/softball fields	7%	9	55%	11	0.0323	7
Number of sheets of ice	5%	13	37%	17	0.0311	8
Quality of soccer fields	6%	11	56%	10	0.0275	9
Availability of information about Park Ridge programs & facilities	9%	8	71%	3	0.0247	10
Customer service by staff at facilities	7%	10	71%	4	0.0189	11
Customer service by staff over the phone	6%	12	68%	5	0.0177	12
Number of Park District soccer fields	4%	14	59%	9	0.0147	13
Number of Park Ridge Park District parks	9%	6	85%	1	0.0141	14
Amount of available meeting room & rental space	3%	15	52%	13	0.0140	15
Quality of meeting rooms & rental space	2%	16	52%	12	0.0115	16
Number of Park District lacrosse fields	2%	19	34%	19	0.0099	17
Number of Park District football fields	2%	17	48%	14	0.0089	18
Number of Park District baseball/softball fields	2%	18	61%	7	0.0059	19
Quality of lacrosse fields	0%	21	32%	20	0.0027	20
Quality of football fields	0%	20	47%	15	0.0021	21

**Note:** The I-S Rating is calculated by multiplying the "Most Important" % by (1-'Satisfaction' %)

**Most Important %:**

The "Most Important" percentage represents the sum of the first, second, and third most important responses for each item. Respondents were asked to identify the items they thought should receive the most attention over the next five to ten years

**Satisfaction %:**

The "Satisfaction" percentage represents the sum of the ratings "5" and "4" excluding 'don't knows.' Respondents ranked their level of satisfaction with each of the items on a scale of 5 to 1 with "5" being Very Satisfied and "1" being Very Dissatisfied.

© 2018 DirectionFinder by ETC Institute

# Section 4

## *Benchmarking Analysis*

---

---

# Benchmarking Summary Report

## Park Ridge Park District

---

***Since 1998, ETC Institute has conducted household surveys for needs assessments, feasibility studies, customer satisfaction, fees and charges comparisons, and other parks and recreation issues in more than 400 communities in 49 states across the country.***

The results of these surveys has provided an unparalleled data base of information to compare responses from household residents in client communities to “National Averages” and therefore provide a unique tool to “assist organizations in better decision making.”

Communities within the data base include a full-range of municipal and county governments from 20,000 in population through over 1 million in population. They include communities in warm weather climates and cold weather climates, mature communities and some of the fastest growing cities and counties in the country.

***“National Averages” have been developed for numerous strategically important parks and recreation planning and management issues*** including: customer satisfaction and usage of parks and programs; methods for receiving marketing information; reasons that prevent members of households from using parks and recreation facilities more often; priority recreation programs, parks, facilities and trails to improve or develop; priority programming spaces to have in planned community centers and aquatic facilities; potential attendance for planned indoor community centers and outdoor aquatic centers; etc.

***Results from household responses for the Park Ridge Park District were compared to National Benchmarks to gain further strategic information.*** A summary of all tabular comparisons are shown on the following pages.

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the Park Ridge Park District is not authorized without written consent from ETC Institute.**

<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Have you or members of your household participated in City/County/Park District recreation programs during the past year?</b>		
Yes	34%	<b>57%</b>
No	65%	<b>43%</b>
<b>How would you rate the quality of all the recreation programs you've participated in?</b>		
Excellent	36%	<b>23%</b>
Good	53%	<b>64%</b>
Fair	9%	<b>10%</b>
Poor	1%	<b>3%</b>
<b>Satisfaction with the overall value received from the parks and recreation department</b>		
Very Satisfied	29%	<b>16%</b>
Somewhat Satisfied	34%	<b>42%</b>
Neutral	20%	<b>20%</b>
Somewhat Dissatisfied	6%	<b>6%</b>
Very Dissatisfied	3%	<b>3%</b>
Don't Know	7%	<b>12%</b>
<b>Ways respondents learn about recreation programs and activities</b>		
Departmental Brochure (Seasonal program guide)	54%	<b>83%</b>
Website	31%	<b>50%</b>
Word of Mouth/Friends/Coworkers	43%	<b>38%</b>
Newsletters/Flyers/Brochures	27%	<b>27%</b>
E-mail bulletins/notification (Email)	11%	<b>18%</b>
Newspaper	37%	<b>16%</b>
Social media - Facebook/Twitter	11%	<b>11%</b>
Conversations with City/County/Park District staff	6%	<b>10%</b>

<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Reasons preventing the use of parks and recreation facilities and programs more often</b>		
Program times are not convenient	16%	<b>29%</b>
We are too busy	34%	<b>28%</b>
Fees are too expensive	15%	<b>27%</b>
Programs I am interested in are not offered	16%	<b>23%</b>
Facilities are not well maintained	7%	<b>15%</b>
Facilities do not have right equipment	8%	<b>12%</b>
Use facilities in other Cities/Park Districts	10%	<b>12%</b>
Waiting list/programs were full	5%	<b>12%</b>
Lack of quality programs	8%	<b>11%</b>
Use services of other agencies	10%	<b>11%</b>
Facility operating hours are not convenient	7%	<b>7%</b>
I do not know what is being offered	24%	<b>7%</b>
Poor customer service by staff	3%	<b>6%</b>
Registration for programs is difficult	3%	<b>6%</b>
Too far from residence	12%	<b>4%</b>
Lack of parking	6%	<b>3%</b>
Security is insufficient	9%	<b>3%</b>
I do not know location of facilities	12%	<b>2%</b>
Lack of accessibility (Not accessible for people w disabilities)	4%	<b>1%</b>

<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Recreation programs that respondent households have a need for</b>		
Adult fitness and wellness programs	46%	<b>51%</b>
Community events	40%	<b>48%</b>
Nature programs/environmental education	31%	<b>26%</b>
Adult sports programs	22%	<b>24%</b>
Youth sports programs	26%	<b>24%</b>
Seniors/Adult programs for 55 years and older	25%	<b>23%</b>
Golf lessons and leagues (Golf lessons)	18%	<b>22%</b>
Youth summer camp programs	19%	<b>21%</b>
Birthday parties	17%	<b>20%</b>
Water fitness programs	29%	<b>20%</b>
Youth Learn to Swim programs	25%	<b>19%</b>
Adult arts, dance, performing arts	21%	<b>16%</b>
Before and after school programs	16%	<b>15%</b>
Tennis lessons and leagues	16%	<b>14%</b>
Gymnastics/tumbling programs	17%	<b>13%</b>
Teen programs	17%	<b>12%</b>
Youth fitness and wellness programs	19%	<b>11%</b>
Martial arts programs	14%	<b>9%</b>
Programs for people with disabilities	12%	<b>4%</b>

<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Most important recreation programs (sum of top choices)</b>		
Adult fitness and wellness programs	30%	<b>37%</b>
Community events	21%	<b>28%</b>
Youth sports programs	14%	<b>17%</b>
Seniors/Adult programs for 55 years and older	15%	<b>14%</b>
Youth summer camp programs	9%	<b>13%</b>
Adult sports programs	9%	<b>12%</b>
Nature programs/environmental education	13%	<b>12%</b>
Before and after school programs	7%	<b>11%</b>
Adult arts, dance, performing arts	8%	<b>10%</b>
Golf lessons and leagues	8%	<b>10%</b>
Youth Learn to Swim programs	14%	<b>9%</b>
Tennis lessons and leagues	6%	<b>8%</b>
Water fitness programs	14%	<b>6%</b>
Birthday parties	4%	<b>4%</b>
Teen programs	7%	<b>4%</b>
Youth fitness and wellness programs	7%	<b>4%</b>
Gymnastics/tumbling programs	5%	<b>2%</b>
Martial arts programs	4%	<b>1%</b>
Programs for people with special needs/disabled	5%	<b>1%</b>

<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Parks and recreation facilities that respondent households have a need for</b>		
Walking & Biking Trails	70%	<b>61%</b>
Indoor Fitness and Exercise Facilities	46%	<b>53%</b>
Outdoor Swimming Pools/Aquatic Center	43%	<b>52%</b>
Indoor running/walking track	40%	<b>47%</b>
Playground Equipment for Children	43%	<b>39%</b>
Picnic Areas and Shelters	52%	<b>37%</b>
Indoor Gyms/Multi-Purpose Rec Center	27%	<b>36%</b>
Nature Center/Nature Trails	51%	<b>35%</b>
Soccer, Lacrosse Fields (Outdoor field space)	21%	<b>30%</b>
Indoor Swimming Pools/Aquatic Center	41%	<b>29%</b>
Tennis Courts (outdoor)	26%	<b>28%</b>
Lap Lanes for Swimming (indoor)	30%	<b>27%</b>
Indoor Ice-Skating Rinks	26%	<b>23%</b>
Outdoor Baseball Fields	20%	<b>23%</b>
Indoor sports complex (Indoor sports fields)	17%	<b>20%</b>
Outdoor basketball/multi-use courts	23%	<b>19%</b>
Off-leash dog parks	28%	<b>18%</b>
Community Gardens	31%	<b>16%</b>
Indoor Tennis	17%	<b>16%</b>
Outdoor Ice-Skating Rinks	25%	<b>16%</b>
Performing Arts Center	36%	<b>15%</b>
Skateboarding Park/Area	12%	<b>8%</b>



<b>Benchmarking for the Park Ridge Park District</b>		
	<b><i>National Average</i></b>	<b><i>Park Ridge 2018</i></b>
<b>Most important parks and recreation facilities (sum of top choices)</b>		
Indoor Fitness and Exercise Facilities	19%	<b>41%</b>
Walking and Biking Trails	44%	<b>41%</b>
Outdoor Swimming Pools/Aquatic Facilities	19%	<b>37%</b>
Playground Equipment for Children	18%	<b>33%</b>
Indoor running/walking track	14%	<b>31%</b>
Indoor Gyms/Multi-Purpose Rec Centers	7%	<b>25%</b>
Indoor Swimming Pools/Aquatic Facilities	16%	<b>24%</b>
Lap lanes for swimming (indoor)	8%	<b>21%</b>
Indoor Ice-Skating Rinks	7%	<b>18%</b>
Indoor sports complex (Indoor sports fields)	4%	<b>17%</b>
Soccer, Lacrosse Fields (Outdoor field space)	8%	<b>17%</b>
Picnic Areas and Shelters	15%	<b>16%</b>
Tennis Courts (outdoor)	7%	<b>14%</b>
Outdoor Baseball Fields	8%	<b>14%</b>
Off-Leash Dog Park	14%	<b>13%</b>
Indoor Tennis	6%	<b>10%</b>
Nature Center/Nature Trails	19%	<b>10%</b>
Outdoor Basketball Courts	4%	<b>9%</b>
Performing Arts Center	10%	<b>9%</b>
Community Gardens	9%	<b>7%</b>
Outdoor Ice-Skating Rinks	5%	<b>7%</b>
Skateboarding Area	2%	<b>2%</b>

# Section 5

## *Tabular Data*

---

**Q1. Please indicate if you or any member of your household have used any of the parks or facilities listed below during the past 12 months.**

(N=447)

	Yes	No
Q1-1. Brickton Park (801 W Glenlake)	14.1%	85.9%
Q1-2. Centennial Activity Center (100 S Western Ave)	36.9%	63.1%
Q1-3. Centennial Aquatic Center (100 S Western Ave)	47.2%	52.8%
Q1-4. Centennial Fitness Center (1515 W Touhy Ave)	45.0%	55.0%
Q1-5. Centennial Fitness Center Indoor Pool (1515 W Touhy Ave)	34.9%	65.1%
Q1-6. Centennial Park (100 S Western Ave)	44.7%	55.3%
Q1-7. Cumberland Park (101 S Cumberland Ave)	11.6%	88.4%
Q1-8. Hinkley Park (25 Busse Hwy)	24.2%	75.8%
Q1-9. Hinkley Pool (25 Busse Hwy)	22.8%	77.2%
Q1-10. Hinkley Skate Park (25 Busse Hwy)	6.0%	94.0%
Q1-11. Hodges Park (101 Courtland Ave)	27.7%	72.3%
Q1-12. Jaycee Park (1515 S Washington St)	15.2%	84.8%
Q1-13. Maine Park (2701 W Sibley St)	37.1%	62.9%
Q1-14. Maine Park Leisure Center (2701 W Sibley St)	31.8%	68.2%
Q1-15. Morgan Park (302 N Ashland)	3.4%	96.6%
Q1-16. Ni-Ridge Park (1101 N Chester)	5.6%	94.4%

**Q1. Please indicate if you or any member of your household have used any of the parks or facilities listed below during the past 12 months.**

	Yes	No
Q1-17. North Park (1400 N Western Ave)	6.7%	93.3%
Q1-18. Northeast Park (801 N Washington)	19.9%	80.1%
Q1-19. Northwest Park (1200 N Dee Rd)	15.9%	84.1%
Q1-20. Oakton Batting Cages (2800 W Oakton St)	12.1%	87.9%
Q1-21. Oakton Driving Range (2800 W Oakton St)	23.3%	76.7%
Q1-22. Oakton Ice Arena (2800 W Oakton St)	24.6%	75.4%
Q1-23. Oakton Park (2800 W Oakton St)	6.5%	93.5%
Q1-24. Oakton Park-Paws Park (2800 W Oakton St)	5.4%	94.6%
Q1-25. Prospect Park (733 N Prospect Ave)	32.9%	67.1%
Q1-26. Prospect Park-Paula Hassell O'Connor Community Building (733 N Prospect Ave)	19.5%	80.5%
Q1-27. Prospect Park Splash Pad (733 N Prospect Ave)	19.9%	80.1%
Q1-28. Rotary Park (400 S Washington St)	5.1%	94.9%
Q1-29. South Park (833 W Talcott Rd)	27.7%	72.3%
Q1-30. South Park Rec Center (833 W Talcott Rd)	19.2%	80.8%
Q1-31. South Park Wading Pool (833 W Talcott Rd)	15.0%	85.0%
Q1-32. Southwest Park (1600 S Lincoln)	10.1%	89.9%

**Q1. Please indicate if you or any member of your household have used any of the parks or facilities listed below during the past 12 months.**

	Yes	No
Q1-33. Wildwood Nature Center (529 Forestview Ave)	33.8%	66.2%
Q1-34. Woodland Park (1200 N Western Ave)	15.4%	84.6%
Q1-35. Other	1.1%	98.9%

**Q1. If "Yes," please rate the condition of the park/facility you or any member of your household have used.**

(N=410)

	Excellent	Good	Fair	Poor
Q1-1. Brickton Park (801 W Glenlake)	19.4%	59.7%	17.7%	3.2%
Q1-2. Centennial Activity Center (100 S Western Ave)	29.6%	54.9%	13.6%	1.9%
Q1-3. Centennial Aquatic Center (100 S Western Ave)	52.9%	37.7%	7.8%	1.5%
Q1-4. Centennial Fitness Center (1515 W Touhy Ave)	26.4%	54.8%	16.2%	2.5%
Q1-5. Centennial Fitness Center Indoor Pool (1515 W Touhy Ave)	24.2%	47.1%	18.3%	10.5%
Q1-6. Centennial Park (100 S Western Ave)	45.9%	47.9%	6.2%	0.0%
Q1-7. Cumberland Park (101 S Cumberland Ave)	35.4%	47.9%	16.7%	0.0%
Q1-8. Hinkley Park (25 Busse Hwy)	17.8%	56.1%	20.6%	5.6%
Q1-9. Hinkley Pool (25 Busse Hwy)	20.2%	43.4%	27.3%	9.1%
Q1-10. Hinkley Skate Park (25 Busse Hwy)	15.4%	46.2%	15.4%	23.1%
Q1-11. Hodges Park (101 Courtland Ave)	40.8%	48.3%	10.0%	0.8%
Q1-12. Jaycee Park (1515 S Washington St)	31.7%	44.4%	20.6%	3.2%
Q1-13. Maine Park (2701 W Sibley St)	27.8%	52.5%	17.1%	2.5%
Q1-14. Maine Park Leisure Center (2701 W Sibley St)	32.1%	53.3%	12.4%	2.2%
Q1-15. Morgan Park (302 N Ashland)	13.3%	53.3%	33.3%	0.0%
Q1-16. Ni-Ridge Park (1101 N Chester)	16.7%	50.0%	33.3%	0.0%

**Q1. If "Yes," please rate the condition of the park/facility you or any member of your household have used.**

	Excellent	Good	Fair	Poor
Q1-17. North Park (1400 N Western Ave)	20.7%	51.7%	20.7%	6.9%
Q1-18. Northeast Park (801 N Washington)	15.1%	59.3%	20.9%	4.7%
Q1-19. Northwest Park (1200 N Dee Rd)	32.9%	47.1%	18.6%	1.4%
Q1-20. Oakton Batting Cages (2800 W Oakton St)	11.3%	58.5%	18.9%	11.3%
Q1-21. Oakton Driving Range (2800 W Oakton St)	33.3%	52.5%	12.1%	2.0%
Q1-22. Oakton Ice Arena (2800 W Oakton St)	14.2%	45.3%	25.5%	15.1%
Q1-23. Oakton Park (2800 W Oakton St)	10.7%	39.3%	46.4%	3.6%
Q1-24. Oakton Park-Paws Park (2800 W Oakton St)]	4.3%	39.1%	43.5%	13.0%
Q1-25. Prospect Park (733 N Prospect Ave)	50.7%	34.7%	7.6%	6.9%
Q1-26. Prospect Park-Paula Hassell O'Connor Community Building (733 N Prospect Ave)	73.3%	19.8%	4.7%	2.3%
Q1-27. Prospect Park Splash Pad (733 N Prospect Ave)	58.0%	28.4%	8.0%	5.7%
Q1-28. Rotary Park (400 S Washington St)	13.6%	50.0%	27.3%	9.1%
Q1-29. South Park (833 W Talcott Rd)	14.8%	51.6%	29.5%	4.1%
Q1-30. South Park Rec Center (833 W Talcott Rd)	9.5%	42.9%	31.0%	16.7%
Q1-31. South Park Wading Pool (833 W Talcott Rd)	22.7%	54.5%	15.2%	7.6%

**Q1. If "Yes," please rate the condition of the park/facility you or any member of your household have used.**

	Excellent	Good	Fair	Poor
Q1-32. Southwest Park (1600 S Lincoln)	25.6%	62.8%	9.3%	2.3%
Q1-33. Wildwood Nature Center (529 Forestview Ave)	28.4%	43.2%	23.0%	5.4%
Q1-34. Woodland Park (1200 N Western Ave)	28.8%	56.1%	9.1%	6.1%
Q1-35. Other	20.0%	40.0%	0.0%	40.0%

**Q1. Other**

Q1-35. Other	Number	Percent
South Park Outdoor Ice Rink when available	1	20.0 %
Emerson soccer fields	1	20.0 %
South Park outdoor skating needs more time and effort from City	1	20.0 %
TENNIS COURTS SOUTH PARK	1	20.0 %
Wild Wood Pond	1	20.0 %
Total	5	100.0 %



**Q2. Please indicate if you or any member of your household has a need for each of the Parks and Recreation amenities listed below.**

(N=447)

	Yes	No
Q2-1. Community garden	16.3%	83.7%
Q2-2. Golf driving range	35.3%	64.7%
Q2-3. Indoor 50 meter pool	26.8%	73.2%
Q2-4. Indoor fitness	52.8%	47.2%
Q2-5. Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	36.0%	64.0%
Q2-6. Indoor gymnastics area	16.8%	83.2%
Q2-7. Indoor ice arena	23.0%	77.0%
Q2-8. Indoor multipurpose aquatics facility	29.1%	70.9%
Q2-9. Indoor performing arts facilities	15.4%	84.6%
Q2-10. Indoor playground	26.4%	73.6%
Q2-11. Indoor running/walking track	47.0%	53.0%
Q2-12. Indoor tennis courts	16.1%	83.9%
Q2-13. Indoor turf fields (baseball, soccer, etc.)	19.7%	80.3%
Q2-14. Nature center	35.3%	64.7%
Q2-15. Off-leash dog parks	17.9%	82.1%
Q2-16. Outdoor baseball & softball fields	23.3%	76.7%
Q2-17. Outdoor basketball	19.0%	81.0%
Q2-18. Outdoor fitness equipment	14.5%	85.5%
Q2-19. Outdoor ice/sheets of ice	16.1%	83.9%
Q2-20. Outdoor paddle tennis	9.6%	90.4%

**Q2. Please indicate if you or any member of your household has a need for each of the Parks and Recreation amenities listed below.**

	Yes	No
Q2-21. Outdoor pickleball courts	9.8%	90.2%
Q2-22. Outdoor playgrounds	39.4%	60.6%
Q2-23. Outdoor soccer/lacrosse/football fields	29.5%	70.5%
Q2-24. Outdoor swimming pools/water parks	52.3%	47.7%
Q2-25. Outdoor tennis courts	28.2%	71.8%
Q2-26. Park shelters & picnic areas	37.4%	62.6%
Q2-27. Passive green gathering areas	34.0%	66.0%
Q2-28. Skate park	8.1%	91.9%
Q2-29. Walking & biking trails	61.1%	38.9%
Q2-30. Other	3.8%	96.2%

**Q2. If "Yes," please rate ALL of the Parks and Recreation amenities of that type using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."**

(N=399)

	100% Met	75% Met	50% Met	25% Met	0% Met
Q2-1. Community garden	9.0%	11.9%	9.0%	9.0%	61.2%
Q2-2. Golf driving range	40.0%	36.4%	16.4%	5.0%	2.1%
Q2-3. Indoor 50 meter pool	19.3%	23.9%	16.5%	13.8%	26.6%
Q2-4. Indoor fitness	35.2%	31.9%	22.7%	8.3%	1.9%
Q2-5. Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	27.2%	29.8%	23.2%	15.9%	4.0%
Q2-6. Indoor gymnastics area	10.4%	13.4%	26.9%	26.9%	22.4%
Q2-7. Indoor ice arena	35.1%	23.4%	22.3%	13.8%	5.3%
Q2-8. Indoor multipurpose aquatics facility	25.9%	24.1%	29.3%	12.9%	7.8%
Q2-9. Indoor performing arts facilities	6.8%	15.3%	23.7%	16.9%	37.3%
Q2-10. Indoor playground	6.7%	7.7%	13.5%	9.6%	62.5%
Q2-11. Indoor running/walking track	28.9%	24.1%	21.4%	15.5%	10.2%
Q2-12. Indoor tennis courts	3.1%	4.7%	14.1%	9.4%	68.8%
Q2-13. Indoor turf fields (baseball, soccer, etc.)	9.9%	6.2%	6.2%	4.9%	72.8%
Q2-14. Nature center	36.4%	34.3%	22.4%	5.6%	1.4%
Q2-15. Off-leash dog parks	14.3%	7.9%	27.0%	27.0%	23.8%
Q2-16. Outdoor baseball & softball fields	35.1%	37.2%	21.3%	5.3%	1.1%
Q2-17. Outdoor basketball	25.0%	17.1%	38.2%	17.1%	2.6%
Q2-18. Outdoor fitness equipment	7.5%	3.8%	22.6%	32.1%	34.0%
Q2-19. Outdoor ice/sheets of ice	15.3%	18.6%	25.4%	25.4%	15.3%

**Q2. If "Yes," please rate ALL of the Parks and Recreation amenities of that type using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."**

	100% Met	75% Met	50% Met	25% Met	0% Met
Q2-20. Outdoor paddle tennis	12.8%	7.7%	10.3%	17.9%	51.3%
Q2-21. Outdoor pickleball courts	21.1%	10.5%	13.2%	13.2%	42.1%
Q2-22. Outdoor playgrounds	50.6%	29.4%	15.6%	3.8%	0.6%
Q2-23. Outdoor soccer/lacrosse/ football fields	35.0%	35.8%	22.8%	4.9%	1.6%
Q2-24. Outdoor swimming pools/ water parks	49.5%	26.6%	17.4%	4.6%	1.8%
Q2-25. Outdoor tennis courts	30.8%	37.6%	22.2%	8.5%	0.9%
Q2-26. Park shelters & picnic areas	29.5%	34.2%	18.5%	13.7%	4.1%
Q2-27. Passive green gathering areas	33.6%	35.2%	21.1%	7.8%	2.3%
Q2-28. Skate park	20.0%	40.0%	13.3%	13.3%	13.3%
Q2-29. Walking & biking trails	17.7%	18.9%	24.9%	22.5%	16.1%
Q2-30. Other	0.0%	6.7%	13.3%	20.0%	60.0%

**Q2. Other**

Q2-30. Other	Number	Percent
Bocce courts	2	11.8 %
Place for art class	1	5.9 %
Cross country ski trails	1	5.9 %
No use for these amenities	1	5.9 %
Competition swimming and water polo facility	1	5.9 %
Maintained flower bed at City entrances	1	5.9 %
Outdoor ice skate	1	5.9 %
Indoor heated 92 degree pool for winter therapy	1	5.9 %
Arts/creative art	1	5.9 %
Sledding hill	1	5.9 %
Racket ball court	1	5.9 %
Indoor soccer facility, lights for outdoor soccer fields	1	5.9 %
Indoor pickleball courts	1	5.9 %
Indoor skate park	1	5.9 %
Indoor driving range	1	5.9 %
Disc golf park	1	5.9 %
Total	17	100.0 %

**Q3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q3. Top choice	Number	Percent
Indoor 50 meter pool	33	7.4 %
Indoor fitness	102	22.8 %
Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	37	8.3 %
Indoor gymnastics area	6	1.3 %
Indoor ice arena	30	6.7 %
Indoor multipurpose aquatics facility	16	3.6 %
Indoor performing arts facilities	7	1.6 %
Indoor playground	31	6.9 %
Indoor running/walking track	27	6.0 %
Indoor tennis courts	15	3.4 %
Indoor turf fields (baseball, soccer, etc.)	18	4.0 %
None chosen	93	20.8 %

**Q3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q3. 2nd choice	Number	Percent
Indoor 50 meter pool	20	4.5 %
Indoor fitness	40	8.9 %
Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	35	7.8 %
Indoor gymnastics area	4	0.9 %
Indoor ice arena	12	2.7 %
Indoor multipurpose aquatics facility	30	6.7 %
Indoor performing arts facilities	10	2.2 %
Indoor playground	25	5.6 %
Indoor running/walking track	61	13.6 %
Indoor tennis courts	12	2.7 %
Indoor turf fields (baseball, soccer, etc.)	28	6.3 %
None chosen	131	29.3 %

**Q3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q3. 3rd choice	Number	Percent
Indoor 50 meter pool	20	4.5 %
Indoor fitness	29	6.5 %
Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	26	5.8 %
Indoor gymnastics area	12	2.7 %
Indoor ice arena	19	4.3 %
Indoor multipurpose aquatics facility	34	7.6 %
Indoor performing arts facilities	13	2.9 %
Indoor playground	22	4.9 %
Indoor running/walking track	28	6.3 %
Indoor tennis courts	10	2.2 %
Indoor turf fields (baseball, soccer, etc.)	12	2.7 %
None chosen	187	41.8 %

**Q3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q3. 4th choice	Number	Percent
Indoor 50 meter pool	22	4.9 %
Indoor fitness	11	2.5 %
Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	15	3.4 %
Indoor gymnastics area	12	2.7 %
Indoor ice arena	17	3.8 %
Indoor multipurpose aquatics facility	27	6.0 %
Indoor performing arts facilities	9	2.0 %
Indoor playground	11	2.5 %
Indoor running/walking track	21	4.7 %
Indoor tennis courts	7	1.6 %
Indoor turf fields (baseball, soccer, etc.)	16	3.6 %
None chosen	233	52.1 %

**Q3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household? (top 4)**

Q3. Sum of top 4 choices	Number	Percent
Indoor 50 meter pool	95	21.3 %
Indoor fitness	182	40.7 %
Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	113	25.3 %
Indoor gymnastics area	34	7.6 %
Indoor ice arena	78	17.4 %
Indoor multipurpose aquatics facility	107	23.9 %
Indoor performing arts facilities	39	8.7 %
Indoor playground	89	19.9 %
Indoor running/walking track	137	30.6 %
Indoor tennis courts	44	9.8 %
Indoor turf fields (baseball, soccer, etc.)	74	16.6 %
None chosen	93	20.8 %

**Q4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q4. Top choice	Number	Percent
Community garden	13	2.9 %
Golf driving range	31	6.9 %
Nature center	10	2.2 %
Off-leash dog parks	17	3.8 %
Outdoor baseball & softball fields	25	5.6 %
Outdoor basketball	8	1.8 %
Outdoor fitness equipment	4	0.9 %
Outdoor ice/sheets of ice	9	2.0 %
Outdoor paddle tennis	5	1.1 %
Outdoor pickleball courts	4	0.9 %
Outdoor playgrounds	57	12.8 %
Outdoor soccer/lacrosse/football fields	19	4.3 %
Outdoor swimming pools/water parks	59	13.2 %
Outdoor tennis courts	17	3.8 %
Park shelters & picnic areas	3	0.7 %
Passive green gathering areas	8	1.8 %
Skate park	1	0.2 %
Walking & biking trails	58	13.0 %
None chosen	88	19.7 %

**Q4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q4. 2nd choice	Number	Percent
Community garden	7	1.6 %
Golf driving range	5	1.1 %
Nature center	10	2.2 %
Off-leash dog parks	12	2.7 %
Outdoor baseball & softball fields	16	3.6 %
Outdoor basketball	14	3.1 %
Outdoor fitness equipment	9	2.0 %
Outdoor ice/sheets of ice	5	1.1 %
Outdoor paddle tennis	5	1.1 %
Outdoor pickleball courts	4	0.9 %
Outdoor playgrounds	42	9.4 %
Outdoor soccer/lacrosse/football fields	28	6.3 %
Outdoor swimming pools/water parks	59	13.2 %
Outdoor tennis courts	16	3.6 %
Park shelters & picnic areas	9	2.0 %
Passive green gathering areas	18	4.0 %
Skate park	2	0.4 %
Walking & biking trails	51	11.4 %
Other	3	0.7 %
None chosen	124	27.7 %



**Q4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q4. 3rd choice	Number	Percent
Community garden	5	1.1 %
Golf driving range	11	2.5 %
Nature center	11	2.5 %
Off-leash dog parks	17	3.8 %
Outdoor baseball & softball fields	14	3.1 %
Outdoor basketball	9	2.0 %
Outdoor fitness equipment	12	2.7 %
Outdoor ice/sheets of ice	3	0.7 %
Outdoor paddle tennis	3	0.7 %
Outdoor pickleball courts	1	0.2 %
Outdoor playgrounds	31	6.9 %
Outdoor soccer/lacrosse/football fields	21	4.7 %
Outdoor swimming pools/water parks	30	6.7 %
Outdoor tennis courts	18	4.0 %
Park shelters & picnic areas	34	7.6 %
Passive green gathering areas	17	3.8 %
Walking & biking trails	37	8.3 %
Other	2	0.4 %
None chosen	163	36.5 %

**Q4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household?**

Q4. 4th choice	Number	Percent
Community garden	6	1.3 %
Golf driving range	10	2.2 %
Nature center	15	3.4 %
Off-leash dog parks	10	2.2 %
Outdoor baseball & softball fields	9	2.0 %
Outdoor basketball	10	2.2 %
Outdoor fitness equipment	7	1.6 %
Outdoor ice/sheets of ice	13	2.9 %
Outdoor paddle tennis	4	0.9 %
Outdoor pickleball courts	5	1.1 %
Outdoor playgrounds	16	3.6 %
Outdoor soccer/lacrosse/football fields	9	2.0 %
Outdoor swimming pools/water parks	19	4.3 %
Outdoor tennis courts	10	2.2 %
Park shelters & picnic areas	27	6.0 %
Passive green gathering areas	21	4.7 %
Skate park	4	0.9 %
Walking & biking trails	39	8.7 %
Other	2	0.4 %
None chosen	203	45.4 %

**Q4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household? (top 4)**

Q4. Sum of top 4 choices	Number	Percent
Community garden	31	6.9 %
Golf driving range	57	12.8 %
Nature center	46	10.3 %
Off-leash dog parks	56	12.5 %
Outdoor baseball & softball fields	64	14.3 %
Outdoor basketball	41	9.2 %
Outdoor fitness equipment	32	7.2 %
Outdoor ice/sheets of ice	30	6.7 %
Outdoor paddle tennis	17	3.8 %
Outdoor pickleball courts	14	3.1 %
Outdoor playgrounds	146	32.7 %
Outdoor soccer/lacrosse/football fields	77	17.2 %
Outdoor swimming pools/water parks	167	37.4 %
Outdoor tennis courts	61	13.6 %
Park shelters & picnic areas	73	16.3 %
Passive green gathering areas	64	14.3 %
Skate park	7	1.6 %
Walking & biking trails	185	41.4 %
Other	8	1.8 %
None chosen	88	19.7 %

**Q5. Have you or other members of your household participated in any recreation programs offered by the Park Ridge Park District during the past 12 months?**

Q5. Have you participated in any recreation programs offered by Park Ridge Park District during past 12 months

	Number	Percent
Yes	246	55.0 %
No	186	41.6 %
Not provided	15	3.4 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q5. Have you or other members of your household participated in any recreation programs offered by the Park Ridge Park District during the past 12 months? (without "not provided")**

Q5. Have you participated in any recreation programs offered by Park Ridge Park District during past 12 months

	Number	Percent
Yes	246	56.9 %
No	186	43.1 %
Total	432	100.0 %

**Q5a. How many DIFFERENT recreation programs offered by the Park Ridge Park District has your household participated in during the past 12 months?**

Q5a. How many different recreation programs has your household participated in during past 12 months

	Number	Percent
1-5 programs	186	75.6 %
6-9 programs	37	15.0 %
10+ programs	19	7.7 %
Not provided	4	1.6 %
Total	246	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q5a. How many DIFFERENT recreation programs offered by the Park Ridge Park District has your household participated in during the past 12 months? (without "not provided")**

Q5a. How many different recreation programs has your household participated in during past 12 months

	Number	Percent
1-5 programs	186	76.9 %
6-9 programs	37	15.3 %
10+ programs	19	7.9 %
Total	242	100.0 %

**Q5b. Please check the THREE primary reasons why your household has participated in Park Ridge Park District recreation programs or activities.**

Q5b. Primary reasons why your household has participated in recreation programs or activities	Number	Percent
Quality of instructors/coaches/staff	75	30.5 %
Location of program facility	191	77.6 %
Quality of program facility	44	17.9 %
Reasonable fees	138	56.1 %
Times program is offered	100	40.7 %
Friends participate in program	75	30.5 %
Dates program is offered	47	19.1 %
Other	13	5.3 %
Total	683	

**Q5b. Other**

Q5b. Other	Number	Percent
Type of program	2	15.4 %
Need to exercise	1	7.7 %
To participate with other residents/neighbors	1	7.7 %
I just wanted to keep my son active while he's not in school	1	7.7 %
Only opportunity locally	1	7.7 %
Lack of other programs in area for toddlers	1	7.7 %
The programs offered	1	7.7 %
Fitness	1	7.7 %
Programs at senior center are too high	1	7.7 %
Want my kids to learn the sport or activity	1	7.7 %
Interest	1	7.7 %
Support Park Ridge/meet people	1	7.7 %
Total	13	100.0 %

**Q5c. How would you rate the overall quality of the recreation programs and activities in which your household has participated?**

Q5c. How would you rate overall quality of recreation programs & activities in which your household has participated

	Number	Percent
Excellent	56	22.8 %
Good	155	63.0 %
Fair	25	10.2 %
Poor	7	2.8 %
Don't know	3	1.2 %
Total	246	100.0 %

**WITHOUT "DON'T KNOW"**

**Q5c. How would you rate the overall quality of the recreation programs and activities in which your household has participated? (without "don't know")**

Q5c. How would you rate overall quality of recreation programs & activities in which your household has participated

	Number	Percent
Excellent	56	23.0 %
Good	155	63.8 %
Fair	25	10.3 %
Poor	7	2.9 %
Total	243	100.0 %

**Q6. Please CHECK ALL the ways you learn about Park Ridge Park District programs and activities.**

Q6. All the ways you learn about Park Ridge Park

<u>District programs &amp; activities</u>	<u>Number</u>	<u>Percent</u>
Seasonal program brochure	373	83.4 %
Park District website	223	49.9 %
Other websites	7	1.6 %
Newspaper (online)	21	4.7 %
Newspaper (print)	73	16.3 %
Park District marquee signs	76	17.0 %
Mailers & flyers	121	27.1 %
Park District staff	43	9.6 %
Neighbors/friends/relatives	171	38.3 %
Social media	48	10.7 %
Park District e-blasts	80	17.9 %
Other	4	0.9 %
Total	1240	

**Q6. Other**

<u>Q6. Other</u>	<u>Number</u>	<u>Percent</u>
The lawn signs	1	25.0 %
Advocate	1	25.0 %
Club communication	1	25.0 %
Been here since Centennial opened	1	25.0 %
Total	4	100.0 %

**Q7. Which THREE of the information sources listed in Question 6 do you MOST PREFER using to learn about Park District programs and activities?**

Q7. Top choice	Number	Percent
Seasonal program brochure	263	58.8 %
Park District website	50	11.2 %
Other websites	3	0.7 %
Newspaper (online)	2	0.4 %
Newspaper (print)	8	1.8 %
Park District marquee signs	1	0.2 %
Mailers & flyers	15	3.4 %
Park District staff	3	0.7 %
Neighbors/friends/relatives	8	1.8 %
Social media	5	1.1 %
Park District e-blasts	24	5.4 %
None chosen	65	14.5 %
Total	447	100.0 %

**Q7. Which THREE of the information sources listed in Question 6 do you MOST PREFER using to learn about Park District programs and activities?**

Q7. 2nd choice	Number	Percent
Seasonal program brochure	43	9.6 %
Park District website	113	25.3 %
Other websites	2	0.4 %
Newspaper (online)	1	0.2 %
Newspaper (print)	32	7.2 %
Park District marquee signs	11	2.5 %
Mailers & flyers	34	7.6 %
Park District staff	10	2.2 %
Neighbors/friends/relatives	26	5.8 %
Social media	16	3.6 %
Park District e-blasts	34	7.6 %
Other	1	0.2 %
None chosen	124	27.7 %
Total	447	100.0 %



**Q7. Which THREE of the information sources listed in Question 6 do you MOST PREFER using to learn about Park District programs and activities?**

Q7. 3rd choice	Number	Percent
Seasonal program brochure	21	4.7 %
Park District website	31	6.9 %
Other websites	1	0.2 %
Newspaper (online)	5	1.1 %
Newspaper (print)	15	3.4 %
Park District marquee signs	20	4.5 %
Mailers & flyers	44	9.8 %
Park District staff	6	1.3 %
Neighbors/friends/relatives	55	12.3 %
Social media	23	5.1 %
Park District e-blasts	28	6.3 %
None chosen	198	44.3 %
Total	447	100.0 %

**Q7. Which THREE of the information sources listed in Question 6 do you MOST PREFER using to learn about Park District programs and activities? (top 3)**

Q7. Sum of top 3 choices	Number	Percent
Seasonal program brochure	327	73.2 %
Park District website	194	43.4 %
Other websites	6	1.3 %
Newspaper (online)	8	1.8 %
Newspaper (print)	55	12.3 %
Park District marquee signs	32	7.2 %
Mailers & flyers	93	20.8 %
Park District staff	19	4.3 %
Neighbors/friends/relatives	89	19.9 %
Social media	44	9.8 %
Park District e-blasts	86	19.2 %
Other	1	0.2 %
None chosen	65	14.5 %
Total	1019	

**Q8. Please CHECK ALL of the reasons that deter you or other members of your household from using the parks, recreation, and sports facilities/programs of the Park Ridge Park District MORE OFTEN.**

Q8. All the reasons that deter you from using parks, recreation, & sports facilities/programs more often

	Number	Percent
Facilities are not well maintained	65	14.5 %
Program or facility not offered	104	23.3 %
Facilities lack right equipment	52	11.6 %
Security is insufficient	15	3.4 %
Lack of quality programs	50	11.2 %
Too far from our residence	19	4.3 %
Class full	52	11.6 %
Class canceled	39	8.7 %
Program times are not convenient	130	29.1 %
Use services/facilities in other cities	53	11.9 %
Fees are too high	122	27.3 %
Poor customer service by staff	26	5.8 %
I do not know locations of facilities	9	2.0 %
Use services/facilities of other agencies	47	10.5 %
Not accessible for people with disabilities	6	1.3 %
I do not know what is being offered	33	7.4 %
Facility operating hours not convenient	32	7.2 %
Registration for programs is difficult	27	6.0 %
Lack of parking by facilities & parks	12	2.7 %
Too busy/not enough time	124	27.7 %
Other	48	10.7 %
Total	1065	

**Q8. Other**

<u>Q8. Other</u>	<u>Number</u>	<u>Percent</u>
Not interested	4	8.3 %
Age	2	4.2 %
The Hinkley Tennis Courts have cracks that affect the bounce of the ball	1	2.1 %
The automatic shut offs of showers in locker room are ridiculous	1	2.1 %
Time of onsite child care is inconvenient	1	2.1 %
Many communities offer adult swim for two hours on the weekends	1	2.1 %
Not always interested in what seems to be popular	1	2.1 %
No children or need for these programs	1	2.1 %
Why should I pay to use the gym	1	2.1 %
Need a new pool	1	2.1 %
Cost	1	2.1 %
We love indoor track but don't think it should cost anything	1	2.1 %
Facilities are scarce and poor	1	2.1 %
Health issues	1	2.1 %
Lack of programs 0-12 ages that are low cost	1	2.1 %
Bad instructor	1	2.1 %
Difficult online registration	1	2.1 %
Have only been a resident for 6 months	1	2.1 %
Lazy	1	2.1 %
Congested exercise areas & small tracks	1	2.1 %
Our children are grown	1	2.1 %
Inconvenient lap pool schedule	1	2.1 %
I can find a better facility in Niles with more programs & times	1	2.1 %
Have what I need at home	1	2.1 %
Too much travelling this year	1	2.1 %
No kids at home	1	2.1 %
Prefer outdoor like walking	1	2.1 %
Can't travel alone	1	2.1 %
Too expensive	1	2.1 %
No competitive swim team available for advanced swimmers	1	2.1 %
Lack of energy	1	2.1 %
None or few programs for senior citizens	1	2.1 %
Need more Saturday toddler programs	1	2.1 %
Additional ice for park district sponsored teams	1	2.1 %
Not sure of programs, prefer e-mail notifications sent more often	1	2.1 %
Floor in Centennial Center is very slippery	1	2.1 %
Silver Sneakers by Humana is not available through Park Ridge Park District	1	2.1 %
No drumming class	1	2.1 %

**Q8. Other**

<u>Q8. Other</u>	<u>Number</u>	<u>Percent</u>
Senior citizen	1	2.1 %
We used them when our children lived at home	1	2.1 %
Too crowded	1	2.1 %
Parks are overated	1	2.1 %
Busy	1	2.1 %
Outdoor pools converted/removed to kiddy parks	1	2.1 %
Total	48	100.0 %

**Q9. Please indicate if you or any member of your household has a need for each of the programs listed below.**

(N=447)

	Yes	No
Q9-1. Adult art, dance, performing arts	15.7%	84.3%
Q9-2. Adult athletic programs/leagues	23.9%	76.1%
Q9-3. Adult fitness & wellness programs	51.0%	49.0%
Q9-4. Adult general programs	23.0%	77.0%
Q9-5. Adult programs for 55 years & older	22.6%	77.4%
Q9-6. All day preschool (9am-3pm)	8.5%	91.5%
Q9-7. Before & after school programs	14.8%	85.2%
Q9-8. Birthday parties	19.7%	80.3%
Q9-9. Community events, (e.g. outdoor music, movies, holiday events)	48.1%	51.9%
Q9-10. Early childhood programs	13.0%	87.0%
Q9-11. Golf lessons	21.7%	78.3%
Q9-12. Gymnastics	13.2%	86.8%
Q9-13. Ice figure skating lessons	10.7%	89.3%
Q9-14. Ice hockey skating lessons	11.0%	89.0%
Q9-15. Martial arts	9.2%	90.8%
Q9-16. Nature programs/environmental education	26.2%	73.8%
Q9-17. Programs for people with disabilities	4.3%	95.7%
Q9-18. Programs for teens	11.9%	88.1%
Q9-19. Special events for adults only	16.8%	83.2%
Q9-20. Tennis lessons	14.3%	85.7%

**Q9. Please indicate if you or any member of your household has a need for each of the programs listed below.**

	Yes	No
Q9-21. Video games/virtual gaming	5.4%	94.6%
Q9-22. Water fitness programs	19.5%	80.5%
Q9-23. Youth athletic programs/leagues	24.4%	75.6%
Q9-24. Youth dance	7.4%	92.6%
Q9-25. Youth education (e.g. computer programming, special interest classes)	12.1%	87.9%
Q9-26. Youth fitness & wellness programs	11.4%	88.6%
Q9-27. Youth learn to swim programs	19.2%	80.8%
Q9-28. Youth performing arts	7.8%	92.2%
Q9-29. Youth summer camp programs	21.0%	79.0%
Q9-30. Youth visual arts	4.7%	95.3%
Q9-31. Other	5.1%	94.9%

**Q9. If "Yes," please rate the program using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."**

(N=379)

	100% Met	75% Met	50% Met	25% Met	0% Met
Q9-1. Adult art, dance, performing arts	10.0%	18.3%	31.7%	20.0%	20.0%
Q9-2. Adult athletic programs/leagues	12.6%	26.3%	31.6%	18.9%	10.5%
Q9-3. Adult fitness & wellness programs	16.9%	30.2%	33.3%	14.8%	4.8%
Q9-4. Adult general programs	10.7%	26.2%	41.7%	15.5%	6.0%
Q9-5. Adult programs for 55 years & older	15.9%	29.3%	23.2%	20.7%	11.0%
Q9-6. All day preschool (9am-3pm)	11.4%	11.4%	11.4%	22.9%	42.9%
Q9-7. Before & after school programs	40.7%	18.6%	18.6%	11.9%	10.2%
Q9-8. Birthday parties	33.3%	28.4%	29.6%	6.2%	2.5%
Q9-9. Community events, (e.g. outdoor music, movies, holiday events)	26.7%	44.4%	18.2%	8.6%	2.1%
Q9-10. Early childhood programs	24.5%	32.1%	32.1%	7.5%	3.8%
Q9-11. Golf lessons	23.8%	31.3%	26.3%	12.5%	6.3%
Q9-12. Gymnastics	20.7%	19.0%	27.6%	20.7%	12.1%
Q9-13. Ice figure skating lessons	39.0%	29.3%	22.0%	9.8%	0.0%
Q9-14. Ice hockey skating lessons	18.2%	34.1%	22.7%	13.6%	11.4%
Q9-15. Martial arts	30.3%	24.2%	24.2%	15.2%	6.1%
Q9-16. Nature programs/ environmental education	29.9%	28.9%	27.8%	8.2%	5.2%
Q9-17. Programs for people with disabilities	21.4%	14.3%	21.4%	28.6%	14.3%
Q9-18. Programs for teens	4.8%	16.7%	42.9%	19.0%	16.7%
Q9-19. Special events for adults only	4.9%	16.4%	32.8%	24.6%	21.3%

**Q9. If "Yes," please rate the program using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."**

	100% Met	75% Met	50% Met	25% Met	0% Met
Q9-20. Tennis lessons	9.3%	24.1%	33.3%	18.5%	14.8%
Q9-21. Video games/virtual gaming	0.0%	26.3%	26.3%	5.3%	42.1%
Q9-22. Water fitness programs	18.6%	24.3%	35.7%	15.7%	5.7%
Q9-23. Youth athletic programs/ leagues	28.3%	37.4%	24.2%	4.0%	6.1%
Q9-24. Youth dance	13.3%	43.3%	16.7%	10.0%	16.7%
Q9-25. Youth education (e.g. computer programming, special interest classes)	9.8%	26.8%	34.1%	17.1%	12.2%
Q9-26. Youth fitness & wellness programs	12.2%	29.3%	29.3%	17.1%	12.2%
Q9-27. Youth learn to swim programs	22.5%	36.3%	15.0%	18.8%	7.5%
Q9-28. Youth performing arts	24.1%	20.7%	24.1%	17.2%	13.8%
Q9-29. Youth summer camp programs	31.8%	36.5%	18.8%	7.1%	5.9%
Q9-30. Youth visual arts	21.1%	26.3%	42.1%	10.5%	0.0%
Q9-31. Other	10.5%	15.8%	5.3%	5.3%	63.2%



**Q9. Other**

<u>Q9-31. Other</u>	<u>Number</u>	<u>Percent</u>
Speed skating	2	8.7 %
Dog park	1	4.3 %
I would love a free indoor walking track	1	4.3 %
High caliber USA swim team	1	4.3 %
Programs for adults	1	4.3 %
Swim team club	1	4.3 %
Indoor walking facility	1	4.3 %
Competitive swim team and youth water polo team	1	4.3 %
Indoor baseball and softball	1	4.3 %
Warm water aquatic pool	1	4.3 %
Rental of facilities at reasonable cost for private events	1	4.3 %
Swim team	1	4.3 %
Senior fitness	1	4.3 %
Bridge class	1	4.3 %
Competitive swim team	1	4.3 %
Club swim team	1	4.3 %
Adult YOGA	1	4.3 %
Health education for adults	1	4.3 %
Pickleball	1	4.3 %
YOGA	1	4.3 %
Indoor tennis facility	1	4.3 %
Outdoor running track	1	4.3 %
Total	23	100.0 %

**Q10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household?**

Q10. Top choice	Number	Percent
Adult art, dance, performing arts	11	2.5 %
Adult athletic programs/leagues	17	3.8 %
Adult fitness & wellness programs	79	17.7 %
Adult general programs	3	0.7 %
Adult programs for 55 years & older	17	3.8 %
All day preschool (9am-3pm)	13	2.9 %
Before & after school programs	18	4.0 %
Birthday parties	4	0.9 %
Community events, (e.g. outdoor music, movies, holiday events)	35	7.8 %
Early childhood programs	9	2.0 %
Golf lessons	10	2.2 %
Gymnastics	3	0.7 %
Ice figure skating lessons	7	1.6 %
Ice hockey skating lessons	8	1.8 %
Martial arts	2	0.4 %
Nature programs/environmental education	8	1.8 %
Programs for people with disabilities	2	0.4 %
Programs for teens	4	0.9 %
Special events for adults only	5	1.1 %
Tennis lessons	8	1.8 %
Water fitness programs	11	2.5 %
Youth athletic programs/leagues	25	5.6 %
Youth dance	4	0.9 %
Youth education (e.g. computer programming, special interest classes)	1	0.2 %
Youth fitness & wellness programs	2	0.4 %
Youth learn to swim programs	7	1.6 %
Youth performing arts	1	0.2 %
Youth summer camp programs	18	4.0 %
Other	15	3.4 %
None chosen	100	22.4 %
Total	447	100.0 %

**Q10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household?**

Q10. 2nd choice	Number	Percent
Adult art, dance, performing arts	11	2.5 %
Adult athletic programs/leagues	15	3.4 %
Adult fitness & wellness programs	34	7.6 %
Adult general programs	16	3.6 %
Adult programs for 55 years & older	16	3.6 %
All day preschool (9am-3pm)	3	0.7 %
Before & after school programs	13	2.9 %
Birthday parties	6	1.3 %
Community events, (e.g. outdoor music, movies, holiday events)	36	8.1 %
Early childhood programs	16	3.6 %
Golf lessons	15	3.4 %
Gymnastics	1	0.2 %
Ice figure skating lessons	3	0.7 %
Ice hockey skating lessons	4	0.9 %
Martial arts	2	0.4 %
Nature programs/environmental education	16	3.6 %
Programs for people with disabilities	2	0.4 %
Programs for teens	5	1.1 %
Special events for adults only	4	0.9 %
Tennis lessons	8	1.8 %
Water fitness programs	3	0.7 %
Youth athletic programs/leagues	20	4.5 %
Youth dance	8	1.8 %
Youth education (e.g. computer programming, special interest classes)	6	1.3 %
Youth fitness & wellness programs	5	1.1 %
Youth learn to swim programs	11	2.5 %
Youth performing arts	1	0.2 %
Youth summer camp programs	16	3.6 %
Youth visual arts	2	0.4 %
Other	2	0.4 %
None chosen	147	32.9 %
Total	447	100.0 %

**Q10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household?**

Q10. 3rd choice	Number	Percent
Adult art, dance, performing arts	8	1.8 %
Adult athletic programs/leagues	13	2.9 %
Adult fitness & wellness programs	21	4.7 %
Adult general programs	19	4.3 %
Adult programs for 55 years & older	16	3.6 %
All day preschool (9am-3pm)	6	1.3 %
Before & after school programs	4	0.9 %
Birthday parties	7	1.6 %
Community events, (e.g. outdoor music, movies, holiday events)	44	9.8 %
Early childhood programs	5	1.1 %
Golf lessons	4	0.9 %
Gymnastics	6	1.3 %
Ice figure skating lessons	1	0.2 %
Ice hockey skating lessons	3	0.7 %
Martial arts	1	0.2 %
Nature programs/environmental education	12	2.7 %
Programs for people with disabilities	2	0.4 %
Programs for teens	6	1.3 %
Special events for adults only	5	1.1 %
Tennis lessons	3	0.7 %
Video games/virtual gaming	2	0.4 %
Water fitness programs	13	2.9 %
Youth athletic programs/leagues	12	2.7 %
Youth dance	2	0.4 %
Youth education (e.g. computer programming, special interest classes)	2	0.4 %
Youth fitness & wellness programs	5	1.1 %
Youth learn to swim programs	8	1.8 %
Youth performing arts	4	0.9 %
Youth summer camp programs	17	3.8 %
Other	1	0.2 %
None chosen	195	43.6 %
Total	447	100.0 %

**Q10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household?**

Q10. 4th choice	Number	Percent
Adult art, dance, performing arts	11	2.5 %
Adult athletic programs/leagues	6	1.3 %
Adult fitness & wellness programs	17	3.8 %
Adult general programs	9	2.0 %
Adult programs for 55 years & older	14	3.1 %
Before & after school programs	4	0.9 %
Birthday parties	4	0.9 %
Community events, (e.g. outdoor music, movies, holiday events)	17	3.8 %
Early childhood programs	6	1.3 %
Golf lessons	5	1.1 %
Gymnastics	3	0.7 %
Ice figure skating lessons	2	0.4 %
Ice hockey skating lessons	4	0.9 %
Martial arts	1	0.2 %
Nature programs/environmental education	12	2.7 %
Programs for teens	3	0.7 %
Special events for adults only	16	3.6 %
Tennis lessons	11	2.5 %
Video games/virtual gaming	3	0.7 %
Water fitness programs	8	1.8 %
Youth athletic programs/leagues	12	2.7 %
Youth education (e.g. computer programming, special interest classes)	3	0.7 %
Youth fitness & wellness programs	4	0.9 %
Youth learn to swim programs	11	2.5 %
Youth performing arts	4	0.9 %
Youth summer camp programs	9	2.0 %
Youth visual arts	2	0.4 %
Other	1	0.2 %
None chosen	245	54.8 %
Total	447	100.0 %

**Q10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household? (top 4)**

Q10. Sum of top 4 choices	Number	Percent
Adult art, dance, performing arts	41	9.2 %
Adult athletic programs/leagues	51	11.4 %
Adult fitness & wellness programs	151	33.8 %
Adult general programs	47	10.5 %
Adult programs for 55 years & older	63	14.1 %
All day preschool (9am-3pm)	22	4.9 %
Before & after school programs	39	8.7 %
Birthday parties	21	4.7 %
Community events, (e.g. outdoor music, movies, holiday events)	132	29.5 %
Early childhood programs	36	8.1 %
Golf lessons	34	7.6 %
Gymnastics	13	2.9 %
Ice figure skating lessons	13	2.9 %
Ice hockey skating lessons	19	4.3 %
Martial arts	6	1.3 %
Nature programs/environmental education	48	10.7 %
Programs for people with disabilities	6	1.3 %
Programs for teens	18	4.0 %
Special events for adults only	30	6.7 %
Tennis lessons	30	6.7 %
Video games/virtual gaming	5	1.1 %
Water fitness programs	35	7.8 %
Youth athletic programs/leagues	69	15.4 %
Youth dance	14	3.1 %
Youth education (e.g. computer programming, special interest classes)	12	2.7 %
Youth fitness & wellness programs	16	3.6 %
Youth learn to swim programs	37	8.3 %
Youth performing arts	10	2.2 %
Youth summer camp programs	60	13.4 %
Youth visual arts	4	0.9 %
Other	19	4.3 %
None chosen	100	22.4 %
Total	1201	

**Q11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities?**

Q11. Top choice	Number	Percent
Adult art, dance, performing arts	2	0.4 %
Adult athletic programs/leagues	11	2.5 %
Adult fitness & wellness programs	65	14.5 %
Adult general programs	4	0.9 %
Adult programs for 55 years & older	8	1.8 %
All day preschool (9am-3pm)	2	0.4 %
Before & after school programs	19	4.3 %
Birthday parties	6	1.3 %
Community events, (e.g. outdoor music, movies, holiday events)	33	7.4 %
Early childhood programs	13	2.9 %
Golf lessons	6	1.3 %
Gymnastics	3	0.7 %
Ice figure skating lessons	4	0.9 %
Ice hockey skating lessons	9	2.0 %
Martial arts	2	0.4 %
Nature programs/environmental education	6	1.3 %
Programs for people with disabilities	1	0.2 %
Programs for teens	1	0.2 %
Special events for adults only	1	0.2 %
Tennis lessons	3	0.7 %
Water fitness programs	7	1.6 %
Youth athletic programs/leagues	29	6.5 %
Youth dance	6	1.3 %
Youth education (e.g. computer programming, special interest classes)	1	0.2 %
Youth fitness & wellness programs	3	0.7 %
Youth learn to swim programs	11	2.5 %
Youth summer camp programs	12	2.7 %
Other	6	1.3 %
None chosen	173	38.7 %
Total	447	100.0 %

**Q11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities?**

Q11. 2nd choice	Number	Percent
Adult art, dance, performing arts	4	0.9 %
Adult athletic programs/leagues	8	1.8 %
Adult fitness & wellness programs	14	3.1 %
Adult general programs	7	1.6 %
Adult programs for 55 years & older	6	1.3 %
All day preschool (9am-3pm)	1	0.2 %
Before & after school programs	7	1.6 %
Birthday parties	6	1.3 %
Community events, (e.g. outdoor music, movies, holiday events)	37	8.3 %
Early childhood programs	10	2.2 %
Golf lessons	10	2.2 %
Gymnastics	2	0.4 %
Ice figure skating lessons	4	0.9 %
Ice hockey skating lessons	2	0.4 %
Martial arts	3	0.7 %
Nature programs/environmental education	12	2.7 %
Programs for teens	6	1.3 %
Special events for adults only	2	0.4 %
Water fitness programs	4	0.9 %
Youth athletic programs/leagues	14	3.1 %
Youth dance	3	0.7 %
Youth education (e.g. computer programming, special interest classes)	1	0.2 %
Youth fitness & wellness programs	4	0.9 %
Youth learn to swim programs	9	2.0 %
Youth performing arts	2	0.4 %
Youth summer camp programs	16	3.6 %
Other	2	0.4 %
None chosen	251	56.2 %
Total	447	100.0 %



**Q11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities?**

Q11. 3rd choice	Number	Percent
Adult art, dance, performing arts	2	0.4 %
Adult athletic programs/leagues	3	0.7 %
Adult fitness & wellness programs	12	2.7 %
Adult general programs	3	0.7 %
Adult programs for 55 years & older	4	0.9 %
All day preschool (9am-3pm)	1	0.2 %
Before & after school programs	5	1.1 %
Birthday parties	2	0.4 %
Community events, (e.g. outdoor music, movies, holiday events)	23	5.1 %
Early childhood programs	5	1.1 %
Golf lessons	4	0.9 %
Gymnastics	1	0.2 %
Ice figure skating lessons	5	1.1 %
Ice hockey skating lessons	3	0.7 %
Nature programs/environmental education	7	1.6 %
Programs for people with disabilities	1	0.2 %
Programs for teens	2	0.4 %
Special events for adults only	2	0.4 %
Tennis lessons	3	0.7 %
Water fitness programs	6	1.3 %
Youth athletic programs/leagues	12	2.7 %
Youth dance	1	0.2 %
Youth education (e.g. computer programming, special interest classes)	2	0.4 %
Youth fitness & wellness programs	2	0.4 %
Youth learn to swim programs	8	1.8 %
Youth performing arts	2	0.4 %
Youth summer camp programs	10	2.2 %
Youth visual arts	1	0.2 %
Other	3	0.7 %
<u>None chosen</u>	<u>312</u>	<u>69.8 %</u>
Total	447	100.0 %

**Q11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities?**

Q11. 4th choice	Number	Percent
Adult fitness & wellness programs	5	1.1 %
Adult general programs	1	0.2 %
Adult programs for 55 years & older	4	0.9 %
All day preschool (9am-3pm)	1	0.2 %
Birthday parties	3	0.7 %
Community events, (e.g. outdoor music, movies, holiday events)	14	3.1 %
Early childhood programs	3	0.7 %
Golf lessons	3	0.7 %
Gymnastics	3	0.7 %
Ice figure skating lessons	1	0.2 %
Ice hockey skating lessons	4	0.9 %
Martial arts	3	0.7 %
Nature programs/environmental education	10	2.2 %
Special events for adults only	2	0.4 %
Tennis lessons	6	1.3 %
Water fitness programs	3	0.7 %
Youth athletic programs/leagues	4	0.9 %
Youth dance	1	0.2 %
Youth education (e.g. computer programming, special interest classes)	2	0.4 %
Youth fitness & wellness programs	2	0.4 %
Youth learn to swim programs	7	1.6 %
Youth performing arts	2	0.4 %
Youth summer camp programs	4	0.9 %
Youth visual arts	3	0.7 %
Other	1	0.2 %
None chosen	355	79.4 %
Total	447	100.0 %

**Q11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities? (top 4)**

Q11. Sum of top 4 choices	Number	Percent
Adult art, dance, performing arts	8	1.8 %
Adult athletic programs/leagues	22	4.9 %
Adult fitness & wellness programs	96	21.5 %
Adult general programs	15	3.4 %
Adult programs for 55 years & older	22	4.9 %
All day preschool (9am-3pm)	5	1.1 %
Before & after school programs	31	6.9 %
Birthday parties	17	3.8 %
Community events, (e.g. outdoor music, movies, holiday events)	107	23.9 %
Early childhood programs	31	6.9 %
Golf lessons	23	5.1 %
Gymnastics	9	2.0 %
Ice figure skating lessons	14	3.1 %
Ice hockey skating lessons	18	4.0 %
Martial arts	8	1.8 %
Nature programs/environmental education	35	7.8 %
Programs for people with disabilities	2	0.4 %
Programs for teens	9	2.0 %
Special events for adults only	7	1.6 %
Tennis lessons	12	2.7 %
Water fitness programs	20	4.5 %
Youth athletic programs/leagues	59	13.2 %
Youth dance	11	2.5 %
Youth education (e.g. computer programming, special interest classes)	6	1.3 %
Youth fitness & wellness programs	11	2.5 %
Youth learn to swim programs	35	7.8 %
Youth performing arts	6	1.3 %
Youth summer camp programs	42	9.4 %
Youth visual arts	4	0.9 %
Other	12	2.7 %
None chosen	173	38.7 %
Total	870	

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by the Park Ridge Park District using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-1. Quality of maintenance of Park Ridge Park District parks	21.0%	43.6%	13.6%	6.0%	2.0%	13.6%
Q13-2. Number of Park Ridge Park District parks	31.1%	41.2%	7.8%	3.4%	1.6%	15.0%
Q13-3. Number of walking trails	6.5%	13.6%	23.9%	21.5%	7.8%	26.6%
Q13-4. Quality of walking trails	7.4%	16.1%	27.1%	12.1%	4.7%	32.7%
Q13-5. Number of Park District soccer fields	14.3%	19.2%	17.9%	4.5%	0.9%	43.2%
Q13-6. Quality of soccer fields	11.2%	19.9%	18.3%	5.1%	1.3%	44.1%
Q13-7. Number of Park District baseball/softball fields	12.8%	18.8%	17.4%	2.0%	1.1%	47.9%
Q13-8. Quality of baseball/softball fields	10.5%	18.1%	17.7%	3.1%	2.5%	48.1%
Q13-9. Number of Park District football fields	8.9%	11.4%	19.5%	2.0%	0.9%	57.3%
Q13-10. Quality of football fields	8.1%	11.6%	19.0%	2.0%	1.1%	58.2%
Q13-11. Number of Park District lacrosse fields	6.0%	4.9%	17.2%	2.9%	1.3%	67.6%

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by the Park Ridge Park District using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q13-12. Quality of lacrosse fields	5.4%	4.9%	18.6%	2.2%	1.1%	67.8%
Q13-13. Number of sheets of ice	7.2%	9.6%	19.0%	6.3%	3.8%	54.1%
Q13-14. Quality of indoor ice rink	7.2%	15.0%	20.8%	5.8%	2.2%	49.0%
Q13-15. Amount of available meeting room & rental space	7.4%	17.9%	19.2%	2.5%	2.0%	51.0%
Q13-16. Quality of meeting rooms & rental space	7.8%	18.6%	18.6%	3.4%	2.2%	49.4%
Q13-17. Quality of recreation programs	9.8%	30.2%	21.9%	4.3%	0.9%	32.9%
Q13-18. Ease of registering for programs	17.2%	27.5%	19.0%	5.8%	3.1%	27.3%
Q13-19. Availability of information about Park Ridge programs & facilities	21.9%	34.0%	15.4%	5.8%	1.8%	21.0%
Q13-20. Customer service by staff over the phone	20.8%	26.2%	15.9%	3.1%	2.7%	31.3%
Q13-21. Customer service by staff at facilities	26.4%	26.6%	16.3%	3.4%	2.0%	25.3%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by the Park Ridge Park District using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-1. Quality of maintenance of Park Ridge Park District parks	24.4%	50.5%	15.8%	7.0%	2.3%
Q13-2. Number of Park Ridge Park District parks	36.6%	48.4%	9.2%	3.9%	1.8%
Q13-3. Number of walking trails	8.8%	18.6%	32.6%	29.3%	10.7%
Q13-4. Quality of walking trails	11.0%	23.9%	40.2%	17.9%	7.0%
Q13-5. Number of Park District soccer fields	25.2%	33.9%	31.5%	7.9%	1.6%
Q13-6. Quality of soccer fields	20.0%	35.6%	32.8%	9.2%	2.4%
Q13-7. Number of Park District baseball/softball fields	24.5%	36.1%	33.5%	3.9%	2.1%
Q13-8. Quality of baseball/softball fields	20.3%	34.9%	34.1%	6.0%	4.7%
Q13-9. Number of Park District football fields	20.9%	26.7%	45.5%	4.7%	2.1%
Q13-10. Quality of football fields	19.3%	27.8%	45.5%	4.8%	2.7%
Q13-11. Number of Park District lacrosse fields	18.6%	15.2%	53.1%	9.0%	4.1%
Q13-12. Quality of lacrosse fields	16.7%	15.3%	57.6%	6.9%	3.5%
Q13-13. Number of sheets of ice	15.6%	21.0%	41.5%	13.7%	8.3%
Q13-14. Quality of indoor ice rink	14.0%	29.4%	40.8%	11.4%	4.4%
Q13-15. Amount of available meeting room & rental space	15.1%	36.5%	39.3%	5.0%	4.1%
Q13-16. Quality of meeting rooms & rental space	15.5%	36.7%	36.7%	6.6%	4.4%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by the Park Ridge Park District using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q13-17. Quality of recreation programs	14.7%	45.0%	32.7%	6.3%	1.3%
Q13-18. Ease of registering for programs	23.7%	37.8%	26.2%	8.0%	4.3%
Q13-19. Availability of information about Park Ridge programs & facilities	27.8%	43.1%	19.5%	7.4%	2.3%
Q13-20. Customer service by staff over the phone	30.3%	38.1%	23.1%	4.6%	3.9%
Q13-21. Customer service by staff at facilities	35.3%	35.6%	21.9%	4.5%	2.7%

**Q14. Which THREE of the Parks and Recreation services listed in Question 13 do you think should receive the MOST ATTENTION from Park Ridge Park District officials over the next FIVE to TEN years?**

Q14. Top choice	Number	Percent
Quality of maintenance of Park Ridge Park District parks	90	20.1 %
Number of Park Ridge Park District parks	17	3.8 %
Number of walking trails	68	15.2 %
Quality of walking trails	13	2.9 %
Number of Park District soccer fields	5	1.1 %
Quality of soccer fields	10	2.2 %
Number of Park District baseball/softball fields	2	0.4 %
Quality of baseball/softball fields	6	1.3 %
Number of Park District football fields	2	0.4 %
Quality of lacrosse fields	1	0.2 %
Number of sheets of ice	12	2.7 %
Quality of indoor ice rink	10	2.2 %
Amount of available meeting room & rental space	3	0.7 %
Quality of meeting rooms & rental space	7	1.6 %
Quality of recreation programs	23	5.1 %
Ease of registering for programs	13	2.9 %
Availability of information about Park Ridge programs & facilities	5	1.1 %
Customer service by staff over the phone	8	1.8 %
Customer service by staff at facilities	10	2.2 %
None chosen	142	31.8 %
Total	447	100.0 %



**Q14. Which THREE of the Parks and Recreation services listed in Question 13 do you think should receive the MOST ATTENTION from Park Ridge Park District officials over the next FIVE to TEN years?**

Q14. 2nd choice	Number	Percent
Quality of maintenance of Park Ridge Park District parks	24	5.4 %
Number of Park Ridge Park District parks	15	3.4 %
Number of walking trails	44	9.8 %
Quality of walking trails	40	8.9 %
Number of Park District soccer fields	8	1.8 %
Quality of soccer fields	9	2.0 %
Number of Park District baseball/softball fields	1	0.2 %
Quality of baseball/softball fields	15	3.4 %
Number of Park District football fields	4	0.9 %
Quality of football fields	1	0.2 %
Number of Park District lacrosse fields	2	0.4 %
Number of sheets of ice	5	1.1 %
Quality of indoor ice rink	16	3.6 %
Amount of available meeting room & rental space	4	0.9 %
Quality of meeting rooms & rental space	2	0.4 %
Quality of recreation programs	26	5.8 %
Ease of registering for programs	13	2.9 %
Availability of information about Park Ridge programs & facilities	12	2.7 %
Customer service by staff over the phone	6	1.3 %
Customer service by staff at facilities	15	3.4 %
None chosen	185	41.4 %
Total	447	100.0 %

**Q14. Which THREE of the Parks and Recreation services listed in Question 13 do you think should receive the MOST ATTENTION from Park Ridge Park District officials over the next FIVE to TEN years?**

Q14. 3rd choice	Number	Percent
Quality of maintenance of Park Ridge Park District parks	22	4.9 %
Number of Park Ridge Park District parks	10	2.2 %
Number of walking trails	19	4.3 %
Quality of walking trails	24	5.4 %
Number of Park District soccer fields	3	0.7 %
Quality of soccer fields	9	2.0 %
Number of Park District baseball/softball fields	4	0.9 %
Quality of baseball/softball fields	11	2.5 %
Number of Park District football fields	2	0.4 %
Quality of football fields	1	0.2 %
Number of Park District lacrosse fields	5	1.1 %
Quality of lacrosse fields	1	0.2 %
Number of sheets of ice	5	1.1 %
Quality of indoor ice rink	14	3.1 %
Amount of available meeting room & rental space	6	1.3 %
Quality of meeting rooms & rental space	2	0.4 %
Quality of recreation programs	21	4.7 %
Ease of registering for programs	17	3.8 %
Availability of information about Park Ridge programs & facilities	21	4.7 %
Customer service by staff over the phone	11	2.5 %
Customer service by staff at facilities	4	0.9 %
<u>None chosen</u>	<u>235</u>	<u>52.6 %</u>
Total	447	100.0 %

**Q14. Which THREE of the Parks and Recreation services listed in Question 13 do you think should receive the MOST ATTENTION from Park Ridge Park District officials over the next FIVE to TEN years? (top 3)**

Q14. Sum of top 3 choices	Number	Percent
Quality of maintenance of Park Ridge Park District parks	136	30.4 %
Number of Park Ridge Park District parks	42	9.4 %
Number of walking trails	131	29.3 %
Quality of walking trails	77	17.2 %
Number of Park District soccer fields	16	3.6 %
Quality of soccer fields	28	6.3 %
Number of Park District baseball/softball fields	7	1.6 %
Quality of baseball/softball fields	32	7.2 %
Number of Park District football fields	8	1.8 %
Quality of football fields	2	0.4 %
Number of Park District lacrosse fields	7	1.6 %
Quality of lacrosse fields	2	0.4 %
Number of sheets of ice	22	4.9 %
Quality of indoor ice rink	40	8.9 %
Amount of available meeting room & rental space	13	2.9 %
Quality of meeting rooms & rental space	11	2.5 %
Quality of recreation programs	70	15.7 %
Ease of registering for programs	43	9.6 %
Availability of information about Park Ridge programs & facilities	38	8.5 %
Customer service by staff over the phone	25	5.6 %
Customer service by staff at facilities	29	6.5 %
<u>None chosen</u>	<u>142</u>	<u>31.8 %</u>
Total	921	

**Q15. Please rate your satisfaction with the overall value your household receives from the Park Ridge Park District.**

Q15. Your satisfaction with overall value your household receives from Park Ridge Park District	Number	Percent
Very satisfied	71	15.9 %
Satisfied	188	42.1 %
Neutral	91	20.4 %
Dissatisfied	29	6.5 %
Very dissatisfied	15	3.4 %
Don't know	53	11.9 %
Total	447	100.0 %

**WITHOUT "DON'T KNOW"**

**Q15. Please rate your satisfaction with the overall value your household receives from the Park Ridge Park District. (without "don't know")**

Q15. Your satisfaction with overall value your household receives from Park Ridge Park District	Number	Percent
Very satisfied	71	18.0 %
Satisfied	188	47.7 %
Neutral	91	23.1 %
Dissatisfied	29	7.4 %
Very dissatisfied	15	3.8 %
Total	394	100.0 %

**Q16. Please indicate how supportive you would be of each of the following actions the Park Ridge Park District could take to improve the Parks and Recreation system.**

(N=447)

	Very supportive	Somewhat supportive	Not sure	Not supportive	Don't know
Q16-1. Renovate existing ice rink	21.3%	19.9%	27.1%	17.9%	13.9%
Q16-2. Add second sheet of ice	15.2%	11.4%	30.4%	27.1%	15.9%
Q16-3. Adding concessions at facilities	21.0%	22.8%	23.3%	21.5%	11.4%
Q16-4. Expand Centennial Aquatic Center with a lazy river	27.5%	18.6%	17.0%	26.2%	10.7%
Q16-5. Expand Centennial Fitness Center	32.7%	23.5%	19.0%	15.4%	9.4%
Q16-6. Renovate indoor pool at Centennial Fitness Center	30.9%	21.7%	21.5%	15.0%	11.0%
Q16-7. Renovate nature center	26.2%	21.7%	23.9%	15.9%	12.3%
Q16-8. Build additional gymnasium	17.7%	13.9%	27.5%	26.0%	15.0%
Q16-9. Build gymnastics facility	13.9%	13.9%	26.2%	30.2%	15.9%
Q16-10. Build indoor multi-sport athletic facility	29.8%	15.7%	21.0%	19.5%	14.1%
Q16-11. Acquire land & preserve open space	28.9%	18.6%	18.8%	20.1%	13.6%

**Q16. Please indicate how supportive you would be of each of the following actions the Park Ridge Park District could take to improve the Parks and Recreation system.**

	Very supportive	Somewhat supportive	Not sure	Not supportive	Don't know
Q16-12. Add shelters/pavilions in parks	19.0%	27.1%	22.8%	15.7%	15.4%
Q16-13. Build a paddle tennis courts	7.4%	16.8%	26.0%	33.8%	16.1%
Q16-14. Replace outdoor playgrounds	13.0%	26.2%	23.5%	21.3%	16.1%
Q16-15. Build a universally accessible playground	20.6%	23.0%	21.5%	18.8%	16.1%
Q16-16. Build an indoor playground	23.7%	16.1%	21.5%	24.4%	14.3%
Q16-17. Renovate dog park	12.8%	10.5%	26.8%	34.5%	15.4%
Q16-18. Create community gardens	18.3%	17.7%	22.6%	26.2%	15.2%
Q16-19. Build pickleball courts	6.0%	13.2%	26.6%	35.8%	18.3%
Q16-20. Add restroom in parks	33.6%	26.6%	17.4%	11.2%	11.2%
Q16-21. Other	85.0%	2.5%	5.0%	7.5%	0.0%

**WITHOUT "DON'T KNOW"****Q16. Please indicate how supportive you would be of each of the following actions the Park Ridge Park District could take to improve the Parks and Recreation system. (without "don't know")**

(N=447)

	Very supportive	Somewhat supportive	Not sure	Not supportive
Q16-1. Renovate existing ice rink	24.7%	23.1%	31.4%	20.8%
Q16-2. Add second sheet of ice	18.1%	13.6%	36.2%	32.2%
Q16-3. Adding concessions at facilities	23.7%	25.8%	26.3%	24.2%
Q16-4. Expand Centennial Aquatic Center with a lazy river	30.8%	20.8%	19.0%	29.3%
Q16-5. Expand Centennial Fitness Center	36.0%	25.9%	21.0%	17.0%
Q16-6. Renovate indoor pool at Centennial Fitness Center	34.7%	24.4%	24.1%	16.8%
Q16-7. Renovate nature center	29.8%	24.7%	27.3%	18.1%
Q16-8. Build additional gymnasium	20.8%	16.3%	32.4%	30.5%
Q16-9. Build gymnastics facility	16.5%	16.5%	31.1%	35.9%
Q16-10. Build indoor multi-sport athletic facility	34.6%	18.2%	24.5%	22.7%
Q16-11. Acquire land & preserve open space	33.4%	21.5%	21.8%	23.3%
Q16-12. Add shelters/pavilions in parks	22.5%	32.0%	27.0%	18.5%
Q16-13. Build a paddle tennis courts	8.8%	20.0%	30.9%	40.3%
Q16-14. Replace outdoor playgrounds	15.5%	31.2%	28.0%	25.3%
Q16-15. Build a universally accessible playground	24.5%	27.5%	25.6%	22.4%
Q16-16. Build an indoor playground	27.7%	18.8%	25.1%	28.5%
Q16-17. Renovate dog park	15.1%	12.4%	31.7%	40.7%
Q16-18. Create community gardens	21.6%	20.8%	26.6%	30.9%

**WITHOUT "DON'T KNOW"**

**Q16. Please indicate how supportive you would be of each of the following actions the Park Ridge Park District could take to improve the Parks and Recreation system. (without "don't know")**

	Very supportive	Somewhat supportive	Not sure	Not supportive
Q16-19. Build pickleball courts	7.4%	16.2%	32.6%	43.8%
Q16-20. Add restroom in parks	37.8%	30.0%	19.6%	12.6%
Q16-21. Other	85.0%	2.5%	5.0%	7.5%



**Q16. Other**

<u>Q16-21. Other</u>	<u>Number</u>	<u>Percent</u>
It would be helpful for skaters to have an indoor track	1	2.5 %
The rooms at the Senior Center are in desperate need of a Face Lift	1	2.5 %
Expand outdoor walking and biking paths	1	2.5 %
Tennis courts	1	2.5 %
Addition of a 50 meter pool	1	2.5 %
More active working adult programs with convenient hours	1	2.5 %
A top to bottom improvement plan for the baseball/ softball facilities	1	2.5 %
Indoor turf fields	1	2.5 %
Indoor lap pool preferably 50 meters	1	2.5 %
Cross country trails	1	2.5 %
Remind staff that they work for Park Ridge citizens/tax payers	1	2.5 %
Indoor 50 meter competitive swimming pool	1	2.5 %
Flower bed at City entrances	1	2.5 %
More benches and picnic tables	1	2.5 %
Lit turf baseball/softball complex	1	2.5 %
Bocce courts	1	2.5 %
Resurface existing tennis courts	1	2.5 %
Renovate and build new baseball fields	1	2.5 %
Summer outdoor YOGA	1	2.5 %
Outdoor 50 meter pool	1	2.5 %
Renovate outdoor tennis courts	1	2.5 %
Better paved around parks for walking/running/roller blading/biking	1	2.5 %
Parks & Rec	1	2.5 %
Add warm therapy pool	1	2.5 %
Prospect Park	1	2.5 %
Golf amenities	1	2.5 %
Finish larger playground equipment at Prospect Park	1	2.5 %
Outdoor swimming pools	1	2.5 %
Seating at baseball and soccer fields	1	2.5 %
Second water facility and add lights to soccer field	1	2.5 %
Please do not renovate dog parks with taxpayers dollars	1	2.5 %
Soccer field with lights	1	2.5 %
Larger space for concerts	1	2.5 %
Resurface tennis courts/nets	1	2.5 %
Charge non-residents to fish at Fence Pond	1	2.5 %
Indoor golf driving range	1	2.5 %
Indoor tennis courts	1	2.5 %
Build outdoor running track	1	2.5 %
Sell Prospect Park to a developer	1	2.5 %
<u>Disc golf</u>	<u>1</u>	<u>2.5 %</u>
Total	40	100.0 %

**Q17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars?**

Q17. Top choice	Number	Percent
Renovate existing ice rink	23	5.1 %
Add second sheet of ice	15	3.4 %
Adding concessions at facilities	7	1.6 %
Expand Centennial Aquatic Center with a lazy river	28	6.3 %
Expand Centennial Fitness Center	35	7.8 %
Renovate indoor pool at Centennial Fitness Center	24	5.4 %
Renovate nature center	27	6.0 %
Build additional gymnasium	4	0.9 %
Build gymnastics facility	3	0.7 %
Build indoor multi-sport athletic facility	45	10.1 %
Acquire land & preserve open space	23	5.1 %
Add shelters/pavilions in parks	7	1.6 %
Build a paddle tennis courts	4	0.9 %
Replace outdoor playgrounds	8	1.8 %
Build a universally accessible playground	9	2.0 %
Build an indoor playground	18	4.0 %
Renovate dog park	9	2.0 %
Create community gardens	9	2.0 %
Build pickleball courts	4	0.9 %
Add restroom in parks	20	4.5 %
Other	17	3.8 %
None chosen	108	24.2 %
Total	447	100.0 %

**Q17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars?**

Q17. 2nd choice	Number	Percent
Renovate existing ice rink	19	4.3 %
Add second sheet of ice	9	2.0 %
Adding concessions at facilities	9	2.0 %
Expand Centennial Aquatic Center with a lazy river	26	5.8 %
Expand Centennial Fitness Center	27	6.0 %
Renovate indoor pool at Centennial Fitness Center	30	6.7 %
Renovate nature center	12	2.7 %
Build additional gymnasium	8	1.8 %
Build gymnastics facility	7	1.6 %
Build indoor multi-sport athletic facility	23	5.1 %
Acquire land & preserve open space	20	4.5 %
Add shelters/pavilions in parks	11	2.5 %
Build a paddle tennis courts	5	1.1 %
Replace outdoor playgrounds	15	3.4 %
Build a universally accessible playground	7	1.6 %
Build an indoor playground	22	4.9 %
Renovate dog park	7	1.6 %
Create community gardens	9	2.0 %
Build pickleball courts	1	0.2 %
Add restroom in parks	23	5.1 %
Other	6	1.3 %
None chosen	151	33.8 %
Total	447	100.0 %

**Q17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars?**

Q17. 3rd choice	Number	Percent
Renovate existing ice rink	9	2.0 %
Add second sheet of ice	6	1.3 %
Adding concessions at facilities	11	2.5 %
Expand Centennial Aquatic Center with a lazy river	29	6.5 %
Expand Centennial Fitness Center	16	3.6 %
Renovate indoor pool at Centennial Fitness Center	10	2.2 %
Renovate nature center	21	4.7 %
Build additional gymnasium	10	2.2 %
Build gymnastics facility	4	0.9 %
Build indoor multi-sport athletic facility	19	4.3 %
Acquire land & preserve open space	28	6.3 %
Add shelters/pavilions in parks	11	2.5 %
Build a paddle tennis courts	1	0.2 %
Replace outdoor playgrounds	8	1.8 %
Build a universally accessible playground	11	2.5 %
Build an indoor playground	18	4.0 %
Renovate dog park	10	2.2 %
Create community gardens	12	2.7 %
Build pickleball courts	9	2.0 %
Add restroom in parks	30	6.7 %
Other	1	0.2 %
None chosen	173	38.7 %
Total	447	100.0 %

**Q17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars?**

Q17. 4th choice	Number	Percent
Renovate existing ice rink	9	2.0 %
Add second sheet of ice	5	1.1 %
Adding concessions at facilities	13	2.9 %
Expand Centennial Aquatic Center with a lazy river	15	3.4 %
Expand Centennial Fitness Center	13	2.9 %
Renovate indoor pool at Centennial Fitness Center	13	2.9 %
Renovate nature center	11	2.5 %
Build additional gymnasium	6	1.3 %
Build gymnastics facility	5	1.1 %
Build indoor multi-sport athletic facility	17	3.8 %
Acquire land & preserve open space	9	2.0 %
Add shelters/pavilions in parks	14	3.1 %
Build a paddle tennis courts	4	0.9 %
Replace outdoor playgrounds	5	1.1 %
Build a universally accessible playground	9	2.0 %
Build an indoor playground	13	2.9 %
Renovate dog park	9	2.0 %
Create community gardens	12	2.7 %
Build pickleball courts	4	0.9 %
Add restroom in parks	27	6.0 %
Other	7	1.6 %
None chosen	227	50.8 %
Total	447	100.0 %

**Q17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars? (top 4)**

Q17. Sum of top 4 choices	Number	Percent
Renovate existing ice rink	60	13.4 %
Add second sheet of ice	35	7.8 %
Adding concessions at facilities	40	8.9 %
Expand Centennial Aquatic Center with a lazy river	98	21.9 %
Expand Centennial Fitness Center	91	20.4 %
Renovate indoor pool at Centennial Fitness Center	77	17.2 %
Renovate nature center	71	15.9 %
Build additional gymnasium	28	6.3 %
Build gymnastics facility	19	4.3 %
Build indoor multi-sport athletic facility	104	23.3 %
Acquire land & preserve open space	80	17.9 %
Add shelters/pavilions in parks	43	9.6 %
Build a paddle tennis courts	14	3.1 %
Replace outdoor playgrounds	36	8.1 %
Build a universally accessible playground	36	8.1 %
Build an indoor playground	71	15.9 %
Renovate dog park	35	7.8 %
Create community gardens	42	9.4 %
Build pickleball courts	18	4.0 %
Add restroom in parks	100	22.4 %
Other	31	6.9 %
None chosen	108	24.2 %
Total	1237	

**Q18. How often have you or members of your households visited Oakton Park and/or facilities during the past 12 months?**

Q18. How often have you visited Oakton Park and/or facilities during past 12 months	Number	Percent
25+ times	49	11.0 %
11-25 times	26	5.8 %
1-10 times	121	27.1 %
Haven't visited Oakton Park in past 12 months	139	31.1 %
Have never visited Oakton Park	80	17.9 %
Not provided	32	7.2 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q18. How often have you or members of your households visited Oakton Park and/or facilities during the past 12 months? (without "not provided")**

Q18. How often have you visited Oakton Park and/or facilities during past 12 months	Number	Percent
25+ times	49	11.8 %
11-25 times	26	6.3 %
1-10 times	121	29.2 %
Haven't visited Oakton Park in past 12 months	139	33.5 %
Have never visited Oakton Park	80	19.3 %
Total	415	100.0 %

**Q19. Please rate your satisfaction with the following amenities at Oakton Park using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Don't know
Q19-1. Ice arena	3.6%	16.8%	15.2%	6.7%	2.2%	55.5%
Q19-2. Golf driving range	8.1%	18.3%	13.6%	3.4%	1.3%	55.3%
Q19-3. Batting cages	2.9%	7.6%	12.5%	4.0%	3.6%	69.4%
Q19-4. Dog park	1.6%	4.3%	13.0%	4.5%	2.7%	74.0%
Q19-5. Open space	3.6%	9.4%	18.8%	4.3%	3.1%	60.9%
Q19-6. Parking	6.3%	20.1%	19.5%	5.8%	1.6%	46.8%

**WITHOUT "DON'T KNOW"**

**Q19. Please rate your satisfaction with the following amenities at Oakton Park using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")**

(N=447)

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Q19-1. Ice arena	8.0%	37.7%	34.2%	15.1%	5.0%
Q19-2. Golf driving range	18.0%	41.0%	30.5%	7.5%	3.0%
Q19-3. Batting cages	9.5%	24.8%	40.9%	13.1%	11.7%
Q19-4. Dog park	6.0%	16.4%	50.0%	17.2%	10.3%
Q19-5. Open space	9.1%	24.0%	48.0%	10.9%	8.0%
Q19-6. Parking	11.8%	37.8%	36.6%	10.9%	2.9%



**Q20. Which TWO of the amenities at Oakton Park listed in Question 19 are the MOST IMPORTANT to your household?**

Q20. Top choice	Number	Percent
Ice arena	91	20.4 %
Golf driving range	69	15.4 %
Batting cages	24	5.4 %
Dog park	22	4.9 %
Open space	19	4.3 %
Parking	3	0.7 %
None chosen	219	49.0 %
Total	447	100.0 %

**Q20. Which TWO of the amenities at Oakton Park listed in Question 19 are the MOST IMPORTANT to your household?**

Q20. 2nd choice	Number	Percent
Ice arena	24	5.4 %
Golf driving range	51	11.4 %
Batting cages	20	4.5 %
Dog park	15	3.4 %
Open space	30	6.7 %
Parking	50	11.2 %
None chosen	257	57.5 %
Total	447	100.0 %

**Q20. Which TWO of the amenities at Oakton Park listed in Question 19 are the MOST IMPORTANT to your household? (top 2)**

Q20. Sum of top 2 choices	Number	Percent
Ice arena	115	25.7 %
Golf driving range	120	26.8 %
Batting cages	44	9.8 %
Dog park	37	8.3 %
Open space	49	11.0 %
Parking	53	11.9 %
None chosen	219	49.0 %
Total	637	

**Q21. Please indicate how supportive you would be of each of the following potential improvements that could be made to Oakton Park.**

(N=447)

	Very supportive	Somewhat supportive	Not sure	Not supportive	Don't know
Q21-1. Additional indoor ice surface	14.5%	10.7%	23.0%	30.2%	21.5%
Q21-2. Renovated Oakton Ice Arena	19.2%	18.1%	20.8%	21.5%	20.4%
Q21-3. Additional indoor aquatic facilities	21.7%	15.2%	20.1%	23.9%	19.0%
Q21-4. Splash pad water play in park	11.0%	17.4%	19.0%	31.5%	21.0%
Q21-5. Outdoor synthetic surface for athletics	15.0%	17.0%	25.3%	21.7%	21.0%
Q21-6. Indoor multi-purpose sports complex	25.7%	16.8%	19.7%	18.3%	19.5%
Q21-7. Passive open space	11.4%	19.9%	24.2%	22.1%	22.4%
Q21-8. Gymnasium space	11.6%	16.3%	25.5%	24.4%	22.1%
Q21-9. Indoor playground	19.2%	13.4%	21.5%	25.1%	20.8%
Q21-10. Outdoor playground	16.1%	20.4%	18.3%	23.3%	21.9%
Q21-11. Indoor walking track	24.6%	18.3%	17.2%	18.6%	21.3%
Q21-12. Outdoor walking trails	33.6%	18.3%	12.3%	15.4%	20.4%
Q21-13. Gymnastics facility	8.9%	13.2%	23.5%	30.6%	23.7%

**Q21. Please indicate how supportive you would be of each of the following potential improvements that could be made to Oakton Park.**

	Very supportive	Somewhat supportive	Not sure	Not supportive	Don't know
Q21-14. Community garden	14.1%	15.4%	20.1%	28.6%	21.7%
Q21-15. Other	87.5%	0.0%	8.3%	4.2%	0.0%

**WITHOUT "DON'T KNOW"****Q21. Please indicate how supportive you would be of each of the following potential improvements that could be made to Oakton Park. (without "don't know")**

(N=447)

	Very supportive	Somewhat supportive	Not sure	Not supportive
Q21-1. Additional indoor ice surface	18.5%	13.7%	29.3%	38.5%
Q21-2. Renovated Oakton Ice Arena	24.2%	22.8%	26.1%	27.0%
Q21-3. Additional indoor aquatic facilities	26.8%	18.8%	24.9%	29.6%
Q21-4. Splash pad water play in park	13.9%	22.1%	24.1%	39.9%
Q21-5. Outdoor synthetic surface for athletics	19.0%	21.5%	32.0%	27.5%
Q21-6. Indoor multi-purpose sports complex	31.9%	20.8%	24.4%	22.8%
Q21-7. Passive open space	14.7%	25.6%	31.1%	28.5%
Q21-8. Gymnasium space	14.9%	21.0%	32.8%	31.3%
Q21-9. Indoor playground	24.3%	16.9%	27.1%	31.6%
Q21-10. Outdoor playground	20.6%	26.1%	23.5%	29.8%
Q21-11. Indoor walking track	31.3%	23.3%	21.9%	23.6%
Q21-12. Outdoor walking trails	42.1%	23.0%	15.4%	19.4%
Q21-13. Gymnastics facility	11.7%	17.3%	30.8%	40.2%
Q21-14. Community garden	18.0%	19.7%	25.7%	36.6%
Q21-15. Other	87.5%	0.0%	8.3%	4.2%

**Q21. Other**

<u>Q21-15. Other</u>	<u>Number</u>	<u>Percent</u>
Baseball/softball hitting cages need upgrades	1	4.2 %
Outdoor pickleball courts	1	4.2 %
Move batting cages to a facility supported by baseball/ softball	1	4.2 %
Indoor 50 meter lap pool	1	4.2 %
Indoor diving and Olympic size pool	1	4.2 %
Competitive swimming pool	1	4.2 %
Bocce courts	1	4.2 %
Improve baseball fields	1	4.2 %
Outdoor/indoor fitness track for all ages	1	4.2 %
Fitness center	1	4.2 %
Expand driving range to eliminate mats	1	4.2 %
Outdoor swimming pools	1	4.2 %
Move the batting cages to an actual baseball field	1	4.2 %
Indoor soccer field	1	4.2 %
Soccer field with lights	1	4.2 %
Concerts in the park	1	4.2 %
Pickleball courts	1	4.2 %
Renovate fish pond	1	4.2 %
Mini golf	1	4.2 %
Dog park	1	4.2 %
Indoor driving range	1	4.2 %
Indoor tennis courts	1	4.2 %
Disc golf	1	4.2 %
Outdoor ice arena	1	4.2 %
Total	24	100.0 %

**Q22. Which THREE improvements from the list in Question 21 would you be MOST WILLING to fund with your tax dollars?**

Q22. Top choice	Number	Percent
Additional indoor ice surface	31	6.9 %
Renovated Oakton Ice Arena	24	5.4 %
Additional indoor aquatic facilities	33	7.4 %
Splash pad water play in park	14	3.1 %
Outdoor synthetic surface for athletics	16	3.6 %
Indoor multi-purpose sports complex	45	10.1 %
Passive open space	10	2.2 %
Gymnasium space	1	0.2 %
Indoor playground	35	7.8 %
Outdoor playground	5	1.1 %
Indoor walking track	20	4.5 %
Outdoor walking trails	33	7.4 %
Gymnastics facility	1	0.2 %
Community garden	20	4.5 %
Other	14	3.1 %
None chosen	145	32.4 %
Total	447	100.0 %

**Q22. Which THREE improvements from the list in Question 21 would you be MOST WILLING to fund with your tax dollars?**

Q22. 2nd choice	Number	Percent
Additional indoor ice surface	16	3.6 %
Renovated Oakton Ice Arena	24	5.4 %
Additional indoor aquatic facilities	21	4.7 %
Splash pad water play in park	17	3.8 %
Outdoor synthetic surface for athletics	11	2.5 %
Indoor multi-purpose sports complex	39	8.7 %
Passive open space	6	1.3 %
Gymnasium space	13	2.9 %
Indoor playground	24	5.4 %
Outdoor playground	12	2.7 %
Indoor walking track	27	6.0 %
Outdoor walking trails	42	9.4 %
Gymnastics facility	6	1.3 %
Community garden	14	3.1 %
Other	4	0.9 %
None chosen	171	38.3 %
Total	447	100.0 %

**Q22. Which THREE improvements from the list in Question 21 would you be MOST WILLING to fund with your tax dollars?**

Q22. 3rd choice	Number	Percent
Additional indoor ice surface	7	1.6 %
Renovated Oakton Ice Arena	20	4.5 %
Additional indoor aquatic facilities	19	4.3 %
Splash pad water play in park	15	3.4 %
Outdoor synthetic surface for athletics	18	4.0 %
Indoor multi-purpose sports complex	19	4.3 %
Passive open space	10	2.2 %
Gymnasium space	3	0.7 %
Indoor playground	23	5.1 %
Outdoor playground	14	3.1 %
Indoor walking track	24	5.4 %
Outdoor walking trails	34	7.6 %
Gymnastics facility	7	1.6 %
Community garden	20	4.5 %
Other	3	0.7 %
None chosen	211	47.2 %
Total	447	100.0 %

**Q22. Which THREE improvements from the list in Question 21 would you be MOST WILLING to fund with your tax dollars? (top 3)**

Q22. Sum of top 3 choices	Number	Percent
Additional indoor ice surface	54	12.1 %
Renovated Oakton Ice Arena	68	15.2 %
Additional indoor aquatic facilities	73	16.3 %
Splash pad water play in park	46	10.3 %
Outdoor synthetic surface for athletics	45	10.1 %
Indoor multi-purpose sports complex	103	23.0 %
Passive open space	26	5.8 %
Gymnasium space	17	3.8 %
Indoor playground	82	18.3 %
Outdoor playground	31	6.9 %
Indoor walking track	71	15.9 %
Outdoor walking trails	109	24.4 %
Gymnastics facility	14	3.1 %
Community garden	54	12.1 %
Other	21	4.7 %
None chosen	145	32.4 %
Total	959	

**Q23. If a voter referendum was held to fund the improvement, development, and operations of Oakton Park that are MOST IMPORTANT to you and members of your household, how would you vote in the election?**

<u>Q23. How would you vote in election</u>	<u>Number</u>	<u>Percent</u>
Vote in favor	148	33.1 %
Might vote in favor	116	26.0 %
Not sure	85	19.0 %
Vote against	64	14.3 %
Not provided	34	7.6 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q23. If a voter referendum was held to fund the improvement, development, and operations of Oakton Park that are MOST IMPORTANT to you and members of your household, how would you vote in the election? (without "not provided")**

<u>Q23. How would you vote in election</u>	<u>Number</u>	<u>Percent</u>
Vote in favor	148	35.8 %
Might vote in favor	116	28.1 %
Not sure	85	20.6 %
Vote against	64	15.5 %
Total	413	100.0 %



**Q24. Counting yourself, how many people in your household are...**

	Mean	Sum
number	3.2	1411
Under age 5	0.2	96
Ages 5-9	0.3	150
Ages 10-14	0.3	118
Ages 15-19	0.2	93
Ages 20-24	0.2	70
Ages 25-34	0.3	116
Ages 35-44	0.4	174
Ages 45-54	0.4	182
Ages 55-64	0.5	209
Ages 65-74	0.3	129
Ages 75+	0.2	74

**Q25. What is your age?**

Q25. Your age	Number	Percent
18-34	85	19.0 %
35-44	92	20.6 %
45-54	90	20.1 %
55-64	88	19.7 %
65+	90	20.1 %
Not provided	2	0.4 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"****Q25. What is your age? (without "not provided")**

Q25. Your age	Number	Percent
18-34	85	19.1 %
35-44	92	20.7 %
45-54	90	20.2 %
55-64	88	19.8 %
65+	90	20.2 %
Total	445	100.0 %

**Q26. Your gender:**

Q26. Your gender	Number	Percent
Male	213	47.7 %
Female	229	51.2 %
Not provided	5	1.1 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"****Q26. Your gender: (without "not provided")**

Q26. Your gender	Number	Percent
Male	213	48.2 %
Female	229	51.8 %
Total	442	100.0 %

**Q27. How many years have you lived within Park Ridge Park District boundaries?**

Q27. How many years have you lived within Park Ridge Park District boundaries	Number	Percent
0-5	67	15.0 %
6-10	55	12.3 %
11-15	42	9.4 %
16-20	44	9.8 %
21-30	90	20.1 %
31+	130	29.1 %
Not provided	19	4.3 %
Total	447	100.0 %

**WITHOUT "NOT PROVIDED"****Q27. How many years have you lived within Park Ridge Park District boundaries? (without "not provided")**

Q27. How many years have you lived within Park Ridge Park District boundaries	Number	Percent
0-5	67	15.7 %
6-10	55	12.9 %
11-15	42	9.8 %
16-20	44	10.3 %
21-30	90	21.0 %
31+	130	30.4 %
Total	428	100.0 %

**Q28. What is your annual household income?**

<u>Q28. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	3	0.7 %
\$25K-\$49,999	20	4.5 %
\$50K-\$99,999	85	19.0 %
\$100K-\$149,999	78	17.4 %
\$150K-\$199,999	45	10.1 %
\$200K-\$249,999	45	10.1 %
\$250K+	57	12.8 %
Not provided	114	25.5 %
Total	447	100.0 %

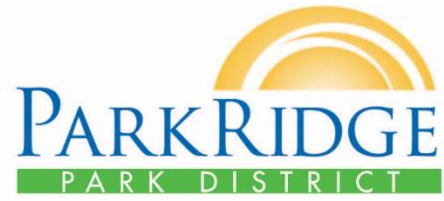
**WITHOUT "NOT PROVIDED"****Q28. What is your annual household income? (without "not provided")**

<u>Q28. Your annual household income</u>	<u>Number</u>	<u>Percent</u>
Less than \$25K	3	0.9 %
\$25K-\$49,999	20	6.0 %
\$50K-\$99,999	85	25.5 %
\$100K-\$149,999	78	23.4 %
\$150K-\$199,999	45	13.5 %
\$200K-\$249,999	45	13.5 %
\$250K+	57	17.1 %
Total	333	100.0 %

# Section 6

## *Survey Instrument*

---



January 2018

Dear Park Ridge Park District Resident,

***Your feedback is important!***

The Park Ridge Park District is conducting a Community Needs Assessment survey to better understand our residents' priorities for the District. The responses received in our last survey conducted in 2011 have served as a significant component when making decisions regarding our parks, open space, recreation programs, and facilities over the past six years. Your response now will help guide our future decisions.

In conjunction with this survey, the District is also developing a Master Plan for the Oakton Park and Facilities. Throughout our planning process, the District's goal is to have a high level of community involvement and engagement, including stakeholder meetings and public input meetings to properly plan for this important park. *Your household is one of a limited number selected at random to receive this survey, so we hope that you will be able to participate.*

***We appreciate your time.***

We realize that this survey will take approximately 10-15 minutes to complete, but each question is important. The time you invest in completing this survey will aid the Park Ridge Park District in taking a resident-driven approach to making decisions that will enrich the Park Ridge community and positively affect the lives of its residents. Your input is valued whether or not you use the Park Ridge parks, facilities, and programs. Please take this opportunity to let your voice be heard!

***Please complete and return your survey within the next two weeks.***

To ensure confidentiality, the District has partnered with ETC Institute, an independent consulting company, to administer this survey. Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you would prefer to take the survey online, you can do so at [www.prpdsurvey.org](http://www.prpdsurvey.org).

If you have any questions, please feel free to contact Maryanne Lucarz at 847-692-3482 or email at [mlucz@prparks.org](mailto:mlucz@prparks.org)

Sincerely,

Jim O'Brien  
President, Board of Park Commissioners

Gayle Mountcastle  
Executive Director



# Parks and Recreation Needs Assessment

*Let your voice be heard today!*

The Park Ridge Park District would like your input to help determine future park and recreation priorities for the community. This survey will take 10-15 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid, return-reply envelope. We greatly appreciate your time!

1. Please indicate if you or any member of your household have used any of the parks or facilities listed below during the past 12 months by circling either "Yes" or "No". If "Yes", please rate the condition of the park/facility by circling the corresponding number to the right.

Name of Park/Facility	Have you used this park/facility?		If "Yes", how would you rate the condition of the park/facility?			
	Yes	No	Excellent	Good	Fair	Poor
01. Brickton Park (801 W Glenlake)	Yes	No	4	3	2	1
02. Centennial Activity Center (100 S Western Ave)	Yes	No	4	3	2	1
03. Centennial Aquatic Center (100 S Western Ave)	Yes	No	4	3	2	1
04. Centennial Fitness Center (1515 W Touhy Ave)	Yes	No	4	3	2	1
05. Centennial Fitness Center Indoor Pool (1515 W Touhy Ave)	Yes	No	4	3	2	1
06. Centennial Park (100 S Western Ave)	Yes	No	4	3	2	1
07. Cumberland Park (101 S Cumberland Ave)	Yes	No	4	3	2	1
08. Hinkley Park (25 Busse Hwy)	Yes	No	4	3	2	1
09. Hinkley Pool (25 Busse Hwy)	Yes	No	4	3	2	1
10. Hinkley Skate Park (25 Busse Hwy)	Yes	No	4	3	2	1
11. Hodges Park (101 Courtland Ave)	Yes	No	4	3	2	1
12. Jaycee Park (1515 S Washington St)	Yes	No	4	3	2	1
13. Maine Park (2701 W Sibley St)	Yes	No	4	3	2	1
14. Maine Park Leisure Center (2701 W Sibley St)	Yes	No	4	3	2	1
15. Morgan Park (302 N Ashland)	Yes	No	4	3	2	1
16. Ni-Ridge Park (1101 N Chester)	Yes	No	4	3	2	1
17. North Park (1400 N Western Ave)	Yes	No	4	3	2	1
18. Northeast Park (801 N Washington)	Yes	No	4	3	2	1
19. Northwest Park (1200 N Dee Rd)	Yes	No	4	3	2	1
20. Oakton Batting Cages (2800 W Oakton St)	Yes	No	4	3	2	1
21. Oakton Driving Range (2800 W Oakton St)	Yes	No	4	3	2	1
22. Oakton Ice Arena (2800 W Oakton St)	Yes	No	4	3	2	1
23. Oakton Park (2800 W Oakton St)	Yes	No	4	3	2	1
24. Oakton Park - Paws Park (2800 W Oakton St)	Yes	No	4	3	2	1
25. Prospect Park (733 N Prospect Ave)	Yes	No	4	3	2	1
26. Prospect Park - Paula Hassell O'Connor Community Building (733 N Prospect Ave)	Yes	No	4	3	2	1
27. Prospect Park Splash Pad (733 N Prospect Ave)	Yes	No	4	3	2	1
28. Rotary Park (400 S Washington St)	Yes	No	4	3	2	1
29. South Park (833 W Talcott Rd)	Yes	No	4	3	2	1
30. South Park Rec Center (833 W Talcott Rd)	Yes	No	4	3	2	1
31. South Park Wading Pool (833 W Talcott Rd)	Yes	No	4	3	2	1
32. Southwest Park (1600 S Lincoln)	Yes	No	4	3	2	1
33. Wildwood Nature Center (529 Forestview Ave)	Yes	No	4	3	2	1
34. Woodland Park (1200 N Western Ave)	Yes	No	4	3	2	1
35. Other: _____	Yes	No	4	3	2	1

2. Please indicate if you or any member of your household has a need for each of the Parks and Recreation amenities listed below by circling either "Yes" or "No". If "Yes", please rate ALL of the Parks and Recreation amenities of that type using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met".

Type of Amenity	Do you have a need for this amenity?		If "Yes", how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Community garden	Yes	No	5	4	3	2	1
02. Golf driving range	Yes	No	5	4	3	2	1
03. Indoor 50 meter pool	Yes	No	5	4	3	2	1
04. Indoor fitness	Yes	No	5	4	3	2	1
05. Indoor gymnasium (e.g. basketball, volleyball, cheer practice, pickleball, etc.)	Yes	No	5	4	3	2	1
06. Indoor gymnastics area	Yes	No	5	4	3	2	1
07. Indoor ice arena	Yes	No	5	4	3	2	1
08. Indoor multipurpose aquatics facility	Yes	No	5	4	3	2	1
09. Indoor performing arts facilities	Yes	No	5	4	3	2	1
10. Indoor playground	Yes	No	5	4	3	2	1
11. Indoor running/walking track	Yes	No	5	4	3	2	1
12. Indoor tennis courts	Yes	No	5	4	3	2	1
13. Indoor turf fields (baseball, soccer, etc.)	Yes	No	5	4	3	2	1
14. Nature center	Yes	No	5	4	3	2	1
15. Off-leash dog parks	Yes	No	5	4	3	2	1
16. Outdoor baseball and softball fields	Yes	No	5	4	3	2	1
17. Outdoor basketball	Yes	No	5	4	3	2	1
18. Outdoor fitness equipment	Yes	No	5	4	3	2	1
19. Outdoor ice/sheets of ice	Yes	No	5	4	3	2	1
20. Outdoor paddle tennis	Yes	No	5	4	3	2	1
21. Outdoor pickleball courts	Yes	No	5	4	3	2	1
22. Outdoor playgrounds	Yes	No	5	4	3	2	1
23. Outdoor soccer/lacrosse/football fields	Yes	No	5	4	3	2	1
24. Outdoor swimming pools/water parks	Yes	No	5	4	3	2	1
25. Outdoor tennis courts	Yes	No	5	4	3	2	1
26. Park shelters and picnic areas	Yes	No	5	4	3	2	1
27. Passive green gathering areas	Yes	No	5	4	3	2	1
28. Skate park	Yes	No	5	4	3	2	1
29. Walking and biking trails	Yes	No	5	4	3	2	1
30. Other: _____	Yes	No	5	4	3	2	1

3. Which FOUR of the INDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

4. Which FOUR of the OUTDOOR amenities from the list in Question 2 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 2, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

**5. Have you or other members of your household participated in any recreation programs offered by the Park Ridge Park District during the past 12 months?**

\_\_\_(1) Yes [Answer Q5a-5c.]      \_\_\_(2) No [Skip to Q6.]

**5a. How many DIFFERENT recreation programs offered by the Park Ridge Park District has your household participated in during the past 12 months?**

\_\_\_(1) 1-5 programs      \_\_\_(2) 6-9 programs      \_\_\_(3) 10 or more programs

**5b. Please check the THREE primary reasons why your household has participated in Park Ridge Park District recreation programs or activities.**

___(1) Quality of instructors/coaches/staff	___(5) Times the program is offered
___(2) Location of the program facility	___(6) Friends participate in the program
___(3) Quality of the program facility	___(7) Dates the program is offered
___(4) Reasonable fees	___(8) Other: _____

**5c. How would you rate the overall quality of the recreation programs and activities in which your household has participated?**

\_\_\_(4) Excellent      \_\_\_(3) Good      \_\_\_(2) Fair      \_\_\_(1) Poor

**6. Please CHECK ALL the ways you learn about Park Ridge Park District programs and activities.**

___(01) Seasonal program brochure	___(05) Newspaper (print)	___(09) Neighbors/friends/relatives
___(02) Park District website	___(06) Park District marquee signs	___(10) Social media
___(03) Other websites	___(07) Mailers and flyers	___(11) Park District e-blasts
___(04) Newspaper (online)	___(08) Park District staff	___(12) Other: _____

**7. Which THREE of the information sources listed in Question 6 do you MOST PREFER using to learn about Park District programs and activities? [Write in your answers below using the numbers from the list in Question 6, or circle "NONE".]**

1st: \_\_\_      2nd: \_\_\_      3rd: \_\_\_      NONE

**8. Please CHECK ALL of the reasons that deter you or other members of your household from using the parks, recreation, and sports facilities/programs of the Park Ridge Park District MORE OFTEN.**

___(01) Facilities are not well maintained	___(12) Poor customer service by staff
___(02) Program or facility not offered	___(13) I do not know locations of facilities
___(03) Facilities lack the right equipment	___(14) Use services/facilities of other agencies
___(04) Security is insufficient	___(15) Not accessible for people with disabilities
___(05) Lack of quality programs	___(16) I do not know what is being offered
___(06) Too far from our residence	___(17) Facility operating hours not convenient
___(07) Class full	___(18) Registration for programs is difficult
___(08) Class canceled	___(19) Lack of parking by facilities and parks
___(09) Program times are not convenient	___(20) Too busy/not enough time
___(10) Use services/facilities in other cities	___(21) Other: _____
___(11) Fees are too high	



9. Please indicate if you or any member of your household has a need for each of the programs listed below by circling either "Yes" or "No". If "Yes", please rate the program using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met".

Type of Program	Do you have a need for this program?		If "Yes", how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Adult art, dance, performing arts	Yes	No	5	4	3	2	1
02. Adult athletic programs/leagues	Yes	No	5	4	3	2	1
03. Adult fitness and wellness programs	Yes	No	5	4	3	2	1
04. Adult general programs	Yes	No	5	4	3	2	1
05. Adult programs for 55 years and older	Yes	No	5	4	3	2	1
06. All day preschool (9am-3pm)	Yes	No	5	4	3	2	1
07. Before and after school programs	Yes	No	5	4	3	2	1
08. Birthday parties	Yes	No	5	4	3	2	1
09. Community events, (e.g. outdoor music, movies, holiday events)	Yes	No	5	4	3	2	1
10. Early childhood programs	Yes	No	5	4	3	2	1
11. Golf lessons	Yes	No	5	4	3	2	1
12. Gymnastics	Yes	No	5	4	3	2	1
13. Ice figure skating lessons	Yes	No	5	4	3	2	1
14. Ice hockey skating lessons	Yes	No	5	4	3	2	1
15. Martial arts	Yes	No	5	4	3	2	1
16. Nature programs/environmental education	Yes	No	5	4	3	2	1
17. Programs for people with disabilities	Yes	No	5	4	3	2	1
18. Programs for teens	Yes	No	5	4	3	2	1
19. Special events for adults only	Yes	No	5	4	3	2	1
20. Tennis lessons	Yes	No	5	4	3	2	1
21. Video games/virtual gaming	Yes	No	5	4	3	2	1
22. Water fitness programs	Yes	No	5	4	3	2	1
23. Youth athletic programs/leagues	Yes	No	5	4	3	2	1
24. Youth dance	Yes	No	5	4	3	2	1
25. Youth education (e.g. computer programming, special interest classes)	Yes	No	5	4	3	2	1
26. Youth fitness and wellness programs	Yes	No	5	4	3	2	1
27. Youth learn to swim programs	Yes	No	5	4	3	2	1
28. Youth performing arts	Yes	No	5	4	3	2	1
29. Youth summer camp programs	Yes	No	5	4	3	2	1
30. Youth visual arts	Yes	No	5	4	3	2	1
31. Other: _____	Yes	No	5	4	3	2	1

10. Which FOUR of the programs from the list in Question 9 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 9, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

11. Which FOUR of the programs from the list in Question 9 do you currently participate in MOST OFTEN at Park Ridge Park District facilities? [Write in your answers below using the numbers from the list in Question 9, or circle "NONE".]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

12. What one program would you like added that the Park District does not currently provide?

\_\_\_\_\_

**13. Please rate your satisfaction with the following Parks and Recreation services provided by the Park Ridge Park District using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

Services	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
01. Quality of the maintenance of Park Ridge Park District parks	5	4	3	2	1	9
02. Number of Park Ridge Park District parks	5	4	3	2	1	9
03. Number of walking trails	5	4	3	2	1	9
04. Quality of walking trails	5	4	3	2	1	9
05. Number of Park District soccer fields	5	4	3	2	1	9
06. Quality of soccer fields	5	4	3	2	1	9
07. Number of Park District baseball/softball fields	5	4	3	2	1	9
08. Quality of baseball/softball fields	5	4	3	2	1	9
09. Number of Park District football fields	5	4	3	2	1	9
10. Quality of football fields	5	4	3	2	1	9
11. Number of Park District lacrosse fields	5	4	3	2	1	9
12. Quality of lacrosse fields	5	4	3	2	1	9
13. Number of sheets of ice	5	4	3	2	1	9
14. Quality of indoor ice rink	5	4	3	2	1	9
15. Amount of available meeting room and rental space	5	4	3	2	1	9
16. Quality of meeting rooms and rental space	5	4	3	2	1	9
17. Quality of recreation programs	5	4	3	2	1	9
18. Ease of registering for programs	5	4	3	2	1	9
19. Availability of information about Park Ridge programs and facilities	5	4	3	2	1	9
20. Customer service by staff over the phone	5	4	3	2	1	9
21. Customer service by staff at facilities	5	4	3	2	1	9

**14. Which THREE of the Parks and Recreation services listed in Question 13 do you think should receive the MOST ATTENTION from Park Ridge Park District officials over the next FIVE to TEN years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**15. Please rate your satisfaction with the overall value your household receives from the Park Ridge Park District.**

\_\_\_\_(5) Very Satisfied      \_\_\_\_ (3) Neutral      \_\_\_\_ (1) Very Dissatisfied  
 \_\_\_\_ (4) Satisfied      \_\_\_\_ (2) Dissatisfied      \_\_\_\_ (9) Don't Know

**16. Please indicate how supportive you would be of each of the following actions the Park Ridge Park District could take to improve the Parks and Recreation system.**

Action that could be taken by the Park District:		Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
01.	Renovate the existing ice rink	4	3	2	1
02.	Add second sheet of ice	4	3	2	1
03.	Adding concessions at facilities	4	3	2	1
04.	Expand Centennial Aquatic Center with a lazy river	4	3	2	1
05.	Expand Centennial Fitness Center	4	3	2	1
06.	Renovate indoor pool at the Centennial Fitness Center	4	3	2	1
07.	Renovate nature center	4	3	2	1
08.	Build additional gymnasium	4	3	2	1
09.	Build gymnastics facility	4	3	2	1
10.	Build indoor multi-sport athletic facility	4	3	2	1
11.	Acquire land and preserve open space	4	3	2	1
12.	Add shelters/pavilions in parks	4	3	2	1
13.	Build a paddle tennis courts	4	3	2	1
14.	Replace outdoor playgrounds	4	3	2	1
15.	Build a universally accessible playground	4	3	2	1
16.	Build an indoor playground	4	3	2	1
17.	Renovate dog park	4	3	2	1
18.	Create community gardens	4	3	2	1
19.	Build pickleball courts	4	3	2	1
20.	Add restroom in parks	4	3	2	1
21.	Other: _____	4	3	2	1

**17. Which FOUR actions from the list in Question 16 would you be MOST WILLING to fund with your tax dollars? [Write in your answers below using the numbers from the list in Question 9, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

**18. How often have you or members of your households visited Oakton Park and/or facilities during the past 12 months?**

- \_\_\_\_(1) More than 25 times
- \_\_\_\_(2) 11-25 times
- \_\_\_\_(3) 1-10 times
- \_\_\_\_(4) Haven't visited Oakton Park in the past 12 months
- \_\_\_\_(5) Have never visited Oakton Park [Skip to Q21.]

**19. Please rate your satisfaction with the following amenities at Oakton Park using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied".**

Oakton Park Amenities	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
1. Ice arena	5	4	3	2	1	9
2. Golf driving range	5	4	3	2	1	9
3. Batting cages	5	4	3	2	1	9
4. Dog park	5	4	3	2	1	9
5. Open space	5	4	3	2	1	9
6. Parking	5	4	3	2	1	9

**20. Which TWO of the amenities at Oakton Park listed in Question 19 are the MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 19, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ NONE

**21. Please indicate how supportive you would be of each of the following potential improvements that could be made to Oakton Park.**

Potential Oakton Park Improvements	Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
01. Additional indoor ice surface	4	3	2	1
02. Renovated Oakton Ice Arena	4	3	2	1
03. Additional indoor aquatic facilities	4	3	2	1
04. Splash pad water play in park	4	3	2	1
05. Outdoor synthetic surface for athletics	4	3	2	1
06. Indoor multi-purpose sports complex	4	3	2	1
07. Passive open space	4	3	2	1
08. Gymnasium space	4	3	2	1
09. Indoor playground	4	3	2	1
10. Outdoor playground	4	3	2	1
11. Indoor walking track	4	3	2	1
12. Outdoor walking trails	4	3	2	1
13. Gymnastics facility	4	3	2	1
14. Community garden	4	3	2	1
15. Other: _____	4	3	2	1

**22. Which THREE improvements from the list in Question 21 would you be MOST WILLING to fund with your tax dollars? [Write in your answers below using the numbers from the list in Question 21, or circle "NONE".]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**23. If a voter referendum was held to fund the improvement, development, and operations of Oakton Park that are MOST IMPORTANT to you and members of your household, how would you vote in the election?**

\_\_\_\_(1) Vote in Favor      \_\_\_\_ (2) Might Vote in Favor      \_\_\_\_ (3) Not Sure      \_\_\_\_ (4) Vote Against

**24. Counting yourself, how many people in your household are...**

Under age 5: \_\_\_\_      Ages 15-19: \_\_\_\_      Ages 35-44: \_\_\_\_      Ages 65-74: \_\_\_\_  
 Ages 5-9: \_\_\_\_      Ages 20-24: \_\_\_\_      Ages 45-54: \_\_\_\_      Ages 75+: \_\_\_\_  
 Ages 10-14: \_\_\_\_      Ages 25-34: \_\_\_\_      Ages 55-64: \_\_\_\_

**25. What is your age? \_\_\_\_ years**

**26. Your gender: \_\_\_\_ (1) Male      \_\_\_\_ (2) Female**

**27. How many years have you lived within Park Ridge Park District boundaries? \_\_\_\_ years**

**28. What is your annual household income?**

\_\_\_\_ (1) Less than \$25,000      \_\_\_\_ (3) \$50,000-\$99,999      \_\_\_\_ (5) \$150,000-\$199,999      \_\_\_\_ (7) \$250,000 or more  
 \_\_\_\_ (2) \$25,000-\$49,999      \_\_\_\_ (4) \$100,000-\$149,999      \_\_\_\_ (6) \$200,000-\$249,999

**29. Please use the space below for any additional comments.**

---



---

**This concludes the survey – Thank you for your time!**  
 Please return your completed survey in the enclosed return-reply envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.