

Hoffman Estates Park District Community Interest and Opinion Survey

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Findings Report

Submitted to the Hoffman Estates Parks District (IL)

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January 2018





Contents

Executive Summary	i
Section 1: Charts and Graphs	1
Section 2: Priority Investment Rating	40
Section 3: Priority Investment Rating by Area	48
Section 4: Benchmarking Analysis	67
Section 5: Tabular Data	77
Section 6: Survey Instrument	134

Hoffman Estates Park District Community Interest and Opinion Survey Executive Summary

Overview

ETC Institute administered an interest and opinion assessment during the Fall of 2018 for the Hoffman Estates Park District (HE Parks) to assess its parks, recreation, trails, programs, cultural arts, events, and open space. After conducting this comprehensive study, HE Parks will create a Comprehensive Master Plan to establish priorities for the future improvement of parks and recreation facilities, programs and services within the community.

Methodology

ETC Institute mailed a survey packet to a random sample of households within the boundaries of HE Parks. 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 online at www.HoffmanEstatesSurvey.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 online version of the survey to make it easy for residents to complete. To prevent people who were not residents of HE Parks from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 800 residents. This goal was far exceeded, with a total of 905 residents completing the survey. The overall results for the sample of 905 households have a precision of at least +/-3.23% 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)
- Benchmarking analysis comparing the Park District's results to national results (Section 3)
- Tabular data showing the overall results for all questions on the survey (Section 4)
- A copy of the survey instrument (Section 5)

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

Overall Use and Ratings of HE Parks' Parks

Parks Use. Over three-quarters of survey respondents (78%) indicated their household has visited HE Parks' parks during the past 12 months. Twenty-six percent (26%) visited the parks between 1 to 5 times, 18% visited between 6 to 10 times, 13% visited between 11 to 15 times, and 43% visited 16 or more times.

Parks Ratings. Of the percentage of households that have used the parks (78%); thirty-two percent (32%) of respondents indicated they were in "excellent" physical condition, 59% indicated they were in "good" physical condition, 8% rated the physical condition as "fair," and 1% gave the parks physical condition a "poor" rating.

Overall Participation and Ratings of Programs

Program Participation. Over half of respondents (52%) indicated they or members of their household had used HE Parks' programs, activities, or facilities during the past 12 months. Of these respondent households, thirty-seven percent (37%) indicated they had participated in 1 program/activity, 40% participated in 2 or 3 programs/activities, 15% participated in 4 to 6 programs/activities, 4% participated in 7 to 10 programs/activities, and 5% participated in 11 or more programs/activities. The following reasons were the highest rated explanations why respondent households have chosen to participate in HE Parks' programs and activities: location of the program facility (76%), times program is offered (39%), and fees charged for class (37%).

Program Ratings. Of the respondents who participated in programs, activities, or facilities in the past year (52%), twenty-eight percent (28%) rated them as "excellent," 61% rated them as "good," 9% rated them as "fair," and 2% rated them as "poor."

Methods to Learn About Programs or Activities

The highest rated methods of communication that respondent households use to learn about programs or activities during the past 12 months were: HE Parks brochure (78%), HE Parks website (37%), direct mailings (32%), and HE Parks email (29%).

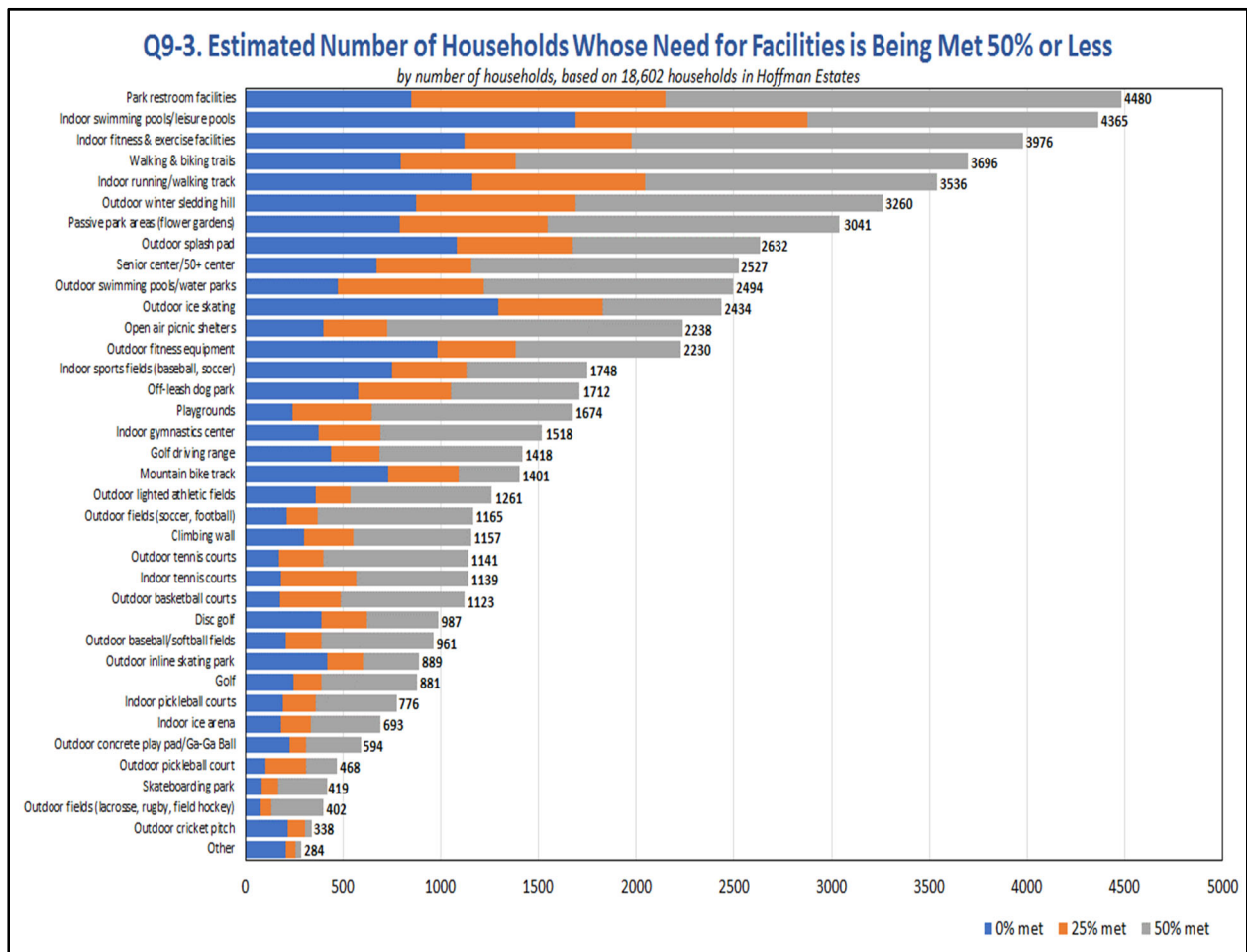
Reasons that Prevent Usage of Parks and Facilities

From a list of 18 various reasons that would prevent respondent households from using the parks and facilities more often, the top four reasons were: too busy (30%), use other park districts (22%), fees are too high (21%), and not interested (21%). An overwhelming number of respondents (92%) indicated they have learned about HE Parks' programs and activities from the social media platform Facebook.

Facility Needs and Priorities

Facility Needs: Respondents were asked to identify if their household had a need for 36 recreation facilities and 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 facilities.

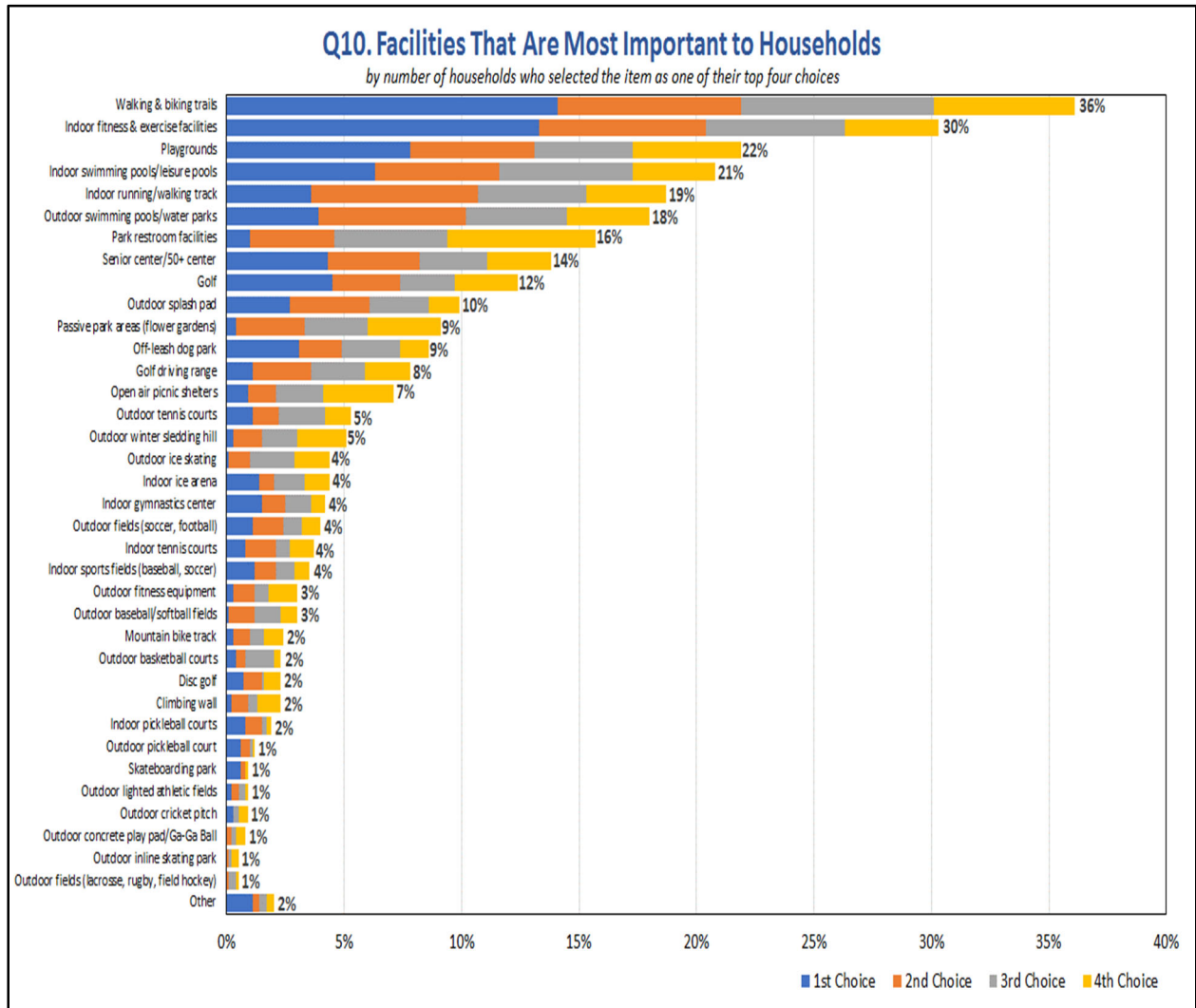
The top four recreation facilities with the highest percentage of households that indicated a need for the facility were: walking and biking trails (62%), indoor fitness and exercise facilities (60%), park restroom facilities (56%), and indoor swimming pools/leisure pools (49%). ETC Institute estimates a total of 11,515 households out of the estimated 18,602 households in Hoffman Estates have a need for walking and biking trails, an estimated 11,105 households out of the estimated 18,602 households in Hoffman Estates have a need for indoor fitness and exercise facilities, and an estimated 10,492 households out of the estimated 18,602 households in Hoffman Estates have a need for park restroom facilities. ETC Institute estimates a total of 4,480 households out of the 18,602 households in Hoffman Estates have unmet needs for park restroom facilities, an estimated 4,365 households out of the 18,602 households in Hoffman Estates have unmet needs for indoor swimming pools/leisure pools, and an estimated 3,976 households out of the 18,602 households in Hoffman Estates have unmet needs for indoor fitness and exercise facilities. The estimated number of households that have unmet needs for each of the 36 facilities that were assessed is shown in the table below.



Facility Importance: In addition to assessing the needs for each facility, ETC Institute also assessed the importance that residents placed on each facility. Based on the sum of respondents’ top four choices, the four most important facilities to residents were:

1. Walking and biking trails (36%),
2. Indoor fitness and exercise facilities (30%),
3. Playgrounds (22%), and
4. Indoor swimming pools/leisure pools (21%).

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

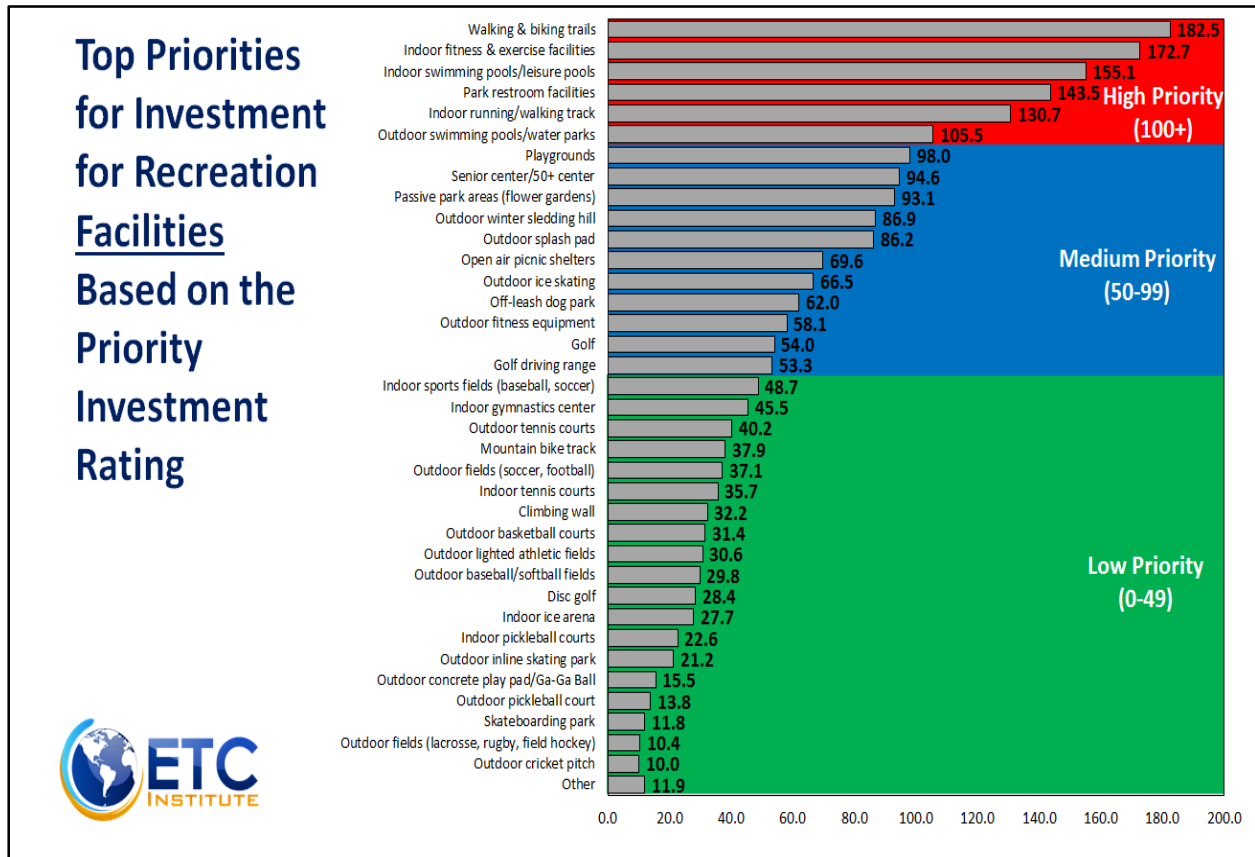


Priorities for Facility Investments. The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on Parks and Recreation investments. The **Priority Investment Rating (PIR)** equally weighs (1)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

Based on the **Priority Investment Rating (PIR)**, the following six facilities were rated as high priorities for investment:

- Walking and biking trails (PIR=182.5)
- Indoor fitness and exercise facilities (PIR=172.7)
- Indoor swimming pools/leisure pools (PIR=155.1)
- Park restroom facilities (PIR=143.5)
- Indoor running/walking track (PIR=130.7)
- Outdoor swimming pools/water parks (PIR=105.5)

The following chart shows the **Priority Investment Rating (PIR)** for each of the 36 facilities that were assessed on the survey.

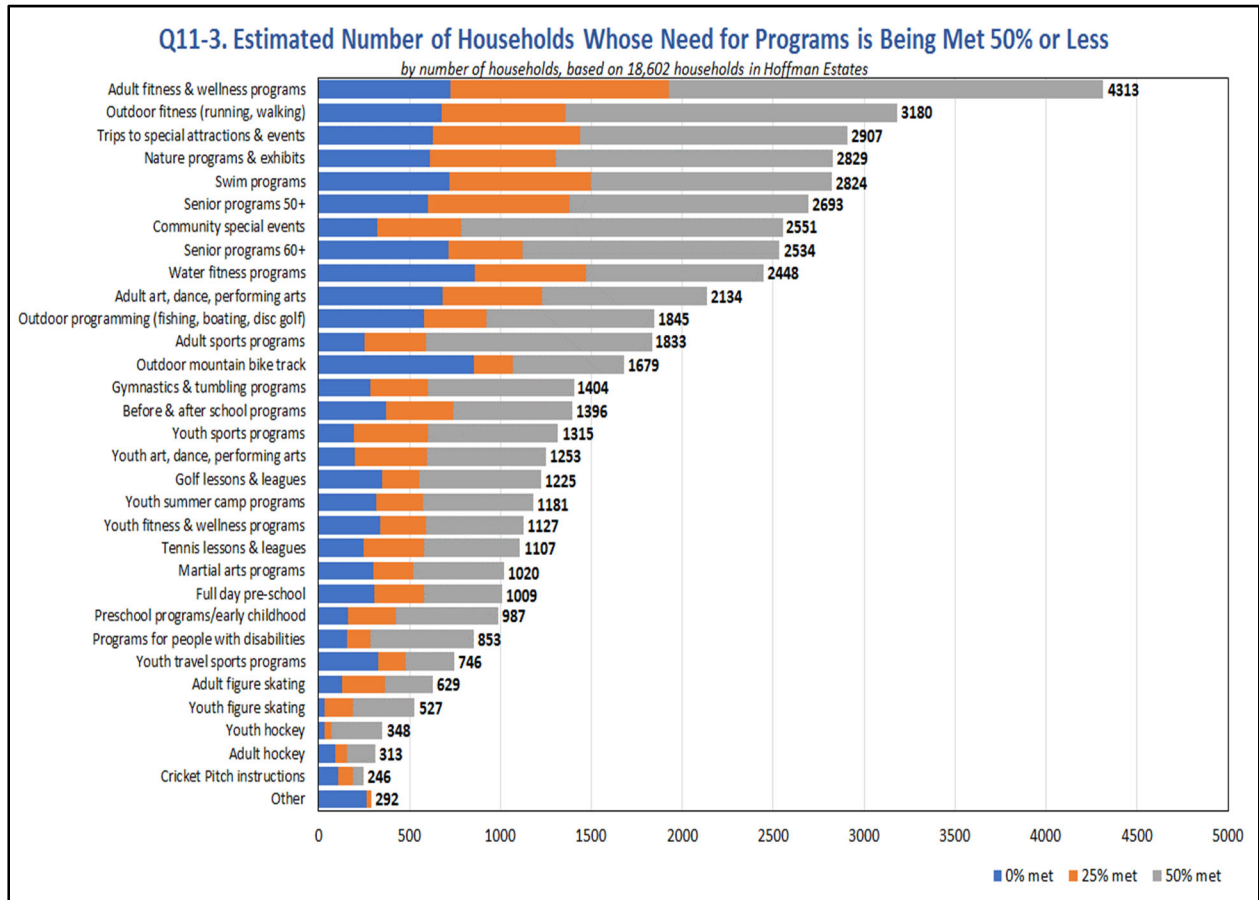


Programming Needs and Priorities

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 four programs with the highest percentage of households that had needs were: adult fitness and wellness programs (48%), outdoor fitness (42%), community special events (35%), and swim programs (28%). ETC Institute estimates a total of 8,966 households out of the estimated 18,602 households in Hoffman Estates have a need for adult fitness and wellness programs, an estimated

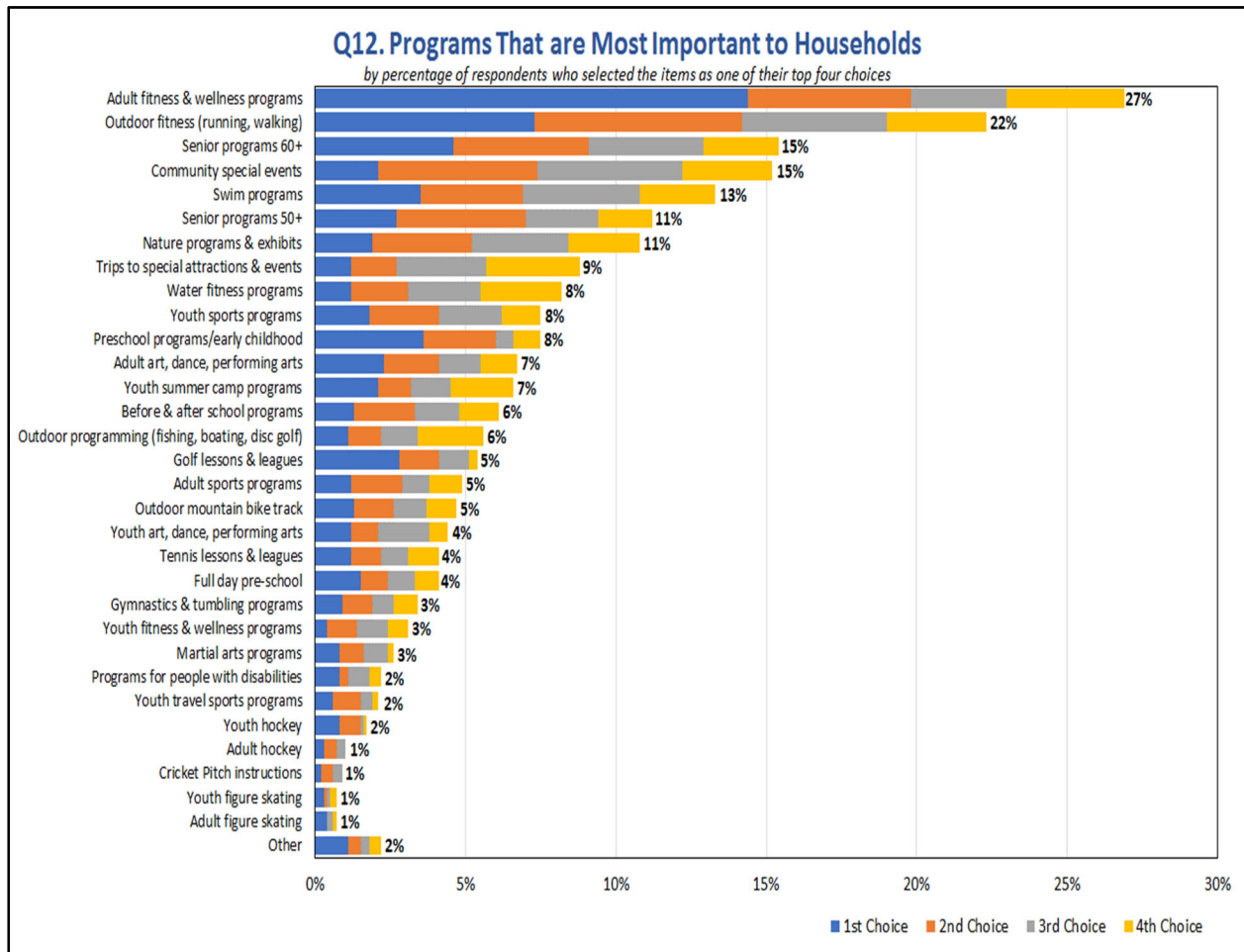
7,794 households out of the estimated 18,602 households in Hoffman Estates have a need for outdoor fitness, and an estimated 6,492 households out of the estimated 18,602 households in Hoffman Estates have a need for community special events. ETC Institute estimates a total of 4,313 households out of the estimated 18,602 households in Hoffman Estates have unmet needs for adult fitness and wellness programs, an estimated 3,180 households out of the estimated 18,602 households in Hoffman Estates have unmet needs for outdoor fitness, and an estimated 2,907 households out of the 18,602 households in Hoffman Estates have unmet needs for trips to special attractions and events. 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 placed on each program. Based on the sum of respondents’ top four choices, the four most important programs to residents were:

1. Adult fitness and wellness programs (27%),
2. Outdoor fitness (22%),
3. Senior programs 60+ (15%), and
4. Community special events (15%).

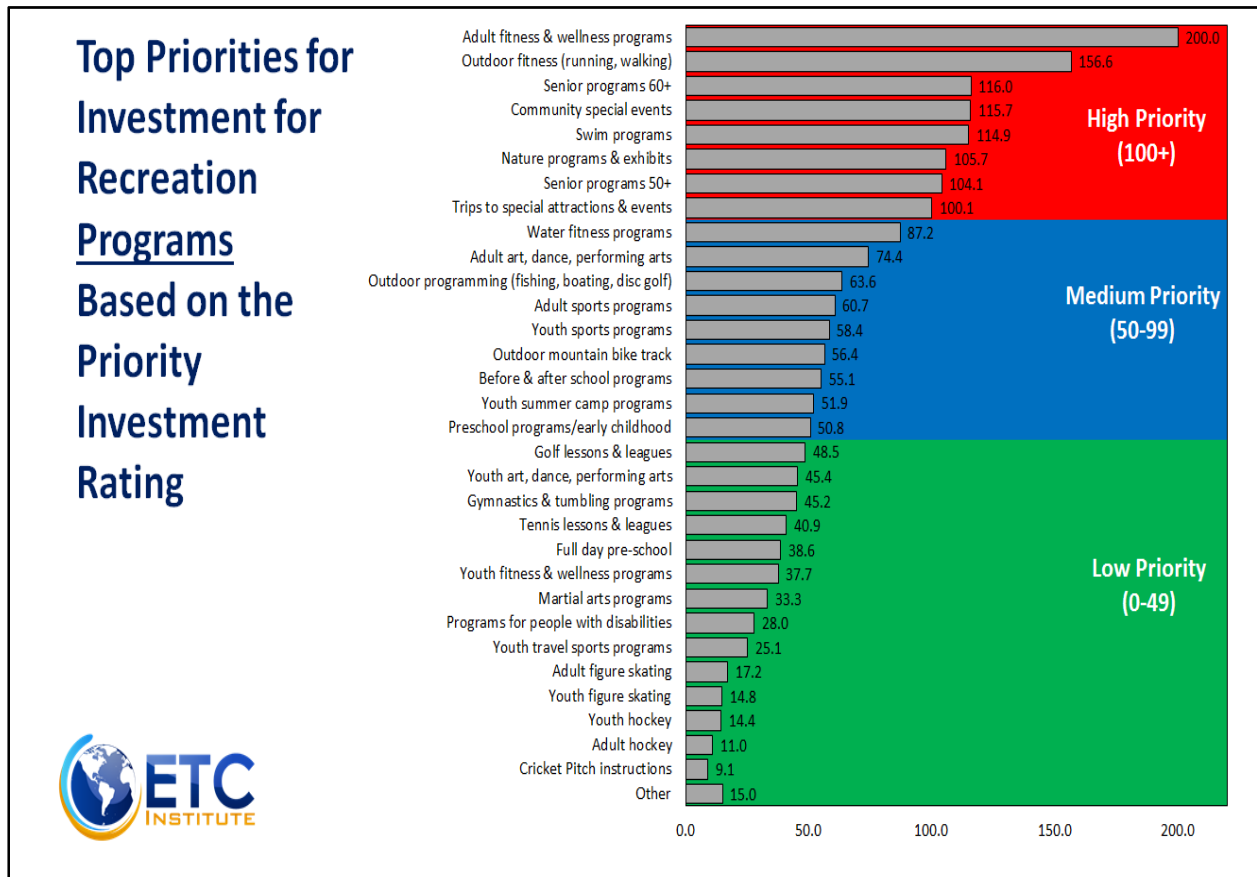
The percentage of residents who selected each program as one of their top four choices is shown in the table at the top of the following page.



Priorities for Programming Investments. Based on 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 eight programs were rated as “high priorities” for investment:

- Adult fitness and wellness programs (PIR=200)
- Outdoor fitness (PIR=156.6)
- Senior programs 60+ (PIR=116)
- Community special events (PIR=115.7)
- Swim programs (PIR=114.9)
- Nature programs and exhibits (PIR=105.7)
- Senior programs 50+ (PIR=104.1)
- Trips to special attractions and events (PIR=100.1)

The chart at the top of the following page shows the **Priority Investment Rating (PIR)** for each of the 31 programs that were rated.



Additional Findings

The most frequently visited facilities used during the past 12 months by respondent households, were the Prairie Stone Sports & Wellness Center (26%) and Seascape Family Aquatic Center (25%). The highest ratings of the condition of facilities used by households, based on the sum of “excellent” and “good” responses among residents, were: Prairie Stone Sports and Wellness Center (98%), Bridges of Poplar Creek-Golf (94%), and Bridges of Poplar Creek-Restaurant or Banquet (93%).

Organizations most frequently used during the past 12 months by households for programs, activities, or facilities were: neighboring park districts (39%), churches (22%), and private clubs (21%). The top two reasons why respondent households use neighboring park districts for indoor and/or outdoor recreation activities are: more convenient location (38%) and HE Parks does not offer class/program/sport/service (30%).

The highest levels of satisfaction with various services provided by HE Parks based upon the combined percentages of “very satisfied” and “somewhat satisfied”, responses among residents *who had an opinion*, were: cleanliness of facilities (86%), customer assistance by staff at facilities (82%), and availability of information about programs and facilities (81%). The top services that respondents think HE Parks should make a priority, based on the sum of the respondents’ top two choices, were: fees charged for recreation programs (23%), maintenance of parks (19%), and cleanliness of facilities (18%).

The highest levels of support for actions HE Parks could take to improve the community, based upon the combined percentages of “very supportive” and “supportive” responses among residents *who had an opinion*, were: maintain infrastructure of current facilities (80%), upgrade existing neighborhood and community parks (76%), and develop new walking/biking trails/connect existing trails (73%). The top actions that respondent households indicated are the most important to them, based on the sum of the respondents’ top four choices, were: develop new walking/biking trails/connect existing trails (42%), maintain infrastructure of current facilities (41%), and upgrade existing neighborhood and community parks (39%).

Thirty-one percent (31%) of respondents indicated they were “very satisfied” with the overall value their household receives from the HE Parks, 41% indicated they were “somewhat satisfied,” 19% indicated they were “neutral,” 6% indicated they were “somewhat dissatisfied,” and 4% indicated they were “very dissatisfied.”

Recommendations

To ensure HE Parks meets the needs and expectations of the community, ETC Institute recommends that HE Parks sustain and/or improve the performance in areas that were identified as “high priorities” by the **Priority Investment Rating (PIR)**. The facilities and programs with the highest PIR ratings are listed below.

Facility Priorities

- Walking and biking trails (PIR=182.5)
- Indoor fitness and exercise facilities (PIR=172.7)
- Indoor swimming pools/leisure pools (PIR=155.1)
- Park restroom facilities (PIR=143.5)
- Indoor running/walking track (PIR=130.7)
- Outdoor swimming pools/water parks (PIR=105.5)

Programming Priorities

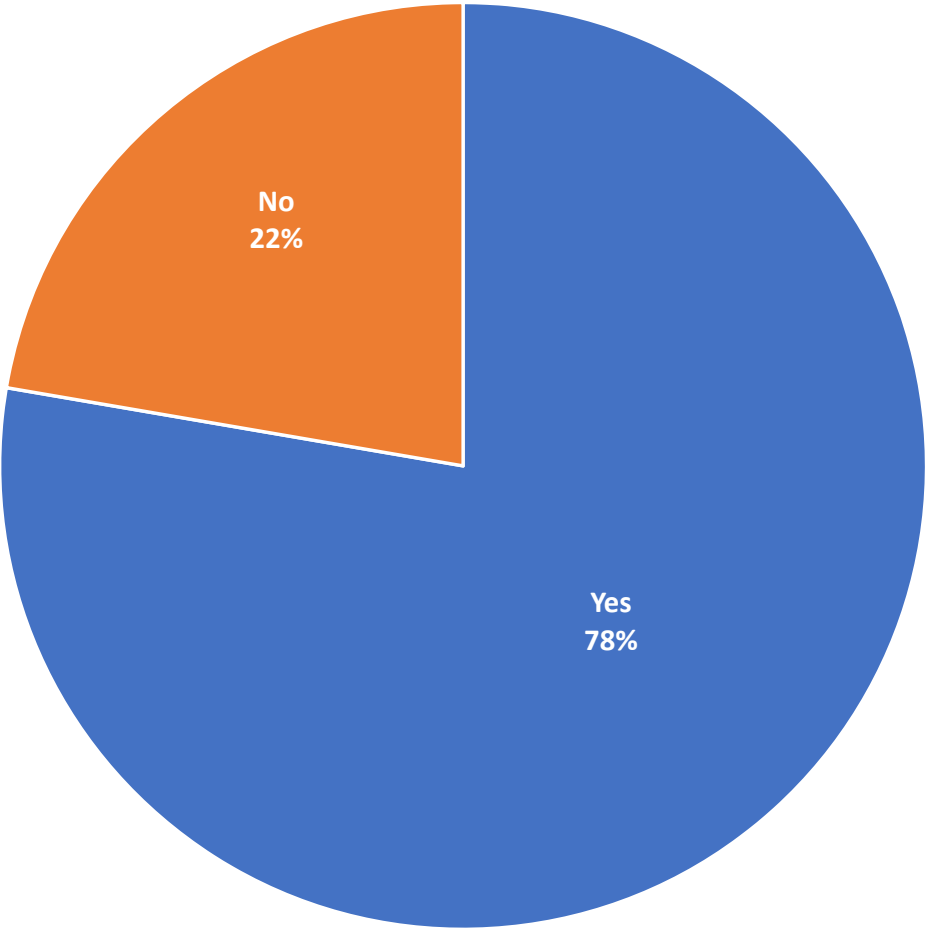
- Adult fitness and wellness programs (PIR=200)
- Outdoor fitness (PIR=156.6)
- Senior programs 60+ (PIR=116)
- Community special events (PIR=115.7)
- Swim programs (PIR=114.9)
- Nature programs and exhibits (PIR=105.7)
- Senior programs 50+ (PIR=104.1)
- Trips to special attractions and events (PIR=100.1)

Section 1

Charts and Graphs

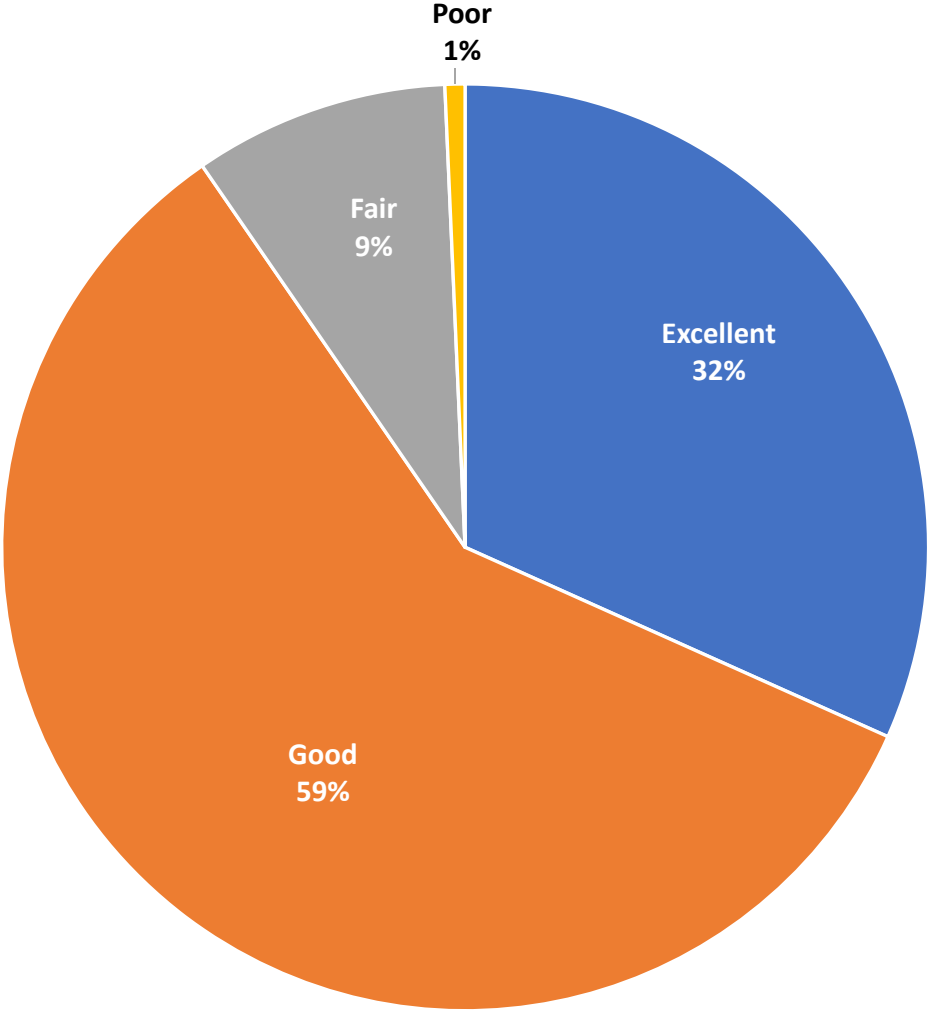
Q1. Has your household visited any HE Parks' parks during past 12 months?

by percentage of respondents



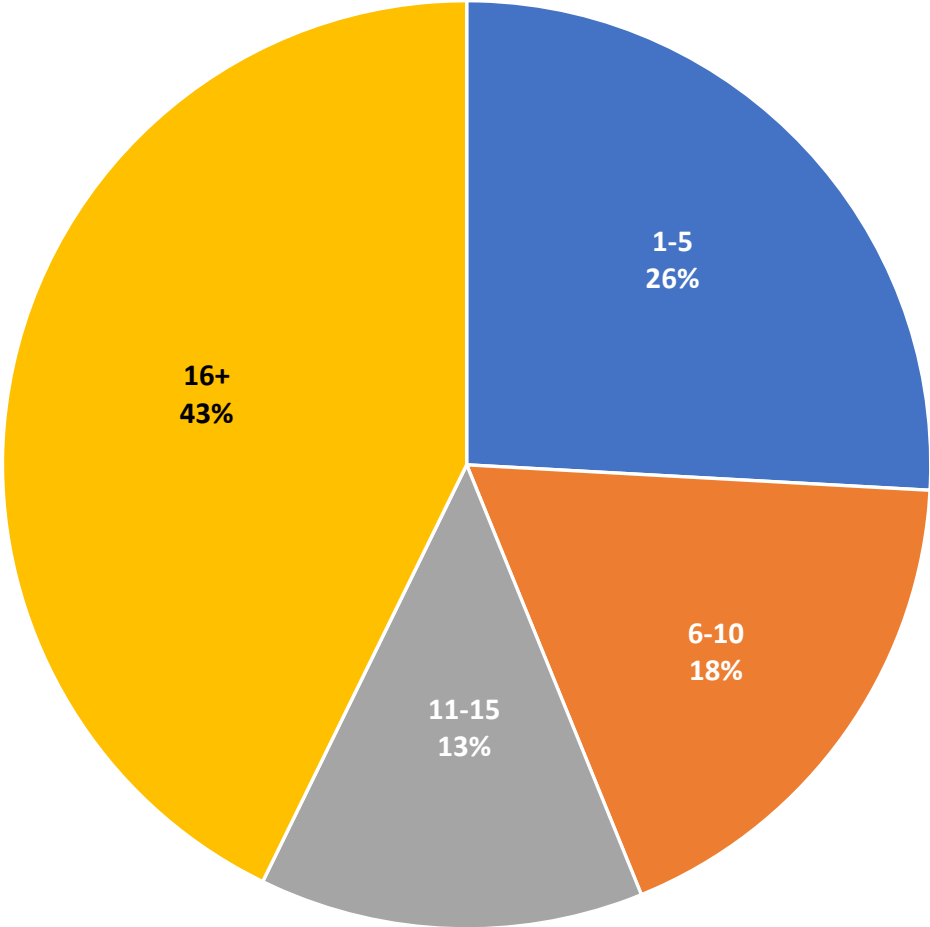
Q1a. How would you rate overall physical condition of all parks you have visited

by percentage of respondents who have visited an HE Parks' Park during the past 12 months, without "not provided"



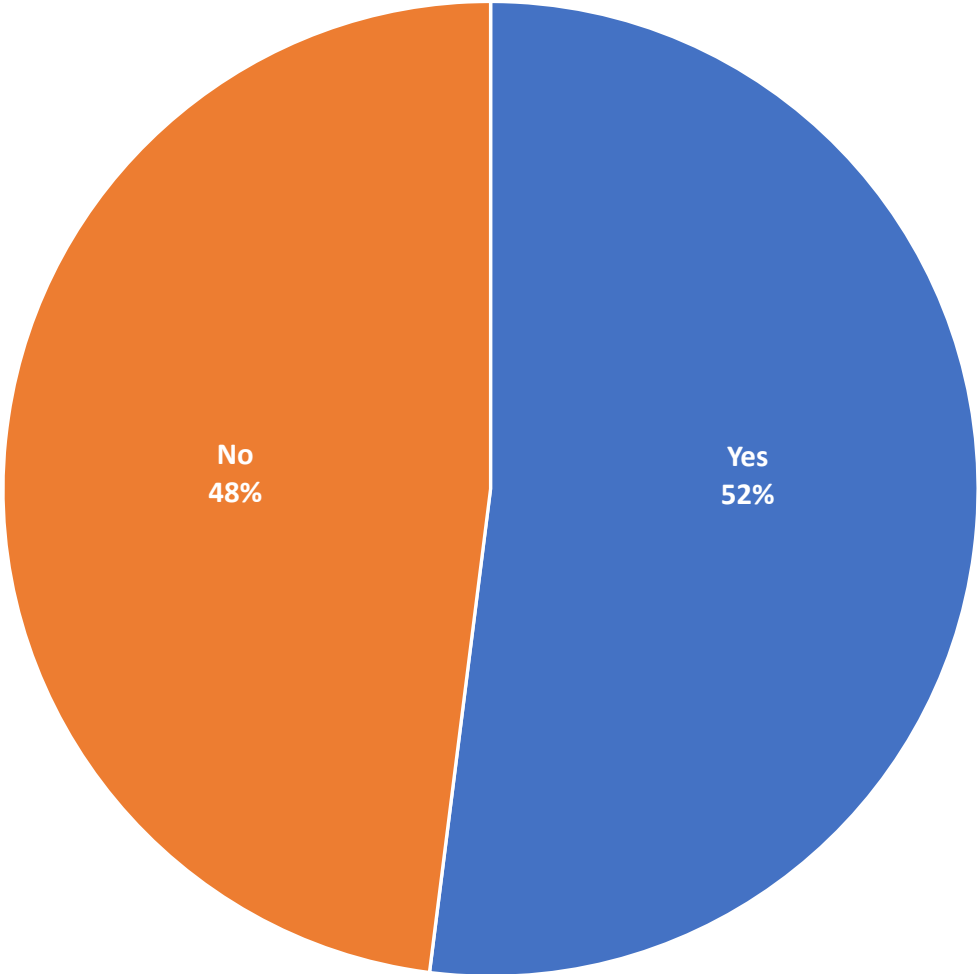
Q1b. How many visits have you or members of your household made to HE Parks' Parks during the past 12 months?

by percentage of respondents who have visited an HE Parks' Park during the past 12 months, without "not provided"



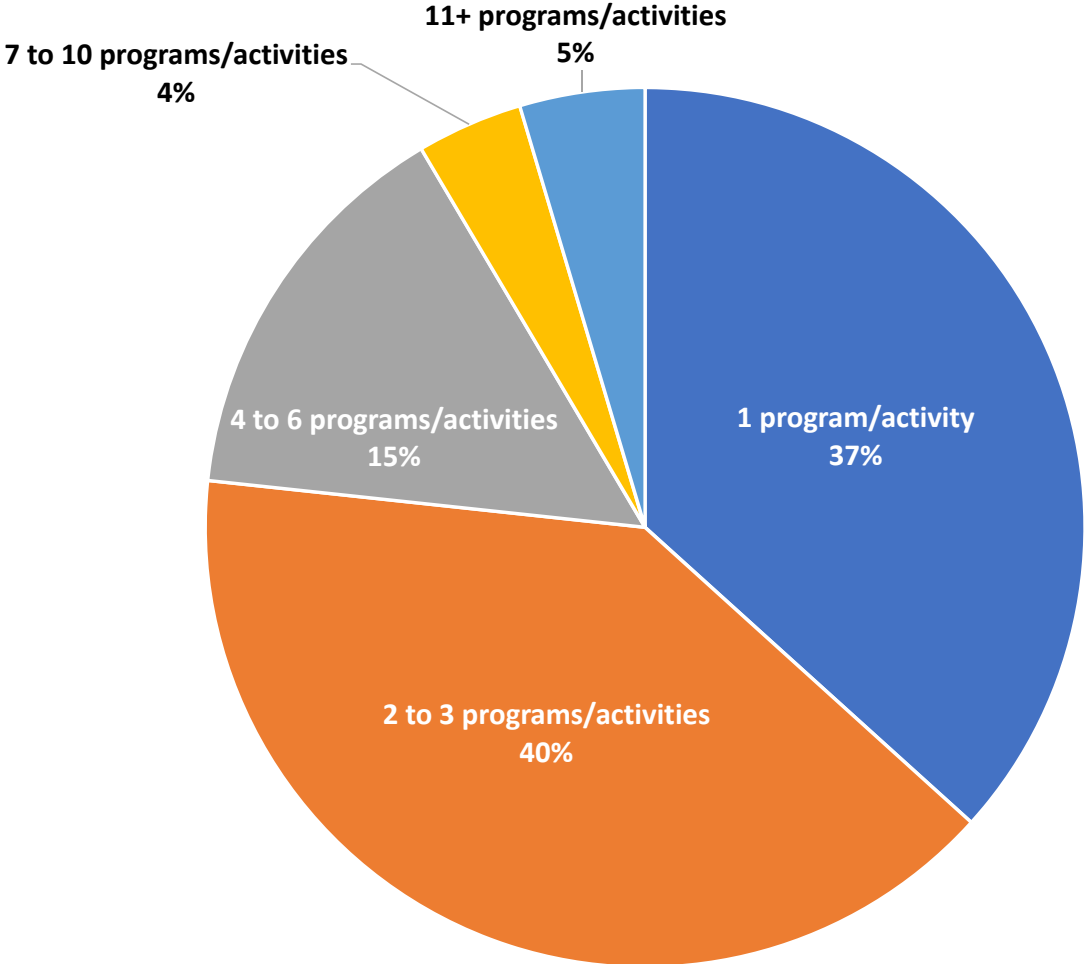
Q2. Has your household participated in our used any HE Parks' programs, activities, or facilities during the past 12 months?

by percentage of respondents



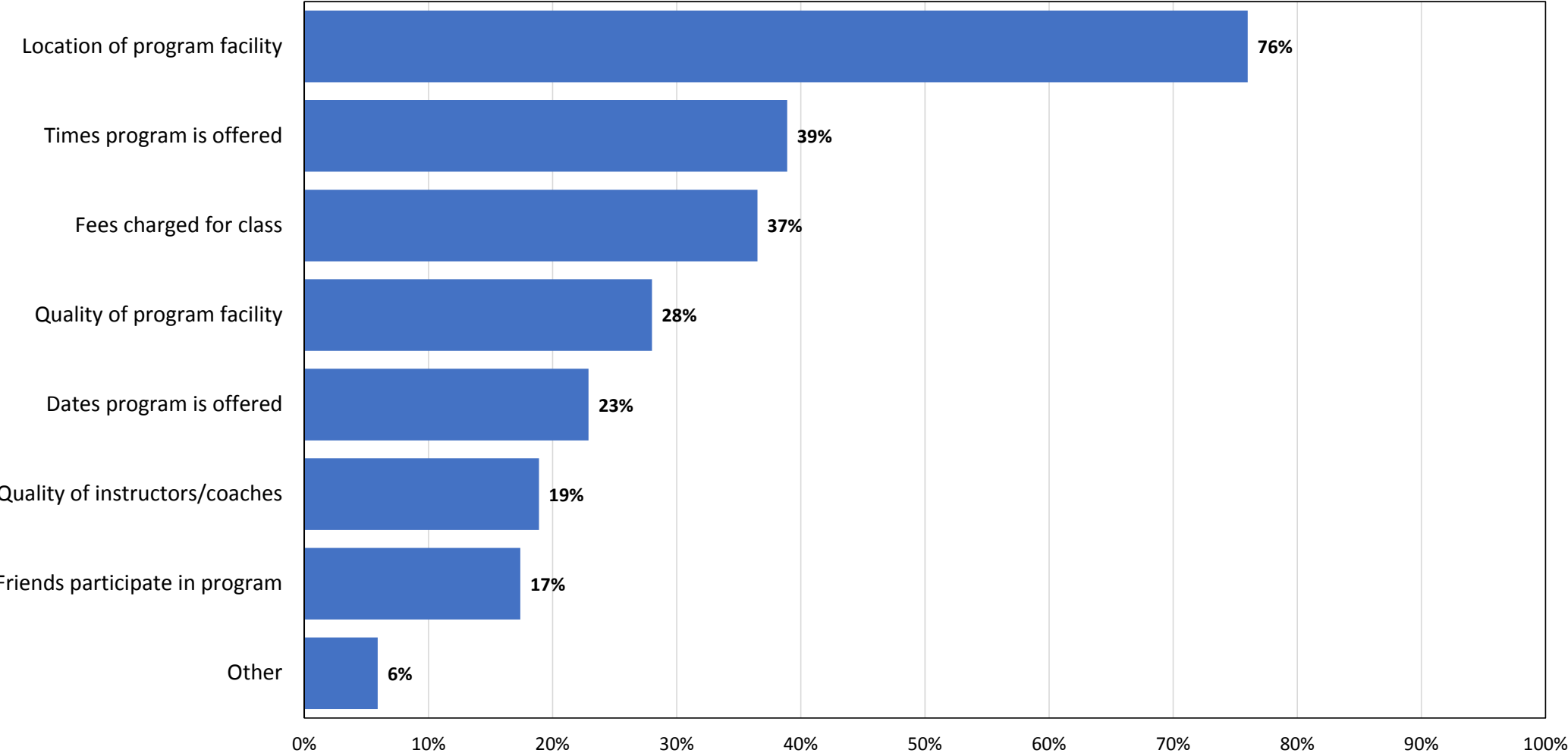
Q2b. Three primary reasons why your household has chosen to participate in HE Parks' programs or activities

by percentage of respondents who have participated in or used an HE Parks' program, activity or facility during the past 12 months, without "not provided"



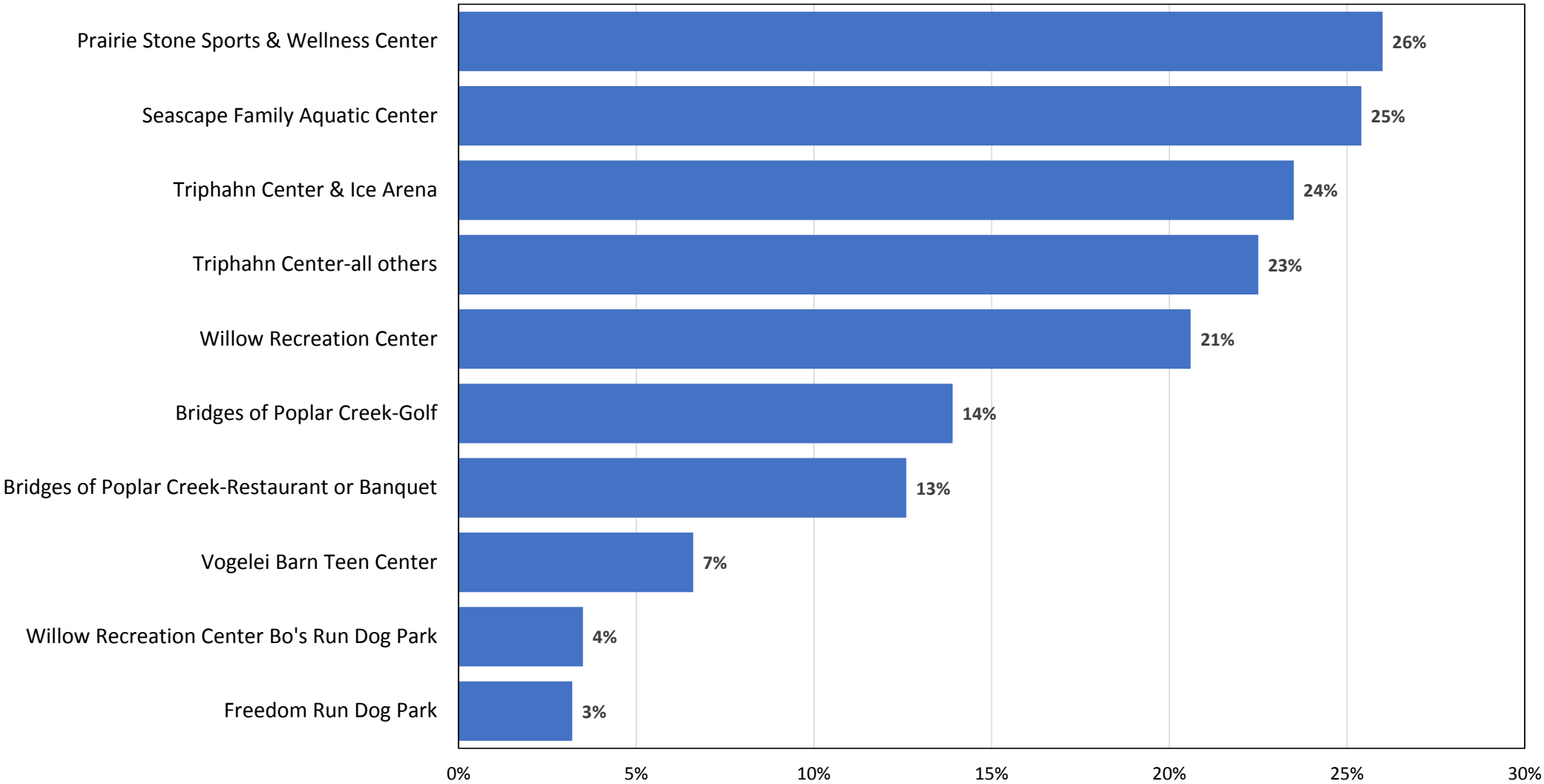
Q2b. From the following list, please check the **THREE** primary reasons why your household has chosen to participate in HE Parks' programs or activities.

by percentage of respondents who have participated in or used an HE Parks' program, activity or facility during the past 12 months, without "not provided"



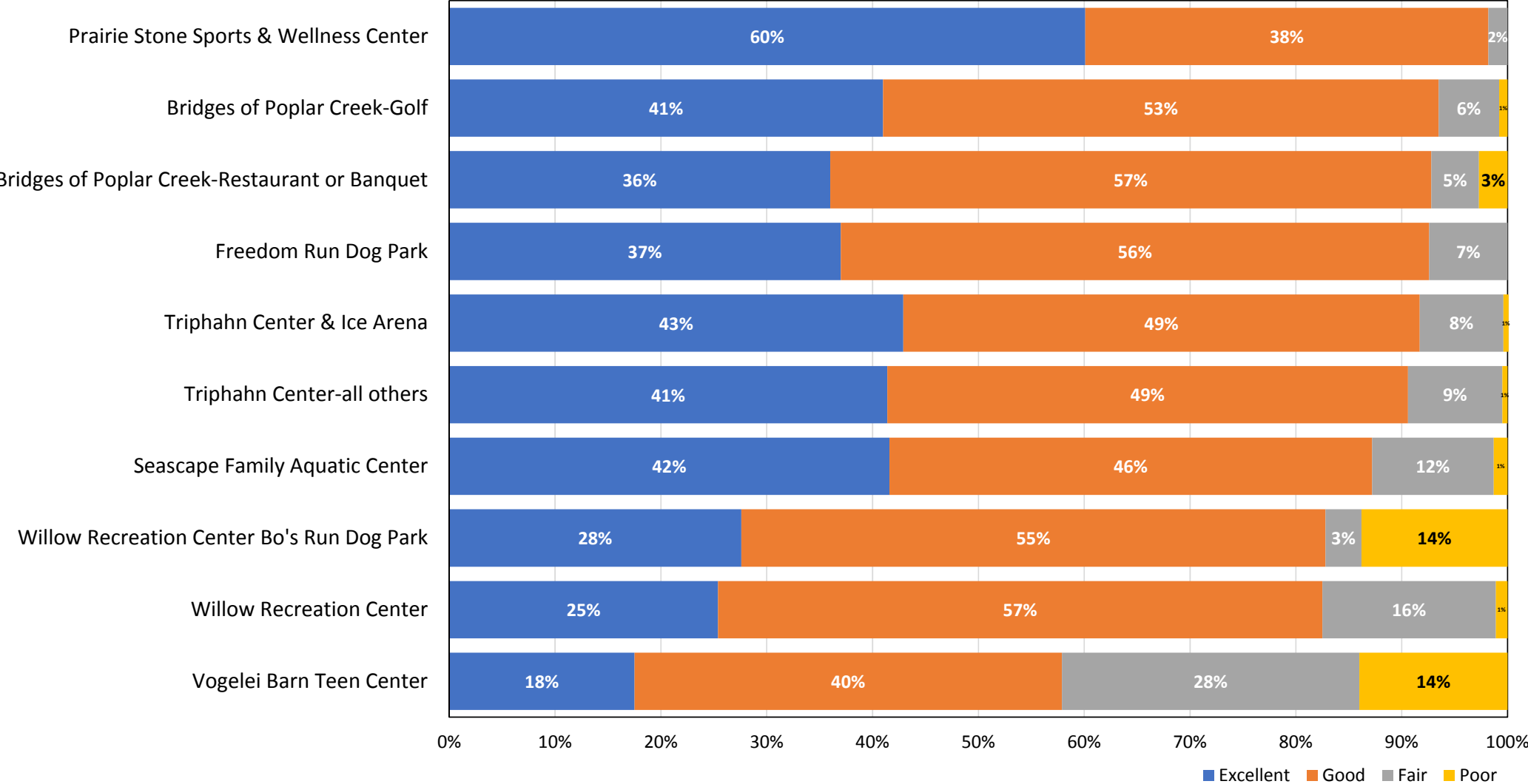
Q3. Facilities households have used during the past 12 months

by percentage of respondents



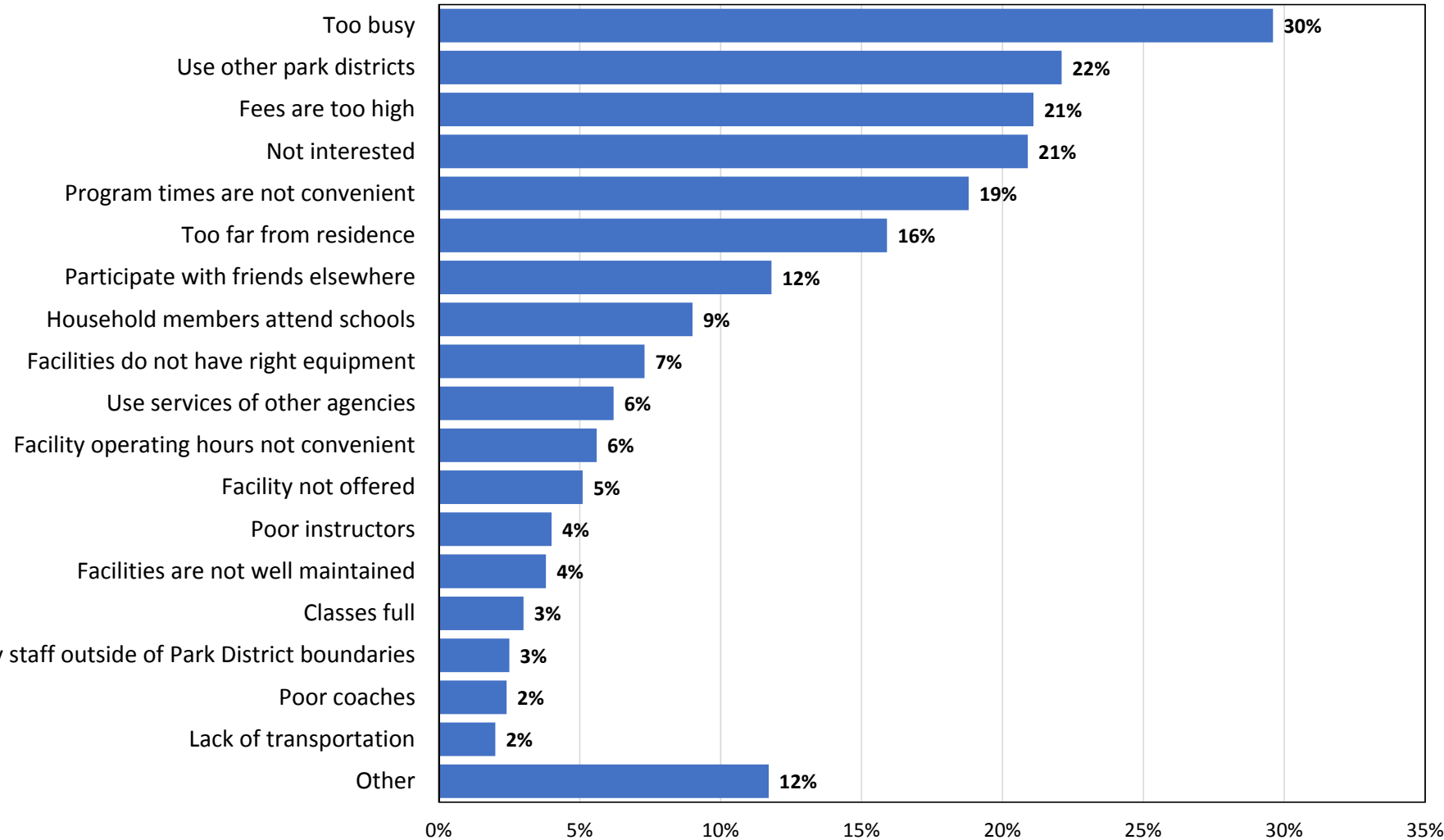
Q3-1. Rating the Condition of Facilities Used by Households

by percentage of respondents who indicated they have used the facility



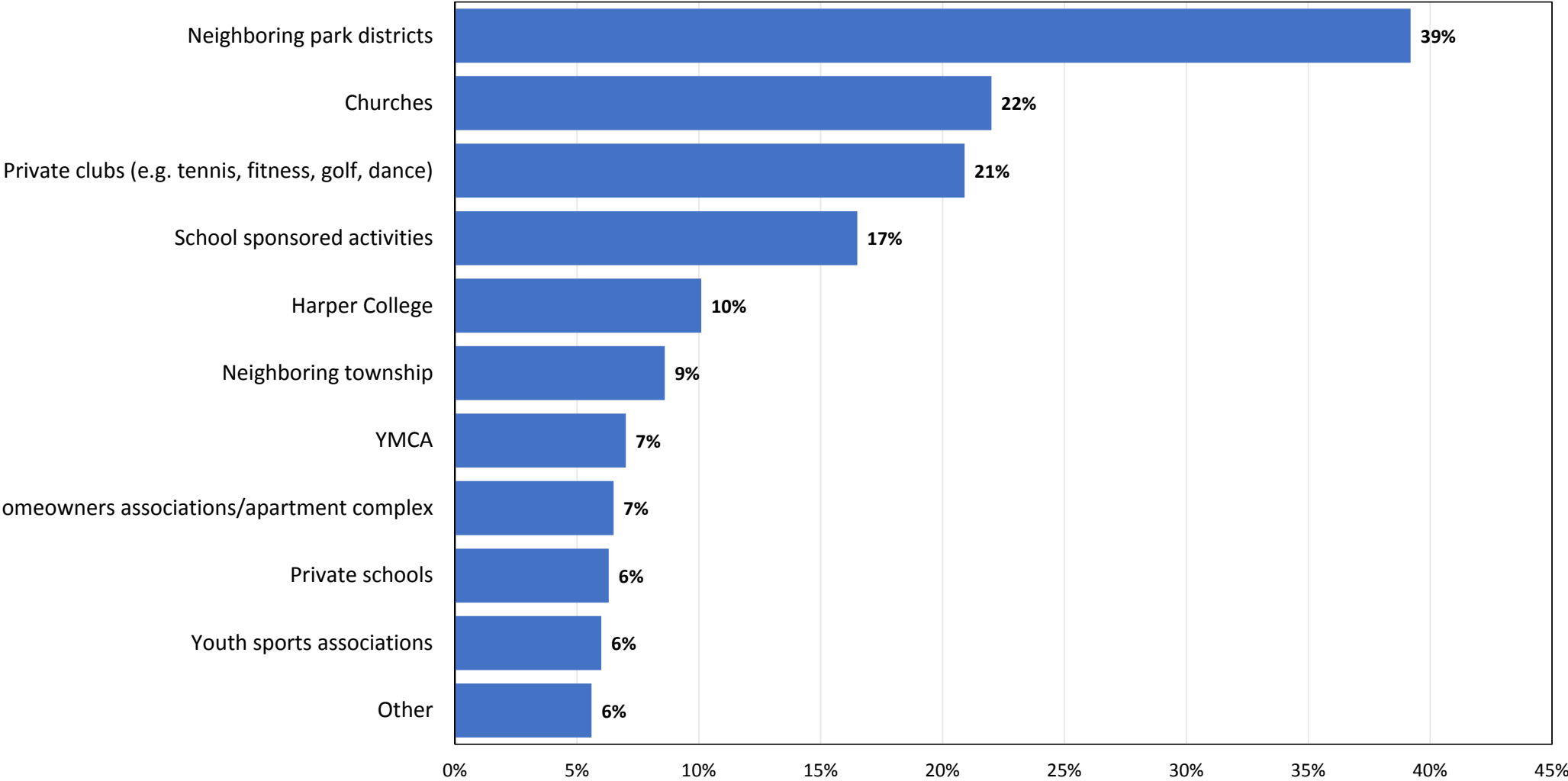
Q4. Please CHECK ALL of the following reasons why your household does NOT use HE Parks' parks and facilities more often.

by percentage of respondents



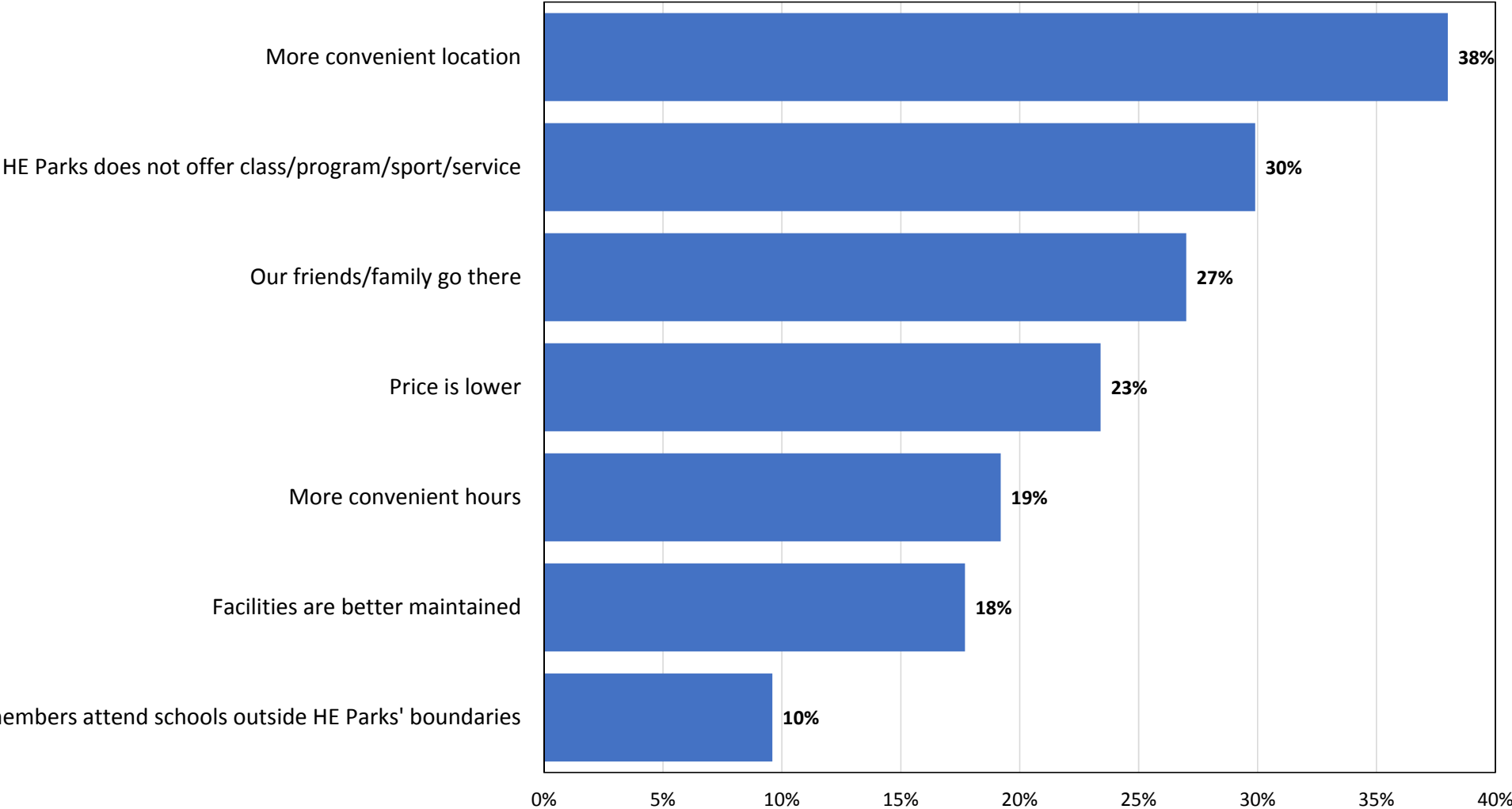
Q5. All of the other organizations households have used for programs, activities, or facilities during the past 12 months

by percentage of respondents



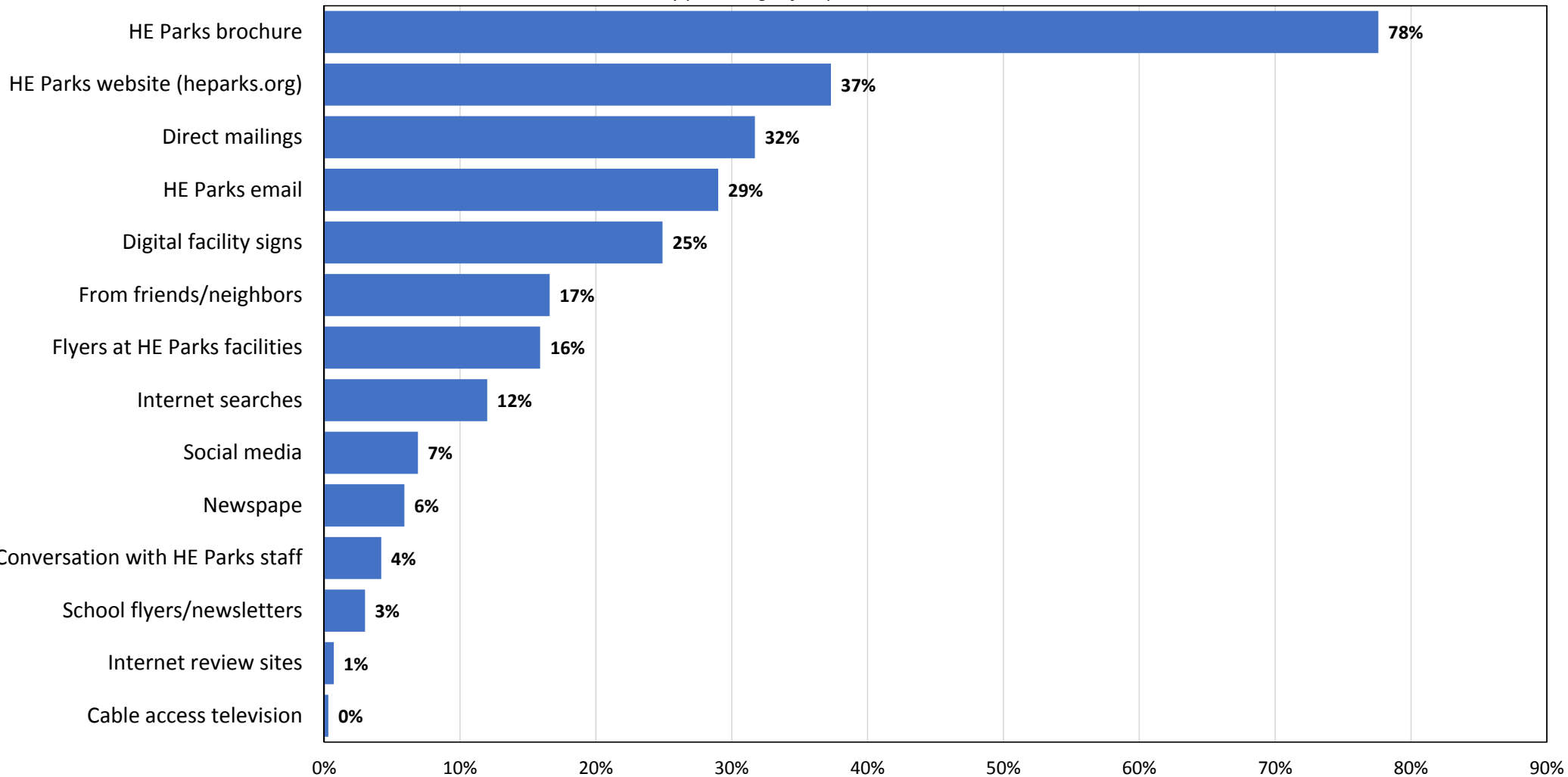
Q5c. All the reasons households use neighboring park districts for indoor and/or outdoor recreation activities

by percentage of respondents



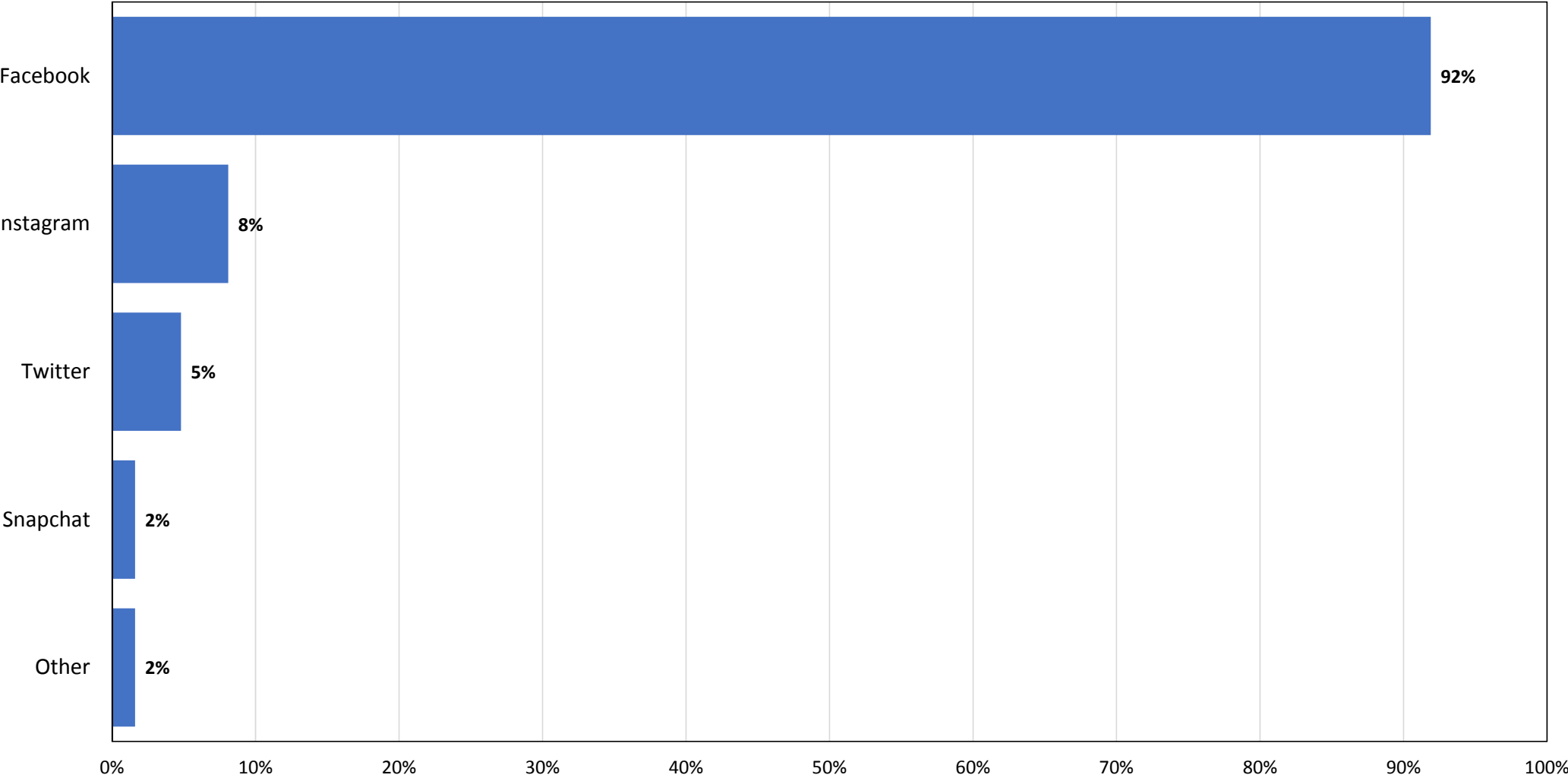
Q6. All the ways households learned about HE Parks' programs and activities during the past 12 months

by percentage of respondents



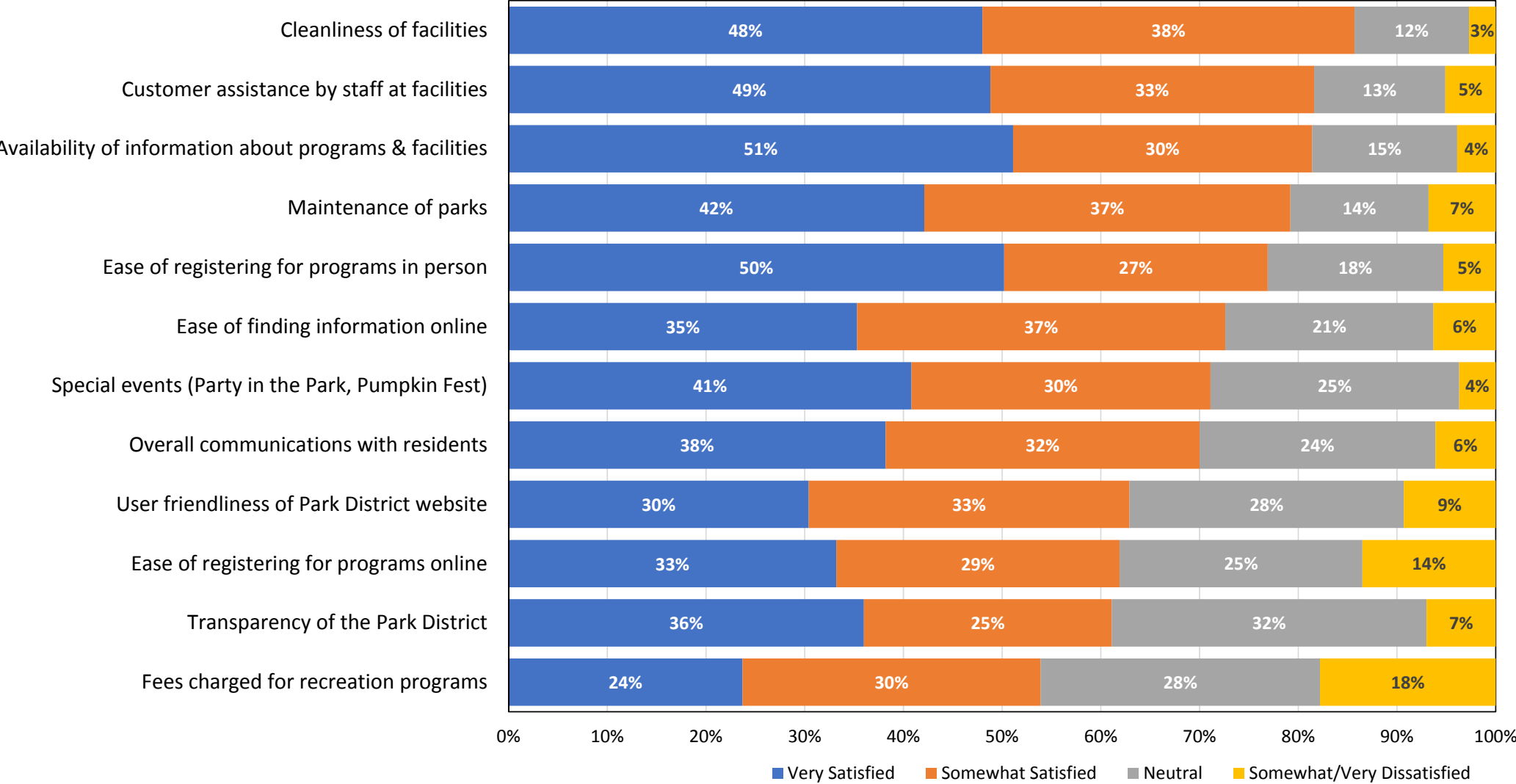
Q6a. What social media sites have you learned about HE Parks' programs and activities from

by percentage of respondents who indicated they have used social media to learn about HE Parks' program and activities during the past 12 months



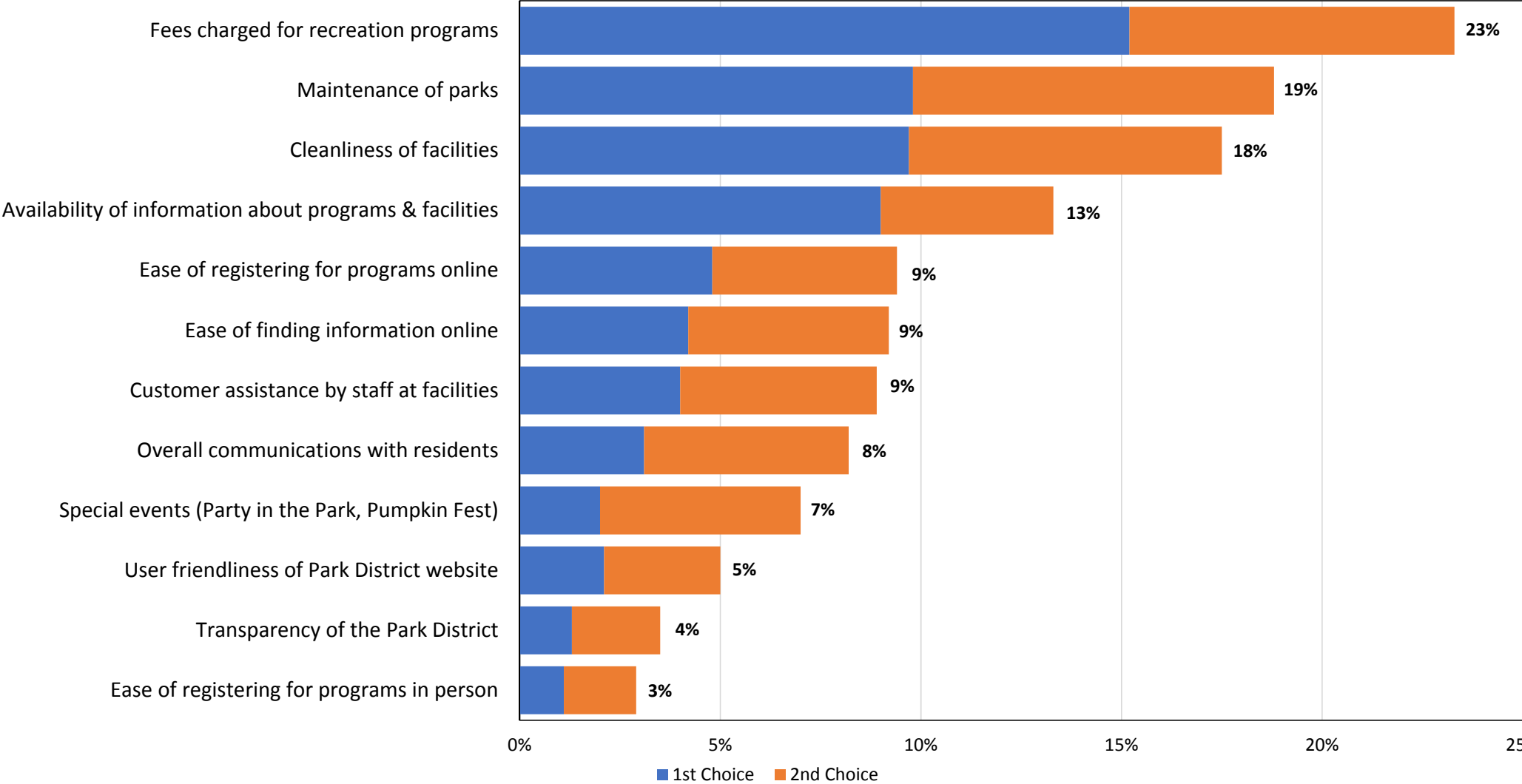
Q7. Satisfaction with various services provided by HE Parks

by percentage of respondents, without "don't know"

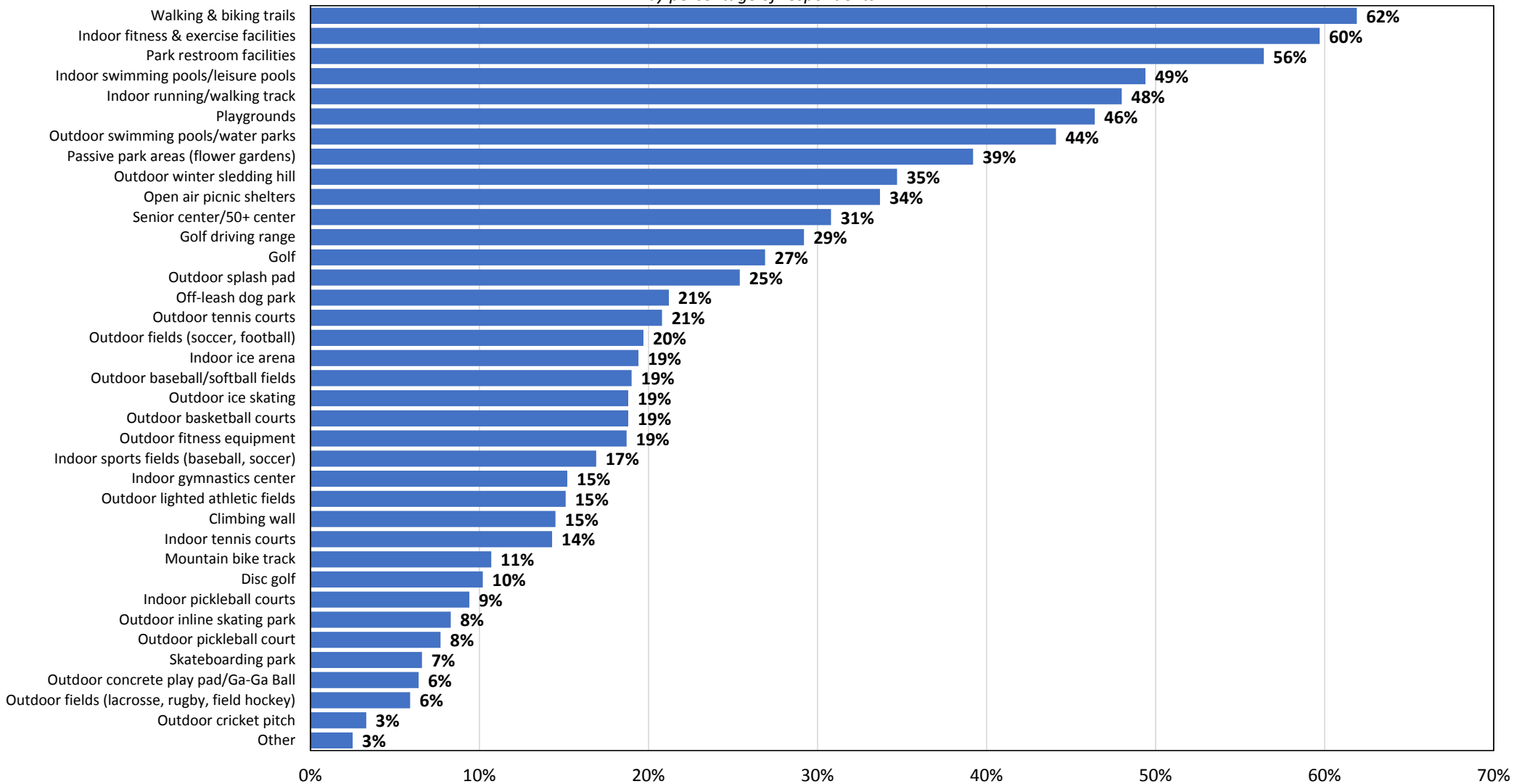


Q8. Which two services do you think HE Parks should make a priority?

by percentage of respondents who selected the item as one of their top two choices

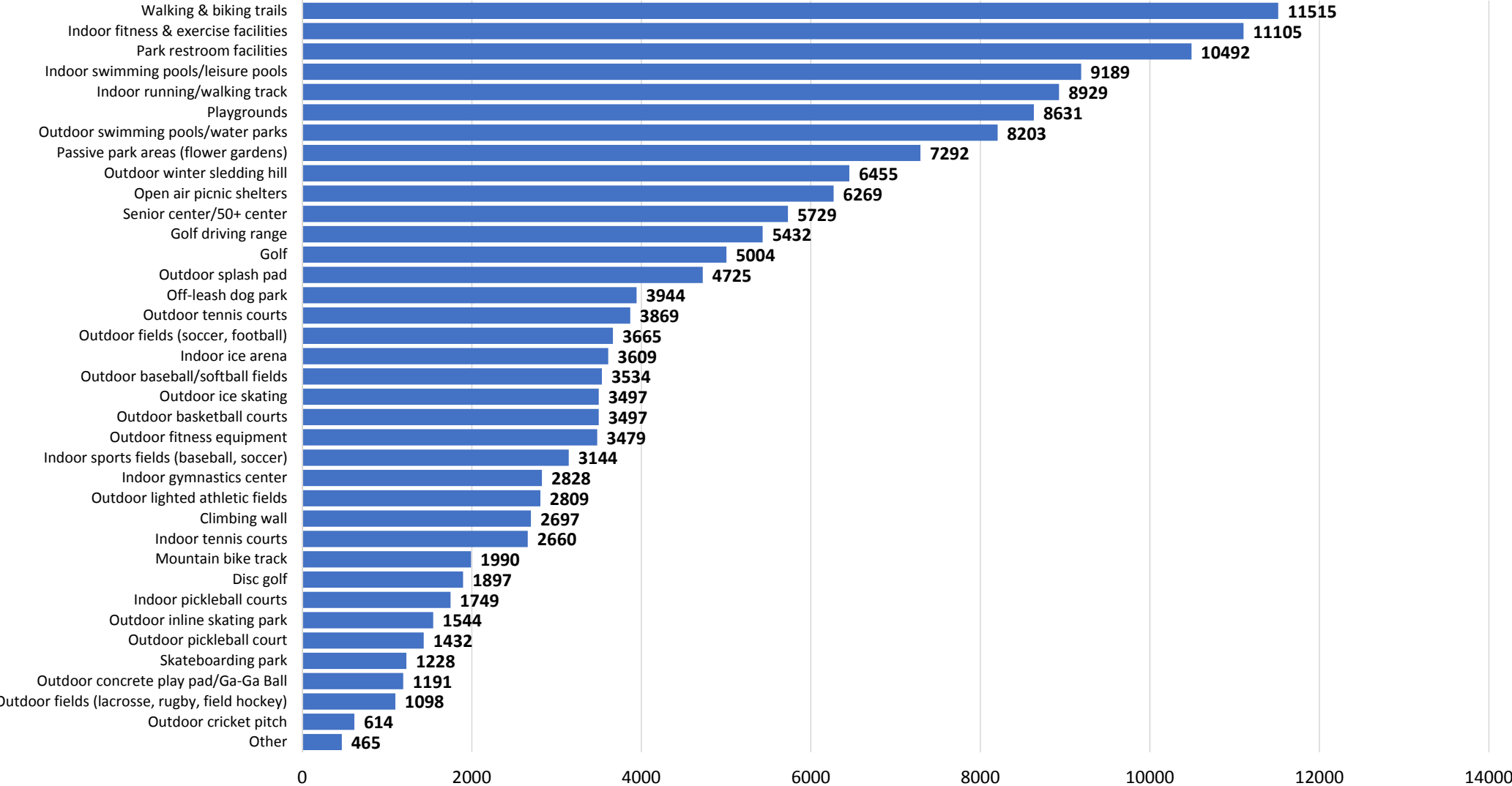


Q9. Facilities respondent households have a need for by percentage of respondents



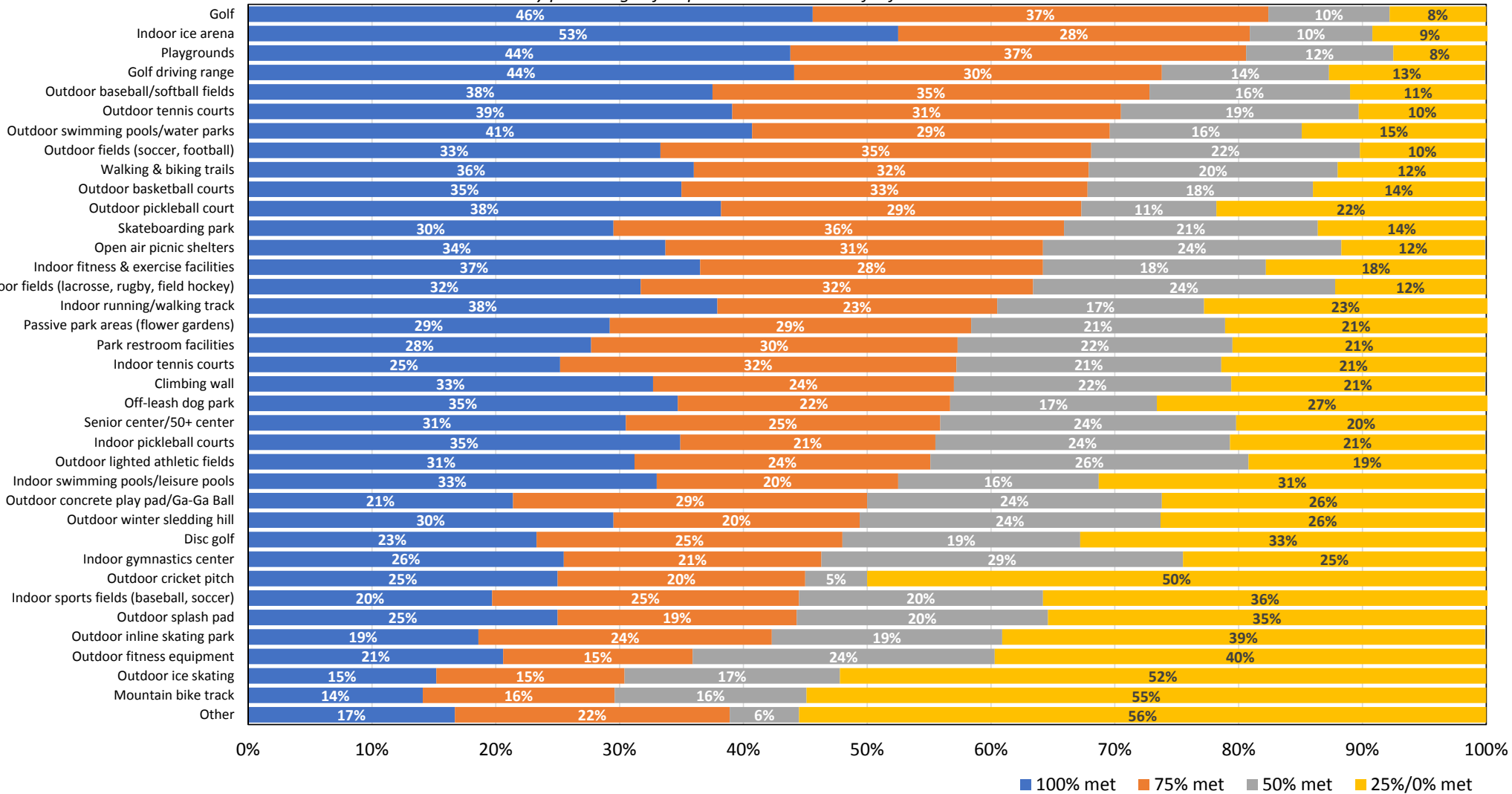
Q9-1. Estimated number of households that have a need for various facilities

by number of households, based on 18,602 households in Hoffman Estates



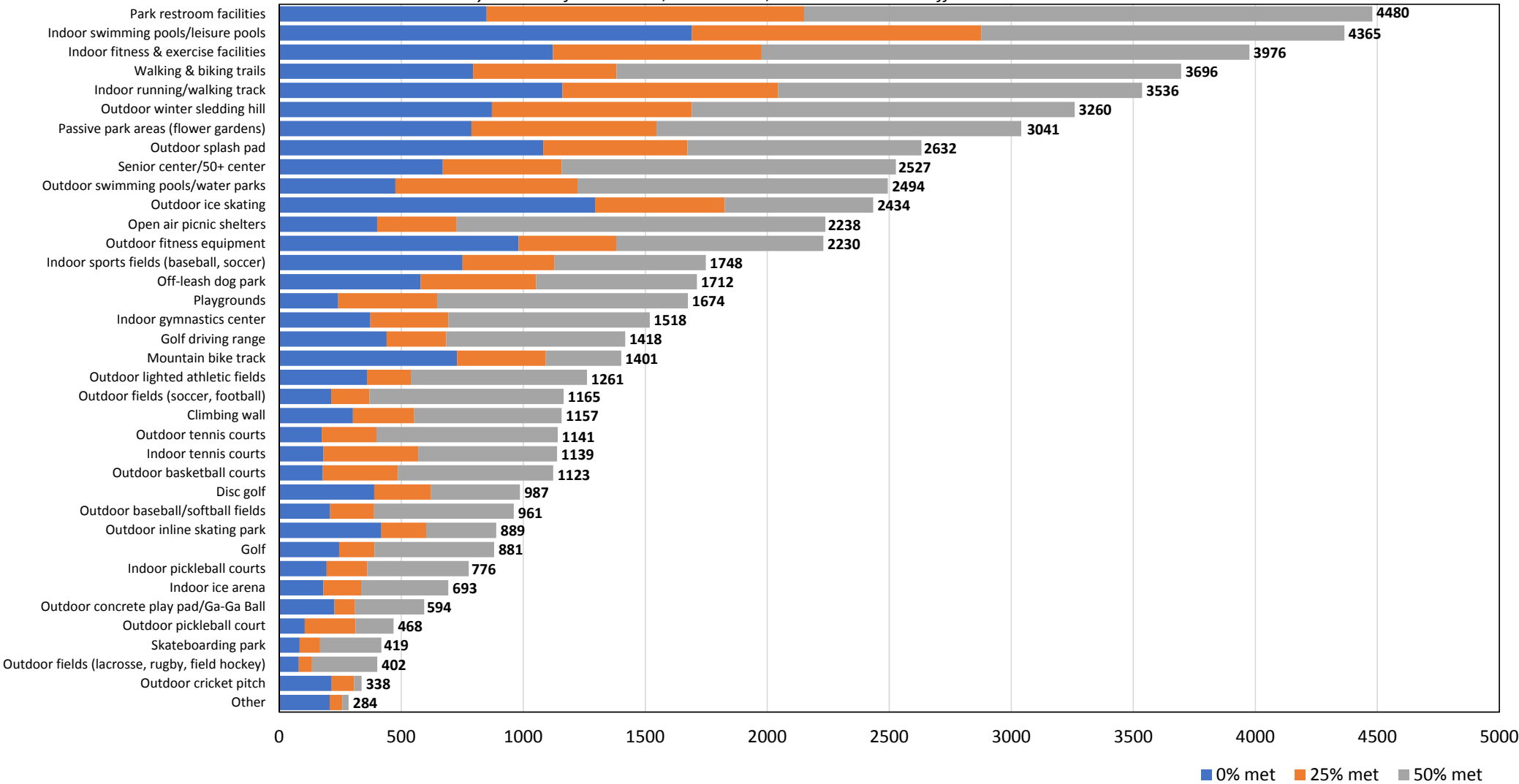
Q9-2. How Well Parks and Recreation Facilities Meet the Needs of Respondent Households

by percentage of respondents with a need for facilities



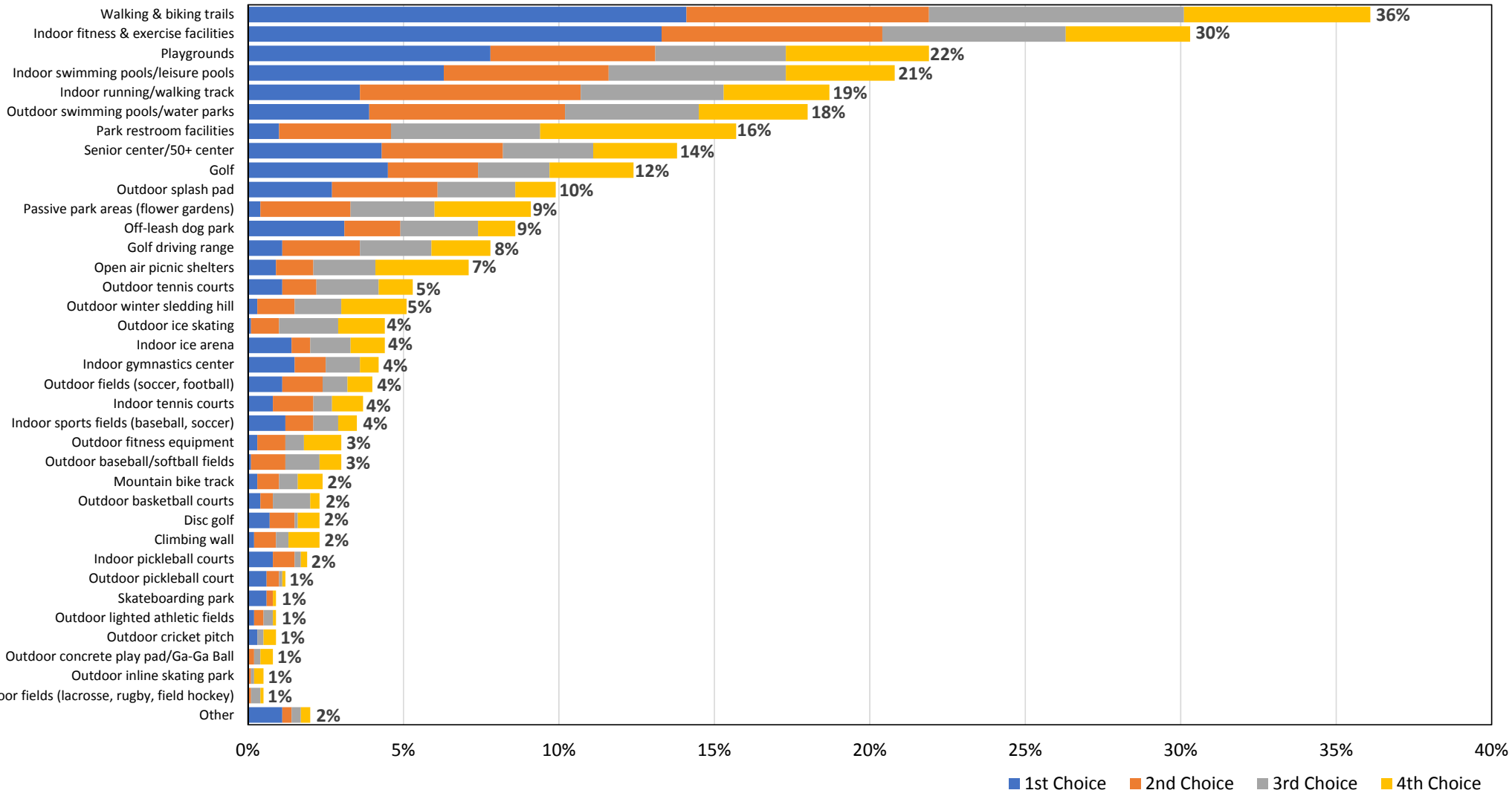
Q9-3. Estimated Number of Households Whose Need for Facilities is Being Met 50% or Less

by number of households, based on 18,602 households in Hoffman Estates



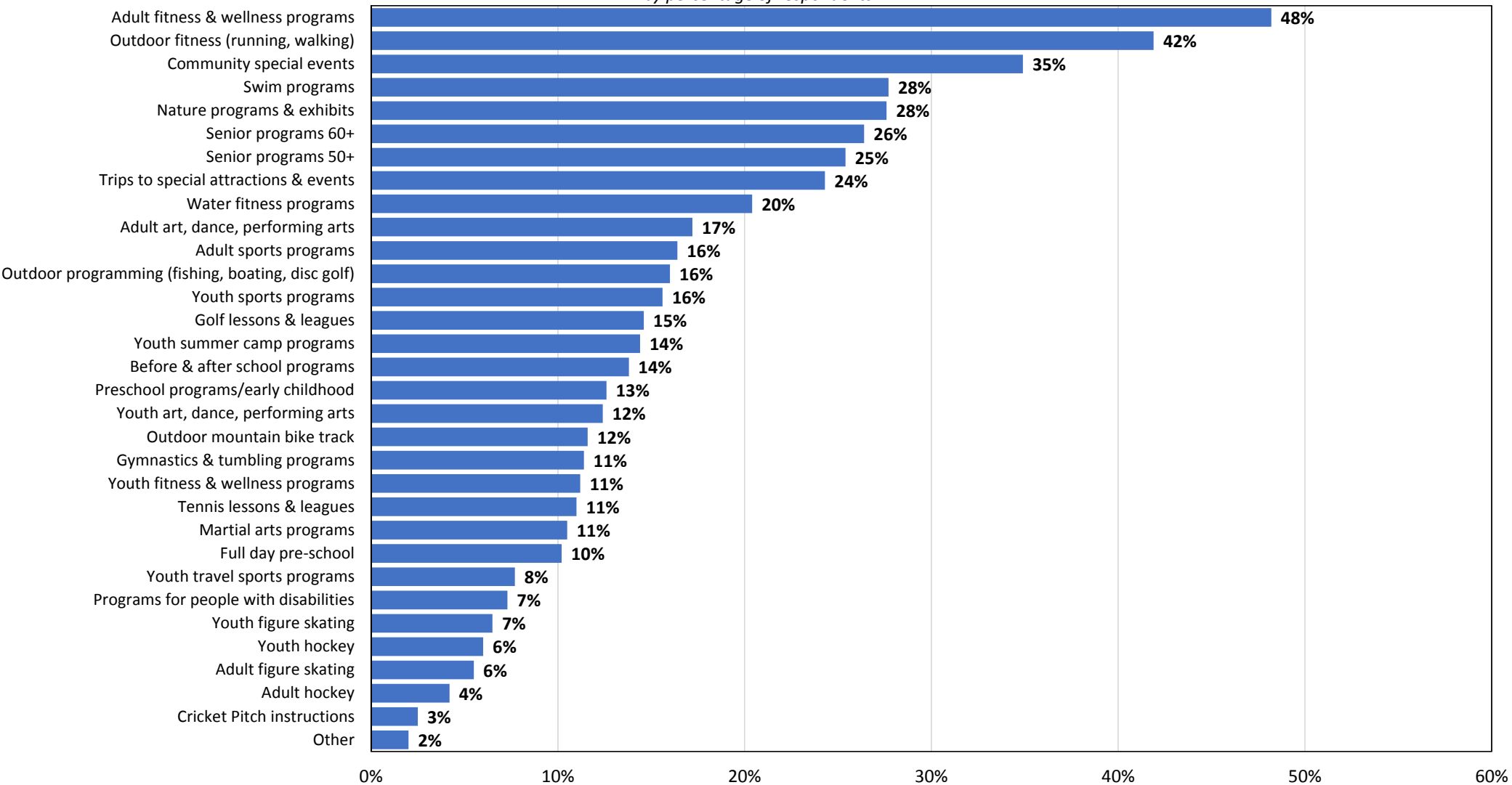
Q10. Facilities That Are Most Important to Households

by number of households who selected the item as one of their top four choices



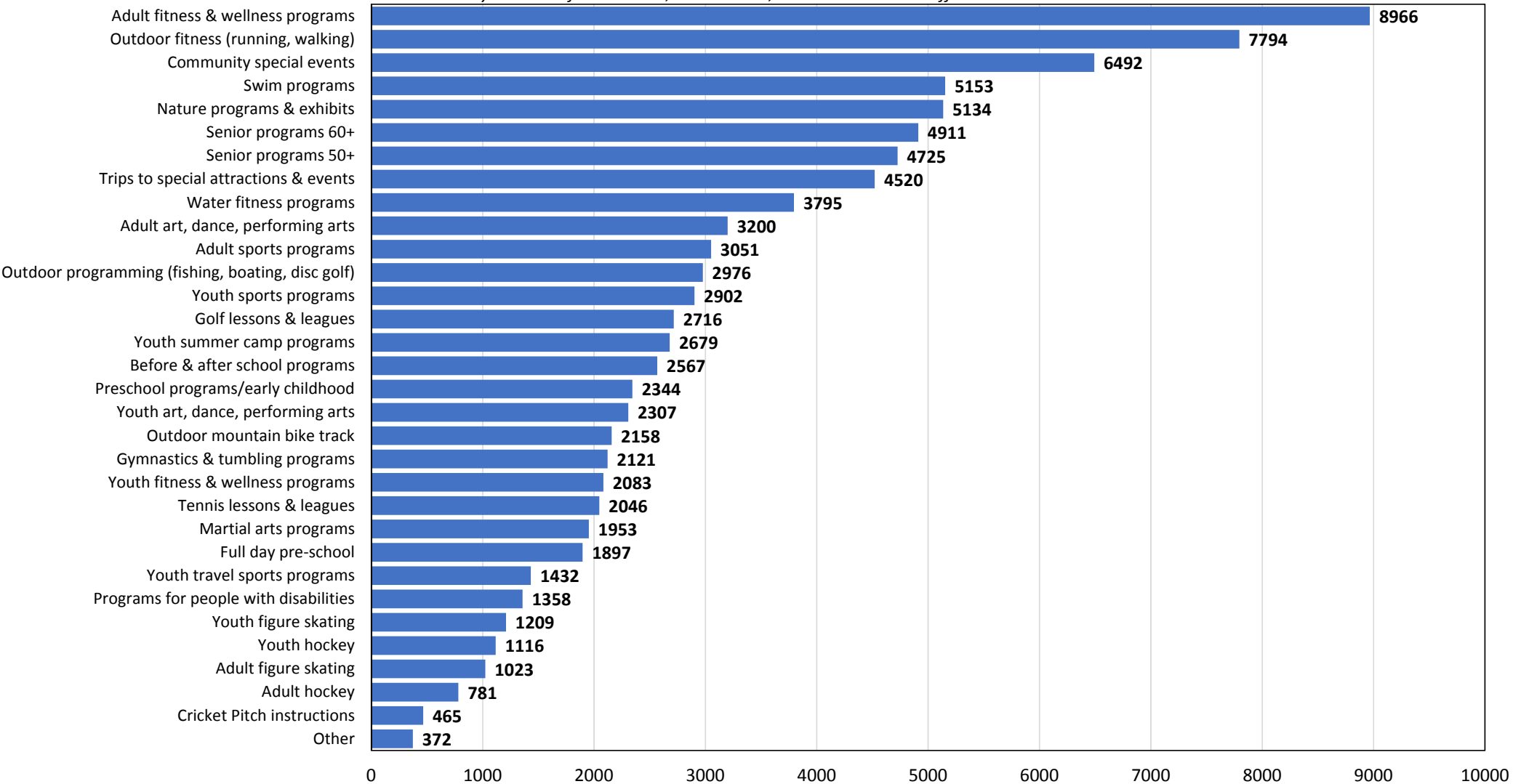
Q11. Estimated Number of Households that have a Need for Various Programs

by percentage of respondents



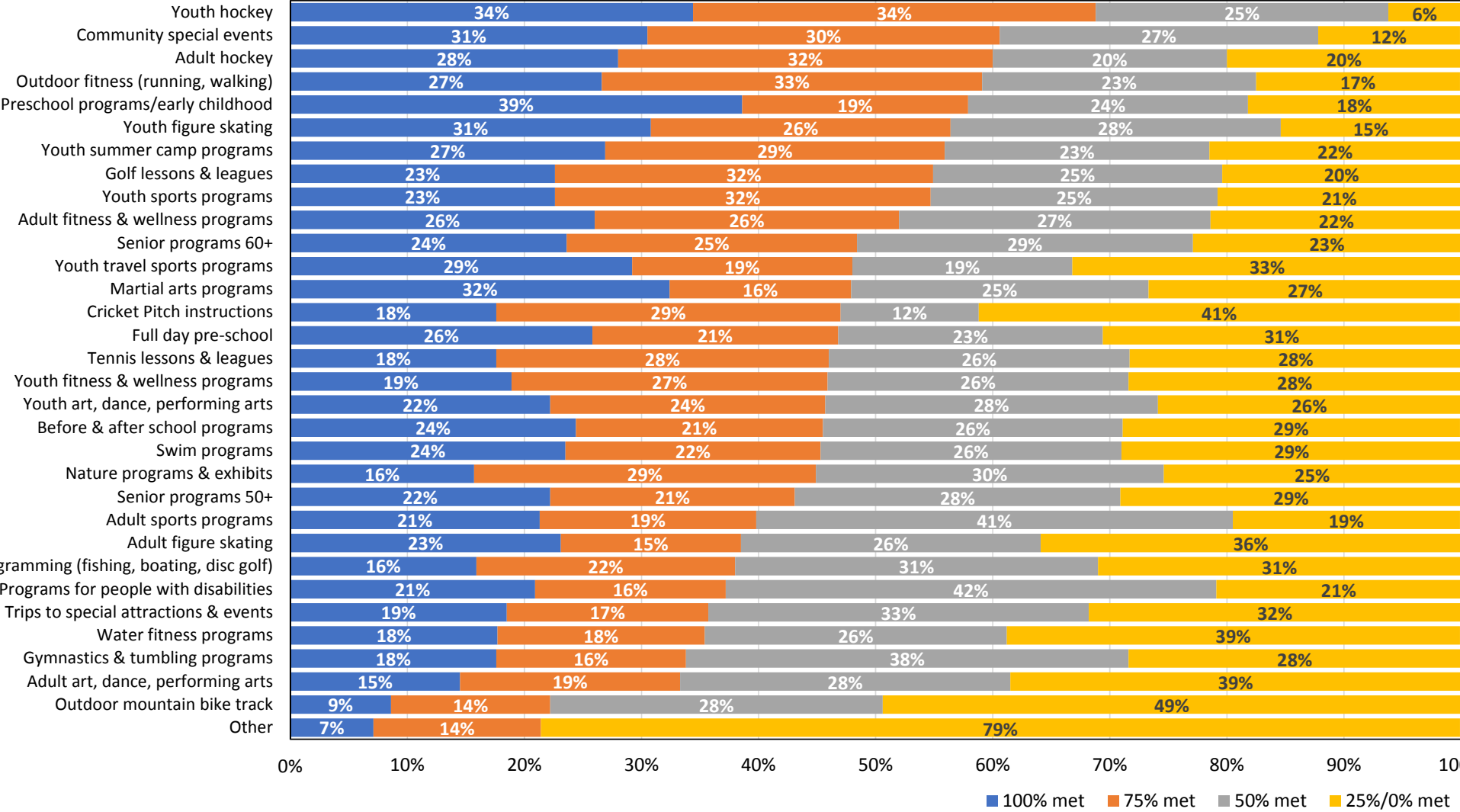
Q11-1. Estimated Number of Households that have a Need for Various Programs

by number of households, based on 18,602 households in Hoffman Estates



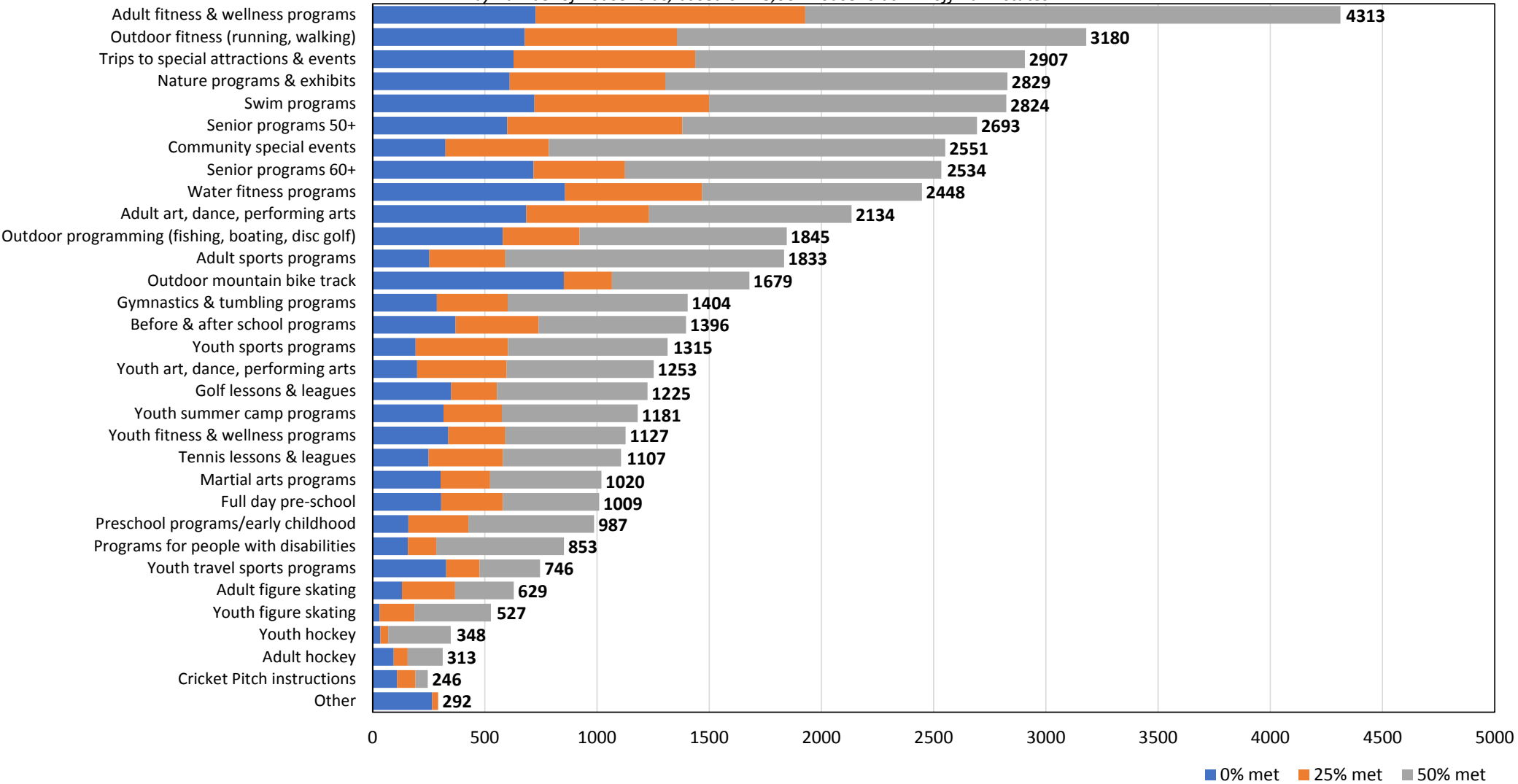
Q11-2. How Well Programs Meet the Need of Respondent Households

by percentage of respondents with a need for programs



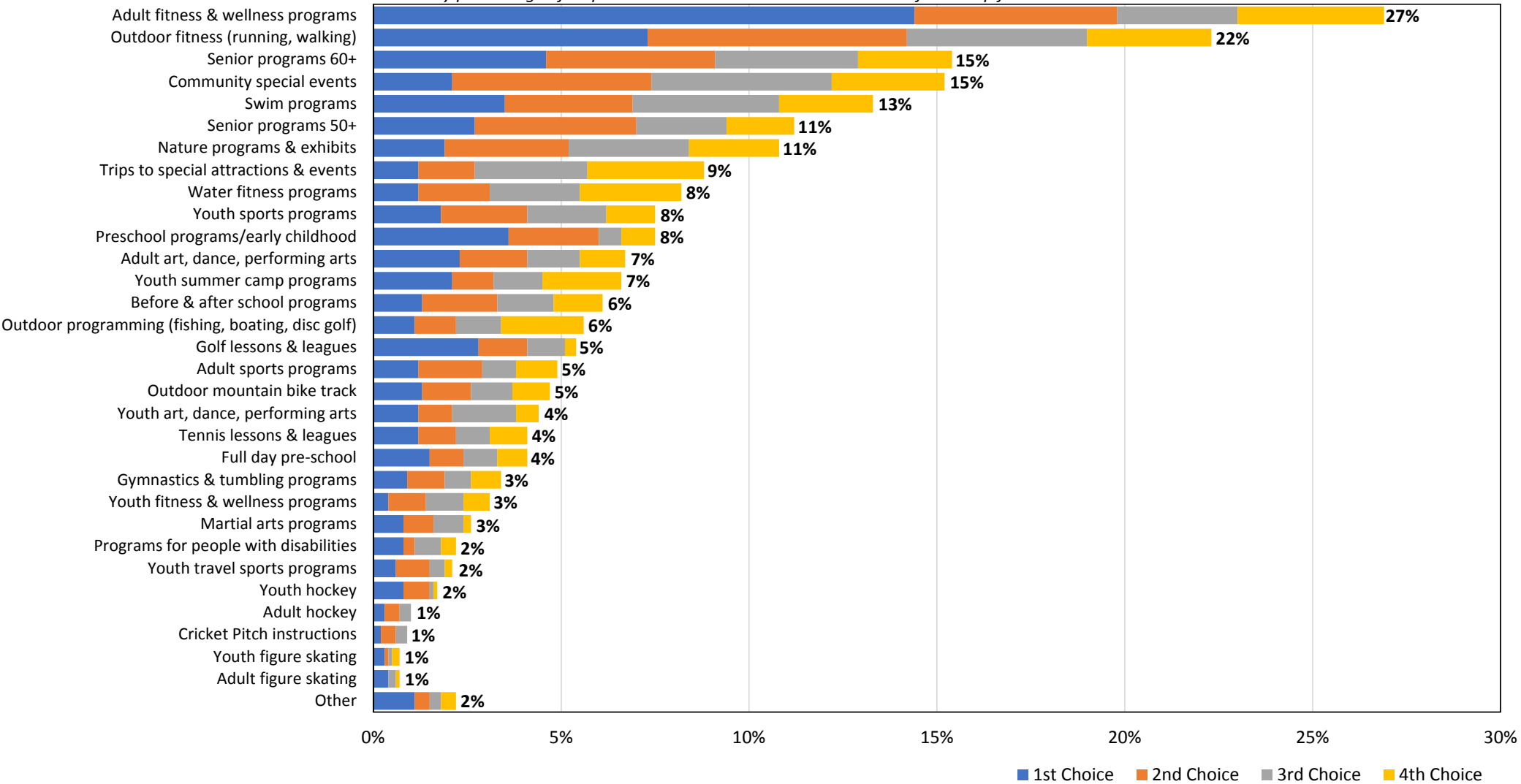
Q11-3. Estimated Number of Households Whose Need for Programs is Being Met 50% or Less

by number of households, based on 18,602 households in Hoffman Estates



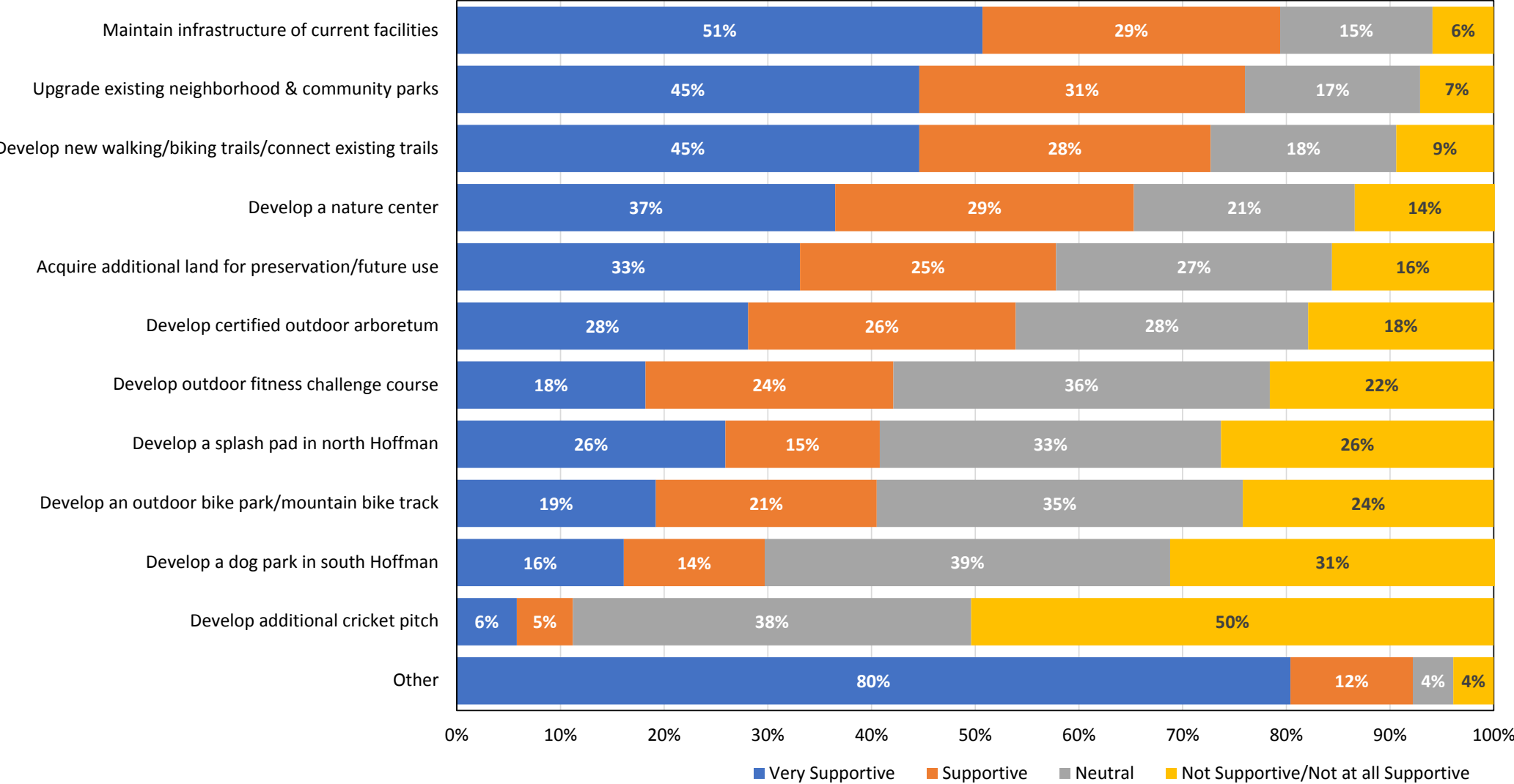
Q12. Programs That are Most Important to Households

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



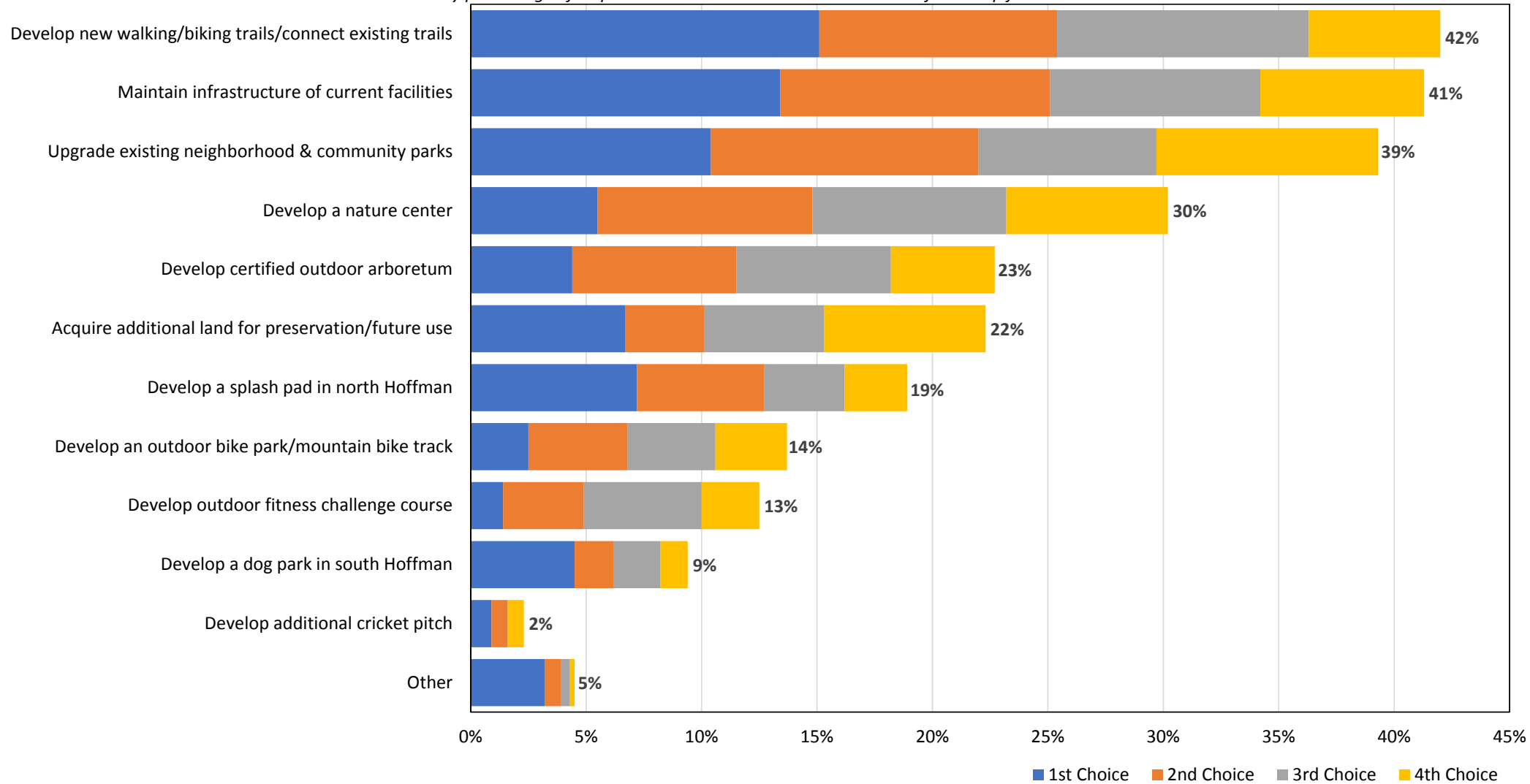
Q13. Level of Support for Actions HE Parks Could Take to Improve the Community

by percentage of respondents, without "not provided"



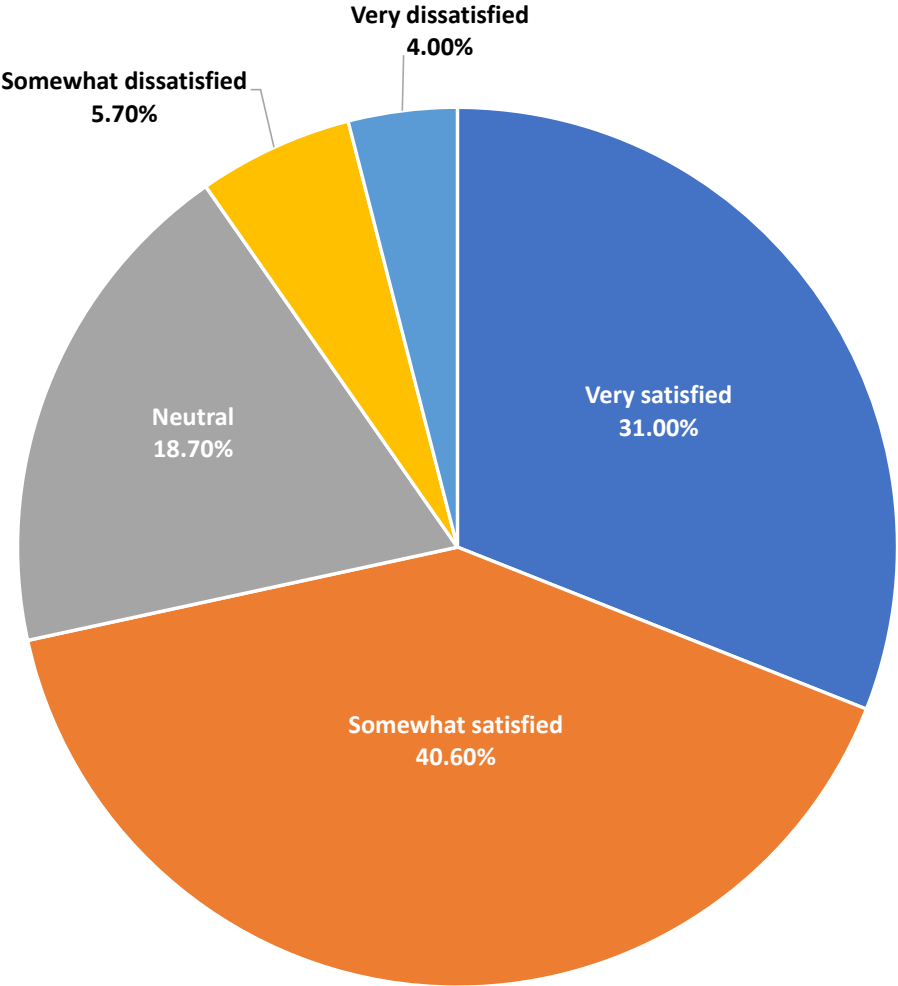
Q14. Which Four Actions Are Most Important to Your Household

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



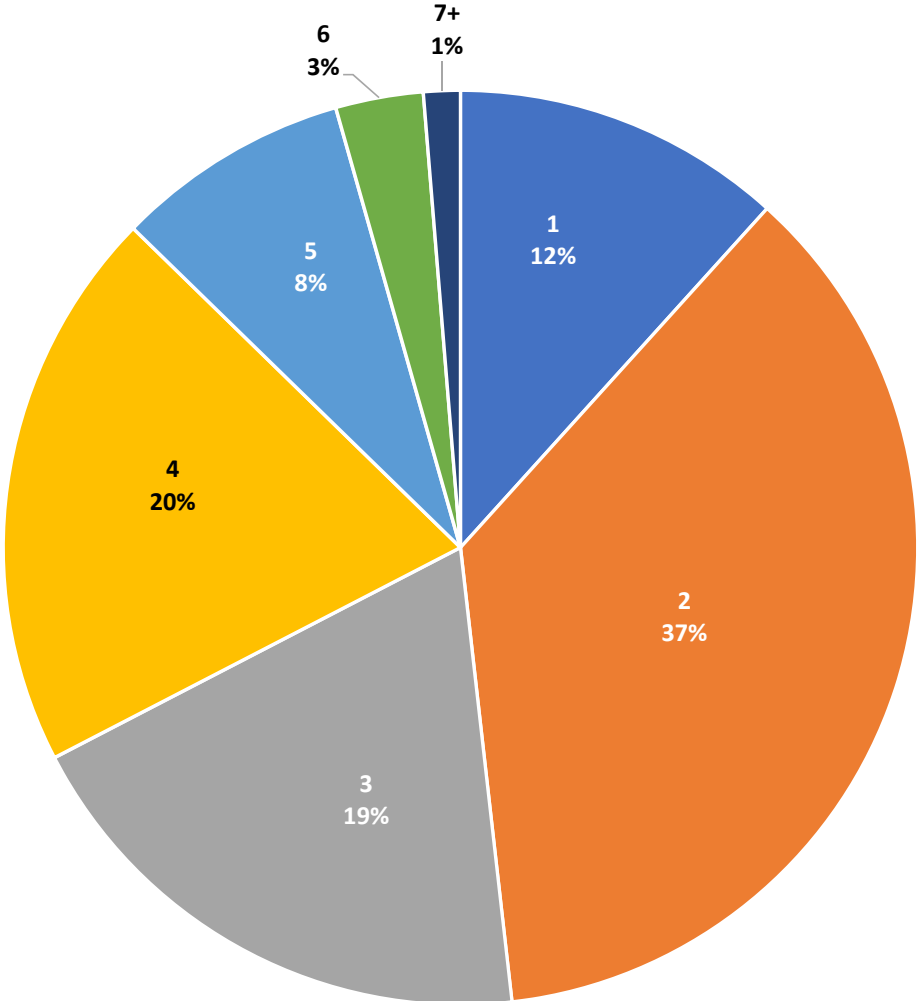
Q15. Please rate your level of satisfaction with the overall value that your household receives from HE Parks

by percentage of respondents, without "not provided"



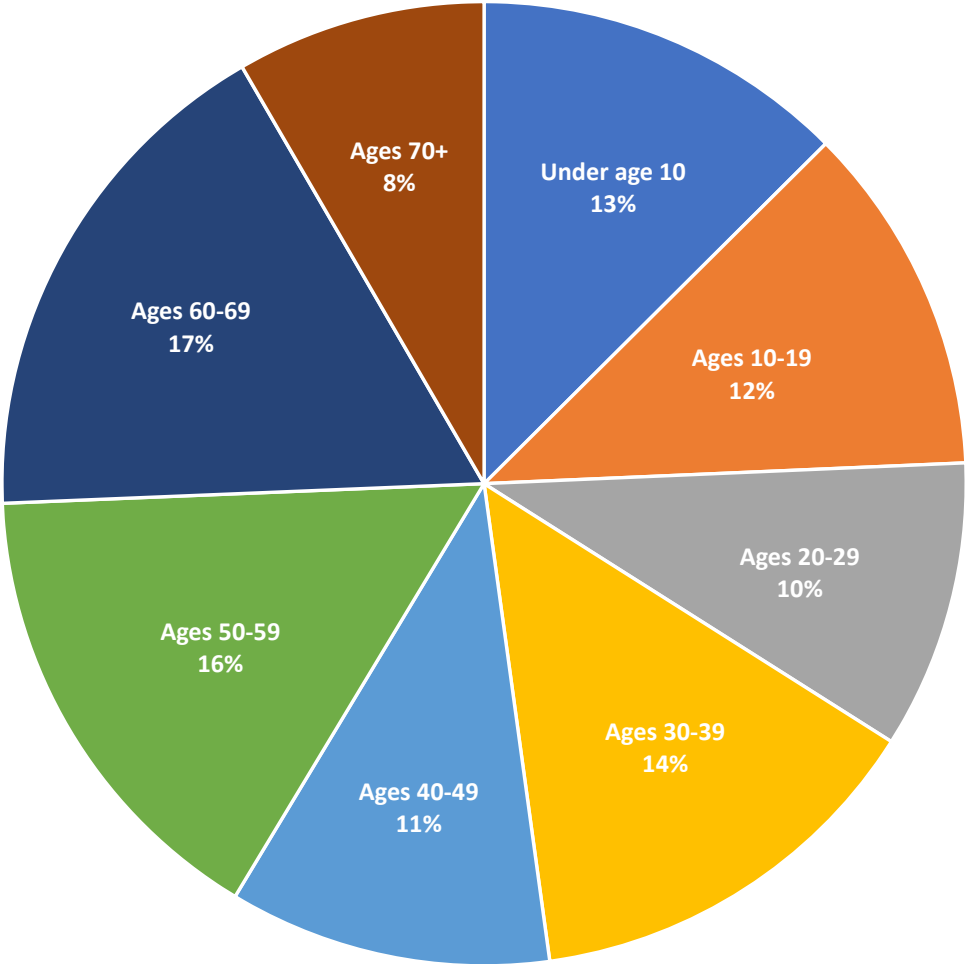
Q16. Including yourself, how many people live in your home?

by percentage of respondents, without "not provided"



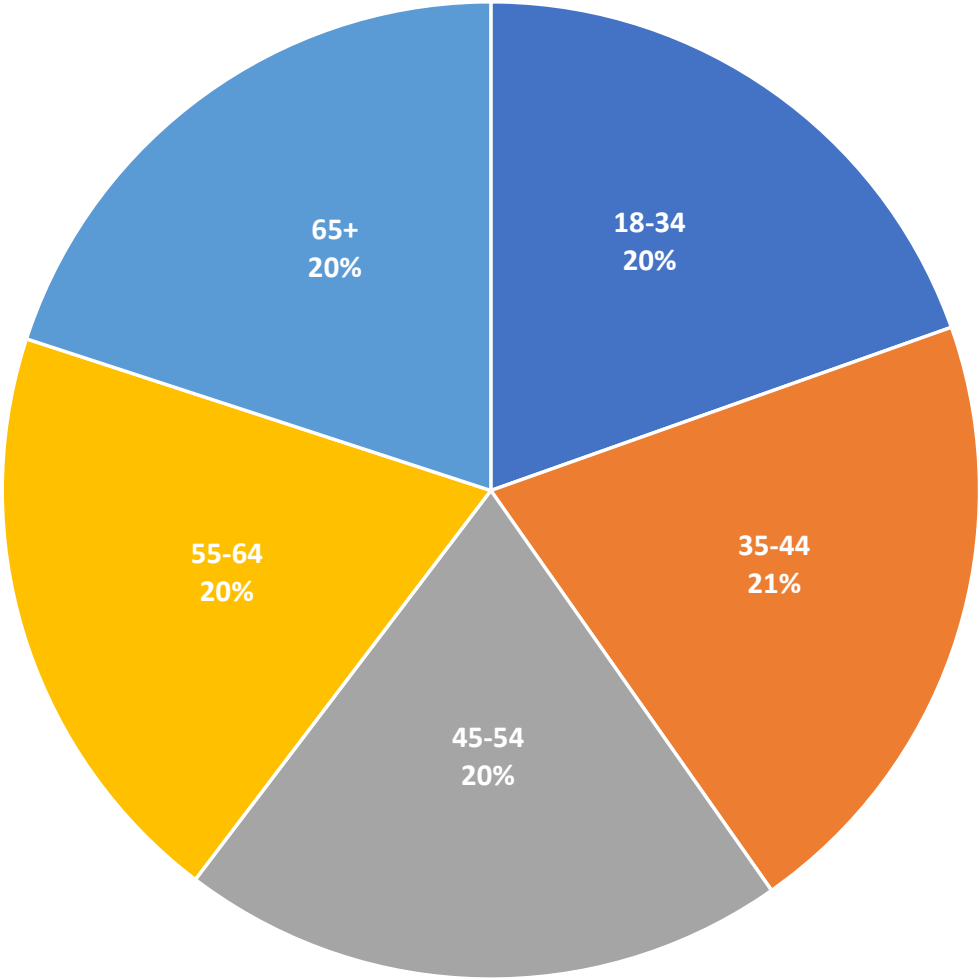
Q17. Ages of People in Household

by percentage of household occupants

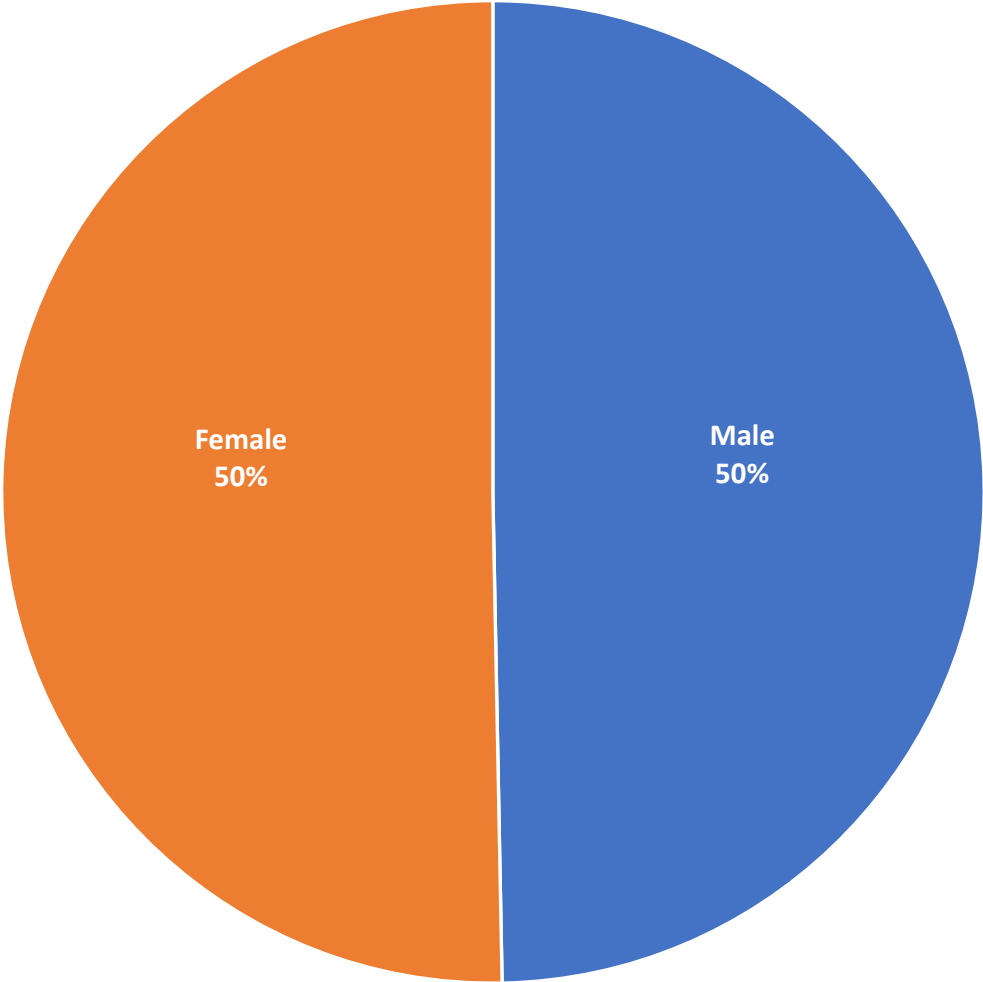


Q18. What is your age?

by percentage of respondents

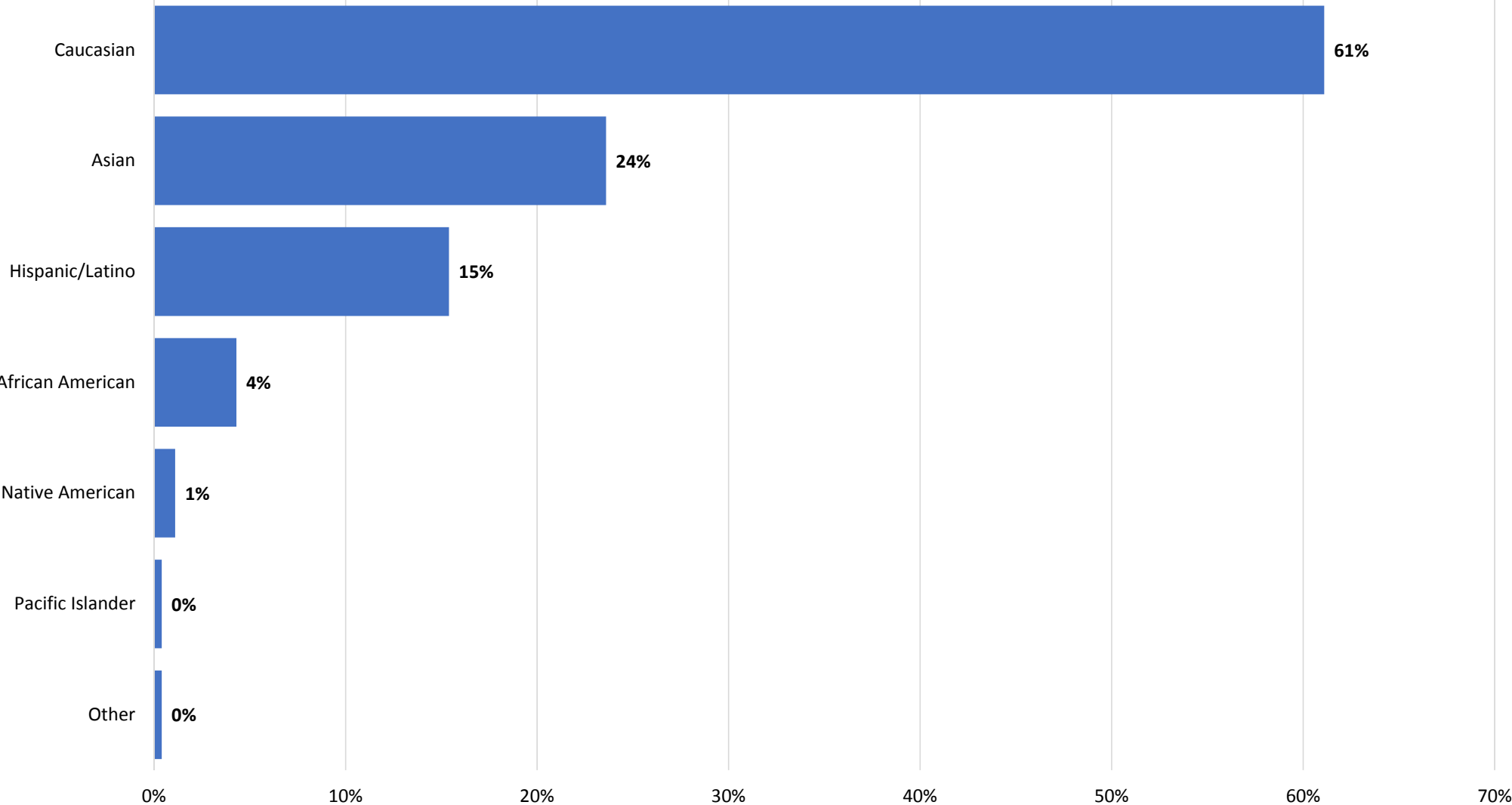


Q19. What is your gender?
by percentage of respondents

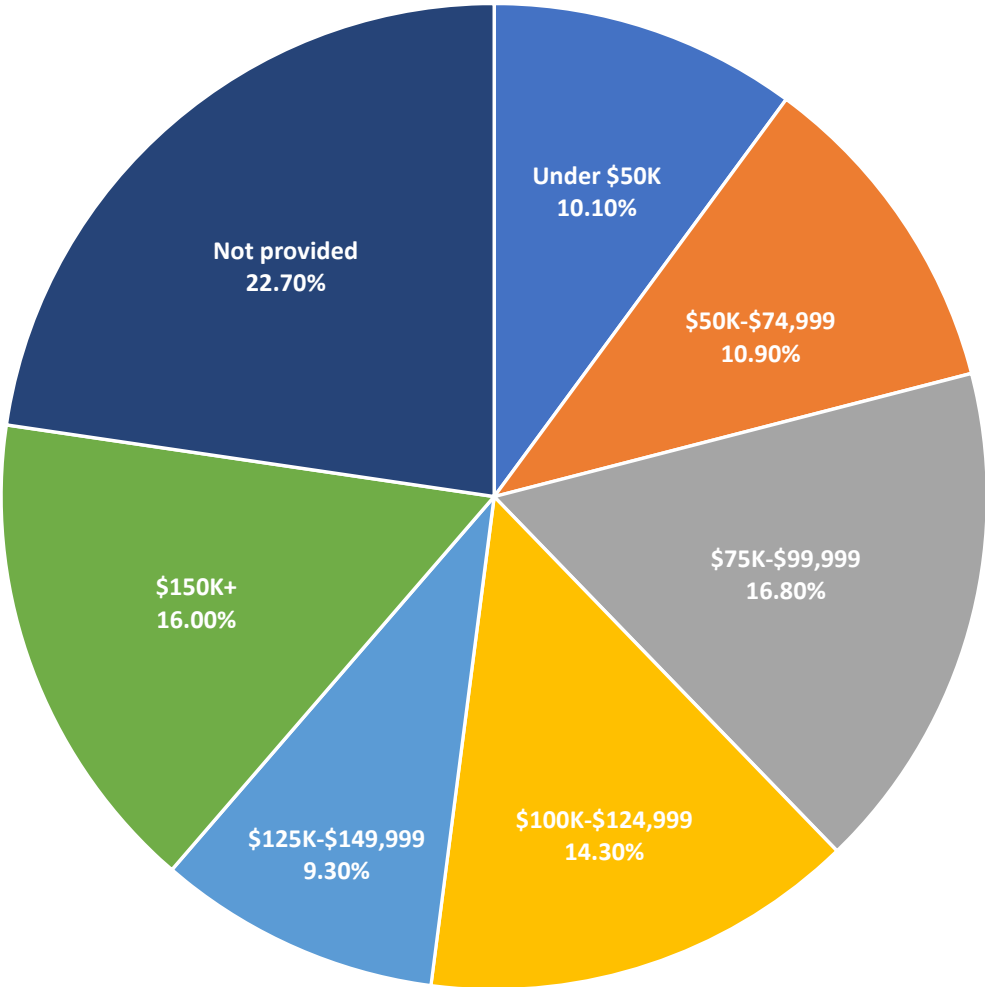


Q20. Which of the following best describes your race/ethnicity?

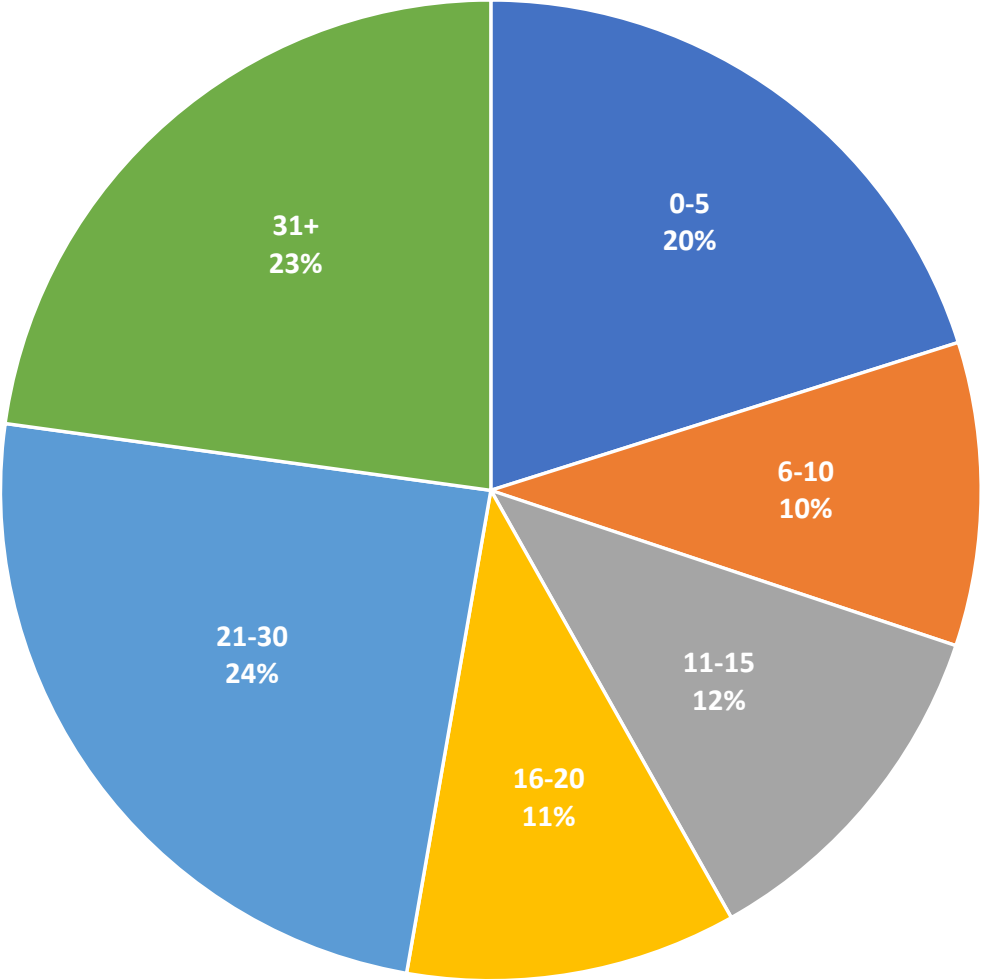
by percentage of respondents, multiple responses could be made



Q21. What is your total annual household income? *by percentage of respondents*

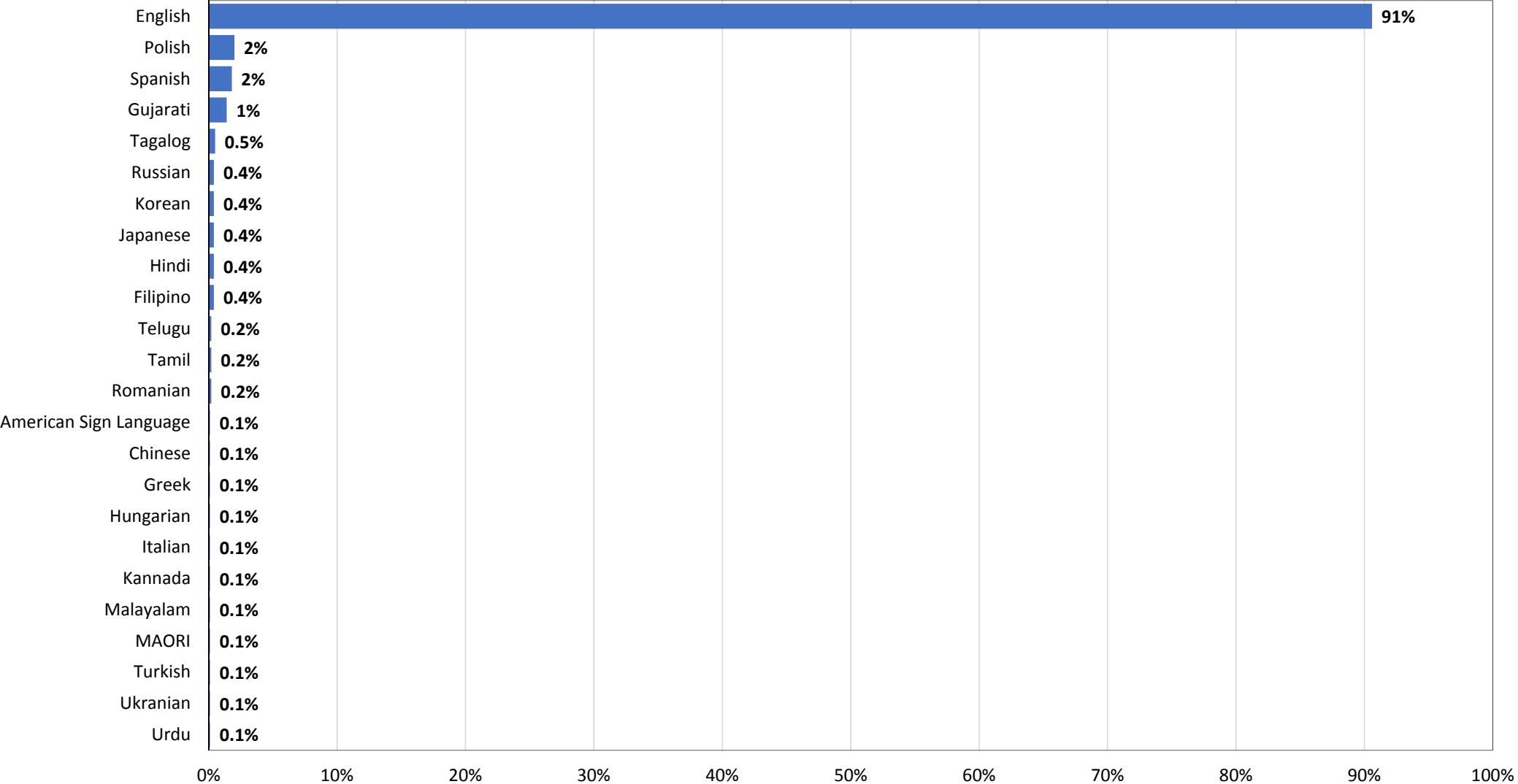


Q22. How many years have you lived within the HE Park District boundaries?
by percentage of respondents

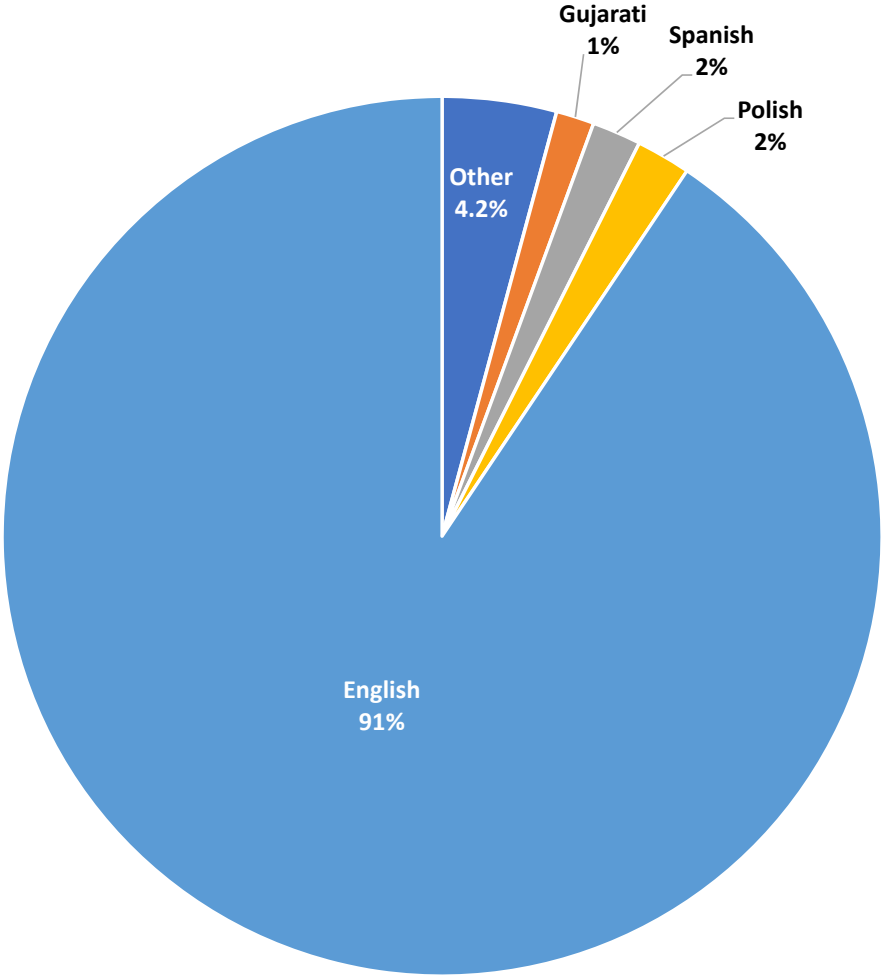


Q23. What language do you primarily speak at home?

by percentage of respondents

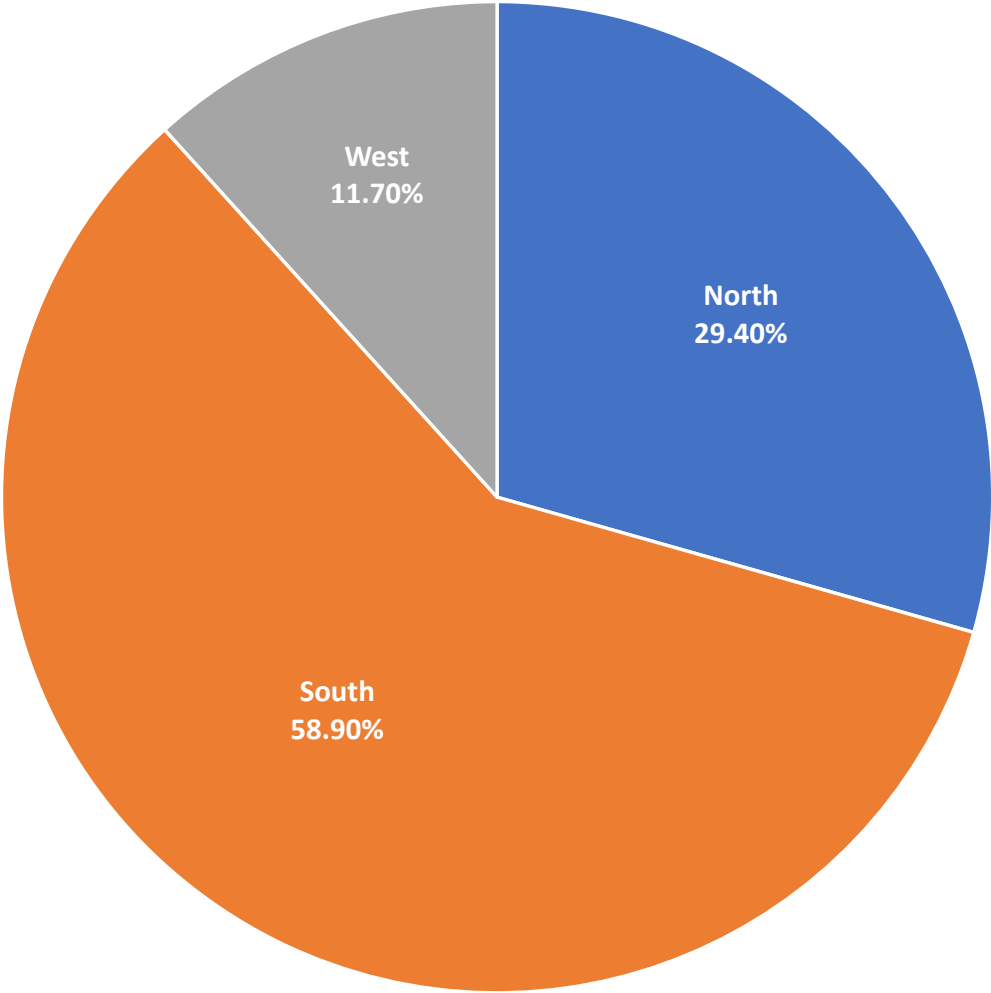


Q23. What language do you primarily speak at home? *by percentage of respondents*



Q23. What language do you primarily speak at home?

by percentage of respondents



Section 2

Priority Investment Rating

Priority Investment Rating

Hoffman Estates Park District (Illinois)

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 off-leash dog park is 38.2 (out of 100) and the Importance Rating for off-leash dog park is 23.8 (out of 100), the Priority Investment Rating for off-leash dog park is 62.0 (out of 200).

How to Analyze the Charts:

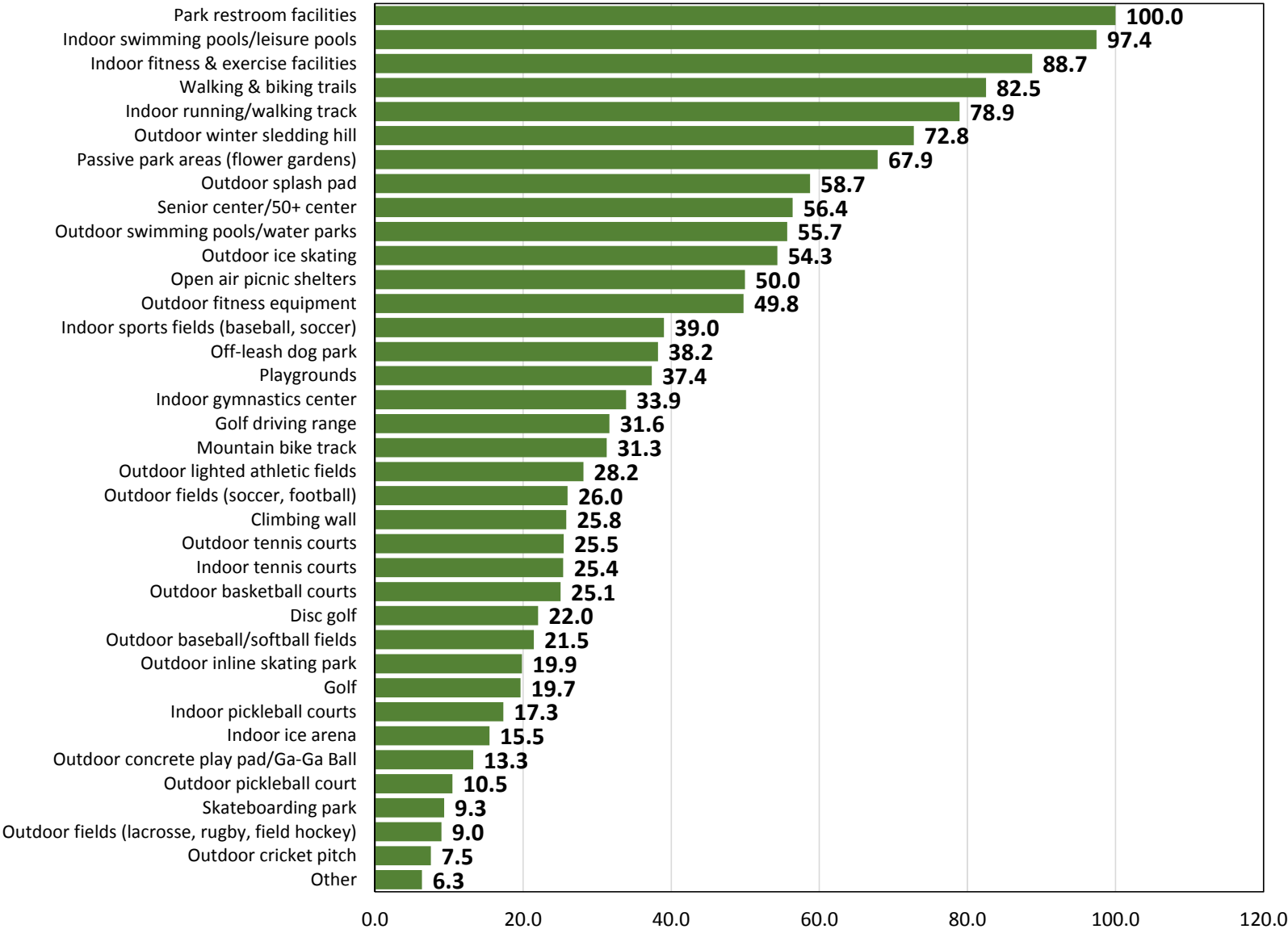
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact 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 Recreation Facilities

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

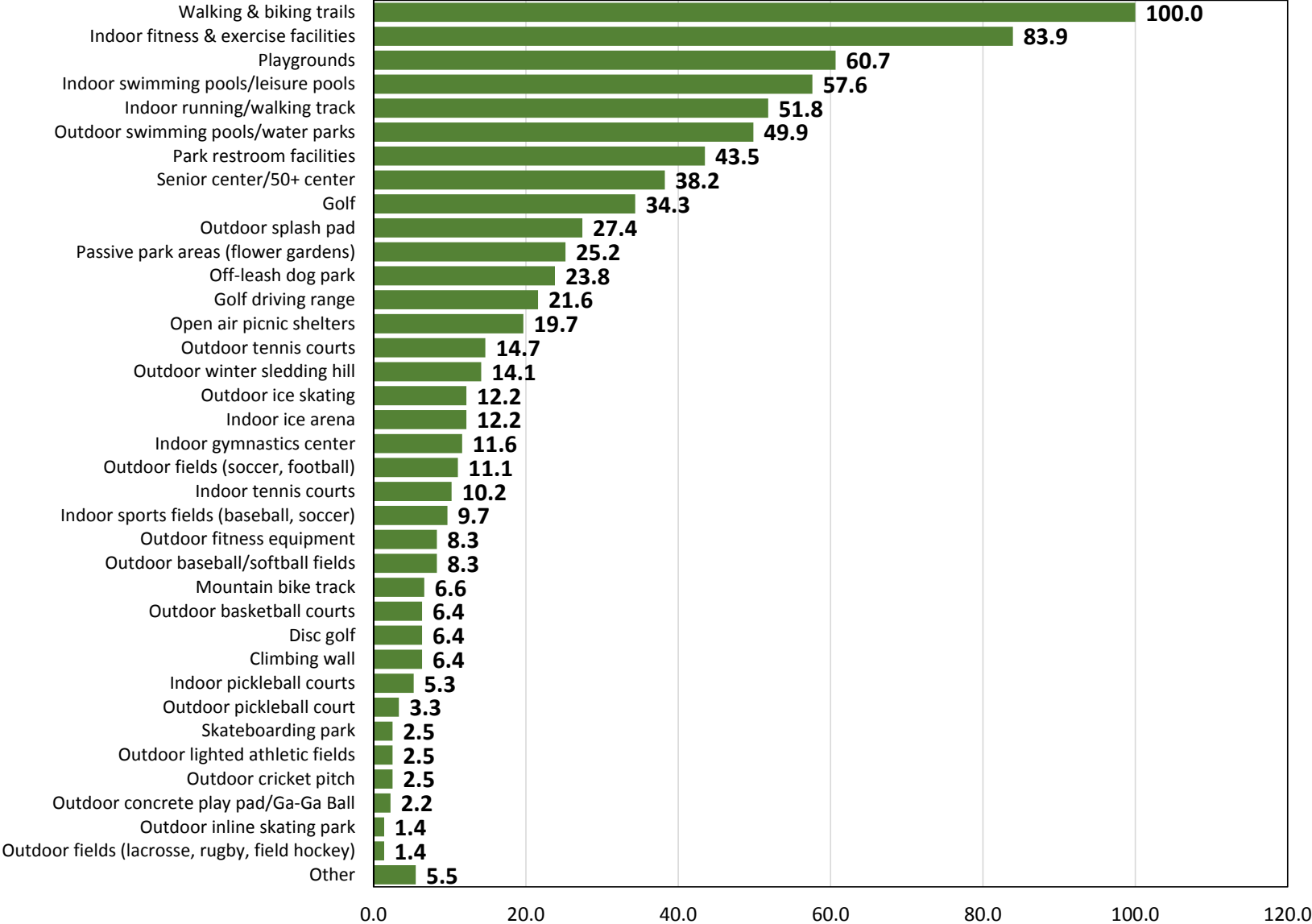
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



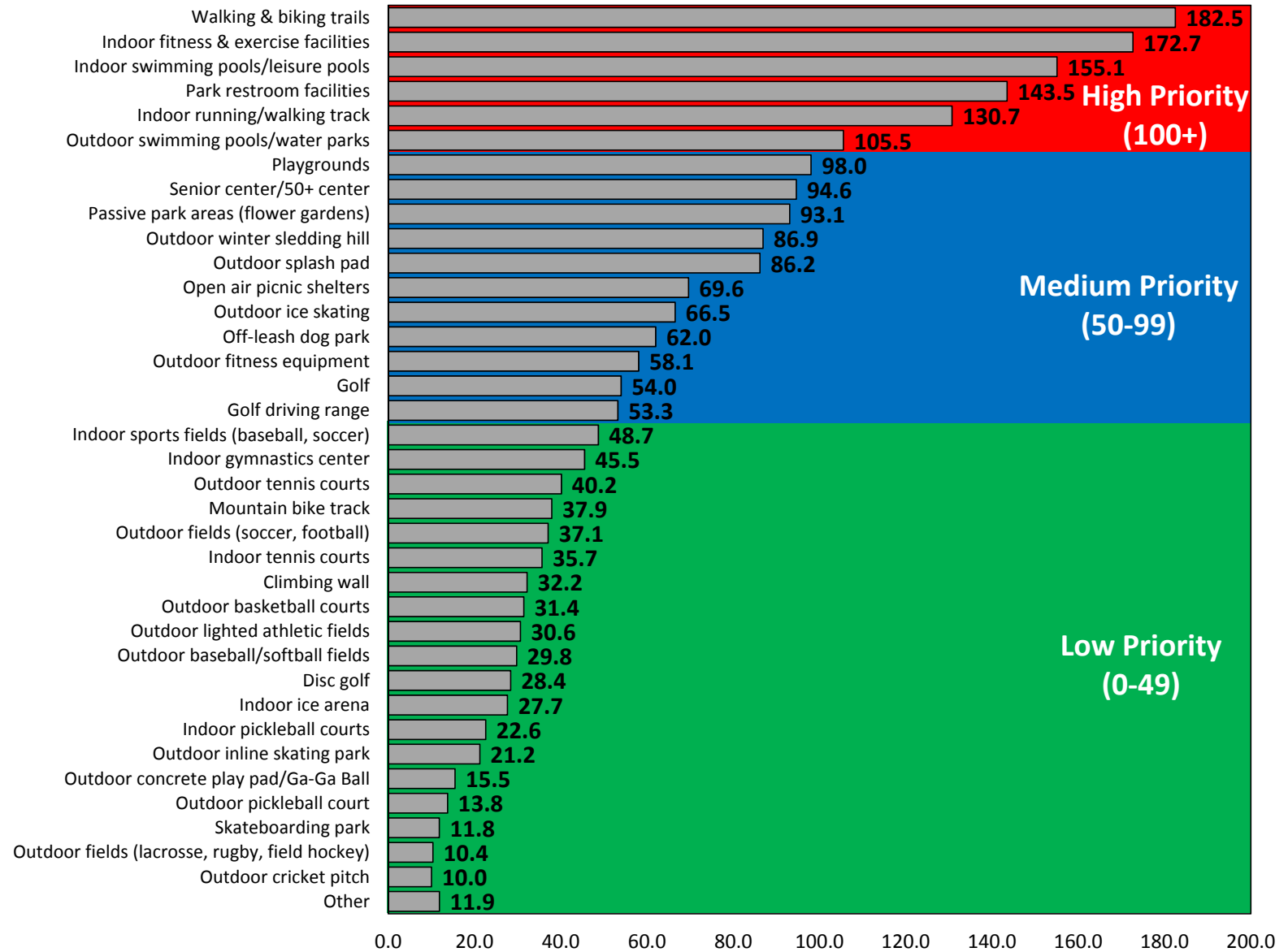
Importance Rating for Recreation Facilities

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



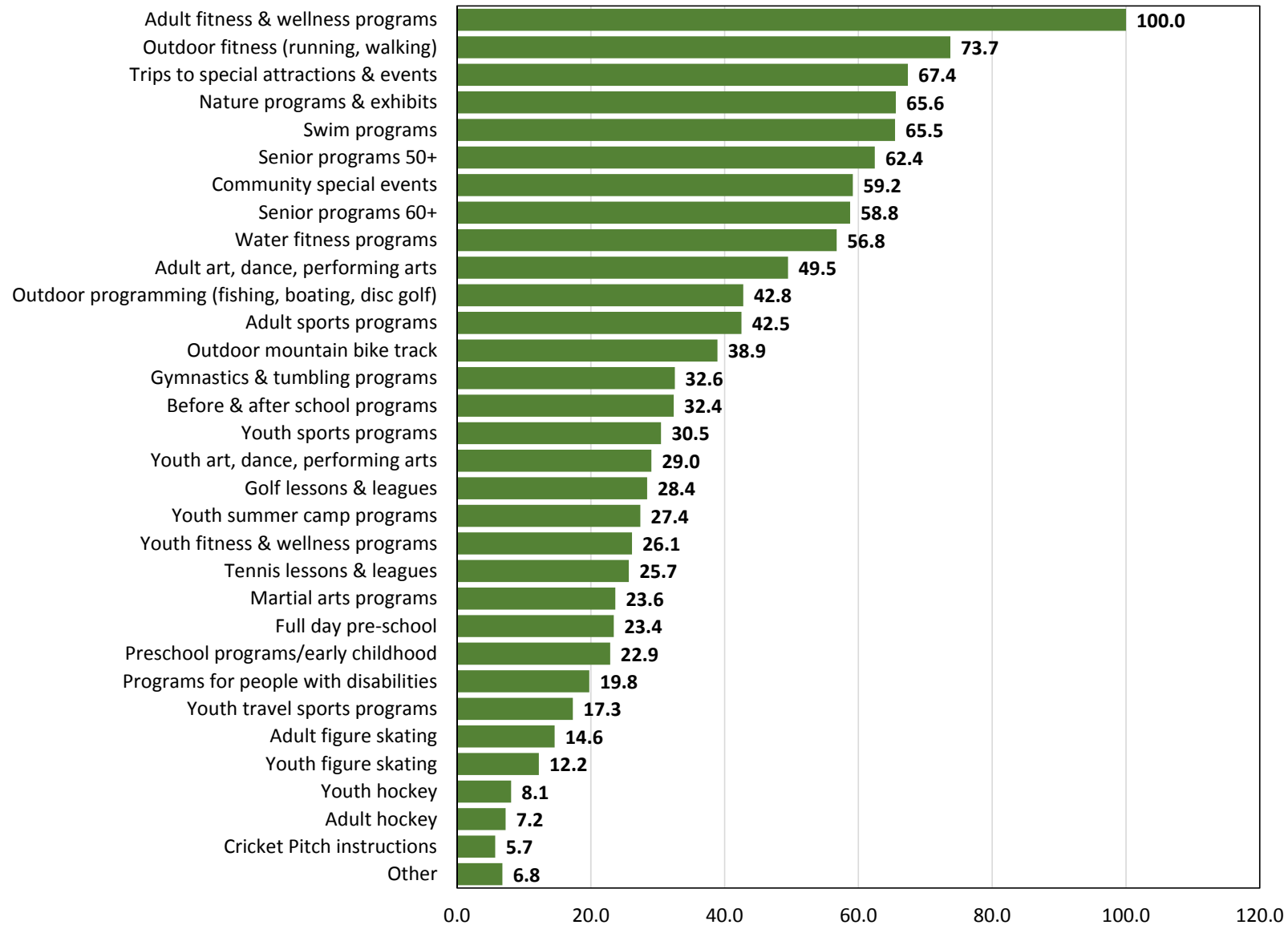
Top Priorities for Investment for Recreation Facilities Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Programs

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

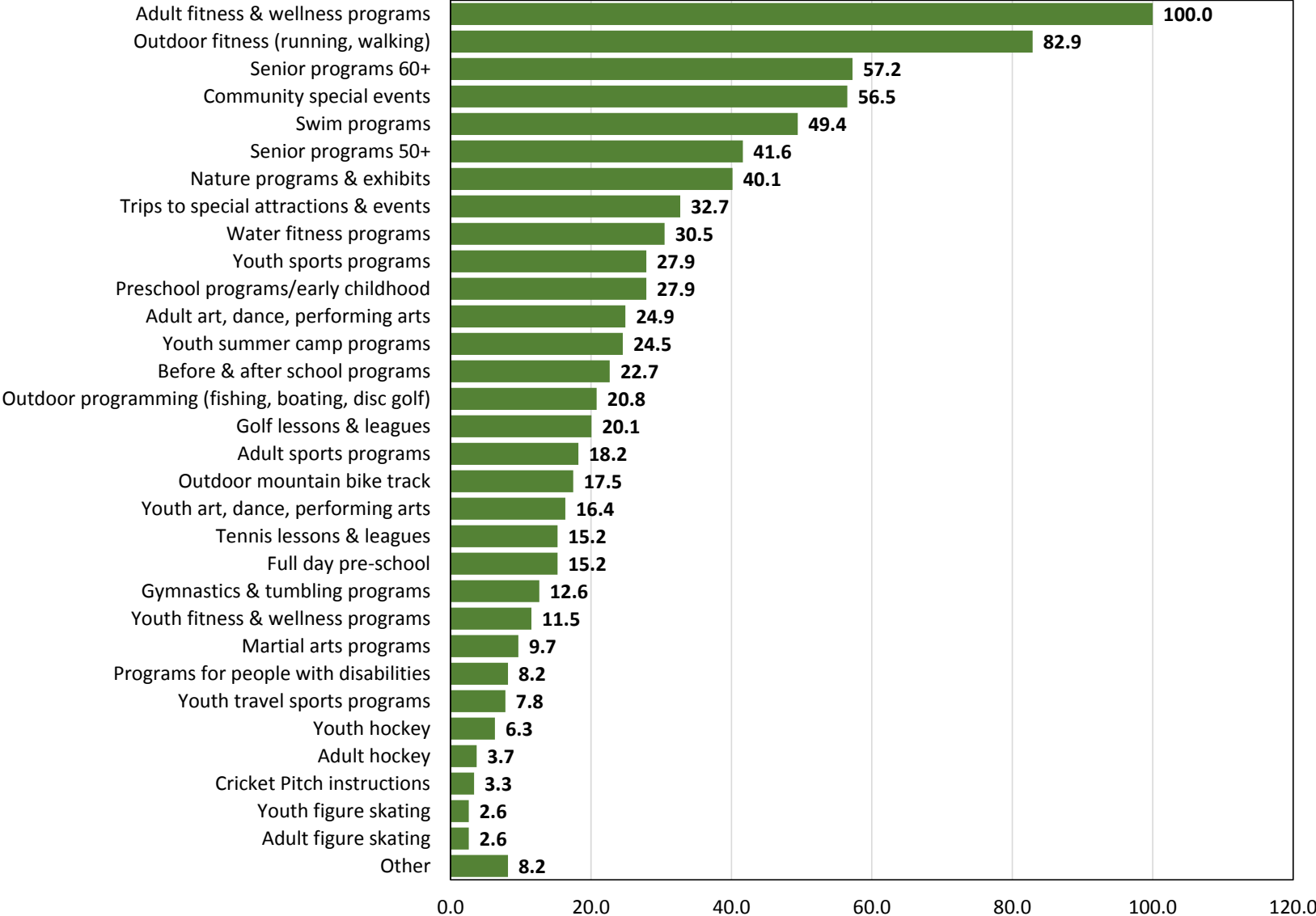
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



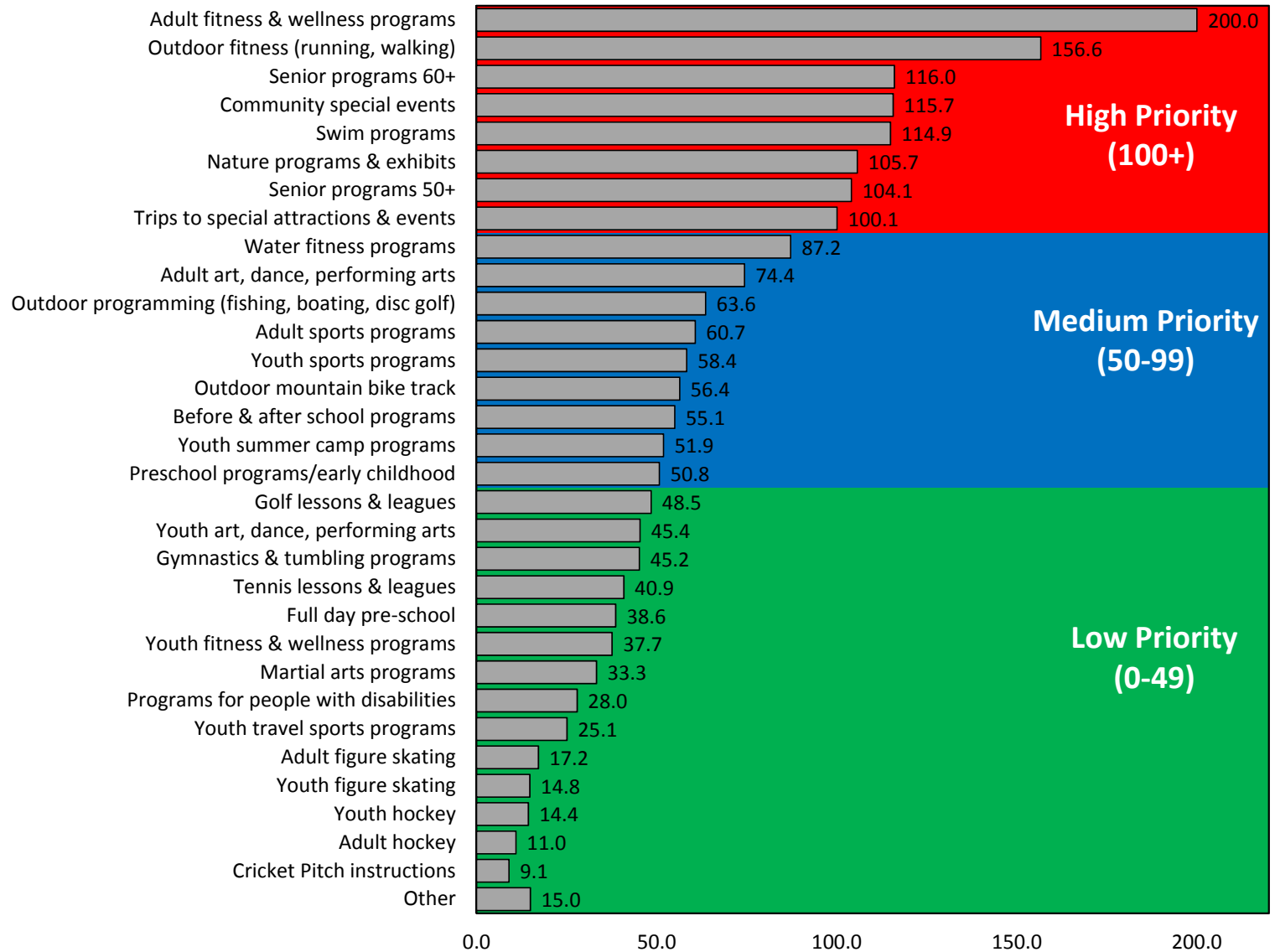
Importance Rating for Recreation Programs

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



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



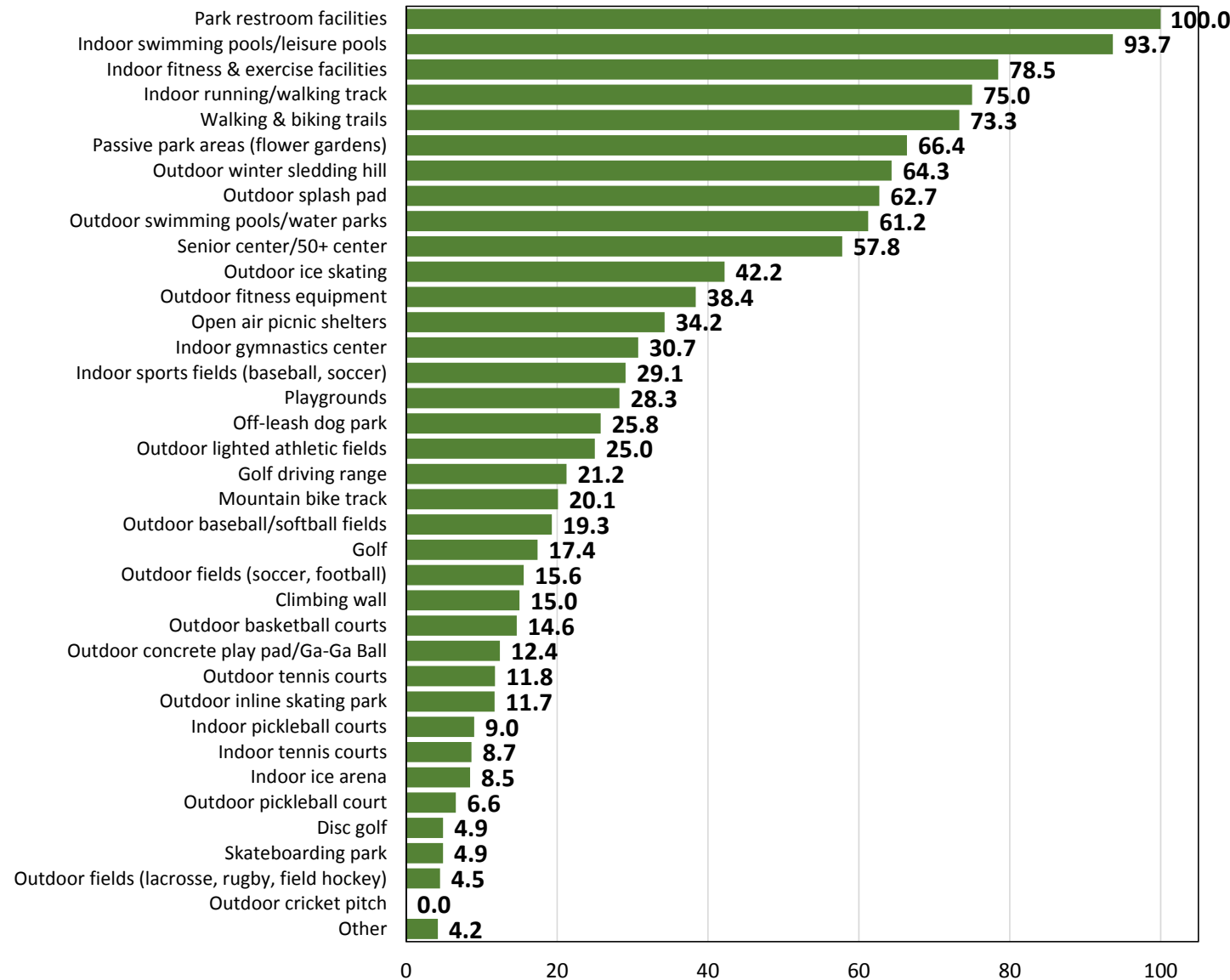
Section 3

Priority Investment Rating By Area

Unmet Needs Rating for Recreation Facilities - NORTH

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

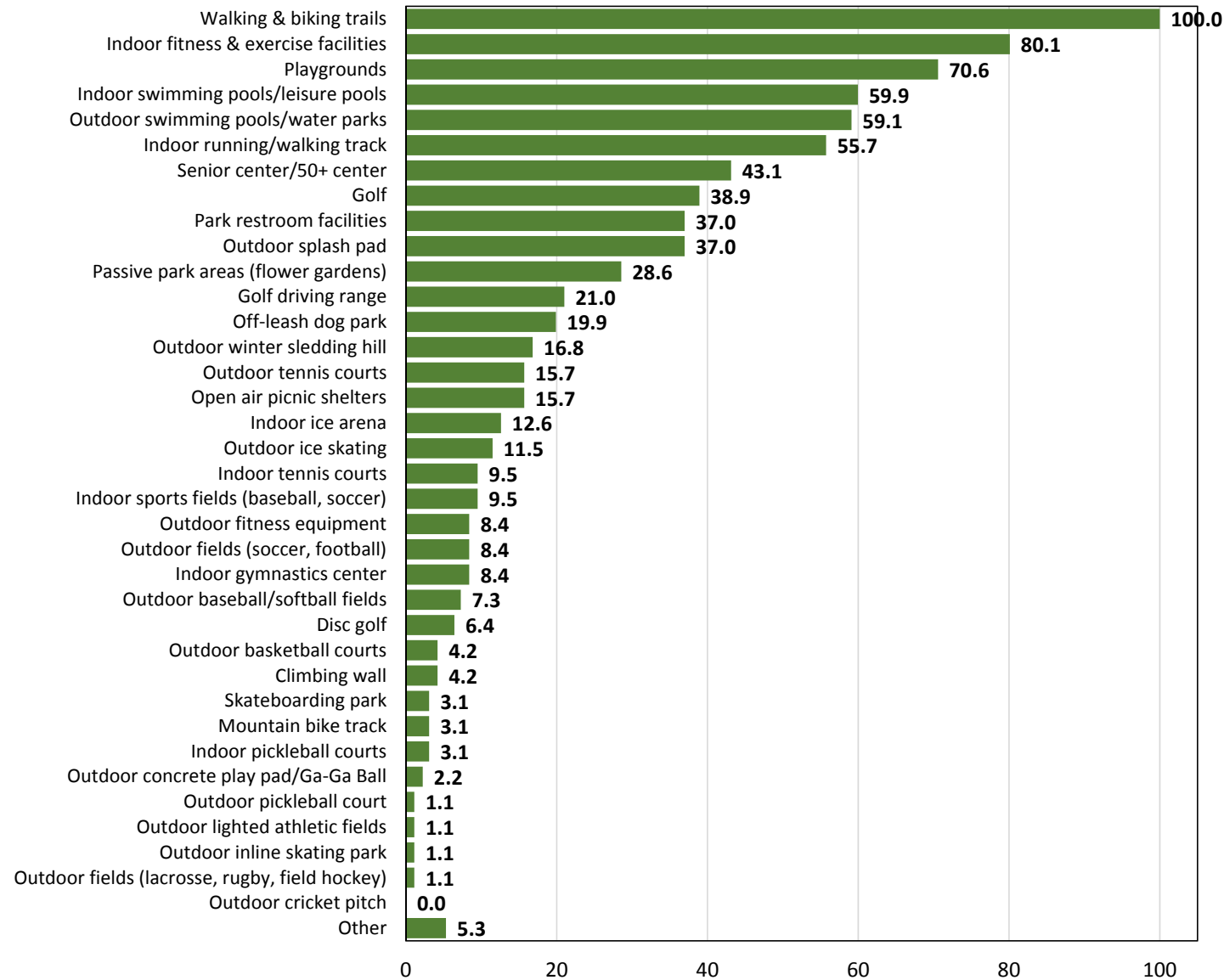
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Facilities -NORTH

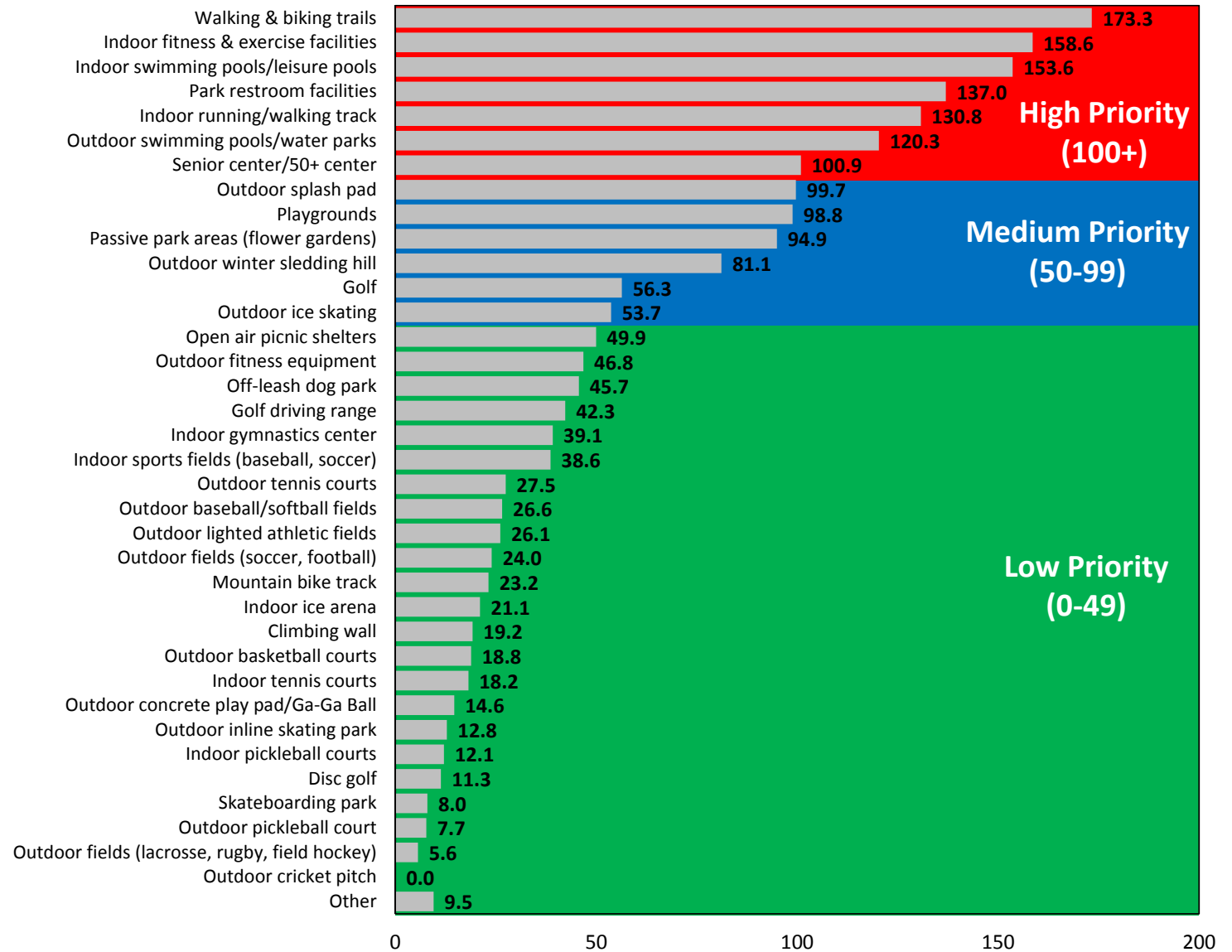
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Facilities - NORTH

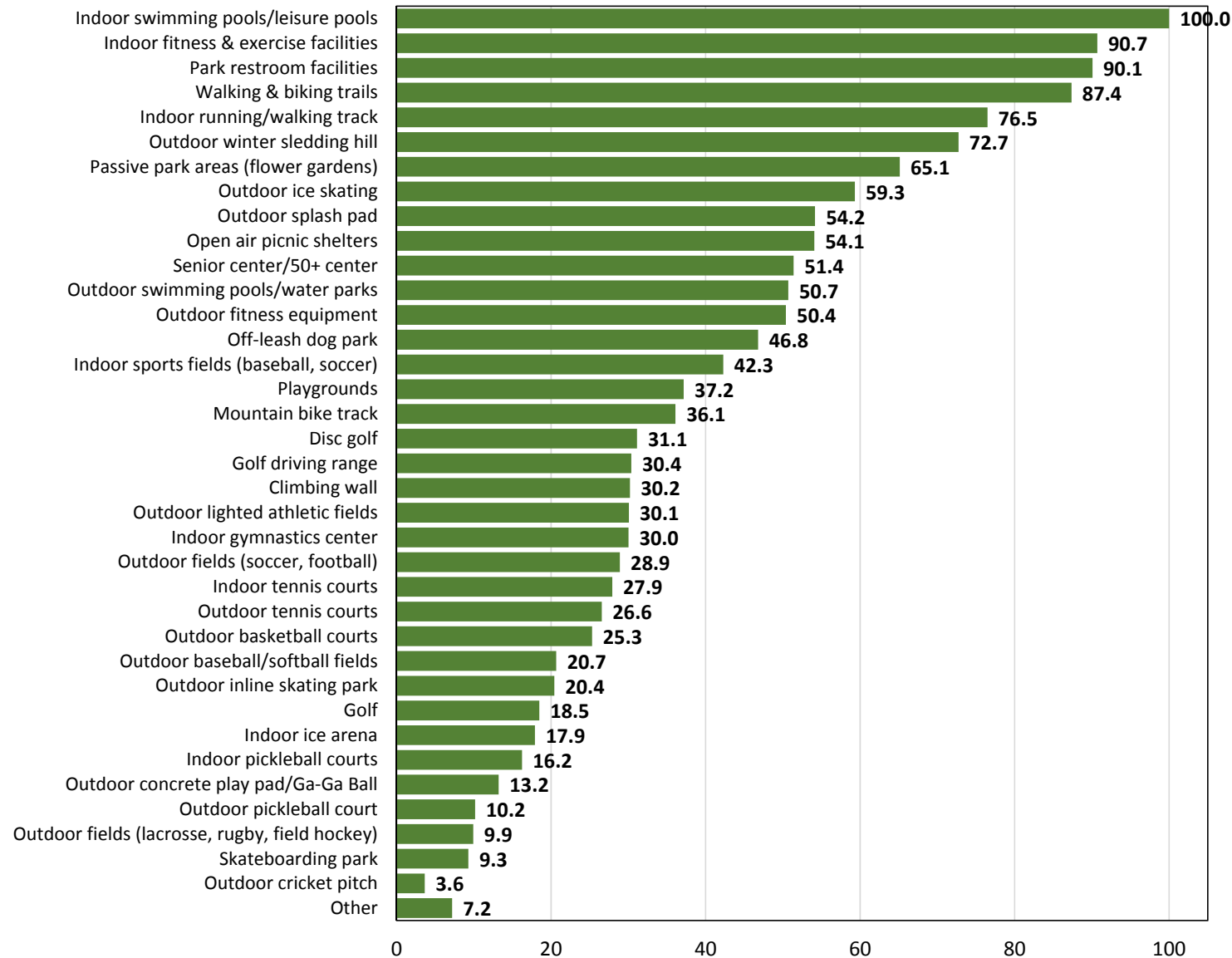
Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Facilities - SOUTH

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

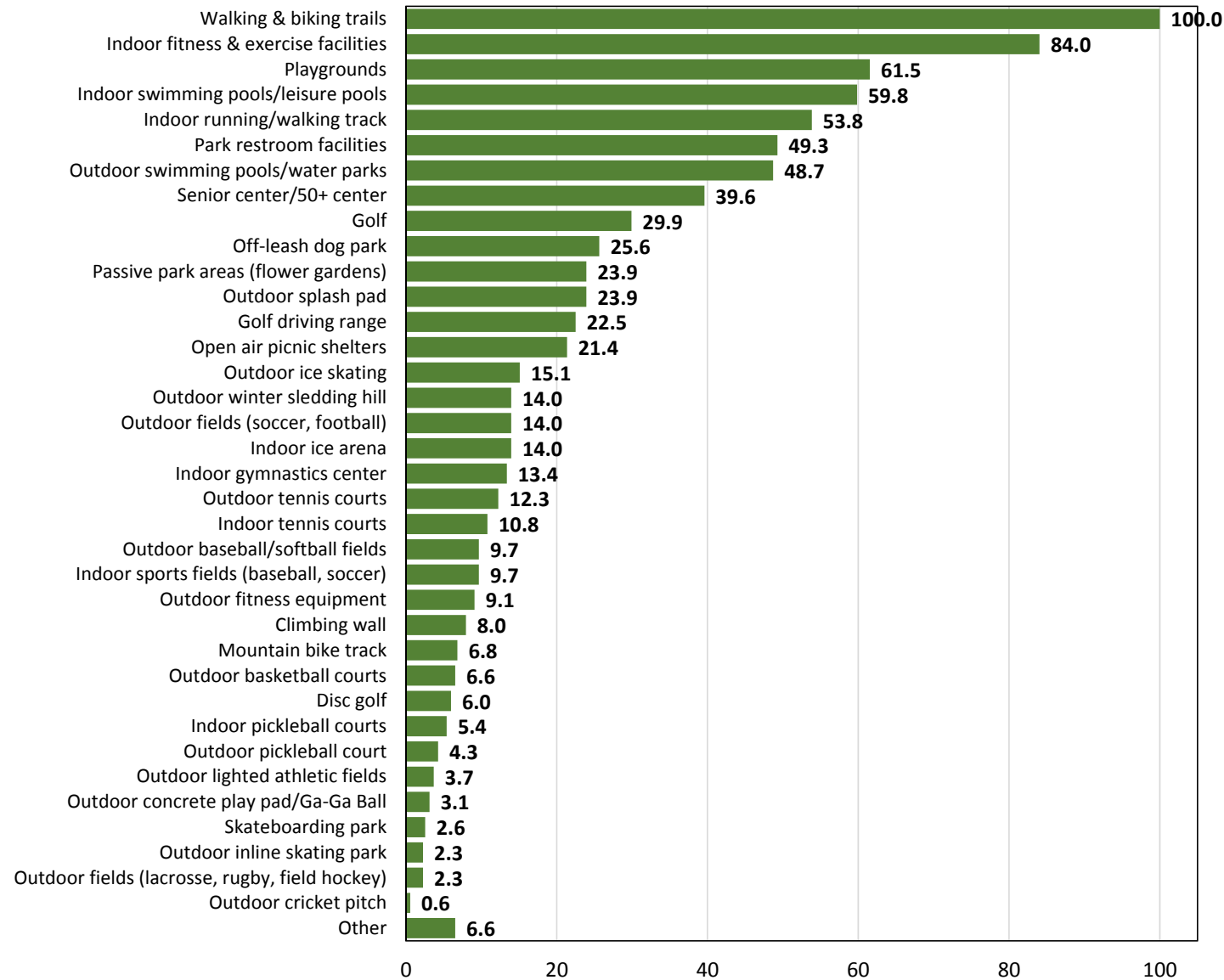
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Facilities - SOUTH

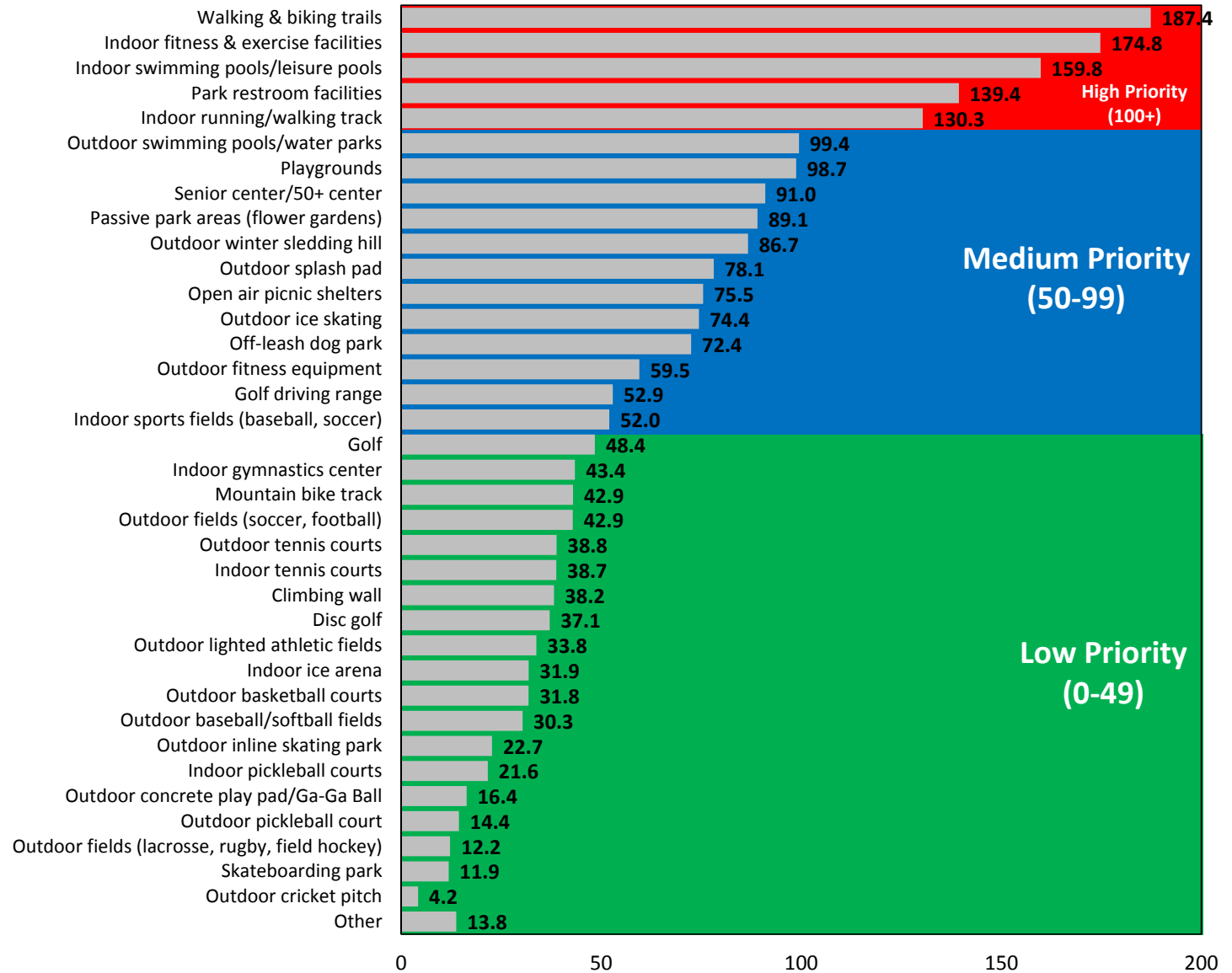
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Facilities - SOUTH

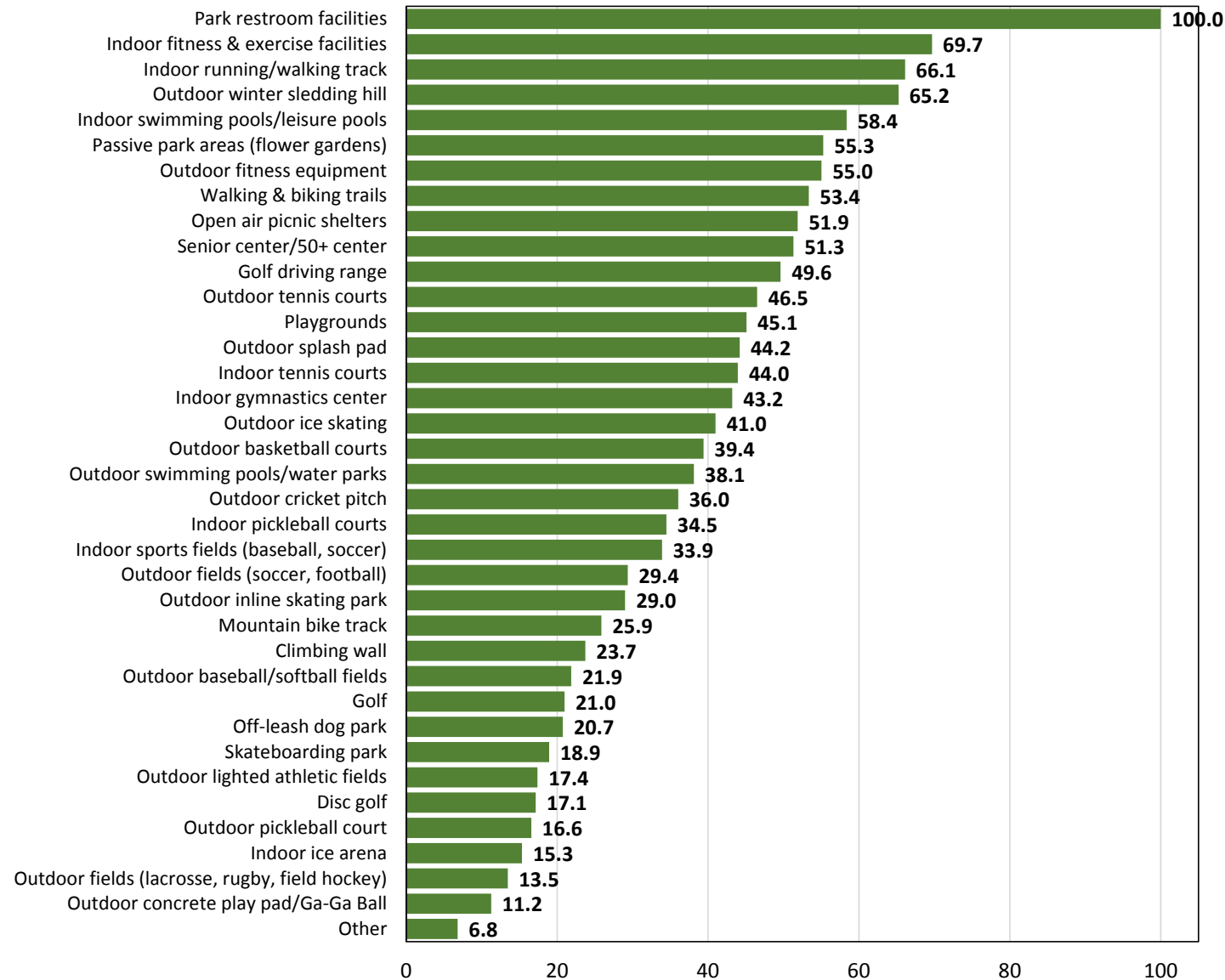
Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Facilities - WEST

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

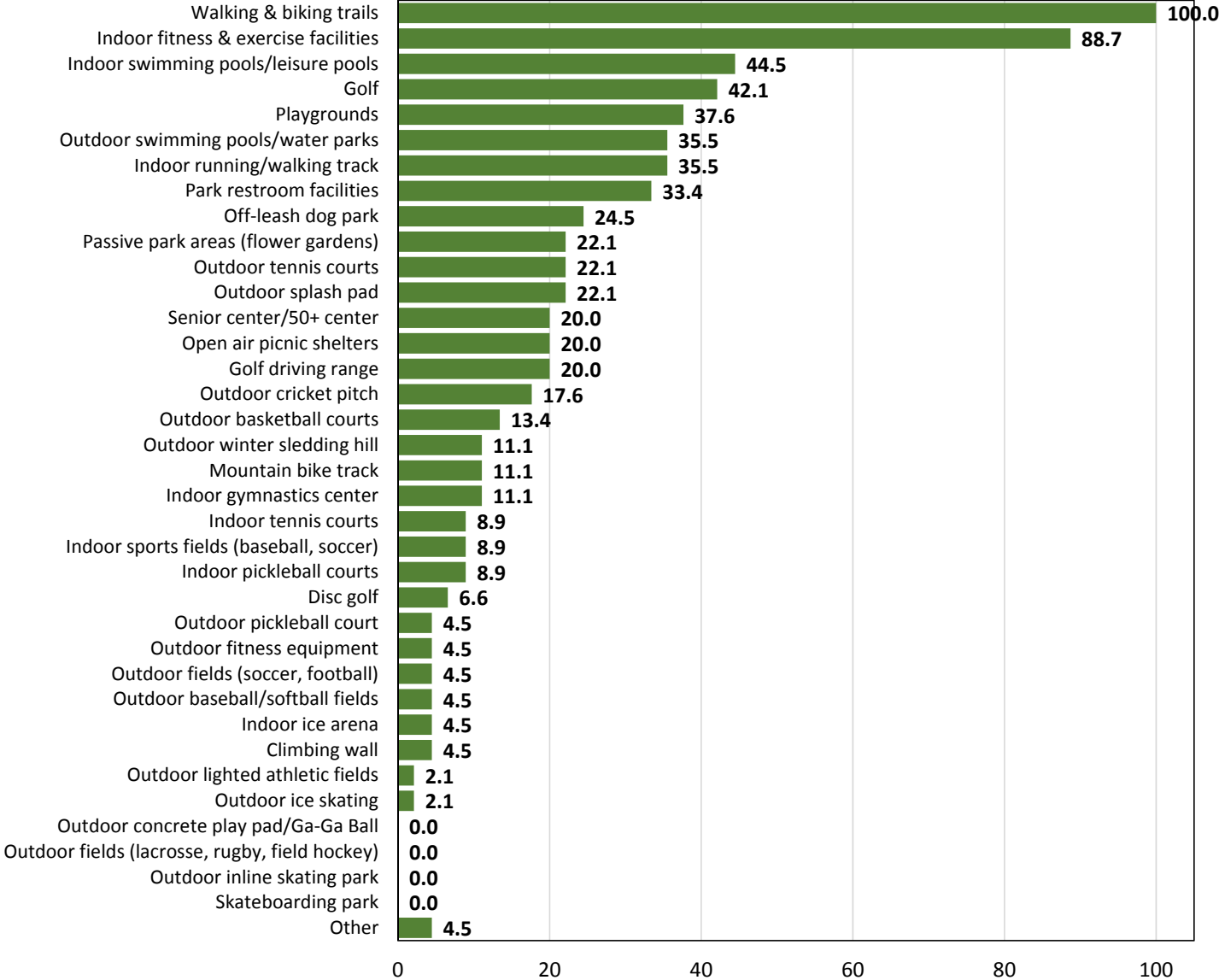
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Facilities - WEST

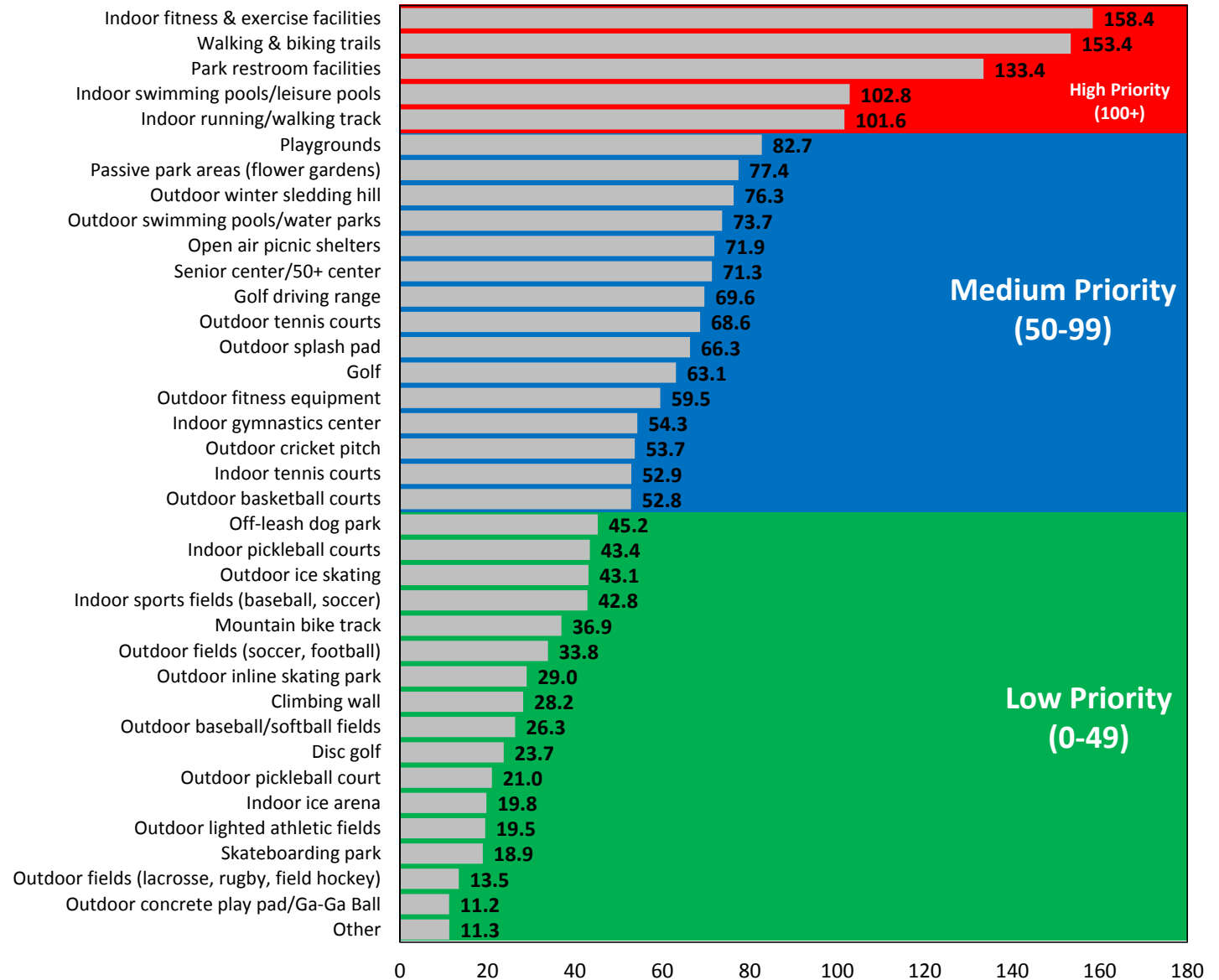
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Facilities – WEST

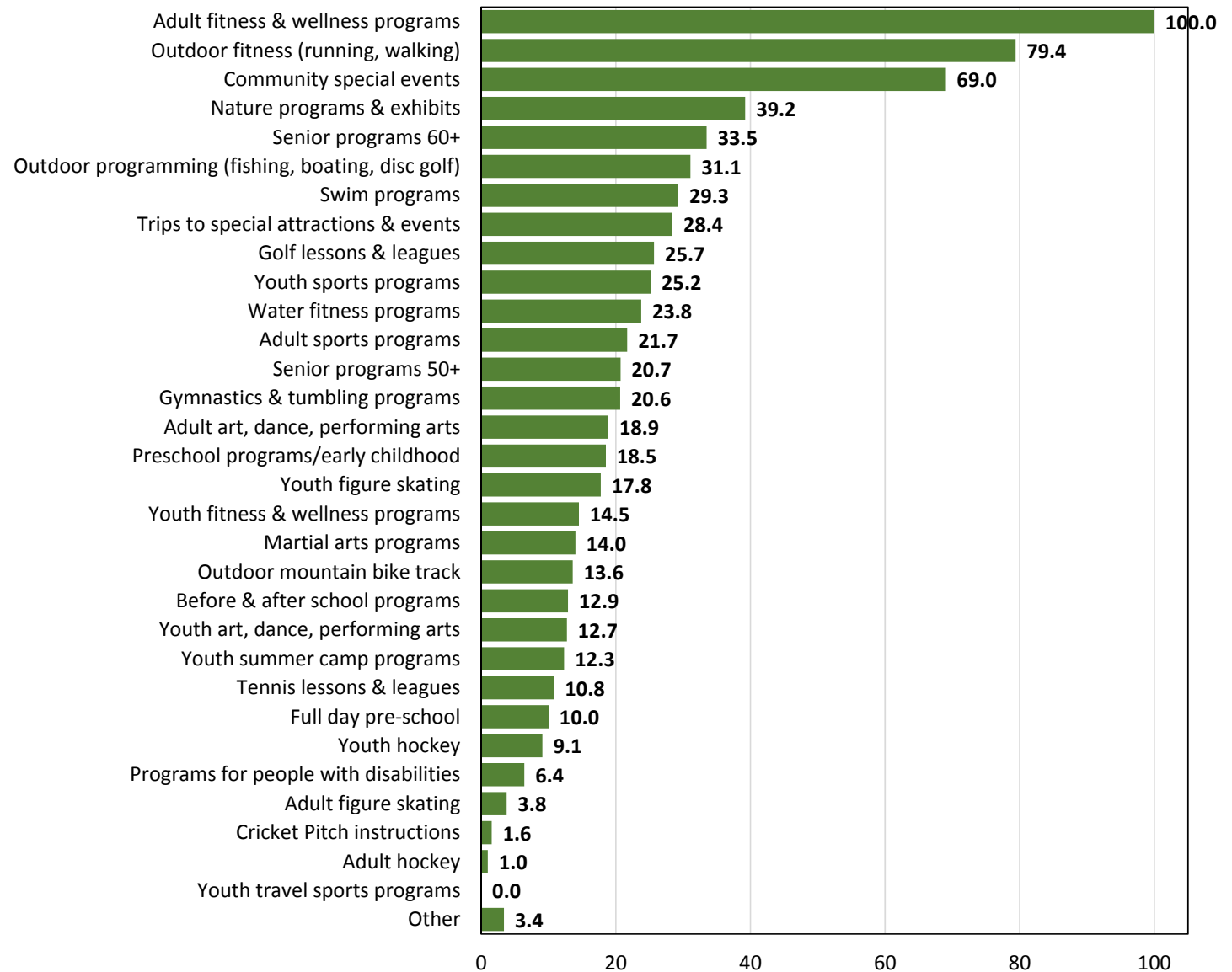
Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Programs - NORTH

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

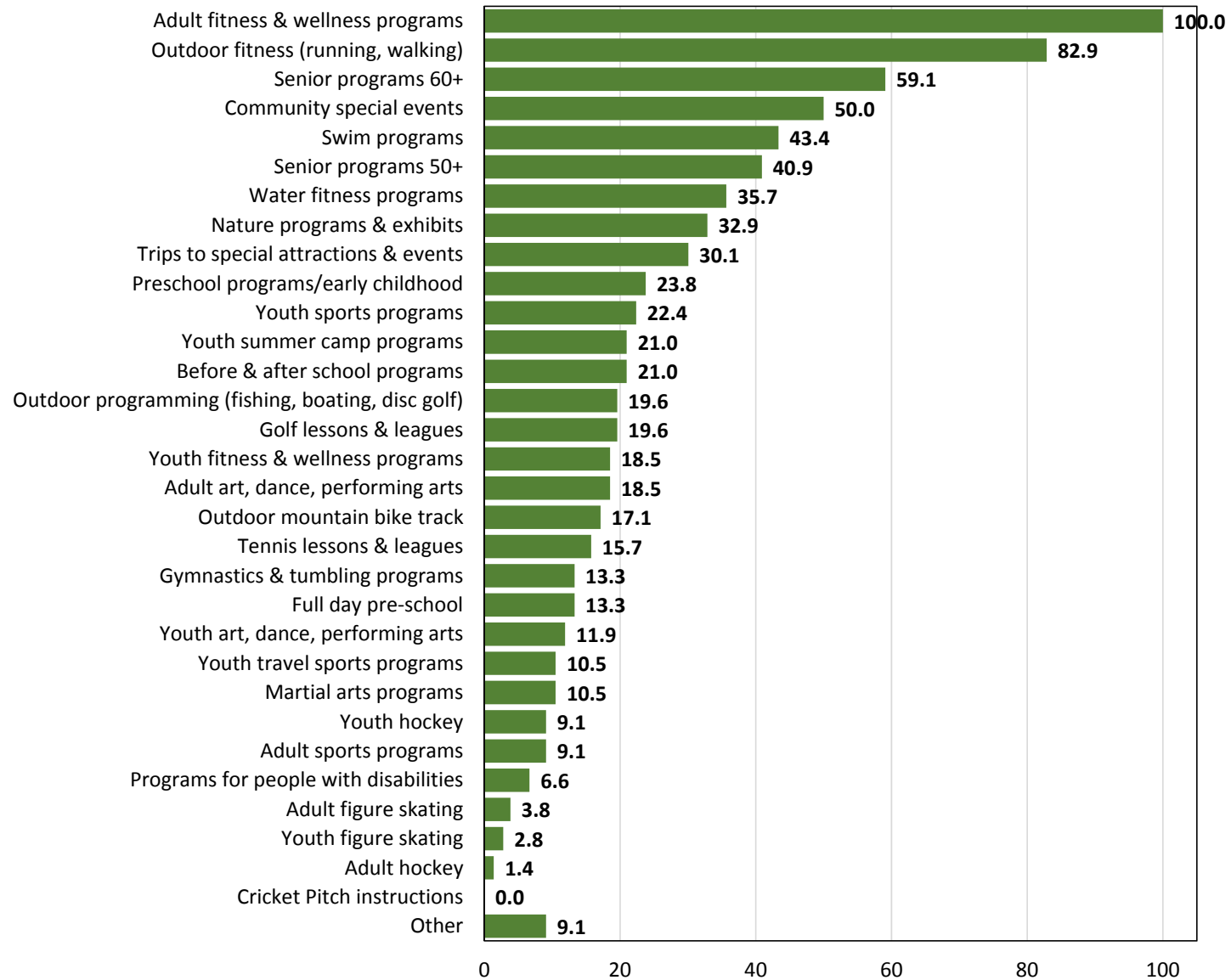
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Programs - NORTH

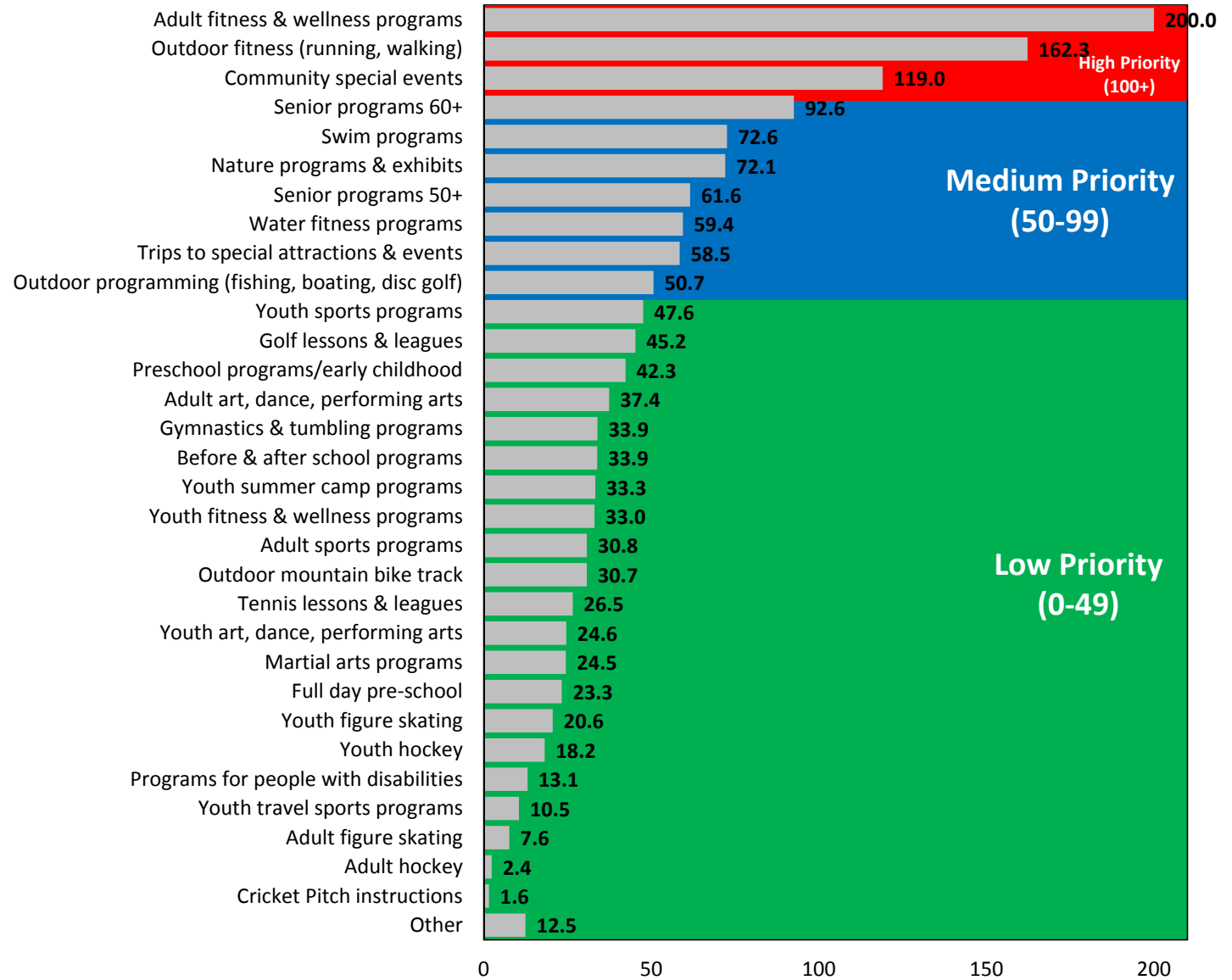
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Programs - NORTH

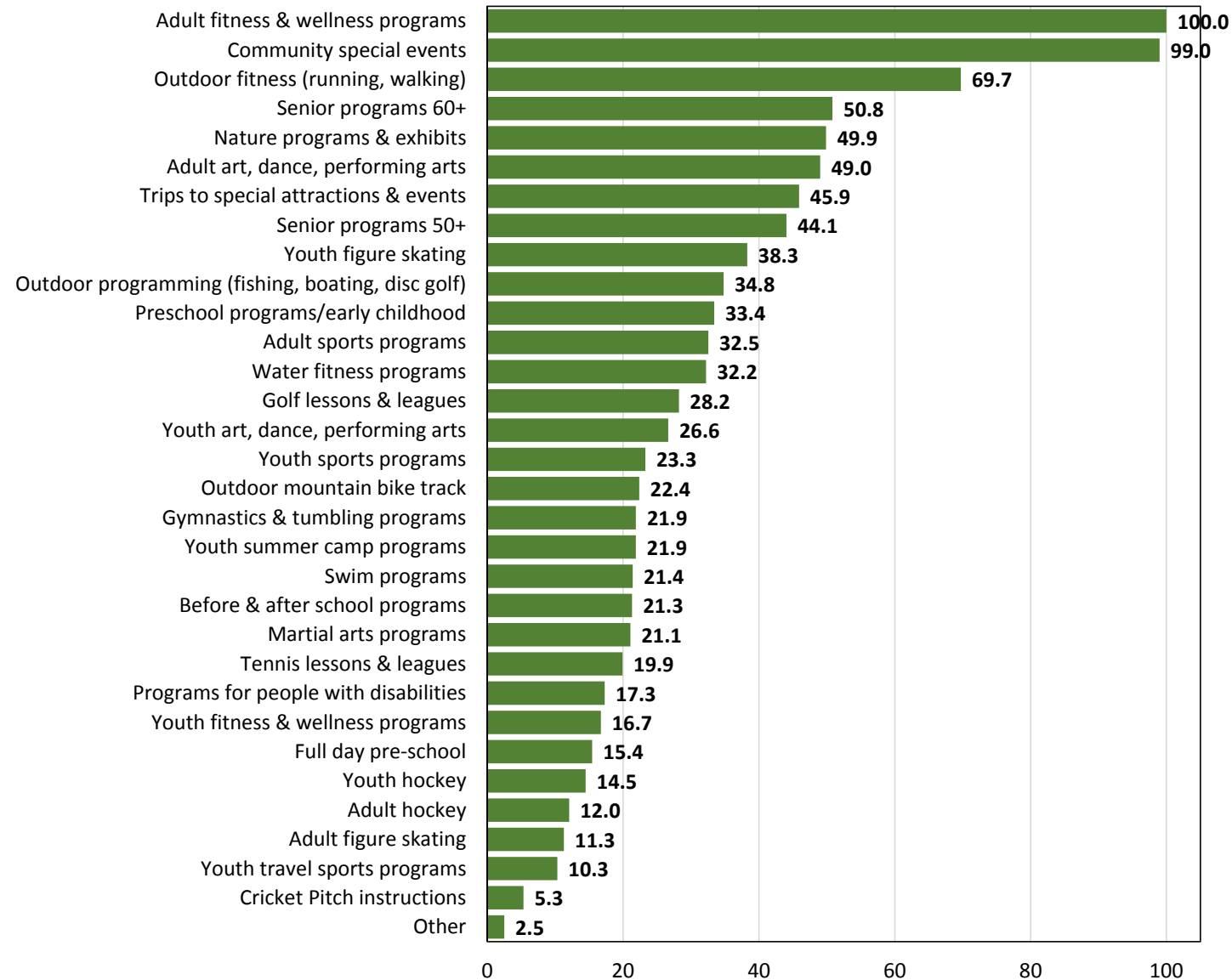
Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Programs - SOUTH

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

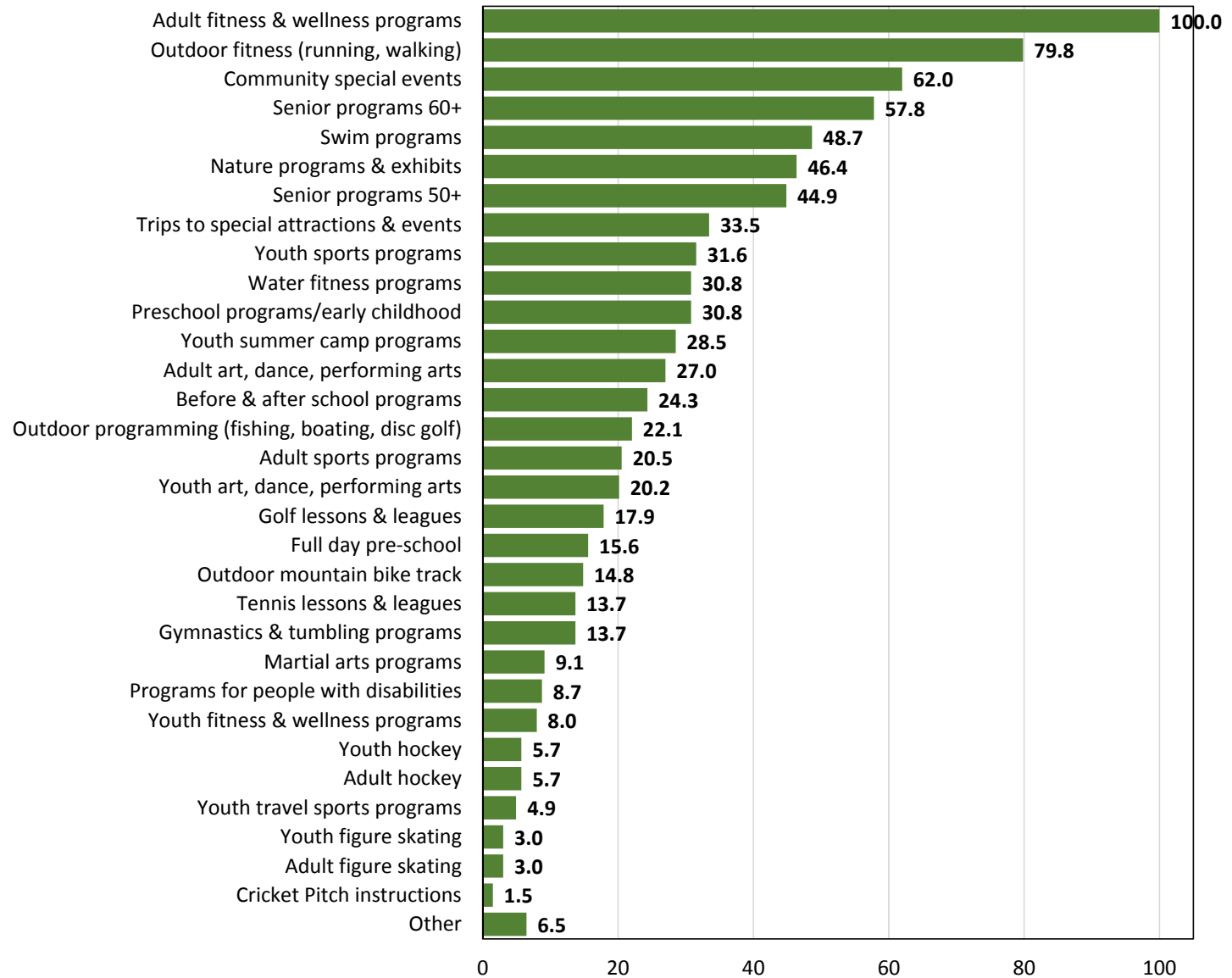
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Programs - SOUTH

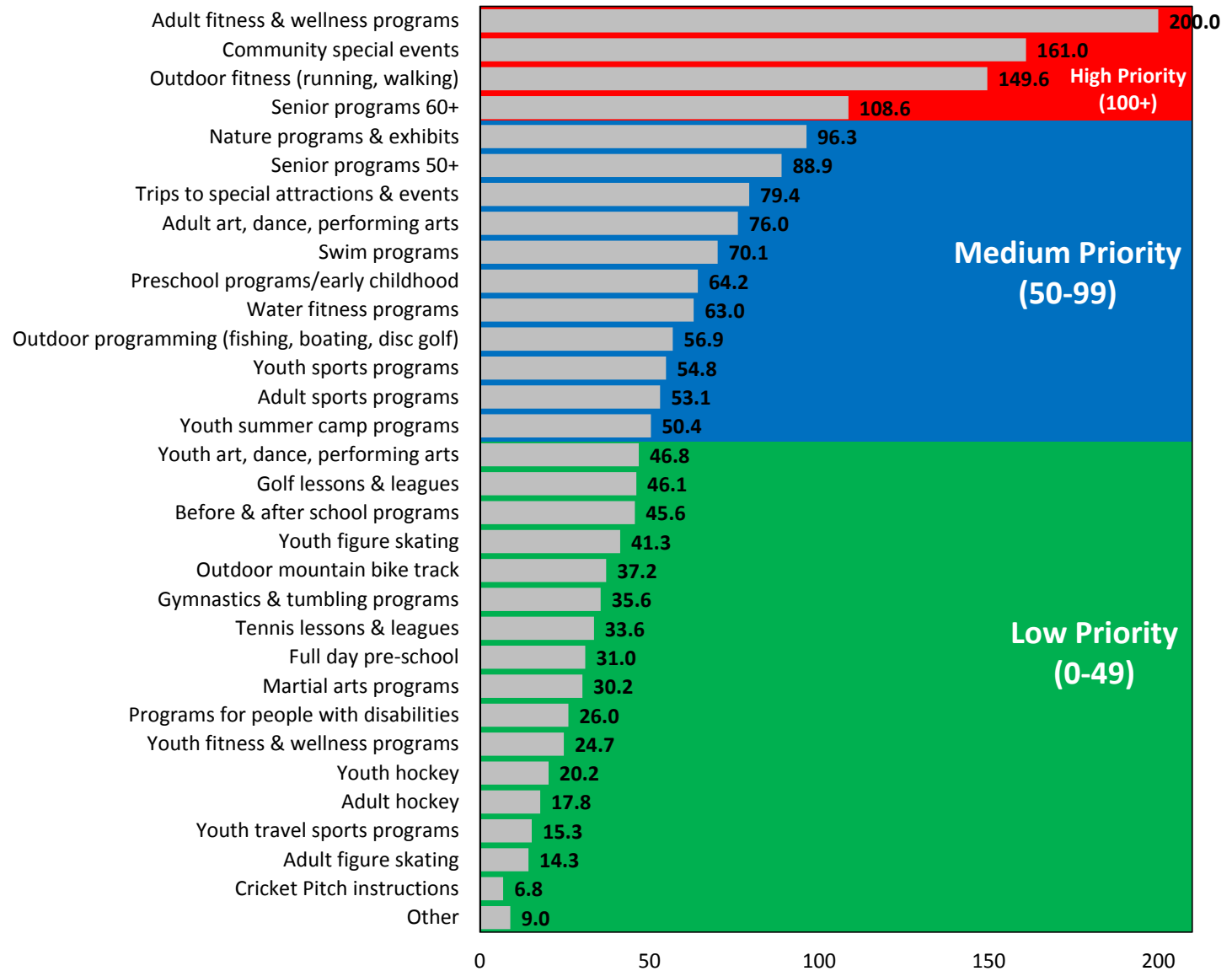
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Programs - SOUTH

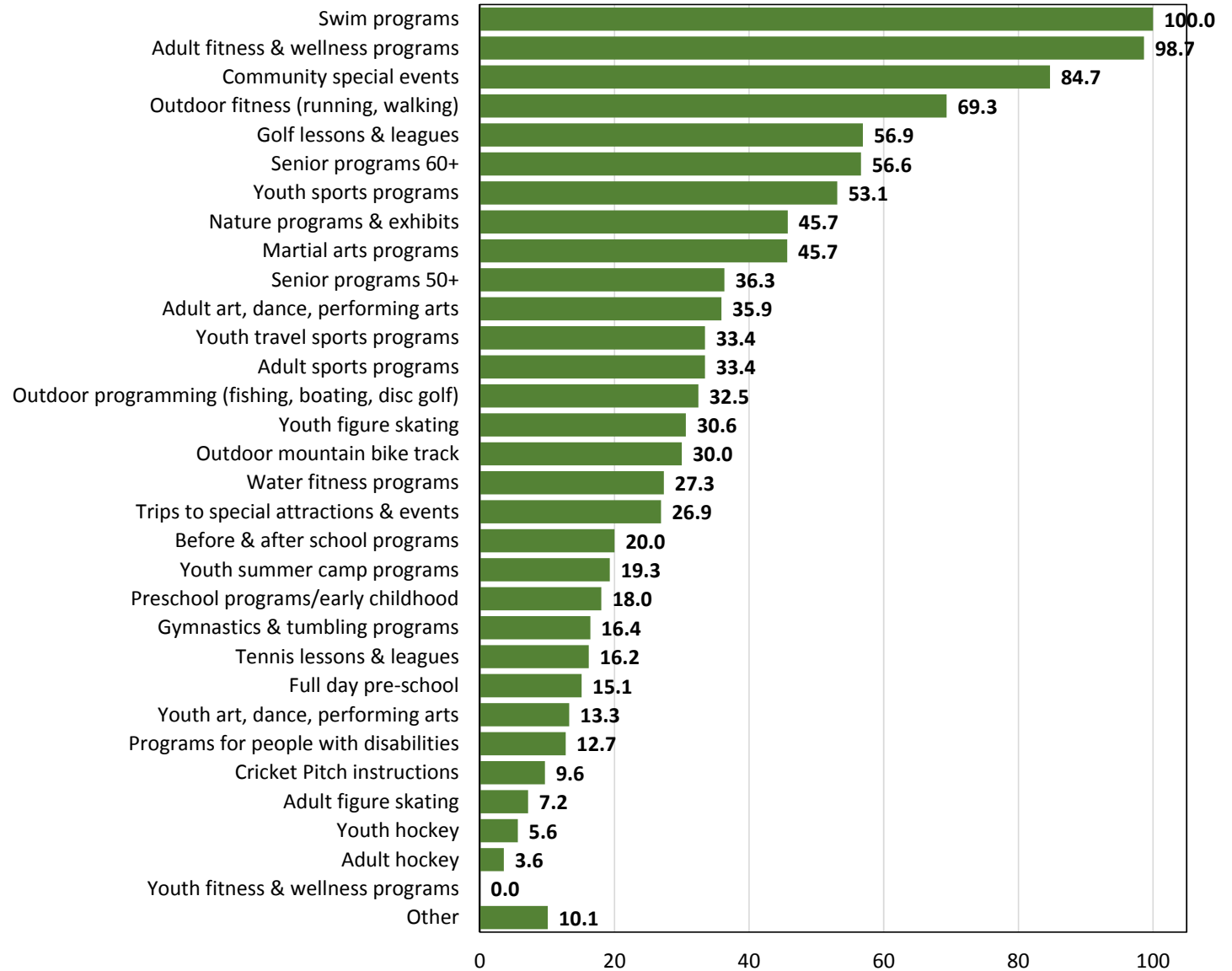
Based on the Priority Investment Rating



Unmet Needs Rating for Recreation Programs - WEST

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

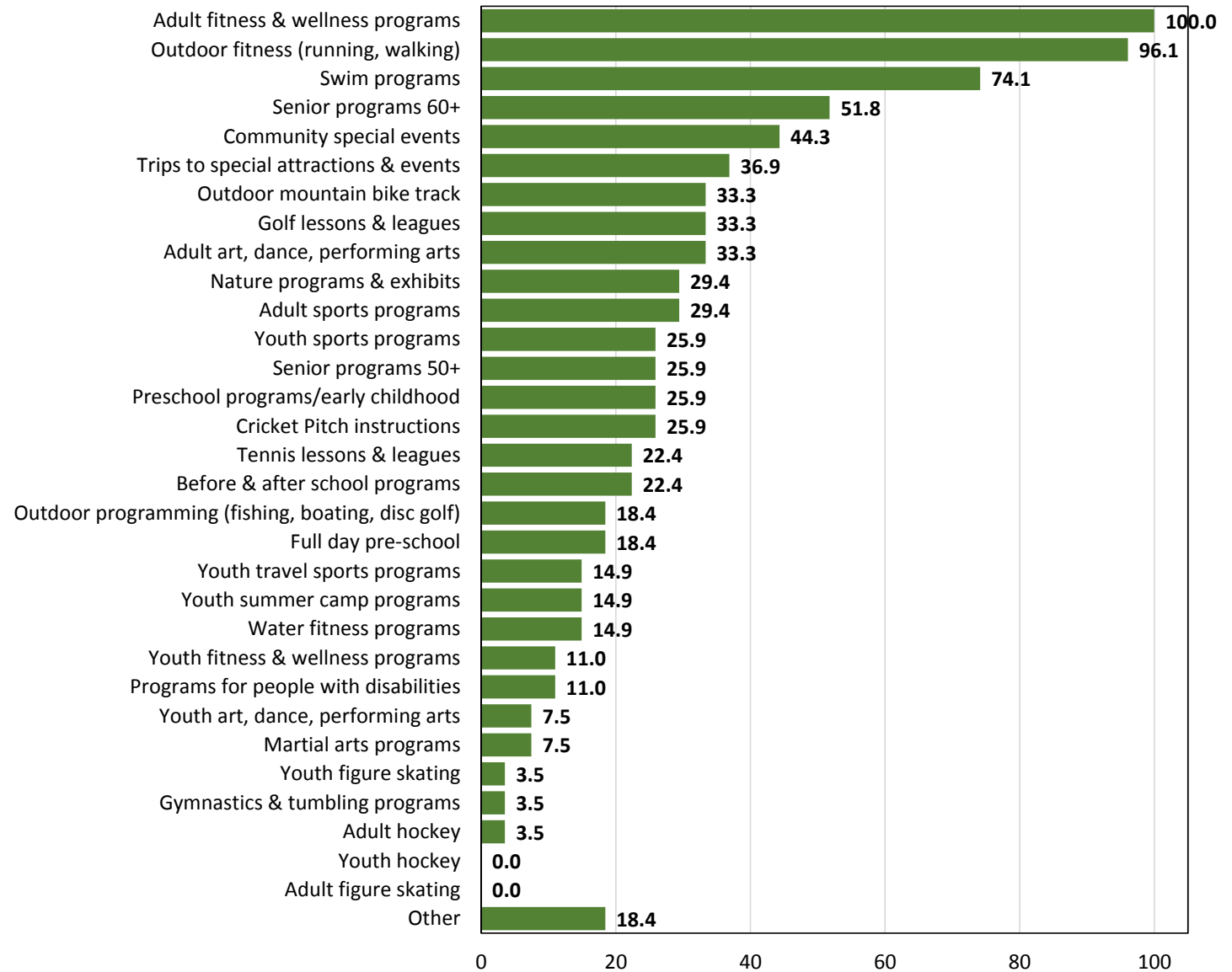
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Importance Rating for Recreation Programs - WEST

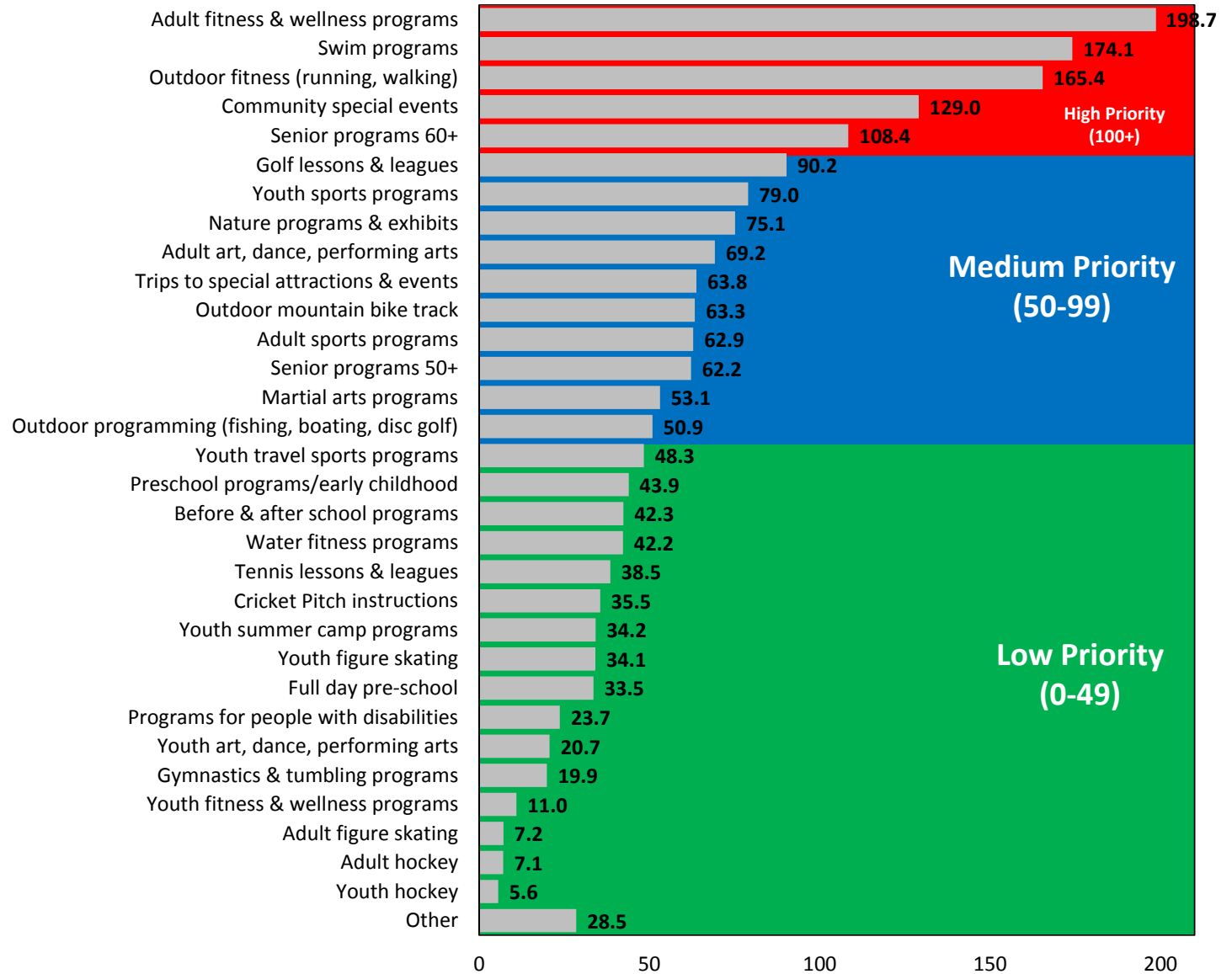
the rating for the item rated as the most important=100

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



Top Priorities for Investment for Recreation Programs - WEST

Based on the Priority Investment Rating



Section 4

Benchmarking Analysis

Benchmarking Summary Report Hoffman Estates Park District (Illinois)

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 Hoffman Estates, Illinois were compared to National Benchmarks to gain further strategic information. A summary of all tabular comparisons are shown on the following page.

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 Hoffman Estates Park District is not authorized without written consent from ETC Institute.

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Have you or members of your household visited any City/County/Park District parks over the past year?		
Yes	78%	78%
No	22%	22%
How would you rate the quality of all the parks you've visited?		
Excellent	30%	32%
Good	53%	59%
Fair	14%	9%
Poor	3%	1%
Have you or members of your household participated in City/County/Park District recreation programs during the past year?		
Yes	32%	52%
No	68%	48%
How would you rate the quality of all the recreation programs you've participated in?		
Excellent	34%	28%
Good	54%	61%
Fair	10%	9%
Poor	2%	2%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Ways respondents learn about recreation programs and activities		
Departmental Brochure (Seasonal program guide)	42%	78%
Website	37%	37%
Direct Mail	26%	32%
E-mail bulletins/notification (Email)	15%	29%
Word of Mouth/Friends/Coworkers	49%	17%
Flyers/Materials at City/County/Park District facilities	22%	16%
Social media - Facebook/Twitter	25%	7%
Newspaper	34%	6%
Conversations with City/County/Park District staff	6%	4%
School flyers (Program fliers at school)	12%	3%
TV/Cable Access	14%	0%
Organizations used for parks and recreation programs and facilities		
Other Cities/Park Districts	29%	39%
Churches	26%	22%
Private Clubs	22%	21%
College/University Facilities	17%	10%
YMCA	17%	7%
Homeowners Associations/Similar	16%	7%
Private schools	11%	6%
Youth Sports Leagues	14%	6%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Reasons preventing the use of parks and recreation facilities and programs more often		
We are too busy	33%	30%
Use facilities in other Cities/Park Districts	11%	22%
Fees are too expensive	16%	21%
We are not interested	20%	21%
Program times are not convenient	19%	19%
Too far from residence	14%	16%
Use facilities/programs of other organizations	11%	6%
Facility operating hours are not convenient	10%	6%
Facilities are not well maintained	10%	4%
Waiting list/programs were full	6%	3%
Poor customer service by staff	4%	3%
Lack of transportation	4%	2%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Recreation programs that respondent households have a need for		
Adult fitness and wellness programs	49%	48%
Special events	39%	35%
Nature programs/environmental education	30%	28%
Seniors/Adult programs for 50 years and older	25%	25%
Water fitness programs	27%	20%
Adult arts, dance, performing arts	21%	17%
Adult sports programs	23%	16%
Youth sports programs	22%	16%
Golf lessons and leagues (Golf lessons)	16%	15%
Before and after school programs	16%	14%
Youth summer camp programs	19%	14%
Preschool programs	13%	13%
Youth art, dance, performing arts	15%	12%
Gymnastics/tumbling programs	13%	11%
Martial arts programs	13%	11%
Tennis lessons and leagues	15%	11%
Youth fitness and wellness programs	17%	11%
Programs for people with disabilities	10%	7%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Most important recreation programs (sum of top choices)		
Adult fitness and wellness programs	30%	27%
Special events	21%	15%
Nature programs/environmental education	14%	11%
Seniors/Adult programs for 50 years and older	16%	11%
Preschool programs	6%	8%
Water fitness programs	11%	8%
Youth sports programs	12%	8%
Adult arts, dance, performing arts	9%	7%
Youth summer camp programs	8%	7%
Before and after school programs	8%	6%
Adult sports programs	10%	5%
Golf lessons and leagues	7%	5%
Tennis lessons and leagues	5%	4%
Youth art, dance, performing arts	5%	4%
Gymnastics/tumbling programs	4%	3%
Martial arts programs	4%	3%
Youth fitness and wellness programs	6%	3%
Programs for people with special needs/disabled	4%	2%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Parks and recreation facilities that respondent households have a need for		
Walking & Biking Trails	70%	62%
Indoor Fitness and Exercise Facilities	47%	60%
Indoor Swimming Pools/Aquatic Center	39%	49%
Indoor running/walking track	39%	48%
Playground Equipment	41%	46%
Outdoor Swimming Pools/Aquatic Center	41%	44%
Picnic Areas and Shelters	49%	34%
Senior Centers (Senior activity space)	24%	31%
Golf Driving Range	25%	29%
18 Hole Golf Course	23%	27%
Splash park/pad	25%	25%
Tennis Courts	21%	21%
Off-Leash Dog Park	30%	20%
Baseball/Softball Fields	12%	19%
Indoor Ice-Skating Rinks	23%	19%
Outdoor basketball/multi-use courts	20%	19%
Outdoor Ice-Skating Rinks	21%	19%
Indoor sports complex (Indoor sports fields)	14%	17%
Indoor Tennis	24%	14%
Mountain bike track	22%	11%
Ultimate Frisbee/Disc Golf	13%	10%
Indoor Inline Skating/Hockey	16%	8%
Skateboarding Park/Area	11%	7%
Soccer, Lacrosse Fields (Outdoor field space)	21%	6%
Cricket fields	4%	3%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Most important parks and recreation facilities (sum of top choices)		
Walking & Biking Trails	45%	36%
Indoor Fitness and Exercise Facilities	20%	30%
Playground Equipment	18%	22%
Indoor Swimming Pools/Aquatic Facilities	17%	21%
Indoor running/walking track	15%	19%
Outdoor Swimmng Pools/Aquatic Facilities	17%	18%
Senior Centers (Senior activity space)	10%	14%
18 Hole Golf Course	9%	12%
Splash park/pad	8%	10%
Off-Leash Dog Park	15%	9%
Golf Driving Range	9%	8%
Picnic Areas and Shelters	14%	7%
Tennis Courts	6%	5%
Indoor Ice-Skating Rinks	7%	4%
Indoor sports complex (Indoor sports fields)	5%	4%
Indoor Tennis	4%	4%
Baseball/Softball Fields	3%	3%
Mountain bike track	7%	2%
Outdoor basketball/multi-use courts	4%	2%
Soccer, Lacrosse Fields (Outdoor field space)	7%	2%
Ultimate Frisbee/Disc Golf	3%	2%
Cricket field	1%	1%
Skateboarding Area	2%	1%

Benchmarking for Hoffman Estates, Illinois		
	National Average	Hoffman Estates 2018
Satisfaction with the overall value received from the parks and recreation department		
Very Satisfied	27%	31%
Somewhat Satisfied	39%	41%
Neutral	24%	19%
Somewhat Dissatisfied	6%	6%
Very Dissatisfied	4%	4%

Section 5

Tabular Data

Q1. Has your household visited any HE Parks' parks during the past 12 months?

Q1. Has your household visited any HE Parks' parks during past 12 months	Number	Percent
Yes	703	77.7 %
No	202	22.3 %
Total	905	100.0 %

Q1a. (If YES to Question 1) How would you rate the overall physical condition of ALL HE Parks' parks you have visited?

Q1a. How would you rate overall physical condition of all parks you have visited	Number	Percent
Excellent	222	31.6 %
Good	411	58.5 %
Fair	62	8.8 %
Poor	5	0.7 %
Not provided	3	0.4 %
Total	703	100.0 %

WITHOUT "NOT PROVIDED"**Q1a. (If YES to Question 1) How would you rate the overall physical condition of ALL HE Parks' parks you have visited? (without "not provided")**

Q1a. How would you rate overall physical condition of all parks you have visited	Number	Percent
Excellent	222	31.7 %
Good	411	58.7 %
Fair	62	8.9 %
Poor	5	0.7 %
Total	700	100.0 %

Q1b. How many visits have you or members of your household made to HE Parks' parks during the past 12 months?

Q1b. How many visits have you made to parks during past 12 months	Number	Percent
1-5	180	25.6 %
6-10	125	17.8 %
11-15	93	13.2 %
16+	298	42.4 %
Not provided	7	1.0 %
Total	703	100.0 %

WITHOUT "NOT PROVIDED"**Q1b. How many visits have you or members of your household made to HE Parks' parks during the past 12 months? (without "not provided")**

Q1b. How many visits have you made to parks during past 12 months	Number	Percent
1-5	180	25.9 %
6-10	125	18.0 %
11-15	93	13.4 %
16+	298	42.8 %
Total	696	100.0 %

Q2. Has your household participated in or used any HE Parks' programs, activities or facilities during the past 12 months?

Q2. Has your household participated in or used any HE Parks' programs, activities or facilities during past 12 months

	Number	Percent
Yes	471	52.0 %
No	434	48.0 %
Total	905	100.0 %

Q2a. (If YES to Question 2) How many different programs or activities offered by HE Parks has your household participated in during the past 12 months?

Q2a. How many different programs or activities has your household participated in during past 12 months

	Number	Percent
1 program/activity	169	35.9 %
2 to 3 programs/activities	184	39.1 %
4 to 6 programs/activities	68	14.4 %
7 to 10 programs/activities	18	3.8 %
11+ programs/activities	21	4.5 %
Not provided	11	2.3 %
Total	471	100.0 %

WITHOUT "NOT PROVIDED"**Q2a. (If YES to Question 2) How many different programs or activities offered by HE Parks has your household participated in during the past 12 months? (without "not provided")**

Q2a. How many different programs or activities has your household participated in during past 12 months

	Number	Percent
1 program/activity	169	36.7 %
2 to 3 programs/activities	184	40.0 %
4 to 6 programs/activities	68	14.8 %
7 to 10 programs/activities	18	3.9 %
11+ programs/activities	21	4.6 %
Total	460	100.0 %

Q2b. (If YES to Question 2) From the following list, please check the THREE primary reasons why your household has chosen to participate in HE Parks' programs or activities.

Q2b. Primary reasons why your household has chosen to participate in HE Parks' programs or activities

	Number	Percent
Quality of instructors/coaches	89	18.9 %
Location of program facility	358	76.0 %
Quality of program facility	132	28.0 %
Fees charged for class	172	36.5 %
Times program is offered	183	38.9 %
Friends participate in program	82	17.4 %
Dates program is offered	108	22.9 %
Other	28	5.9 %
Total	1152	

Q2b-8. Other

Q2b-8. Other	Number	Percent
I was invited by a friend to participate in one activity	1	3.6 %
Walking my dogs in Fabrinni park, using the swimming pool in Prairie Stone	1	3.6 %
AGE APPROPRIATE	1	3.6 %
Only facility that it is available	1	3.6 %
EXERCISE	1	3.6 %
MUSIC ON THE GREEN	1	3.6 %
Closer to home	1	3.6 %
Content of programs	1	3.6 %
Only use gym/track	1	3.6 %
ASSIGNED PARK DISTRICT	1	3.6 %
Type of programs	1	3.6 %
DAILY WALKING	1	3.6 %
Activity offered met a need/want	1	3.6 %
Convenience	1	3.6 %
ACCESSIBILITY	1	3.6 %
Thought it was a good idea for my health	1	3.6 %
Location visited	1	3.6 %
Attempting support our local park district	1	3.6 %
I went there to get the flu shot offered	1	3.6 %
Quit programs	1	3.6 %
Free activity for kids	1	3.6 %
They had the program	1	3.6 %
TIME OPEN	1	3.6 %
PART OF OUR TOWN IN DISTRICT RATES	1	3.6 %
USE FITNESS FACILITIES AND INDOOR TRACK	1	3.6 %
Room rental rate	1	3.6 %
Great fun program	1	3.6 %
CHILDREN ARE GROWN	1	3.6 %
Total	28	100.0 %

Q2c. (If YES to Question 2) How would you rate the overall quality of programs or activities in which your household has participated?

Q2c. How would you rate overall quality of programs or activities in which your household has participated

	Number	Percent
Excellent	126	26.8 %
Good	281	59.7 %
Fair	43	9.1 %
Poor	9	1.9 %
Not provided	12	2.5 %
Total	471	100.0 %

WITHOUT "NOT PROVIDED"

Q2c. (If YES to Question 2) How would you rate the overall quality of programs or activities in which your household has participated? (without "not provided")

Q2c. How would you rate overall quality of programs or activities in which your household has participated

	Number	Percent
Excellent	126	27.5 %
Good	281	61.2 %
Fair	43	9.4 %
Poor	9	2.0 %
Total	459	100.0 %

Q3. Please indicate if your household has used any of the facilities listed below during the past 12 months:

(N=905)

	Yes	No
Q3-1. Bridges of Poplar Creek- Restaurant or Banquet	12.6%	87.4%
Q3-2. Bridges of Poplar Creek-Golf	13.9%	86.1%
Q3-3. Freedom Run Dog Park	3.2%	96.8%
Q3-4. Prairie Stone Sports & Wellness Center	26.0%	74.0%
Q3-5. Seascape Family Aquatic Center	25.4%	74.6%
Q3-6. Triphahn Center & Ice Arena	23.5%	76.5%
Q3-7. Triphahn Center-all others	22.5%	77.5%
Q3-8. Vogelei Barn Teen Center	6.6%	93.4%
Q3-9. Willow Recreation Center	20.6%	79.4%
Q3-10. Willow Recreation Center Bo's Run Dog Park	3.5%	96.5%

Q3. If "Yes," please rate the condition of that facility.

(N=623)

	Excellent	Good	Fair	Poor
Q3-1. Bridges of Poplar Creek-Restaurant or Banquet	36.0%	56.8%	4.5%	2.7%
Q3-2. Bridges of Poplar Creek-Golf	41.0%	52.5%	5.7%	0.8%
Q3-3. Freedom Run Dog Park	37.0%	55.6%	7.4%	0.0%
Q3-4. Prairie Stone Sports & Wellness Center	60.1%	38.1%	1.8%	0.0%
Q3-5. Seascape Family Aquatic Center	41.6%	45.6%	11.5%	1.3%
Q3-6. Triphahn Center & Ice Arena	42.9%	48.8%	7.9%	0.5%
Q3-7. Triphahn Center-all others	41.4%	49.2%	8.9%	0.5%
Q3-8. Vogelei Barn Teen Center	17.5%	40.4%	28.1%	14.0%
Q3-9. Willow Recreation Center	25.4%	57.1%	16.4%	1.1%
Q3-10. Willow Recreation Center Bo's Run Dog Park	27.6%	55.2%	3.4%	13.8%

Q4. Please CHECK ALL of the following reasons why your household does NOT use HE Parks' parks and facilities more often.

Q4. Reasons why your household does not use HE Parks' parks & facilities more often	Number	Percent
Use other park districts	200	22.1 %
Facility not offered	46	5.1 %
Facilities do not have right equipment	66	7.3 %
Participate with friends elsewhere	107	11.8 %
Too far from residence	144	15.9 %
Classes full	27	3.0 %
Fees are too high	191	21.1 %
Program times are not convenient	170	18.8 %
Facilities are not well maintained	34	3.8 %
Poor customer service by staff outside of Park District boundaries	23	2.5 %
Poor coaches	22	2.4 %
Poor instructors	36	4.0 %
Too busy	268	29.6 %
Not interested	189	20.9 %
Facility operating hours not convenient	51	5.6 %
Lack of transportation	18	2.0 %
Use services of other agencies	56	6.2 %
Household members attend schools	81	9.0 %
Other	106	11.7 %
Total	1835	

Q4-17. What other agencies do you use?

<u>Q4-17. What other agencies</u>	<u>Number</u>	<u>Percent</u>
YMCA	6	12.8 %
Lifetime Fitness	3	6.4 %
NCH Wellness Center	2	4.3 %
SCHAUMBURG	2	4.3 %
Schaumburg Park District	2	4.3 %
Lifetime Fitness /gym	1	2.1 %
Free health club membership to seniors	1	2.1 %
LOCAL CHURCH	1	2.1 %
SCHAUMBURG LIBRARY	1	2.1 %
SB Club	1	2.1 %
SCHAUMBURG TOWNSHIP	1	2.1 %
SAA, Schaumburg	1	2.1 %
Export lifetime	1	2.1 %
YOGA	1	2.1 %
Barn	1	2.1 %
BARRINGTON PARK DIST	1	2.1 %
S BRRINGTON HEALTH CLUB	1	2.1 %
PALATINE PARKS	1	2.1 %
HUSBAND HAS SILVER SNEAKERS	1	2.1 %
Tracel sports	1	2.1 %
LIFETIME	1	2.1 %
XSPORT	1	2.1 %
Lake Zurich	1	2.1 %
Schaumburg CRC Fitness with pool	1	2.1 %
PTSCC-PALATINE SENIOR CTR	1	2.1 %
ORANGE THEORY FITNESS	1	2.1 %
LIL KICKERS SOCCER	1	2.1 %
Export	1	2.1 %
NWSRA	1	2.1 %
Hanover TWB	1	2.1 %
XSport gym	1	2.1 %
SAA	1	2.1 %
Buchler YMCA	1	2.1 %
MIDTOWN ATHLETIC CLUB	1	2.1 %
JAZZERCISE	1	2.1 %
YMCA through Silver Sneakers	1	2.1 %
<u>Employment</u>	<u>1</u>	<u>2.1 %</u>
Total	47	100.0 %

Q4-19. Other

<u>Q4-19. Other</u>	<u>Number</u>	<u>Percent</u>
Just moved here	4	3.8 %
No interest	2	1.9 %
Kids are grown	2	1.9 %
I WORK OUT AT HOME	2	1.9 %
Kids have out grown most programs offered	1	0.9 %
Use programs that align more with school boundaries	1	0.9 %
The McHenry Park District has much more interesting events	1	0.9 %
HEALTH ISSUES	1	0.9 %
AGE AND HEALTH	1	0.9 %
I WORK	1	0.9 %
The plus 50 activity is all during the day I work	1	0.9 %
Later in life, age	1	0.9 %
Cannot take my son to play basketball at Triphahn after work	1	0.9 %
Disabled and restricted income	1	0.9 %
Too crowded	1	0.9 %
TRAVEL IS DIFFICULT	1	0.9 %
Use township programs Hanover	1	0.9 %
Use and enjoy what I use	1	0.9 %
No indoor pool	1	0.9 %
Kids grew out of programs	1	0.9 %
Child too small	1	0.9 %
Need more basketball courts	1	0.9 %
Willow's workout room can't compare to Prairie Stone	1	0.9 %
No young kids at home any more	1	0.9 %
TOO OLD	1	0.9 %
NOT REGISTERED IN PROGRAMS BEING OFFERED	1	0.9 %
SENIOR CITIZEN	1	0.9 %
Classes often cancelled due to low enrollment	1	0.9 %
HEALTH	1	0.9 %
AGES FOR CLASSES	1	0.9 %
Day shift job	1	0.9 %
NOW INVOLVED W/HIGH SCHOOL AND COLLEGE ACTIVITIES	1	0.9 %
CLOSER TO SCHARUMBURG	1	0.9 %
SINGLE PARENT HOUSEHOLD	1	0.9 %
CHILD TOO YONG TO PARTICIPATE	1	0.9 %
Not diverse enough	1	0.9 %
DIFFICULT TO FIND A CLASS	1	0.9 %
Classes are cancelled too much, poor organization of programs	1	0.9 %
I ENJOY MOUNTAIN BIKING	1	0.9 %
HOME GYM	1	0.9 %
SCHEDULES NOT MAINTAINED WELL	1	0.9 %

Q4-19. Other

<u>Q4-19. Other</u>	<u>Number</u>	<u>Percent</u>
WALK IN MY NEIGHBORHOOD	1	0.9 %
NOT FULLY AWARE OF WHAT IS OFFERED	1	0.9 %
I'm not sure what's offered	1	0.9 %
New to Hoffman, have no access to classes or facilities available	1	0.9 %
MEDICAL ISSUES	1	0.9 %
AGE AND HOME BOUND	1	0.9 %
MEMBER AT LIFETIME FITNESS	1	0.9 %
RUNNING WALKING INDOOR TRACK WAS DROPPED	1	0.9 %
TOO SMALL SPACE AND POOR VENTILATION AND SMELLS	1	0.9 %
NEVER LOOKED INTO ANY	1	0.9 %
Have high school kids and can't find any sports or activities for their age	1	0.9 %
Need more kid events at Willow nights and Saturdays	1	0.9 %
Had no reason to use facility	1	0.9 %
We're mid 30's, no kids and working a lot	1	0.9 %
Not enough variety so we go elsewhere	1	0.9 %
Poor communication from park district to coaches	1	0.9 %
Too many different instructors for gymnastics	1	0.9 %
KIDS GROWN NOW AND GRANDKIDS ARE JUST COMING OF AGE TO PARTICIPATE	1	0.9 %
NO LARGE INDOOR POOL AND SILVER SNEAKERS	1	0.9 %
I did not know about the dog parks and criteria	1	0.9 %
Not any programs that older kids are interested	1	0.9 %
Lack of time	1	0.9 %
Retired	1	0.9 %
We are charged additional fees for dog parks	1	0.9 %
Live closer to SPD CRC	1	0.9 %
Only senior citizen program is convenient	1	0.9 %
Parks are fine	1	0.9 %
Programs have low participation	1	0.9 %
Our children are grown	1	0.9 %
Goose droppings everywhere	1	0.9 %
Not enough adult sport league	1	0.9 %
Not interested, too old	1	0.9 %
Only have 9 month old	1	0.9 %
Just don't go anywhere	1	0.9 %
FORGET AVAILABLE	1	0.9 %
KIDS OLDER NOW	1	0.9 %
USE 50'S SENIOR BUS TRIPS	1	0.9 %
77 yrs widow, sometimes I think I will go do something but I don't	1	0.9 %
Children are older	1	0.9 %

Q4-19. Other

<u>Q4-19. Other</u>	<u>Number</u>	<u>Percent</u>
Hoffman is more expensive than Schaumburg	1	0.9 %
Not enough programs	1	0.9 %
NOT THE RIGTH CLASSES OFFERED FOR ADULTS	1	0.9 %
SENIOR CITIZEN 86 YEARS OLD	1	0.9 %
1ST PROGRAM WE PARTICIPATED IN WE WERE NOT IMPRESSED	1	0.9 %
Limited programs for kids 3 yrs old	1	0.9 %
TRAVEL TO OFTEN	1	0.9 %
CAREGIVER FOR PARENT	1	0.9 %
We use the gym close to our daughters classes	1	0.9 %
Children are grown	1	0.9 %
Poor landscaping, mowers leave piles of leaves	1	0.9 %
Classes are not late enough	1	0.9 %
HAVE NOT LOOKED INTO OTHER FACILITIES	1	0.9 %
Strict rules	1	0.9 %
Program cancelled due to low enrollment	1	0.9 %
No childcare	1	0.9 %
DOES NOT OFFER ANYTHING OF ANY INTEREST	1	0.9 %
NOT AWARE OF WHAT YOU OFFER	1	0.9 %
MY KIDS ARE GROWN NOW-WE HAD 20 YEARS OF EXCELLENT WONDERFUL USE OF HEPD	1	0.9 %
NOT ENOUGH OFFERINGS FOR AGES 2-4	1	0.9 %
Total	106	100.0 %

Q5. From the following list, please CHECK ALL of the other organizations that your household has used for programs, activities, or facilities during the past 12 months.

Q5. All other organizations your household has used for programs, activities, or facilities during past 12 months

	Number	Percent
Neighboring park districts	355	39.2 %
Private schools	57	6.3 %
Churches	199	22.0 %
Youth sports associations	54	6.0 %
YMCA	63	7.0 %
School sponsored activities	149	16.5 %
Private clubs (e.g. tennis, fitness, golf, dance)	189	20.9 %
Homeowners associations/apartment complex	59	6.5 %
Neighboring township	78	8.6 %
Harper College	91	10.1 %
Other	51	5.6 %
Total	1345	

Q5-11. Other

<u>Q5-11. Other</u>	<u>Number</u>	<u>Percent</u>
Library	6	11.8 %
Lifetime Fitness	4	7.8 %
Schaumburg Library	3	5.9 %
Hotels, Fairgrounds	1	2.0 %
REI & LL Bean classes & events are affordable, educational & fun	1	2.0 %
ALSO LOVE CRABTREE NATURE CTR	1	2.0 %
Boy Scouts Program	1	2.0 %
SILVER SNEAKERS	1	2.0 %
CHICAGO BOTANIC GARDENS	1	2.0 %
PRIVATE CLUB	1	2.0 %
PALATINE LIBRARY PROGRAMS	1	2.0 %
Bartlett	1	2.0 %
Work campus	1	2.0 %
Public golf course	1	2.0 %
Zumba given by an individual at store front facility	1	2.0 %
Hospital sponsored site	1	2.0 %
CET District 214	1	2.0 %
Library, Lake Barrington	1	2.0 %
ROOSEVELT ADULT ED	1	2.0 %
Forest Preserve in Hoffman Estates	1	2.0 %
PALATINE HIGH SCHOOL	1	2.0 %
PAUL DOUGLAS FOREST PRESERVE	1	2.0 %
WORK PLACE GYM	1	2.0 %
HAVE NOT USED ANY FACILITIES	1	2.0 %
Cub/Boy Scouts events	1	2.0 %
VILLAGE HALL FITNESS CTR	1	2.0 %
4TH OF JULY FIREWORKS AND SUMMER CONCERTS	1	2.0 %
MCC and other LGBT organizations	1	2.0 %
Orange Theory Fitness	1	2.0 %
College facilities	1	2.0 %
Horse riding lessons at a private facility	1	2.0 %
NWSRA	1	2.0 %
Company fitness program	1	2.0 %
West Gym	1	2.0 %
Northwest Community Wellness Ctrs	1	2.0 %
ELGIN COMMUNITY COLLEGE	1	2.0 %
Private trainer	1	2.0 %
DUPAGE COUNTY	1	2.0 %
HOME	1	2.0 %
Pine Park	1	2.0 %
Private instructor	1	2.0 %
Total	51	100.0 %

Q5c. Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

Q5c. Reasons why you use neighboring park districts for indoor and/or outdoor recreation activities

	Number	Percent
HE Parks does not offer class/program/sport/service	106	29.9 %
Price is lower	83	23.4 %
More convenient location	135	38.0 %
More convenient hours	68	19.2 %
Facilities are better maintained	63	17.7 %
Our friends/family go there	96	27.0 %
Household members attend schools outside HE Parks' boundaries	34	9.6 %
Total	585	

Q5c-1. Which class/program/sport/service does HE Parks not offer?

Q5c-1. What class/program/sport/service does HE

<u>Parks not offer</u>	<u>Number</u>	<u>Percent</u>
Indoor tennis	2	2.9 %
Fashion design, theater performances	1	1.4 %
Spring Valley Nature Center	1	1.4 %
Youth softball	1	1.4 %
Softball	1	1.4 %
Hip Hop Dance	1	1.4 %
AQUA AEROBICS	1	1.4 %
WATER AREA FOR SWIMMING	1	1.4 %
DANCE OVER SUMMER JAZZ	1	1.4 %
Yoga, Zumba, Toning	1	1.4 %
SPORT	1	1.4 %
Lap pool	1	1.4 %
Candle lit snow shoe & hikes, concerts, kids science crafts	1	1.4 %
Senior tap dancing	1	1.4 %
Swim team	1	1.4 %
OPEN TOT GYM	1	1.4 %
Dance w/oy parent under 3	1	1.4 %
Water polo & swimming	1	1.4 %
SCOUTING	1	1.4 %
BISON BLUFF	1	1.4 %
Volleyball	1	1.4 %
INDOOR POOL WITH DIVING BOARDS AND SLIDES	1	1.4 %
TODDLER AGE CLASS	1	1.4 %
TENNIS AND BASKETBALL	1	1.4 %
Water aerobics	1	1.4 %
Summer basketball camp	1	1.4 %
ARCHERY	1	1.4 %
Handball	1	1.4 %
TAI CHI	1	1.4 %
YOGA	1	1.4 %
INDOOR WATER PARK	1	1.4 %
Swim without restricted entry for others	1	1.4 %
Clay	1	1.4 %
Swimming	1	1.4 %
SWIM EXERCISE CLASS	1	1.4 %
INDOOR POOL PARTY LIMITED NO PARTY ROOM	1	1.4 %
MASTERS SWIM	1	1.4 %
After work hours water aerobics closer to Schaumburg	1	1.4 %
Golf Simulators	1	1.4 %
NOT ENOUGH EQUIPMENT FOR TODDLERS	1	1.4 %
Indoor and outdoor volleyball	1	1.4 %
Volleyball for 9-year-old	1	1.4 %
LAP SWIM	1	1.4 %

Q5c-1. Which class/program/sport/service does HE Parks not offer?

Q5c-1. What class/program/sport/service does HE

<u>Parks not offer</u>	<u>Number</u>	<u>Percent</u>
SWIMMING IN LARGE POOL	1	1.4 %
Competitive Indoor soccer U17	1	1.4 %
Toddler tee ball, indoor swim lessons	1	1.4 %
Soccer, volleyball leagues	1	1.4 %
Forest preserve	1	1.4 %
Deep water aerobics	1	1.4 %
Theater	1	1.4 %
Cricket, badminton	1	1.4 %
Huntley kids play park	1	1.4 %
LAX	1	1.4 %
Pointe, dance co	1	1.4 %
Flag football, basketball	1	1.4 %
Fit 4 mom	1	1.4 %
9 HOLES	1	1.4 %
FAITH BASE ACTIVITIES IN CHURCH	1	1.4 %
Badminton	1	1.4 %
KAYAK	1	1.4 %
Coed softball at Olympic Park	1	1.4 %
Chess, reading	1	1.4 %
INDOOR GOLF LEAGUE	1	1.4 %
PUNCH CARDS	1	1.4 %
SMALL SWIMMING AREA WITH PICNIC FACILITIES	1	1.4 %
BUFFALO RUN SCHAUMBURG	1	1.4 %
Diving boards	1	1.4 %
LONGER UNINTERRUPTED BIKE PATHS	1	1.4 %
Total	69	100.0 %

Q6. From the following list, please CHECK ALL the ways that your household has learned about HE Parks' programs and activities during the past 12 months.

Q6. Ways your household has learned about HE Parks' programs & activities during past 12 months	Number	Percent
HE Parks brochure	702	77.6 %
HE Parks website (heparks.org)	338	37.3 %
HE Parks email	262	29.0 %
Direct mailings	287	31.7 %
Flyers at HE Parks facilities	144	15.9 %
Digital facility signs	225	24.9 %
Conversation with HE Parks staff	38	4.2 %
Internet searches	109	12.0 %
Internet review sites	6	0.7 %
Social media	62	6.9 %
Newspape	53	5.9 %
From friends/neighbors	150	16.6 %
School flyers/newsletters	27	3.0 %
Cable access television	3	0.3 %
Total	2406	

Q6-9. Which internet review sites?

Q6-9. Which internet review sites	Number	Percent
Google, Yelp	1	33.3 %
Google	1	33.3 %
Yelp	1	33.3 %
Total	3	100.0 %

Q6a. What social media sites have you learned about HE Parks' programs and activities from?

Q6a. What social media sites have you learned about HE Parks' programs & activities from	Number	Percent
Facebook	57	91.9 %
Twitter	3	4.8 %
Snapchat	1	1.6 %
Instagram	5	8.1 %
Other	1	1.6 %
Total	67	

Q6a-5. Other

Q6a-5. Other	Number	Percent
Neighborhood Facebook group	1	100.0 %
Total	1	100.0 %

Q7. Please rate your satisfaction with each of the following services provided by HE Parks.

(N=905)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Q7-1. Availability of information about programs & facilities	40.8%	24.2%	11.7%	1.9%	1.2%	20.2%
Q7-2. Cleanliness of facilities	34.9%	27.4%	8.4%	1.5%	0.4%	27.3%
Q7-3. Customer assistance by staff at facilities	32.8%	22.1%	9.0%	2.4%	1.0%	32.7%
Q7-4. Ease of finding information online	23.6%	25.0%	14.1%	3.3%	0.9%	33.0%
Q7-5. Ease of registering for programs in person	28.6%	15.2%	10.2%	2.2%	0.8%	43.0%
Q7-6. Ease of registering for programs online	18.0%	15.6%	13.4%	5.1%	2.2%	45.7%
Q7-7. Fees charged for recreation programs	16.2%	20.7%	19.3%	9.2%	3.0%	31.6%
Q7-8. Maintenance of parks	31.5%	27.7%	10.5%	4.0%	1.1%	25.2%
Q7-9. Overall communications with residents	26.5%	22.1%	16.6%	2.8%	1.4%	30.6%
Q7-10. Special events (Party in the Park, Pumpkin Fest)	22.0%	16.4%	13.6%	1.4%	0.6%	46.1%
Q7-11. Transparency of the Park District	19.7%	13.7%	17.5%	2.0%	1.9%	45.3%
Q7-12. User friendliness of Park District website	18.6%	19.9%	17.0%	4.3%	1.3%	38.9%

WITHOUT "DON'T KNOW"**Q7. Please rate your satisfaction with each of the following services provided by HE Parks. (without "don't know")**

(N=905)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Q7-1. Availability of information about programs & facilities	51.1%	30.3%	14.7%	2.4%	1.5%
Q7-2. Cleanliness of facilities	48.0%	37.7%	11.6%	2.1%	0.6%
Q7-3. Customer assistance by staff at facilities	48.8%	32.8%	13.3%	3.6%	1.5%
Q7-4. Ease of finding information online	35.3%	37.3%	21.1%	5.0%	1.3%
Q7-5. Ease of registering for programs in person	50.2%	26.7%	17.8%	3.9%	1.4%
Q7-6. Ease of registering for programs online	33.2%	28.7%	24.6%	9.4%	4.1%
Q7-7. Fees charged for recreation programs	23.7%	30.2%	28.3%	13.4%	4.4%
Q7-8. Maintenance of parks	42.1%	37.1%	14.0%	5.3%	1.5%
Q7-9. Overall communications with residents	38.2%	31.8%	23.9%	4.0%	2.1%
Q7-10. Special events (Party in the Park, Pumpkin Fest)	40.8%	30.3%	25.2%	2.7%	1.0%
Q7-11. Transparency of the Park District	36.0%	25.1%	31.9%	3.6%	3.4%
Q7-12. User friendliness of Park District website	30.4%	32.5%	27.8%	7.1%	2.2%

Q8. Which TWO of the services listed in Question 7 do you think HE Parks should make a priority?

<u>Q8. Top choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about programs & facilities	81	9.0 %
Cleanliness of facilities	88	9.7 %
Customer assistance by staff at facilities	36	4.0 %
Ease of finding information online	38	4.2 %
Ease of registering for programs in person	10	1.1 %
Ease of registering for programs online	43	4.8 %
Fees charged for recreation programs	138	15.2 %
Maintenance of parks	89	9.8 %
Overall communications with residents	28	3.1 %
Special events (Party in the Park, Pumpkin Fest)	18	2.0 %
Transparency of the Park District	12	1.3 %
User friendliness of Park District website	19	2.1 %
<u>None chosen</u>	<u>305</u>	<u>33.7 %</u>
Total	905	100.0 %

Q8. Which TWO of the services listed in Question 7 do you think HE Parks should make a priority?

<u>Q8. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Availability of information about programs & facilities	39	4.3 %
Cleanliness of facilities	71	7.8 %
Customer assistance by staff at facilities	44	4.9 %
Ease of finding information online	45	5.0 %
Ease of registering for programs in person	16	1.8 %
Ease of registering for programs online	42	4.6 %
Fees charged for recreation programs	73	8.1 %
Maintenance of parks	81	9.0 %
Overall communications with residents	46	5.1 %
Special events (Party in the Park, Pumpkin Fest)	45	5.0 %
Transparency of the Park District	20	2.2 %
User friendliness of Park District website	26	2.9 %
<u>None chosen</u>	<u>357</u>	<u>39.4 %</u>
Total	905	100.0 %

Q8. Which TWO of the services listed in Question 7 do you think HE Parks should make a priority? (top 2)

<u>Q8. Sum of top 2 choices</u>	<u>Number</u>	<u>Percent</u>
Availability of information about programs & facilities	120	13.3 %
Cleanliness of facilities	159	17.6 %
Customer assistance by staff at facilities	80	8.8 %
Ease of finding information online	83	9.2 %
Ease of registering for programs in person	26	2.9 %
Ease of registering for programs online	85	9.4 %
Fees charged for recreation programs	211	23.3 %
Maintenance of parks	170	18.8 %
Overall communications with residents	74	8.2 %
Special events (Party in the Park, Pumpkin Fest)	63	7.0 %
Transparency of the Park District	32	3.5 %
User friendliness of Park District website	45	5.0 %
<u>None chosen</u>	<u>305</u>	<u>33.7 %</u>
Total	1453	

Q9. Please indicate whether or not your household has a need for each of the park and recreation facilities listed below:

(N=905)

	Yes	No
Q9-1. Climbing wall	14.5%	85.5%
Q9-2. Disc golf	10.2%	89.8%
Q9-3. Golf	26.9%	73.1%
Q9-4. Golf driving range	29.2%	70.8%
Q9-5. Indoor fitness & exercise facilities	59.7%	40.3%
Q9-6. Indoor gymnastics center	15.2%	84.8%
Q9-7. Indoor ice arena	19.4%	80.6%
Q9-8. Indoor pickleball courts	9.4%	90.6%
Q9-9. Indoor running/walking track	48.0%	52.0%
Q9-10. Indoor sports fields (baseball, soccer)	16.9%	83.1%
Q9-11. Indoor swimming pools/leisure pools	49.4%	50.6%
Q9-12. Indoor tennis courts	14.3%	85.7%
Q9-13. Mountain bike track	10.7%	89.3%
Q9-14. Off-leash dog park	21.2%	78.8%
Q9-15. Open air picnic shelters	33.7%	66.3%
Q9-16. Outdoor baseball/softball fields	19.0%	81.0%
Q9-17. Outdoor basketball courts	18.8%	81.2%
Q9-18. Outdoor concrete play pad/Ga-Ga Ball	6.4%	93.6%
Q9-19. Outdoor cricket pitch	3.3%	96.7%
Q9-20. Outdoor fields (soccer, football)	19.7%	80.3%

Q9. Please indicate whether or not your household has a need for each of the park and recreation facilities listed below:

	Yes	No
Q9-21. Outdoor fields (lacrosse, rugby, field hockey)	5.9%	94.1%
Q9-22. Outdoor fitness equipment	18.7%	81.3%
Q9-23. Outdoor ice skating	18.8%	81.2%
Q9-24. Outdoor inline skating park	8.3%	91.7%
Q9-25. Outdoor lighted athletic fields	15.1%	84.9%
Q9-26. Outdoor pickleball court	7.7%	92.3%
Q9-27. Outdoor splash pad	25.4%	74.6%
Q9-28. Outdoor swimming pools/water parks	44.1%	55.9%
Q9-29. Outdoor tennis courts	20.8%	79.2%
Q9-30. Outdoor winter sledding hill	34.7%	65.3%
Q9-31. Park restroom facilities	56.4%	43.6%
Q9-32. Passive park areas (flower gardens)	39.2%	60.8%
Q9-33. Playgrounds	46.4%	53.6%
Q9-34. Senior center/50+ center	30.8%	69.2%
Q9-35. Skateboarding park	6.6%	93.4%
Q9-36. Walking & biking trails	61.9%	38.1%
Q9-37. Other	2.5%	97.5%

Q9. If "Yes," please rate how well park and recreation facilities of this type in Hoffman Estates meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."

(N=814)

	100% met	75% met	50% met	25% met	0% met
Q9-1. Climbing wall	32.7%	24.3%	22.4%	9.3%	11.2%
Q9-2. Disc golf	23.3%	24.7%	19.2%	12.3%	20.5%
Q9-3. Golf	45.6%	36.8%	9.8%	2.9%	4.9%
Q9-4. Golf driving range	44.1%	29.7%	13.5%	4.5%	8.1%
Q9-5. Indoor fitness & exercise facilities	36.5%	27.7%	18.0%	7.7%	10.1%
Q9-6. Indoor gymnastics center	25.5%	20.8%	29.2%	11.3%	13.2%
Q9-7. Indoor ice arena	52.5%	28.4%	9.9%	4.3%	5.0%
Q9-8. Indoor pickleball courts	34.9%	20.6%	23.8%	9.5%	11.1%
Q9-9. Indoor running/walking track	37.9%	22.6%	16.7%	9.9%	13.0%
Q9-10. Indoor sports fields (baseball, soccer)	19.7%	24.8%	19.7%	12.0%	23.9%
Q9-11. Indoor swimming pools/leisure pools	33.0%	19.5%	16.2%	12.9%	18.4%
Q9-12. Indoor tennis courts	25.2%	32.0%	21.4%	14.6%	6.8%
Q9-13. Mountain bike track	14.1%	15.5%	15.5%	18.3%	36.6%
Q9-14. Off-leash dog park	34.7%	22.0%	16.7%	12.0%	14.7%
Q9-15. Open air picnic shelters	33.7%	30.5%	24.1%	5.2%	6.4%
Q9-16. Outdoor baseball/softball fields	37.5%	35.3%	16.2%	5.1%	5.9%
Q9-17. Outdoor basketball courts	35.0%	32.8%	18.2%	8.8%	5.1%
Q9-18. Outdoor concrete play pad/Ga-Ga Ball	21.4%	28.6%	23.8%	7.1%	19.0%
Q9-19. Outdoor cricket pitch	25.0%	20.0%	5.0%	15.0%	35.0%

Q9. If "Yes," please rate how well park and recreation facilities of this type in Hoffman Estates meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."

	100% met	75% met	50% met	25% met	0% met
Q9-20. Outdoor fields (soccer, football)	33.3%	34.8%	21.7%	4.3%	5.8%
Q9-21. Outdoor fields (lacrosse, rugby, field hockey)	31.7%	31.7%	24.4%	4.9%	7.3%
Q9-22. Outdoor fitness equipment	20.6%	15.3%	24.4%	11.5%	28.2%
Q9-23. Outdoor ice skating	15.2%	15.2%	17.4%	15.2%	37.0%
Q9-24. Outdoor inline skating park	18.6%	23.7%	18.6%	11.9%	27.1%
Q9-25. Outdoor lighted athletic fields	31.2%	23.9%	25.7%	6.4%	12.8%
Q9-26. Outdoor pickleball court	38.2%	29.1%	10.9%	14.5%	7.3%
Q9-27. Outdoor splash pad	25.0%	19.3%	20.3%	12.5%	22.9%
Q9-28. Outdoor swimming pools/ water parks	40.7%	28.9%	15.5%	9.1%	5.8%
Q9-29. Outdoor tennis courts	39.1%	31.4%	19.2%	5.8%	4.5%
Q9-30. Outdoor winter sledding hill	29.5%	19.9%	24.3%	12.7%	13.5%
Q9-31. Park restroom facilities	27.7%	29.6%	22.2%	12.4%	8.1%
Q9-32. Passive park areas (flower gardens)	29.2%	29.2%	20.5%	10.4%	10.8%
Q9-33. Playgrounds	43.8%	36.8%	11.9%	4.7%	2.8%
Q9-34. Senior center/50+ center	30.5%	25.4%	23.9%	8.5%	11.7%
Q9-35. Skateboarding park	29.5%	36.4%	20.5%	6.8%	6.8%
Q9-36. Walking & biking trails	36.0%	31.9%	20.1%	5.1%	6.9%
Q9-37. Other	16.7%	22.2%	5.6%	11.1%	44.4%

Q9-37. Other

<u>Q9-37. Other</u>	<u>Number</u>	<u>Percent</u>
SOCIAL PROGRAMS	1	4.3 %
HIKING TRAILS	1	4.3 %
Indoor basketball for 9-year olds	1	4.3 %
FACILITY LIKE PALATINE PARK LAKE HAS		
DECK SEATING	1	4.3 %
ARCHERY	1	4.3 %
Outdoor handball	1	4.3 %
PARTY SPACE RENTAL	1	4.3 %
FISHING	1	4.3 %
Fishing area/center	1	4.3 %
50 PLUS EXCURSION	1	4.3 %
Karate	1	4.3 %
ROLLER SKATE/ROLLER BLADE FACILITY	1	4.3 %
Free dog park	1	4.3 %
Theater	1	4.3 %
Yoga	1	4.3 %
Stock fishing ponds	1	4.3 %
Maintenance of pond Chestnut Park	1	4.3 %
Community garage sale	1	4.3 %
SILVER SNEAKERS	1	4.3 %
PRESCHOOL PROGRAMS	1	4.3 %
SUMMER CONCERTS	1	4.3 %
BOCCA BALL	1	4.3 %
<u>SOCIAL NETWORKING ACTIVITIES</u>	<u>1</u>	<u>4.3 %</u>
Total	23	100.0 %

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

Q10. Top choice	Number	Percent
Climbing wall	2	0.2 %
Disc golf	6	0.7 %
Golf	41	4.5 %
Golf driving range	10	1.1 %
Indoor fitness & exercise facilities	120	13.3 %
Indoor gymnastics center	14	1.5 %
Indoor ice arena	13	1.4 %
Indoor pickleball courts	7	0.8 %
Indoor running/walking track	33	3.6 %
Indoor sports fields (baseball, soccer)	11	1.2 %
Indoor swimming pools/leisure pools	57	6.3 %
Indoor tennis courts	7	0.8 %
Mountain bike track	3	0.3 %
Off-leash dog park	28	3.1 %
Open air picnic shelters	8	0.9 %
Outdoor baseball/softball fields	1	0.1 %
Outdoor basketball courts	4	0.4 %
Outdoor cricket pitch	3	0.3 %
Outdoor fields (soccer, football)	10	1.1 %
Outdoor fitness equipment	3	0.3 %
Outdoor ice skating	1	0.1 %
Outdoor lighted athletic fields	2	0.2 %
Outdoor pickleball court	5	0.6 %
Outdoor splash pad	24	2.7 %
Outdoor swimming pools/water parks	35	3.9 %
Outdoor tennis courts	10	1.1 %
Outdoor winter sledding hill	3	0.3 %
Park restroom facilities	9	1.0 %
Passive park areas (flower gardens)	4	0.4 %
Playgrounds	71	7.8 %
Senior center/50+ center	39	4.3 %
Skateboarding park	5	0.6 %
Walking & biking trails	128	14.1 %
Other	10	1.1 %
<u>None chosen</u>	<u>178</u>	<u>19.7 %</u>
Total	905	100.0 %

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

Q10. 2nd choice	Number	Percent
Climbing wall	6	0.7 %
Disc golf	7	0.8 %
Golf	26	2.9 %
Golf driving range	23	2.5 %
Indoor fitness & exercise facilities	64	7.1 %
Indoor gymnastics center	9	1.0 %
Indoor ice arena	5	0.6 %
Indoor pickleball courts	6	0.7 %
Indoor running/walking track	64	7.1 %
Indoor sports fields (baseball, soccer)	8	0.9 %
Indoor swimming pools/leisure pools	48	5.3 %
Indoor tennis courts	12	1.3 %
Mountain bike track	6	0.7 %
Off-leash dog park	16	1.8 %
Open air picnic shelters	11	1.2 %
Outdoor baseball/softball fields	10	1.1 %
Outdoor basketball courts	4	0.4 %
Outdoor concrete play pad/Ga-Ga Ball	2	0.2 %
Outdoor fields (soccer, football)	12	1.3 %
Outdoor fields (lacrosse, rugby, field hockey)	1	0.1 %
Outdoor fitness equipment	8	0.9 %
Outdoor ice skating	8	0.9 %
Outdoor inline skating park	1	0.1 %
Outdoor lighted athletic fields	3	0.3 %
Outdoor pickleball court	4	0.4 %
Outdoor splash pad	31	3.4 %
Outdoor swimming pools/water parks	57	6.3 %
Outdoor tennis courts	10	1.1 %
Outdoor winter sledding hill	11	1.2 %
Park restroom facilities	33	3.6 %
Passive park areas (flower gardens)	26	2.9 %
Playgrounds	48	5.3 %
Senior center/50+ center	35	3.9 %
Skateboarding park	2	0.2 %
Walking & biking trails	71	7.8 %
Other	3	0.3 %
None chosen	214	23.6 %
Total	905	100.0 %

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

Q10. 3rd choice	Number	Percent
Climbing wall	4	0.4 %
Disc golf	1	0.1 %
Golf	21	2.3 %
Golf driving range	21	2.3 %
Indoor fitness & exercise facilities	53	5.9 %
Indoor gymnastics center	10	1.1 %
Indoor ice arena	12	1.3 %
Indoor pickleball courts	2	0.2 %
Indoor running/walking track	42	4.6 %
Indoor sports fields (baseball, soccer)	7	0.8 %
Indoor swimming pools/leisure pools	52	5.7 %
Indoor tennis courts	5	0.6 %
Mountain bike track	5	0.6 %
Off-leash dog park	23	2.5 %
Open air picnic shelters	18	2.0 %
Outdoor baseball/softball fields	10	1.1 %
Outdoor basketball courts	11	1.2 %
Outdoor concrete play pad/Ga-Ga Ball	2	0.2 %
Outdoor cricket pitch	2	0.2 %
Outdoor fields (soccer, football)	7	0.8 %
Outdoor fields (lacrosse, rugby, field hockey)	3	0.3 %
Outdoor fitness equipment	5	0.6 %
Outdoor ice skating	17	1.9 %
Outdoor inline skating park	1	0.1 %
Outdoor lighted athletic fields	3	0.3 %
Outdoor pickleball court	1	0.1 %
Outdoor splash pad	23	2.5 %
Outdoor swimming pools/water parks	39	4.3 %
Outdoor tennis courts	18	2.0 %
Outdoor winter sledding hill	14	1.5 %
Park restroom facilities	43	4.8 %
Passive park areas (flower gardens)	24	2.7 %
Playgrounds	38	4.2 %
Senior center/50+ center	26	2.9 %
Walking & biking trails	74	8.2 %
Other	3	0.3 %
None chosen	265	29.3 %
Total	905	100.0 %

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

Q10. 4th choice	Number	Percent
Climbing wall	9	1.0 %
Disc golf	6	0.7 %
Golf	24	2.7 %
Golf driving range	17	1.9 %
Indoor fitness & exercise facilities	36	4.0 %
Indoor gymnastics center	5	0.6 %
Indoor ice arena	10	1.1 %
Indoor pickleball courts	2	0.2 %
Indoor running/walking track	31	3.4 %
Indoor sports fields (baseball, soccer)	5	0.6 %
Indoor swimming pools/leisure pools	32	3.5 %
Indoor tennis courts	9	1.0 %
Mountain bike track	7	0.8 %
Off-leash dog park	11	1.2 %
Open air picnic shelters	27	3.0 %
Outdoor baseball/softball fields	6	0.7 %
Outdoor basketball courts	3	0.3 %
Outdoor concrete play pad/Ga-Ga Ball	4	0.4 %
Outdoor cricket pitch	4	0.4 %
Outdoor fields (soccer, football)	7	0.8 %
Outdoor fields (lacrosse, rugby, field hockey)	1	0.1 %
Outdoor fitness equipment	11	1.2 %
Outdoor ice skating	14	1.5 %
Outdoor inline skating park	3	0.3 %
Outdoor lighted athletic fields	1	0.1 %
Outdoor pickleball court	1	0.1 %
Outdoor splash pad	12	1.3 %
Outdoor swimming pools/water parks	32	3.5 %
Outdoor tennis courts	10	1.1 %
Outdoor winter sledding hill	19	2.1 %
Park restroom facilities	57	6.3 %
Passive park areas (flower gardens)	28	3.1 %
Playgrounds	42	4.6 %
Senior center/50+ center	24	2.7 %
Skateboarding park	1	0.1 %
Walking & biking trails	54	6.0 %
Other	3	0.3 %
None chosen	337	37.2 %
Total	905	100.0 %

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

Q10. Sum of top 4 choices	Number	Percent
Climbing wall	21	2.3 %
Disc golf	20	2.2 %
Golf	112	12.4 %
Golf driving range	71	7.8 %
Indoor fitness & exercise facilities	273	30.2 %
Indoor gymnastics center	38	4.2 %
Indoor ice arena	40	4.4 %
Indoor pickleball courts	17	1.9 %
Indoor running/walking track	170	18.8 %
Indoor sports fields (baseball, soccer)	31	3.4 %
Indoor swimming pools/leisure pools	189	20.9 %
Indoor tennis courts	33	3.6 %
Mountain bike track	21	2.3 %
Off-leash dog park	78	8.6 %
Open air picnic shelters	64	7.1 %
Outdoor baseball/softball fields	27	3.0 %
Outdoor basketball courts	22	2.4 %
Outdoor concrete play pad/Ga-Ga Ball	8	0.9 %
Outdoor cricket pitch	9	1.0 %
Outdoor fields (soccer, football)	36	4.0 %
Outdoor fields (lacrosse, rugby, field hockey)	5	0.6 %
Outdoor fitness equipment	27	3.0 %
Outdoor ice skating	40	4.4 %
Outdoor inline skating park	5	0.6 %
Outdoor lighted athletic fields	9	1.0 %
Outdoor pickleball court	11	1.2 %
Outdoor splash pad	90	9.9 %
Outdoor swimming pools/water parks	163	18.0 %
Outdoor tennis courts	48	5.3 %
Outdoor winter sledding hill	47	5.2 %
Park restroom facilities	142	15.7 %
Passive park areas (flower gardens)	82	9.1 %
Playgrounds	199	22.0 %
Senior center/50+ center	124	13.7 %
Skateboarding park	8	0.9 %
Walking & biking trails	327	36.1 %
Other	19	2.1 %
None chosen	178	19.7 %
Total	2804	

Number of Cases = 905

Number of Responses = 2804

Average Number Of Responses Per Case = 3.1

Number Of Cases With At Least One Response = 905

Q11. Please indicate whether or not your household has a need for each of the sports and recreation programs listed below:

(N=905)

	Yes	No
Q11-1. Adult art, dance, performing arts	17.2%	82.8%
Q11-2. Adult figure skating	5.5%	94.5%
Q11-3. Adult fitness & wellness programs	48.2%	51.8%
Q11-4. Adult hockey	4.2%	95.8%
Q11-5. Adult sports programs	16.4%	83.6%
Q11-6. Before & after school programs	13.8%	86.2%
Q11-7. Community special events	34.9%	65.1%
Q11-8. Cricket Pitch instructions	2.5%	97.5%
Q11-9. Full day pre-school	10.2%	89.8%
Q11-10. Golf lessons & leagues	14.6%	85.4%
Q11-11. Gymnastics & tumbling programs	11.4%	88.6%
Q11-12. Martial arts programs	10.5%	89.5%
Q11-13. Nature programs & exhibits	27.6%	72.4%
Q11-14. Outdoor fitness (running, walking)	41.9%	58.1%
Q11-15. Outdoor mountain bike track	11.6%	88.4%
Q11-16. Outdoor programming (fishing, boating, disc golf)	16.0%	84.0%
Q11-17. Preschool programs/early childhood	12.6%	87.4%
Q11-18. Programs for people with disabilities	7.3%	92.7%
Q11-19. Senior programs 50+	25.4%	74.6%
Q11-20. Senior programs 60+	26.4%	73.6%

Q11. Please indicate whether or not your household has a need for each of the sports and recreation programs listed below:

	Yes	No
Q11-21. Swim programs	27.7%	72.3%
Q11-22. Tennis lessons & leagues	11.0%	89.0%
Q11-23. Trips to special attractions & events	24.3%	75.7%
Q11-24. Water fitness programs	20.4%	79.6%
Q11-25. Youth art, dance, performing arts	12.4%	87.6%
Q11-26. Youth figure skating	6.5%	93.5%
Q11-27. Youth fitness & wellness programs	11.2%	88.8%
Q11-28. Youth hockey	6.0%	94.0%
Q11-29. Youth sports programs	15.6%	84.4%
Q11-30. Youth summer camp programs	14.4%	85.6%
Q11-31. Youth travel sports programs	7.7%	92.3%
Q11-32. Other	2.0%	98.0%

Q11. If "Yes," please rate how well HE Parks recreation program offerings of this type meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."

(N=743)

	100% met	75% met	50% met	25% met	0% met
Q11-1. Adult art, dance, performing arts	14.5%	18.8%	28.2%	17.1%	21.4%
Q11-2. Adult figure skating	23.1%	15.4%	25.6%	23.1%	12.8%
Q11-3. Adult fitness & wellness programs	26.0%	26.0%	26.6%	13.4%	8.1%
Q11-4. Adult hockey	28.0%	32.0%	20.0%	8.0%	12.0%
Q11-5. Adult sports programs	21.3%	18.5%	40.7%	11.1%	8.3%
Q11-6. Before & after school programs	24.4%	21.1%	25.6%	14.4%	14.4%
Q11-7. Community special events	30.5%	30.1%	27.2%	7.1%	5.0%
Q11-8. Cricket Pitch instructions	17.6%	29.4%	11.8%	17.6%	23.5%
Q11-9. Full day pre-school	25.8%	21.0%	22.6%	14.5%	16.1%
Q11-10. Golf lessons & leagues	22.6%	32.3%	24.7%	7.5%	12.9%
Q11-11. Gymnastics & tumbling programs	17.6%	16.2%	37.8%	14.9%	13.5%
Q11-12. Martial arts programs	32.4%	15.5%	25.4%	11.3%	15.5%
Q11-13. Nature programs & exhibits	15.7%	29.2%	29.7%	13.5%	11.9%
Q11-14. Outdoor fitness (running, walking)	26.6%	32.5%	23.4%	8.7%	8.7%
Q11-15. Outdoor mountain bike track	8.6%	13.6%	28.4%	9.9%	39.5%
Q11-16. Outdoor programming (fishing, boating, disc golf)	15.9%	22.1%	31.0%	11.5%	19.5%
Q11-17. Preschool programs/early childhood	38.6%	19.3%	23.9%	11.4%	6.8%
Q11-18. Programs for people with disabilities	20.9%	16.3%	41.9%	9.3%	11.6%

Q11. If "Yes," please rate how well HE Parks recreation program offerings of this type meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."

	100% met	75% met	50% met	25% met	0% met
Q11-19. Senior programs 50+	22.2%	20.9%	27.8%	16.5%	12.7%
Q11-20. Senior programs 60+	23.6%	24.8%	28.7%	8.3%	14.6%
Q11-21. Swim programs	23.5%	21.8%	25.7%	15.1%	14.0%
Q11-22. Tennis lessons & leagues	17.6%	28.4%	25.7%	16.2%	12.2%
Q11-23. Trips to special attractions & events	18.5%	17.2%	32.5%	17.9%	13.9%
Q11-24. Water fitness programs	17.7%	17.7%	25.8%	16.1%	22.6%
Q11-25. Youth art, dance, performing arts	22.2%	23.5%	28.4%	17.3%	8.6%
Q11-26. Youth figure skating	30.8%	25.6%	28.2%	12.8%	2.6%
Q11-27. Youth fitness & wellness programs	18.9%	27.0%	25.7%	12.2%	16.2%
Q11-28. Youth hockey	34.4%	34.4%	25.0%	3.1%	3.1%
Q11-29. Youth sports programs	22.6%	32.1%	24.5%	14.2%	6.6%
Q11-30. Youth summer camp programs	26.9%	29.0%	22.6%	9.7%	11.8%
Q11-31. Youth travel sports programs	29.2%	18.8%	18.8%	10.4%	22.9%
Q11-32. Other	7.1%	14.3%	0.0%	7.1%	71.4%

Q11-32. Other

<u>Q11-32. Other</u>	<u>Number</u>	<u>Percent</u>
Free indoor walking tracks	1	5.6 %
Stand up paddle boarding, kayaking, canoeing	1	5.6 %
KNITTING	1	5.6 %
Wood working program	1	5.6 %
Swim team	1	5.6 %
Climbing wall programs	1	5.6 %
PET EVENTS	1	5.6 %
Soccer programs	1	5.6 %
Summer concerts	1	5.6 %
Hoffman Estates' summer concert series is excellent	1	5.6 %
YOUTH TOLLER RINK	1	5.6 %
Yoga	1	5.6 %
Grandparent and child programs after work hours	1	5.6 %
OUTDOOR SUMMER CONCERTS	1	5.6 %
ADULT CRAFT EVENTS, CROTCHING, COOKING, NUTRITION CLASSES	1	5.6 %
Golf simulator	1	5.6 %
Indoor baseball	1	5.6 %
<u>Bike trails and lanes</u>	<u>1</u>	<u>5.6 %</u>
Total	18	100.0 %

Q12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household?

Q12. Top choice	Number	Percent
Adult art, dance, performing arts	21	2.3 %
Adult figure skating	4	0.4 %
Adult fitness & wellness programs	130	14.4 %
Adult hockey	3	0.3 %
Adult sports programs	11	1.2 %
Before & after school programs	12	1.3 %
Community special events	19	2.1 %
Cricket Pitch instructions	2	0.2 %
Full day pre-school	14	1.5 %
Golf lessons & leagues	25	2.8 %
Gymnastics & tumbling programs	8	0.9 %
Martial arts programs	7	0.8 %
Nature programs & exhibits	17	1.9 %
Outdoor fitness (running, walking)	66	7.3 %
Outdoor mountain bike track	12	1.3 %
Outdoor programming (fishing, boating, disc golf)	10	1.1 %
Preschool programs/early childhood	33	3.6 %
Programs for people with disabilities	7	0.8 %
Senior programs 50+	24	2.7 %
Senior programs 60+	42	4.6 %
Swim programs	32	3.5 %
Tennis lessons & leagues	11	1.2 %
Trips to special attractions & events	11	1.2 %
Water fitness programs	11	1.2 %
Youth art, dance, performing arts	11	1.2 %
Youth figure skating	3	0.3 %
Youth fitness & wellness programs	4	0.4 %
Youth hockey	7	0.8 %
Youth sports programs	16	1.8 %
Youth summer camp programs	19	2.1 %
Youth travel sports programs	5	0.6 %
Other	10	1.1 %
None chosen	298	32.9 %
Total	905	100.0 %

Q12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household?

Q12. 2nd choice	Number	Percent
Adult art, dance, performing arts	16	1.8 %
Adult fitness & wellness programs	49	5.4 %
Adult hockey	4	0.4 %
Adult sports programs	15	1.7 %
Before & after school programs	18	2.0 %
Community special events	48	5.3 %
Cricket Pitch instructions	4	0.4 %
Full day pre-school	8	0.9 %
Golf lessons & leagues	12	1.3 %
Gymnastics & tumbling programs	9	1.0 %
Martial arts programs	7	0.8 %
Nature programs & exhibits	30	3.3 %
Outdoor fitness (running, walking)	62	6.9 %
Outdoor mountain bike track	12	1.3 %
Outdoor programming (fishing, boating, disc golf)	10	1.1 %
Preschool programs/early childhood	22	2.4 %
Programs for people with disabilities	3	0.3 %
Senior programs 50+	39	4.3 %
Senior programs 60+	41	4.5 %
Swim programs	31	3.4 %
Tennis lessons & leagues	9	1.0 %
Trips to special attractions & events	14	1.5 %
Water fitness programs	17	1.9 %
Youth art, dance, performing arts	8	0.9 %
Youth figure skating	1	0.1 %
Youth fitness & wellness programs	9	1.0 %
Youth hockey	6	0.7 %
Youth sports programs	21	2.3 %
Youth summer camp programs	10	1.1 %
Youth travel sports programs	8	0.9 %
Other	4	0.4 %
None chosen	358	39.6 %
Total	905	100.0 %

Q12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household?

Q12. 3rd choice	Number	Percent
Adult art, dance, performing arts	13	1.4 %
Adult figure skating	2	0.2 %
Adult fitness & wellness programs	29	3.2 %
Adult hockey	3	0.3 %
Adult sports programs	8	0.9 %
Before & after school programs	14	1.5 %
Community special events	43	4.8 %
Cricket Pitch instructions	3	0.3 %
Full day pre-school	8	0.9 %
Golf lessons & leagues	9	1.0 %
Gymnastics & tumbling programs	6	0.7 %
Martial arts programs	7	0.8 %
Nature programs & exhibits	29	3.2 %
Outdoor fitness (running, walking)	43	4.8 %
Outdoor mountain bike track	10	1.1 %
Outdoor programming (fishing, boating, disc golf)	11	1.2 %
Preschool programs/early childhood	5	0.6 %
Programs for people with disabilities	6	0.7 %
Senior programs 50+	22	2.4 %
Senior programs 60+	34	3.8 %
Swim programs	35	3.9 %
Tennis lessons & leagues	8	0.9 %
Trips to special attractions & events	27	3.0 %
Water fitness programs	22	2.4 %
Youth art, dance, performing arts	15	1.7 %
Youth figure skating	1	0.1 %
Youth fitness & wellness programs	9	1.0 %
Youth hockey	1	0.1 %
Youth sports programs	19	2.1 %
Youth summer camp programs	12	1.3 %
Youth travel sports programs	4	0.4 %
Other	3	0.3 %
None chosen	444	49.1 %
Total	905	100.0 %

Q12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household?

Q12. 4th choice	Number	Percent
Adult art, dance, performing arts	11	1.2 %
Adult figure skating	1	0.1 %
Adult fitness & wellness programs	35	3.9 %
Adult sports programs	10	1.1 %
Before & after school programs	12	1.3 %
Community special events	27	3.0 %
Full day pre-school	7	0.8 %
Golf lessons & leagues	3	0.3 %
Gymnastics & tumbling programs	7	0.8 %
Martial arts programs	2	0.2 %
Nature programs & exhibits	22	2.4 %
Outdoor fitness (running, walking)	30	3.3 %
Outdoor mountain bike track	9	1.0 %
Outdoor programming (fishing, boating, disc golf)	20	2.2 %
Preschool programs/early childhood	8	0.9 %
Programs for people with disabilities	4	0.4 %
Senior programs 50+	16	1.8 %
Senior programs 60+	23	2.5 %
Swim programs	23	2.5 %
Tennis lessons & leagues	9	1.0 %
Trips to special attractions & events	28	3.1 %
Water fitness programs	24	2.7 %
Youth art, dance, performing arts	5	0.6 %
Youth figure skating	2	0.2 %
Youth fitness & wellness programs	6	0.7 %
Youth hockey	1	0.1 %
Youth sports programs	12	1.3 %
Youth summer camp programs	19	2.1 %
Youth travel sports programs	2	0.2 %
Other	4	0.4 %
None chosen	523	57.8 %
Total	905	100.0 %

Q12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household? (top 4)

Q12. Sum of top 4 choices	Number	Percent
Adult art, dance, performing arts	61	6.7 %
Adult figure skating	7	0.8 %
Adult fitness & wellness programs	243	26.9 %
Adult hockey	10	1.1 %
Adult sports programs	44	4.9 %
Before & after school programs	56	6.2 %
Community special events	137	15.1 %
Cricket Pitch instructions	9	1.0 %
Full day pre-school	37	4.1 %
Golf lessons & leagues	49	5.4 %
Gymnastics & tumbling programs	30	3.3 %
Martial arts programs	23	2.5 %
Nature programs & exhibits	98	10.8 %
Outdoor fitness (running, walking)	201	22.2 %
Outdoor mountain bike track	43	4.8 %
Outdoor programming (fishing, boating, disc golf)	51	5.6 %
Preschool programs/early childhood	68	7.5 %
Programs for people with disabilities	20	2.2 %
Senior programs 50+	101	11.2 %
Senior programs 60+	140	15.5 %
Swim programs	121	13.4 %
Tennis lessons & leagues	37	4.1 %
Trips to special attractions & events	80	8.8 %
Water fitness programs	74	8.2 %
Youth art, dance, performing arts	39	4.3 %
Youth figure skating	7	0.8 %
Youth fitness & wellness programs	28	3.1 %
Youth hockey	15	1.7 %
Youth sports programs	68	7.5 %
Youth summer camp programs	60	6.6 %
Youth travel sports programs	19	2.1 %
Other	21	2.3 %
None chosen	298	32.9 %
Total	2295	

Q13. Please indicate how supportive you would be of HE Parks taking each of the following actions to improve the community.

(N=905)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Not provided
Q13-1. Acquire additional land for preservation/future use	29.3%	21.9%	23.5%	5.5%	8.3%	11.5%
Q13-2. Develop a nature center	32.4%	25.5%	18.9%	4.9%	7.1%	11.3%
Q13-3. Develop a dog park in south Hoffman	13.9%	11.7%	33.7%	8.5%	18.5%	13.7%
Q13-4. Develop an outdoor bike park/mountain bike track	16.8%	18.6%	30.8%	8.4%	12.7%	12.7%
Q13-5. Develop certified outdoor arboretum	24.6%	22.7%	24.8%	6.3%	9.4%	12.3%
Q13-6. Develop additional cricket pitch	5.0%	4.6%	32.8%	17.9%	25.1%	14.6%
Q13-7. Develop new walking/biking trails/connect existing trails	39.8%	25.1%	16.0%	2.9%	5.5%	10.7%
Q13-8. Develop outdoor fitness challenge course	15.8%	20.8%	31.5%	8.0%	10.7%	13.3%
Q13-9. Develop a splash pad in north Hoffman	22.4%	12.9%	28.5%	9.6%	13.1%	13.4%
Q13-10. Maintain infrastructure of current facilities	44.5%	25.2%	12.9%	1.4%	3.8%	12.2%
Q13-11. Upgrade existing neighborhood & community parks	39.7%	28.0%	15.0%	2.7%	3.6%	11.0%
Q13-12. Other	80.4%	11.8%	3.9%	0.0%	3.9%	0.0%

WITHOUT "NOT PROVIDED"**Q13. Please indicate how supportive you would be of HE Parks taking each of the following actions to improve the community. (without "not provided")**

(N=905)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q13-1. Acquire additional land for preservation/future use	33.1%	24.7%	26.6%	6.2%	9.4%
Q13-2. Develop a nature center	36.5%	28.8%	21.3%	5.5%	8.0%
Q13-3. Develop a dog park in south Hoffman	16.1%	13.6%	39.1%	9.9%	21.4%
Q13-4. Develop an outdoor bike park/mountain bike track	19.2%	21.3%	35.3%	9.6%	14.6%
Q13-5. Develop certified outdoor arboretum	28.1%	25.8%	28.2%	7.2%	10.7%
Q13-6. Develop additional cricket pitch	5.8%	5.4%	38.4%	21.0%	29.4%
Q13-7. Develop new walking/biking trails/connect existing trails	44.6%	28.1%	17.9%	3.2%	6.2%
Q13-8. Develop outdoor fitness challenge course	18.2%	23.9%	36.3%	9.2%	12.4%
Q13-9. Develop a splash pad in north Hoffman	25.9%	14.9%	32.9%	11.1%	15.2%
Q13-10. Maintain infrastructure of current facilities	50.7%	28.7%	14.7%	1.6%	4.3%
Q13-11. Upgrade existing neighborhood & community parks	44.6%	31.4%	16.9%	3.0%	4.1%
Q13-12. Other	80.4%	11.8%	3.9%	0.0%	3.9%

Q13-12. Other

<u>Q13-12. Other</u>	<u>Number</u>	<u>Percent</u>
Winter clearing of ice & snow on local park walking paths	1	2.0 %
FISHING LAKE	1	2.0 %
Get more excercise equipment in Triphan	1	2.0 %
Lower the amount of HE Park District spending	1	2.0 %
Don't care	1	2.0 %
RESTRUCTURE OR TEACH PEOPLE IN CHARGE OF YOUTH TO BE MORE ORGANIZED	1	2.0 %
Affordable or free indoor basketball court for 9-year olds	1	2.0 %
Enforce leash laws where applicable	1	2.0 %
MORE OPEN STATE HOURS	1	2.0 %
Restrooms at South Ridge Lake Park	1	2.0 %
More programs offered in north Hoffman	1	2.0 %
BETTER FACILITY FOR NORTH HOFFMAN INDOOR POOL	1	2.0 %
DEVELOP SLEDDING HILL FOR KIDS	1	2.0 %
More afternoon time offerings for classes	1	2.0 %
Indoor walking, running track in North Hoffman	1	2.0 %
Need park for kids there is non within a mile	1	2.0 %
Develop an outdoor 3 wall or 1 wall handball couart	1	2.0 %
MORE PICKLE BALL COURTS	1	2.0 %
LOWER THE COST	1	2.0 %
FISHING	1	2.0 %
Develop a fishing center	1	2.0 %
USE WHAT YOU HAVE	1	2.0 %
INDOOR WALKING TRACK IN NORTH HOFFMAN	1	2.0 %
UPGRADE WORKOUT EQUIPMENT	1	2.0 %
ICE ARENA	1	2.0 %
Better costs	1	2.0 %
Staffing	1	2.0 %
LOWER THE COSTS FOR HEALTH CLUB AND GOLF COURSE	1	2.0 %
Change U46 School District from Hoffman Estates residents to Hoffman Estates School	1	2.0 %
Upgrade exsisting pickleball park with more courts	1	2.0 %
The indoor pickleball courts at Triphan are not spaced adequately	1	2.0 %
Get better transportation for senior bus trips	1	2.0 %
ROLLER BLADES, ROLLER SKATES	1	2.0 %
OUTDOOR AND INDOOR POOL IN NORTH HOFFMAN	1	2.0 %
Improve event space and staff at Bridges of Poplar Creek	1	2.0 %
Free dog parks	1	2.0 %
Build a theater for performances	1	2.0 %
Stock ponds	1	2.0 %

Q13-12. Other

<u>Q13-12. Other</u>	<u>Number</u>	<u>Percent</u>
North Hoffman Pool	1	2.0 %
Improve existing splash pads	1	2.0 %
FIX ICE AT TRIPHAHN FIX OUTDOOR RINK AT FIREPARK	1	2.0 %
CREATE A FITNESS CENTER NORTH	1	2.0 %
OLD FASHIONED PLAYGROUND EQUIPMENT	1	2.0 %
UPGRADE PRESCHOOL PROGRAM FACILITIES	1	2.0 %
EXPAND WILLOW EXERCISE FACILITY	1	2.0 %
SWIMMING POOL IN NORTH HOFFMAN	1	2.0 %
CLEARING WILD GROWTH AROUND LAKES	1	2.0 %
Indoor Baseball facility	1	2.0 %
Remove no dumping signs	1	2.0 %
Bike trails and lanes	1	2.0 %
Update seascape	1	2.0 %
Total	51	100.0 %

Q14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household?

Q14. Top choice	Number	Percent
Acquire additional land for preservation/future use	61	6.7 %
Develop a nature center	50	5.5 %
Develop a dog park in south Hoffman	41	4.5 %
Develop an outdoor bike park/mountain bike track	23	2.5 %
Develop certified outdoor arboretum	40	4.4 %
Develop additional cricket pitch	8	0.9 %
Develop new walking/biking trails/connect existing trails	137	15.1 %
Develop outdoor fitness challenge course	13	1.4 %
Develop a splash pad in north Hoffman	65	7.2 %
Maintain infrastructure of current facilities	121	13.4 %
Upgrade existing neighborhood & community parks	94	10.4 %
Other	29	3.2 %
None chosen	223	24.6 %
Total	905	100.0 %

Q14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household?

Q14. 2nd choice	Number	Percent
Acquire additional land for preservation/future use	31	3.4 %
Develop a nature center	84	9.3 %
Develop a dog park in south Hoffman	15	1.7 %
Develop an outdoor bike park/mountain bike track	39	4.3 %
Develop certified outdoor arboretum	64	7.1 %
Develop additional cricket pitch	6	0.7 %
Develop new walking/biking trails/connect existing trails	93	10.3 %
Develop outdoor fitness challenge course	32	3.5 %
Develop a splash pad in north Hoffman	50	5.5 %
Maintain infrastructure of current facilities	106	11.7 %
Upgrade existing neighborhood & community parks	105	11.6 %
Other	6	0.7 %
None chosen	274	30.3 %
Total	905	100.0 %

Q14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household?

Q14. 3rd choice	Number	Percent
Acquire additional land for preservation/future use	47	5.2 %
Develop a nature center	76	8.4 %
Develop a dog park in south Hoffman	18	2.0 %
Develop an outdoor bike park/mountain bike track	34	3.8 %
Develop certified outdoor arboretum	61	6.7 %
Develop new walking/biking trails/connect existing trails	99	10.9 %
Develop outdoor fitness challenge course	46	5.1 %
Develop a splash pad in north Hoffman	32	3.5 %
Maintain infrastructure of current facilities	82	9.1 %
Upgrade existing neighborhood & community parks	70	7.7 %
Other	4	0.4 %
None chosen	336	37.1 %
Total	905	100.0 %

Q14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household?

Q14. 4th choice	Number	Percent
Acquire additional land for preservation/future use	63	7.0 %
Develop a nature center	63	7.0 %
Develop a dog park in south Hoffman	11	1.2 %
Develop an outdoor bike park/mountain bike track	28	3.1 %
Develop certified outdoor arboretum	41	4.5 %
Develop additional cricket pitch	6	0.7 %
Develop new walking/biking trails/connect existing trails	52	5.7 %
Develop outdoor fitness challenge course	23	2.5 %
Develop a splash pad in north Hoffman	24	2.7 %
Maintain infrastructure of current facilities	64	7.1 %
Upgrade existing neighborhood & community parks	87	9.6 %
Other	2	0.2 %
None chosen	441	48.7 %
Total	905	100.0 %

Q14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household? (top 4)

Q14. Sum of top 4 choices	Number	Percent
Acquire additional land for preservation/future use	202	22.3 %
Develop a nature center	273	30.2 %
Develop a dog park in south Hoffman	85	9.4 %
Develop an outdoor bike park/mountain bike track	124	13.7 %
Develop certified outdoor arboretum	206	22.8 %
Develop additional cricket pitch	20	2.2 %
Develop new walking/biking trails/connect existing trails	381	42.1 %
Develop outdoor fitness challenge course	114	12.6 %
Develop a splash pad in north Hoffman	171	18.9 %
Maintain infrastructure of current facilities	373	41.2 %
Upgrade existing neighborhood & community parks	356	39.3 %
Other	41	4.5 %
None chosen	223	24.6 %
Total	2569	

Q15. Please rate your level of satisfaction with the overall value that your household receives from HE Parks.

Q15. Your level of satisfaction with overall value that your household receives from HE Parks	Number	Percent
Very satisfied	249	27.5 %
Somewhat satisfied	326	36.0 %
Neutral	150	16.6 %
Somewhat dissatisfied	46	5.1 %
Very dissatisfied	32	3.5 %
Don't know	102	11.3 %
Total	905	100.0 %

WITHOUT "DON'T KNOW"

Q15. Please rate your level of satisfaction with the overall value that your household receives from HE Parks. (without "don't know")

Q15. Your level of satisfaction with overall value that your household receives from HE Parks	Number	Percent
Very satisfied	249	31.0 %
Somewhat satisfied	326	40.6 %
Neutral	150	18.7 %
Somewhat dissatisfied	46	5.7 %
Very dissatisfied	32	4.0 %
Total	803	100.0 %

Q16. Including yourself, how many people live in your home?

<u>Q16. How many people live in your home</u>	<u>Number</u>	<u>Percent</u>
1	106	11.7 %
2	330	36.5 %
3	174	19.2 %
4	180	19.9 %
5	75	8.3 %
6	28	3.1 %
7+	12	1.3 %
Total	905	100.0 %

Q17. How many people in your household are...

	<u>Mean</u>	<u>Sum</u>
Under age 10	0.4	328
Ages 10-19	0.3	308
Ages 20-29	0.3	253
Ages 30-39	0.4	362
Ages 40-49	0.3	283
Ages 50-59	0.5	411
Ages 60-69	0.5	452
Ages 70+	0.2	219

Q18. What is your age?

<u>Q18. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	174	19.2 %
35-44	184	20.3 %
45-54	179	19.8 %
55-64	175	19.3 %
65+	178	19.7 %
Not provided	15	1.7 %
Total	905	100.0 %

WITHOUT "NOT PROVIDED"**Q18. What is your age? (without "not provided")**

<u>Q18. Your age</u>	<u>Number</u>	<u>Percent</u>
18-34	174	19.6 %
35-44	184	20.7 %
45-54	179	20.1 %
55-64	175	19.7 %
65+	178	20.0 %
Total	890	100.0 %

Q19. What is your gender?

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	449	49.6 %
Female	455	50.3 %
Not provided	1	0.1 %
Total	905	100.0 %

WITHOUT "NOT PROVIDED"**Q19. What is your gender? (without "not provided")**

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	449	49.7 %
Female	455	50.3 %
Total	904	100.0 %

Q20. Which of the following best describes your race/ethnicity?

<u>Q20. Your race/ethnicity</u>	<u>Number</u>	<u>Percent</u>
Asian	214	23.6 %
Black/African American	39	4.3 %
Caucasian	553	61.1 %
Hispanic/Latino	139	15.4 %
Native American	10	1.1 %
Pacific Islander	4	0.4 %
Other	4	0.4 %
Total	963	

Q20-7. Other

<u>Q20-7. Other</u>	<u>Number</u>	<u>Percent</u>
INDIAN	1	33.3 %
GERMAN	1	33.3 %
Irish	1	33.3 %
Total	3	100.0 %

Q21. What is your total annual household income?

<u>Q21. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$50K	91	10.1 %
\$50K-\$74,999	99	10.9 %
\$75K-\$99,999	152	16.8 %
\$100K-\$124,999	129	14.3 %
\$125K-\$149,999	84	9.3 %
\$150K+	145	16.0 %
Not provided	205	22.7 %
Total	905	100.0 %

WITHOUT "NOT PROVIDED"**Q21. What is your total annual household income? (without "not provided")**

<u>Q21. Your total annual household income</u>	<u>Number</u>	<u>Percent</u>
Under \$50K	91	13.0 %
\$50K-\$74,999	99	14.1 %
\$75K-\$99,999	152	21.7 %
\$100K-\$124,999	129	18.4 %
\$125K-\$149,999	84	12.0 %
\$150K+	145	20.7 %
Total	700	100.0 %

Q22. How many years have you lived within the HE Park District boundaries?

Q22. How many years have you lived within HE

Park District boundaries	Number	Percent
0-5	178	19.7 %
6-10	89	9.8 %
11-15	104	11.5 %
16-20	97	10.7 %
21-30	216	23.9 %
31+	202	22.3 %
Not provided	19	2.1 %
Total	905	100.0 %

WITHOUT "NOT PROVIDED"**Q22. How many years have you lived within the HE Park District boundaries? (without "not provided")**

Q22. How many years have you lived within HE

Park District boundaries	Number	Percent
0-5	178	20.1 %
6-10	89	10.0 %
11-15	104	11.7 %
16-20	97	10.9 %
21-30	216	24.4 %
31+	202	22.8 %
Total	886	100.0 %

Q23. What language do you primarily speak at home?

Q23. What language do you primarily speak at home	Number	Percent
English	772	90.6 %
Polish	17	2.0 %
Spanish	15	1.8 %
Gujarati	12	1.4 %
Tagalog	4	0.5 %
Japanese	3	0.4 %
Hindi	3	0.4 %
Russian	3	0.4 %
Korean	3	0.4 %
Filipino	3	0.4 %
Tamil	2	0.2 %
Romanian	2	0.2 %
Telugu	2	0.2 %
MAORI	1	0.1 %
American Sign Language	1	0.1 %
Urdu	1	0.1 %
Hungarian	1	0.1 %
Malayalam	1	0.1 %
Kannada	1	0.1 %
Greek	1	0.1 %
Chinese	1	0.1 %
Italian	1	0.1 %
Turkish	1	0.1 %
Ukranian	1	0.1 %
Total	852	100.0 %

Section 6

Survey Instrument



1685 West Higgins Road
Hoffman Estates, Illinois 60169

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The mission of the Hoffman Estates Park District is to offer healthy and enjoyable experiences to our residents and guests by providing first class parks, facilities, programs and services in an environmentally and fiscally responsible manner.

October 2018

A few minutes of your time will help make the Hoffman Estates Park District a better place to live, work and play!

Dear Hoffman Estates Park District Resident:

Your response to the enclosed survey is extremely important...

The Hoffman Estates Park District is conducting a Community Interest and Opinion Survey as part of the Strategic Plan to establish priorities for the future improvement of parks and recreation facilities, programs and services within the community. Your household was one of a limited number selected at random to receive this survey, therefore, it is very important that you 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 Hoffman Estates Park District in taking a resident-driven approach to making decisions that will enrich the future of our community and positively affect the lives of its residents.

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

We have selected ETC Institute, an independent consulting company, as our partner to administer this survey. They will compile the data received and present the results to the Hoffman Estates Park District. Your responses will remain confidential. The survey results will be made available on the park district website. Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061.

If you have any questions, please feel free to contact the Hoffman Estates Park District's Executive Director, Craig Talsma, at 847-310-3607 or ctalsma@heparks.org. The Community Interest and Opinion Survey is a tool that will benefit all residents. Please take this opportunity to let your voice be heard!

Sincerely,

Robert M. Kaplan
President of the Board of Commissioners

Craig Talsma
Executive Director



Community Interest and Opinion Survey

Let your voice be heard today!

The Hoffman Estates Park District (HE Parks) would like your input to help determine park and recreation priorities for our 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. You can also take this survey online at HoffmanEstatesSurvey.org. Your responses to this survey are completely confidential.

1. Has your household visited any HE Parks' parks during the past 12 months?

___(1) Yes [Answer Q1a-b.] ___(2) No [Skip to Q2.]

1a. How would you rate the overall physical condition of ALL HE Parks' parks you have visited?

___(1) Excellent ___(2) Good ___(3) Fair ___(4) Poor

1b. How many visits have you or members of your household made to HE Parks' parks during the past 12 months?

___(1) 1-5 ___(2) 6-10 ___(3) 11-15 ___(4) 16+

2. Has your household participated in or used any HE Parks' programs, activities or facilities during the past 12 months?

___(1) Yes [Answer Q2a-c.] ___(2) No [Skip to Q3.]

2a. How many different programs or activities offered by HE Parks has your household participated in during the past 12 months?

___(1) 1 program/activity ___(4) 7 to 10 programs/activities
 ___(2) 2 to 3 programs/activities ___(5) 11 or more programs/activities
 ___(3) 4 to 6 programs/activities

2b. From the following list, please check the THREE primary reasons why your household has chosen to participate in HE Parks' programs or activities.

___(1) Quality of instructors/coaches ___(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) Fees charged for the class ___(8) Other: _____

2c. How would you rate the overall quality of programs or activities in which your household has participated?

___(1) Excellent ___(2) Good ___(3) Fair ___(4) Poor

3. Please indicate if your household has used any of the facilities listed below during the past 12 months by circling either "Yes" or "No." If "Yes," please rate the condition of that facility.

Name of Facility	Do you use this facility?		If "Yes," how would you rate the condition of the facility?			
			Excellent	Good	Fair	Poor
01. Bridges of Poplar Creek - Restaurant or Banquet	Yes	No	4	3	2	1
02. Bridges of Poplar Creek - Golf	Yes	No	4	3	2	1
03. Freedom Run Dog Park	Yes	No	4	3	2	1
04. Prairie Stone Sports and Wellness Center	Yes	No	4	3	2	1
05. Seascape Family Aquatic Center	Yes	No	4	3	2	1
06. Triphahn Center and Ice Arena	Yes	No	4	3	2	1
07. Triphahn Center - all others	Yes	No	4	3	2	1
08. Vogelei Barn Teen Center	Yes	No	4	3	2	1
09. Willow Recreation Center	Yes	No	4	3	2	1
10. Willow Recreation Center Bo's Run Dog Park	Yes	No	4	3	2	1

4. Please CHECK ALL of the following reasons why your household does NOT use HE Parks' parks and facilities more often.

- | | |
|--|--|
| <input type="checkbox"/> (01) Use other park districts | <input type="checkbox"/> (11) Poor coaches |
| <input type="checkbox"/> (02) Facility not offered | <input type="checkbox"/> (12) Poor instructors |
| <input type="checkbox"/> (03) Facilities do not have the right equipment | <input type="checkbox"/> (13) Too busy |
| <input type="checkbox"/> (04) Participate with friends elsewhere | <input type="checkbox"/> (14) Not interested |
| <input type="checkbox"/> (05) Too far from residence | <input type="checkbox"/> (15) Facility operating hours not convenient |
| <input type="checkbox"/> (06) Classes full | <input type="checkbox"/> (16) Lack of transportation |
| <input type="checkbox"/> (07) Fees are too high | <input type="checkbox"/> (17) Use services of other agencies
(What other agencies? _____) |
| <input type="checkbox"/> (08) Program times are not convenient | <input type="checkbox"/> (18) Household members attend schools |
| <input type="checkbox"/> (09) Facilities are not well maintained | <input type="checkbox"/> (19) Other: _____ |
| <input type="checkbox"/> (10) Poor customer service by staff | |

5. From the following list, please CHECK ALL of the other organizations that your household has used for programs, activities, or facilities during the past 12 months.

- | | |
|--|---|
| <input type="checkbox"/> (01) Neighboring park districts [Answer Q5a-c.] | <input type="checkbox"/> (07) Private clubs (e.g. tennis, fitness, golf, dance) |
| <input type="checkbox"/> (02) Private schools | <input type="checkbox"/> (08) Homeowners associations/apartment complex |
| <input type="checkbox"/> (03) Churches | <input type="checkbox"/> (09) Neighboring township |
| <input type="checkbox"/> (04) Youth sports associations | <input type="checkbox"/> (10) Harper College |
| <input type="checkbox"/> (05) YMCA | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (06) School sponsored activities | |

5a. Which neighboring park districts are you using for indoor/outdoor recreation activities?

5b. For which program or activity are you using neighboring park districts?

5c. Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

- | | |
|---|--|
| <input type="checkbox"/> (1) HE Parks does not offer class/program/sport/service
(Which ones? _____) | <input type="checkbox"/> (4) More convenient hours |
| <input type="checkbox"/> (2) Price is lower | <input type="checkbox"/> (5) Facilities are better maintained |
| <input type="checkbox"/> (3) More convenient location | <input type="checkbox"/> (6) Our friends/family go there |
| | <input type="checkbox"/> (7) Household members attend schools outside HE Parks' boundaries |

6. From the following list, please CHECK ALL the ways that your household has learned about HE Parks' programs and activities during the past 12 months.

- (01) HE Parks brochure
- (02) HE Parks website (heparks.org)
- (03) HE Parks email
- (04) Direct mailings
- (05) Flyers at HE Parks facilities
- (06) Digital facility signs
- (07) Conversation with HE Parks staff
- (08) Internet searches
- (09) Internet review sites (*Which ones?* _____)
- (10) Social media [*Answer Q6a.*]
- (11) Newspaper
- (12) From friends/neighbors
- (13) School flyers/newsletters
- (14) Cable access television

6a. What social media sites have you learned about HE Parks' programs and activities from?

- (1) Facebook
- (2) Twitter
- (3) Snapchat
- (4) Instagram
- (5) Other: _____

7. Please rate your satisfaction with each of the following services provided by HE Parks.

Services	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01. Availability of information about programs and facilities	5	4	3	2	1	9
02. Cleanliness of facilities	5	4	3	2	1	9
03. Customer assistance by staff at facilities	5	4	3	2	1	9
04. Ease of finding information online	5	4	3	2	1	9
05. Ease of registering for programs in person	5	4	3	2	1	9
06. Ease of registering for programs online	5	4	3	2	1	9
07. Fees charged for recreation programs	5	4	3	2	1	9
08. Maintenance of parks	5	4	3	2	1	9
09. Overall communications with residents	5	4	3	2	1	9
10. Special events (Party in the Park, Pumpkin Fest)	5	4	3	2	1	9
11. Transparency of the Park District	5	4	3	2	1	9
12. User friendliness of Park District website	5	4	3	2	1	9

8. Which TWO of the services listed in Question 7 do you think HE Parks should make a priority?
[Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: ____ 2nd: ____ NONE

9. Please indicate whether or not your household has a need for each of the park and recreation facilities listed below by circling either "Yes" or "No." If "Yes," please rate how well park and recreation facilities of this type in Hoffman Estates meet the needs of your household using a scale of 1 to 5, where 5 means "100% Met" and 1 means "0% Met."

Type of Facility	Do you have a need for this facility?		If "Yes," how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Climbing wall	Yes	No	5	4	3	2	1
02. Disc golf	Yes	No	5	4	3	2	1
03. Golf	Yes	No	5	4	3	2	1
04. Golf driving range	Yes	No	5	4	3	2	1
05. Indoor fitness and exercise facilities	Yes	No	5	4	3	2	1
06. Indoor gymnastics center	Yes	No	5	4	3	2	1
07. Indoor ice arena	Yes	No	5	4	3	2	1
08. Indoor pickleball courts	Yes	No	5	4	3	2	1
09. Indoor running/walking track	Yes	No	5	4	3	2	1
10. Indoor sports fields (baseball, soccer)	Yes	No	5	4	3	2	1
11. Indoor swimming pools/leisure pools	Yes	No	5	4	3	2	1
12. Indoor tennis courts	Yes	No	5	4	3	2	1
13. Mountain bike track	Yes	No	5	4	3	2	1
14. Off-leash dog park	Yes	No	5	4	3	2	1
15. Open air picnic shelters	Yes	No	5	4	3	2	1
16. Outdoor baseball/softball fields	Yes	No	5	4	3	2	1
17. Outdoor basketball courts	Yes	No	5	4	3	2	1
18. Outdoor concrete play pad/Ga-Ga Ball	Yes	No	5	4	3	2	1
19. Outdoor cricket pitch	Yes	No	5	4	3	2	1
20. Outdoor fields (soccer, football)	Yes	No	5	4	3	2	1
21. Outdoor fields (lacrosse, rugby, field hockey)	Yes	No	5	4	3	2	1
22. Outdoor fitness equipment	Yes	No	5	4	3	2	1
23. Outdoor ice skating	Yes	No	5	4	3	2	1
24. Outdoor inline skating park	Yes	No	5	4	3	2	1
25. Outdoor lighted athletic fields	Yes	No	5	4	3	2	1
26. Outdoor pickleball court	Yes	No	5	4	3	2	1
27. Outdoor splash pad	Yes	No	5	4	3	2	1
28. Outdoor swimming pools/water parks	Yes	No	5	4	3	2	1
29. Outdoor tennis courts	Yes	No	5	4	3	2	1
30. Outdoor winter sledding hill	Yes	No	5	4	3	2	1
31. Park restroom facilities	Yes	No	5	4	3	2	1
32. Passive park areas (flower gardens)	Yes	No	5	4	3	2	1
33. Playgrounds	Yes	No	5	4	3	2	1
34. Senior center/50+ center	Yes	No	5	4	3	2	1
35. Skateboarding park	Yes	No	5	4	3	2	1
36. Walking and biking trails	Yes	No	5	4	3	2	1
37. Other: _____	Yes	No	5	4	3	2	1

10. Which FOUR types of facilities 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. Please indicate whether or not your household has a need for each of the sports and recreation programs listed below by circling either "Yes" or "No." If "Yes," please rate how well HE Parks recreation program offerings of this type meet the needs of your household using a scale of 1 to 5, where 5 means "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 figure skating	Yes	No	5	4	3	2	1
03. Adult fitness and wellness programs	Yes	No	5	4	3	2	1
04. Adult hockey	Yes	No	5	4	3	2	1
05. Adult sports programs	Yes	No	5	4	3	2	1
06. Before and after school programs	Yes	No	5	4	3	2	1
07. Community special events	Yes	No	5	4	3	2	1
08. Cricket Pitch instructions	Yes	No	5	4	3	2	1
09. Full day pre-school	Yes	No	5	4	3	2	1
10. Golf lessons and leagues	Yes	No	5	4	3	2	1
11. Gymnastics and tumbling programs	Yes	No	5	4	3	2	1
12. Martial arts programs	Yes	No	5	4	3	2	1
13. Nature programs and exhibits	Yes	No	5	4	3	2	1
14. Outdoor fitness (running, walking)	Yes	No	5	4	3	2	1
15. Outdoor mountain bike track	Yes	No	5	4	3	2	1
16. Outdoor programming (fishing, boating, disc golf)	Yes	No	5	4	3	2	1
17. Preschool programs/early childhood	Yes	No	5	4	3	2	1
18. Programs for people with disabilities	Yes	No	5	4	3	2	1
19. Senior programs 50+	Yes	No	5	4	3	2	1
20. Senior programs 60+	Yes	No	5	4	3	2	1
21. Swim programs	Yes	No	5	4	3	2	1
22. Tennis lessons and leagues	Yes	No	5	4	3	2	1
23. Trips to special attractions and events	Yes	No	5	4	3	2	1
24. Water fitness programs	Yes	No	5	4	3	2	1
25. Youth art, dance, performing arts	Yes	No	5	4	3	2	1
26. Youth figure skating	Yes	No	5	4	3	2	1
27. Youth fitness and wellness programs	Yes	No	5	4	3	2	1
28. Youth hockey	Yes	No	5	4	3	2	1
29. Youth sports programs	Yes	No	5	4	3	2	1
30. Youth summer camp programs	Yes	No	5	4	3	2	1
31. Youth travel sports programs	Yes	No	5	4	3	2	1
32. Other: _____	Yes	No	5	4	3	2	1

12. Which FOUR types of programs from the list in Question 11 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

13. Please indicate how supportive you would be of HE Parks taking each of the following actions to improve the community.

Activity/Program	Very Supportive	Supportive	Neutral	Not Supportive	Not at All Supportive
01. Acquire additional land for preservation/future use	5	4	3	2	1
02. Develop a nature center	5	4	3	2	1
03. Develop a dog park in south Hoffman	5	4	3	2	1
04. Develop an outdoor bike park/mountain bike track	5	4	3	2	1
05. Develop certified outdoor arboretum	5	4	3	2	1
06. Develop additional cricket pitch	5	4	3	2	1
07. Develop new walking/biking trails/connect existing trails	5	4	3	2	1
08. Develop outdoor fitness challenge course	5	4	3	2	1
09. Develop a splash pad in north Hoffman	5	4	3	2	1
10. Maintain infrastructure of current facilities	5	4	3	2	1
11. Upgrade existing neighborhood and community parks	5	4	3	2	1
12. Other: _____	5	4	3	2	1

14. Which FOUR actions from the list in Question 13 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

15. Please rate your level of satisfaction with the overall value that your household receives from HE Parks.

(1) Very satisfied (3) Neutral (5) Very dissatisfied
 (2) Somewhat satisfied (4) Somewhat dissatisfied (9) Don't know

Demographics

16. Including yourself, how many people live in your home? _____ people

17. How many people in your household are...

Under age 10: ____ Ages 20-29: ____ Ages 40-49: ____ Ages 60-69: ____
 Ages 10-19: ____ Ages 30-39: ____ Ages 50-59: ____ Ages 70+: ____

18. What is your age? _____ years

19. What is your gender? (1) Male (2) Female

20. Which of the following best describes your race/ethnicity? [Check all that apply.]

(1) Asian (4) Hispanic/Latino (7) Other: _____
 (2) Black/African American (5) Native American
 (3) Caucasian (6) Pacific Islander

21. What is your total annual household income?

(1) Under \$50,000 (3) \$75,000 - \$99,999 (5) \$125,000 - \$149,999
 (2) \$50,000 - \$74,999 (4) \$100,000 - \$124,999 (6) \$150,000 or more

- 22. How many years have you lived within the HE Park District boundaries? _____ years
- 23. What language do you primarily speak at home? _____
- 24. Please share any additional comments that can assist HE Parks in improving parks, trails, open space, recreation programs, services, or facilities.

This concludes the survey. Thank you for your time!

Please return your completed survey within two weeks in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with special interests. Thank you.