



2024

Hoffman Estates Park District, IL

Community Interests and Opinions Survey

Findings Report



ETC
INSTITUTE

The background of the page features a scenic view of a lake with a fountain in the foreground. The water is blue and rippling, with white spray from the fountain. In the background, there are trees with vibrant yellow and orange autumn leaves. The sky is a clear, pale blue. A dark blue semi-transparent rectangle is overlaid on the center of the image, containing the white text for the table of contents.

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Executive Summary

2024 Hoffman Estates Park District Community Interest and Opinion Survey Executive Summary

Overview

ETC Institute administered a community interest and opinion survey for the Hoffman Estates Park District during the months of spring 2024. This survey will be used to gather input to help determine parks and recreation priorities for the community.

Methodology

ETC Institute mailed a survey packet to a random sample of households in the Hoffman Estates Park District. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at *HoffmanEstatesSurvey.org*.

After the surveys were mailed, ETC Institute followed up with residents to encourage participation. To prevent people who were not residents of Hoffman Estates Park District 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 included in the final database for this report.

The goal was to collect a minimum of 800 surveys from residents. The goal was met with 827 surveys collected. The overall results for the sample of 827 surveys has a precision of at least +/- 3.3 at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey including trends comparing results to the 2018 survey (Section 2)
- Priority Investment Rating (PIR) that identifies priorities for facilities and programs (Section 3)
- Tabular data showing the overall results for all questions on the survey (Section 5)
- Answers to open-ended questions (Section 6)
- A copy of the cover letter and survey instrument (Section 7)

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

Use of Parks and Facilities

Use of HEParks' Parks. Most respondents (80%) report visiting HEParks' parks in the past year. Of those who had visited, most (86%) rated the overall condition as either "excellent" (35%) or "good" (51%). Half of respondents (50%) said they had made 16+ visits to parks over the past year.

Use of Facilities. Respondents were asked to select all the facilities their household had used over the past year. The Seascope Family Aquatic Center (23%) was visited by the most respondents followed by The Club at Prairie Stone Fitness Center (20%) and Willow Recreation Center (19%). Those who had used the facility were then asked to rate the overall condition of the facility. The facilities rated highest (as "excellent" or "good") were the Club at Prairie Stone Fitness Center (98%), Bridges of Poplar Creek-Toptracer (95%), and Bridges of Poplar Creek – Golf Course (94%).

Barriers to Use. Respondents were asked to select all the reasons why their household has not participated in HEParks' parks and facilities more often. Respondents most often selected being too busy (26%), use of other park districts (25%), and fees (23%).

Programs and Activities Participation

Scholarship Awareness. Twenty-one percent of respondents (21%) report being aware that HEParks has a foundation that provides scholarships to low-income families and a Programs for All initiative that offers available spots in programs to children from families in need.

Program Participation. In the past year, over half of respondents (53%) report participating in or using HEParks' programs, activities, or facilities. Of those who had participated, the highest percentage (40%) report participating in 2-3 programs.

Reasons for Participation. Respondents were asked to select the top three reasons why their household has chosen to participate in HEParks' programs or activities. The reasons selected most were location of program/facility (80%), fees charged for class (42%), and quality of program/facility (39%).

Quality of Programs/Activities. Most respondents (80%) rated the overall quality of programs or activities as either "excellent" (35%) or "good" (45%).

Outside Organizations. The outside organizations used most often for recreation programs, activities, or facilities were neighboring park districts (47%) followed by private clubs (20%) and churches (18%). Respondents most often listed more convenient locations (31%) and family and friend attendance (29%) as their primary reasons for using neighboring park districts.

Communications, Services, and Improvements

Communications. Respondents were asked to select all the ways their household has learned about HEParks' programs and activities over the past year. HEParks website (53%), HEParks emails (41%), and direct mailings (40%) were the methods selected most often. Most respondents (68%) felt either "satisfied" (28%) or "very satisfied" (40%) with the way they receive information from HEParks.

Services Satisfaction. Respondents were provided with a list of 13 services provided by HEParks and asked to rate their level of satisfaction with each. Respondents were most satisfied (rating "satisfied" or "very satisfied") with facility cleanliness (78%), park maintenance (74%), and facility customer service (74%).

Improvements. Respondents were asked to rate their level of support for 8 potential investments to improve the community. Respondents most supported (selecting "supportive" or "very supportive") upgrading existing neighborhood and community parks (85%), developing new walking/biking trails/ connecting existing trails (83%), and maintaining infrastructure of current facilities (82%). The four improvements of highest importance to households were developing new walking/ biking trails/ connecting existing trails (57%), upgrading existing neighborhood and community parks (56%), maintaining infrastructure of current facilities (49%), and developing a nature center (43%).

Overall Value. Most respondents (69%) report being "satisfied" (39%) or "very satisfied" (30%) with the overall value they receive from HEParks.

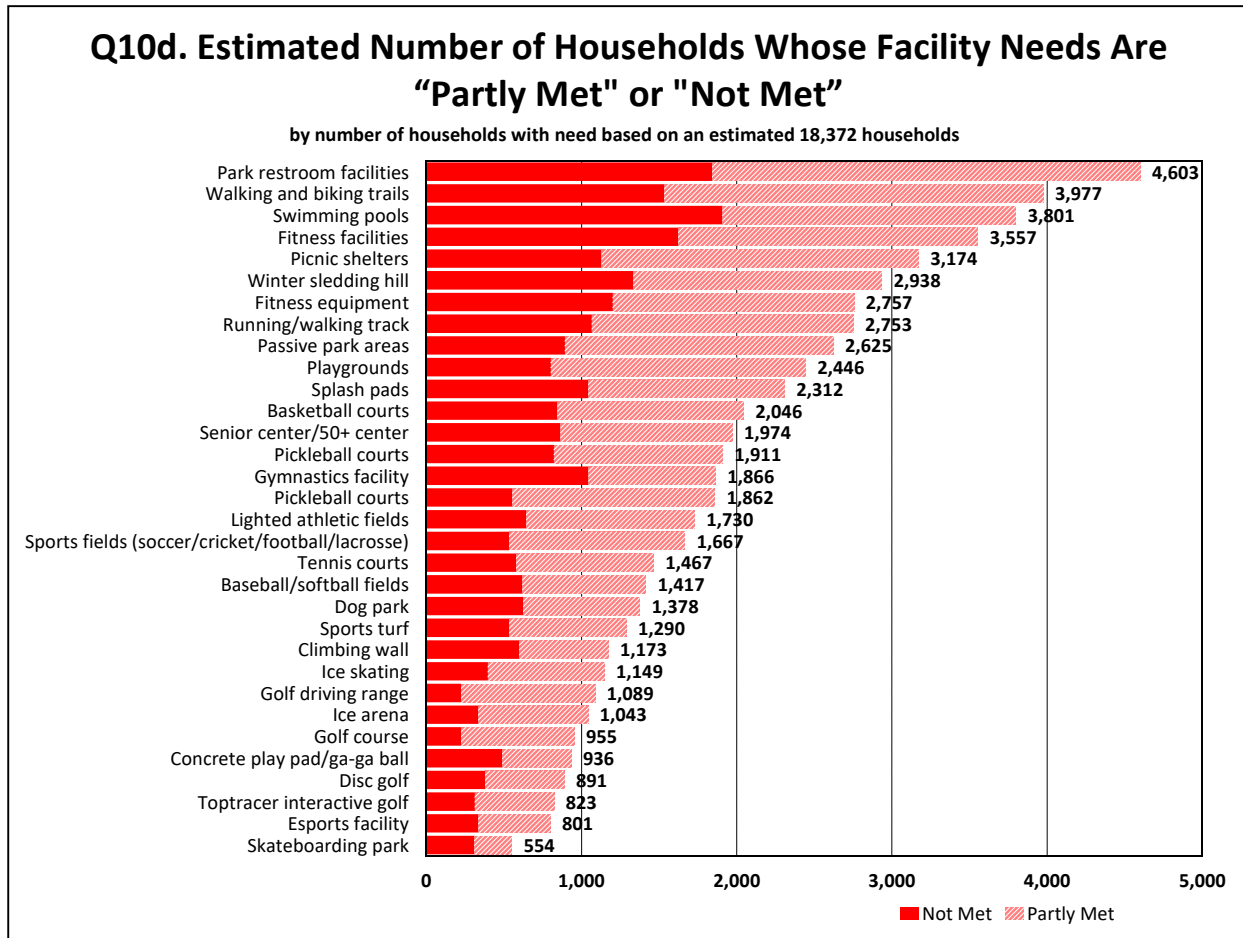
Recreation Facilities/Amenities Needs and Priorities

Amenity/Facility Needs: Respondents were asked to identify if their household had a need for 32 facilities/amenities and to 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/amenities.

The three amenities/facilities with the highest percentage of households that have an unmet need:

1. Park restroom facilities – 4,603 households
2. Walking and biking trails – 3,977 households
3. Swimming pools – 3,801 households

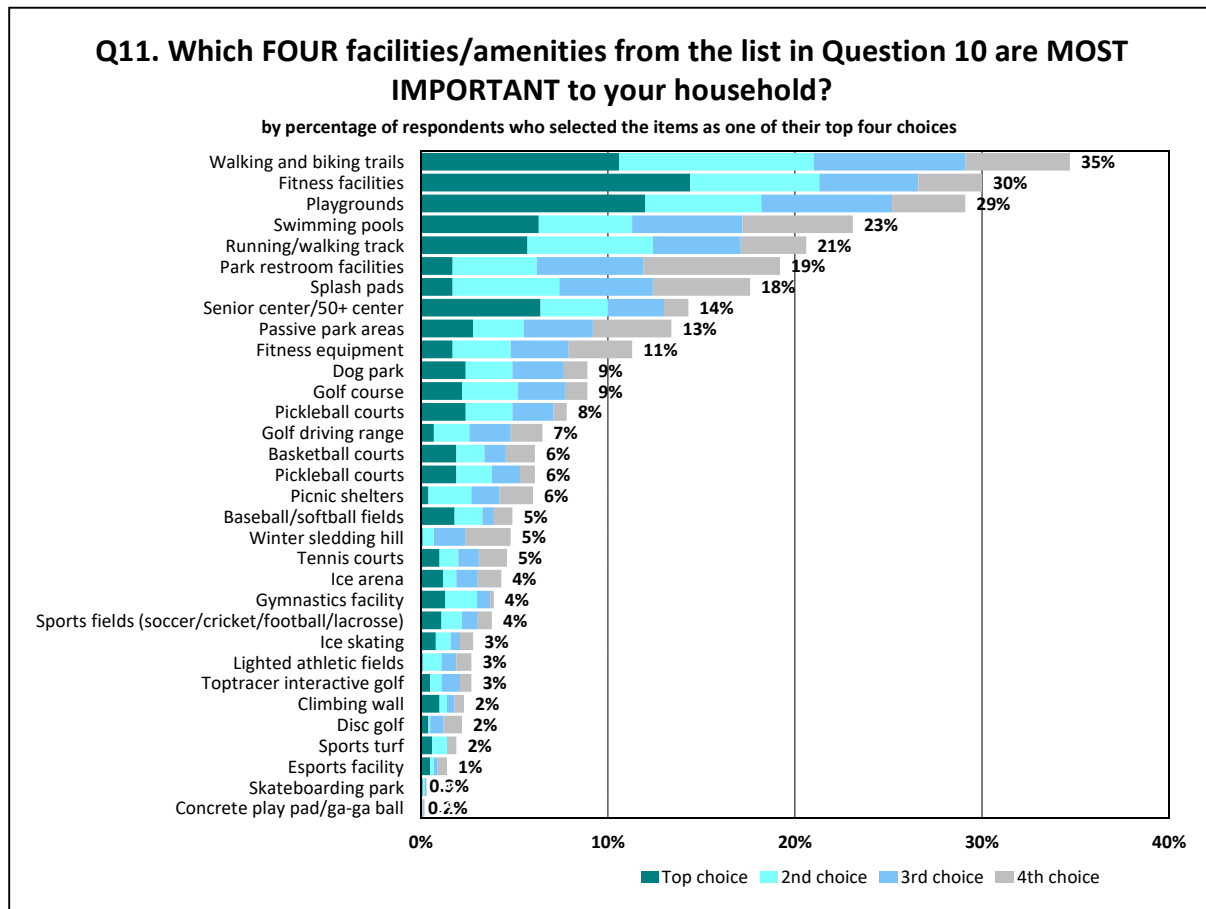
The estimated number of households that have unmet needs for each of the 32 facilities/amenities assessed is shown in the chart below.



Amenities/Facilities Importance: In addition to assessing the needs for each amenity/facility, ETC Institute also assessed the importance that residents placed on each item. Based on the sum of respondents’ top four choices, these were the four amenities/facilities ranked most important to residents:

1. Walking and biking trails (35%)
2. Fitness facilities (30%)
3. Playgrounds (29%)
4. Swimming pools (23%)

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

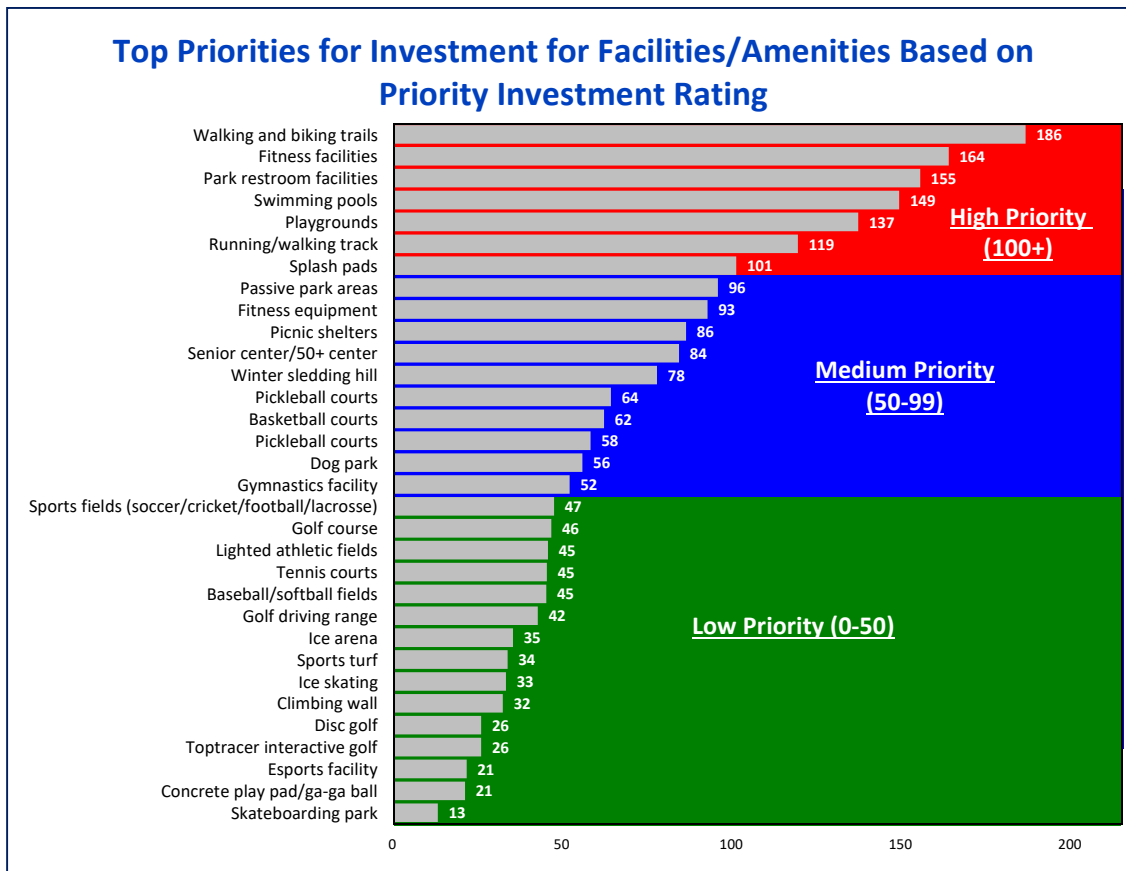


Priorities for Facility Investments: The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on recreation and parks investments. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on amenities/facilities and (2) how many residents have unmet needs for the amenity/facility. [Details regarding the methodology for this analysis are provided in Section 3 of this report.]

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

- Walking and biking trails (PIR=186)
- Fitness facilities (PIR=164)
- Park restroom facilities (PIR=155)
- Swimming pools (PIR=149)
- Playgrounds (PIR=137)
- Running/walking track (PIR=119)
- Splash pads (PIR=101)
- Swimming pools (PIR=149)

The chart below shows the Priority Investment Rating for each of the 32 amenities/facilities assessed on the survey.



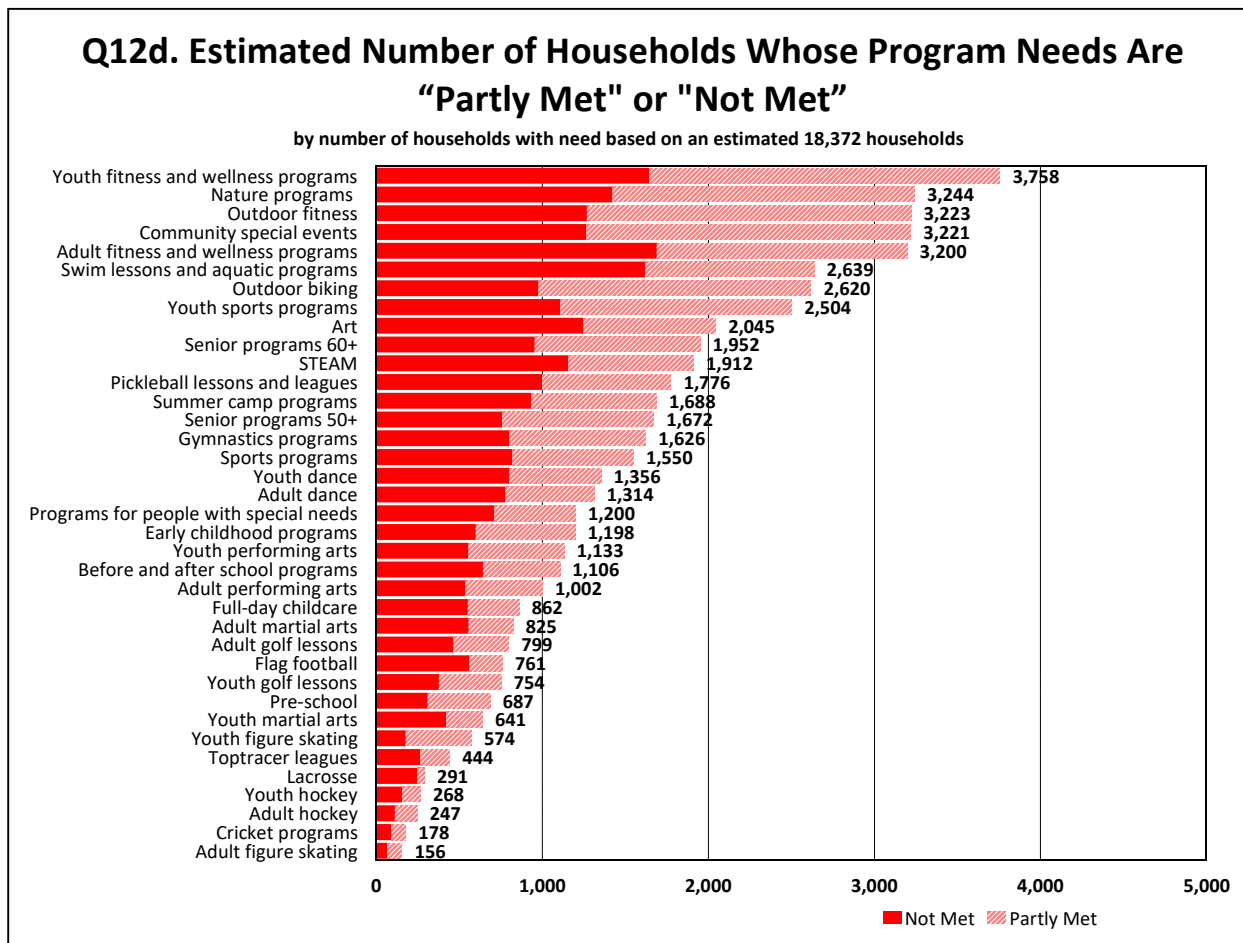
Recreation Program Needs and Priorities

Program Needs: Respondents were asked to identify if their household had a need for 37 recreation programs and to 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 programs.

The three programs with the highest number of households that have an unmet need:

1. Youth fitness and wellness programs – 3,758 households
2. Nature programs – 3,244 households
3. Outdoor fitness – 3,223 households

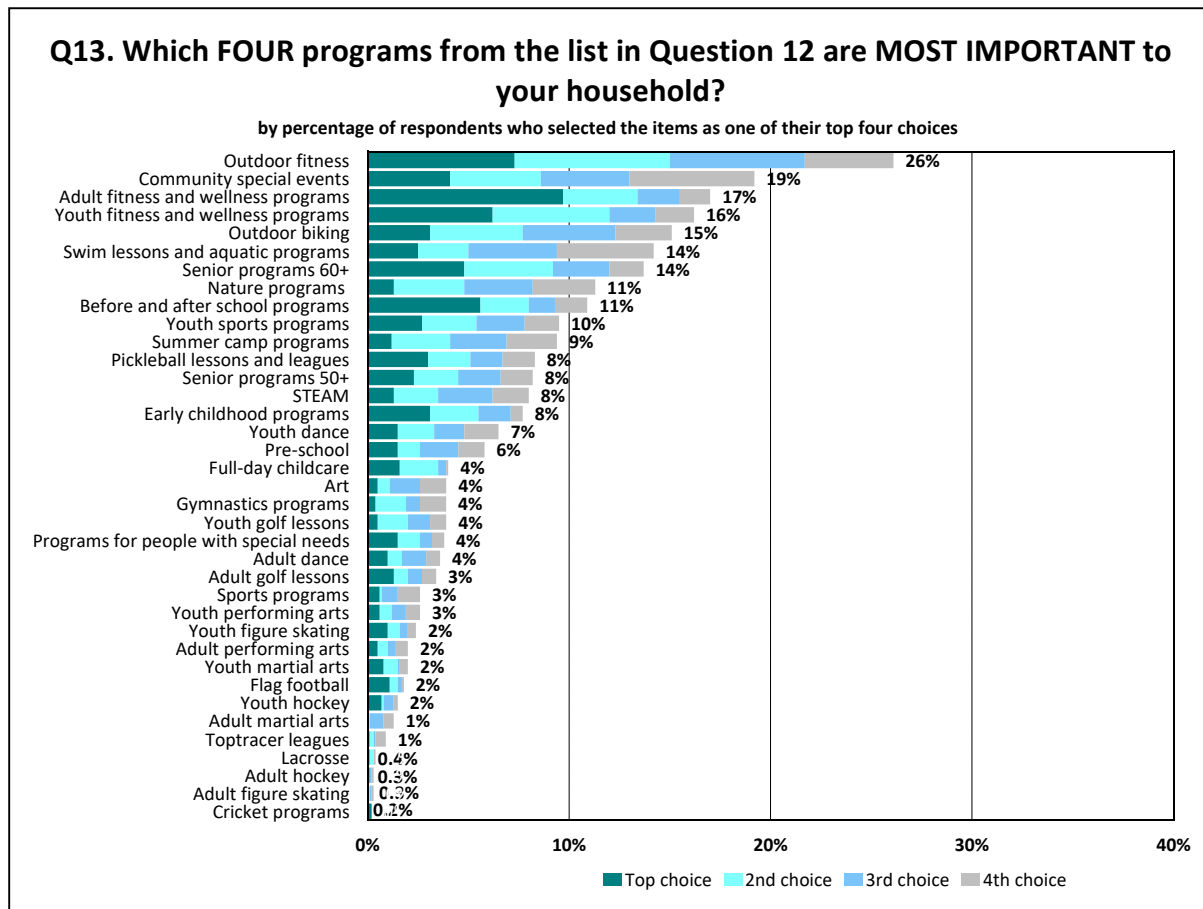
The estimated number of households that have unmet needs for each of the 37 programs assessed is shown in the chart below.



Programs Importance: In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents placed on each item. Based on the sum of respondents' top four choices, these were the four programs ranked most important to residents:

1. Outdoor fitness (26%)
2. Community special events (19%)
3. Adult fitness and wellness programs (17%)
4. Youth fitness and wellness programs (16%)

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

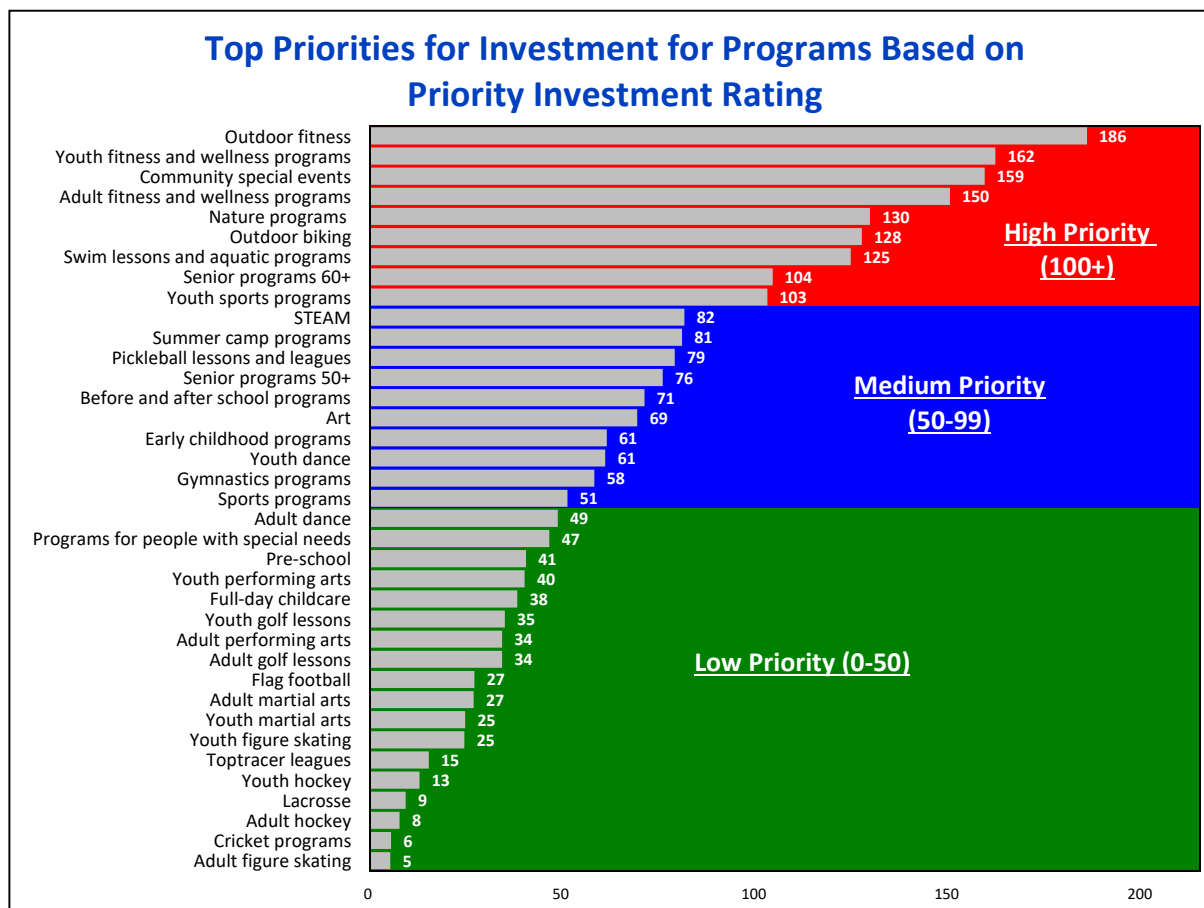


Priorities for Program Investments: The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on recreation and parks investments. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on programs and (2) how many residents have unmet needs for the program. [Details regarding the methodology for this analysis are provided in Section 3 of this report.]

Based the Priority Investment Rating (PIR), the following activities/programs were rated as high priorities for investment:

- Outdoor fitness (PIR=186)
- Youth fitness and wellness (PIR=162)
- Community special events (PIR=159)
- Adult fitness and wellness (PIR=150)
- Nature programs (PIR=130)
- Outdoor biking (PIR=128)
- Swim lessons and aquatic programs (PIR=125)
- Senior programs (PIR=104)
- Youth sports programs (PIR=103)

The chart below shows the Priority Investment Rating for each of the 37 programs assessed on the survey.



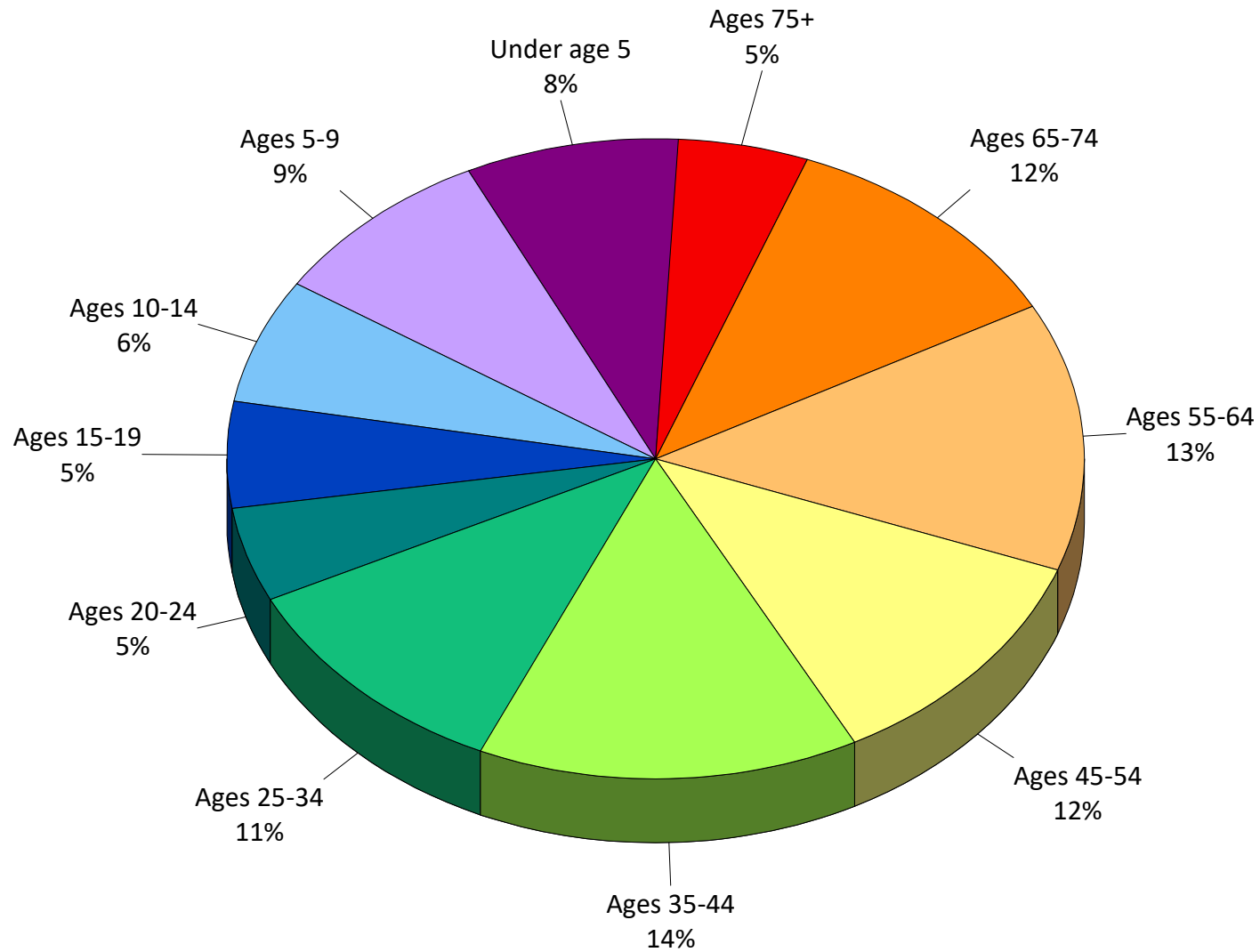


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Charts & Graphs

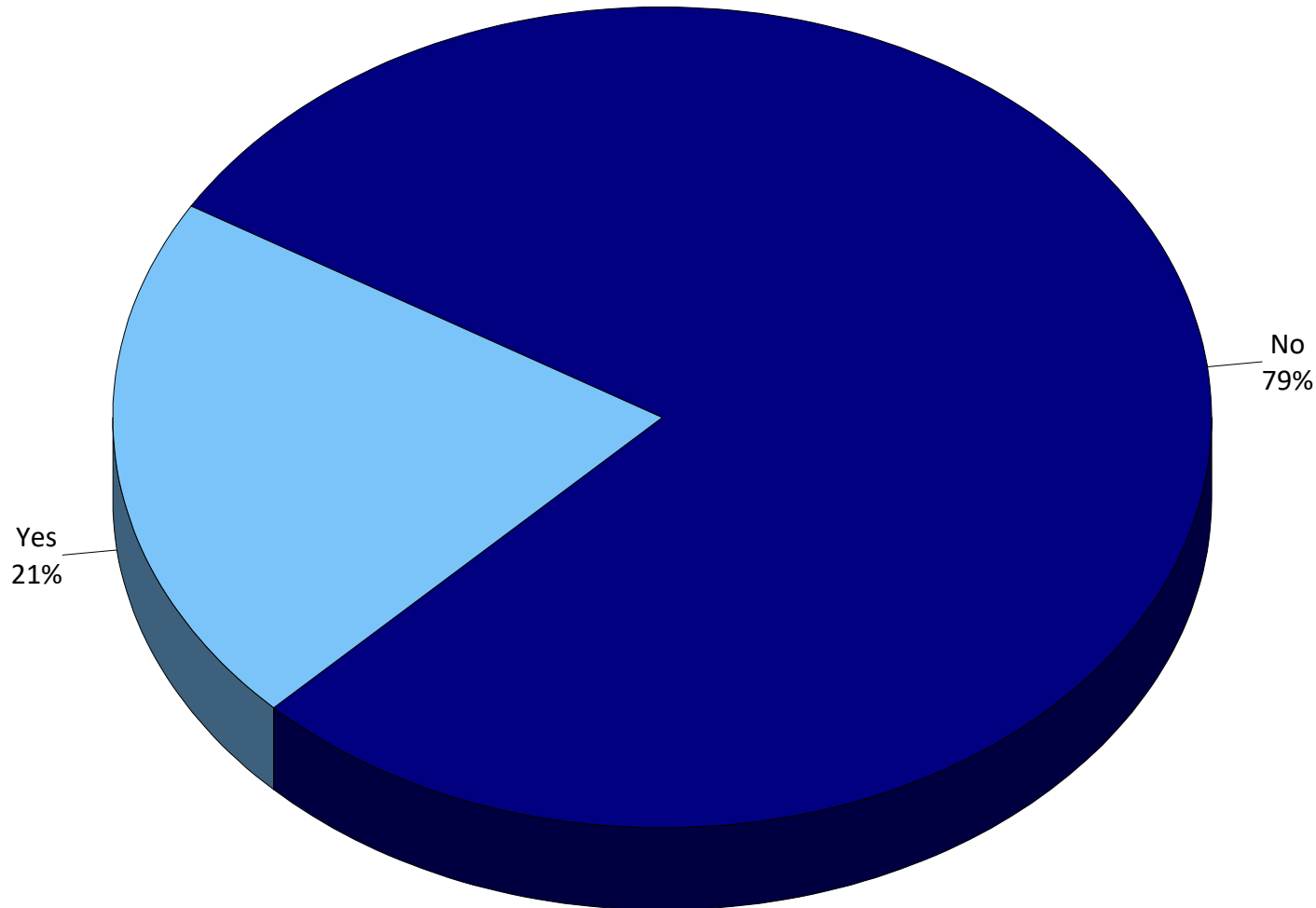
Q1. Including yourself, how many people in your household are in the following age groups?

by percentage of persons in household



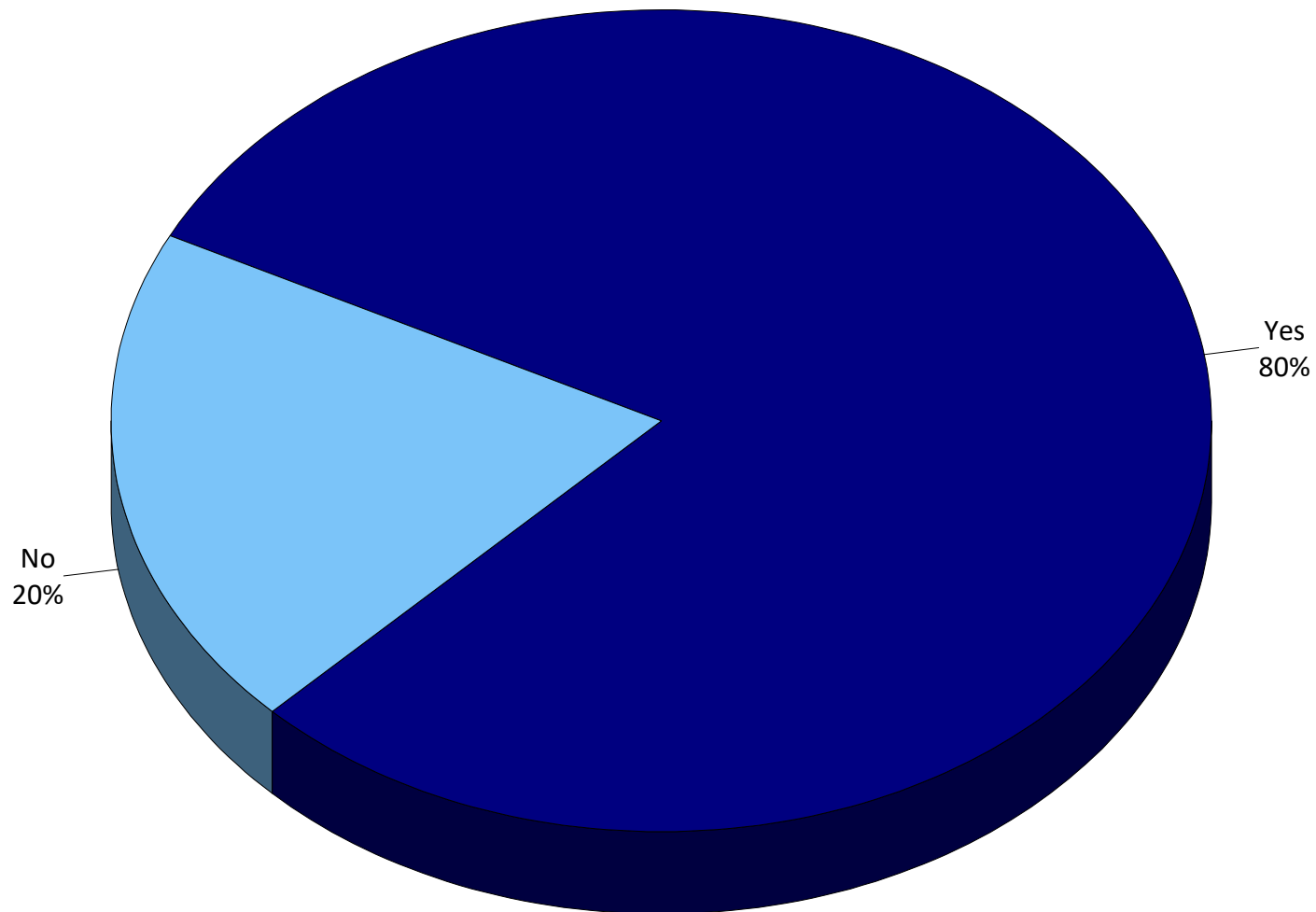
Q2. Are you aware that HEParks has a foundation that provides scholarships to low-income families and a Programs for All initiatives that offers available spots in our programs to children from families in need?

by percentage of respondents



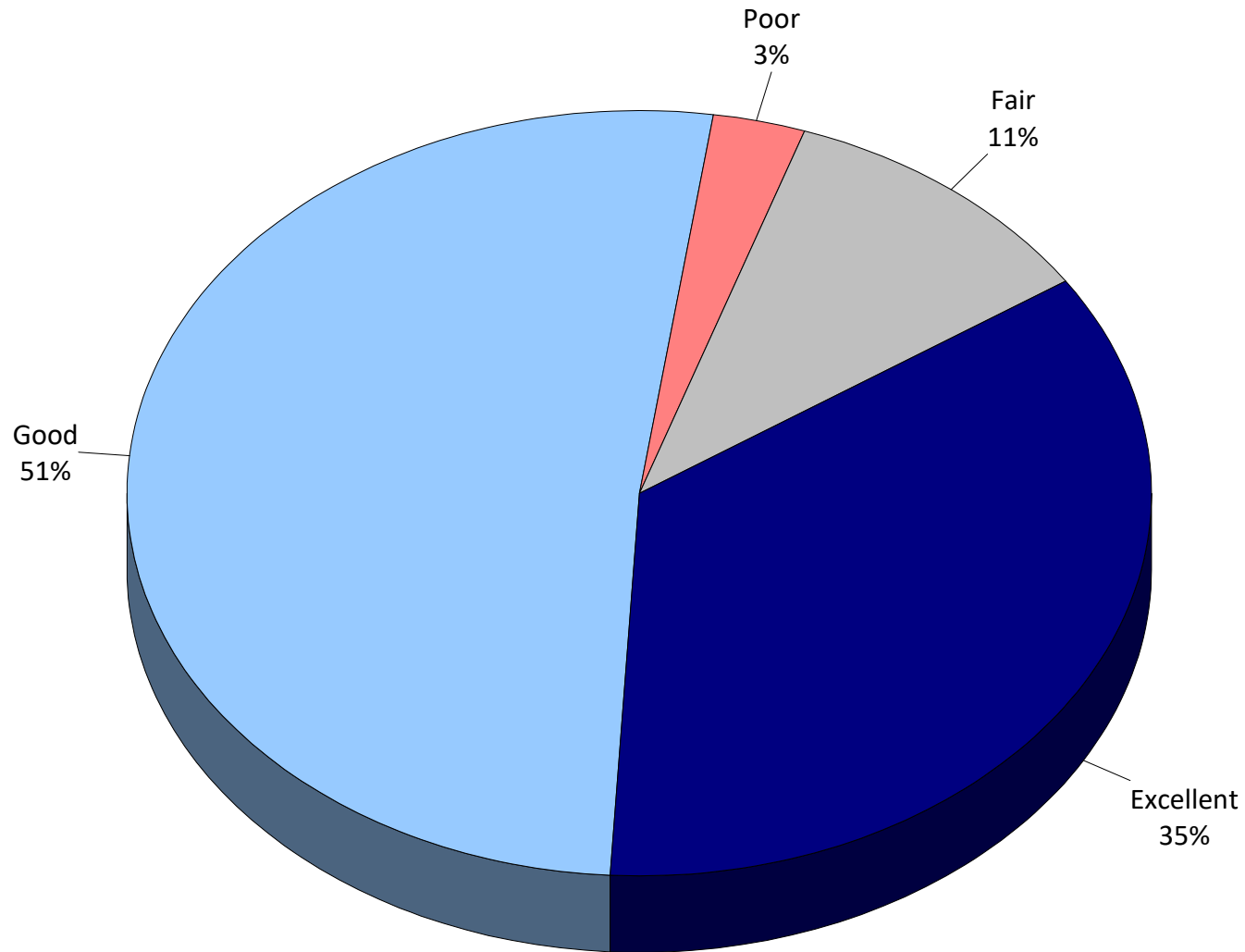
Q3. During the past 12 months, has your household visited any HEParks' parks?

by percentage of respondents



Q3a. How would you rate the overall physical condition of the HEParks' parks you have visited?

by percentage of respondents (excluding "not provided")

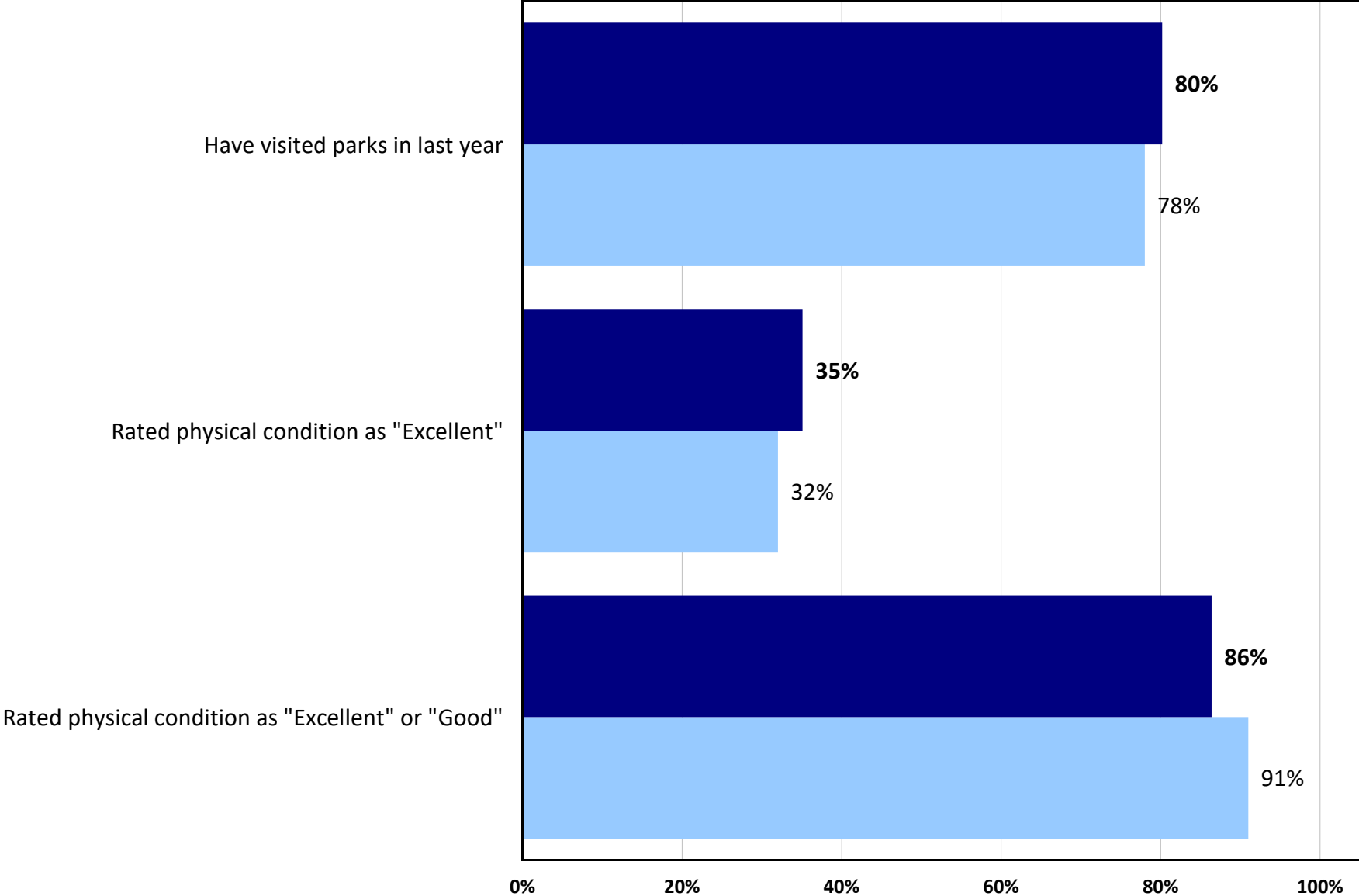


TRENDS

Use of HEParks' Parks

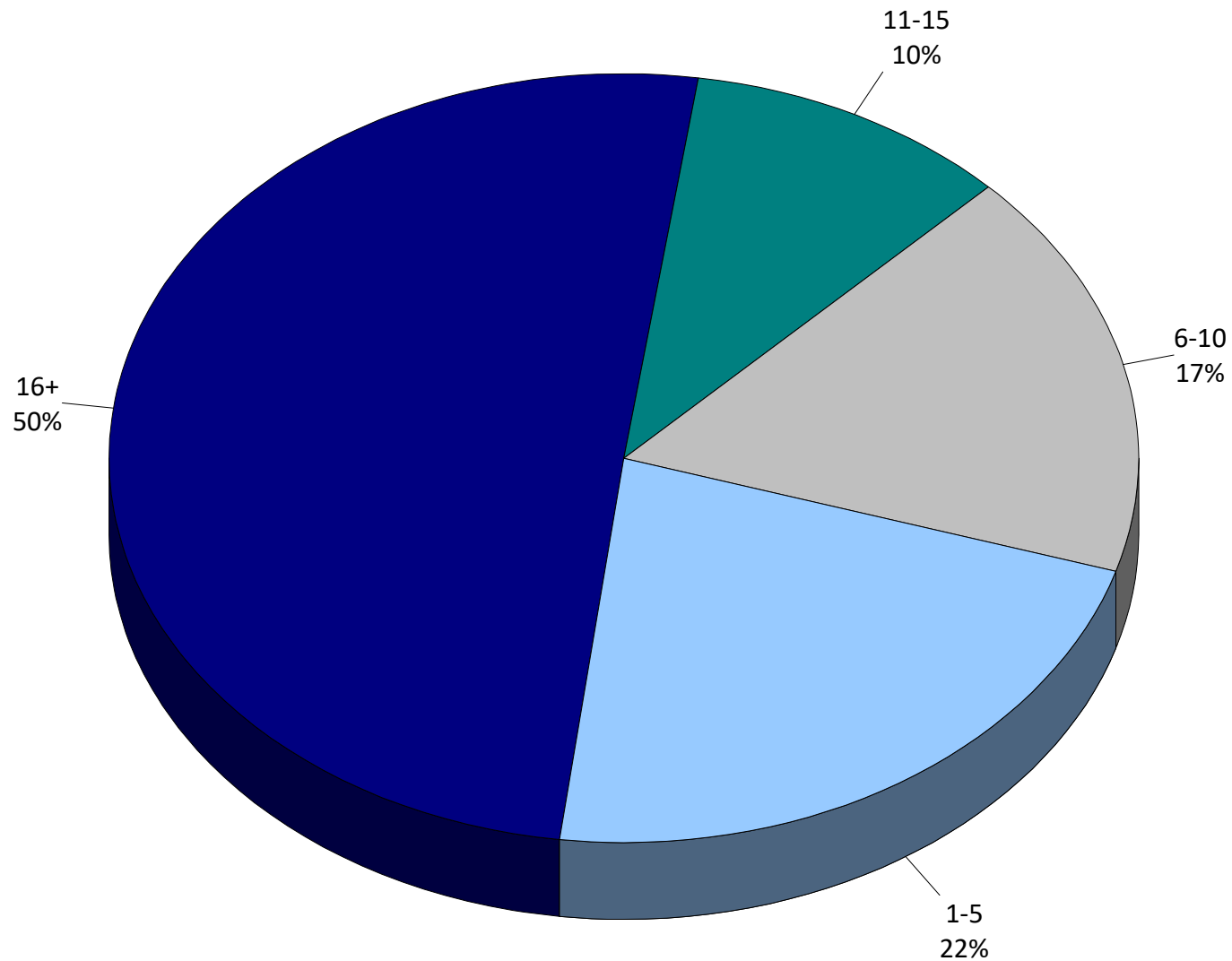
by percentage of respondents

2024 2018



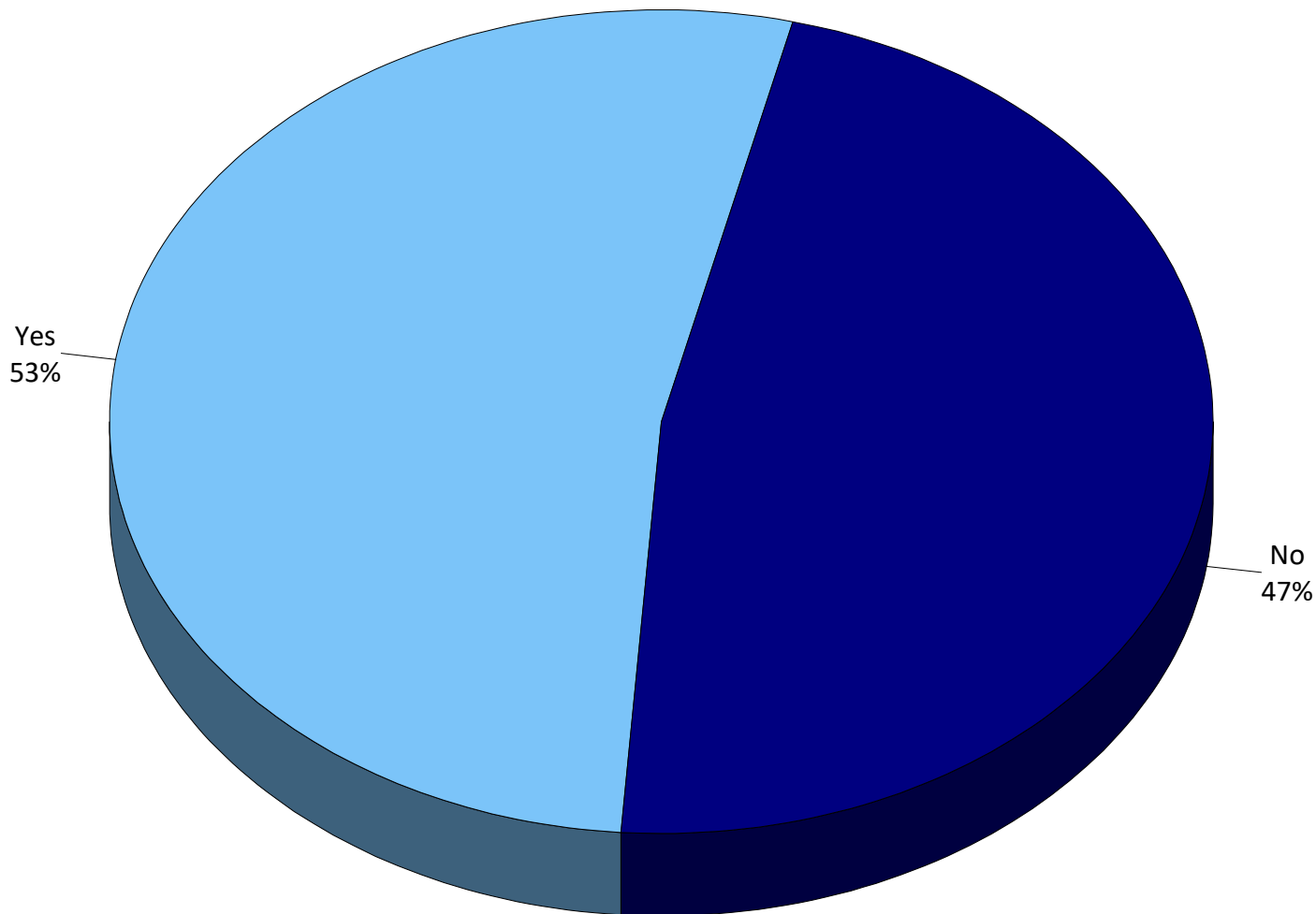
Q3b. During the past 12 months, how many total visits have you or members of your household made to HEParks' parks?

by percentage of respondents (excluding "not provided")



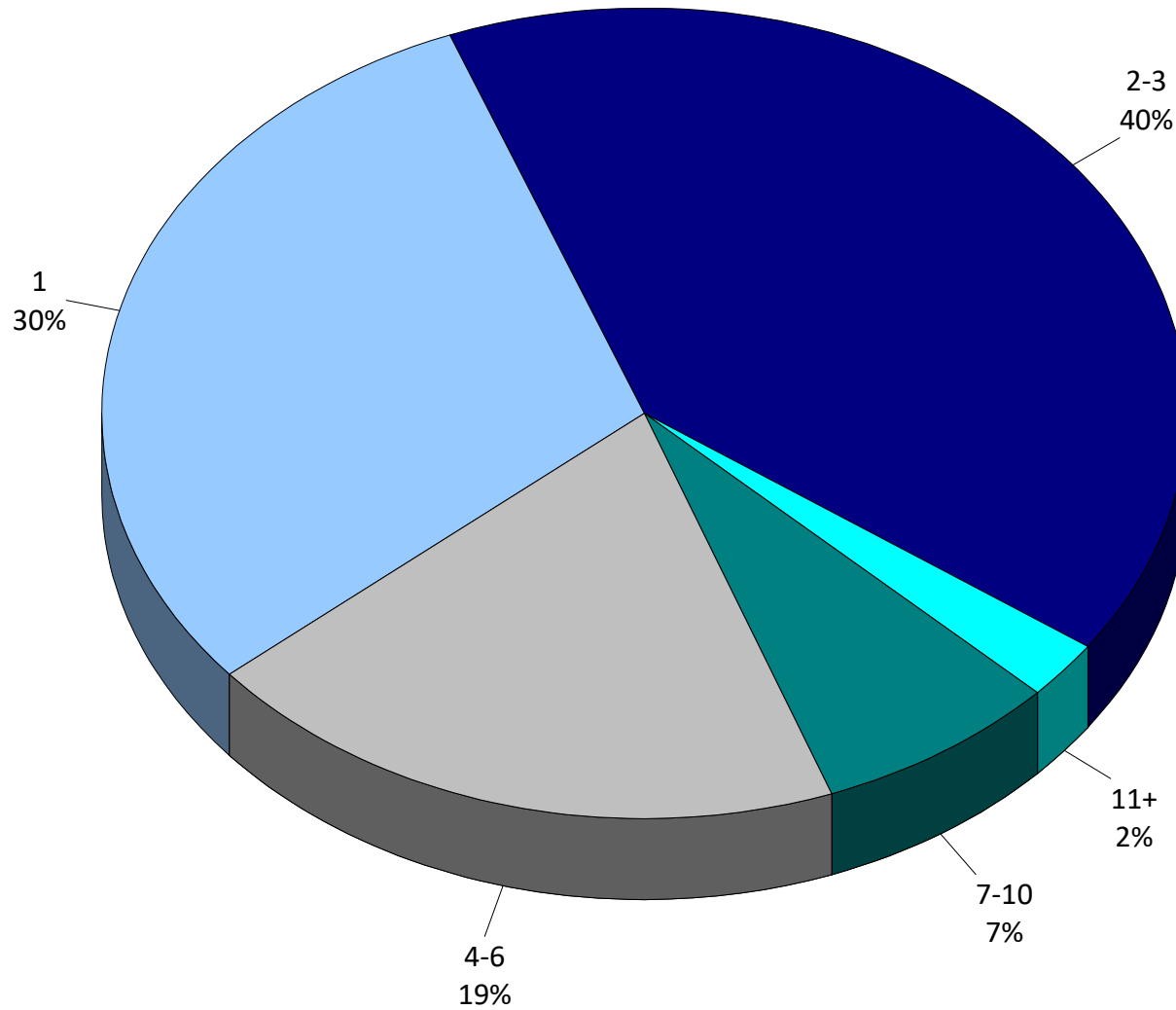
Q4. During the past 12 months, has your household participated in or used any HEParks' programs, activities or facilities?

by percentage of respondents



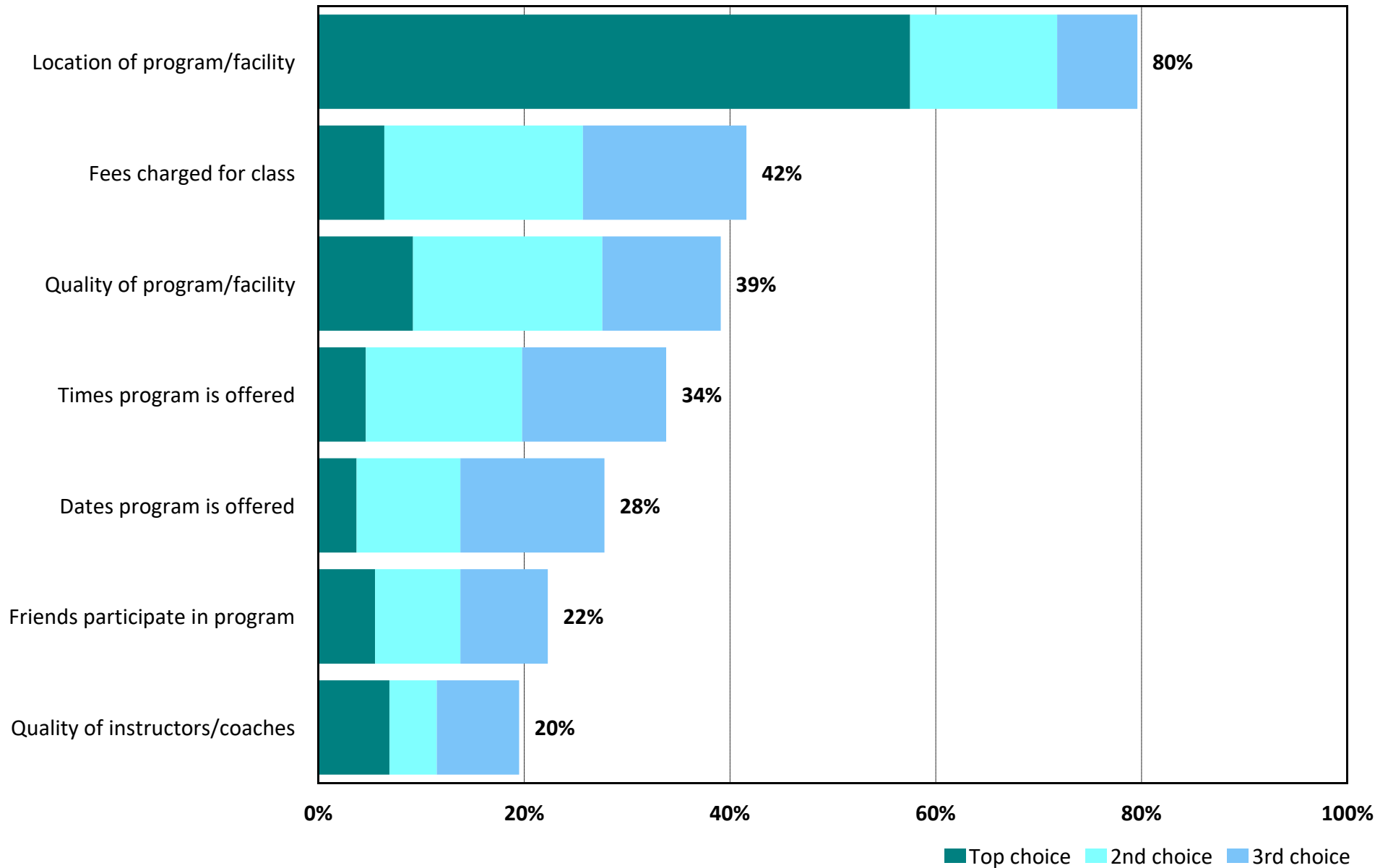
Q4a. During the past 12 months, in how many different programs or activities offered by HEParks has your household participated?

by percentage of respondents (excluding "not provided")



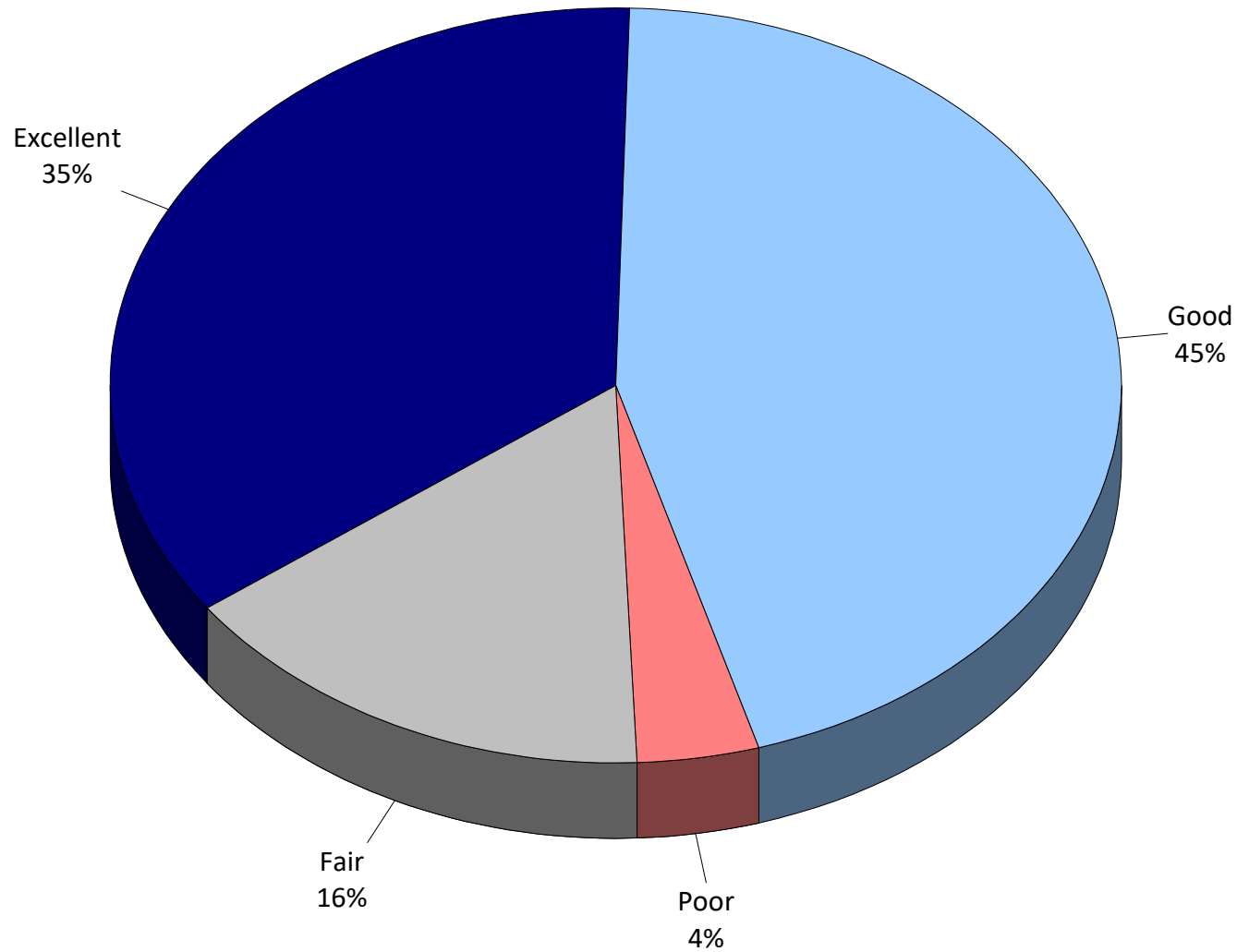
4b. Please select the **THREE** primary reasons why your household has chosen to participate in HEParks' programs or activities.

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



Q4c. How would you rate the overall quality of programs or activities in which your household has participated?

by percentage of respondents (excluding "not provided")

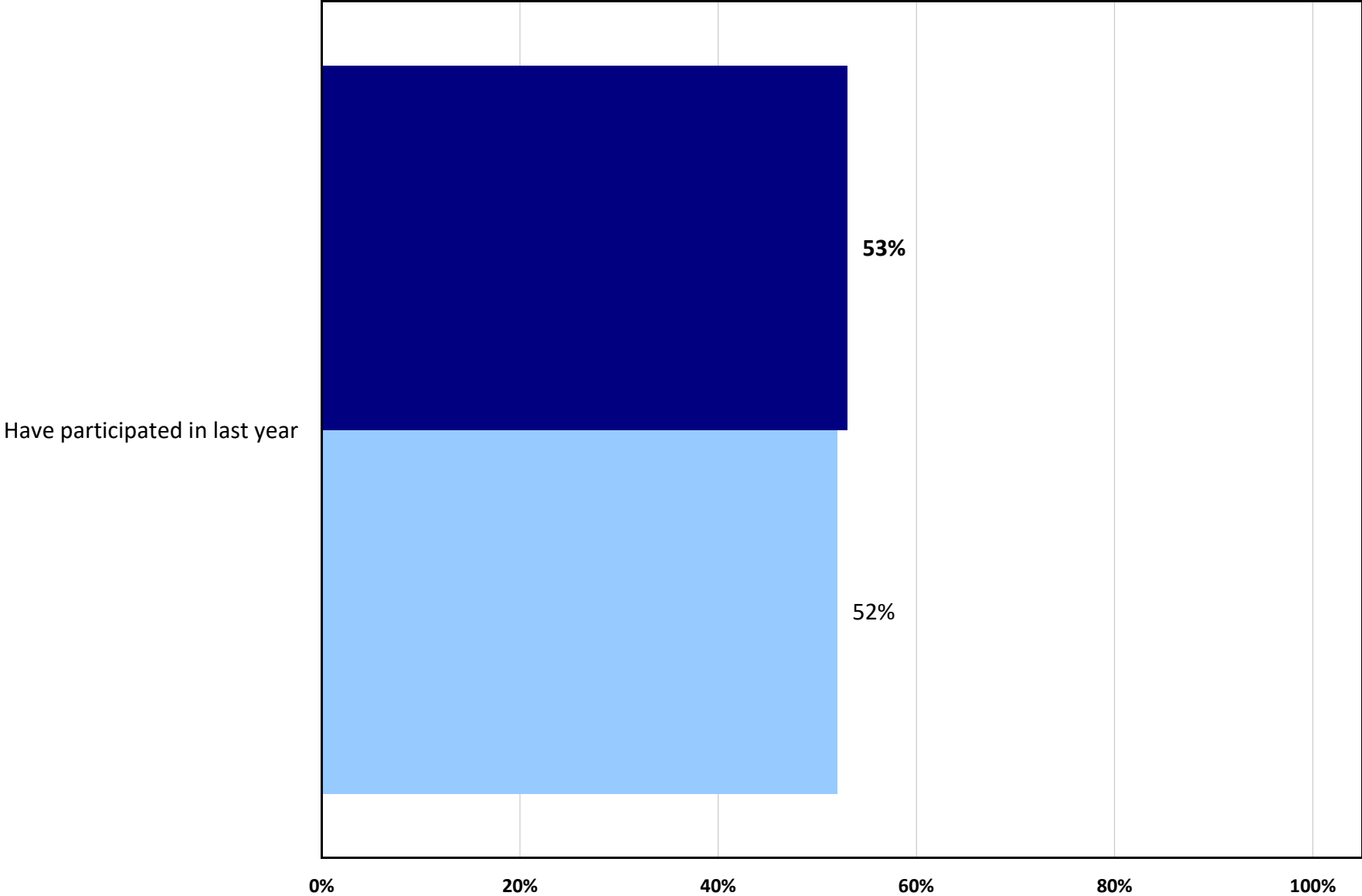


TRENDS

HEParks' Programs and Activities Participation

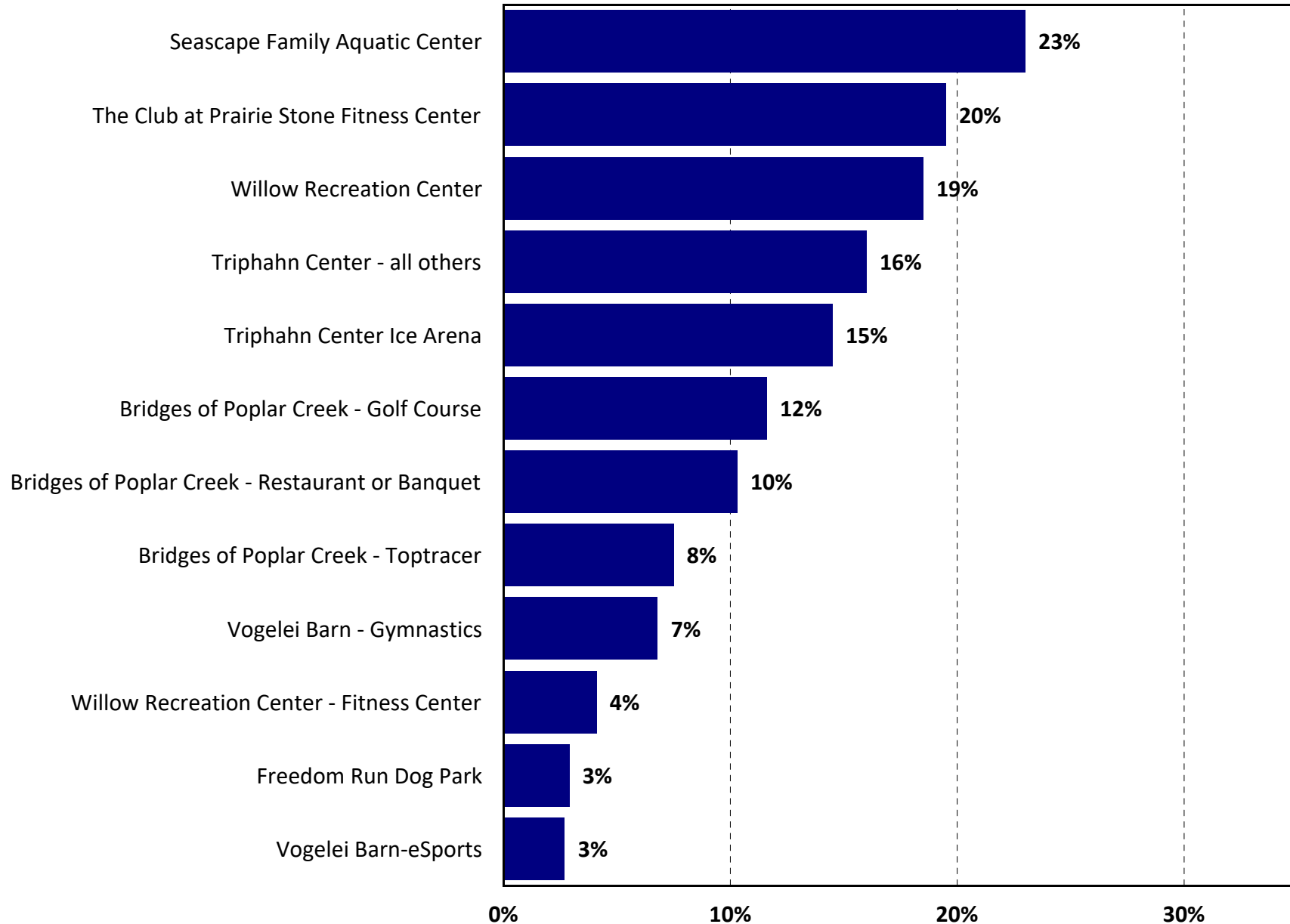
by percentage of respondents

2024 2018



Q5. During the past 12 months, has your household used any of the facilities listed below?

by percentage of respondents (multiple selections could be made)

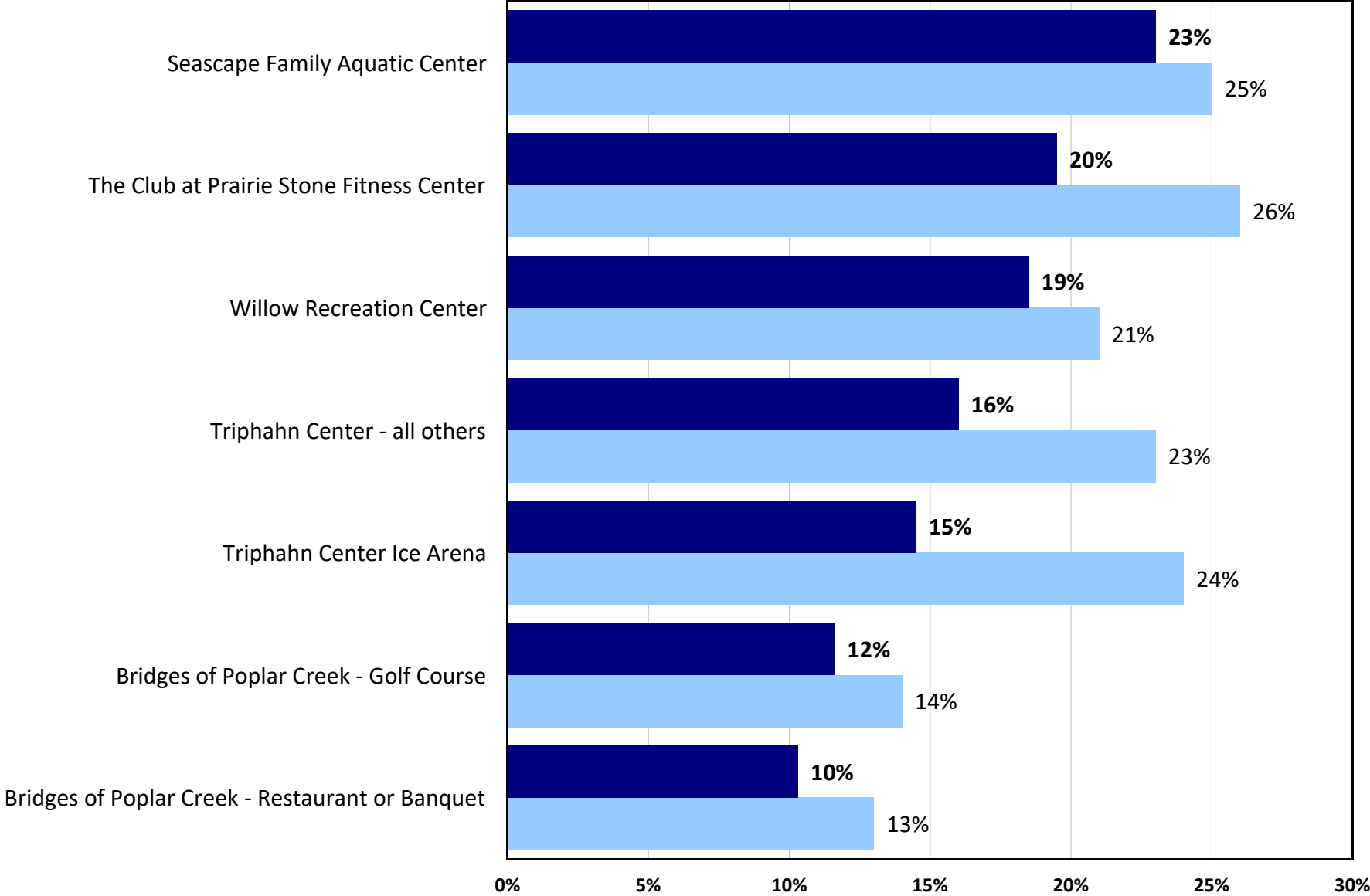


TRENDS

Use of Facilities

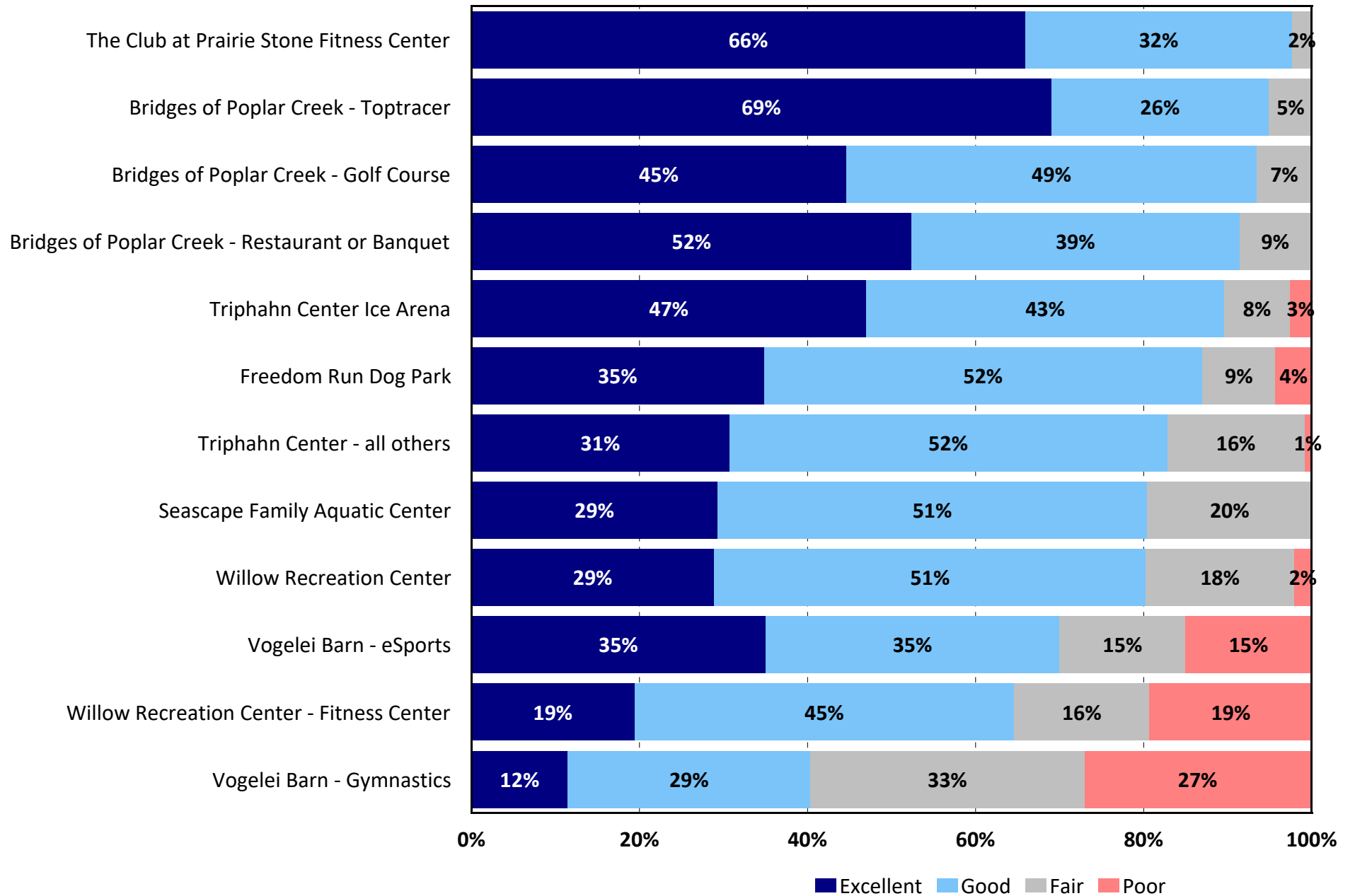
by percentage of respondents who report using the facility in the past year

2024 2018



Q5. If "yes," how would you rate the condition of the facility?

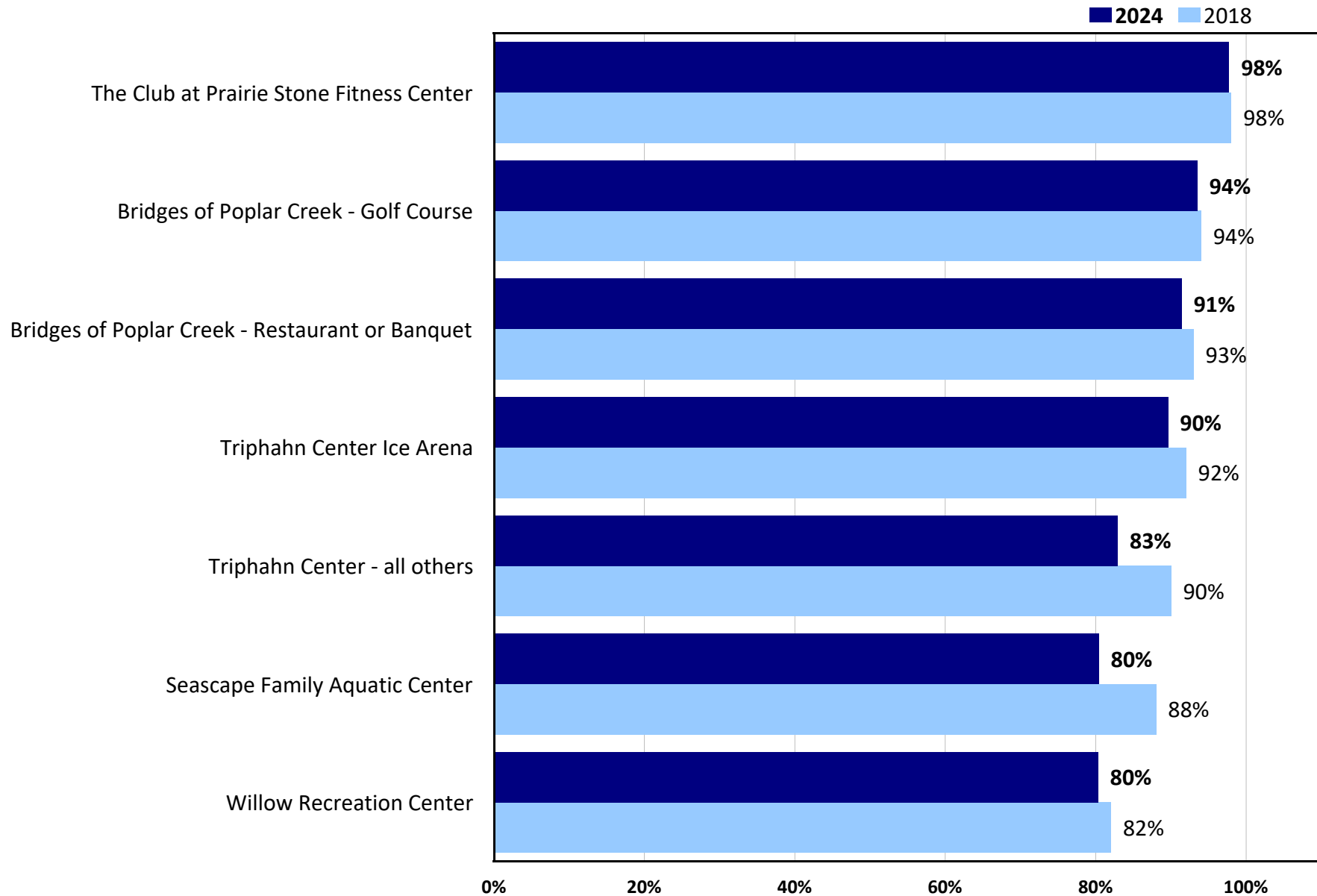
by percentage of respondents (excluding "don't know/not applicable")



TRENDS

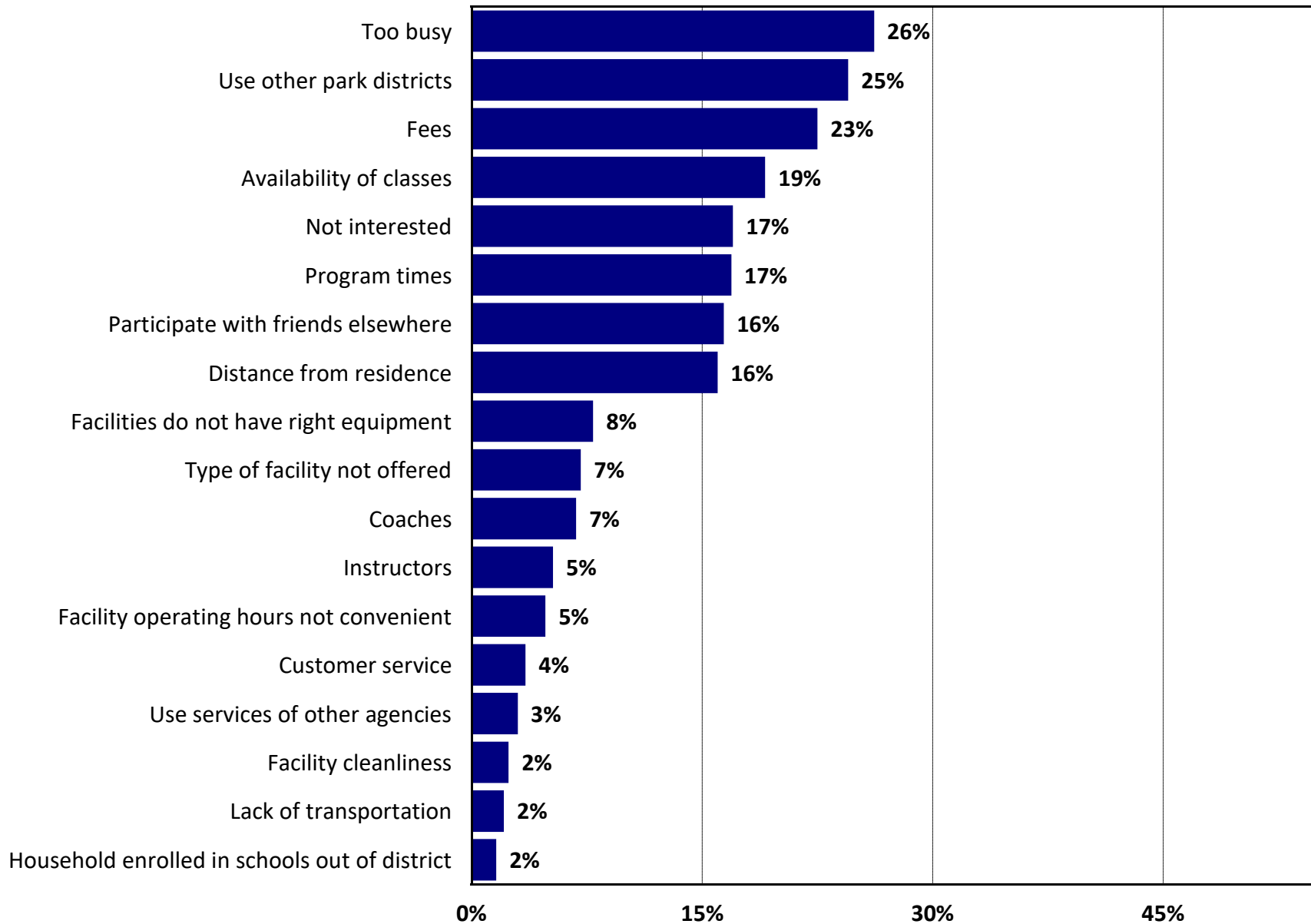
Ratings of Facilities

by percentage of respondents who rated the facility "excellent" or "good" of those who report using the facility in the past year



Q6. Please CHECK ALL of the following reasons why your household has NOT used HEParks' parks and facilities more often.

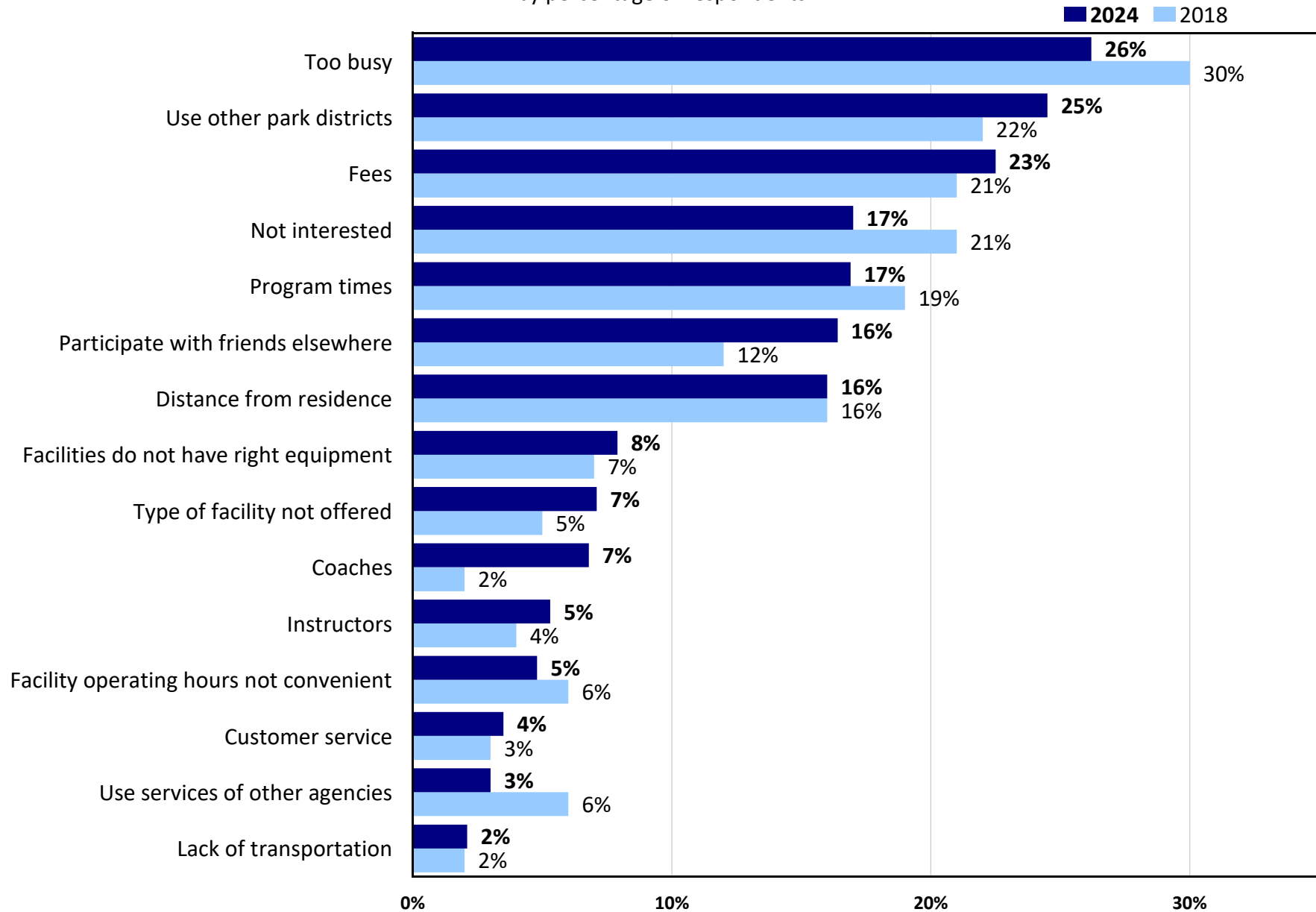
by percentage of respondents (multiple selections could be made)



TRENDS

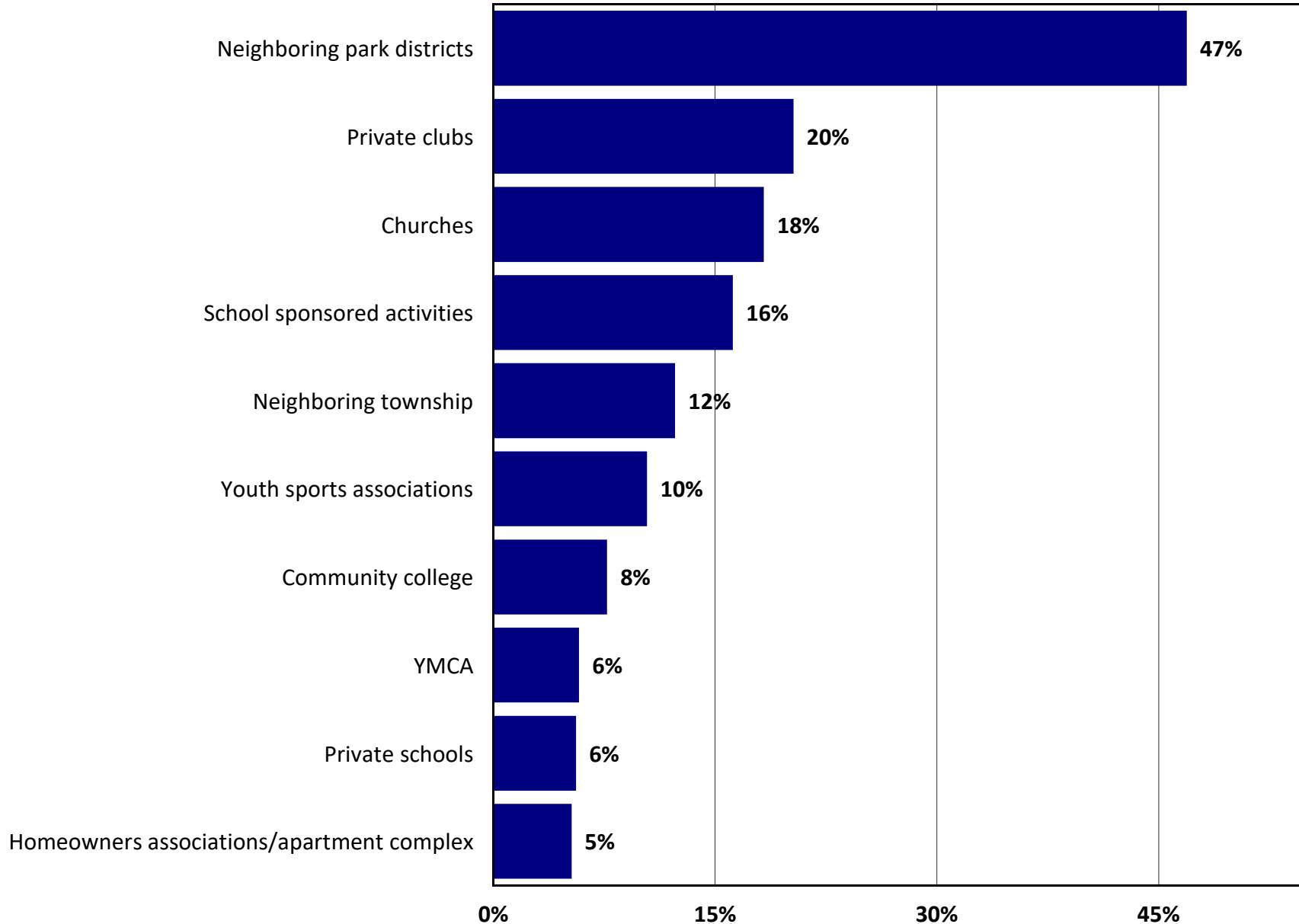
Barriers to Parks and Facilities Use

by percentage of respondents



Q7. Please CHECK ALL of the following other organizations that your household has used for recreation programs, activities, or facilities

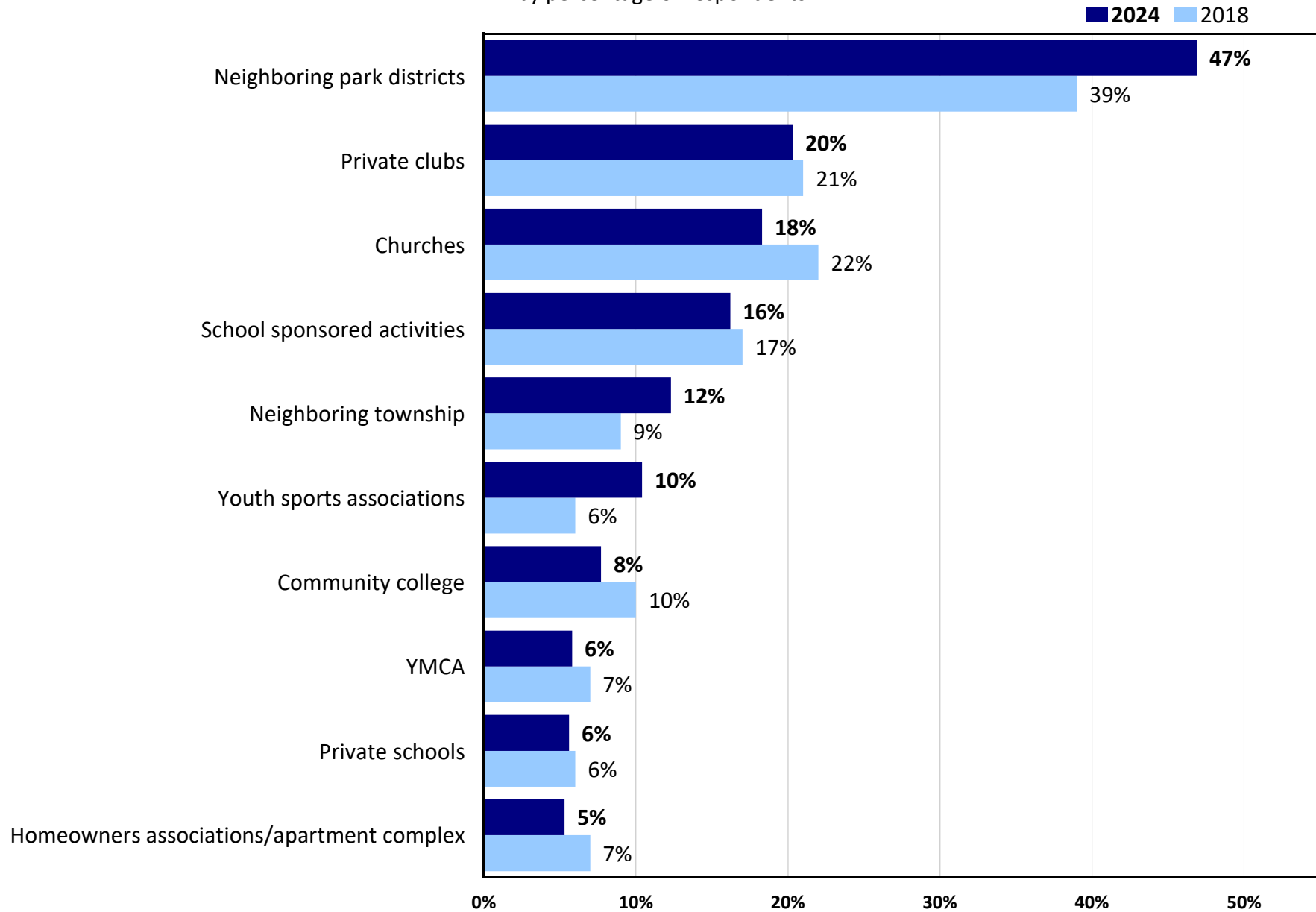
by percentage of respondents (multiple selections could be made)



TRENDS

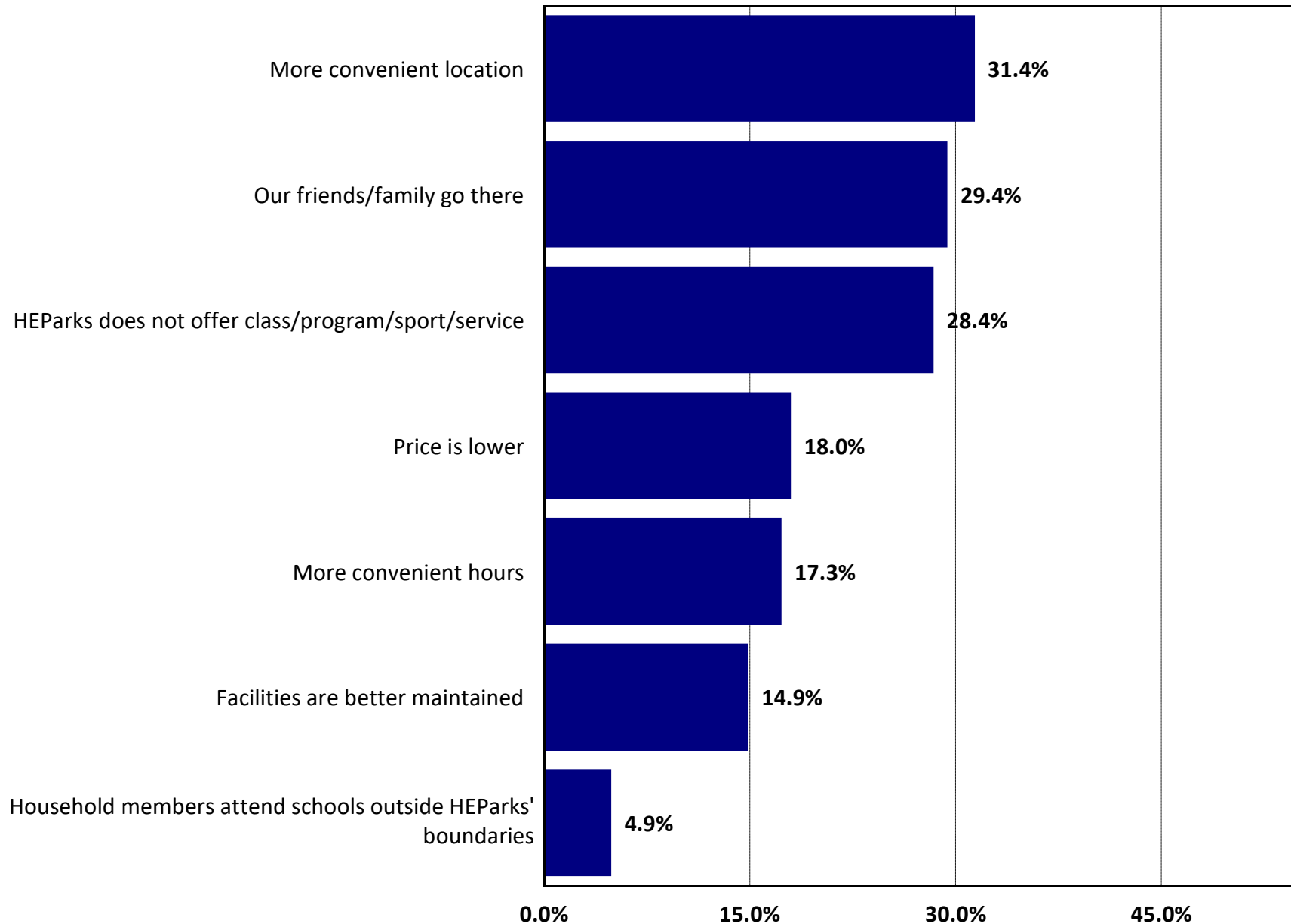
Organizations used for recreation programs, activities, or facilities

by percentage of respondents



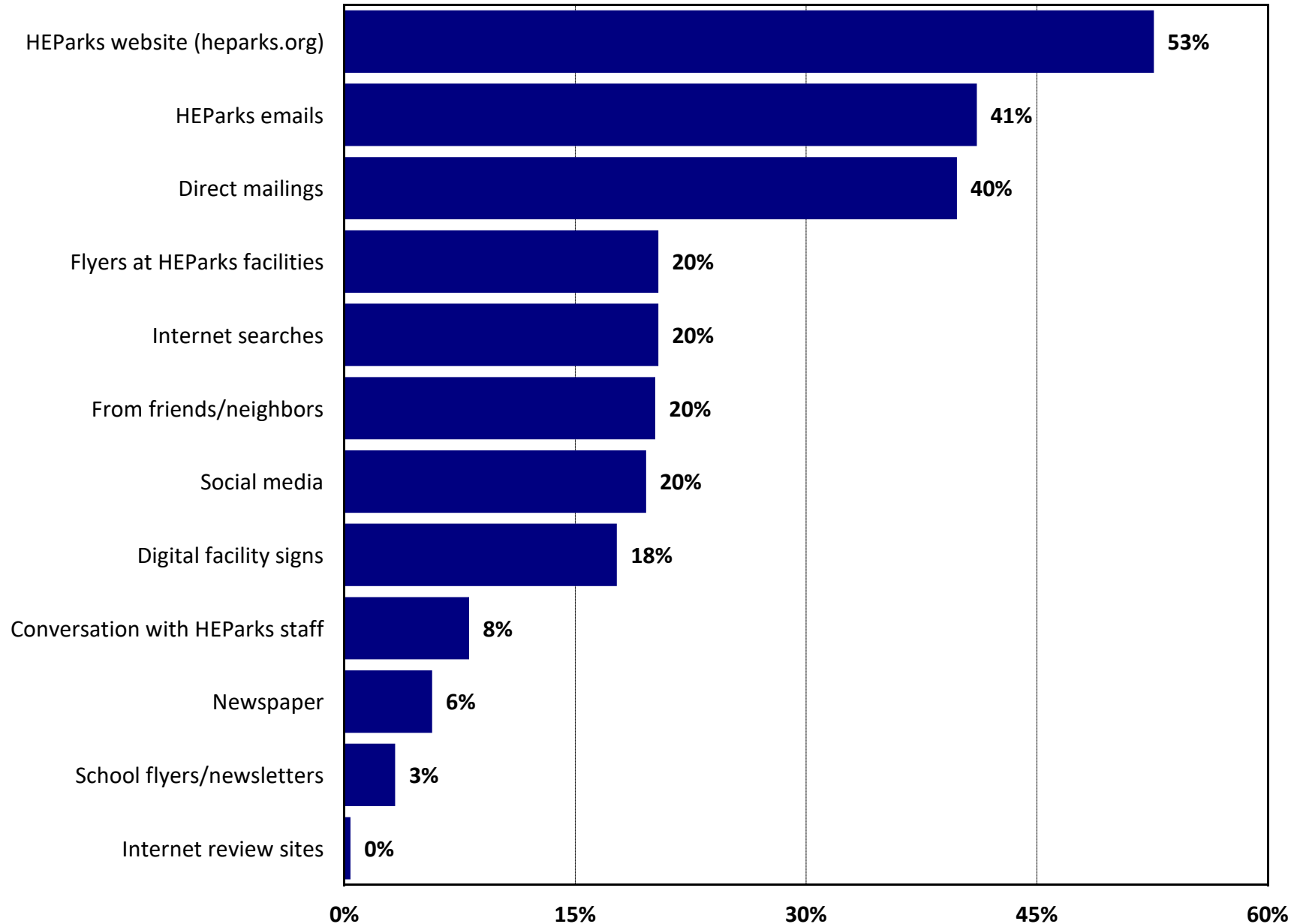
Q7c. Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

by percentage of respondents (multiple selections could be made)



Q8. During the past 12 months, from the following list, please CHECK ALL the ways that your household has learned about HEParks' programs and activities.

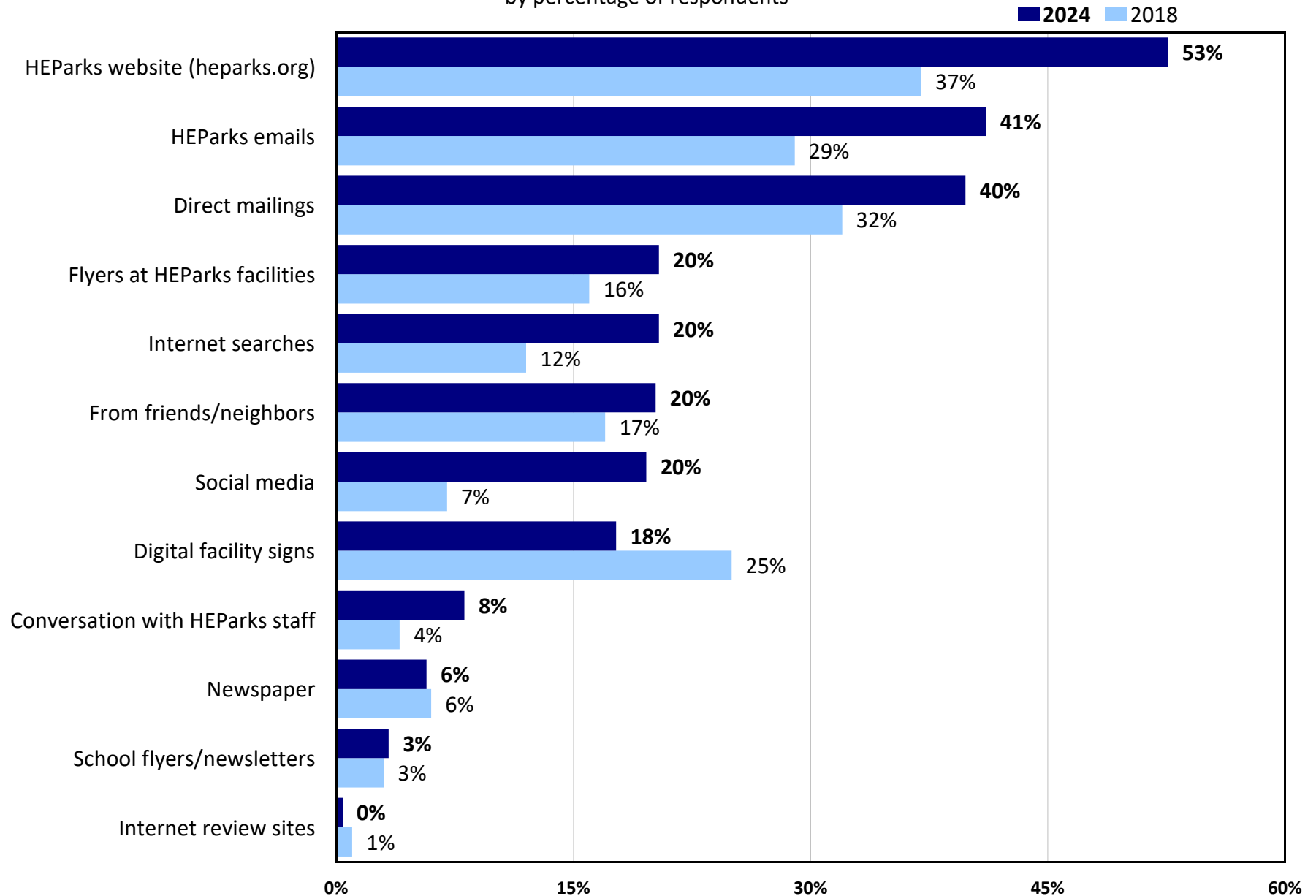
by percentage of respondents (multiple selections could be made)



TRENDS

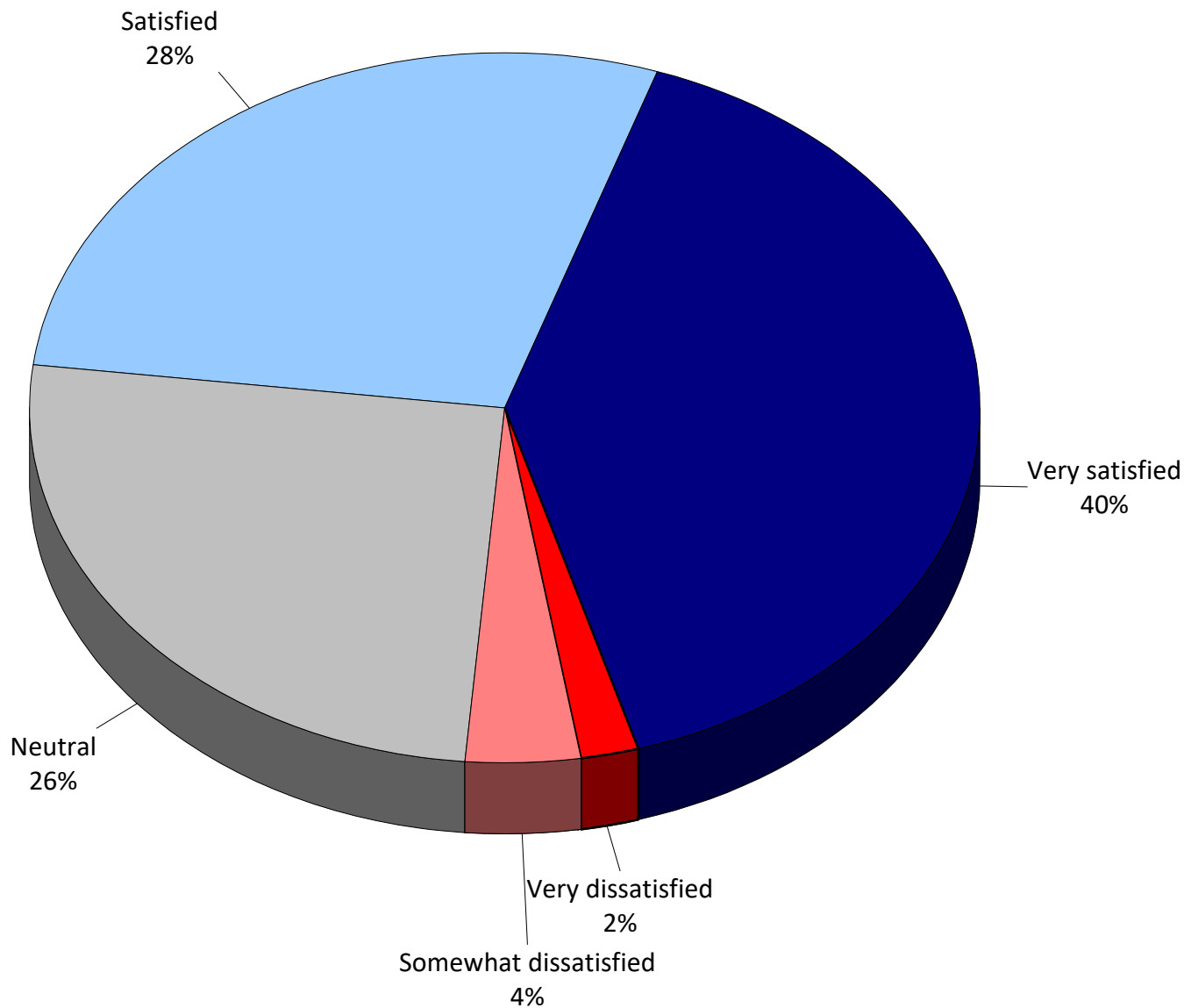
Ways respondents learn about HEParks' programs and activities

by percentage of respondents



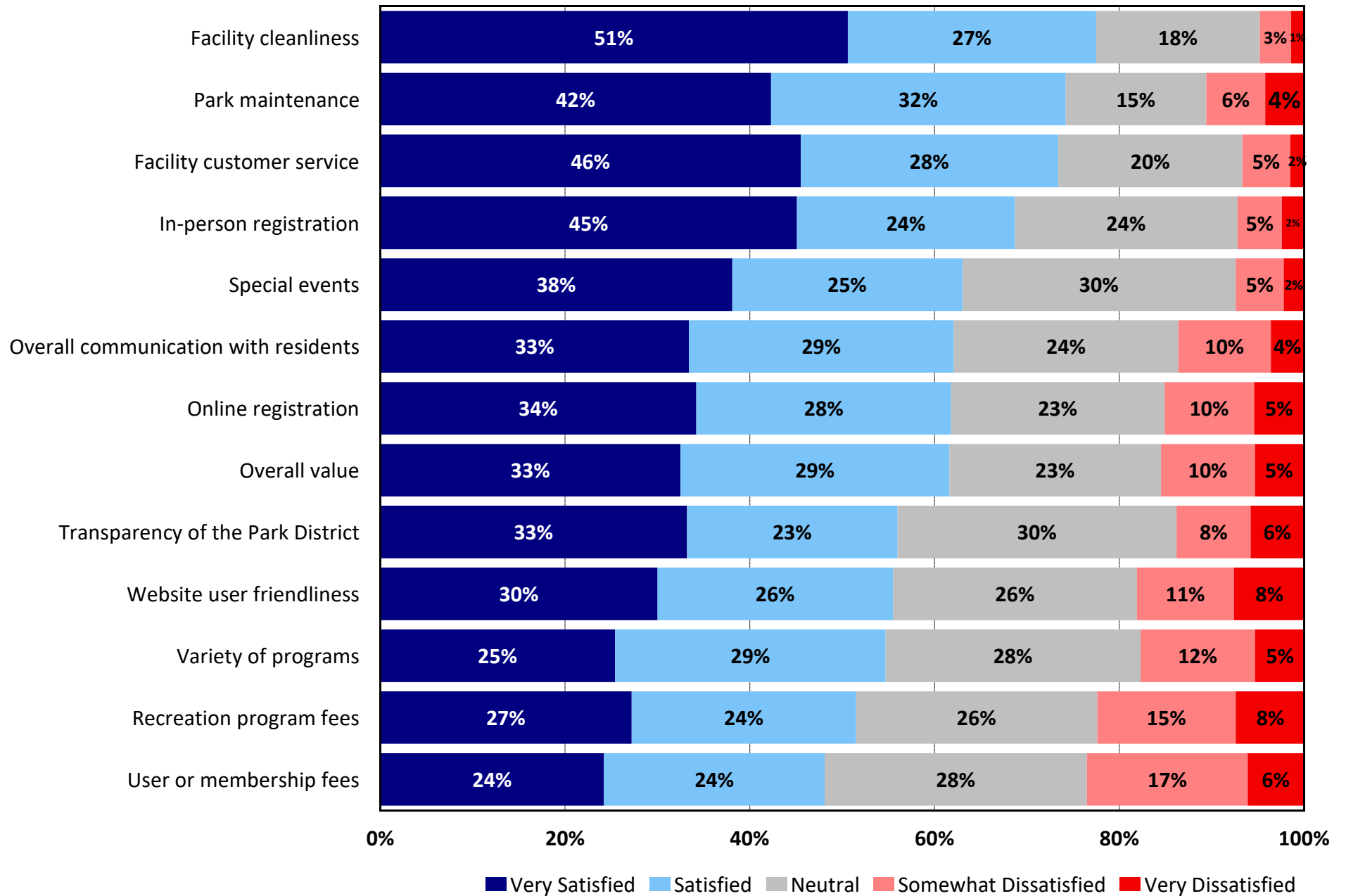
Q8a. How satisfied are you with receiving information from HEParks?

by percentage of respondents (excluding "don't know")



Q9. Please rate your satisfaction with each of the following provided by HEParks

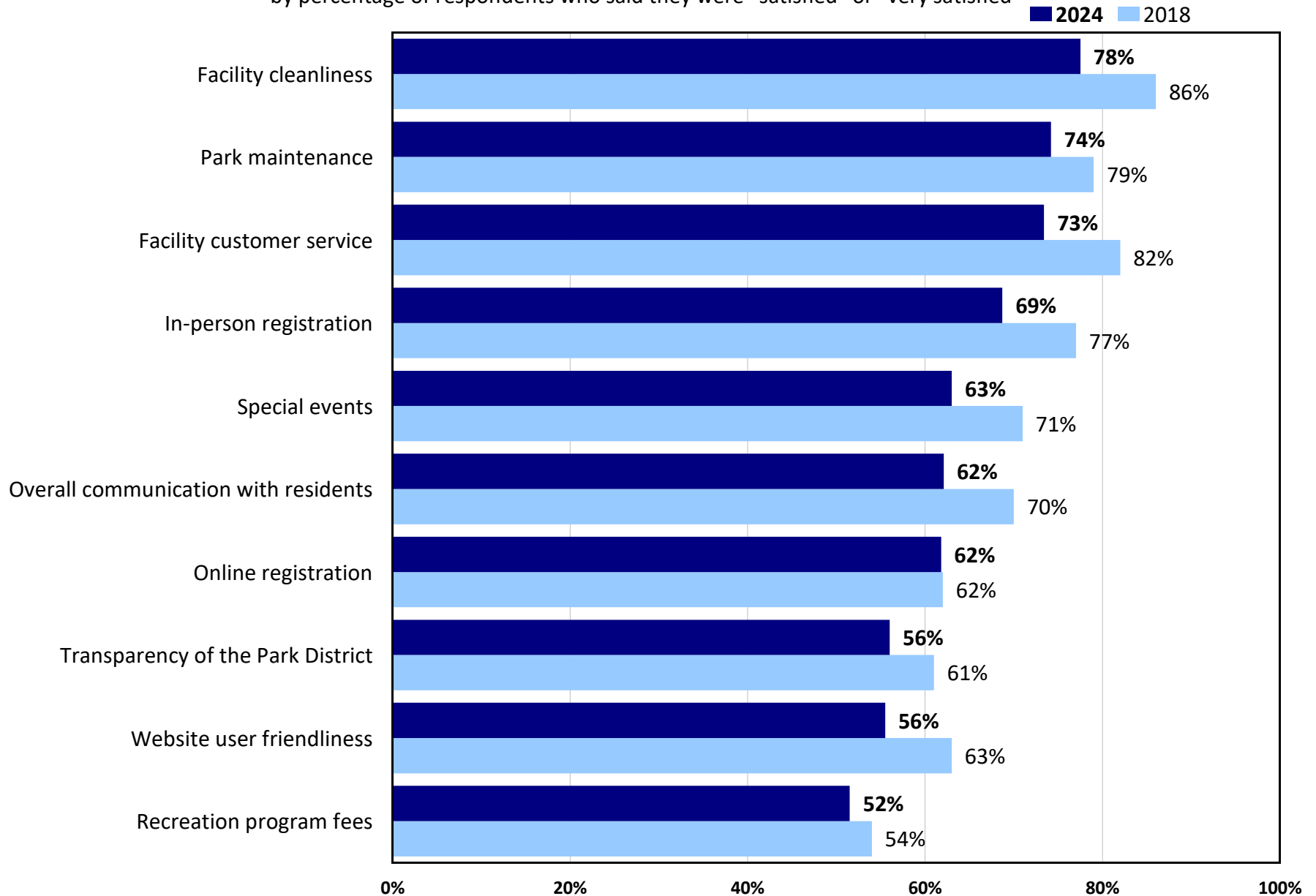
by percentage of respondents (excluding "don't know")



TRENDS

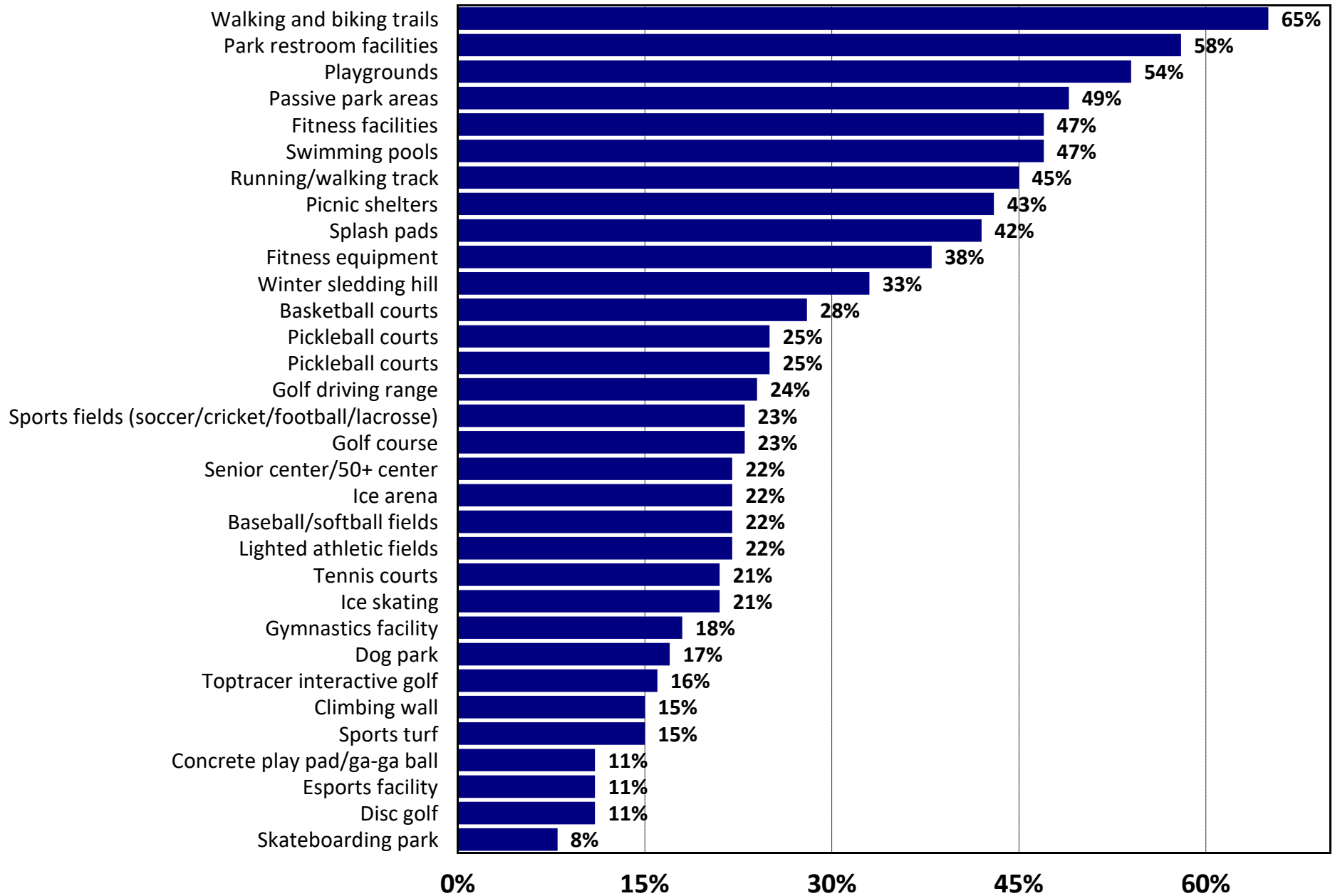
Satisfaction with services provided by HEParks

by percentage of respondents who said they were "satisfied" or "very satisfied"



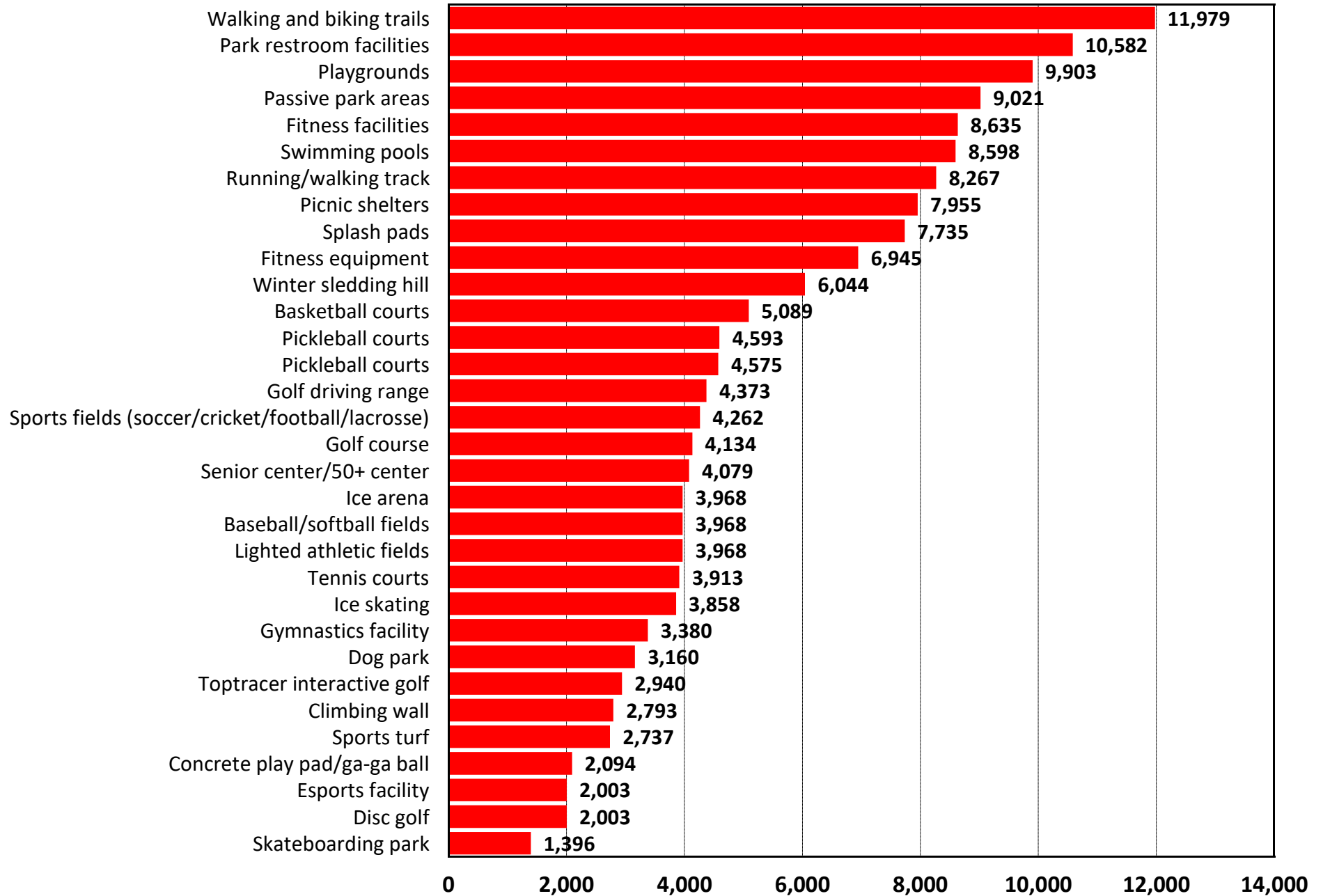
Q10. Need for Facilities/Amenities

by percentage of respondents who indicated need



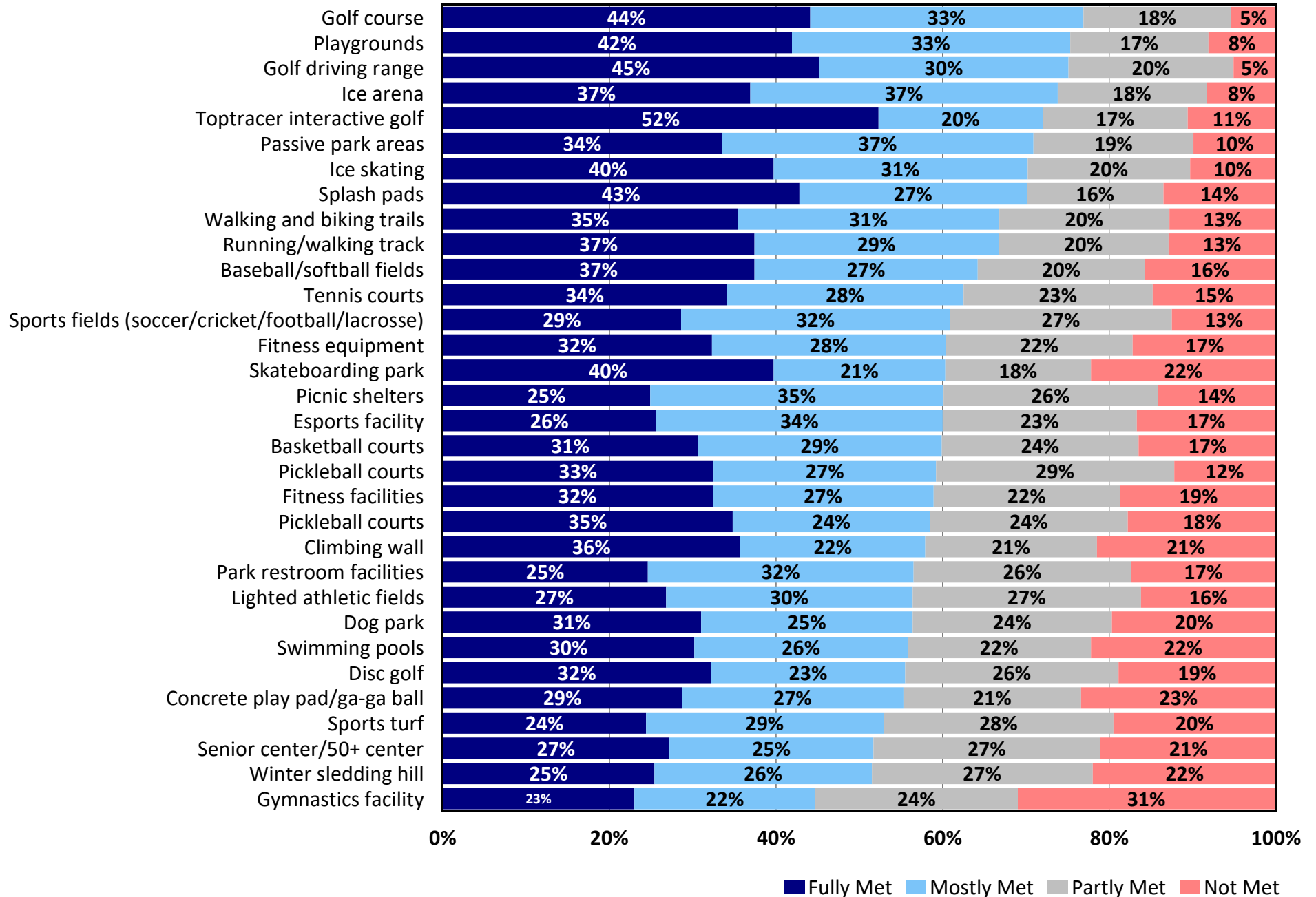
Q10b. Estimated Number of Households Who Have a Need for Facilities/Amenities

by number of households based on an estimated 18,372 households



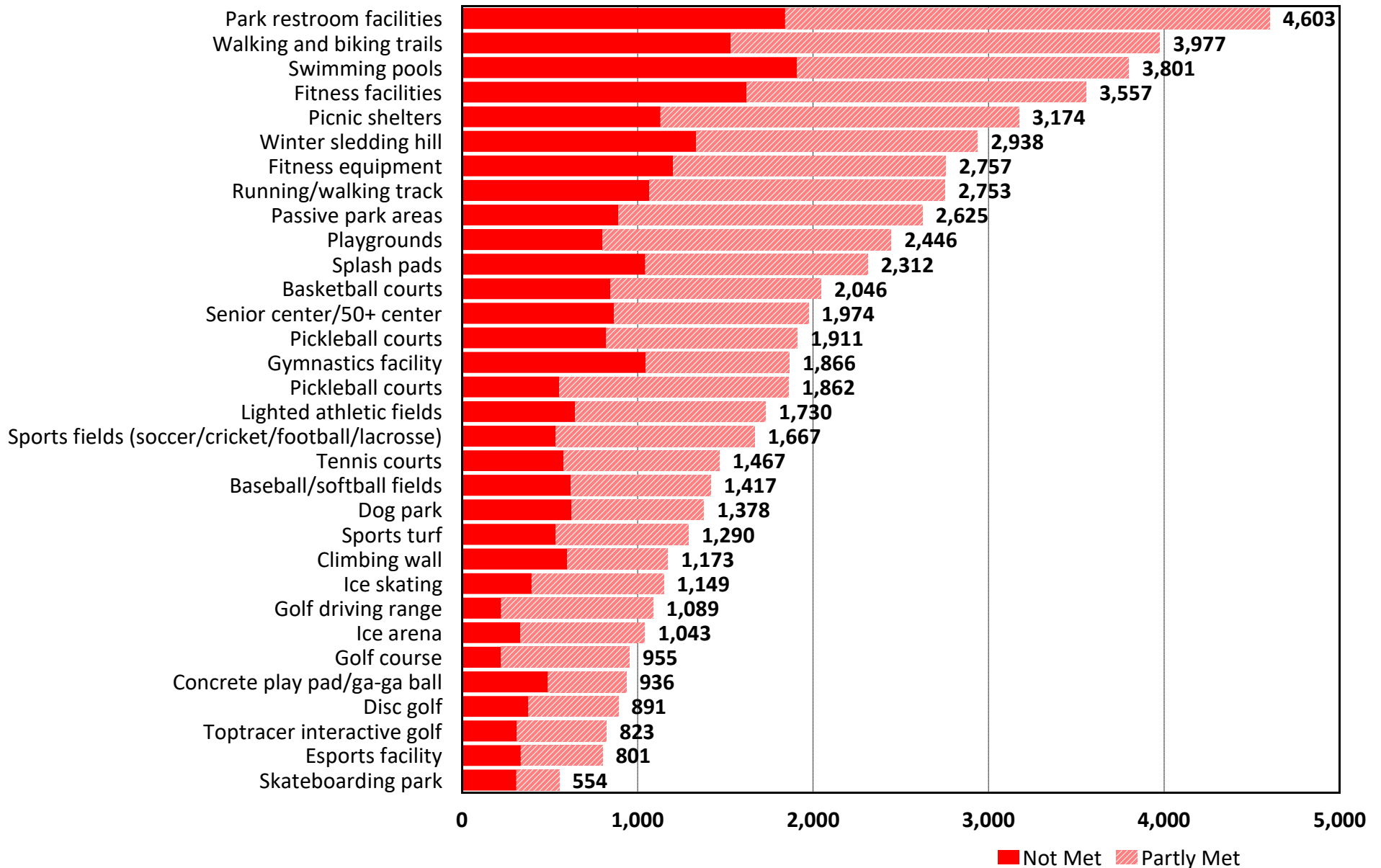
Q10c. How well needs are being met for amenities/facilities

by percentage of respondents



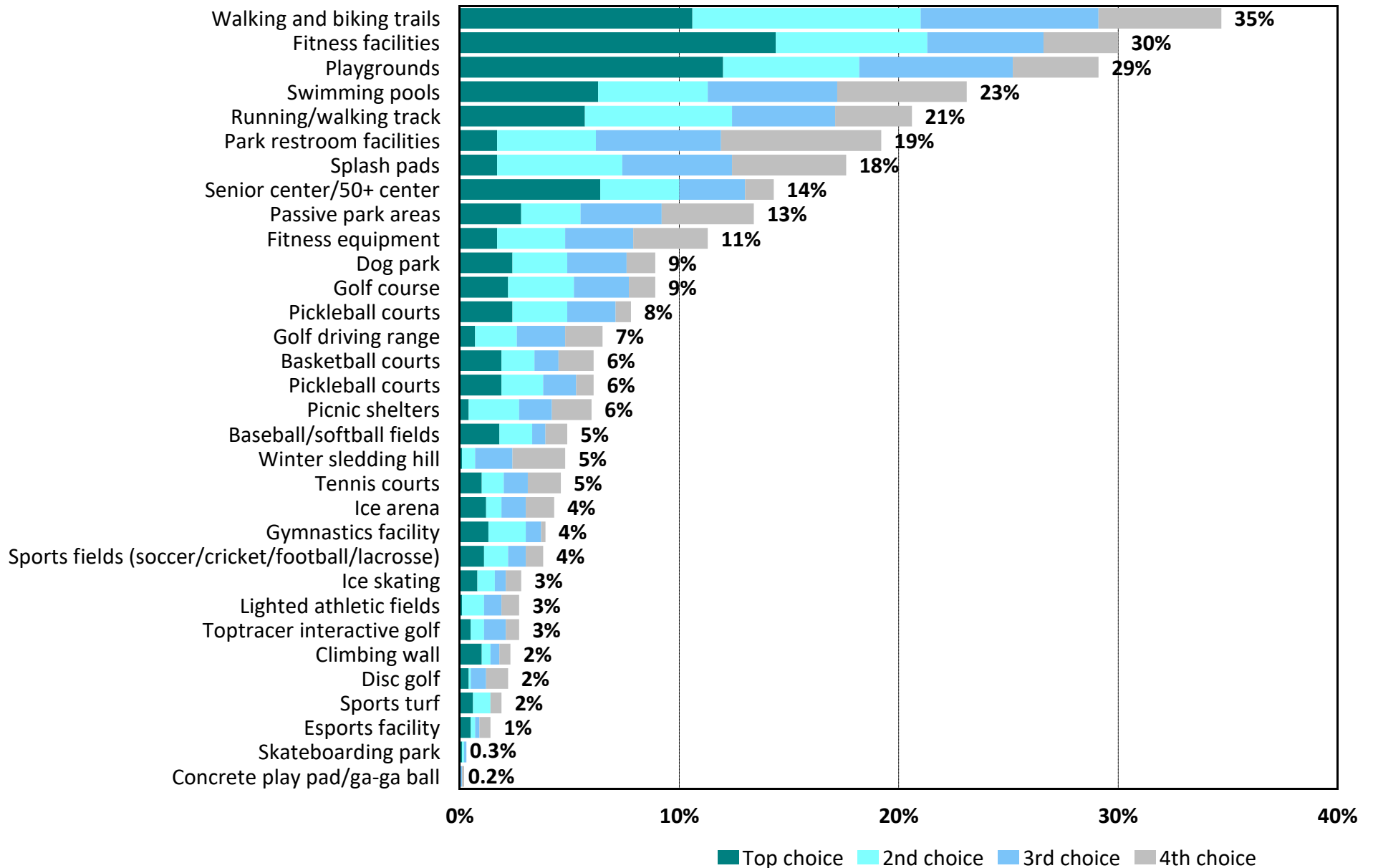
Q10d. Estimated Number of Households Whose Facility Needs Are "Partly Met" or "Not Met"

by number of households with need based on an estimated 18,372 households



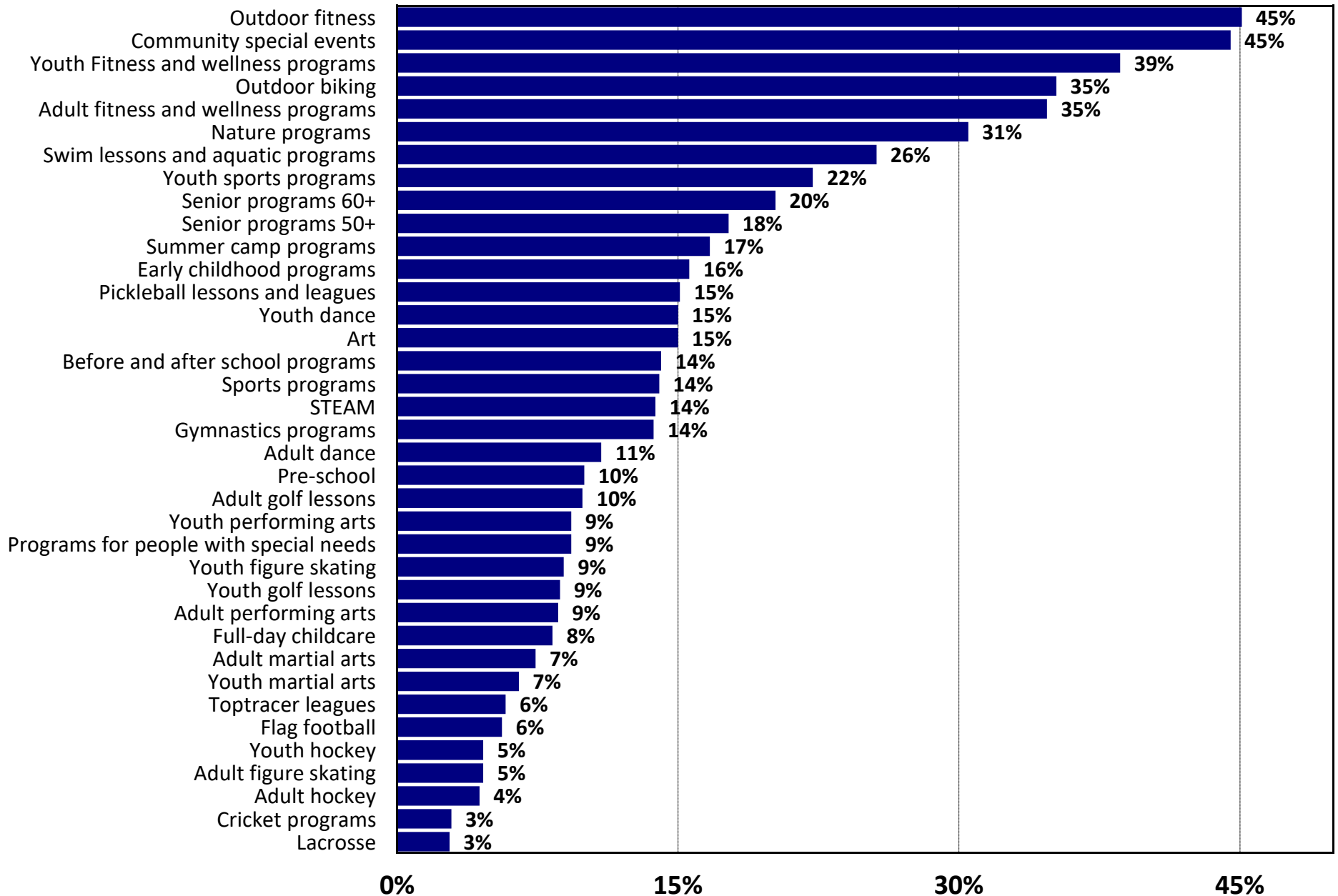
Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

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



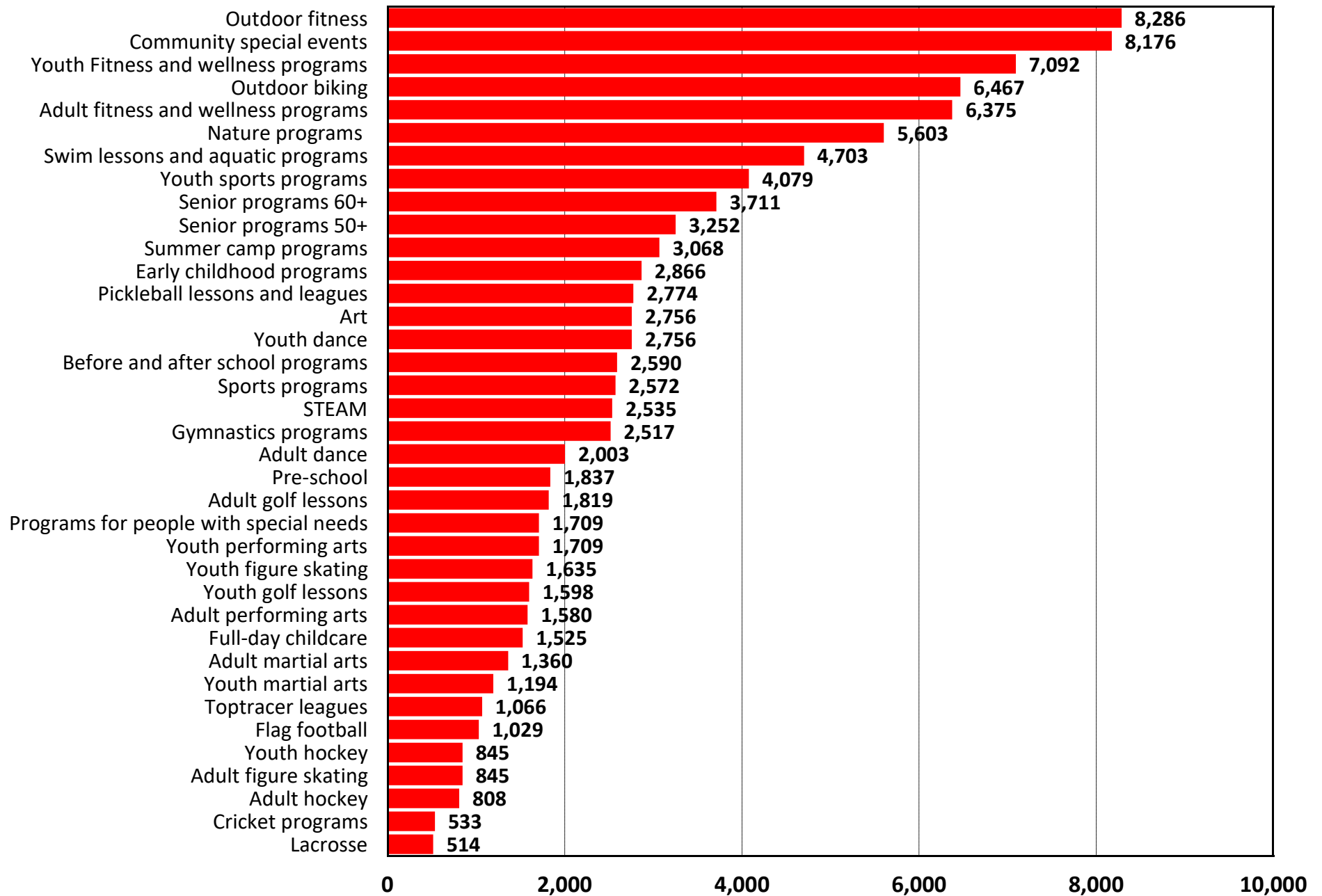
Q12. Need for Programs

by percentage of respondents who indicated need



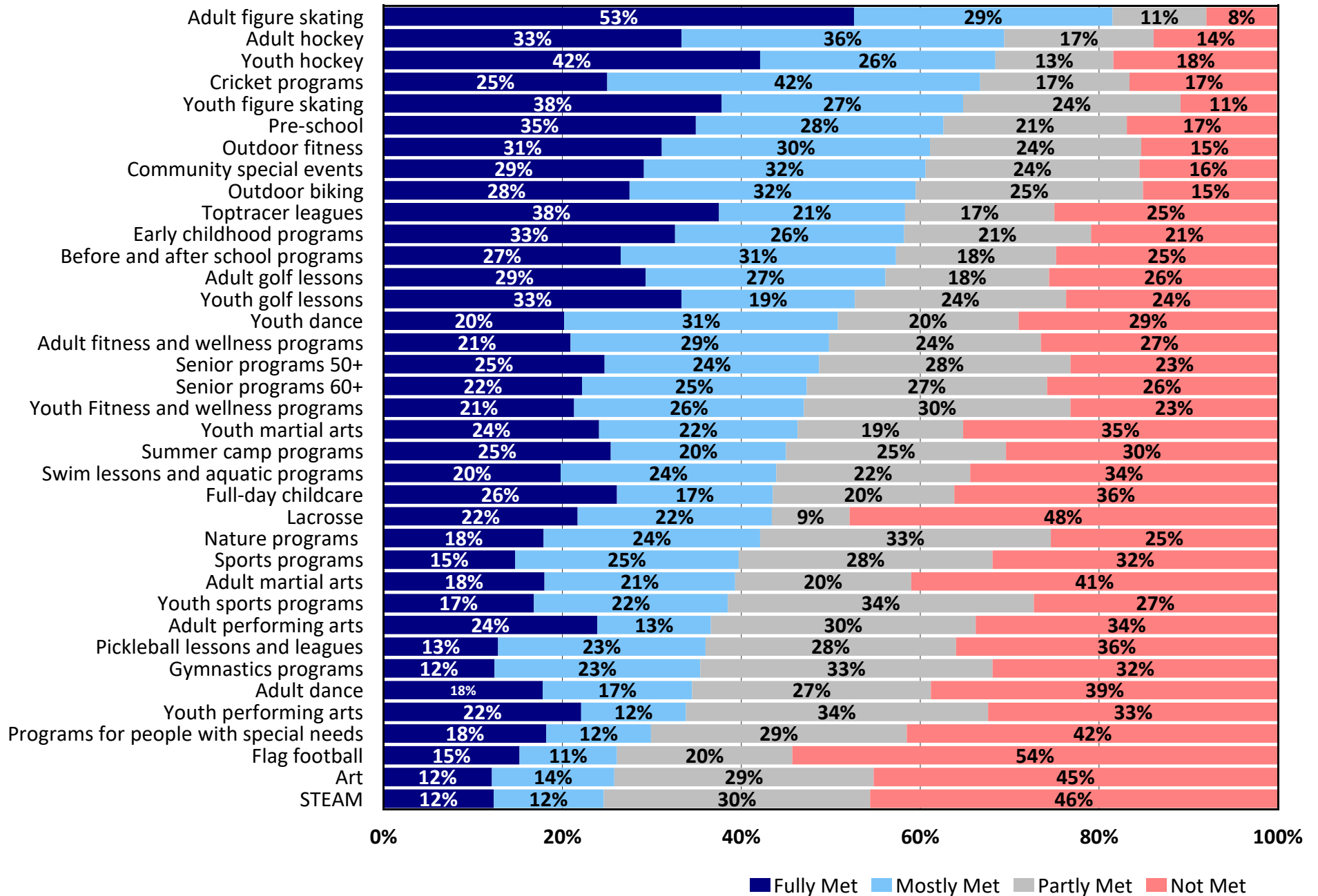
Q12b. Estimated Number of Households Who Have a Need for Programs

by number of households based on an estimated 18,372 households



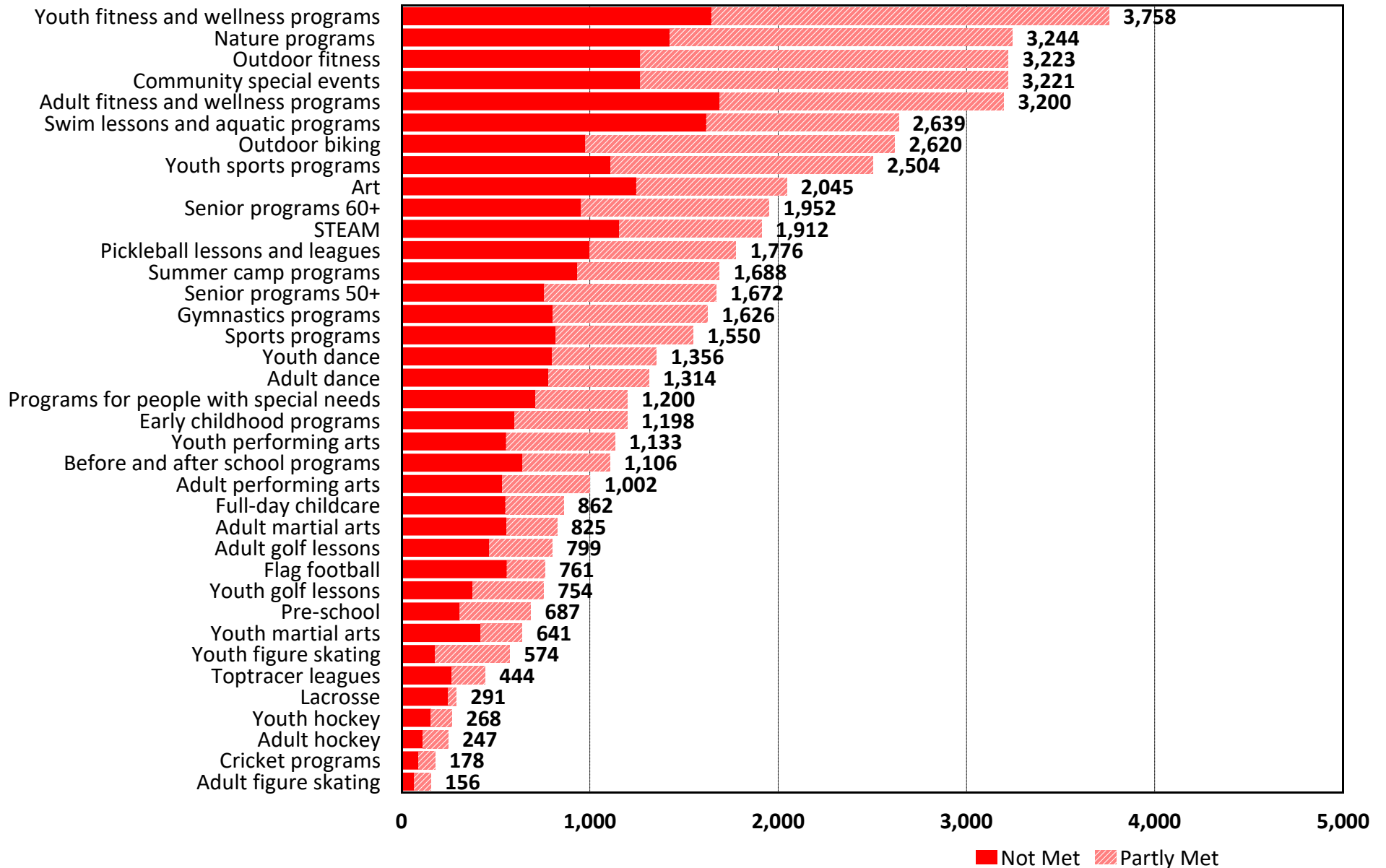
Q12c. How well needs are being met for programs

by percentage of respondents



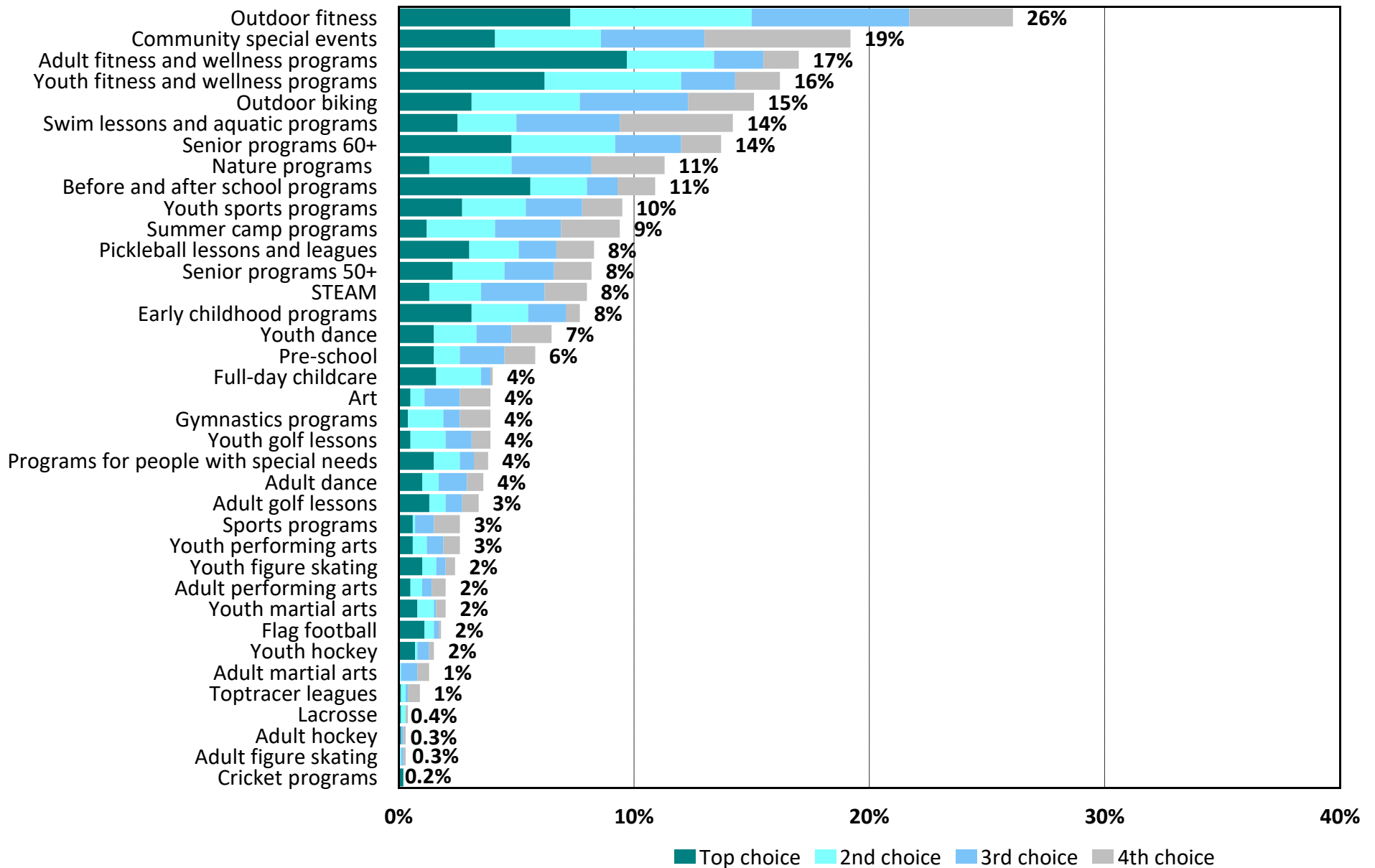
Q12d. Estimated Number of Households Whose Program Needs Are "Partly Met" or "Not Met"

by number of households with need based on an estimated 18,372 households



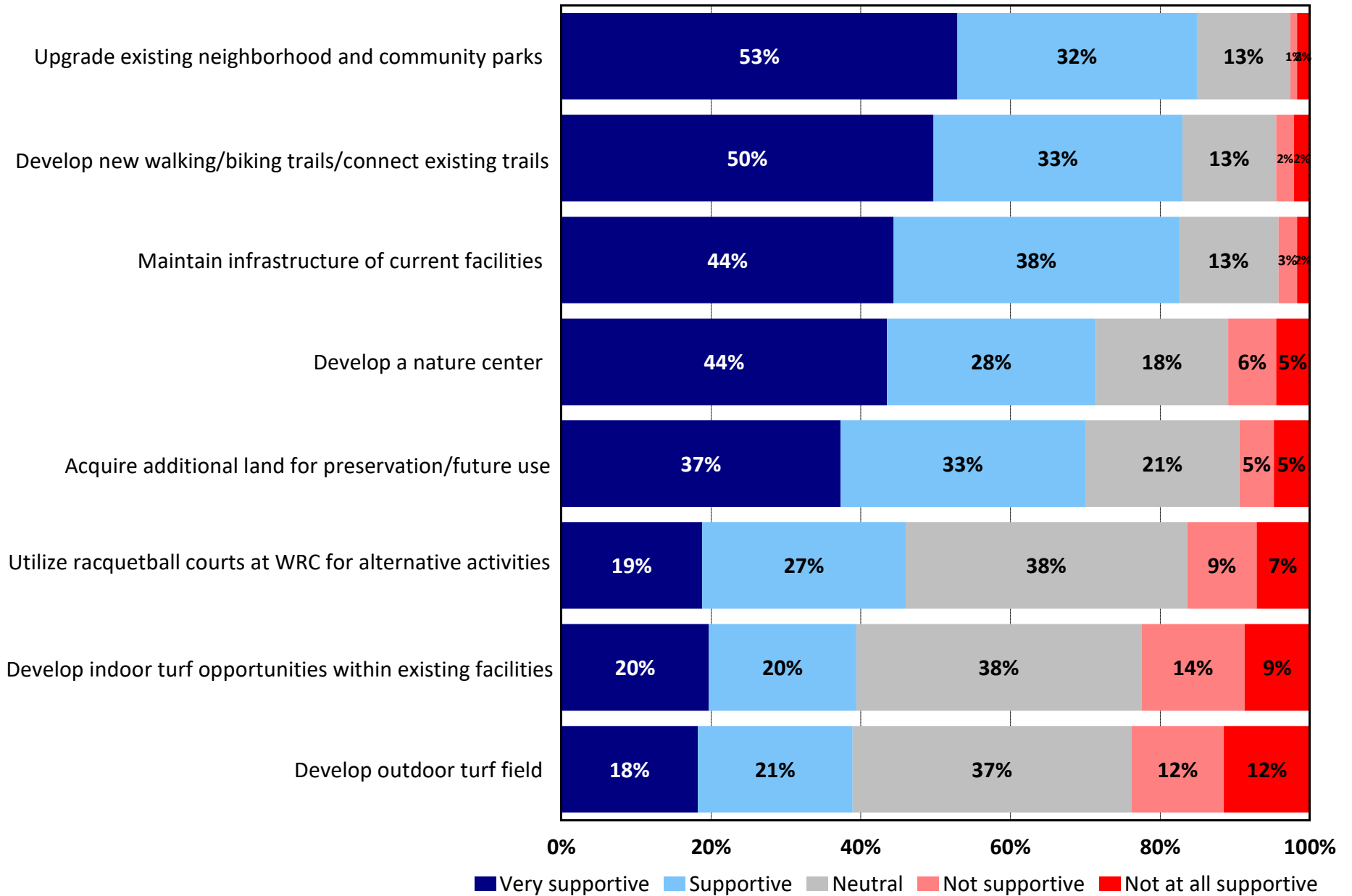
Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

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



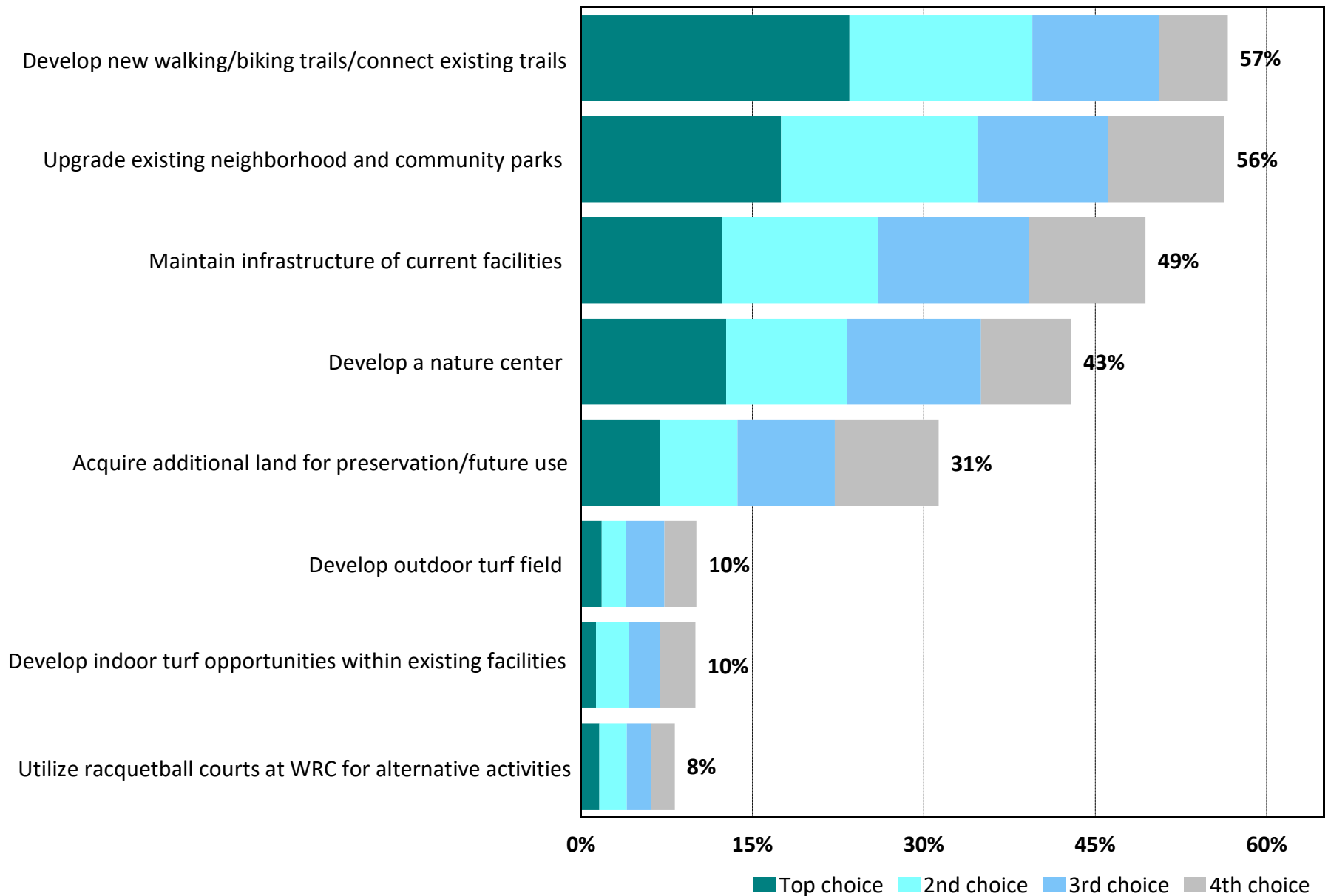
Q14. Please indicate how supportive you would be of HEParks investing in the following concepts to also improve the community.

by percentage of respondents (excluding "don't know")



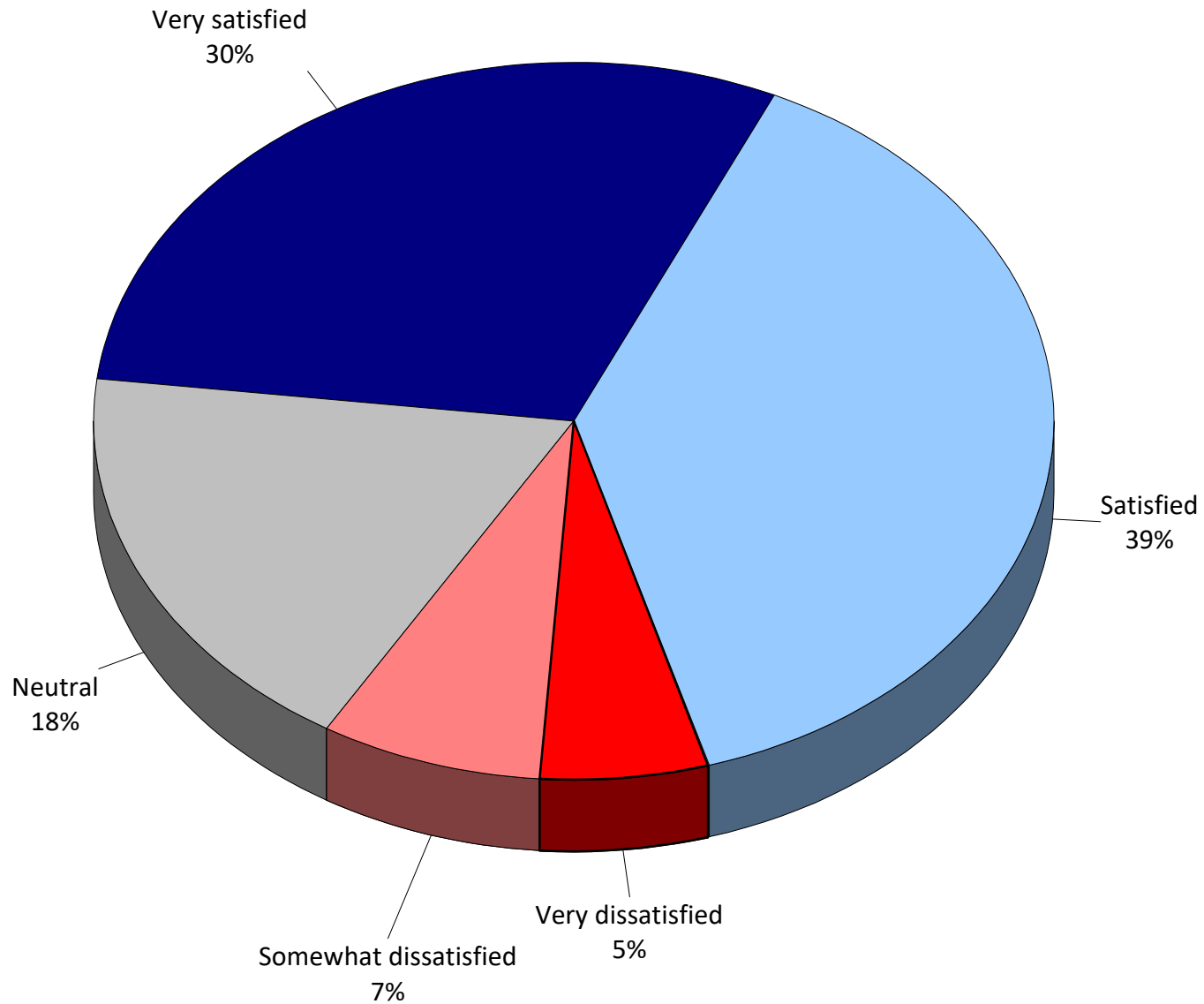
Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household?

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



Q16. Please rate your level of satisfaction with the overall value that your household receives from HEParks.

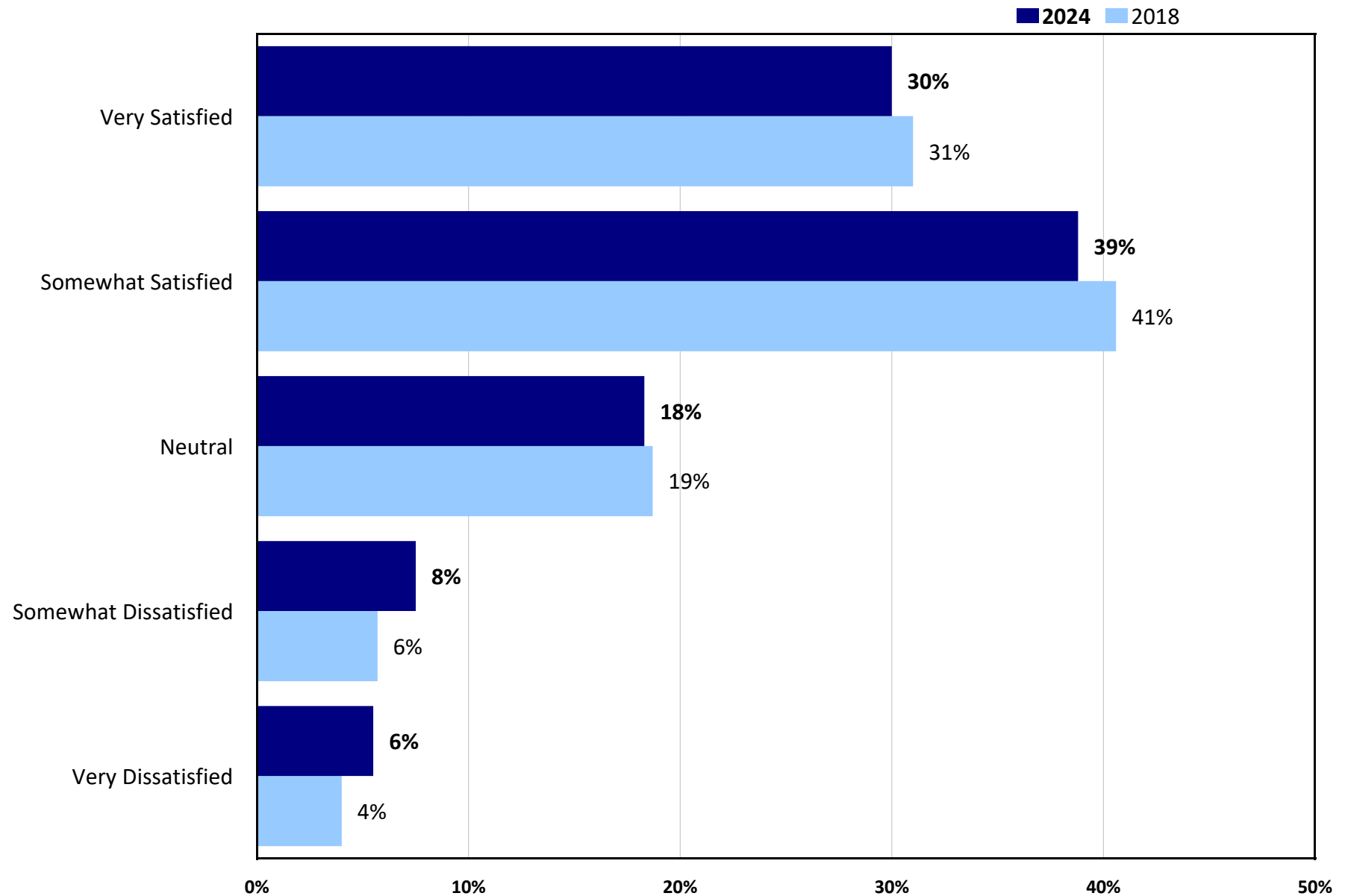
by percentage of respondents (excluding "don't know")



TRENDS

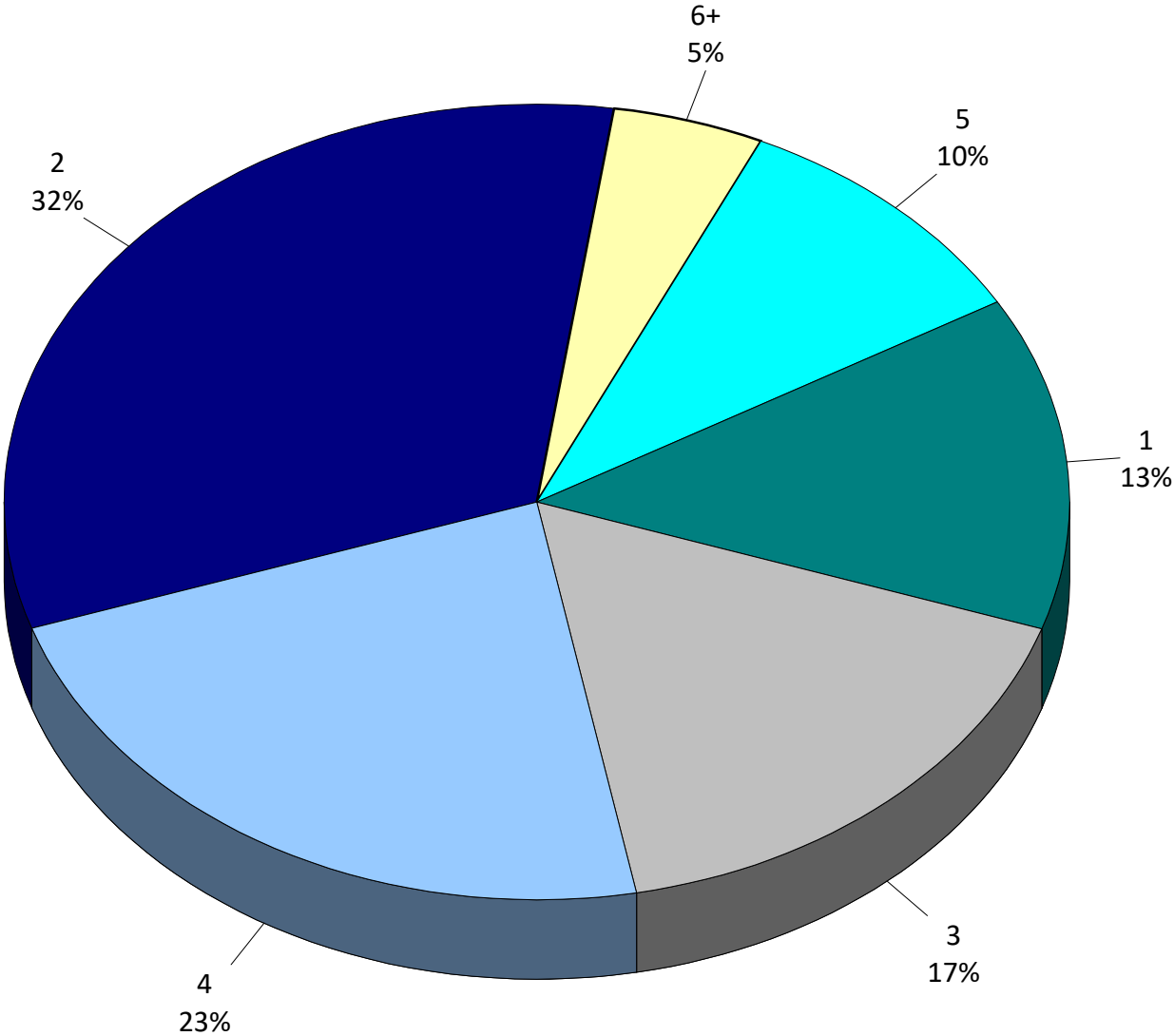
Satisfaction with the overall value that your household receives from HEParks

by percentage of respondents (excluding "don't know")



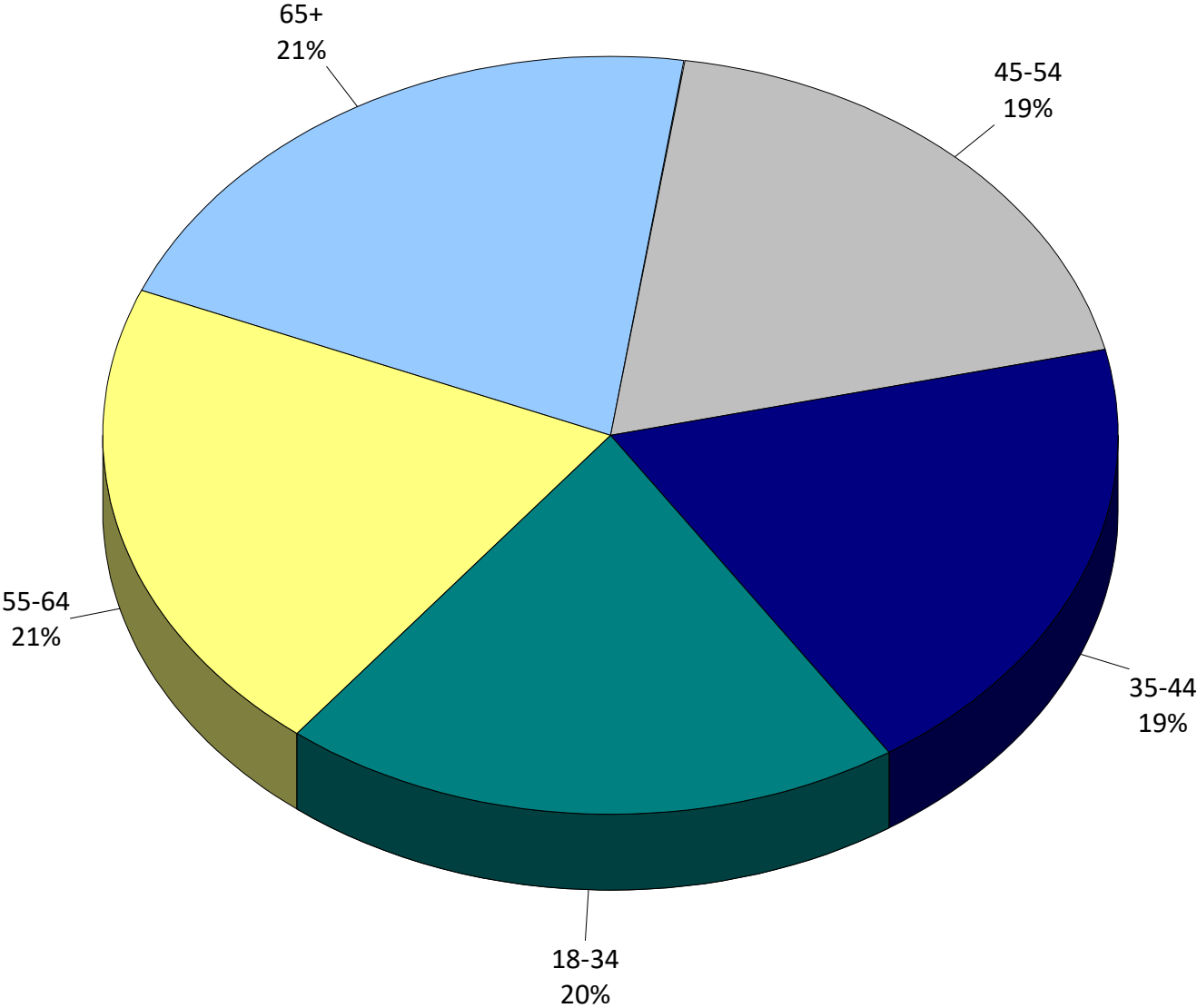
Q17. Including yourself, how many people live in your home?

by percentage of respondents (excluding "not provided")



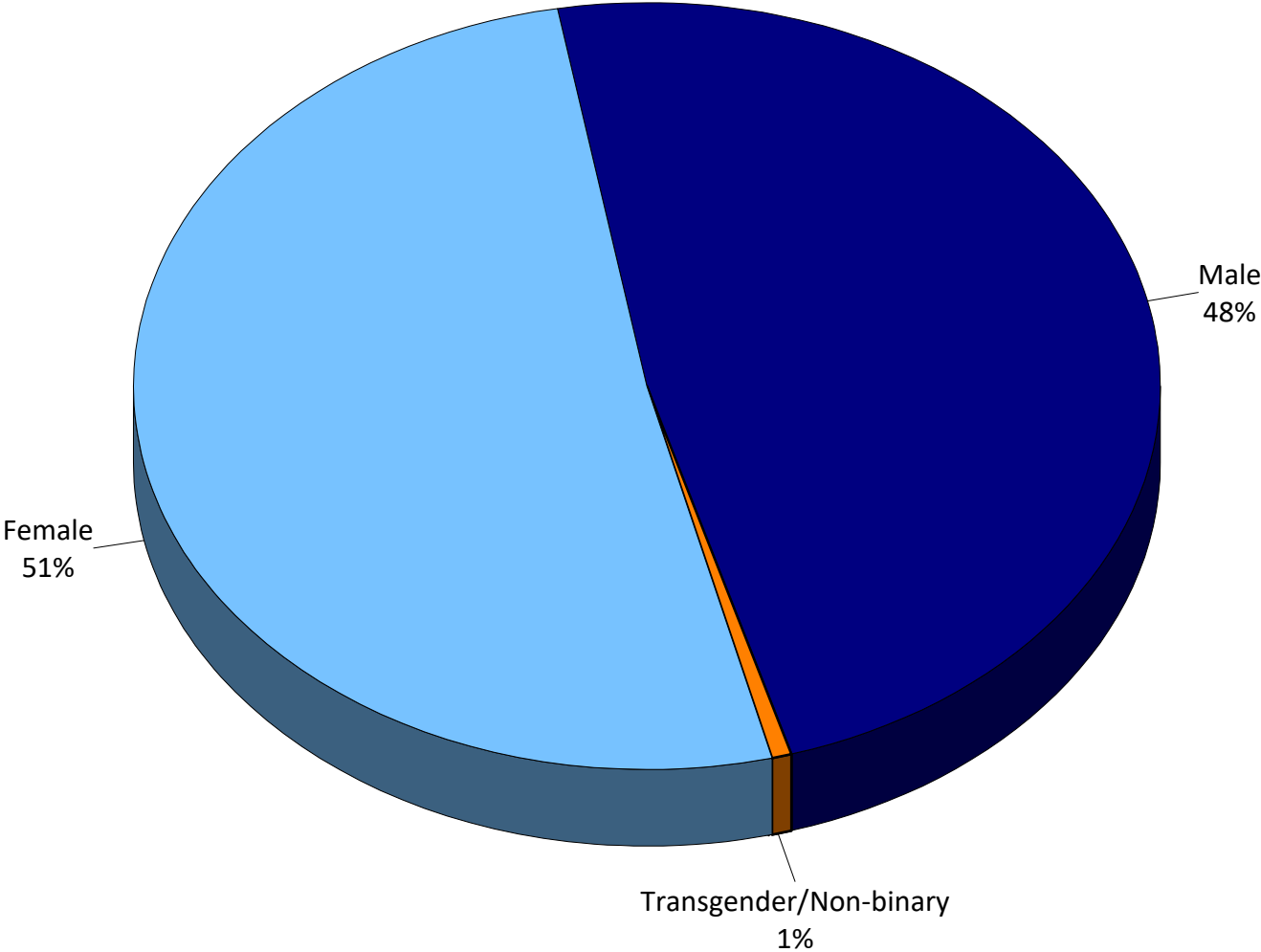
Q18. What is your age?

by percentage of respondents (excluding "not provided")



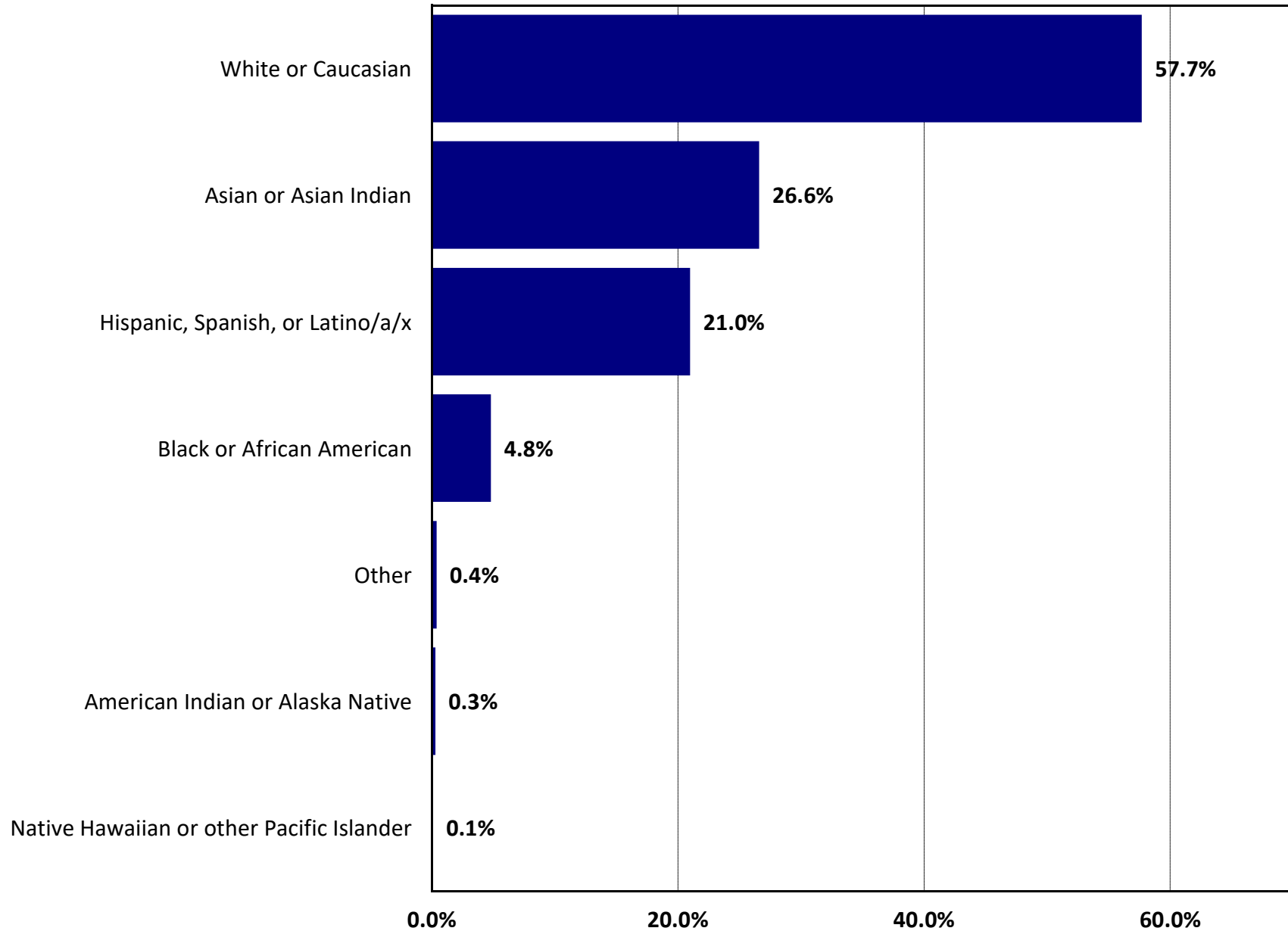
Q19. What is your gender?

by percentage of respondents (excluding "prefer not to answer")



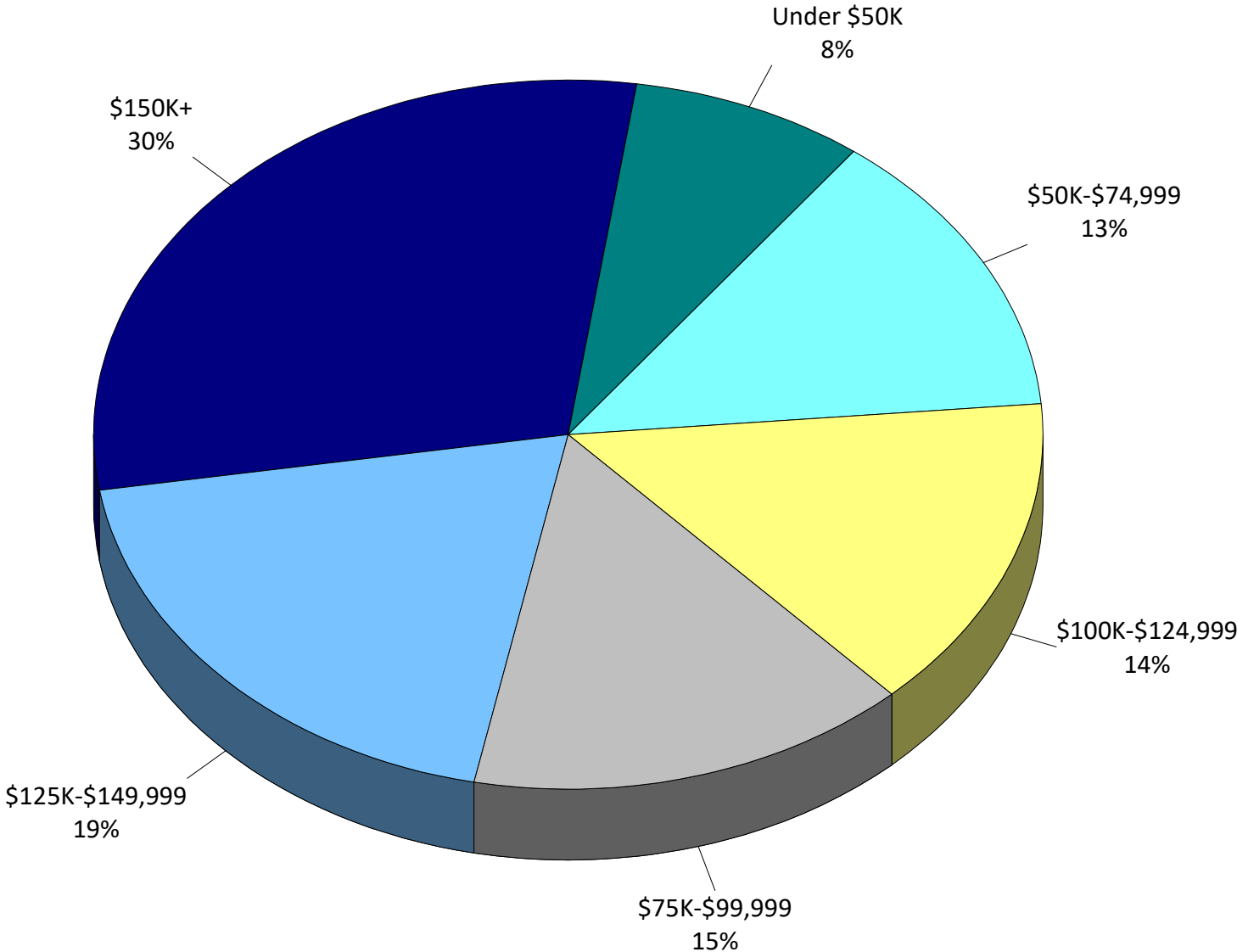
Q20. Which of the following best describes your race/ethnicity?

by percentage of respondents (excluding "prefer not to answer")

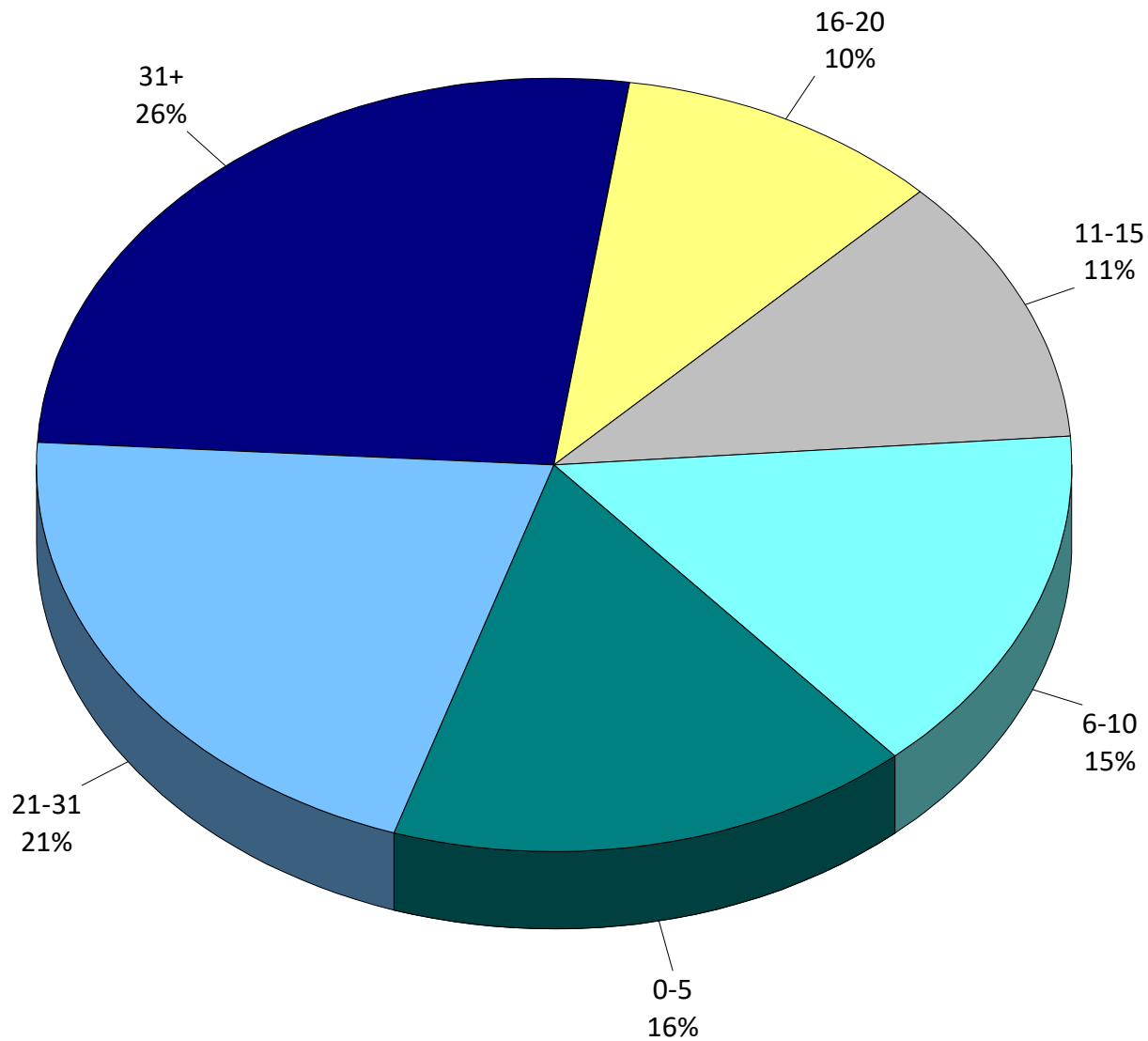


Q21. What is your total annual household income?

by percentage of respondents (excluding "prefer not to answer")



Q22. How many years have you lived within the HEParks District boundaries by percentage of respondents (excluding "not provided")





Priority Investment Rating

Priority Investment Rating

Hoffman Estates Park District

The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The Priority Investment Rating was developed by ETC Institute to identify the facilities and programs residents think should receive the highest priority for investment. The priority investment rating reflects the importance residents place on items (sum of top 4 choices) and the unmet needs (needs that are not met or only partly 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, if the Unmet Needs Rating for Community Gardens were 98.9 (out of 100) and the Importance Rating for Community Gardens were 21.6 (out of 100), the Priority Investment Rating for Community Gardens would be 120.5 (out of 200).

How to Analyze the Charts:

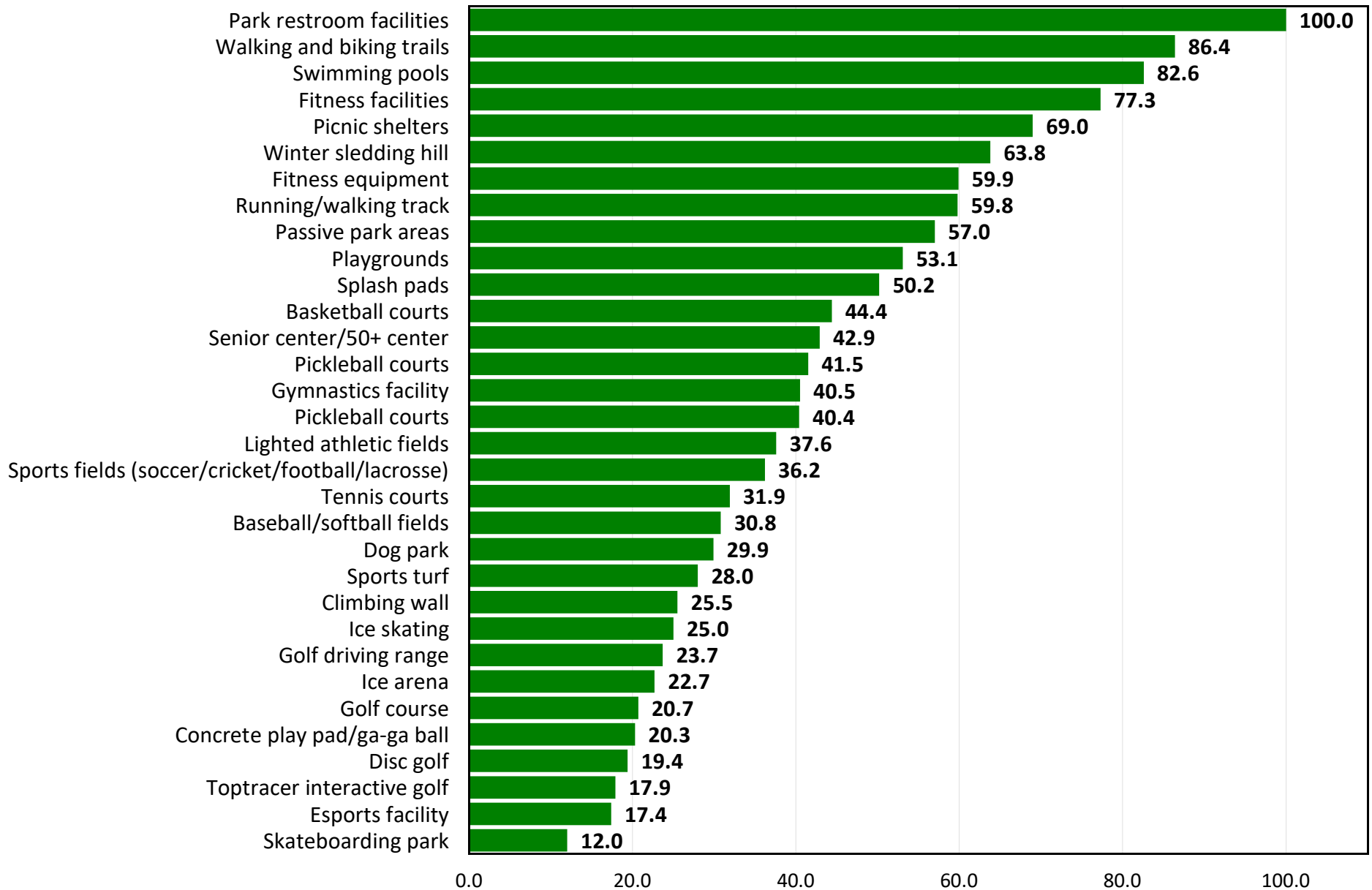
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact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

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

Unmet Needs Rating for Facilities/Amenities

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

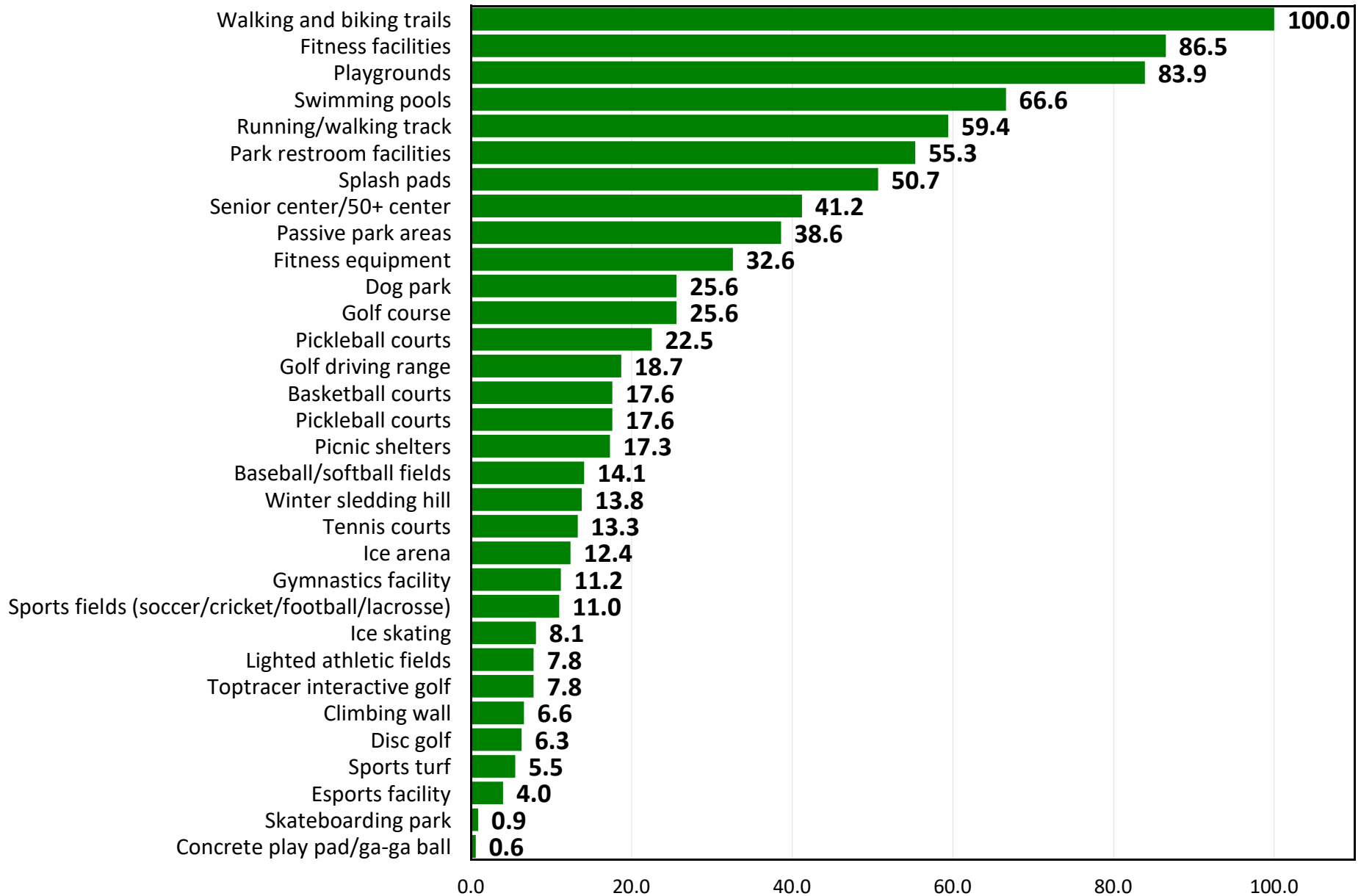
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



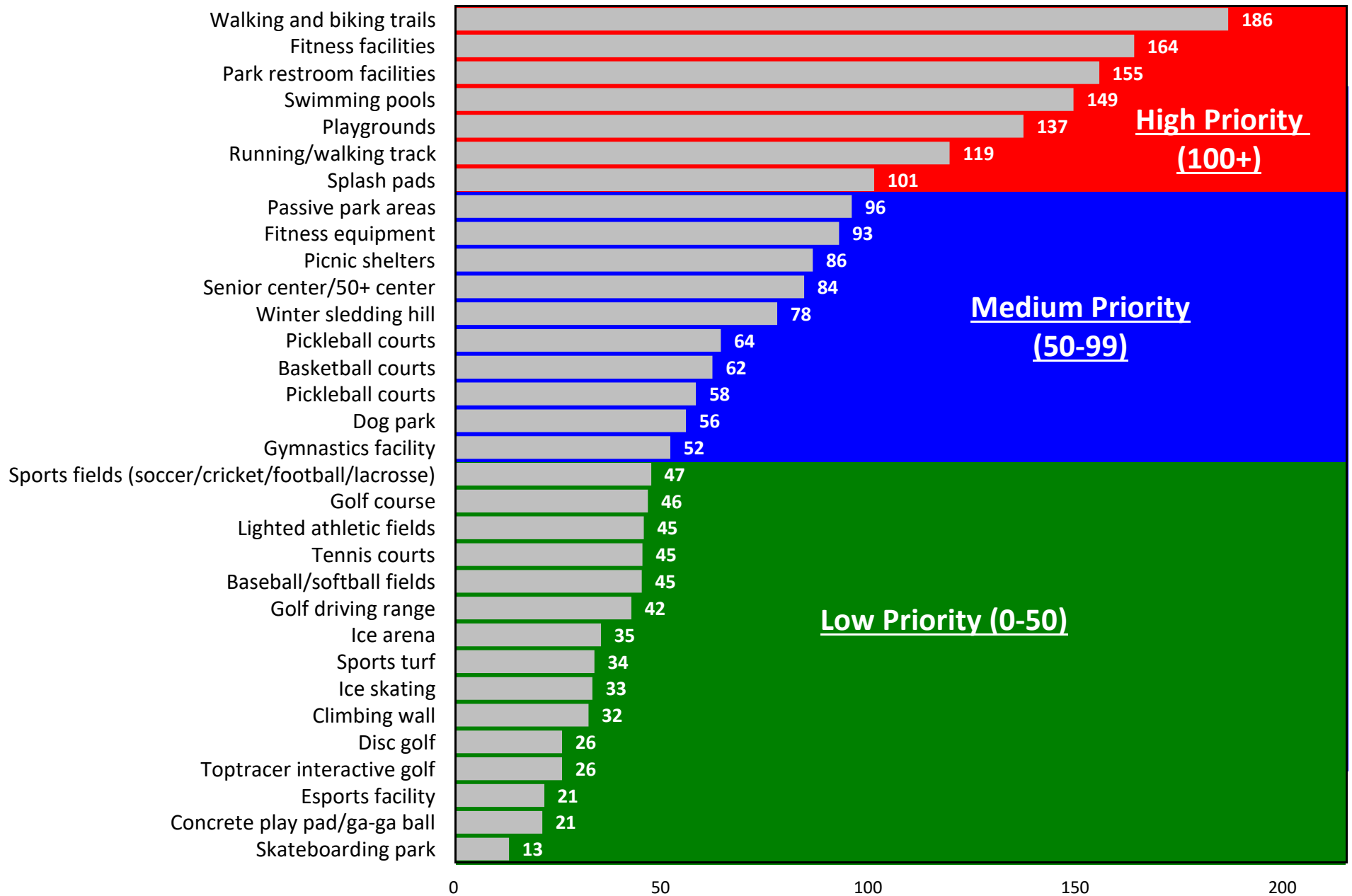
Importance Rating for Facilities/Amenities

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



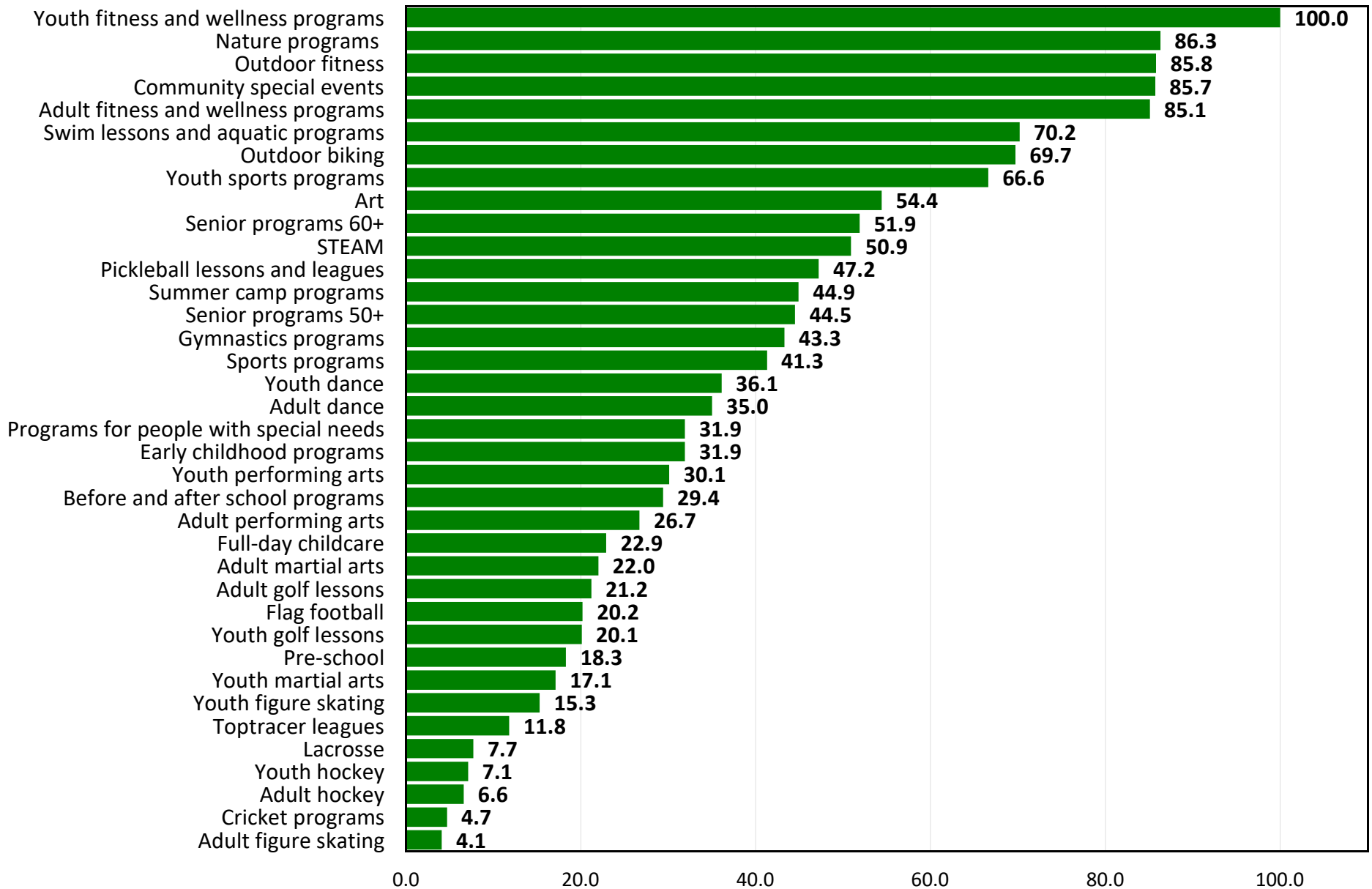
Top Priorities for Investment for Facilities/Amenities Based on Priority Investment Rating



Unmet Needs Rating for Programs

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

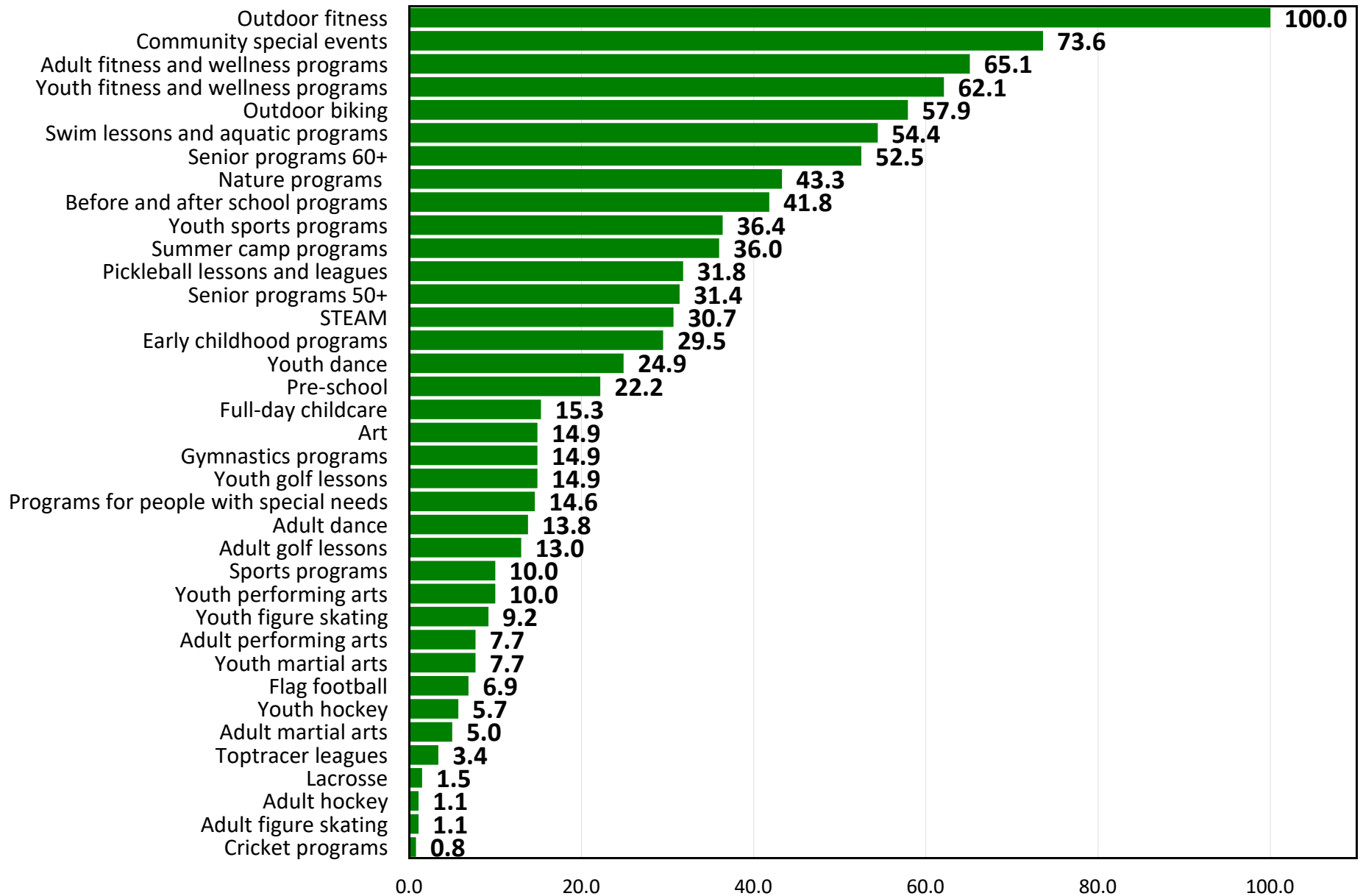
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



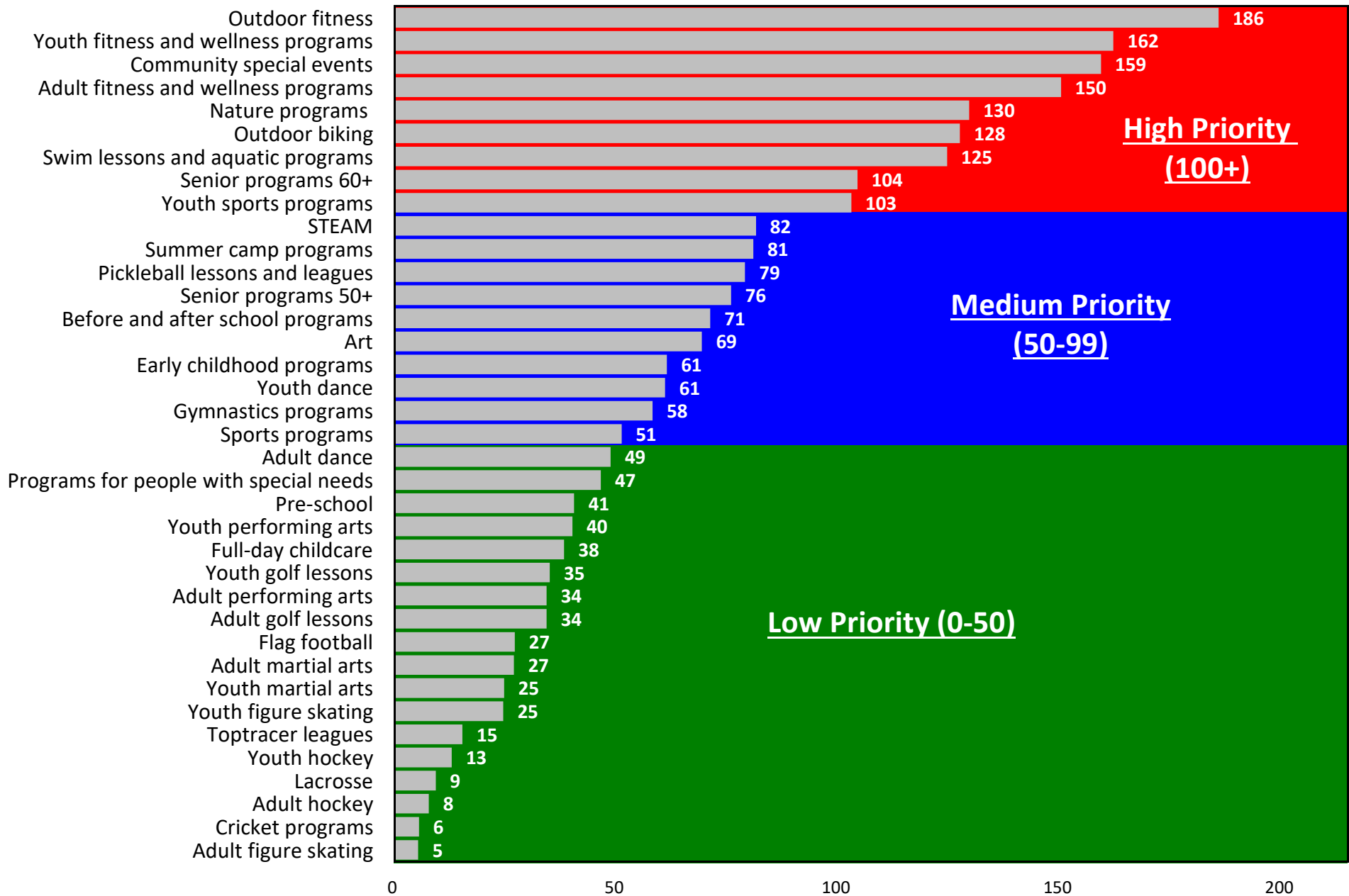
Importance Rating for Programs

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 Programs Based on Priority Investment Rating





4

Tabular Data

Area:

<u>Area</u>	<u>Number</u>	<u>Percent</u>
North	270	32.6 %
South	472	57.1 %
West	85	10.3 %
Total	827	100.0 %

Q1. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	3.0	2423
Under age 5	0.2	192
Ages 5-9	0.3	213
Ages 10-14	0.2	154
Ages 15-19	0.2	125
Ages 20-24	0.1	115
Ages 25-34	0.3	273
Ages 35-44	0.4	343
Ages 45-54	0.4	288
Ages 55-64	0.4	323
Ages 65-74	0.3	280
Ages 75+	0.1	117

Q2. Are you aware that HEParks has a foundation that provides scholarships to low-income families and a Programs for All initiatives that offers available spots in our programs to children from families in need?

Q2. Are you aware that HEParks has a foundation that provides scholarships to low-income families and a Programs for All initiatives

	<u>Number</u>	<u>Percent</u>
Yes	174	21.0 %
No	653	79.0 %
Total	827	100.0 %

Q3. During the past 12 months, has your household visited any HEParks' parks?

Q3. Has your household visited any HEParks' parks during past 12 months	Number	Percent
Yes	663	80.2 %
No	164	19.8 %
Total	827	100.0 %

Q3a. How would you rate the overall physical condition of the HEParks' parks you have visited?

Q3a. How would you rate overall physical condition of HEParks' parks you have visited	Number	Percent
Excellent	232	35.0 %
Good	339	51.1 %
Fair	71	10.7 %
Poor	19	2.9 %
Not provided	2	0.3 %
Total	663	100.0 %

(WITHOUT "NOT PROVIDED")

Q3a. How would you rate the overall physical condition of the HEParks' parks you have visited? (without "not provided")

Q3a. How would you rate overall physical condition of HEParks' parks you have visited	Number	Percent
Excellent	232	35.1 %
Good	339	51.3 %
Fair	71	10.7 %
Poor	19	2.9 %
Total	661	100.0 %

Q3b. During the past 12 months, how many total visits have you or members of your household made to HEParks' parks?

Q3b. How many total visits have you made to HEParks' parks during past 12 months	Number	Percent
1-5	147	22.2 %
6-10	113	17.0 %
11-15	68	10.3 %
16+	332	50.1 %
Not provided	3	0.5 %
Total	663	100.0 %

(WITHOUT "NOT PROVIDED")

Q3b. During the past 12 months, how many total visits have you or members of your household made to HEParks' parks? (without "not provided")

Q3b. How many total visits have you made to HEParks' parks during past 12 months

	Number	Percent
1-5	147	22.3 %
6-10	113	17.1 %
11-15	68	10.3 %
16+	332	50.3 %
Total	660	100.0 %

Q4. During the past 12 months, has your household participated in or used any HEParks' programs, activities or facilities?

Q4. Has your household participated in or used any HEParks' programs, activities or facilities during past 12 months

	Number	Percent
Yes	435	52.6 %
No	392	47.4 %
Total	827	100.0 %

Q4a. During the past 12 months, in how many different programs or activities offered by HEParks has your household participated?

Q4a. In how many different programs or activities has your household participated during past 12 months

	Number	Percent
1 program/activity	127	29.2 %
2 to 3 programs/activities	169	38.9 %
4 to 6 programs/activities	81	18.6 %
7 to 10 programs/activities	31	7.1 %
11 or more	10	2.3 %
Not provided	17	3.9 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")

Q4a. During the past 12 months, in how many different programs or activities offered by HEParks has your household participated? (without "not provided")

Q4a. In how many different programs or activities has your household participated during past 12 months

	Number	Percent
1 program/activity	127	30.4 %
2 to 3 programs/activities	169	40.4 %
4 to 6 programs/activities	81	19.4 %
7 to 10 programs/activities	31	7.4 %
11 or more	10	2.4 %
Total	418	100.0 %

4b. Please select the THREE primary reasons why your household has chosen to participate in HEParks' programs or activities.

Q4b. Top choice	Number	Percent
Quality of instructors/coaches	30	6.9 %
Location of program/facility	250	57.5 %
Quality of program/facility	40	9.2 %
Fees charged for class	28	6.4 %
Times program is offered	20	4.6 %
Friends participate in program	24	5.5 %
Dates program is offered	16	3.7 %
Other	12	2.8 %
None chosen	15	3.4 %
Total	435	100.0 %

Q4b. Please select the THREE primary reasons why your household has chosen to participate in HEParks' programs or activities.

Q4b. 2nd choice	Number	Percent
Quality of instructors/coaches	20	4.6 %
Location of program/facility	62	14.3 %
Quality of program/facility	80	18.4 %
Fees charged for class	84	19.3 %
Times program is offered	66	15.2 %
Friends participate in program	36	8.3 %
Dates program is offered	44	10.1 %
Other	2	0.5 %
None chosen	41	9.4 %
Total	435	100.0 %

Q4b. Please select the THREE primary reasons why your household has chosen to participate in HEParks' programs or activities.

Q4b. 3rd choice	Number	Percent
Quality of instructors/coaches	35	8.0 %
Location of program/facility	34	7.8 %
Quality of program/facility	50	11.5 %
Fees charged for class	69	15.9 %
Times program is offered	61	14.0 %
Friends participate in program	37	8.5 %
Dates program is offered	61	14.0 %
Other	10	2.3 %
None chosen	78	17.9 %
Total	435	100.0 %

(SUM OF TOP 3)

Q4b. Please select the THREE primary reasons why your household has chosen to participate in HEParks' programs or activities. (top 3)

Q4b. Top choice	Number	Percent
Quality of instructors/coaches	85	19.5 %
Location of program/facility	346	79.5 %
Quality of program/facility	170	39.1 %
Fees charged for class	181	41.6 %
Times program is offered	147	33.8 %
Friends participate in program	97	22.3 %
Dates program is offered	121	27.8 %
Other	24	5.5 %
None chosen	15	3.4 %
Total	1186	

Q4b-8. Other:

Q4b-8. Other	Number	Percent
I am a member of The Club & use the facility & attend events at other sites	1	6.7 %
The program	1	6.7 %
Pickleball leagues are available when I am available	1	6.7 %
Volunteer coach	1	6.7 %
Only went because a friend uses the golf course	1	6.7 %
Exercise, meeting people, etc.	1	6.7 %
Track availability	1	6.7 %
Associate with people my own age	1	6.7 %
Our interest in the program	1	6.7 %
Just getting our kids involved	1	6.7 %
Source of exercise	1	6.7 %
The topic/nature of the program/activity	1	6.7 %
FLEXIBILITY OF PARTICIPATION	1	6.7 %
Keep kids active	1	6.7 %
The club at Prairie Stone, membership is included	1	6.7 %
Total	15	100.0 %

Q4c. How would you rate the overall quality of programs or activities in which your household has participated?

Q4c. How would you rate overall quality of programs or activities in which your household has participated

	Number	Percent
Excellent	149	34.3 %
Good	190	43.7 %
Fair	66	15.2 %
Poor	16	3.7 %
Not provided	14	3.2 %
Total	435	100.0 %

(WITHOUT "NOT PROVIDED")

Q4c. How would you rate the overall quality of programs or activities in which your household has participated? (without "not provided")

Q4c. How would you rate overall quality of programs or activities in which your household has participated	Number	Percent
Excellent	149	35.4 %
Good	190	45.1 %
Fair	66	15.7 %
Poor	16	3.8 %
Total	421	100.0 %

Q5. During the past 12 months, has your household used any of the facilities listed below?

(N=827)

	Yes	No
Q5-1. Bridges of Poplar Creek-Restaurant or Banquet	10.3%	89.7%
Q5-2. Bridges of Poplar Creek-Golf Course	11.6%	88.4%
Q5-3. Bridges of Poplar Creek-Toptracer	7.5%	92.5%
Q5-4. Freedom Run Dog Park	2.9%	97.1%
Q5-5. The Club at Prairie Stone Fitness Center	19.5%	80.5%
Q5-6. Seascape Family Aquatic Center	23.0%	77.0%
Q5-7. Triphahn Center Ice Arena	14.5%	85.5%
Q5-8. Triphahn Center-Senior Center	5.4%	94.6%
Q5-9. Triphahn Center-Fitness Center	12.3%	87.7%
Q5-10. Vogelei Barn-eSports	2.7%	97.3%
Q5-11. Vogelei Barn-Gymnastics	6.8%	93.2%
Q5-12. Willow Recreation Center	18.5%	81.5%
Q5-13. Willow Recreation Center-Fitness Center	4.1%	95.9%
Q5-14. Willow Recreation Center-Bo's Run Dog Park	4.1%	95.9%

Q5. If "yes," how would you rate the condition of the facility?

(N=535)

	Excellent	Good	Fair	Poor	Not provided
Q5-1. Bridges of Poplar Creek-Restaurant or Banquet	50.6%	37.6%	8.2%	0.0%	3.5%
Q5-2. Bridges of Poplar Creek-Golf Course	42.7%	46.9%	6.3%	0.0%	4.2%
Q5-3. Bridges of Poplar Creek-Toptracer	64.5%	24.2%	4.8%	0.0%	6.5%
Q5-4. Freedom Run Dog Park	33.3%	50.0%	8.3%	4.2%	4.2%
Q5-5. The Club at Prairie Stone Fitness Center	54.0%	26.1%	1.9%	0.0%	18.0%
Q5-6. Seascape Family Aquatic Center	28.9%	50.5%	19.5%	0.0%	1.1%
Q5-7. Triphahn Center Ice Arena	45.0%	40.8%	7.5%	2.5%	4.2%
Q5-8. Triphahn Center-Senior Center	35.6%	44.4%	11.1%	0.0%	8.9%
Q5-9. Triphahn Center-Fitness Center	26.5%	52.0%	17.6%	1.0%	2.9%
Q5-10. Vogeley Barn-eSports	31.8%	31.8%	13.6%	13.6%	9.1%
Q5-11. Vogeley Barn-Gymnastics	10.7%	26.8%	30.4%	25.0%	7.1%
Q5-12. Willow Recreation Center	26.8%	47.7%	16.3%	2.0%	7.2%
Q5-13. Willow Recreation Center-Fitness Center	17.6%	41.2%	14.7%	17.6%	8.8%
Q5-14. Willow Recreation Center-Bo's Run Dog Park	35.3%	26.5%	14.7%	5.9%	17.6%

(WITHOUT "NOT PROVIDED")**Q5. If "yes," how would you rate the condition of the facility? (without "not provided")**

(N=535)

	Excellent	Good	Fair	Poor
Q5-1. Bridges of Poplar Creek-Restaurant or Banquet	52.4%	39.0%	8.5%	0.0%
Q5-2. Bridges of Poplar Creek-Golf Course	44.6%	48.9%	6.5%	0.0%
Q5-3. Bridges of Poplar Creek-Toptracer	69.0%	25.9%	5.2%	0.0%
Q5-4. Freedom Run Dog Park	34.8%	52.2%	8.7%	4.3%
Q5-5. The Club at Prairie Stone Fitness Center	65.9%	31.8%	2.3%	0.0%
Q5-6. Seascaple Family Aquatic Center	29.3%	51.1%	19.7%	0.0%
Q5-7. Triphahn Center Ice Arena	47.0%	42.6%	7.8%	2.6%
Q5-8. Triphahn Center-Senior Center	39.0%	48.8%	12.2%	0.0%
Q5-9. Triphahn Center-Fitness Center	27.3%	53.5%	18.2%	1.0%
Q5-10. Vogeley Barn-eSports	35.0%	35.0%	15.0%	15.0%
Q5-11. Vogeley Barn-Gymnastics	11.5%	28.8%	32.7%	26.9%
Q5-12. Willow Recreation Center	28.9%	51.4%	17.6%	2.1%
Q5-13. Willow Recreation Center-Fitness Center	19.4%	45.2%	16.1%	19.4%
Q5-14. Willow Recreation Center-Bo's Run Dog Park	42.9%	32.1%	17.9%	7.1%

Q6. Please CHECK ALL of the following reasons why your household has NOT used HEParks' parks and facilities more often.

Q6. Reasons why your household has not used HEParks' parks & facilities more often	Number	Percent
Use other park districts	203	24.5 %
Type of facility not offered	59	7.1 %
Facilities do not have right equipment	65	7.9 %
Participate with friends elsewhere	136	16.4 %
Distance from residence	132	16.0 %
Availability of classes	158	19.1 %
Fees	186	22.5 %
Program times	140	16.9 %
Facility cleanliness	20	2.4 %
Customer service	29	3.5 %
Coaches	56	6.8 %
Instructors	44	5.3 %
Too busy	217	26.2 %
Not interested	141	17.0 %
Facility operating hours not convenient	40	4.8 %
Lack of transportation	17	2.1 %
Use services of other agencies	25	3.0 %
Household enrolled in schools out of district	13	1.6 %
Other	66	8.0 %
Total	1747	

Q7. Please CHECK ALL of the following other organizations that your household has used for recreation programs, activities, or facilities.

Q7. Other organizations your household has used for recreation programs, activities, or facilities	Number	Percent
Neighboring park districts	388	46.9 %
Private schools	46	5.6 %
Churches	151	18.3 %
Youth sports associations	86	10.4 %
YMCA	48	5.8 %
School sponsored activities	134	16.2 %
Private clubs (e.g., tennis, fitness, golf, dance)	168	20.3 %
Homeowners associations/apartment complex	44	5.3 %
Neighboring township	102	12.3 %
Community college	64	7.7 %
Other	45	5.4 %
Total	1276	

Q7c. Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

Q7c. Reasons why you use neighboring park districts for indoor and/or outdoor recreation activities

	Number	Percent
HEParks does not offer class/program/sport/service	110	28.4 %
Price is lower	70	18.0 %
More convenient location	122	31.4 %
More convenient hours	67	17.3 %
Facilities are better maintained	58	14.9 %
Our friends/family go there	114	29.4 %
Household members attend schools outside HEParks' boundaries	19	4.9 %
Total	560	

Q8. During the past 12 months, from the following list, please CHECK ALL the ways that your household has learned about HEParks' programs and activities.

Q8. Ways your household has learned about HEParks' programs & activities

	Number	Percent
HEParks website (heparks.org)	435	52.6 %
HEParks emails	340	41.1 %
Direct mailings	329	39.8 %
Flyers at HEParks facilities	169	20.4 %
Digital facility signs	146	17.7 %
Conversation with HEParks staff	67	8.1 %
Internet searches	169	20.4 %
Internet review sites	3	0.4 %
Social media	162	19.6 %
Newspaper	47	5.7 %
From friends/neighbors	167	20.2 %
School flyers/newsletters	27	3.3 %
Total	2061	

Q8-8. Which internet review sites?

Q8-8. Which internet review sites	Number	Percent
Google	2	66.7 %
IG page	1	33.3 %
Total	3	100.0 %

Q8-9. Which social media sites?

Q8-9. Which social media sites	Number	Percent
Facebook	112	74.7 %
Instagram	28	18.7 %
Facebook and Instagram	9	6.0 %
Village of HE Facebook	1	0.7 %
Total	150	100.0 %

Q8a. How satisfied are you with receiving information from HEParks?

Q8a. How satisfied are you with receiving information from HEParks	Number	Percent
Very satisfied	291	38.4 %
Somewhat satisfied	203	26.8 %
Neutral	184	24.3 %
Somewhat dissatisfied	27	3.6 %
Very dissatisfied	14	1.8 %
Don't know	38	5.0 %
Total	757	100.0 %

(WITHOUT "DON'T KNOW")

Q8a. How satisfied are you with receiving information from HEParks? (without "don't know")

Q8a. How satisfied are you with receiving information from HEParks	Number	Percent
Very satisfied	291	40.5 %
Somewhat satisfied	203	28.2 %
Neutral	184	25.6 %
Somewhat dissatisfied	27	3.8 %
Very dissatisfied	14	1.9 %
Total	719	100.0 %

Q9. Please rate your satisfaction with each of the following provided by HEParks.

(N=827)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Q9-1. Facility cleanliness	39.4%	20.9%	13.8%	2.7%	1.1%	22.1%
Q9-2. Facility customer service	31.6%	19.3%	13.8%	3.6%	1.1%	30.6%
Q9-3. In-person registration	22.6%	11.9%	12.1%	2.4%	1.2%	49.8%
Q9-4. Online registration	20.1%	16.2%	13.5%	5.7%	3.1%	41.4%
Q9-5. Overall communication with residents	24.8%	21.3%	18.0%	7.4%	2.7%	25.9%
Q9-6. Overall value	24.2%	21.6%	17.0%	7.6%	3.9%	25.6%
Q9-7. Park maintenance	34.5%	26.0%	12.3%	5.2%	3.4%	18.6%
Q9-8. Recreation program fees	18.0%	16.1%	17.3%	9.9%	5.0%	33.7%
Q9-9. Special events (Haunted Hoffman, Winter Fest)	16.8%	11.0%	13.1%	2.3%	1.0%	55.9%
Q9-10. Transparency of Park District	20.1%	13.8%	18.3%	4.8%	3.5%	39.5%
Q9-11. User or membership fees	15.4%	15.1%	18.0%	11.0%	3.9%	36.6%
Q9-12. Variety of programs	18.1%	20.9%	19.7%	8.8%	3.9%	28.5%
Q9-13. Website user friendliness	20.8%	17.7%	18.3%	7.3%	5.3%	30.7%

(WITHOUT "DON'T KNOW")**Q9. Please rate your satisfaction with each of the following provided by HEParks. (without "don't know")**

(N=827)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Q9-1. Facility cleanliness	50.6%	26.9%	17.7%	3.4%	1.4%
Q9-2. Facility customer service	45.5%	27.9%	19.9%	5.2%	1.6%
Q9-3. In-person registration	45.1%	23.6%	24.1%	4.8%	2.4%
Q9-4. Online registration	34.2%	27.6%	23.1%	9.7%	5.4%
Q9-5. Overall communication with residents	33.4%	28.7%	24.3%	10.0%	3.6%
Q9-6. Overall value	32.5%	29.1%	22.9%	10.2%	5.2%
Q9-7. Park maintenance	42.3%	31.9%	15.2%	6.4%	4.2%
Q9-8. Recreation program fees	27.2%	24.3%	26.1%	15.0%	7.5%
Q9-9. Special events (Haunted Hoffman, Winter Fest)	38.1%	24.9%	29.6%	5.2%	2.2%
Q9-10. Transparency of Park District	33.2%	22.8%	30.2%	8.0%	5.8%
Q9-11. User or membership fees	24.2%	23.9%	28.4%	17.4%	6.1%
Q9-12. Variety of programs	25.4%	29.3%	27.6%	12.4%	5.4%
Q9-13. Website user friendliness	30.0%	25.5%	26.4%	10.5%	7.7%

Q10(1-9). Indoor: Please indicate how well your needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=827)

	Fully met	Mostly met	Partly met	Not met	No need
Q10-1. Climbing wall	5.4%	3.4%	3.1%	3.3%	84.8%
Q10-2. eSports facility	2.8%	3.7%	2.5%	1.8%	89.1%
Q10-3. Fitness facilities	15.2%	12.5%	10.5%	8.8%	53.0%
Q10-4. Gymnastics facility	4.2%	4.0%	4.5%	5.7%	81.6%
Q10-5. Ice arena	8.0%	8.0%	3.9%	1.8%	78.4%
Q10-6. Pickleball courts	8.7%	5.9%	5.9%	4.5%	75.0%
Q10-7. Running/walking track	16.8%	13.2%	9.2%	5.8%	55.0%
Q10-8. Senior center/50+ center	6.0%	5.4%	6.0%	4.7%	77.8%
Q10-9. Sports turf	3.6%	4.2%	4.1%	2.9%	85.1%

(WITHOUT "NO NEED")

Q10(1-9). Indoor: Please indicate how well your needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=827)

	Fully met	Mostly met	Partly met	Not met
Q10-1. Climbing wall	35.7%	22.2%	20.6%	21.4%
Q10-2. eSports facility	25.6%	34.4%	23.3%	16.7%
Q10-3. Fitness facilities	32.4%	26.5%	22.4%	18.8%
Q10-4. Gymnastics facility	23.0%	21.7%	24.3%	30.9%
Q10-5. Ice arena	36.9%	36.9%	17.9%	8.4%
Q10-6. Pickleball courts	34.8%	23.7%	23.7%	17.9%
Q10-7. Running/walking track	37.4%	29.3%	20.4%	12.9%
Q10-8. Senior center/50+ center	27.2%	24.5%	27.2%	21.2%
Q10-9. Sports turf	24.4%	28.5%	27.6%	19.5%

Q10(10-33). Outdoor: Please indicate how well your needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=827)

	Fully met	Mostly met	Partly met	Not met	No need
Q10-10. Baseball/softball fields	8.1%	5.8%	4.4%	3.4%	78.4%
Q10-11. Basketball courts	8.5%	8.1%	6.5%	4.6%	72.3%
Q10-12. Concrete play pad/ga-ga ball	3.3%	3.0%	2.4%	2.7%	88.6%
Q10-13. Disc golf	3.5%	2.5%	2.8%	2.1%	89.1%
Q10-14. Dog park	5.3%	4.4%	4.1%	3.4%	82.8%
Q10-15. Fitness equipment	12.2%	10.6%	8.5%	6.5%	62.2%
Q10-16. Golf course	9.9%	7.4%	4.0%	1.2%	77.5%
Q10-17. Golf driving range	10.8%	7.1%	4.7%	1.2%	76.2%
Q10-18. Toptracer interactive golf	8.3%	3.1%	2.8%	1.7%	84.0%
Q10-19. Ice skating	8.3%	6.4%	4.1%	2.2%	79.0%
Q10-20. Lighted athletic fields	5.8%	6.4%	5.9%	3.5%	78.4%
Q10-21. Park restroom facilities	14.1%	18.4%	15.0%	10.0%	42.4%
Q10-22. Passive park areas	16.4%	18.4%	9.4%	4.8%	50.9%
Q10-23. Pickleball courts	8.1%	6.7%	7.1%	3.0%	75.1%
Q10-24. Picnic shelters	10.8%	15.2%	11.1%	6.2%	56.7%
Q10-25. Playgrounds	22.6%	18.0%	8.9%	4.4%	46.1%
Q10-26. Skateboarding park	3.0%	1.6%	1.3%	1.7%	92.4%
Q10-27. Splash pads	18.0%	11.5%	6.9%	5.7%	57.9%
Q10-28. Sports fields (soccer/cricket/ football/lacrosse)	6.7%	7.5%	6.2%	2.9%	76.8%
Q10-29. Swimming pools	14.1%	12.0%	10.3%	10.4%	53.2%
Q10-30. Tennis courts	7.3%	6.0%	4.8%	3.1%	78.7%
Q10-31. Walking & biking trails	23.1%	20.4%	13.3%	8.3%	34.8%
Q10-32. Winter sledding hill	8.3%	8.6%	8.7%	7.3%	67.1%
Q10-33. Other	0.2%	0.2%	0.4%	1.6%	97.6%

(WITHOUT "NO NEED")

Q10(10-33). Outdoor: Please indicate how well your needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=827)

	Fully met	Mostly met	Partly met	Not met
Q10-10. Baseball/softball fields	37.4%	26.8%	20.1%	15.6%
Q10-11. Basketball courts	30.6%	29.3%	23.6%	16.6%
Q10-12. Concrete play pad/ga-ga ball	28.7%	26.6%	21.3%	23.4%
Q10-13. Disc golf	32.2%	23.3%	25.6%	18.9%
Q10-14. Dog park	31.0%	25.4%	23.9%	19.7%
Q10-15. Fitness equipment	32.3%	28.1%	22.4%	17.3%
Q10-16. Golf course	44.1%	32.8%	17.7%	5.4%
Q10-17. Golf driving range	45.2%	29.9%	19.8%	5.1%
Q10-18. Toptracer interactive golf	52.3%	19.7%	17.4%	10.6%
Q10-19. Ice skating	39.7%	30.5%	19.5%	10.3%
Q10-20. Lighted athletic fields	26.8%	29.6%	27.4%	16.2%
Q10-21. Park restroom facilities	24.6%	31.9%	26.1%	17.4%
Q10-22. Passive park areas	33.5%	37.4%	19.2%	9.9%
Q10-23. Pickleball courts	32.5%	26.7%	28.6%	12.1%
Q10-24. Picnic shelters	24.9%	35.2%	25.7%	14.2%
Q10-25. Playgrounds	41.9%	33.4%	16.6%	8.1%
Q10-26. Skateboarding park	39.7%	20.6%	17.5%	22.2%
Q10-27. Splash pads	42.8%	27.3%	16.4%	13.5%
Q10-28. Sports fields (soccer/cricket/ football/lacrosse)	28.6%	32.3%	26.6%	12.5%
Q10-29. Swimming pools	30.2%	25.6%	22.0%	22.2%
Q10-30. Tennis courts	34.1%	28.4%	22.7%	14.8%
Q10-31. Walking & biking trails	35.4%	31.4%	20.4%	12.8%
Q10-32. Winter sledding hill	25.4%	26.1%	26.5%	22.1%
Q10-33. Other	10.0%	10.0%	15.0%	65.0%

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

<u>Q11. Top choice</u>	<u>Number</u>	<u>Percent</u>
Climbing wall	8	1.0 %
eSports facility	4	0.5 %
Fitness facilities	119	14.4 %
Gymnastics facility	11	1.3 %
Ice arena	10	1.2 %
Pickleball courts	20	2.4 %
Running/walking track	47	5.7 %
Senior center/50+ center	53	6.4 %
Sports turf	5	0.6 %
Baseball/softball fields	15	1.8 %
Basketball courts	16	1.9 %
Disc golf	3	0.4 %
Dog park	20	2.4 %
Fitness equipment	14	1.7 %
Golf course	18	2.2 %
Golf driving range	6	0.7 %
Toptracer interactive golf	4	0.5 %
Ice skating	7	0.8 %
Lighted athletic fields	1	0.1 %
Park restroom facilities	14	1.7 %
Passive park areas	23	2.8 %
Pickleball courts	16	1.9 %
Picnic shelters	3	0.4 %
Playgrounds	99	12.0 %
Skateboarding park	1	0.1 %
Splash pads	14	1.7 %
Sports fields (soccer/cricket/football/lacrosse)	9	1.1 %
Swimming pools	52	6.3 %
Tennis courts	8	1.0 %
Walking & biking trails	88	10.6 %
Winter sledding hill	1	0.1 %
None chosen	118	14.3 %
Total	827	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

Q11. 2nd choice	Number	Percent
Climbing wall	3	0.4 %
eSports facility	2	0.2 %
Fitness facilities	57	6.9 %
Gymnastics facility	14	1.7 %
Ice arena	6	0.7 %
Pickleball courts	21	2.5 %
Running/walking track	55	6.7 %
Senior center/50+ center	30	3.6 %
Sports turf	7	0.8 %
Baseball/softball fields	12	1.5 %
Basketball courts	12	1.5 %
Disc golf	1	0.1 %
Dog park	21	2.5 %
Fitness equipment	26	3.1 %
Golf course	25	3.0 %
Golf driving range	16	1.9 %
Toptracer interactive golf	5	0.6 %
Ice skating	7	0.8 %
Lighted athletic fields	8	1.0 %
Park restroom facilities	37	4.5 %
Passive park areas	22	2.7 %
Pickleball courts	16	1.9 %
Picnic shelters	19	2.3 %
Playgrounds	51	6.2 %
Skateboarding park	1	0.1 %
Splash pads	47	5.7 %
Sports fields (soccer/cricket/football/lacrosse)	9	1.1 %
Swimming pools	41	5.0 %
Tennis courts	8	1.0 %
Walking & biking trails	86	10.4 %
Winter sledding hill	5	0.6 %
None chosen	157	19.0 %
Total	827	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

Q11. 3rd choice	Number	Percent
Climbing wall	3	0.4 %
eSports facility	2	0.2 %
Fitness facilities	44	5.3 %
Gymnastics facility	6	0.7 %
Ice arena	9	1.1 %
Pickleball courts	18	2.2 %
Running/walking track	39	4.7 %
Senior center/50+ center	25	3.0 %
Baseball/softball fields	5	0.6 %
Basketball courts	9	1.1 %
Concrete play pad/ga-ga ball	1	0.1 %
Disc golf	6	0.7 %
Dog park	22	2.7 %
Fitness equipment	26	3.1 %
Golf course	21	2.5 %
Golf driving range	18	2.2 %
Toptracer interactive golf	8	1.0 %
Ice skating	4	0.5 %
Lighted athletic fields	7	0.8 %
Park restroom facilities	47	5.7 %
Passive park areas	31	3.7 %
Pickleball courts	12	1.5 %
Picnic shelters	12	1.5 %
Playgrounds	58	7.0 %
Skateboarding park	1	0.1 %
Splash pads	41	5.0 %
Sports fields (soccer/cricket/football/lacrosse)	7	0.8 %
Swimming pools	49	5.9 %
Tennis courts	9	1.1 %
Walking & biking trails	67	8.1 %
Winter sledding hill	14	1.7 %
None chosen	206	24.9 %
Total	827	100.0 %

Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household?

Q11. 4th choice	Number	Percent
Climbing wall	4	0.5 %
eSports facility	4	0.5 %
Fitness facilities	28	3.4 %
Gymnastics facility	2	0.2 %
Ice arena	11	1.3 %
Pickleball courts	6	0.7 %
Running/walking track	29	3.5 %
Senior center/50+ center	11	1.3 %
Sports turf	4	0.5 %
Baseball/softball fields	8	1.0 %
Basketball courts	13	1.6 %
Concrete play pad/ga-ga ball	1	0.1 %
Disc golf	8	1.0 %
Dog park	11	1.3 %
Fitness equipment	28	3.4 %
Golf course	10	1.2 %
Golf driving range	14	1.7 %
Toptracer interactive golf	5	0.6 %
Ice skating	6	0.7 %
Lighted athletic fields	7	0.8 %
Park restroom facilities	60	7.3 %
Passive park areas	35	4.2 %
Pickleball courts	7	0.8 %
Picnic shelters	15	1.8 %
Playgrounds	32	3.9 %
Splash pads	43	5.2 %
Sports fields (soccer/cricket/football/lacrosse)	7	0.8 %
Swimming pools	49	5.9 %
Tennis courts	12	1.5 %
Walking & biking trails	46	5.6 %
Winter sledding hill	20	2.4 %
None chosen	291	35.2 %
Total	827	100.0 %

(SUM OF TOP 4)**Q11. Which FOUR facilities/amenities from the list in Question 10 are MOST IMPORTANT to your household? (top 4)**

Q11. Top choice	Number	Percent
Climbing wall	18	2.2 %
eSports facility	12	1.5 %
Fitness facilities	248	30.0 %
Gymnastics facility	33	4.0 %
Ice arena	36	4.4 %
Pickleball courts	65	7.9 %
Running/walking track	170	20.6 %
Senior center/50+ center	119	14.4 %
Sports turf	16	1.9 %
Baseball/softball fields	40	4.8 %
Basketball courts	50	6.0 %
Concrete play pad/ga-ga ball	2	0.2 %
Disc golf	18	2.2 %
Dog park	74	8.9 %
Fitness equipment	94	11.4 %
Golf course	74	8.9 %
Golf driving range	54	6.5 %
Toptracer interactive golf	22	2.7 %
Ice skating	24	2.9 %
Lighted athletic fields	23	2.8 %
Park restroom facilities	158	19.1 %
Passive park areas	111	13.4 %
Pickleball courts	51	6.2 %
Picnic shelters	49	5.9 %
Playgrounds	240	29.0 %
Skateboarding park	3	0.4 %
Splash pads	145	17.5 %
Sports fields (soccer/cricket/football/lacrosse)	32	3.9 %
Swimming pools	191	23.1 %
Tennis courts	37	4.5 %
Walking & biking trails	287	34.7 %
Winter sledding hill	40	4.8 %
None chosen	118	14.3 %
Total	2654	

Q12(1-18). Youth Programs: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=827)

	Fully met	Mostly met	Partly met	Not met	No need
Q12-1. Before & after school programs	3.7%	4.4%	2.5%	3.5%	85.9%
Q12-2. Cricket programs	0.7%	1.2%	0.5%	0.5%	97.1%
Q12-3. Dance	3.0%	4.6%	3.0%	4.4%	85.0%
Q12-4. Early childhood programs	5.1%	4.0%	3.3%	3.3%	84.4%
Q12-5. Figure skating	3.4%	2.4%	2.2%	1.0%	91.1%
Q12-6. Fitness & wellness programs	7.3%	10.0%	8.2%	9.2%	65.3%
Q12-7. Flag football	0.8%	0.6%	1.1%	3.0%	94.4%
Q12-8. Full-day childcare	2.2%	1.5%	1.7%	3.0%	91.7%
Q12-9. Golf lessons	2.9%	1.7%	2.1%	2.1%	91.3%
Q12-10. Gymnastics programs	1.7%	3.1%	4.5%	4.4%	86.3%
Q12-11. Hockey	1.9%	1.2%	0.6%	0.8%	95.4%
Q12-12. Lacrosse	0.6%	0.6%	0.2%	1.3%	97.2%
Q12-13. Martial arts	1.6%	1.5%	1.2%	2.3%	93.5%
Q12-14. Performing arts	2.1%	1.1%	3.1%	3.0%	90.7%
Q12-15. Pre-school	3.5%	2.8%	2.1%	1.7%	90.0%
Q12-16. Sports programs	3.7%	4.8%	7.6%	6.0%	77.8%
Q12-17. STEAM (science, tech, engineering, art, math)	1.7%	1.7%	4.1%	6.3%	86.2%
Q12-18. Summer camp programs	4.2%	3.3%	4.1%	5.1%	83.3%

(WITHOUT "NO NEED")

Q12(1-18). Youth Programs: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=827)

	Fully met	Mostly met	Partly met	Not met
Q12-1. Before & after school programs	26.5%	30.8%	17.9%	24.8%
Q12-2. Cricket programs	25.0%	41.7%	16.7%	16.7%
Q12-3. Dance	20.2%	30.6%	20.2%	29.0%
Q12-4. Early childhood programs	32.6%	25.6%	20.9%	20.9%
Q12-5. Figure skating	37.8%	27.0%	24.3%	10.8%
Q12-6. Fitness & wellness programs	20.9%	28.9%	23.7%	26.5%
Q12-7. Flag football	15.2%	10.9%	19.6%	54.3%
Q12-8. Full-day childcare	26.1%	17.4%	20.3%	36.2%
Q12-9. Golf lessons	33.3%	19.4%	23.6%	23.6%
Q12-10. Gymnastics programs	12.4%	23.0%	32.7%	31.9%
Q12-11. Hockey	42.1%	26.3%	13.2%	18.4%
Q12-12. Lacrosse	21.7%	21.7%	8.7%	47.8%
Q12-13. Martial arts	24.1%	22.2%	18.5%	35.2%
Q12-14. Performing arts	22.1%	11.7%	33.8%	32.5%
Q12-15. Pre-school	34.9%	27.7%	20.5%	16.9%
Q12-16. Sports programs	16.8%	21.7%	34.2%	27.2%
Q12-17. STEAM (science, tech, engineering, art, math)	12.3%	12.3%	29.8%	45.6%
Q12-18. Summer camp programs	25.4%	19.6%	24.6%	30.4%

Q12(19-31). Adult Programs: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=827)

	Fully met	Mostly met	Partly met	Not met	No need
Q12-19. Art	1.8%	2.1%	4.4%	6.8%	85.0%
Q12-20. Dance	1.9%	1.8%	2.9%	4.2%	89.1%
Q12-21. Figure skating	2.4%	1.3%	0.5%	0.4%	95.4%
Q12-22. Fitness & wellness programs	8.2%	9.9%	11.5%	8.9%	61.4%
Q12-23. Golf lessons	2.9%	2.7%	1.8%	2.5%	90.1%
Q12-24. Hockey	1.5%	1.6%	0.7%	0.6%	95.6%
Q12-25. Martial arts	1.3%	1.6%	1.5%	3.0%	92.6%
Q12-26. Performing arts	2.1%	1.1%	2.5%	2.9%	91.4%
Q12-27. Pickleball lessons & leagues	1.9%	3.5%	4.2%	5.4%	84.9%
Q12-28. Senior programs 50+	4.4%	4.2%	5.0%	4.1%	82.3%
Q12-29. Senior programs 60+	4.5%	5.1%	5.4%	5.2%	79.8%
Q12-30. Sports programs	2.1%	3.5%	4.0%	4.5%	86.0%
Q12-31. Toptracer leagues	2.2%	1.2%	1.0%	1.5%	94.2%

(WITHOUT "NO NEED")

Q12(19-31). Adult Programs: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=827)

	Fully met	Mostly met	Partly met	Not met
Q12-19. Art	12.1%	13.7%	29.0%	45.2%
Q12-20. Dance	17.8%	16.7%	26.7%	38.9%
Q12-21. Figure skating	52.6%	28.9%	10.5%	7.9%
Q12-22. Fitness & wellness programs	21.3%	25.7%	29.8%	23.2%
Q12-23. Golf lessons	29.3%	26.8%	18.3%	25.6%
Q12-24. Hockey	33.3%	36.1%	16.7%	13.9%
Q12-25. Martial arts	18.0%	21.3%	19.7%	41.0%
Q12-26. Performing arts	23.9%	12.7%	29.6%	33.8%
Q12-27. Pickleball lessons & leagues	12.8%	23.2%	28.0%	36.0%
Q12-28. Senior programs 50+	24.7%	24.0%	28.1%	23.3%
Q12-29. Senior programs 60+	22.2%	25.1%	26.9%	25.7%
Q12-30. Sports programs	14.7%	25.0%	28.4%	31.9%
Q12-31. Toptracer leagues	37.5%	20.8%	16.7%	25.0%

Q12(32-38). Other: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all.

(N=827)

	Fully met	Mostly met	Partly met	Not met	No need
Q12-32. Community special events	12.9%	14.0%	10.6%	6.9%	55.5%
Q12-33. Outdoor biking	9.7%	11.2%	8.9%	5.3%	64.8%
Q12-34. Outdoor fitness (running, walking)	14.0%	13.5%	10.6%	6.9%	54.9%
Q12-35. Nature programs (fishing, boating, nature)	5.4%	7.4%	9.9%	7.7%	69.5%
Q12-36. Programs for people with special needs	1.7%	1.1%	2.7%	3.9%	90.7%
Q12-37. Swim lessons & aquatic programs	5.1%	6.2%	5.6%	8.8%	74.4%
Q12-38. Other	0.2%	0.0%	0.0%	1.1%	98.7%

(WITHOUT "NO NEED")

Q12(32-38). Other: Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. (without "no need")

(N=827)

	Fully met	Mostly met	Partly met	Not met
Q12-32. Community special events	29.1%	31.5%	23.9%	15.5%
Q12-33. Outdoor biking	27.5%	32.0%	25.4%	15.1%
Q12-34. Outdoor fitness (running, walking)	31.1%	30.0%	23.6%	15.3%
Q12-35. Nature programs (fishing, boating, nature)	17.9%	24.2%	32.5%	25.4%
Q12-36. Programs for people with special needs	18.2%	11.7%	28.6%	41.6%
Q12-37. Swim lessons & aquatic programs	19.8%	24.1%	21.7%	34.4%
Q12-38. Other	18.2%	0.0%	0.0%	81.8%

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

Q13. Top choice	Number	Percent
Before & after school programs	46	5.6 %
Cricket programs	2	0.2 %
Dance	12	1.5 %
Early childhood programs	26	3.1 %
Figure skating	8	1.0 %
Fitness & wellness programs	80	9.7 %
Flag football	9	1.1 %
Full-day childcare	13	1.6 %
Golf lessons	4	0.5 %
Gymnastics programs	3	0.4 %
Hockey	6	0.7 %
Lacrosse	1	0.1 %
Martial arts	7	0.8 %
Performing arts	5	0.6 %
Pre-school	12	1.5 %
Sports programs	22	2.7 %
STEAM (science, tech, engineering, art, math)	11	1.3 %
Summer camp programs	10	1.2 %
Art	4	0.5 %
Dance	8	1.0 %
Fitness & wellness programs	51	6.2 %
Golf lessons	11	1.3 %
Hockey	1	0.1 %
Performing arts	4	0.5 %
Pickleball lessons & leagues	25	3.0 %
Senior programs 50+	19	2.3 %
Senior programs 60+	40	4.8 %
Sports programs	5	0.6 %
Toptracer leagues	1	0.1 %
Community special events	34	4.1 %
Outdoor biking	26	3.1 %
Outdoor fitness (running, walking)	60	7.3 %
Nature programs (fishing, boating, nature)	11	1.3 %
Programs for people with special needs	12	1.5 %
Swim lessons & aquatic programs	21	2.5 %
None chosen	217	26.2 %
Total	827	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

<u>Q13. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Before & after school programs	20	2.4 %
Dance	15	1.8 %
Early childhood programs	20	2.4 %
Figure skating	5	0.6 %
Fitness & wellness programs	31	3.7 %
Flag football	3	0.4 %
Full-day childcare	16	1.9 %
Golf lessons	12	1.5 %
Gymnastics programs	12	1.5 %
Hockey	1	0.1 %
Lacrosse	2	0.2 %
Martial arts	6	0.7 %
Performing arts	5	0.6 %
Pre-school	9	1.1 %
Sports programs	22	2.7 %
STEAM (science, tech, engineering, art, math)	18	2.2 %
Summer camp programs	24	2.9 %
Art	5	0.6 %
Dance	6	0.7 %
Figure skating	1	0.1 %
Fitness & wellness programs	48	5.8 %
Golf lessons	6	0.7 %
Martial arts	1	0.1 %
Performing arts	4	0.5 %
Pickleball lessons & leagues	17	2.1 %
Senior programs 50+	18	2.2 %
Senior programs 60+	36	4.4 %
Sports programs	1	0.1 %
Toptracer leagues	2	0.2 %
Community special events	37	4.5 %
Outdoor biking	38	4.6 %
Outdoor fitness (running, walking)	64	7.7 %
Nature programs (fishing, boating, nature)	29	3.5 %
Programs for people with special needs	9	1.1 %
Swim lessons & aquatic programs	21	2.5 %
<u>None chosen</u>	<u>263</u>	<u>31.8 %</u>
Total	827	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

Q13. 3rd choice	Number	Percent
Before & after school programs	11	1.3 %
Dance	12	1.5 %
Early childhood programs	13	1.6 %
Figure skating	3	0.4 %
Fitness & wellness programs	17	2.1 %
Flag football	2	0.2 %
Full-day childcare	3	0.4 %
Golf lessons	9	1.1 %
Gymnastics programs	6	0.7 %
Hockey	4	0.5 %
Martial arts	1	0.1 %
Performing arts	6	0.7 %
Pre-school	16	1.9 %
Sports programs	20	2.4 %
STEAM (science, tech, engineering, art, math)	22	2.7 %
Summer camp programs	23	2.8 %
Art	12	1.5 %
Dance	10	1.2 %
Figure skating	1	0.1 %
Fitness & wellness programs	19	2.3 %
Golf lessons	6	0.7 %
Hockey	1	0.1 %
Martial arts	6	0.7 %
Performing arts	3	0.4 %
Pickleball lessons & leagues	13	1.6 %
Senior programs 50+	17	2.1 %
Senior programs 60+	23	2.8 %
Sports programs	7	0.8 %
Toptracer leagues	1	0.1 %
Community special events	36	4.4 %
Outdoor biking	38	4.6 %
Outdoor fitness (running, walking)	55	6.7 %
Nature programs (fishing, boating, nature)	28	3.4 %
Programs for people with special needs	5	0.6 %
Swim lessons & aquatic programs	36	4.4 %
None chosen	342	41.4 %
Total	827	100.0 %

Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household?

Q13. 4th choice	Number	Percent
Before & after school programs	13	1.6 %
Dance	14	1.7 %
Early childhood programs	5	0.6 %
Figure skating	3	0.4 %
Fitness & wellness programs	12	1.5 %
Flag football	1	0.1 %
Full-day childcare	1	0.1 %
Golf lessons	7	0.8 %
Gymnastics programs	11	1.3 %
Hockey	2	0.2 %
Lacrosse	1	0.1 %
Martial arts	3	0.4 %
Performing arts	6	0.7 %
Pre-school	11	1.3 %
Sports programs	14	1.7 %
STEAM (science, tech, engineering, art, math)	15	1.8 %
Summer camp programs	21	2.5 %
Art	11	1.3 %
Dance	6	0.7 %
Figure skating	1	0.1 %
Fitness & wellness programs	16	1.9 %
Golf lessons	6	0.7 %
Hockey	1	0.1 %
Martial arts	4	0.5 %
Performing arts	5	0.6 %
Pickleball lessons & leagues	13	1.6 %
Senior programs 50+	13	1.6 %
Senior programs 60+	14	1.7 %
Sports programs	9	1.1 %
Toptracer leagues	4	0.5 %
Community special events	51	6.2 %
Outdoor biking	23	2.8 %
Outdoor fitness (running, walking)	36	4.4 %
Nature programs (fishing, boating, nature)	26	3.1 %
Programs for people with special needs	5	0.6 %
Swim lessons & aquatic programs	40	4.8 %
<u>None chosen</u>	<u>403</u>	<u>48.7 %</u>
Total	827	100.0 %

(SUM OF TOP 4)**Q13. Which FOUR programs from the list in Question 12 are MOST IMPORTANT to your household? (top 4)**

Q13. Top choice	Number	Percent
Before & after school programs	90	10.9 %
Cricket programs	2	0.2 %
Dance	53	6.4 %
Early childhood programs	64	7.7 %
Figure skating	19	2.3 %
Fitness & wellness programs	140	16.9 %
Flag football	15	1.8 %
Full-day childcare	33	4.0 %
Golf lessons	32	3.9 %
Gymnastics programs	32	3.9 %
Hockey	13	1.6 %
Lacrosse	4	0.5 %
Martial arts	17	2.1 %
Performing arts	22	2.7 %
Pre-school	48	5.8 %
Sports programs	78	9.4 %
STEAM (science, tech, engineering, art, math)	66	8.0 %
Summer camp programs	78	9.4 %
Art	32	3.9 %
Dance	30	3.6 %
Figure skating	3	0.4 %
Fitness & wellness programs	134	16.2 %
Golf lessons	29	3.5 %
Hockey	3	0.4 %
Martial arts	11	1.3 %
Performing arts	16	1.9 %
Pickleball lessons & leagues	68	8.2 %
Senior programs 50+	67	8.1 %
Senior programs 60+	113	13.7 %
Sports programs	22	2.7 %
Toptracer leagues	8	1.0 %
Community special events	158	19.1 %
Outdoor biking	125	15.1 %
Outdoor fitness (running, walking)	215	26.0 %
Nature programs (fishing, boating, nature)	94	11.4 %
Programs for people with special needs	31	3.7 %
Swim lessons & aquatic programs	118	14.3 %
None chosen	217	26.2 %
Total	2300	

Q14. HEParks prides itself on maintaining our facilities, parks and playgrounds. Through our asset management system, we have planned accordingly for upcoming capital improvements and replacements, and we have established appropriate reserves. We will be investing approximately \$10 million over the next several years to replace the roofs at most of our facilities. Please indicate how supportive you would be of HEParks investing in the following concepts to also improve the community.

(N=827)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive	Don't know
Q14-1. Acquire additional land for preservation/future use	29.5%	25.9%	16.3%	3.6%	3.7%	20.9%
Q14-2. Develop a nature center	36.3%	23.2%	14.8%	5.3%	3.7%	16.7%
Q14-3. Develop outdoor turf field	13.8%	15.7%	28.3%	9.3%	8.8%	24.1%
Q14-4. Develop indoor turf opportunities within existing facilities	14.0%	14.0%	27.1%	9.8%	6.2%	28.9%
Q14-5. Develop new walking/biking trails/connect existing trails	42.4%	28.4%	10.6%	2.1%	1.8%	14.6%
Q14-6. Utilize racquetball courts at WRC for alternative activities	12.9%	18.7%	25.9%	6.4%	4.8%	31.2%
Q14-7. Maintain infrastructure of current facilities	36.6%	31.4%	11.0%	2.1%	1.3%	17.5%
Q14-8. Upgrade existing neighborhood & community parks	44.5%	27.0%	10.5%	0.7%	1.5%	15.8%
Q14-9. Other	3.4%	0.8%	0.5%	0.2%	0.0%	95.0%

(WITHOUT "DON'T KNOW")

Q14. HEParks prides itself on maintaining our facilities, parks and playgrounds. Through our asset management system, we have planned accordingly for upcoming capital improvements and replacements, and we have established appropriate reserves. We will be investing approximately \$10 million over the next several years to replace the roofs at most of our facilities. Please indicate how supportive you would be of HEParks investing in the following concepts to also improve the community. (without "don't know")

(N=827)

	Very supportive	Supportive	Neutral	Not supportive	Not at all supportive
Q14-1. Acquire additional land for preservation/future use	37.3%	32.7%	20.6%	4.6%	4.7%
Q14-2. Develop a nature center	43.5%	27.9%	17.7%	6.4%	4.5%
Q14-3. Develop outdoor turf field	18.2%	20.7%	37.3%	12.3%	11.6%
Q14-4. Develop indoor turf opportunities within existing facilities	19.7%	19.7%	38.1%	13.8%	8.7%
Q14-5. Develop new walking/biking trails/connect existing trails	49.7%	33.3%	12.5%	2.4%	2.1%
Q14-6. Utilize racquetball courts at WRC for alternative activities	18.8%	27.2%	37.6%	9.3%	7.0%
Q14-7. Maintain infrastructure of current facilities	44.4%	38.1%	13.3%	2.5%	1.6%
Q14-8. Upgrade existing neighborhood & community parks	52.9%	32.0%	12.5%	0.9%	1.7%
Q14-9. Other	68.3%	17.1%	9.8%	4.9%	0.0%

Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household?

Q15. Top choice	Number	Percent
Acquire additional land for preservation/future use	57	6.9 %
Develop a nature center	105	12.7 %
Develop outdoor turf field	15	1.8 %
Develop indoor turf opportunities within existing facilities	11	1.3 %
Develop new walking/biking trails/connect existing trails	194	23.5 %
Utilize racquetball courts at WRC for alternative activities	13	1.6 %
Maintain infrastructure of current facilities	102	12.3 %
Upgrade existing neighborhood & community parks	145	17.5 %
<u>None chosen</u>	185	22.4 %
Total	827	100.0 %

Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household?

Q15. 2nd choice	Number	Percent
Acquire additional land for preservation/future use	56	6.8 %
Develop a nature center	88	10.6 %
Develop outdoor turf field	17	2.1 %
Develop indoor turf opportunities within existing facilities	24	2.9 %
Develop new walking/biking trails/connect existing trails	132	16.0 %
Utilize racquetball courts at WRC for alternative activities	20	2.4 %
Maintain infrastructure of current facilities	113	13.7 %
Upgrade existing neighborhood & community parks	142	17.2 %
None chosen	235	28.4 %
Total	827	100.0 %

Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household?

Q15. 3rd choice	Number	Percent
Acquire additional land for preservation/future use	70	8.5 %
Develop a nature center	97	11.7 %
Develop outdoor turf field	28	3.4 %
Develop indoor turf opportunities within existing facilities	22	2.7 %
Develop new walking/biking trails/connect existing trails	92	11.1 %
Utilize racquetball courts at WRC for alternative activities	17	2.1 %
Maintain infrastructure of current facilities	109	13.2 %
Upgrade existing neighborhood & community parks	94	11.4 %
None chosen	298	36.0 %
Total	827	100.0 %

Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household?

Q15. 4th choice	Number	Percent
Acquire additional land for preservation/future use	75	9.1 %
Develop a nature center	65	7.9 %
Develop outdoor turf field	23	2.8 %
Develop indoor turf opportunities within existing facilities	26	3.1 %
Develop new walking/biking trails/connect existing trails	50	6.0 %
Utilize racquetball courts at WRC for alternative activities	17	2.1 %
Maintain infrastructure of current facilities	84	10.2 %
Upgrade existing neighborhood & community parks	84	10.2 %
None chosen	403	48.7 %
Total	827	100.0 %

(SUM OF TOP 4)**Q15. Which FOUR potential concepts from the list in Question 14 are MOST IMPORTANT to your household? (top 4)**

Q15. Top choice	Number	Percent
Acquire additional land for preservation/future use	258	31.2 %
Develop a nature center	355	42.9 %
Develop outdoor turf field	83	10.0 %
Develop indoor turf opportunities within existing facilities	83	10.0 %
Develop new walking/biking trails/connect existing trails	468	56.6 %
Utilize racquetball courts at WRC for alternative activities	67	8.1 %
Maintain infrastructure of current facilities	408	49.3 %
Upgrade existing neighborhood & community parks	465	56.2 %
None chosen	185	22.4 %
Total	2372	

Q16. Please rate your level of satisfaction with the overall value that your household receives from HEParks.

Q16. Your level of satisfaction with overall value that your household receives from HEParks	Number	Percent
Very satisfied	213	25.8 %
Somewhat satisfied	276	33.4 %
Neutral	130	15.7 %
Somewhat dissatisfied	53	6.4 %
Very dissatisfied	39	4.7 %
Don't know	116	14.0 %
Total	827	100.0 %

(WITHOUT "DON'T KNOW")**Q16. Please rate your level of satisfaction with the overall value that your household receives from HEParks. (without "don't know")**

Q16. Your level of satisfaction with overall value that your household receives from HEParks	Number	Percent
Very satisfied	213	30.0 %
Somewhat satisfied	276	38.8 %
Neutral	130	18.3 %
Somewhat dissatisfied	53	7.5 %
Very dissatisfied	39	5.5 %
Total	711	100.0 %

Q17. Including yourself, how many people live in your home?

Q17. How many people live in your home	Number	Percent
1	108	13.1 %
2	261	31.6 %
3	138	16.7 %
4	185	22.4 %
5	80	9.7 %
6+	37	4.5 %
Not provided	18	2.2 %
Total	827	100.0 %

(WITHOUT "NOT PROVIDED")

Q17. Including yourself, how many people live in your home? (without "not provided")

Q17. How many people live in your home	Number	Percent
1	108	13.3 %
2	261	32.3 %
3	138	17.1 %
4	185	22.9 %
5	80	9.9 %
6+	37	4.6 %
Total	809	100.0 %

Q18. What is your age?

Q18. Your age	Number	Percent
18-34	160	19.3 %
35-44	157	19.0 %
45-54	156	18.9 %
55-64	167	20.2 %
65+	171	20.7 %
Not provided	16	1.9 %
Total	827	100.0 %

(WITHOUT "NOT PROVIDED")

Q18. What is your age? (without "not provided")

Q18. Your age	Number	Percent
18-34	160	19.7 %
35-44	157	19.4 %
45-54	156	19.2 %
55-64	167	20.6 %
65+	171	21.1 %
Total	811	100.0 %

Q19. What is your gender?

Q19. Your gender	Number	Percent
Man	389	47.0 %
Woman	412	49.8 %
Transgender	2	0.2 %
Non-Binary/other	3	0.4 %
Prefer not to answer	21	2.5 %
Total	827	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")

Q19. What is your gender? (without "prefer not to answer")

Q19. Your gender	Number	Percent
Man	389	48.3 %
Woman	412	51.1 %
Transgender	2	0.2 %
Non-Binary/other	3	0.4 %
Total	806	100.0 %

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

Q20. Your race/ethnicity	Number	Percent
Asian or Asian Indian	203	24.5 %
Black or African American	37	4.5 %
American Indian or Alaska Native	2	0.2 %
White or Caucasian	440	53.2 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Hispanic, Spanish, or Latino/a/x	160	19.3 %
Prefer not to answer	64	7.7 %
Other	3	0.4 %
Total	910	

Q20. Which of the following best describes your race/ethnicity? (without "prefer not to answer")

Q20. Your race/ethnicity	Number	Percent
Asian or Asian Indian	203	26.6 %
Black or African American	37	4.8 %
American Indian or Alaska Native	2	0.3 %
White or Caucasian	440	57.7 %
Native Hawaiian or other Pacific Islander	1	0.1 %
Hispanic, Spanish, or Latino/a/x	160	21.0 %
Other	3	0.4 %
Total	846	

Q20-7. Sself-describe your race/ethnicity:

Q20-7. Self-describe your race/ethnicity	Number	Percent
Multi-racial	1	33.3 %
Mixed	1	33.3 %
Irish	1	33.3 %
Total	3	100.0 %

Q21. What is your total annual household income?

Q21. Your total annual household income	Number	Percent
Under \$50K	41	5.0 %
\$50K-\$74,999	69	8.3 %
\$75K-\$99,999	77	9.3 %
\$100K-\$124,999	74	8.9 %
\$125K-\$149,999	100	12.1 %
\$150K+	152	18.4 %
Prefer not to answer	314	38.0 %
Total	827	100.0 %

(WITHOUT "PREFER NOT TO ANSWER")**Q21. What is your total annual household income? (without "prefer not to answer")**

Q21. Your total annual household income	Number	Percent
Under \$50K	41	8.0 %
\$50K-\$74,999	69	13.5 %
\$75K-\$99,999	77	15.0 %
\$100K-\$124,999	74	14.4 %
\$125K-\$149,999	100	19.5 %
\$150K+	152	29.6 %
Total	513	100.0 %

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

Q22. How many years have you lived within HEParks District boundaries	Number	Percent
0-5	132	16.0 %
6-10	119	14.4 %
11-15	92	11.1 %
16-20	83	10.0 %
21-30	170	20.6 %
31+	213	25.8 %
Not provided	18	2.2 %
Total	827	100.0 %

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

Q22. How many years have you lived within HEParks District boundaries	Number	Percent
0-5	132	16.3 %
6-10	119	14.7 %
11-15	92	11.4 %
16-20	83	10.3 %
21-30	170	21.0 %
31+	213	26.3 %
Total	809	100.0 %

Q23. What language do you primarily speak at home?

Q23. What language do you primarily speak at home

	Number	Percent
English	669	88.8 %
Spanish	30	4.0 %
Chinese	13	1.7 %
Gujarati	8	1.1 %
Korean	7	0.9 %
Polish	7	0.9 %
Urdu	6	0.8 %
Filipino	3	0.4 %
Greek	2	0.3 %
Kyrgyz	1	0.1 %
Farsi	1	0.1 %
Romanian	1	0.1 %
Assyrian	1	0.1 %
Ukrainian	1	0.1 %
Teluga	1	0.1 %
Bulgarian	1	0.1 %
Arabic	1	0.1 %
Total	753	100.0 %

A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '5' in a dark blue font. To the right of the circle, the text 'Open-Ended Comments' is written in a white, bold, sans-serif font.

5 Open-Ended Comments

Open-Ended Question Responses

Q6—“Use services of other agencies”: Please CHECK ALL of the following reasons why your household has NOT used HEParks’ parks and facilities more often.

- Anytime fitness Center
- Harper and NWSRA
- Harper college has a great program for alums and at my age was best option. But I am absolutely thrilled by all the Hoffman Estates parks that I take my grandchildren to almost on a weekly basis. I hope the public takes good care of these places you have so beautifully planned and executed.
- Lifetime
- Other golf courses
- Rolling Meadows and Wooddale
- YMCA
- YMCA
- Yoga studio
- Adult Day Care in another town. Very few senior services.
- Ann Schweitzer Dog Park is a park and trail that is free, so I use that instead.
- C.C. Forest Preserve
- Lifetime
- Lifetime Fitness
- Orange Theory Fitness
- Roselle Fine Arts and SAA Volleyball, Lifetime fitness
- Schaumburg Park District
- Schaumburg Park district
- Schaumburg Park District
- Schaumburg PD
- Hanover Park Senior Center
- Hanover Township
- Hanover township
- Silver Sneakers
- Silver Sneakers

Q6—“Other”: Please CHECK ALL of the following reasons why your household has NOT used HEParks’ parks and facilities more often.

- A few swims with granddaughter
- Coaching in Sports programming has generally been very poor. We have tried multiple sports and find very unprofessional and careless coaching.
- Currently use workout equipment at home and walk the paths in the neighborhood around the lakes (Lake Charlemagne and South Ridge Lake).
- Do not know what's offered.
- Dog training
- Family illness (dementia)
- Golf course is just average
- Have exercise equipment in my home
- Hoffman needs more swimming facilities-
- I don't think I can use more often than I do so question and answers listed don't apply to me
- I like the club at prairie stone but it’s far. And the willow rec center fitness center was not great.
- I recently retired so I just now have more free time during the day to participate in HE parks activities.
- I use the club and walking paths regularly
- I’m not aware of the programs available to us or my 2 year old
- Just had a baby
- Lack of program leadership/ organization
- Many programs are offered at the other facilities on the south side of 90 which is further away than other PD programs on the North side. Limited sports happen on the north side or are on Sunday rather than Saturday (besides basketball).
- New baby
- No indoor walking track nearby or senior center nearby
- no interesting classes
- Not interested
- Program not offered (arts)
- Still working full time
- Used Bo's Run before, but became too small as space is quite constricted and no pond for my dog.
- We participate in a sport not offered by district
- Would like more open gym time for basketball

- Back pain made it difficult to get around.
- Because of sickness
- Classes fill fast, unaware when to sign up.
- Covid and other health reasons.
- District events and services were better suited to our family when our children were younger.
- Doing activities, not requiring equipment or facilities.
- Having health issues. Hope to be able to use some of the senior things soon.
- Health issues
- I play pickleball and the courts have been really packed.
- I really need a printed book of program offerings. I am willing to pay to receive one. Several surrounding districts have them. It is frustrating trying to search online.
- I volunteer with the Forest Preserve District of Cook County to restore native habitat at the Carl R. Hansen and Schaumburg Road Grasslands sites. This activity gets me outdoors rather than visiting parks.
- Just moved here
- lack of knowledge about these kinds of facilities.
- Medical issues
- Members of lifetime
- My husband passed in March and I haven't had time yet, I will in the future. Just trying to go through paperwork and bills. A little overwhelmed right now.
- No childcare at The Club
- No need
- No time or income
- Not sure what is offered.
- Nothing of interest for the activities for our age group with convenient times.
- Our age, plus we spend 6 months at our winter home in Naples, FL.
- Poorly kept, poorly designed, poorly managed.
- Prefer fitness centers that are more high energy
- Sign up process and requirements
- Struggle to navigate what is offered at the park district because the website doesn't offer a pdf to see all new classes opening and website is difficult to manage
- Too old and handicapped
- Unaware of programs without a booklet, program guide.
- The grounds at Fabbrini park are not being maintained and so are others that have a lake. Same as mentioned above the trees that have sprouted from surrounding ""Helicopter seeds"" continue to grow and grow. If you cannot control the area around

the pond then decrease the rock area and maintain what grows in them. The west end of the lake next to Hilldale Golf Course link has been overtaken by triangular shaped Lilly pads... Nothing being done as well. Also surrounded by 8 ft trees! This Park formally known as High Point Park now ""Fabbrini Park"" was once a picture perfect park listed in places to live and manicured well! Time for a change in Leadership!! and bring this park and many others in H.E. back to the status it once was.... Forrest preserves already exist,,,, Fabbrini Park is looking like one!

- There are only two in household. There are no children, just my wife and myself. I use Bridges of Poplar Creek golf course at least once a week and the Club at Prairie Stone 2 to 4 times a week.
- We actually sail, kayak, camp and hike. We have used Prairie Stone, but not recently.
- Would have to do being moody.
- You provide things for free to illegals instead of LEGAL residents
- ELRM Sports Center has much better, pickleball lighting and courts.
- For soccer, having referees has been inconsistent, and for the older grade soccer (5/6, 7/8), there really needs to be two referees for the size of the field. Also, the soccer program allows the parents who do NOT volunteer to dictate the time and location of practices instead of considering the schedule and preferences of the VOLUNTEER coaches who are helping out without getting paid. For this reason, we have stopped volunteering to coach soccer.
- Most of your properties contain a sign designating them as park district properties (possessions) Most are just weed/trash filled vacant lots with the only areas maintained around the signs. Our neighborhood (Beacon Pointe) is a prime example. Your wetlands concept is a complete loser. Mostly out of control dandelions and other weeds. A total embarrassment.
- Not very interesting programming
- The park conservation areas, like walnut pond, have mature trees removed too aggressively. Some parks are for vegetation and animal conservation. So many trees are removed that wildlife no longer remains because of this careless and aggressive tree removal.
- USE OTHER FITNESS CENTER DUE TO HOURS OF OPERATION AND EQUIPMENT

Q7—“Other”: Please CHECK ALL of the following other organizations that your household has used for recreation programs, activities, or facilities.

- Anytime fitness Center
- Dementia groups support groups
- Home fitness equipment

- Home gym
- Hot Ground Gym
- Library. Parks, walking paths in other states near family members.
- NCH Wellness center
- Other fitness facilities.
- Palatine library
- playground
- Private companies
- Surrounding Lakes
- Village events
- WE ARE GRANDPARENTS AND DO NOT SIGN UP FOR CLASSES
- We use the gym in our office
- Xsport
- Xsport fitness
- Belong to a paddling club and a sailing club
- Bowling. Sports Bar.
- Exercise
- Fabbrini Park
- Gym, rock climbing
- Haven't had the time
- I do yoga via zoom at a very reasonable rate and the leader is vey good.
- I volunteer with the Forest Preserve District of Cook County to restore native habitat at the Carl R. Hansen and Schaumburg Road Grasslands sites. This activity gets me outdoors rather than visiting parks.
- Institute for Continued Learning at Roosevelt University
- Just the parks and the fitness centers
- Library events local & Elgin. Also Elgin parks
- Library programs
- Mosque
- neighboring libraries
- Newly used facilities
- Parque del colegio
- Private gym for yoga/pilates
- Pure Barre, Planet Fitness
- Schaumburg Park District and Township alt
- Stay at home. Husband just stopped working.
- We don't participate in "recreation".

- We have our own pool
- We live around High Point park.
- You Tube videos
- Dog park
- Pickleball courts
- Used equipment at home
- Workout area in home.

Q7a—"Which neighboring park districts are you using for indoor/outdoor recreation activities?"

- Barrington
- Barrington
- Barrington
- Barrington
- Barrington
- Barrington
- Barrington and Palatine
- Barrington tennis club, Palatine library
- Barrington, lake zurich, palatine, elgin
- Center of Elgin and Wing park.
- Cook county Forest preserve golf course. Indoor golf dome.
- Deer Park, Paul Douglas Park, Crabtree Park
- Elgin, Streamwood
- Elk Grove Village
- Elk Grove, Schaumburg, Roselle, Bloomingdale
- Fabrini
- Harper, Palatine
- Inverness
- Inverness PD, Palatine PD, Barrington PD
- My daughter lives in Schaumburg and we go to the nature center there which is very beautiful
- Palatine
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- Palatine
- Palatine
- Palatine
- Palatine
- "Palatine
- Arlington Heights"
- Palatine & Arlington Heights
- Palatine & Inverness
- Palatine and Barrington
- Palatine and Lake Zurich
- Palatine Inverness
- Palatine Park District
- Palatine Park District
- "Palatine Park District
- Schaumburg Park District "
- Palatine park district, Arlington heights park district, Inverness park district
- Palatine pd
- Palatine, Arlington Heights
- Palatine, Barrington
- Palatine, Barrington, Schaumburg
- Palatine, Barrington, South Barrington, Inverness
- Palatine, Inverness
- Palatine, Inverness
- Palatine, Schaumburg, Elk Grove, Harper

- Palatine, South Barrington and Barrington
- Palatine, they have significantly more toddler offerings than HE
- Palatine, Wheeling
- Palestine Park District. Pools – Birchwood.
- Rainbow falls, There needs to be more swimming activities besides sea scape- with just an outdoor swimming we go to other park districts for indoor swimming
- Rolling Meadows and Wood Dale
- Rolling Meadows Park district
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg, Barrington
- Schaumburg and Elk Grove
- Schaumburg and Palatine
- Schaumburg park district
- Schaumburg, Barrington, South Barrington
- Schaumburg... Carpentersville
- Schaumburg
- South Barrington
- South Barrington
- South barrington
- South Barrington and Barrington park District because our kids go to school in Barrington
- South Barrington tennis club, Palatine, Inverness
- South Barrington, Barrington
- South Barrington, Palatine, Inverness
- Various, we love to visit parks for the playgrounds, splash pads and kids programs
- Wheeling, South Barrington
- Arlington Heights
- Arlington Heights
- Barrington

- Barrington
- Barrington Elgin
- Des Plaines
- Elgin - Wheaton - Schaumburg
- Elk Grove
- Elk Grove and Schaumburg
- Elk Grove Village
- Elk Grove Village
- Elk Grove Village Lisle Wheaton
- Elk Grove, schaumburg
- Elk grove. Downers grove park ridge
- Fabbrini Park
- H. S. District 214
- HANOVER PK DIST DUNDEE TOWNSHIP
- Illinois Forest Preserves
- Might actually be part of HE, but there's Deerfield forest loop in Palatine, the loop north of I-90 and west of Roselle, and the loop west of Barrington rd across from Marianos. (I don't know the park names). MRC.
- Palatine
- Palatine
- Palatine
- Palatine and River Trails Park District (and they have printed program booklets!)
- Palatine Park District, Schaumburg
- Palatine, Schaumburg, rolling meadow
- Rainbow Falls (Elk Grove Village), Marshall Park & Town Square (Elk Grove Village),
- Rolling Meadows
- Rolling Meadows
- ROLLING MEADOWS, SCHAUMBURG
- Schaumburg
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- Schaumburg, Elk Grove
- Schaumburg, Elk Grove Village
- Schaumburg, Elk Grove Village, Palatine, Arlington Height, Elgin, Algonquin
- Schaumburg, Elk Grove, Hanover Park, Bartlett
- Schaumburg, Harper College, College of Du Page
- Schaumburg, Inverness
- Schaumburg, Palatine, Barrington
- Schaumburg, Palatine, Barrington
- Schaumburg, Rolling Meadows
- Schaumburg, Roselle
- Schaumburg, West Dundee
- South barrington
- South Barrington Morgan tennis center
- South Barrington' Club
- SPRING VALLEY NATURE CENTER-SCHAUMBERG
- Victoria Park
- Volkening Lake
- Barrington, South Barrington
- Barrington, streamwood, Elgin and Schaumburg
- Black Bear
- Buffalo Grove
- Buffalo Grove
- Dundee
- Dundee Township
- Dundee Township Park District, Elgin
- Elgin
- Elgin
- Elgin Shock Sports Center and Hanover Township Center, Court
- Indoor
- Palatine
- Palatine and Barrington
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg
- Schaumburg and Bartlett Park District

- Schaumburg, Palatine, Elk Grove Village, Elgin, Dundee, Streamwood
- South Barrington
- South Barrington Park District
- St Charles
- Streamwood and Elgin
- Streamwood and Elgin

Q7b— "For which program or activity are you using neighboring park districts?"

- | | |
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| <ul style="list-style-type: none"> • Aqua fitness classes • Aquatics, Soccer, Gymnastics • Baseball, basketball, soccer • Baseball, football, swimming, basketball • Basketball • Basketball and swimming • Basketball, Soccer • Ceramics, Parks • Chair Yoga • Classes/activities for young grandchildren who are with an adult • Come Play With Me tots class • Dog park • Dog park • Fitness • Fitness, pool, sports, programs • Girls softball • Glitzy Girls class, Mad Scientist class, Halloween event at Citizen's park • Golf • Golf • Golf • Golf course driving range, indoor golf dome • Golf courses • Golf, running • Gymnastics, swimming, arts – clay • Indoor basketball, pool | <ul style="list-style-type: none"> • Just for fun- walks, outdoor play • Karate • Kids sports • Kids summer camps • Open gym/basketball • OUTDOOR SWIMMING • Palatine • Palatine • Palatine, Addison • Palatine Park, walking/bike pads and private gym. Schaumburg – private gym. • Park • Parks, petting zoos, nature preserves, children programs • Pickleball • Pickleball • Pickleball • Pickleball • Pickleball • "Pickleball • Golf" • Playgrounds • Playgrounds, splash pads, swimming, sledding, • Pool • Pool and cycling class • Pools • Pools and workout |
|--|--|

- Pools, Stables
- Pools, Parks
- Running, biking
- Schaumburg, Elk Grove, Barrington
- Schaumburg, my daughter lives there and my grandson. I'm not currently attending anything at this time.
- Senior activities sponsored by Bacoa - mostly weekly bingo
- Senior services, trips.
- Soccer
- Soccer
- Soccer, golf, Ninja Warrior, baseball
- Soccer, swim, classes for kids over 5
- Spin classes, Pool
- Sports
- Sports programs, Summer camps
- Summer camp
- Summer camps for soccer and gymnastics.
- Swim and After School Care
- Swim, water polo.
- Swimming, Gymnastics, Martial arts, Soccer
- Swimming
- Swimming
- Swimming and soccer
- Swimming and Softball
- Swimming Lessons, Adult Softball & Children's Soccer
- Swimming lessons, toddler sports programs, gymnastics
- Swimming, Basketball, Soccer
- Swimming, Soccer
- Tennis Courts
- Tennis courts
- Tennis, public pool
- Toddler dance, Toddler open gym, Toddler multi sport, Toddler art
- Track
- Trails and reservoirs.
- Water Park, indoor swimming
- Youth soccer
- Youth sports, summer camp
- "Ninja" course at SPD Meineke Park. Walking path starting at Addams JHS going through SPD Atcher Park to SPD Olde Salem Park, or through SPD Fox Park to Hanover Park's Ranger Park.
- After school care, summer camp, art classes, nature center classes
- Ballet, pool, soccer
- baseball
- Bike riding
- BISON BLUFF
- Camp
- Celtic Soccer
- Choir and Parkour
- CRC
- Dance, soccer
- Day camp, tee ball and soccer for kids
- Dog park
- Dog park CRC / aqua aerobics
- Evening line dancing. Social gatherings
- EVENTS, TRIPS
- Fitness
- Fitness
- Fitness
- Fitness/workout
- Flag football

- Flag football, soccer
- "Fourth of July festival
- Fountain Park"
- From Q7a, primarily biking & hiking - enjoy the remoteness, peace, quiet, less people in the way. The MRC for just the gym, it's cheaper than Planet Fitness and has the equipment we wanted (stairmaster) and gym hours are open most of the day, every day 5:30a-9p (we do super early morning or late night, no time during day while working).
- "Girls Softball
- Acting/Performance Arts "
- Golf
- Golf/Dance
- Gym, Sauna, and Indoor Pool
- Gymnastics
- Gymnastics, splashpads, playgrounds
- Gymnastics, swimming, and miscellaneous other activities offered at the CRC which is closer to our house than any other Hoffman Estates park district facility
- I get a free fitness pass through SPD, golf, Boomers, but not park district anymore.
- "Indoor pool
- Indoor walking "
- Indoor pools
- Indoor swim fitness class
- Indoor swimming pool
- Indoor water park, library
- Indoor water park, some summer camp when HEPD's camp ended 3 weeks before the start of school last summer
- Kid's park
- Kids sport camps music theater
- Lacrosse, soccer
- Library programs and kids concerts and events
- Movies, music, dog park.
- Nature Centers
- Outdoor pool
- Outdoor pool
- Outdoor pool with lazy river, playgrounds, splash pads, free events, free concerts, and tennis.
- Park
- Park
- Parks
- Parks and , classes
- Parks only
- Parks, entertainment
- Parks, Playgrounds, Libraries, Pools
- Parks. Indoor swim
- "Performance Arts
- Art
- Exercise/weight lifting
- Indoor swimming"
- Pickleball
- Pickleball
- Pickleball
- Pickleball
- Pickleball Ping-Pong pool
- Pickleball, swimming, special events, performing arts (plays).
- Play ground equipment swings for child and teenagers with cerebral palsy. Equipment for all including disabled residents.

- Playground, indoor swimming pool
- playgrounds
- Pool
- Pool
- Pool use, playground.
- Pools, special events (movie at CRC pool), tennis classes
- Preschool
- Private clubs.
- Recreation
- SAA
- Sailing, golf
- Schaumburg
- Schaumburg - pool
- Schaumburg Athletic Association (SAA) for softball - a sport not offered in Hoffman Estates
- Soccer
- Soccer and ice skating
- Soccer and swim team
- Soccer, Softball
- Soccer, swim lessons, childcare
- Social gathering, performing prayers
- Splash pads, gymnastics, pool, camps, parks
- SR ACTIVITIES
- Swim
- Swim
- Swim aerobics
- Swim Aerobics-Deep Water, Fitness Center
- Swim classes/pools
- Swim lesson, HE Parks. All sports for youth are mismanaged and very disorganized.
- Swim lessons and events
- Swim lessons, outdoor pool/splash pad
- Swimming
- Swimming
- Swimming
- Swimming
- Swimming
- "Swimming
- Parent tot activities "
- Swimming and fitness
- Swimming and yoga
- Swimming pool indoor
- Swimming, Gymnastics
- swimming, lacrosse, basketball, dance, family dances, pools,
- Swimming, outdoor music concerts, bicycle trails, library programs
- Tennis
- Tennis
- Tennis
- Tennis
- Tennis
- Tent rental crc
- Theater, musicals
- Theater/play production
- Toddler activities and pickle ball
- Walk dogs
- Walking
- walking in the park
- Walking trail
- walking, picnics
- Walking/Running/Biking
- Walks
- Water exercise classes
- We go to Schaumburg Library because it is close to our home. We mostly go to Meineke Park and Hoffman Park playgrounds.

- "Went swimming there at their pool.
- Park district for walking and school activities"
- Woodshop
- Work out
- Work out – walking
- Yoga
- Yoga
- YOUTH HOCKEY, SWIMMING
- "Youth indoor Volleyball Saturdays,
- Youth Soccer indoor Saturdays,
- Youth Tennis Saturdays "
- Zumba
- "Zumba Gold class
- Pickleball "
- Zumba, fishing derby, Father's Day weekend event, Mother's Day weekend event, July 4th firework, new year firework
- Canine carnival, doggy egg hunt, Santa pictures
- Cycling, walking
- Disc golf, dog walking
- DTPD-Saturday Live evening events.
Elgin-swimming facility(Lords Park)
- Dundee and Carol Stream and Schaumburg township
- Fireside theatre
- Gym
- Gym and dance classes
- Indoor Pickleball
- Lap swim
- Pickleball
- Pickleball
- Pickleball. Prairie Stone needs to improve the Pickleball courts. Lighting is too dark. Lines are confusing.
- Picnic areas
- Pool
- Soccer
- Summer camp
- Swimming pools, parks, and baseball program
- Tennis, dance and gymnastics and splash pads
- Youth basketball
- Youth Soccer
- Youth swim lessons

Q7c—"HEParks does not offer class/program/sport/service": Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

- Ceramics, Choir, Visual arts
- Chair yoga. It is offered free from Palatine library and at South Barrington tennis club for a fee(much less than Hoffman charged about four years ago),
- Cycling
- Day care for school is full, Flag football, Honestly, the HE programs are difficult to access, no program guide either.
- Fitness for seniors,
- Girls softball

- Indoor golf dome
- Indoor swimming for kids
- Ninja Warrior, Golf class was much cheaper and at better time as well as for younger kid ages, soccer is better location and time, HE is on Sundays which is bad
- outdoor lap pool
- Pickleball only available for two days at triphahn center
- Pool in North Hoffman
- Sport
- STEM/art/music/etc. classes for kids over 5 during the school year.
- Swimming
- Swimming lessons, quality gymnastics
- Trips and seminars.
- Water classes
- Weekly bingo
- Youth Tennis, Before and after school not available unless child enrolled during previous year, which excludes families newly moved into district and kindergarten children
- "Ninja" course at Meineke Park
- 17U baseball- summer rec/tournament team only
- Adult outdoor pool
- Archery, flag football
- Art classes
- Better Gymnastics facility
- Childcare at the Club
- Choir, Parkour, Summer Baseball/T Ball
- Dog park.
- Equipment for disabled
- Flag football
- Girls Softball, Performance art camps
- Girls t-ball and softball
- Good dog obedience. Work out facility
- Gym
- In the past... a lot of the classes we had the kids signed-up for ended up being cancelled, so we enrolled them in Schaumburg or EGV classes/sports.
- INDOOR PICKLEBALL COURTS
- Indoor water park like crc in schaumburg for younger visitors
- Indoor water park, summer camp in the later weeks of summer
- Indoor waterworks pool is more teen friendly than Prairie club

- Indoor/outdoor Swim Aerobics-Deep Water
- Library Activities/Events, we like to visit other playgrounds
- Line dance in the evening, Social gathering in evening, 55+ in evening
- NATURE CENTER
- Needed a dance class from 5:30-6 on Mondays. Also need soccer and swimming where there are fewer kids to instructor and the instructors are more experienced.
- Outdoor nature summer camp
- Parent tot classes, Also swimming classes are too far for is to go
- Pee-Wee Tennis at HE Parks was cancelled due to low enrollment.
- Performance Art, Art classes
- PICKLEBALL
- Plays
- Programs at Spring Valley Nature Center
- Sailing
- Saturday classes for Volleyball, basketball, soccer, tennis all year through (indoor). I wish more classes are offered on Saturdays.
- Softball
- Spring Valley Nature Center w/ grandchildren
- Swim aerobics
- Swim team and we have had repeated poor experiences with youth soccer since the aces took over
- Tennis courts with instructors closer to residence
- Tennis for age needed
- Tennis. We signed up for tots tennis but it was cancelled due to low interest. We also chose to leave the gymnastics classes because the coaches are inexperienced
- They offer but not enough people sign up so class gets canceled
- Track for kids
- Travel lacrosse and soccer and more competitive games.
- Volkening Lake
- Water classes daily
- Woodshop
- Canine carnival, doggy egg hunt, Santa pictures
- Pickleball courts
- Saturday (SAT) Live
- Silver sneakers

Q10—“Other”: Need for facilities/amenities

- Needed groups for dementia and elder activities
- The fitness centers are too expensive for in district
- The park areas near our home are well maintained and are proud elements of the HE community. We especially enjoy the walking paths around the ponds and appreciate the beautiful plantings and presentation of native plants. The addition of children’s playground equipment in North Hoffman Estates along Freeman Road is wonderful! We love seeing the families making use of the spot and recently enjoyed taking our young grandchildren there to explore its fun features.
- Yoga and Water classes
- Yoga south separate from the South Barrington Club. Not a good environment
- Drone it program has been fun for my daughter
- Fishing
- Horse riding and boarding facility.
- I feel the need for a playground to be added to Tropicana Park. A large area of grass that nobody uses, and when the splash pad cannot be used... There is not much else for a kid to do at that specific park.
- No adult day care. There are seniors who need socialization with their peers in a supportive environment. Respite for care givers.
- RAQUETBALL COURTS
- Sand volleyball courts
- Spend the money you have to make things nicer & better. Could have many great things but there is no true attention to the care & maintenance of things
- "The area children need more outdoor ice skating at no charge, and more time for skating at the indoor rink with a much lower fee. They also should not need to reserve
- times to play ball. We pay more than enough taxes to provide this for our kids & grandkids."
- Walking paths surrounded by tall trees on both sides of the path adding to an unsafe walk when surrounded by tall trees & weeds ... especially at dusk
- We need more pickleball courts.
- You’re confused on what a park is. You are building sport facilities, not parks.
- I feel like there should be a badminton court, or at least we could set up a badminton net in the pickleball area if a new space can’t be made.
- More garbage cans (cannon crossing)
- More shaded areas at parks during summer, more splash pads, more maintenance on the playgrounds would be nice

Q12—“Other”: Need for youth/adult programs

- kids programs like Unplug Day, sing alongs
- Only TaiChi is offered at Willow Rec Center which is close to where I live- Triathlon is too far to travel. North Hoffman needs more Senior programs.
- Outdoor dog training facility
- Adult Day/Respite care.
- Board games
- Horse riding and boarding facility.
- Love the parks cleanliness
- Open swim hours
- Would like to see lower costs for senior i.e. Aquatic membership.
- Lack of badminton equipment and space
- Would be nice to have running paths along the roads as some neighborhoods don't have sidewalks

Q14—“Other”: Potential Concepts for maintenance and improvements

- Additional nature programs fishing, hiking programs. Tai chi, yoga programs, more email communication on upcoming programs by location.
- Affordable Fitness centers!
- An outdoor concert/performance area would be very nice - like a Ravinia type atmosphere
- Arts programming
- Continue restorative/native planting
- During Chair yoga sponsored by Palatine library once a month was held in the gym. There were bugs crawling around. When Harper offered chair yoga at rec center it was in the room on the main floor. If you registered through Harper your price was half of what Hoffman charged-too bad I did not realize this until taking the class for over two years.
- More pickleball courts, upgrade current courts, design courts properly ex. Should face north south not east west to avoid sun in players eyes during most desirable play times each day.
- Safe crossing over Algonquin Rd to nature preserve
- Self defense programs for kids, teens adults, older adults
- The park by our house is so overcrowded with people coming in to play soccer or baseball etc. there is no parking at Finch park so the overcrowd our streets. Sometimes I can't even squeeze into my driveway. This needs to stop . No parking at the park then they shouldn't be allowed to have 100 cars over our neighborhood.

- we need a swimming pool on the north side (north I90), we are too far from HE facilities, whereas Barrington/ Palatine charges us non residential fees
- We need more indoor swimming places and splash pads!
- Adding restroom \ porta potties at the parks would be nice
- Adult Day Care/Respite Care
- Evergreen Lake
- EXPAND WRC GYM
- Good work
- Heating/cooling at TC
- Honeybee garden.
- Horse riding and boarding facility.
- How about replacing the A/C unit at the Triphan Center? One of the main reasons I quit working at The Stars Program.
- Improve sidewalk access to local park.
- INDOOR PICKLEBALL
- Maintain existing parks
- Maintain over grown trees around walking paths creating an unsafe environment. Prune Willow trees of dead branches, trim them. The concept and previous explanation has been to "get rid of them", "they are too much to maintain", "drives our manpower". (Right when 5 park district workers show up to watch one man trim the tree growth next to one small 8 ft. section obstructing the walking / bike riding path).
- Maintaining small parks
- making activities more affordable
- More Cultural activities
- More free programs for the community
- More pickleball courts!
- more slides at Seascap or another waterpark
- Please update child care facilities and early childhood offerings.
- Print program booklets please! Even if it's opt in to receive one instead of general mailing.
- Put in sand volleyball courts
- Swimming hours – longer for seniors
- We need everything for areas of Hoffman that are in the older sections. South of Higgins and off of Schaumburg Rd.
- Although original vegetation, Prairie landscaping is preferred by some naturalists, I believe that people in our community would appreciate and certainly use much more

often if HE parks would plant trees and grass that people could actually walk on rather than admire from a distance.

- Badminton courts or space
- Dog park upgrades
- Improve indoor Pickleball court at Prairie Stone
- Please finish the trail between Sun Stadium and ShoeMaker Rd
- Updating parks and maintaining cleanliness would be great. Include more exciting equipment and splash pad options to attract more families. Also, have more educational facilities to encourage kids to learn and be with nature

Q24—“Please include any additional comments here”:

- Add spin classes to the Willow rec. center
- Adult exercise programs are mostly at night, why isn't there much during the day?
- Although we are at an age./stage in our lives where we do not utilize most of the programs offered by the Park District, we believe a strong park district is a very important component of a village and worthy of investment.
- Appreciate the new bark covering in the playgrounds in our neighborhood.
- As working parents, we have found it hard to participate in a lot of activities with our kids. Would love more evening options. I am not a fan of the website registration. It is not user friendly.
- Both Rolling Meadows and Platine have senior centers and reasonable fees for Fitness Centers.
- cipri's playground needs a little attention
- Community park on Olstead is needing playground upgrades.
- Comparing senior activities, fitness, wellness to others, don't think HE is in top shape. I wish Willow Fitness facility had an indoor pool and that the facility was bigger. It has always been too small.
- Dementia is growing now.
- everything is great; we just need a swimming pool on the north side
- Expand trips for seniors
- Give the parks with big fields parking!! They need to stop taking over our neighborhood
- Great job. Our family is at ages now where we don't use a lot of the facilities, but when our kids were younger, we use them a lot more.
- I frequent the Bo's run dog park. It is excellent, but the gate is often broken, allowing non-members access. Not safe for our dogs.
- I grew up and lived in Schaumburg most of my life And that village always did a phenomenal job with parks and planning and Family needs. My children are grown now,

I've taken my grandchildren too many of the Hoffman Estates parks now that I live here. I'm very happy with the Hoffman Estates community, which is not that much different than Schaumburg. It would be nice to add more park and recreational spaces for the Residences of Hoffman.

- I just retired so will be exploring the parks programs. In the past, my children went to district 15 schools so wanted to use Palatine facilities because of their friends who use them. No pool was a serious issue – I voted years ago for one. Even if I don't use your facilities, I support them as I feel. They are an important part of the community, especially for children. A community needs a pool, tennis courts, golf course, exercise, classes, dance classes, etc.
- I live very close to the Willow recreation center but except for the branch library I have found little for me there. I am happy it has options for younger residents.
- I primarily use tripkohn fitness center; weight machines; recent renovations reduce weight equipment; same with Willow; Stone Prairie is too expensive. Consider greater discount for seniors due to limited income.
- I think a nice printed brochure so we know everything about the parks. Des Plaines has one.
- I think our parks make HE an excellent place for young families.
- I was on the Palestine Library board for 24 years and I'm so glad we established the North Hoffman branch library there. I walk every day around South Ridge Lake and Westbury Lake trails which are wonderful. If the trails are snowy or icy, I walk in the street around both lakes.
- I wish chair yoga was offered again at Willow Rec Center at a reasonable price.
- I wish she would bring back the dog carnival or other opportunities to bring your dog to enjoy. The dog park fee is much too expensive.
- I wish the park district had an outdoor lap pool that could be used during the summer.
- I would like to see more senior activities and outings.
- I would like to see therapy/emotional recovery ice-skating, as well as swim without light or auditory disruption.
- I would love a better facility closer to north Hoffman at willow rec center the gym is very sad and no indoor pool there
- I would love to see updates to Brittany Park that is located on W. New Britain Dr. It's old and not very friendly to all ages of children.
- I've been local to this area of Hoffman for 25 years prior to owning a home here. I love the improvements made to the pond area. The trails put in place near Algonquin road are fantastic. The remaining playgrounds could use some updating, the access to

bathrooms within the community isn't great, and the access to sports fields is limited besides baseball fields.

- Improve communication between HEPD and families. When does registration for different seasons open? Better communication and planning for youth sports. Everything seems so late and last minute and disorganized.
- It would be useful to have a park to be able to dog train. The dog park is not a facility I can or will use because of the fee and type of dogs allowed. Those of us who train dogs do not use dog parks way too many issues.
- Keep up the good work.
- Love the programs and social events. However, sometimes when emails are sent the activity is filled. For example the free ice skating even was full when I received the email to sign up. Wish there were more swimming class options for you get kids. My boys enjoyed the gymnastics program but there was lack of instruction/ tardiness of instructor on multiple occasions. We love all the parks, special events and utilize many outdoor activities. We love how beautiful our neighborhood is and how friendly everyone that works in the park district is.
- Loves splash pad
- More water activities and facilities!
- My daughter loves the playgrounds in our neighborhood. The walking trails are also very nice. Both have been improved and recent years and our family loves these facilities.
- My home backs to a park and they do a great job maintaining it.
- My main use of park district facilities are The Club and local walking paths in the parks. The parks in my area seem to be well maintained- I live near South Ridge. Please maintain buildings so we don't see what is happening in Palatine with their stable.
- My son visits often. Why is there no public pool in my area, North Hoffman Estates?
- Need to add nature areas to replace wide open grass areas that need to be mowed all the time. Think green and pollinators.
- Need to have a flyer with programs. Website is very hard to use compared to surrounding towns.
- North Hoffman needs much more attention-pool, new basketball courts with correct bank boards and larger indoor facility. The facility on Lexington needs torn down.
- Our experiences with preschool/KinderSTAR and early childhood programming have been largely positive, but we have found that outside of athletics, e-sports and dance, very little is offered for kids older than 5--we currently use other park districts for those programs. Since moving to north Hoffman, we also notice that less is offered that serves the needs of kids who attend district 15 schools, and it's difficult to manage traveling to locations that are not as convenient as the programs in Palatine where our classmates

are attending. We stopped utilizing the park district for sports after several bad experiences (soccer and swim) and have no plans to return for those programs unless significant change is made. We also stopped utilizing Seascap due to distance--there is no local pool in north Hoffman and most residents use pools in Palatine for this reason.

- Overall, my family has enjoyed the parks. Skateboarding, tennis, WRC equipment workout facility, and dog park, over the years.
- Overall, we are satisfied with our park district, but feel Willow Rec Center is neglected and lacks a decent fitness center and indoor walking/running track and pool. We won't drive that far to access those things. I work near the YMCA, and it is a shame I have to join there to get the things Willow Rec should provide.
- Palatine is closer to us.
- Please create a more user friendly website where we can easily navigate to see what people are sign up for, where on the waitlist they are at, etc. it is not intuitive at all and difficult to find the personal family info. Also the sign up process is redundant for things like summer camp answering shirt size and swimming ability for each week they are signed up for instead of answering it per kid.
- Please provide silver sneaker program to access facility programs. Have more senior programs.
- Put up no spitting signs in the men's shower stalls at Prairie Stone. It's disgusting.
- Quatnaire way too long. This is why people do not respond
- Swimming pool on north side would be great.
- Taxes are too high. Prices for services are too high.
- Thank you
- The gymnastics facility is woefully inadequate. It is not safe and too cramped and outdated. Also the agreement with Aces for soccer is horrible. The miscommunication between all parties to parents/coaches is bad. We will no longer do soccer in HE because of this. Overall the PD does great things but is falling behind other areas with its sports program offerings for kids and many people are going elsewhere, us included.
- The HEPD is great. I play in a golf league at Bridges and enjoy very much. The course and facilities are very nice. The little parks that are available for kids and adults nice too. I did notice a young child riding their roller blades on the tennis and pickleball courts at Olmsted Park. He was scuffing the court and leaving marks. You should post signage that rollerblades, skateboards and bikes are not allowed inside the tennis and pickleball courts.
- "The parks are very nice. The ones I've visited are kept in good condition. I have a suggestion.
- Perhaps you could start a fish stocking program for some lakes..

- It would be nice if the lake at Mumford and Freeman (I believe it is South Ridge Park) could be stocked with walleye for year round fishing. Send out announcements."
- The Prairie Stone Fitness Center is ridiculously expensive and out of geographic reach for the majority of residents. With so many competing fitness centers (Harper College, Lifetime Fitness, Good Shepherd Fitness Center, South Barrington Club, etc.) the cost should be much lower. The fitness center at Triphan center has a horrible smell...I don't know if it's the flooring or something else but is smelling like a chemical. I took a woman of steel class there recently and withdrew because it took place outside on cracked and uneven concrete because the room it's usually held in has "poor ventilation" and is intolerable to hold a class in. Lots of effort spent on the ice rink. Not a lot of effort to compete with surrounding facilities. And why is the sauna CO ED?!
- The Willow Rec skatepark is in need of maintenance and upgrades. Our son often prefers skate parks in other communities due to better amenities and maintenance completed at those locations.
- "Very few facilities North Hoffman.
- Willow is very lacking in fitness equipment and space.
- Raised my kids here but utilized Palatine Park Dist as closer and had pools.
- Currently use Harper facilities for above reasons.
- Both not acceptable as I have to pay out of district rates."
- We absolutely love the HE parks and walking path! We comment every day that we walk outside how well they are maintained. Thank you for all that you do for our community!
- We are much happy and satisfied on residing near South Ridge Park.
- We are somewhat dissatisfied with the slow progress at Pine Park. The park has been "ready" for weeks and is still closed off. The field is not being used and the sledding hill sized was decreased quite a bit. We are happy with the pickleball courts.
- "We care for a grandchild and use park facilities for ourselves and child.
- Outdoor self paced recreation is highly important. Trails, embracing nature, parks."
- WE LOVE EVERYTHING THE PARKS ADMIN DOES TO PROVIDE GREAT FACILITIES. ONE CONCERN IS THAT THE SPLASHPAD DOES NOT HAVE AN EMPLOYEE ASSIGNED. I HAVE FOUND IT TO GET OUT OF HAND SOMETIMES WHILE BRING MY 3YR OLD AND 5YR OLD GRANDKIDS. WATER BALLOONS BEING FILLED AND WHIPPED WITHOUT CLEANING UP- BUCKETS OF WATER BEING SPLASHED DOWN THE SIDES. IT CREATES AN UNSAFE ENVIRONMENT
- We love the convenience of the Palatine Library branch.
- We love the dance program and neighborhood parks. I wish more was offered at Willow Rec/the north side of town. The soccer program has been incredibly disappointing. The

Aces are so disorganized and communication in that organization is incredibly poor. We will not be returning to Hoffman for soccer. It was not a great experience at all.

- We may use very few of the HE Park District's facilities and services at this point in our lives, but we appreciate the availability, quality, and careful upkeep of the local park areas. Adding the children's playground equipment to our local park/pond area was a great - and obviously successful - plan. Thank you for your hard work in keeping HE's parks truly lovely features of the community.
- We need more open gym time at Willow Rec. The gym should not be rented out for religious purposes.
- We need more senior programs north hoffman.
- We used to have arts programs and would like to see that return.
- We visit South Ridge. It is excellent. We have grandkids that play, we spend hours walking the pond area, It is well maintained. The fee-based programs are too high for our senior budget. We would appreciate if Willow Rec Center would open some of its courts for walking during the winter. You might want to do more with the signs at the park. That is how we find out about the kids programs.
- When my great grandchildren visit we go to the park on Freeman Road
- When my kids were young, this was more important to me.
- While filling out this questionnaire, I realized that I should participate and some community events and some senior activities/programs. Being too busy is not a great excuse. Thanks for bringing up this questionnaire. Maybe it is time to change.
- Wish pickleball was more inclusive of working parents. Seems like options are either during the day or for seniors only
- Would like evening classes for seniors, like Zumba. Love the splash pad.
- Would love to see more and improved pickleball courts with community input on best practices for courts. Improved league organization. Indoor pickleball league facilities are not great but understand that may be tough to improve. League communication has been better over last few months but still some issues.
- Would love to see more classes for older adults: one time, crafts, special outing, days, etc. Also more one time classes for preschoolers and arts and crafts and other activities to do with a parent or grandparent.
- "Years when the volunteer coaches were given specific training before the season started have been way better experiences.
- Sometimes when we try to use HE Parks for birthday parties or special events it is difficult to schedule & communicate with the facilities front desk folks.
- We are so grateful for all of the amazing playgrounds. We use them almost daily. Lincoln Park, South Ridge Park, Huntington Park, Willow Rec and more. "

- An indoor pickle ball court would be great! We used the park district for years for dance and preschool and more. Now we just don't but we still think you guys are great!
- CRC is so much closer – walking distance would be nice if Schaumburg and HE was reciprocal so we didn't have to pay more.
- Do not do enough for senior citizens. Recreational programs playing games and seeing movies does not help with every daylife. Especially for those who live alone and are handicapped.
- Either lower the price at the club or add to your other fitness centers. They are beyond underrated
- Excellent condition of our neighborhood parks walking rail and children play area.
- Field Park is disgusting the majority of the year. Hardly maintained and covered in weeds
- FIND WAYS TO REMIND DOG OWNERS THAT NOT EVERY PARK IS A DOG PARK. NO OFF LEASH AND PICK UP POOP
- Have someone contact me, I do have one concern about something I look at every day from my front window. 1847 710- 3309.
- HEPD had always been a disappointment. There is very little to offer people in my neighboring area. We have to go elsewhere. We have suggested improvement and it has not happened.
- HEPD. Teachers and programs are amazing! My daughter loves her classes and making new friends!
- I appreciate HE reaching out to the community for input. I would like to see more adult activities, competitive kids sports and updated playgrounds and splash pads. When I say updated I don't mean the same equipment but newer. I mean a different concept that engages all ages.
- I didn't know how much is here for us to use.
- "I have always been disappointed with the fee structure at The Club (Prairie Stone). Plus how it was marketed, not for Hoffman Estates residents, but to the white collar workers, of Prairie Stone!
- I worked out in Dundee and drove past it everyday, but could not afford to use the facility, that my tax dollars were paying for!"
- I heard there is interest in putting a new park or playground near Seascape for use all year round without an entry fee. That would be so amazing and I highly support this! As of right now, we have to drive to playgrounds, since there is not anything right by our house or even walkable without going onto Golf or Higgins road. I also highly support new walking/biking trails, especially to walking to connect in areas where the streets provide no cut through opportunities.

- I just moved here so the information that was contained here was helpful.
- I like the HE park system but when it comes to website design, ease of use for registration and overall facilities I look to Schaumburg as the leader in our area. Except for the beautiful “the club”, which I don’t live close to in Hoffman, I think Schaumburg has us beat with better looking facilities. Also it is less expensive for me to be a member and a non resident in Schaumburg than it is to be a resident in HE. I feel that we should raise the price for non-residents and lower for residents.
- "I live across the street from the CRC, so I use that facility. I know Hoffman has wonderful facilities, I just don't get to them. "
- I live by Evergreen Lake and Park. I appreciate the tennis courts being updated, but to bring your own net? Not good. Park is well maintained. My biggest complaint is the lake. The naturalization is not maintained, it's too high. Tons of saplings growing. They actually bulldozed the natural growth into the lake. They spray the unwanted growth to kill it. That's not good for the lake. We can't see the lake, which would be nice to view while walking. The mature trees need to be trimmed.
- I love Hoffman Estates and its neighboring communities
- I need more frequent program information.
- I pay taxes to township & Hoffman Estates Parks, but not a resident for the closer facility Schamuburg, so I pay more.
- I should like to know more about getting young boys in programs when parents can't afford to pay fees.
- I think the Hoffman Estates Park District has been so bad for so long, that a lot of people have just stopped looking there for any sort of programming.
- I travel to others towns that have senior activities that meet our needs. There is a growing demographic of seniors in our town that needs to be addressed. There are great resources for children and active young and middle aged adults. Little support for older seniors.
- I used to be a member at Triphan Fitness Center. Stopped going because there is too little to no natural light in space and environment was not motivating.
- I would like signs by the whirlpool that state people should be taking a shower before entering
- "I would like to see more fitness classes for middle aged adults. Specifically yoga. Currently it is only offered to ages 50+. Also more options for fitness classes. There are many that only have one session available.
- Please also add more shade to Seascape. They cut down the trees by the concession stands which eliminated a whole section of shade! It would be amazing (and good practice) if they replaced the trees with sun umbrellas or any other form of shade. "

- I would love if HE Parks could offer more adult aquatic aerobics classes and not only during weekday hours, please! Would like to see classes offered weeknights or weekend afternoons.
- it is to hard to contact or get answers from anyone by phone
- KEEP RAQUETBALL COURT AT WILLOW AND COLD INDOOR PICKLEBALL COURTS AT WILLOW
- Keep up the great work. Need to better share the HEPD vision and goals!
- Kids are grown and moved away. Had many wonderful experiences with the kids growing up.
- kids need more free outdoor activities to keep busy.
- Local park is a disgrace dirty broken and graffiti
- Love the park district workouts.
- Love the summer concerts; wouldn't mind more! Dedicated Pickleball courts are preferred, and more are needed around the area - latest added ones are facing E-W which is not good to play when summer weather is cooler in morn and afternoon, as sun is in eyes too much.
- Lower cost of room rentals to non for profits to have meetings in Scouting units
- Making ice skating/swim open times more accessible and affordable lessons.
- More planning into youth programs, the price is right but the quality is very, very, poor.
- More senior activities, parking closer to events
- More theaters, shows, outings. Plays in Chicago area, through senior center.
- More volleyball courts with working lighting
- My daughter used the facilities when younger. Joined lifetime fitness because the pool was 24 hours. Check all other pools and was disappointed. Haven't looked into programs lately.
- Need a better senior center. Check out Rochester, MI OPC - now that's a senior center.
- Need more pickleball courts!
- NEED TO PROVIDE MORE SENIOR (50 PLUS) ACTIVITIES, TRIPS, ETC; NEED TO PROVIDE MORE SPECIAL NEEDS ACTIVITIES FOR ADULTS
- No Control burn....(didn't do one and if they did you cant tell).. (which never works) Over grown tree growth next to lake and next to walking path at least 1/2 of the lake acreage; West end of fabbrini park over grown with Large Lilly pads; over population of wild animals around lake due to "naturalization". Make our parks visible again !! Or Hire someone that will ! Thanks..
- Not able to vomit a sentence.
- One day staff were mean, they thought I was laundering because I want to use the bathroom

- One thing I'd like to add is increasing the weekend hours to 8pm (Triphahn) would allow me to use the facilities more, closing at 6 is tough for me when I work until 6.
- Open gym fees for basketball are too high. Hours are too limited. My kids can't play outside in the winter.
- Our children have participated in multiple SAA programs. We are not alone in our dissatisfaction with all the politics between power hungry parents and would love to see the park districts take on more youth sports programs to provide less fraught alternatives. I am aware of other local families going to Bartlett or other suburbs just to get away from SAA. Softball would be a top interest for our family going forward.
- Our previous park districts provided free family fun events in different seasons. For example free Halloween events, Easter egg hunts, park events, etc. I noticed that a lot of seasonal events are paid in the Hoffman District. Can we offer more free events for the community? Maybe they are offered but I am not aware of them?
- Over the past 12 months, the grounds and athletic field maintenance has greatly improved. Keep up the good work.
- Overall very happy with the condition of our parks and playgrounds and the quantity and variety of them around town.
- Park District needs to have programs and equipment that are focused towards residents that are disabled. Programs for seniors that are in the evenings, not all in the middle of the day. Some seniors do work. Need fitness programs that are consistently throughout the week. Not one day a week.
- Parks and park strips needs more weed control. Quality of Seascape swim lessons is not good and my kids have not improved. Times need to be longer and the teens teaching needs to be more interested in helping them learn. Seascape in general is very expensive, it is cheaper to buy a non-resident Schaumburg pass for more pools.
- Please fix the air conditioning at Triphahn's Fitness Center.
- Preserve and improve current indoor walking track
- Public gyms should not be used by any religion, even if they pay. Let them rent a banquet hall.
- QUALITY OF APPEARANCE AND AGE OF FACILITES/PARKS IS A CONCERN. ICE ARENA IS SHOWING ITS AGE. PARKS ARE NOT WELL MAINTAINED OVERALL. THERE IS MORE TO PARK MAINTENANCE THAN MOWING
- Really disappointed in the Lakeveiw evergreen park. Sad these kids have to use such a poor playground that is run by the town and not school. The amount of goose dropping the kids have to play in is unhealthy. Sloan park is a waste of space. Two baseball games played a year. Turn that into an amazing splash pad for the forgotten part of the Hoffman community or something other than an unused field! Swim instructors are horrible and

care about socializing then starting in time. Then just stare at the clock. Your website has gotten better but is still hard to navigate. Lead STAR staff are not polite and don't address issues correctly. Never seem to be paying attention. Would love a summer camp for kinders and younger kids that didn't include the pool!

- Really hoping diversity becomes more of a part of what the Parks does
- Seascape needs several improvements; more seats, additional shade areas, add a lazy river, upgrade concessions area with more seats and umbrellas.
- Send programs offered in a brochure or newsletter by mail.
- Senior lunches are great and enjoyable.
- Shovel or plow snow from park. Walking path at Victoria Park to use in the winter.
- "Since the Fitness Center has been renovated, I do not care for the new machines. Being a senior some of them are very difficult if not impossible to use. I would have thought with the aging population some consideration of this would have been included in planning, but it was not.
- Also, the programs offered by the senior group are usually offered elsewhere with lesser cost, or more things included at same cost, or at better timeframes. So I haven't been signing up for any programs lately.
- It would be nice to see some changes in the above issues."
- Thank you for keeping our parks so clean and safe. Interested in more volunteer and community gathering opportunities in the future.
- The ice skating facilities has really REALLY limited public skating hours at very VERY inconvenient hours. I would be interested in a membership to ice skate if public hours were more daily and at times where I am not at work. Because of that, I'm often searching for public outdoor ice rinks open all day, but there are none in HE, I have to travel to other cities to find them, not to mention the weather hardly gives us good days for outdoor ice so I'm looking to go find an indoor rink but the hours for public skate anywhere are basically nothing and at times I have to work. It's the same for any gym, to have open walk in whenever I am free to get a workout in, but some places have restricted public hours which is weird for a gym. Other than that, I do a lot of biking and some trails seem incomplete and I'm not comfortable with riding a bike on the road so I've stuck to remote trails.
- The leader of the baseball program needs to care about the program or HE parks will lose their park district baseball. The wood chips need to be maintained at the parks for safety, not go the entire year without filling it to the curb heights- especially at school parks. A nature based park would be much more interesting for children than modern equipment. A free park with logs and sand and natural climbing areas is much more beneficial to children.

- The park district is one big reason we have considered leaving Hoffman estates, the value of the programs we have tried hasn't been great, we wind up paying to go out of district because programming is better elsewhere. The website is so hard to navigate and I've never spoken to another resident that disagrees with that statement, it's hard to figure out what is being offered. Bring back the old PDF where we can look through it and see what is being offered and search by class number. Would love more summer camp opportunities that are not all day but half days and themed. Also the cost of a pool pass is more expensive for a family of 4 then an out of district pass elsewhere, for 1 pool the close proximity is not worth it. We have issues with registrations many times and wind up having to call or go in person, and stuff low with locations of sports activities being so far away from our home. I really hope this feedback helps as we would love to see improvement. We love Hoffman but the park district needs work. Ironically the free programming we've attended has been great but it finding things that we want to spend money on to be worth the value. The instructors we have struggled with running a class effectively in many classes/sports we tried.
- The quality of the senior programs offered in all the Schaumburg township as a whole are lacking and are way behind what Hanover Township does for their senior population. Instead of wasting senior funding on park districts etc. All service agencies should look to the Hanover Twp model for their future programs. They treat their senior as first class citizens and Schaumburg & Hoffman offering don't compare at all. My tax money is not being used to enhance the quality of my retirement. Central spending on a township wide model would be a big improvement.
- The website is so bad. I have friends in Schaumburg who sometimes register for HEPD programs with my kid, and they always comment on how hard it is to use the website. I find it confusing too when I have to use it, even as a very tech savvy person
- There are plenty of programs for youth under 9, but little for those that are 9 plus.
- There should be a deeper discount for the pool passes and be able to use them at multiple locations
- This is a very good survey which help the HEPD to improve the performance and value for each dollar spent.
- Too much tax for things I never used
- Trails need to connect for cycling and walking, street crossings are sharp-angled corners and difficult to negotiate on a bike
- "Triphahn bathroom north side is in poor condition.
- We need classes/programs that are consistently open throughout the year on Saturdays.
- We need more indoor parks for soccer, tennis, volleyball for youth."

- USED HEPD PROGRAMS WHEN MY SON WAS GROWING UP, AND GRANDKIDS, AS WELL- JUST GREAT-NOW THEY'RE ADULTS AND LIVE OUT OF STATE---KEEP UP THE GREAT WORK
- "Very disappointed at the condition of the gymnastics center. Have left to take classes at the Schaumburg park district which has a much bigger and newer gymnastics facility.
- Also disappointed that some partnership cannot be formed between Hoffman and Schaumburg. Our home is situated in a pocket of Hoffman surrounded by Schaumburg. The Schaumburg rec center is less than three minutes from us, closer than any Hoffman facility, yet we have to pay non-resident fees to use it. I cannot make use of any offerings at The Club or at the Willows because they are just too far to make it worth the drive. "
- Vogeli Lake needs cleaning.
- Waste of tax money.
- We are newer to the area and have not explored.
- We live at the south eastern edge of the village (off of Washington Blvd) and ALL of the schaumburg facilities are closer than HE facilities, which has always been frustrating. We really haven't been willing to drive and use things our taxes pay for
- We live by Tropicana Park and have no good words/use for it. If we get into the car to go somewhere, it's just more worth it to go somewhere that's convenient. Sometimes it's to meet with friends, and so we end up not using anything in Hoffman Estates. Sometimes we run errands in other towns, so we don't go up North to North Hoffman. There isn't any businesses out there that to utilize our time while accessing park facilities and programs. While we were told to attend meetings to voice our opinions, we don't have the luxury to do so. It's at a time where I have to feed my family and then put my young child to sleep. Also, we are a single car family, which is the norm nowadays due to the economy. I feel like Hoffman Park district is behind on progress and in equity of park access.
- We live next to Locust Park. Maintenance department has always been very responsive whenever we have called when we notice equipment or grounds at the playground needing attention.
- We no longer receive the newsletter and don't check the HE Parks website. Out of sight/out of mind.
- We thank you very much for maintaining the parks clean and well maintained. We are a very outdoor driven family. We love bike riding and we want to see hoffman estates stay very tree friendly with not so much traffic.
- We were very disappointed when we did not see the mariachi performing in your summer concerts. The concert should be reflective of the community that you serve.
- We would love better youth soccer

- WHEN MY KIDS WERE LITTLE, WE USED MORE OF THE PARK DISTRICT PROGRAMS- PRESCHOOL AND SPORTS AND FISHING DERBY
- When my kids were young, we practically lived at the park district. Day care, gymnastics, swimming - all kinds of programs and offerings. I truly love the Park District and fully support all that you do. Now that I am single with only a grown son living with me, I don't have as much need for the offerings. However, when I retire in two years, I intend to make use of the programs and offerings again, as I will finally have time to do so for my own benefit. Keep up the good work!!
- Would love to have more community events like concerts in the park or food truck festivals
- Would value additional bike trails that are accessible in H.E. plus continued road signage for bike lanes on paved streets.
- Your priority for girls sports is extremely disappointing, which is why we went to SAA. Also, your baseball/softball fields are horribly kept and at times dangerous for the kids to play on.
- As someone who live on the far west side of HE, I personally would like to see some new amenities such as pickleball or basketball courts added to Canterbury Fields Park which currently is mostly empty field that I largely see unused.
- Have more events near specific communities, provide more updates as to when events and news comes out.. create a channel outside Facebook too that people can subscribe to. Do more family oriented activities and events
- I live on the west side of Hoffman and we don't have a lot of nearby parks for grandkids, although mine are grown now. My community provides a pool, pickleball, tennis, cards, movies and more so there's not much reason to drive to the park district facilities.
- I was very disappointed that childcare was never brought back to The Club at Prairie Stone. It is because of this that I dropped my membership there. To me, it was not worth the price of using the facility if I had to make other arrangements for my children. I also did not like having to reserve a place in a class (which started during Covid). I understand that signing up was necessary during Covid times, but it is not conducive to my lifestyle now. I do not usually know when I will be able to attend a class until the day before or the day of. The added step of downloading an app and reserving a spot was a huge deterrent for me and I just never got comfortable with it. Three of my children have used the preschool at Triphahn Center and I have been very impressed with the program. While I do like the current basketball program, I feel like the courts we use are really dated and small. I have never understood why they cram us into the WRC when there are beautiful courts at The Club. The WRC could really use a major renovation or replacement. I find the layout of it so strange and inefficient. Lastly, it is my opinion that

an employee of the park district should be present or nearby and available at soccer games and basketball games. Because these games are on the weekends, no one from the park district is available to contact when a ref doesn't show up or a parent is getting out of hand. I have also seen baseball games have to end early because it is getting too dark, and we were assigned to a field without lights. The organization of the sports programs is, frankly, pathetic.

- Infrastructure should include bathroom facilities near playgrounds
- It would be nice if there were more options for babies at the parks - everything is too big for my 7 month old except the baby swings and she wants to play too.
- keep up the good work
- Love the HE park. I just wish I had more time to use the facilities
- Love the parks!
- Love to see garden areas, more dog waste disposal, along park pads
- Maintain what you have. If you can't afford to, sell the land.
- Need more for seniors! Cafe would be nice Wits Program is very good!
- Oftentimes there are bugs in the Willow Recreation Gym, and I would like if there were more badminton opportunities or places to play at the recreation center.
- Park District should provide better basic amenities at the Prairie stone and other Gyms like Bath Towelz
- Please include access to the indoor lap swim facility through Silver sneakers
- Seniors don't have the additional money to give for fun activities. Our money goes to pay taxes, food, meds, utilities, etc. For most Seniors, there is no additional dollars to spend on fun activities. Please don't raise property taxes to do this work.
- Stop aggressively cutting down trees in conservation areas
- The main reason for my low scores is the Pickleball courts at Prairie Stone. I am a member there yet. I have to pay for Pickleball on the courts are too dark with bad lines. And the Fabrini outdoor Pickleball courts are tilted.
- We wish our brand new neighborhood park would be better. You tough the equipment and you will receive an ELECTRICAL SHOCK! I have tried to contact the park district and nothing is done. Aldo we pay so much for baseball , the same amount as in other park district. However, we do not receive pants for our players and the kids do not get any type of medal or trophy even though other park districts give those items to their players. There should as ldd sad o be more communication about when the board meetings are so tax payers may attend yo voice their concerns!
- Wish the Seascape hours were longer, and the day pass for residents was cheaper.
- Would like printed literature on programs

A graphic consisting of a dark blue horizontal bar. On the left side of the bar, there is a white circle containing the number '6' in a dark blue font. To the right of the circle, the words 'Survey Instrument' are written in a white, bold, sans-serif font.

6 Survey Instrument



1685 West Higgins Road
Hoffman Estates, Illinois 60169

heparks.org t (847) 885-7500 f (847) 885-7523



The mission of the Hoffman Estates Park District is to provide the best in parks and recreation by adhering to our values of integrity, innovation, cooperation, accountability, respect and excellence.

May 2024

A few minutes of your time will help make Hoffman Estates 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 ten days...

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,

Rajkumari Chhatwani
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 (HEParks) 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. Including yourself, how many people in your household are...

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

2. Are you aware that HEParks has a foundation that provides scholarships to low-income families and a Programs for All initiatives that offers available spots in our programs to children from families in need?

____(1) Yes ____ (2) No

3. During the past 12 months, has your household visited any HEParks' parks?

____(1) Yes [Answer Q3a-b.] ____ (2) No [Skip to Q4.]

3a. How would you rate the overall physical condition of the HEParks' parks you have visited?

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

3b. During the past 12 months, how many total visits have you or members of your household made to HEParks' parks?

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

4. During the past 12 months, has your household participated in or used any HEParks' programs, activities or facilities?

____(1) Yes [Answer Q4a-c.] ____ (2) No [Skip to Q5.]

4a. During the past 12 months, in how many different programs or activities offered by HEParks has your household participated?

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

4b. Please select the THREE primary reasons why your household has chosen to participate in HEParks' programs or activities. [Write in your answers using the numbers from the list below.]

- | | |
|--------------------------------------|--|
| (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: _____ |

1st: ____ 2nd: ____ 3rd: ____

4c. How would you rate the overall quality of programs or activities in which your household has participated?

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

5. During the past 12 months, has your household used any of the facilities listed below? If "Yes," please rate the overall 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 Course	Yes	No	4	3	2	1
03. Bridges of Poplar Creek - Toptracer	Yes	No	4	3	2	1
04. Freedom Run Dog Park	Yes	No	4	3	2	1
05. The Club at Prairie Stone Fitness Center	Yes	No	4	3	2	1
06. Seascape Family Aquatic Center	Yes	No	4	3	2	1
07. Triphahn Center Ice Arena	Yes	No	4	3	2	1
08. Triphahn Center - Senior Center	Yes	No	4	3	2	1
09. Triphahn Center - Fitness Center	Yes	No	4	3	2	1
10. Vogelei Barn - eSports	Yes	No	4	3	2	1
11. Vogelei Barn - Gymnastics	Yes	No	4	3	2	1
12. Willow Recreation Center	Yes	No	4	3	2	1
13. Willow Recreation Center - Fitness Center	Yes	No	4	3	2	1
14. Willow Recreation Center - Bo's Run Dog Park	Yes	No	4	3	2	1

6. Please CHECK ALL of the following reasons why your household has NOT used HEParks' parks and facilities more often.

- | | |
|--|---|
| <input type="checkbox"/> (01) Use other park districts | <input type="checkbox"/> (11) Coaches |
| <input type="checkbox"/> (02) Type of facility not offered | <input type="checkbox"/> (12) 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) Distance from residence | <input type="checkbox"/> (15) Facility operating hours not convenient |
| <input type="checkbox"/> (06) Availability of classes | <input type="checkbox"/> (16) Lack of transportation |
| <input type="checkbox"/> (07) Fees | <input type="checkbox"/> (17) Use services of other agencies |
| <input type="checkbox"/> (08) Program times | <input type="checkbox"/> (18) Household enrolled in schools out of district |
| <input type="checkbox"/> (09) Facility cleanliness | <input type="checkbox"/> (19) Other: _____ |
| <input type="checkbox"/> (10) Customer service | |

7. Please CHECK ALL of the following other organizations that your household has used for recreation programs, activities, or facilities.

- | | |
|--|--|
| <input type="checkbox"/> (01) Neighboring park districts [Answer Q7a-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) Community College |
| <input type="checkbox"/> (05) YMCA | <input type="checkbox"/> (11) Other: _____ |
| <input type="checkbox"/> (06) School sponsored activities | |

7a. Which neighboring park districts are you using for indoor/outdoor recreation activities?

7b. For which program or activity are you using neighboring park districts?

7c. Please CHECK ALL of the following reasons why you use neighboring park districts for indoor and/or outdoor recreation activities.

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

8. During the past 12 months, from the following list, please CHECK ALL the ways that your household has learned about HEParks' programs and activities.

- (01) HEParks website (heparks.org)
- (02) HEParks emails
- (03) Direct mailings
- (04) Flyers at HEParks facilities
- (05) Digital facility signs
- (06) Conversation with HEParks staff
- (07) Internet searches
- (08) Internet review sites (Which ones? _____)
- (09) Social media (Which ones? _____)
- (10) Newspaper
- (11) From friends/neighbors
- (12) School flyers/newsletters

8a. How satisfied are you with receiving information from HEParks?

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

9. Please rate your satisfaction with each of the following provided by HEParks.

Services	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01. Facility cleanliness	5	4	3	2	1	9
02. Facility customer service	5	4	3	2	1	9
03. In-person registration	5	4	3	2	1	9
04. Online registration	5	4	3	2	1	9
05. Overall communication with residents	5	4	3	2	1	9
06. Overall value	5	4	3	2	1	9
07. Park maintenance	5	4	3	2	1	9
08. Recreation program fees	5	4	3	2	1	9
09. Special events (Haunted Hoffman, Winter Fest)	5	4	3	2	1	9
10. Transparency of the Park District	5	4	3	2	1	9
11. User or membership fees	5	4	3	2	1	9
12. Variety of programs	5	4	3	2	1	9
13. Website user friendliness	5	4	3	2	1	9

10. Please indicate how well your needs are being met for each of the facilities/amenities listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. If you do not have a need for an item listed, please circle "9" for "No Need."

Type of Facility/Amenity	Fully Met	Mostly Met	Partly Met	Not Met	No Need
Indoor					
01. Climbing wall	4	3	2	1	9
02. Esports facility	4	3	2	1	9
03. Fitness facilities	4	3	2	1	9
04. Gymnastics facility	4	3	2	1	9
05. Ice arena	4	3	2	1	9
06. Pickleball courts	4	3	2	1	9
07. Running/walking track	4	3	2	1	9
08. Senior center/50+ center	4	3	2	1	9
09. Sports turf	4	3	2	1	9
Outdoor					
10. Baseball/softball fields	4	3	2	1	9
11. Basketball courts	4	3	2	1	9
12. Concrete play pad/ga-ga ball	4	3	2	1	9
13. Disc golf	4	3	2	1	9
14. Dog park	4	3	2	1	9
15. Fitness equipment	4	3	2	1	9
16. Golf course	4	3	2	1	9
17. Golf driving range	4	3	2	1	9
18. Toptracer interactive golf	4	3	2	1	9
19. Ice skating	4	3	2	1	9
20. Lighted athletic fields	4	3	2	1	9
21. Park restroom facilities	4	3	2	1	9
22. Passive park areas	4	3	2	1	9
23. Pickleball courts	4	3	2	1	9
24. Picnic shelters	4	3	2	1	9
25. Playgrounds	4	3	2	1	9
26. Skateboarding park	4	3	2	1	9
27. Splash pads	4	3	2	1	9
28. Sports fields (soccer/cricket/football/lacrosse)	4	3	2	1	9
29. Swimming pools	4	3	2	1	9
30. Tennis courts	4	3	2	1	9
31. Walking and biking trails	4	3	2	1	9
32. Winter sledding hill	4	3	2	1	9
33. Other: _____	4	3	2	1	9

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

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

12. Please indicate how well your needs are being met for each of the programs listed below on a scale of 4 to 1, where 4 means your needs are "Fully Met," and 1 means your needs are "Not Met" at all. If you do not have a need for an item listed, please circle "9" for "No Need."

Type of Program	Fully Met	Mostly Met	Partly Met	Not Met	No Need
Youth Programs					
01. Before and after school programs	4	3	2	1	9
02. Cricket programs	4	3	2	1	9
03. Dance	4	3	2	1	9
04. Early childhood programs	4	3	2	1	9
05. Figure skating	4	3	2	1	9
06. Fitness and wellness programs	4	3	2	1	9
07. Flag football	4	3	2	1	9
08. Full-day childcare	4	3	2	1	9
09. Golf lessons	4	3	2	1	9
10. Gymnastics programs	4	3	2	1	9
11. Hockey	4	3	2	1	9
12. Lacrosse	4	3	2	1	9
13. Martial arts	4	3	2	1	9
14. Performing arts	4	3	2	1	9
15. Pre-school	4	3	2	1	9
16. Sports programs	4	3	2	1	9
17. STEAM (science, tech, engineering, art, math)	4	3	2	1	9
18. Summer camp programs	4	3	2	1	9
Adult Programs					
19. Art	4	3	2	1	9
20. Dance	4	3	2	1	9
21. Figure skating	4	3	2	1	9
22. Fitness and wellness programs	4	3	2	1	9
23. Golf lessons	4	3	2	1	9
24. Hockey	4	3	2	1	9
25. Martial arts	4	3	2	1	9
26. Performing arts	4	3	2	1	9
27. Pickleball lessons and leagues	4	3	2	1	9
28. Senior programs 50+	4	3	2	1	9
29. Senior programs 60+	4	3	2	1	9
30. Sports programs	4	3	2	1	9
31. Toptracer leagues	4	3	2	1	9
Other					
32. Community special events	4	3	2	1	9
33. Outdoor biking	4	3	2	1	9
34. Outdoor fitness (running, walking)	4	3	2	1	9
35. Nature programs (fishing, boating, nature)	4	3	2	1	9
36. Programs for people with special needs	4	3	2	1	9
37. Swim lessons and aquatic programs	4	3	2	1	9
38. Other: _____	4	3	2	1	9

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

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

14. HEParks prides itself on maintaining our facilities, parks and playgrounds. Through our asset management system, we have planned accordingly for upcoming capital improvements and replacements, and we have established appropriate reserves. We will be investing approximately \$10 million over the next several years to replace the roofs at most of our facilities. Please indicate how supportive you would be of HEParks investing in the following concepts to also improve the community.

Potential Concepts	Very Supportive	Supportive	Neutral	Not Supportive	Not at all Supportive	Don't Know
1. Acquire additional land for preservation/future use	5	4	3	2	1	9
2. Develop a nature center	5	4	3	2	1	9
3. Develop outdoor turf field	5	4	3	2	1	9
4. Develop indoor turf opportunities within existing facilities	5	4	3	2	1	9
5. Develop new walking/biking trails/connect existing trails	5	4	3	2	1	9
6. Utilize racquetball courts at WRC for alternative activities	5	4	3	2	1	9
7. Maintain infrastructure of current facilities	5	4	3	2	1	9
8. Upgrade existing neighborhood and community parks	5	4	3	2	1	9
9. Other: _____	5	4	3	2	1	9

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

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

16. Please rate your level of satisfaction with the overall value that your household receives from HEParks.

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

Demographics

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

18. What is your age? _____ years

19. What is your gender?

(1) Man (3) Transgender (5) Prefer not to answer
 (2) Woman (4) Non-Binary/Other

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

(01) Asian or Asian Indian (05) Native Hawaiian or other Pacific Islander
 (02) Black or African American (06) Hispanic, Spanish, or Latino/a/x
 (03) American Indian or Alaska Native (88) Prefer not to answer
 (04) White or Caucasian (99) Other: _____

21. What is your total annual household income?

(1) Under \$50,000 (4) \$100,000 - \$124,999 (7) Prefer not to answer
 (2) \$50,000 - \$74,999 (5) \$125,000 - \$149,999
 (3) \$75,000 - \$99,999 (6) \$150,000 or more

22. How many years have you lived within the HEParks District boundaries? _____ years

23. What language do you primarily speak at home? _____

24. Please include any additional comments here:

25. Would you be willing to participate in future surveys sponsored by HEParks?

____(1) Yes [*Answer Q25a.*] ____ (2) No

25a. Please provide your contact information.

Mobile Phone Number: _____

Email Address: _____

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.