

# “Sycamore Park District Resident Survey Report”

Prepared for the Sycamore Park District



## PARK BOARD

Mr. Bill Kroeger, President  
Ms. Michelle Schulz, Vice-President  
Mr. Ben Doty, Commissioner  
Mr. Daryl Graves, Commissioner  
Mr. Ted Strack, Commissioner

## EXECUTIVE DIRECTOR

Mr. Dan Gibble



Ron Vine and Associates  
Making Citizen Opinions Matter

Prepared By

**Ron Vine and Associates**

Ron Vine, President

January 21, 2020



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# SYCAMORE PARK DISTRICT RESIDENT SURVEY

January 21, 2020

Mr. Bill Kroeger, President  
Ms. Michelle Schulz, Vice-President  
Mr. Ben Doty, Commissioner  
Mr. Daryl Graves, Commissioner  
Mr. Ted Strack, Commissioner

Dear President Kroeger and Members of the Board of Park Commissioners:

I am pleased to present you this report of findings from the Fall 2019 “Sycamore Park District Resident Survey” conducted by Ron Vine and Associates, in partnership with the Sycamore Park District. This is the first of two (2) statistically valid surveys that Ron Vine and Associates will be conducting in partnership with the Park District. The next will be conducted in the Late Winter of 2020, based upon Board, Staff, and Focus Group input provided on January 21 and 22, 2020.

## **BACKGROUND**

In 2011 and 2014, the Sycamore Park District conducted two (2) resident surveys to identify priority capital projects of residents to be contained in a 5-year long-range plan and to measure financial support to fund the projects. I served as the project manager on both of these survey efforts.

Based upon community input and priorities for projects in the two (2) resident surveys, a long-range plan called VISION 20/20, was developed and approved. Funding for VISION 20/20 was supported through a voter referendum in the Fall of 2014, with roughly 65% of voting residents supporting the long-range plan. Additionally, a successful \$1,000,000 fundraising campaign -Leaf a Legacy-as well as Grant Dollars have been used to achieve the plan’s major projects, over a 5-YEAR Planning window.

## **SUSTAINING THE LEGACY: 2025**

The Sycamore Park District is now heading into its next five-year planning horizon. The Park District will outline its goals and objectives through the year 2025. This effort is intended to keep the Sycamore Park District a leading provider of recreational parks, facilities and programs in the greater Sycamore area. The plan is aptly entitled “SUSTAINING THE LEGACY: 2025”. Unlike VISION 20/20, that sought to address what had been a period of time in which the park district had not kept up with the growing needs of its community, this plan--SUSTAINING THE LEGACY: 2025--will focus on maintaining and improving “**existing**” parks, trails, recreation facilities and programs, not developing new projects. Furthermore, it will attempt to address how to best utilize “existing” tax revenues to continue maintaining and



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

improving the system. These efforts will again be driven by Citizen input under the leadership of the Park Board. The “Resident Survey Report” is a building block for SUSTAINING THE LEGACY:2025. Other inputs will include:

- Focus Groups with City/County/School District leaders.
- Park District Board and Staff.
- An independent assessment by Aquatic Engineers of the district’s 35-year-old pool.
- An assessment of the park district’s Club House by architects and engineers.
- Current user surveys
- Public hearings and input meetings
- Facility usage and program attendance statistics

## THE 2019 RESIDENT SURVEY REPORT

This survey report contains the results of a statistically valid random sampling survey, completed by 508 resident households in the Sycamore Park District. Findings from the survey have a 95% level of confidence and a margin of error of +/-4.4%.

Sections of the report contain the following information:

Section 1: Transmittal Letter

Section 2: Survey Methodology

Section 3: Key Findings

Section 4: Overview of Resident Survey Responses for Each Question

Section 5: Cross-Tabular Analysis

Section 6: Summary of Key Potential Actions Based on Citizen Input from Resident Survey

Section 7: Survey Instrument

Section 8: Tabular Data

Section 9: Results by Households with and without Children

Section 10: Results by Age of Respondent

Section 11: Results by Participation in Sycamore Park District Programs, Classes and Activities

Section 12: Results by Gender of Respondent

Section 13: Results by Years Living in the Sycamore Park District

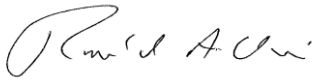
Section 14: Results by Value of the Sycamore Park District to the Community



## SYCAMORE PARK DISTRICT RESIDENT SURVEY

It has been my pleasure to work with each of you on this very important survey of the residents of the Sycamore Park District. I trust and believe this resident survey will greatly assist the Board in your future actions to *SUSTAIN THE LEGACY the Sycamore Park District has created* and continue shaping services of the Sycamore Park District that reflect the Vision of your residents.

Sincerely



Ronald A, Vine, President  
Ron Vine and Associates



## Summary of Methodology for Sycamore Park District Resident Survey

The “2019 Sycamore Park District Resident Survey” was conducted to gain statistically valid citizen input regarding issues such as satisfaction, priorities and usage of parks, trails, indoor and outdoor facilities, current and potential programs, barriers to usage at all, or more often, of parks, trails, recreation facilities and programs, value of park district services, and ways respondents learn about parks, trails, recreation facilities and programs of the Sycamore Park District. Questions on the survey were developed based on meetings with the Sycamore Park District Board and staff members of the Park District on August 20 and August 21. The survey was reviewed and critiqued by eleven residents who had been involved in prior long-range planning efforts of the Sycamore Park District, and finalized by Ron Vine and Associates.

The list of household addresses for the survey was obtained from Melissa Data. Melissa Data is a nationwide company that specializes in mailing lists. They are one of the largest providers of mailing lists in the United States and continually update their database through multiple sources.

Surveys were mailed to a random sampling of 4,000 residents. Mailed surveys included a postage paid envelop to return the surveys. Those receiving a mailed survey were also given an opportunity to complete the survey on-line with a unique password for each recipient. Only households who received a mailed survey could, as an option, complete the survey on-line. This methodology ensured that only one (1) survey could be completed by any household.

Of the 4,000 mailed surveys, 508 surveys were completed. Note: The guaranteed amount of completed surveys was 400. Of the 508 surveys that were completed, 400 surveys were completed by mail and 108 over the web. The 508 completed surveys provided a 95% level of confidence and a margin of error of +/-4.4%.



## Summary of “Key Findings” from the Sycamore Park District Resident Survey

### OVERALL FACILITIES

- Finding #1: 70% of household respondents have used at least one (1) of the new Sycamore Park District Facilities developed over the past two (2) years (Community Center, Pathway Fitness, Splash Fountain Splashpad, Brian Bemis Family Dog Park, Northwestern Medicine Sled Hill). 40% of households have used the Sycamore Park District Community Center, which is the new facility used by the highest percent of households.
- Finding #2: When asked to judge which four of the parks and facilities should receive the most attention over the next five years for their household: 70% said trails (walking, biking and hiking), 55% said small neighborhood parks, and 44% said the Sycamore Park District Community Pool should receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years.
- Finding #3: When asked to judge which four of the parks and facilities should receive the most attention over the next five years for the entire Sycamore community, residents responded slightly different. In this case, respondents top four (4) choices were: Sycamore Park District Pool (54%), small neighborhood parks (50%), trails, for walking, biking, and hiking (49%), and large community parks (42%) to receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years.

### NEIGHBORHOOD PARKS

- Finding #4: 84% of households indicated they had visited a neighborhood park in the past 2 years.
- Finding #5: Based on a sum of respondents top two (2) choices, 53% of respondents felt trash-pick-up, and 51% felt adequacy of park lighting were the neighborhood park services that should receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years for their households. Maintaining flowers and shrubbery (48%) and mowing and trimming in parks (44%) were the 3<sup>rd</sup> and 4<sup>th</sup> choices for neighborhood park services that should receive the most attention.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## SYCAMORE PARK DISTRICT SWIMMING POOL

- Finding #6: 32% of respondents indicated they had used the pool over the past 2 years. In 2011, that percentage was 26%.
- Finding #7: Satisfaction with the Pool was significantly lower than any other major park, trail or facility (small neighborhood parks, trails, baseball and softball fields, soccer fields, outdoor tennis courts, picnic shelters, natural areas and restoration, fishing piers and ponds, and large community parks) operated by the Sycamore Park District.
- Finding #8: Based on a sum of respondents top three (3) choices, 72% of respondents felt the locker rooms should receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years. 40% felt the Toddler Pool and Seal Slide should receive the most attention, and 32% felt user fees should receive the most attention from the Park District to maintain, improve, or address over the next five (5) years.

## BALL DIAMONDS AND SOCCER FIELDS

- Finding #9 26% of respondents indicated they had used ball diamonds or soccer fields over the past 2 years.
- Finding #10: 60% or more of respondents, indicated they were “very satisfied” or “satisfied” with the maintenance and conditions of 10 out of 11 program spaces and services provided at baseball, softball and soccer fields of the Sycamore Park District. 16% or less of respondents were “dissatisfied” or “very dissatisfied”. However, only 32% of respondents were “very satisfied” or “satisfied” with the condition of parking lots, with 47% being “dissatisfied” or “very dissatisfied”.
- Finding #11: Based on a sum of respondents top three (3) choices, 80% of respondents felt the condition of parking lots should receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years, followed by field lighting (35%,) and conditions of infields (32%).

## SYCAMORE PARK DISTRICT GOLF COURSE

- Finding #12: 28% of respondents indicated they had played at the Sycamore Park District Golf Course over the past 2 years. In 2011, that percentage was 24%.





## SYCAMORE PARK DISTRICT RESIDENT SURVEY

Finding #13: Over 50% of respondents were “very satisfied” or “satisfied” with all the major features at the Sycamore Park District Golf Course. Less than eighteen (18%) were “dissatisfied” or “very dissatisfied” with each of the features, with only two (2%) being “dissatisfied” or “very dissatisfied” with fairways and 3% being “dissatisfied” or “very dissatisfied” with golf greens.

Finding #14: Based on a sum of respondents top two (2) choices to receive the most attention from the Sycamore Park District to maintain and improve over the next five (5) years, 44% selected clubhouse and 37% selected golf greens.

### **RECREATION PROGRAMMING**

Finding #15: Over the past 12 months, 37% of household respondents indicated they had participated in at least one (1) program, class, or activity provided by the Sycamore Park District. In 2011, that percentage was 35%.

Finding #16: From a list of 14 programs and activities, 75% of respondents indicated they would consider going to or participating in special events and 53% indicated they would consider going to or participating in fitness programs.

Finding #17: Listed below, by age range, respondents indicated the following programs and activities as being the two most important for the Sycamore Park District to offer for each age grouping in their household:

0-4 years of age: (Preschool programs and Learn-to-swim classes)

5-11 years of age: (After school programs and Summer camps)

12-17 years of age: (Sports training clinics and After school programs)

18-39 years of age: (Fitness programs and Special events)

40-59 years of age: (Fitness programs and Special events)

60 years of age and over: (Fitness programs and Lifelong learning)

Note: Fitness programs are in the top 2 types of programs for all age ranges from 18-39, 40-59, and 60 and over.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## **REASONS RESIDENTS DO NOT PARTICIPATE IN PARKS, FACILITIES OR PROGRAMS AT ALL OR MORE OFTEN**

Finding #18: From a list of 14 potential reasons households do not participate in parks, facilities and programs at all, or more often, program times are not convenient (31%), fees are too high (30%), use services of other providers (17%), don't know what programs are offered (15%) and don't know where parks are located (14%) were the reasons cited by the highest percent of respondents.

## **VALUE OF THE PARK DISTRICT TO RESIDENTS**

Finding #19: 38% of respondents felt that the Sycamore Park District brought "very high" value amongst a wide variety of public and private recreational activities, with 40% indicating "high value", 19% indicating "moderate value" and only 3% indicating "low/very low value".

## **COMMUNICATION WITH RESIDENTS**

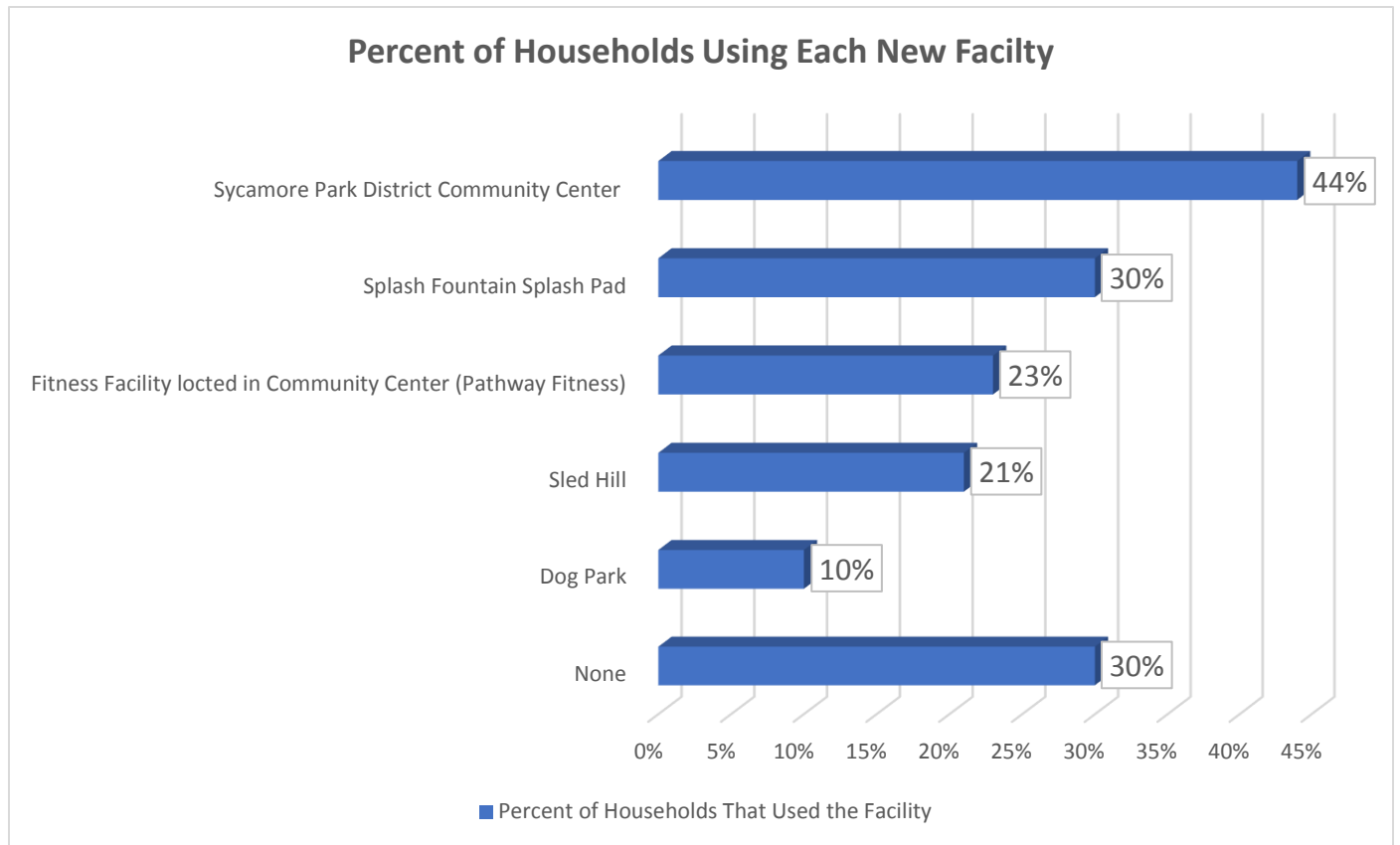
Finding #20: 80% of respondents use the Park District Program Guide as one of their means to learn about parks, facilities and programs. Other means to learn about parks, facilities, and programs used by a high percent of respondents, include friends and neighbors (48%), social media (46%), and the Sycamore Park District Website (42%).



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #1: Following is a list of NEW SYCAMORE PARK DISTRICT FACILITIES which have been developed over the past TWO years to serve residents. From the list, please check ALL the facilities that you or anyone in your household has utilized.**

**Key Findings:** The Sycamore Park District Community Center was the facility that the highest percentage of household members (44%) have utilized. The Splash Fountain Splash Pad (30%) and the Fitness Facility located in the Community Center “Pathway Fitness” (23%) were the next two facilities used by the highest percentage of households. 30% of households have not utilized any of the 5 new facilities.

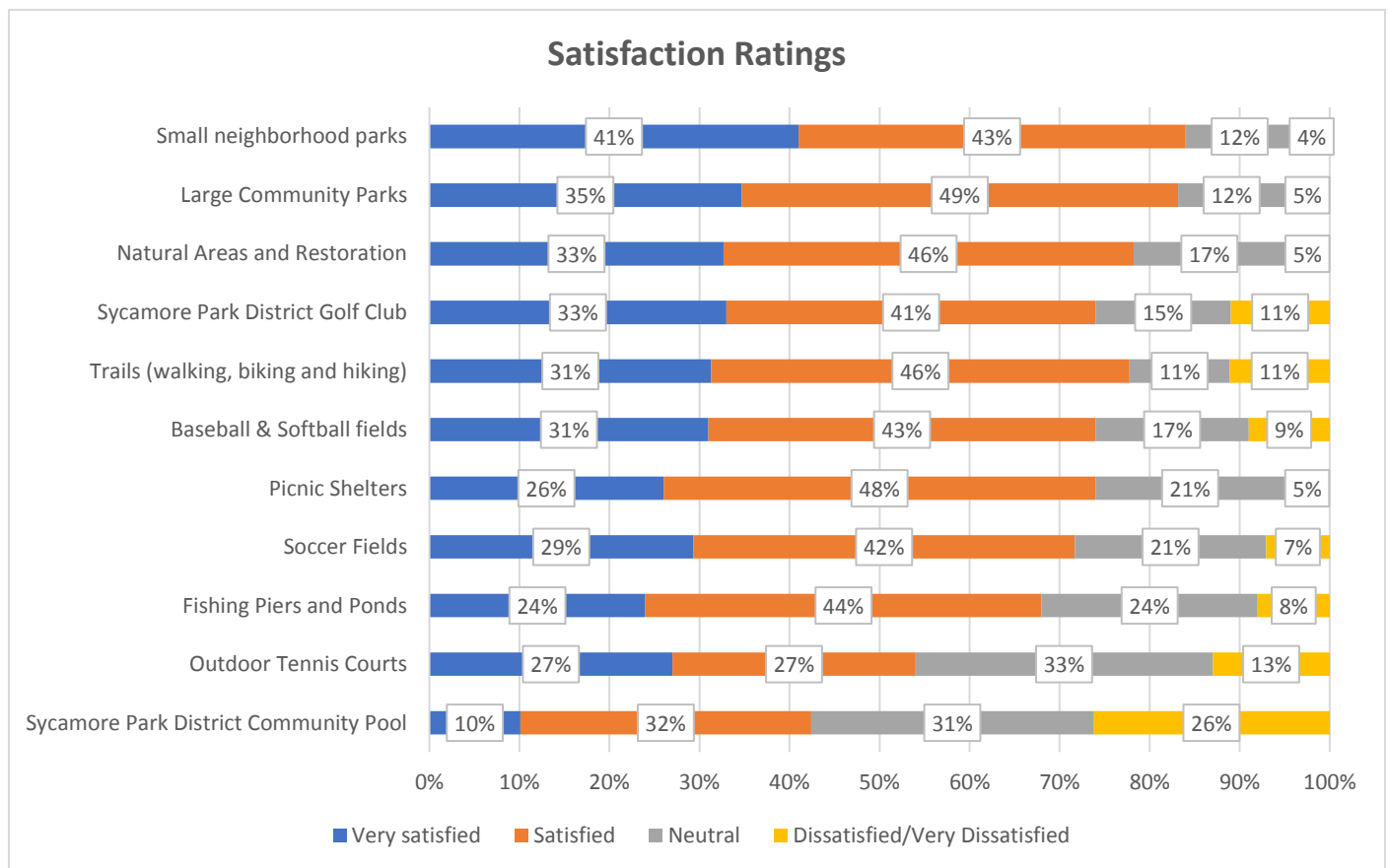


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #2: Following is a list of 11 EXISTING PARKS, TRAILS, AND FACILITIES which have served residents for many years. On a scale of 5 to 1 where 5 means “very satisfied” and 1 means “very dissatisfied” please rate your overall satisfaction with the following major categories of existing parks, trails and facilities provided by the Sycamore Park District. If you don’t use, please check 9 for “don’t use”.**

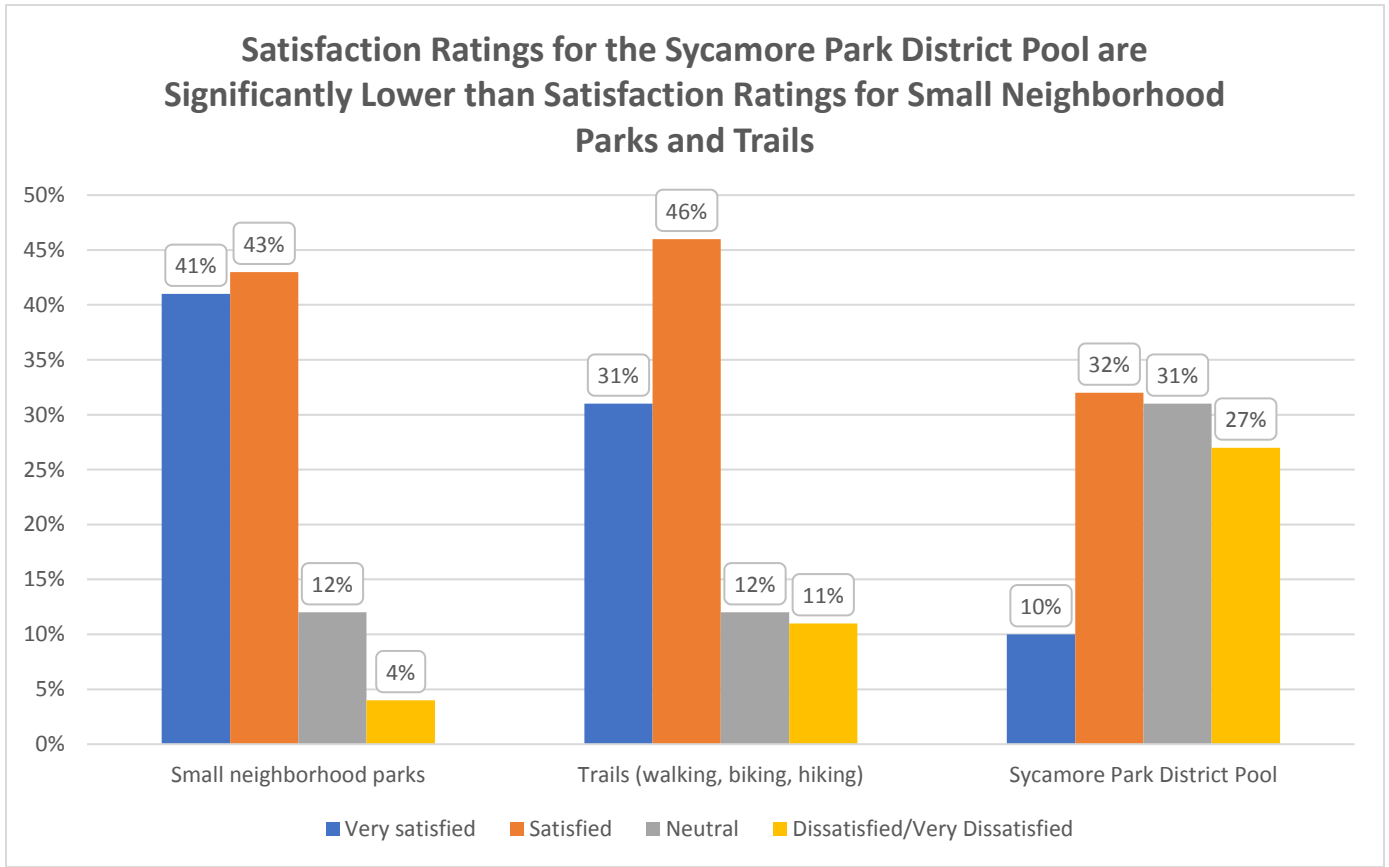
Key Findings: Of the households who used small neighborhood parks, 84% rated their satisfaction as very satisfied (41%) or satisfied (43%). 84% of households who used large community parks rated their satisfaction as very satisfied (35%) or satisfied (49%).

Only 42% of households who used the Sycamore Park District Pool rated their satisfaction as either very satisfied (10%) or satisfied (32%). 26% of users of the Sycamore Park District Community Pool were either dissatisfied or very dissatisfied. This was more than double the dissatisfied/very dissatisfied ratings for any other park or facility.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

The Graph below shows that satisfaction ratings for the Sycamore Park District Pool are significantly lower than satisfaction ratings for small neighborhood parks and trails. This is significant since these 3 parks and facilities are rated as the parks and facilities the Sycamore Park District should pay the most attention to maintain and improve in the next five years (Based on feedback in Question #3 and Question #4).

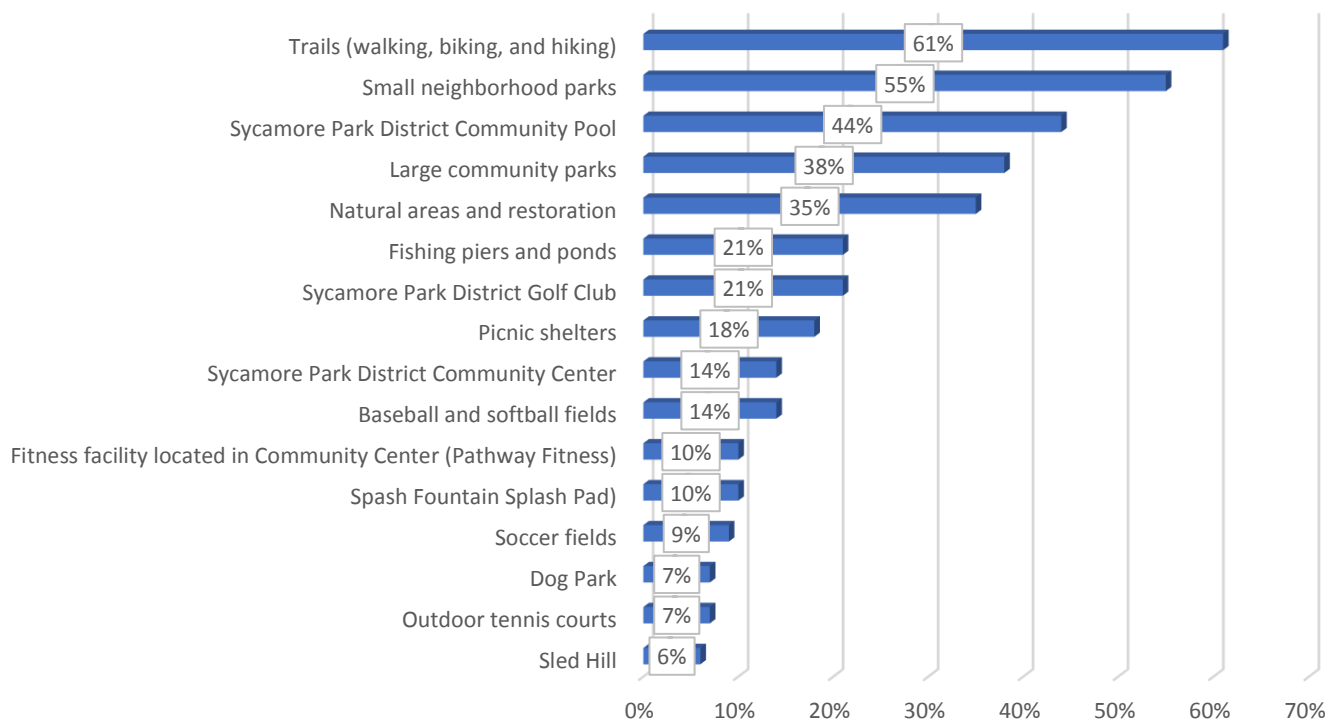


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #3: For you and members of your household, which FOUR of the parks and facilities listed in Question #1 and Question #2 should receive the most attention from the Park District to maintain and improve over the next FIVE years.**

**Key Findings:** As the chart below shows, out of the 16 listed parks and facilities provided by the Sycamore Park District, trails for walking, biking and hiking, small neighborhood parks, and the Sycamore Park District Pool were the three (3) parks and facilities that should receive the most attention to maintain and improve over the next five years for households based on respondents 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> choices. Fully 61% of households chose trails as one of their top 4 parks and facilities to receive attention, 55% chose small neighborhood parks, and 44% chose the Sycamore Park District Community Pool.

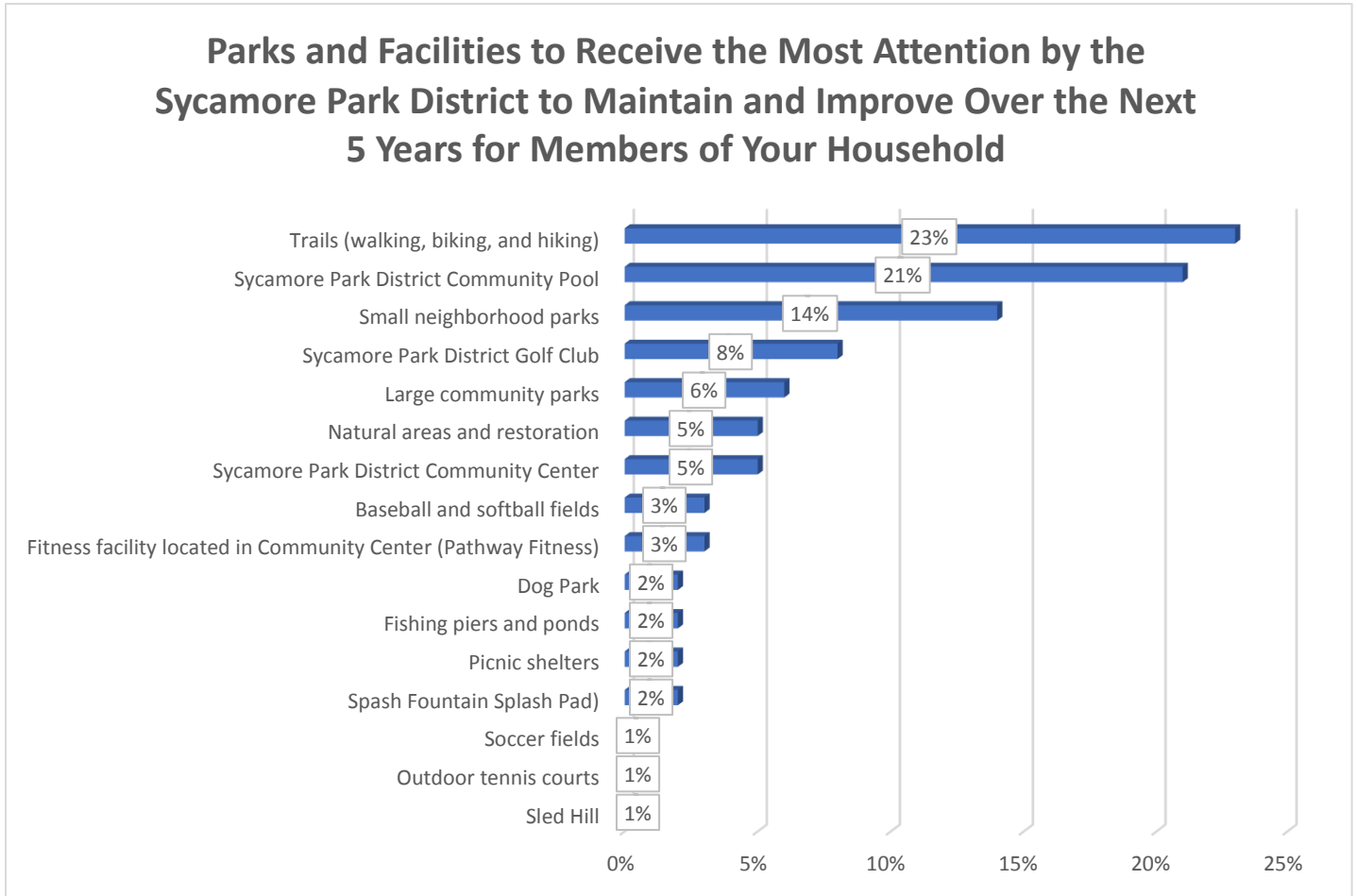
**Sum of Top 4 Parks and Facilities to Receive the Most Attention by the Sycamore Park District to Maintain and Improve Over the Next 5 Years for Members of Your Household**



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Question #3: (Continued)

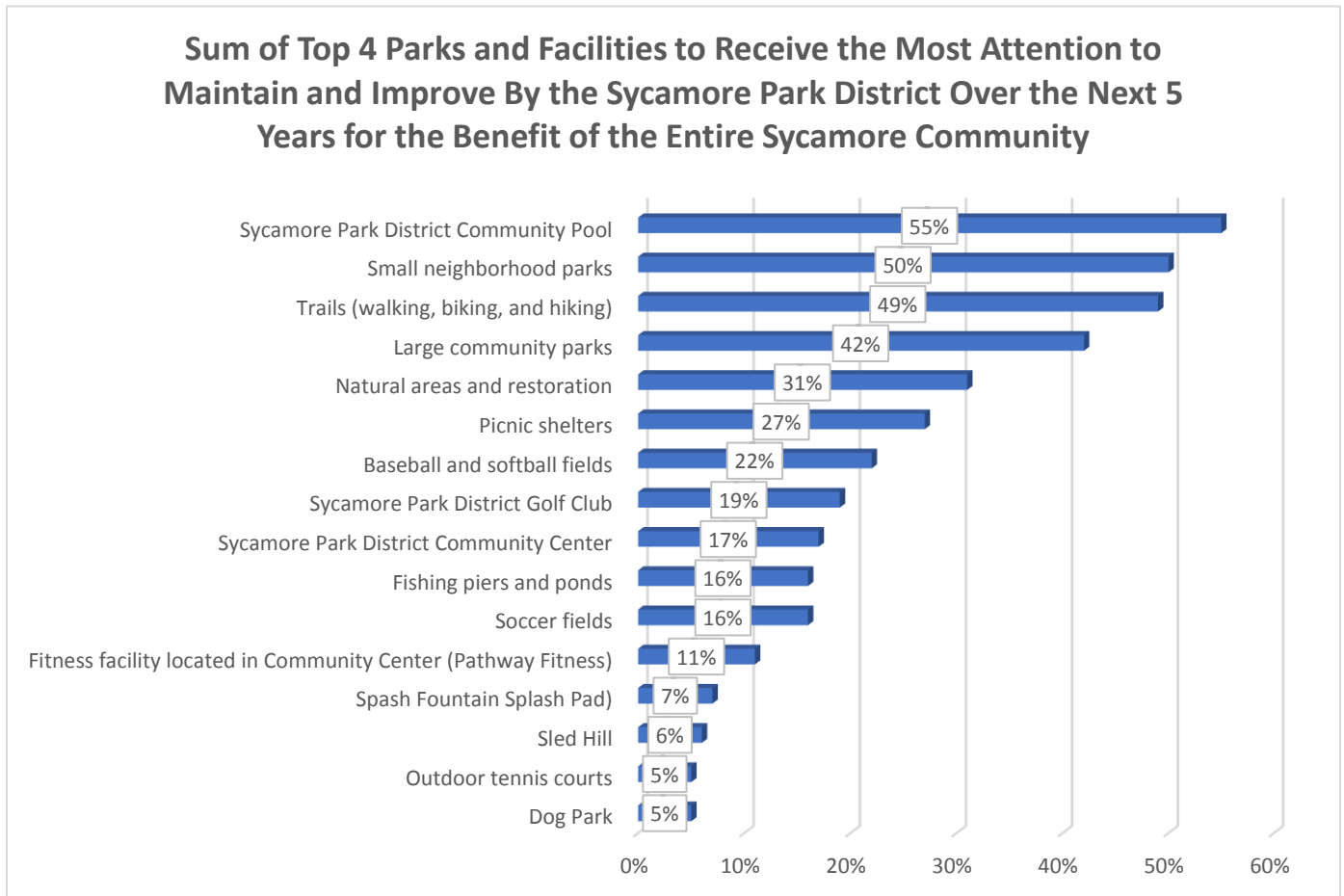
Key Findings: As the chart below shows, out of the 16 listed parks and facilities provided by the Sycamore Park District, 58% of respondents selected trails (23%), the Sycamore Park District Community Center (21%) and small neighborhood parks (14%) as their #1 choices to receive the most attention by the Sycamore Park District to maintain and improve over the next five years for their household.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #4: For the benefit of the entire Sycamore community, which FOUR of the parks and facilities listed in Question #1 and Question #2 should receive the most attention from the Park District to maintain and improve over the next FIVE years?**

Key Findings: As the chart below shows, out of the 16 listed parks and facilities provided by the Sycamore Park District, the Sycamore Park District Pool (55%), small neighborhood parks (50%), and trails for walking, biking and hiking (49%), were the three (3) parks and facilities that should receive the most attention to maintain and improve over the next five years for the benefit of the entire Sycamore community based on respondents 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> choices.



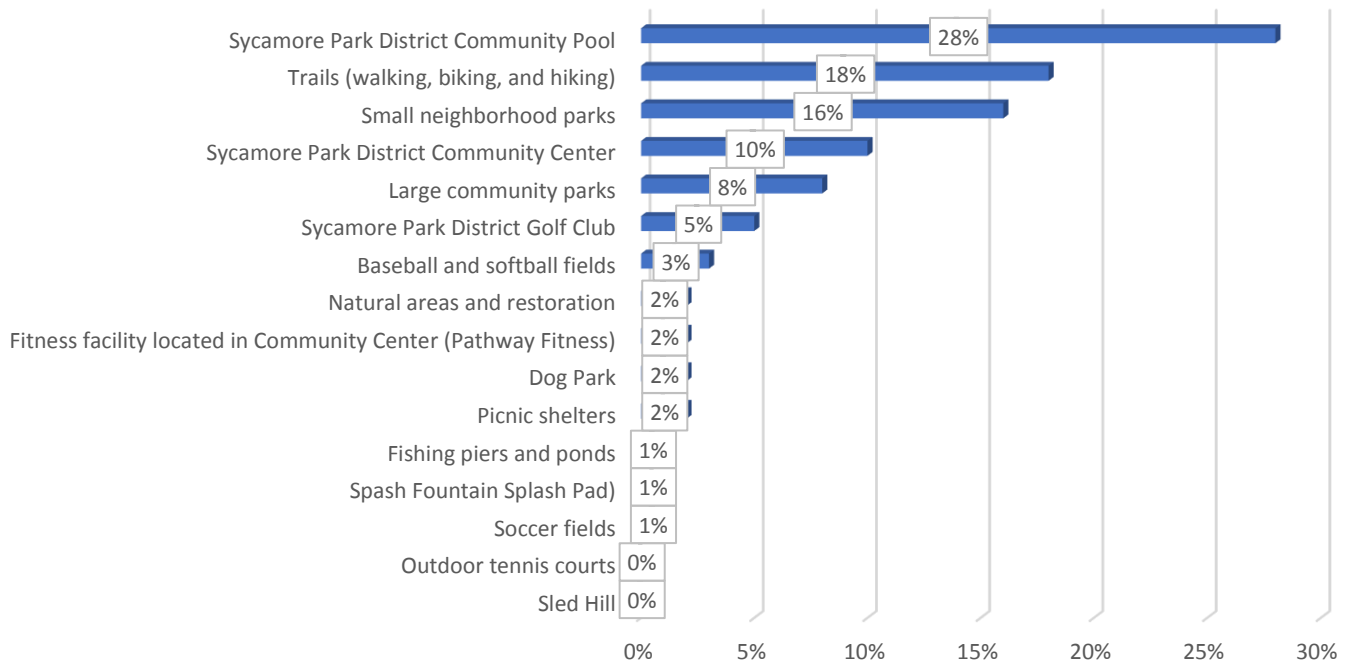


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Question #4: (Continued)

As the chart below shows, out of 16 parks, trails, and recreation facilities, 28% of respondents chose the Sycamore Park District Pool as their 1<sup>st</sup> Most Important Park or Facility to receive attention to maintain and improve for the benefit of the entire Sycamore community. 18% chose trails for walking, biking and hiking, and 16% chose small neighborhood parks. Fully, 62% of respondents picked the Sycamore Park District Community Pool, trails, and small neighborhood parks as their 1<sup>st</sup> choice.

### 1st Choice of Parks and Facilities to Receive the Most Attention by the Sycamore Park District to Maintain and Improve Over the Next 5 Years for the Benefit of the Sycamore Community



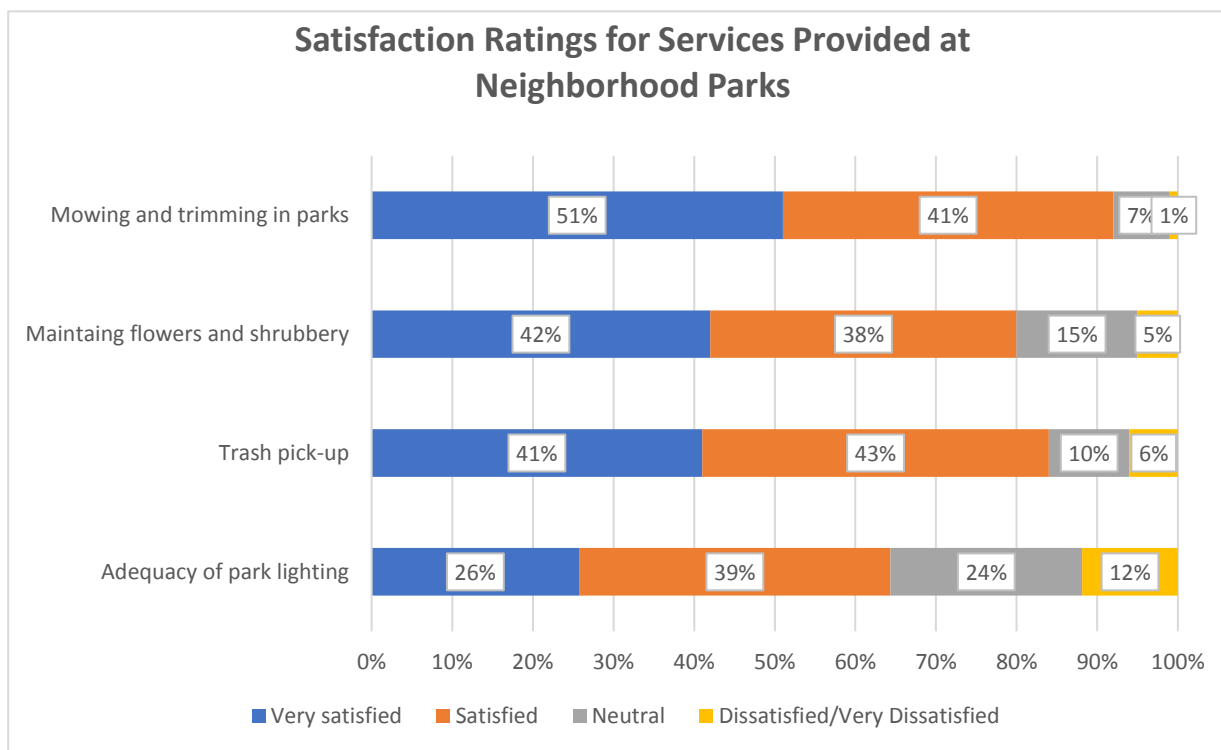
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Question #5: Have members of your household visited any neighborhood parks over the past 2 years?

Key Finding: 84% of households visited a neighborhood park over the past 2 years.

## Question #6: On a scale of 5 to 1 where 5 means “very satisfied” and 1 means “very dissatisfied” how satisfied are you with the following services provided at neighborhood parks?

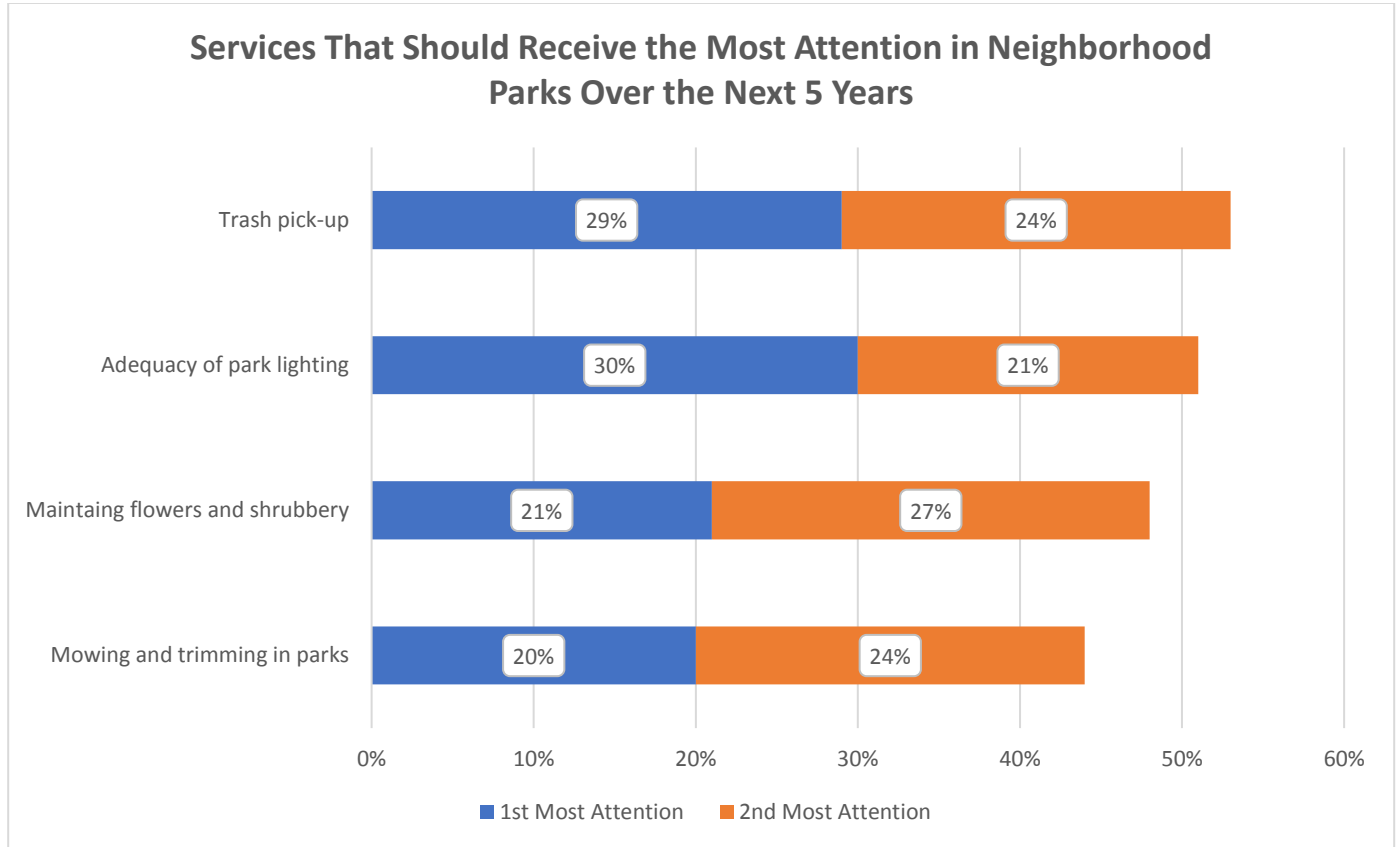
Key Findings: As the chart below shows, at least 80% of respondent households were “very satisfied” or “satisfied” with each service provided at neighborhood parks, with the exception of adequacy of park lighting, with only 65% of households being “very satisfied” or “satisfied”.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #7: Which TWO of the neighborhood park services listed in Question #6 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE years?**

Key Findings: As the chart below shows, a fairly equal percent of attention should be paid to each of the listed services over the next 5 years. 53% of households indicated “trash pick-up” as one of their two most important services to receive attention over the next 5 years, with 51% indicating “adequacy of park lighting”, 48% indicating “maintain flowers and shrubbery” and 44% indicating “mowing and trimming in parks”.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

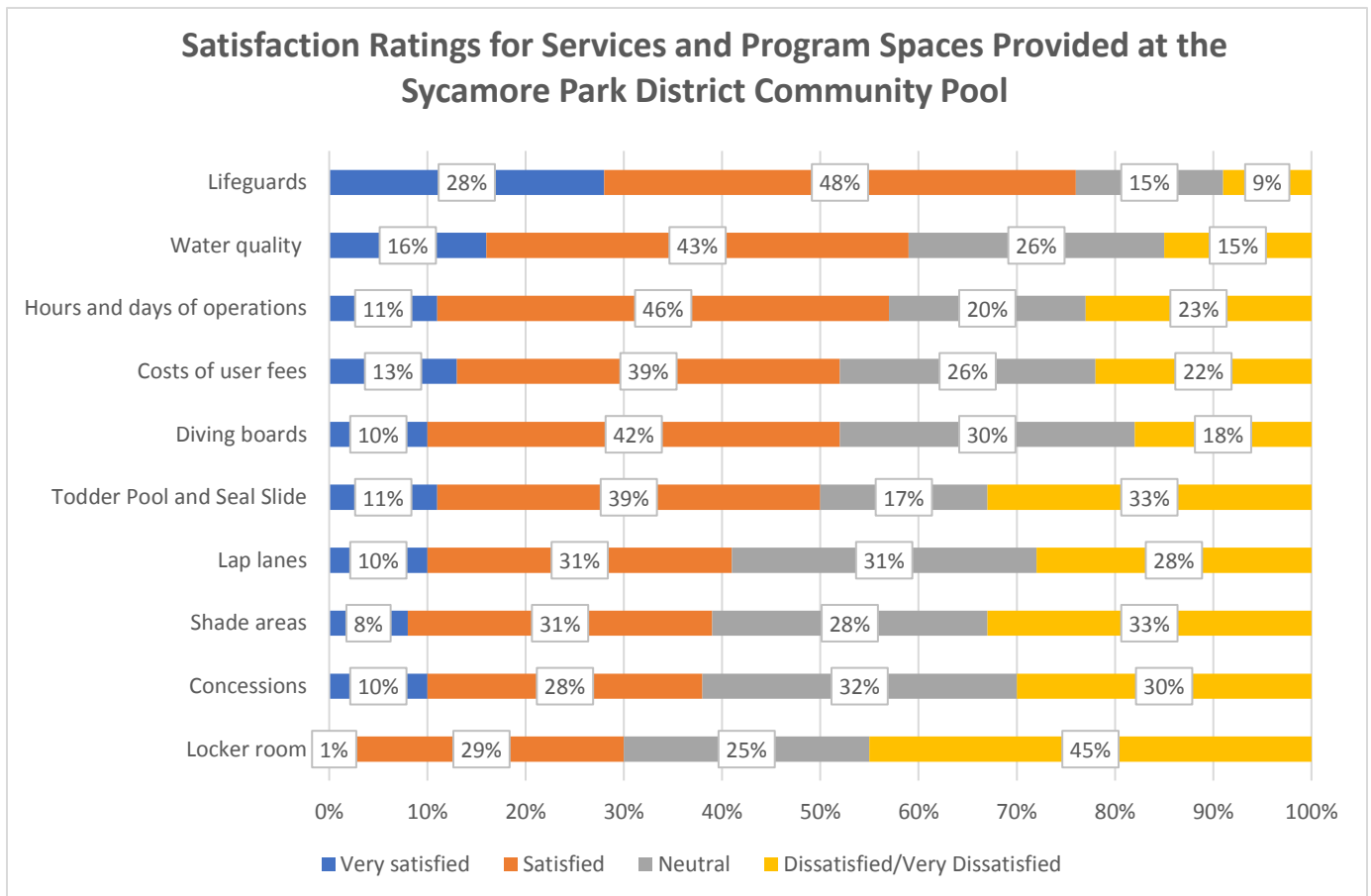
## Question 8: Have you used the Sycamore Park District Community Pool during the past 2 years?

Key Finding: 32% of households used the Sycamore Park District Pool during the past 2 years.

## Question #9: On a scale of 5 to 1 where 5 means “very satisfied” and 1 means “very dissatisfied” how satisfied are you with the following services and program spaces provided at the Sycamore Park District Community Pool?

Key Findings: Satisfaction ratings are highest for “lifeguards”. 76% of households were either “very satisfied” (28%) or “satisfied” (48%). 9% were either “dissatisfied” (8%) or “very dissatisfied” (1%) with the remaining 15% being “neutral”.

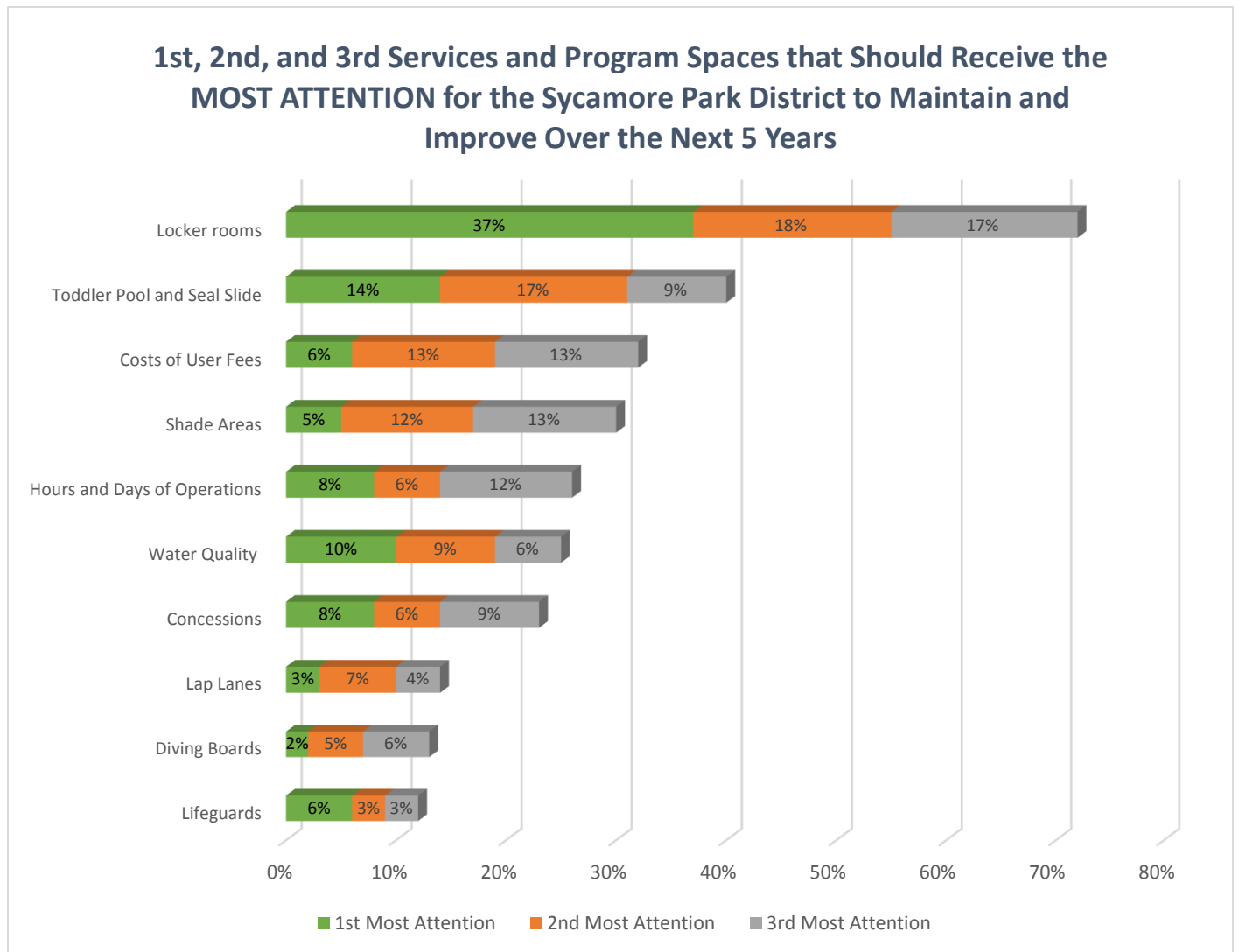
Satisfaction ratings are lowest for “locker rooms”. Only 30% were either “very satisfied” (1%) or “satisfied” (29%), 45% were either “dissatisfied or very dissatisfied” with the remaining 25% being “neutral”.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #10: Which THREE of the program features and services provided at the Sycamore Park District Community Pool, listed in Question #9 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE years .**

Key Findings: By a wide margin, “locker rooms” should get the most attention over the next five years. 72% of households selected “locker rooms” as one of their three program features and services to receive the most attention over the next 5 years. 37% of households indicated “locker rooms” as their #1 service or program space to receive attention, more than twice the 1<sup>st</sup> choice of any other of the ten (10) services or program spaces.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

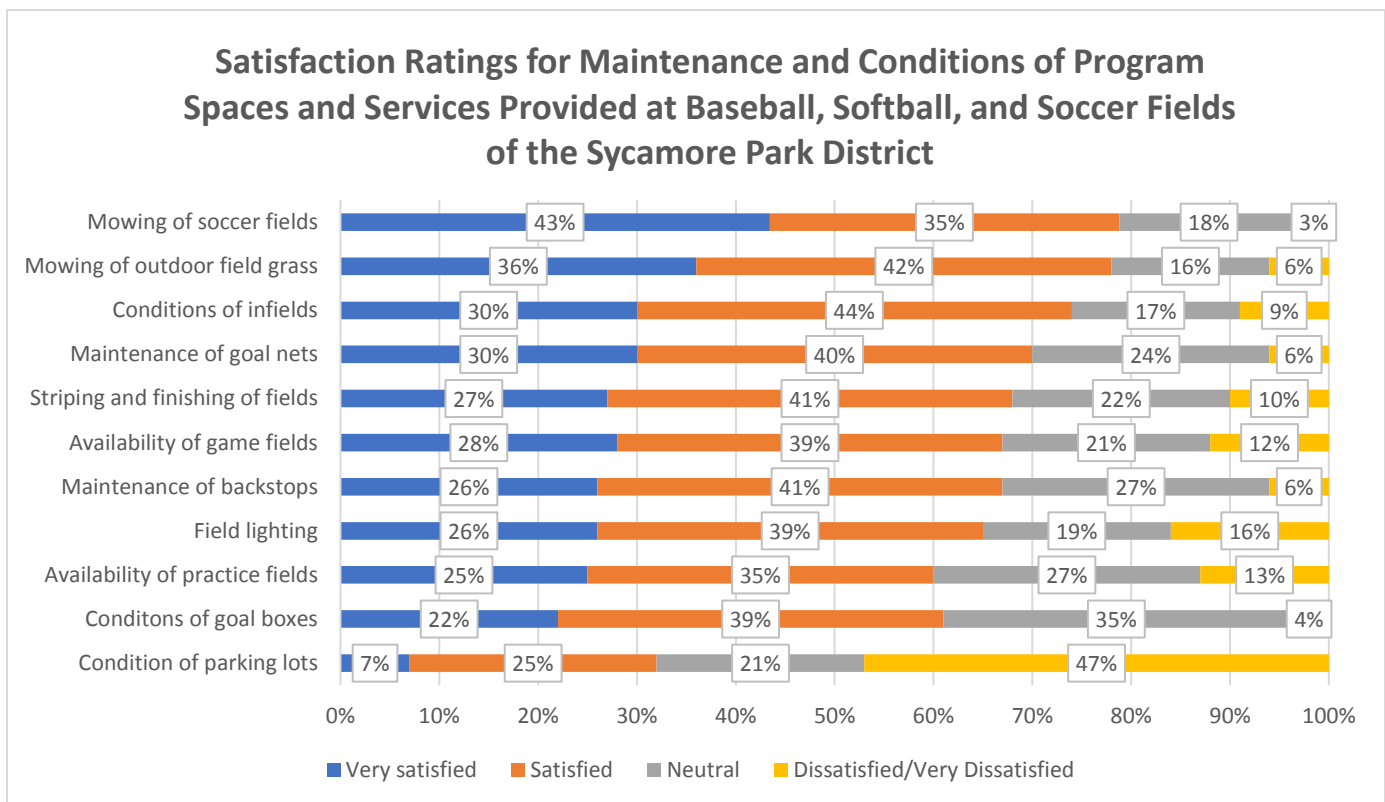
## Question #11: Have you used ball diamonds or soccer fields of the Sycamore Park District during the past 2 years?

Key Finding: 26% of households used a ball diamond or soccer field of the Sycamore Park District during the past 2 years.

## Question #12: On a scale of 5 to 1 where 5 means “very satisfied” and 1 means “very dissatisfied” how satisfied are you with the maintenance and conditions of program spaces and services at baseball, softball, and soccer fields provided by the Sycamore Park District? If you don’t use, please select “9” for don’t use.

Key Findings: The chart below shows satisfaction ratings for maintenance and conditions for 11 different program spaces and services provided at baseball, softball, and soccer fields by the Sycamore Park District. Respondent households were “very satisfied” or “satisfied” with maintenance and conditions for mowing of soccer fields (78%), mowing of outdoor field grass (78%), conditions of infields (74%), and maintenance of goal nets (70%). None of these areas had more than 9% of household respondents “dissatisfied” or “very dissatisfied”.

However, 47% of household respondents were either “dissatisfied” or “very dissatisfied” with the condition of parking lots. Only 32% were “very satisfied” (7%) or “satisfied” (25%).



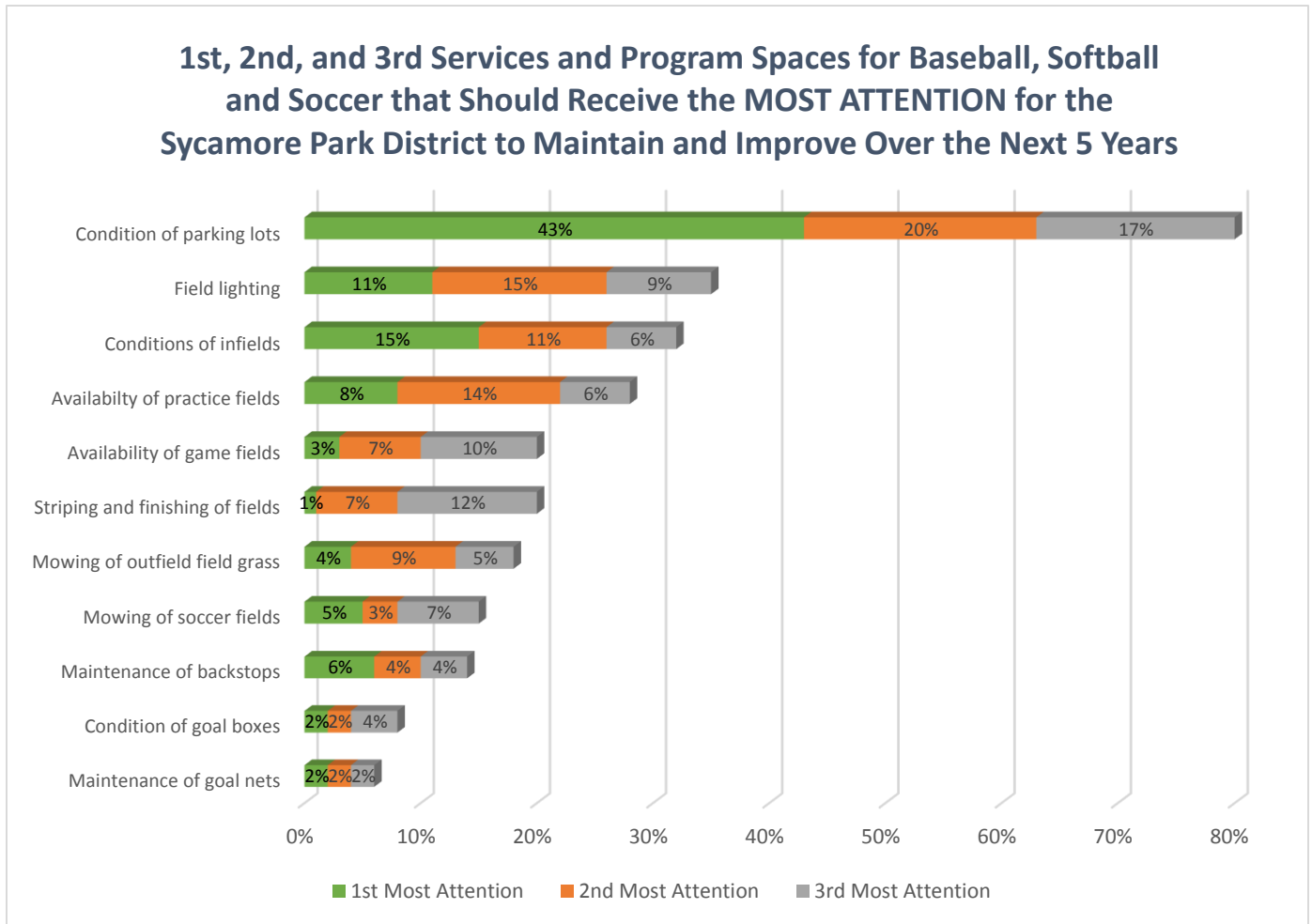
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #13: Which THREE of the field and support services listed in Questions #12 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE years?**

Key Finding: The chart below shows eleven (11) services and program spaces for baseball, softball and soccer that should receive attention from the Sycamore Park District over the next five years.

By a wide margin, the condition of park lots should receive the most attention. 43% of households chose the “condition of parking lots” as their 1<sup>st</sup> choice to receive attention, with 80% indicating the condition of parking lots as one of their top three (3) services and program spaces to receive attention.

Field lighting, conditions of infields and availability of practice fields are the next 3 services and program spaces that should receive the most attention over the next five (5) years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

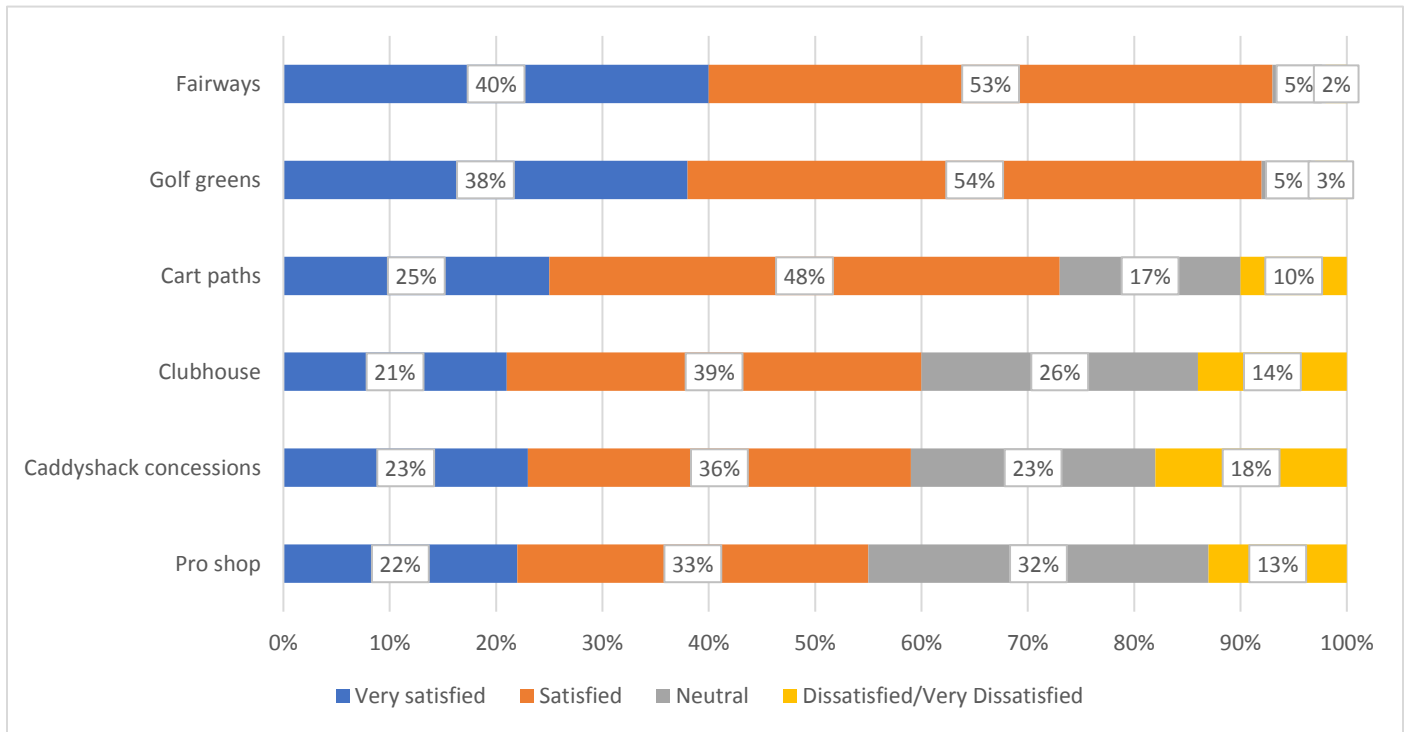
## Question #14: Have you played at the Sycamore Park District Golf Club over the past 2 years?

Key Finding: 28% of household respondents played at the Sycamore Park District Golf Club during the past 2 years.

## Question #15: On a scale of 5 to 1 where 5 means “very satisfied” and 1 means “very dissatisfied” please rate your overall satisfaction with the following golf course features provided at the Sycamore Park District Golf Club. If you don’t use, please select “9” for don’t use.

Key Findings: The chart below shows satisfaction ratings are high for the six (6) features listed in the survey. 93% of household respondents who used the golf course, were “very satisfied” (40%) or “satisfied” (53%) with the overall quality of the fairways. 92% of household respondents were “very satisfied” (38%) or “satisfied” (54%) with the overall quality of the golf greens. 92% of household respondents were “very satisfied” (38%) or “satisfied” (54%) with the overall quality of the golf greens.

### Satisfaction Ratings for the Following Golf Course Features Provided at the Sycamore Park District Golf Course

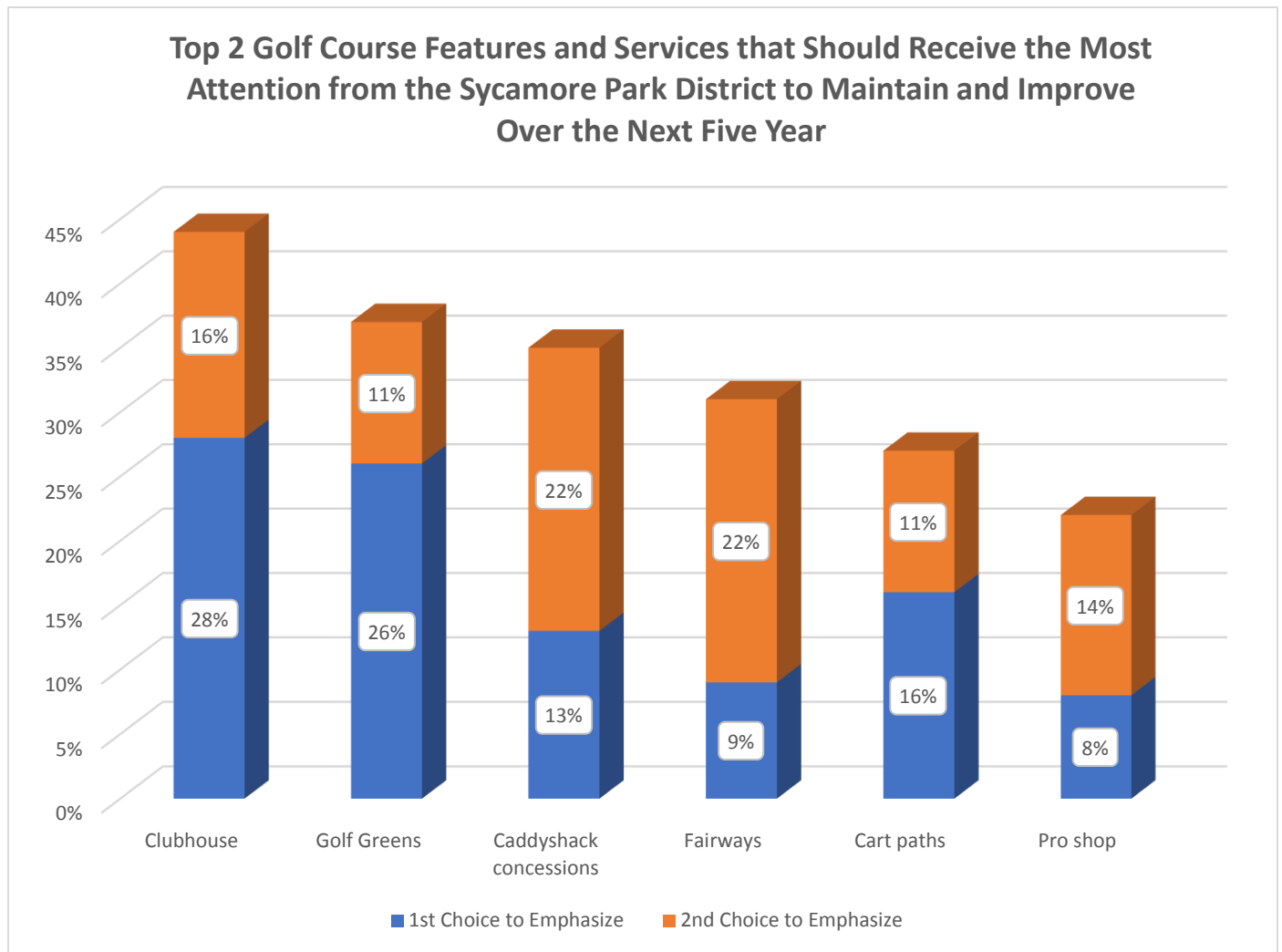




# SYCAMORE PARK DISTRICT RESIDENT SURVEY

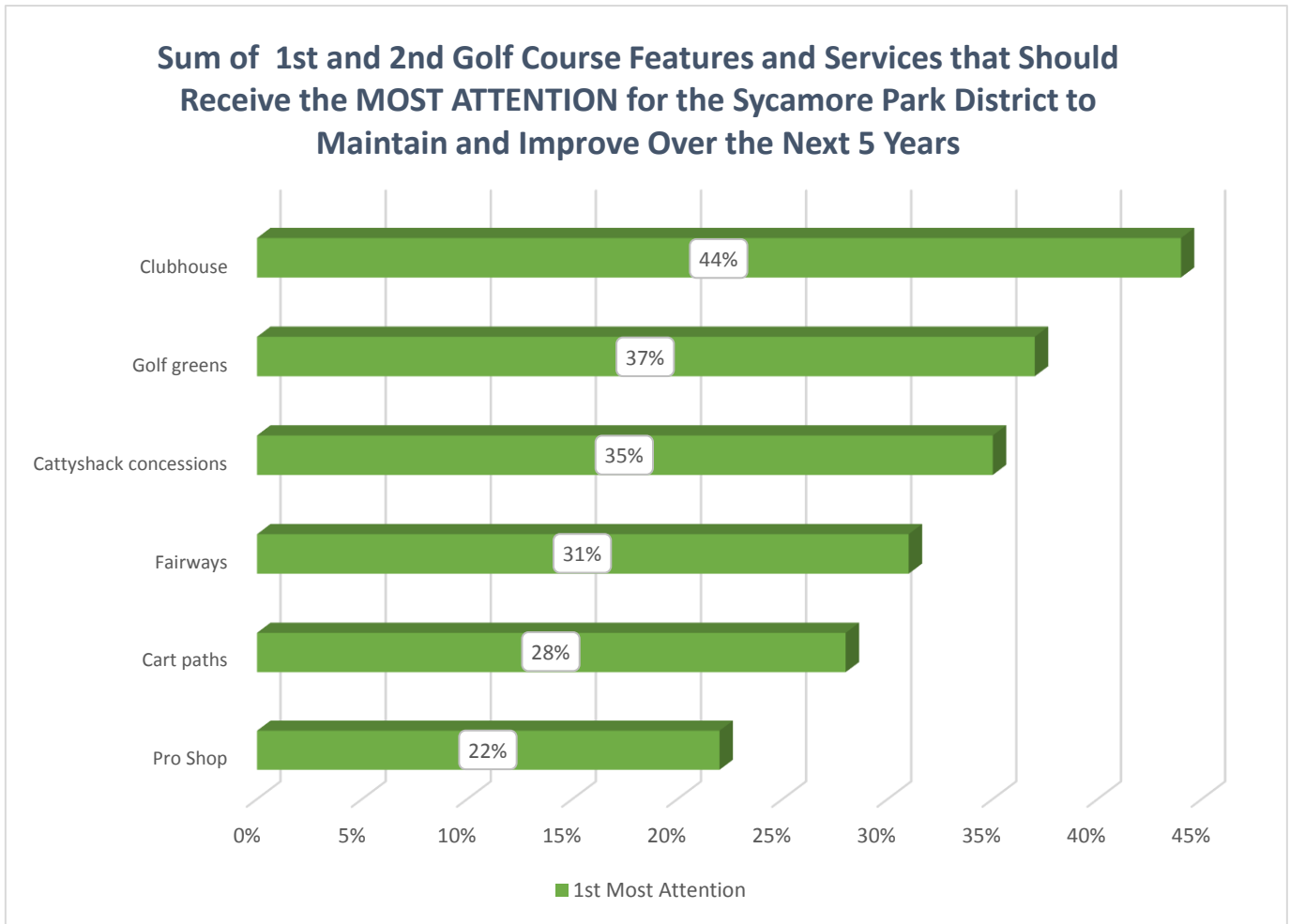
**Question #16: Which TWO of the golf course features listed in Question #15 should receive the most attention from the Sycamore Park District over the next five (5) years.**

Key Findings: As the chart below shows, out of 6 golf course features that should receive attention over the next five years, 44% of households selected the clubhouse as their “1<sup>st</sup> choice (28%) or “2<sup>nd</sup> choice (16%) to receive the most attention over the next 5 years. 37% of households selected golf greens as their “1<sup>st</sup> choice (26%) or “2<sup>nd</sup> choice (11%) to receive the most attention over the next 5 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

The chart below shows a summary of the percentage of households who chose each golf course feature as one of their top 2 choices. 44% of respondents who have played at the Sycamore Park District Golf Courses over the past 2 years indicated the clubhouse as one their top 2 choices, and 37% indicated golf greens. The high percent of households who selected golf greens is particularly significant since 92% of respondents indicated they were “very satisfied” or “satisfied” with the quality of care of the golf greens. Thus, although respondents say that they are highly satisfied with the overall quality of golf greens, their continued care is of high importance.



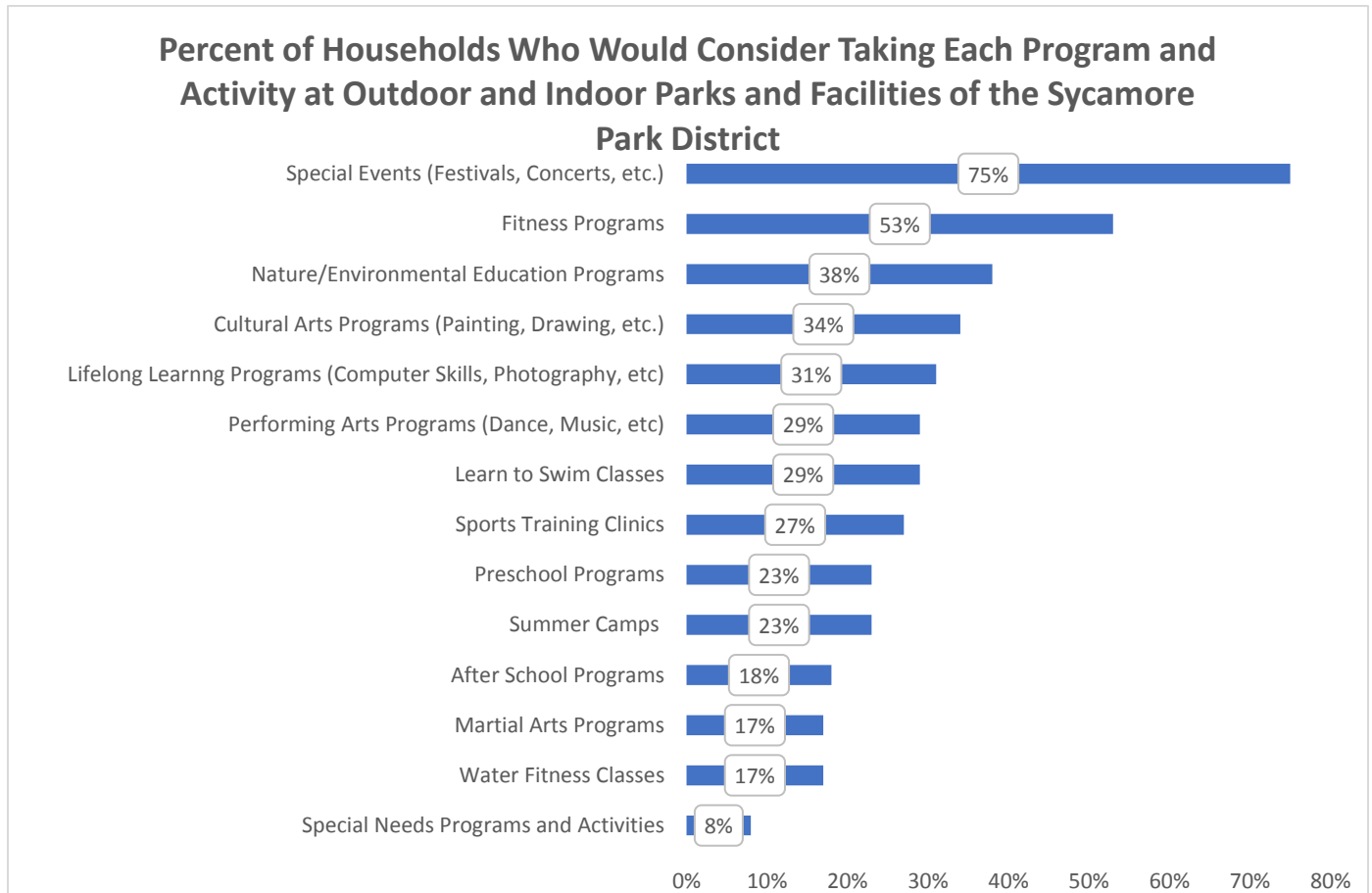
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #17: Over the past 12 months, have you or members of your household participated in any programs, classes, or activities offered by the Sycamore Park District?**

Key Finding: 37% of household respondents participated in programs, classes, or activities offered by the Sycamore Park District over the past 12 months.

**Question #18: With the opening of the Sycamore Park District Community Center, the Park District has significantly more indoor space to provide programs and activities. From the following list, please check ALL the types of programs and activities you and members of your household would consider taking at indoor and outdoor parks and facilities of the Park District.**

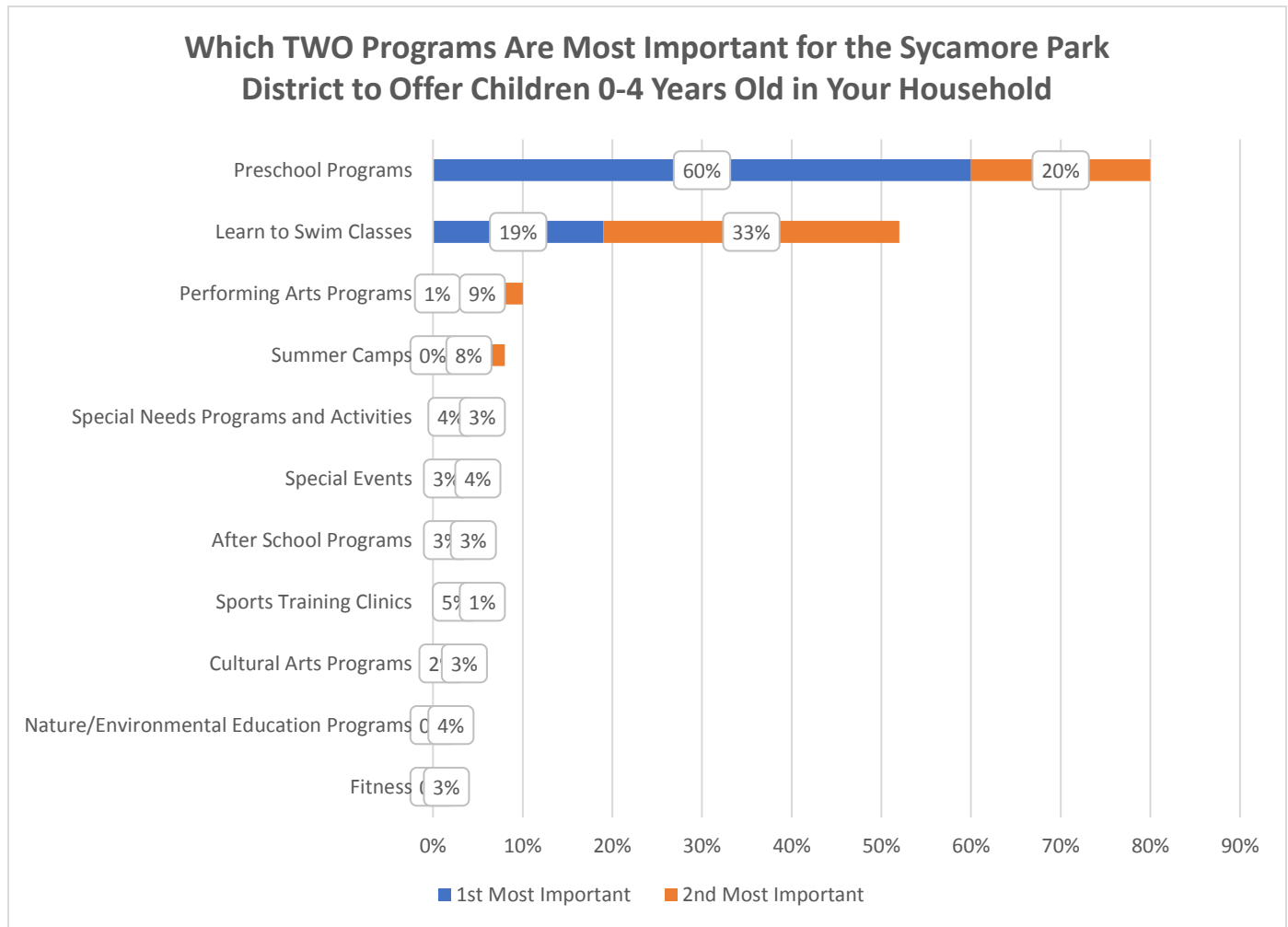
Key Findings: As the chart below shows, out of 14 program and activity options, 75% of households indicated members of their household would consider participating in special events and 53% indicated they would consider participating in fitness programs.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the programs and activities listed in Question #18 are the most important for the Sycamore Park District to offer to children 0-4 years old?** [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices for each of the age groups listed below by writing the letters from Question #18 above in the spaces below]. Note: If you do not have anyone in that age group, please skip that age group.

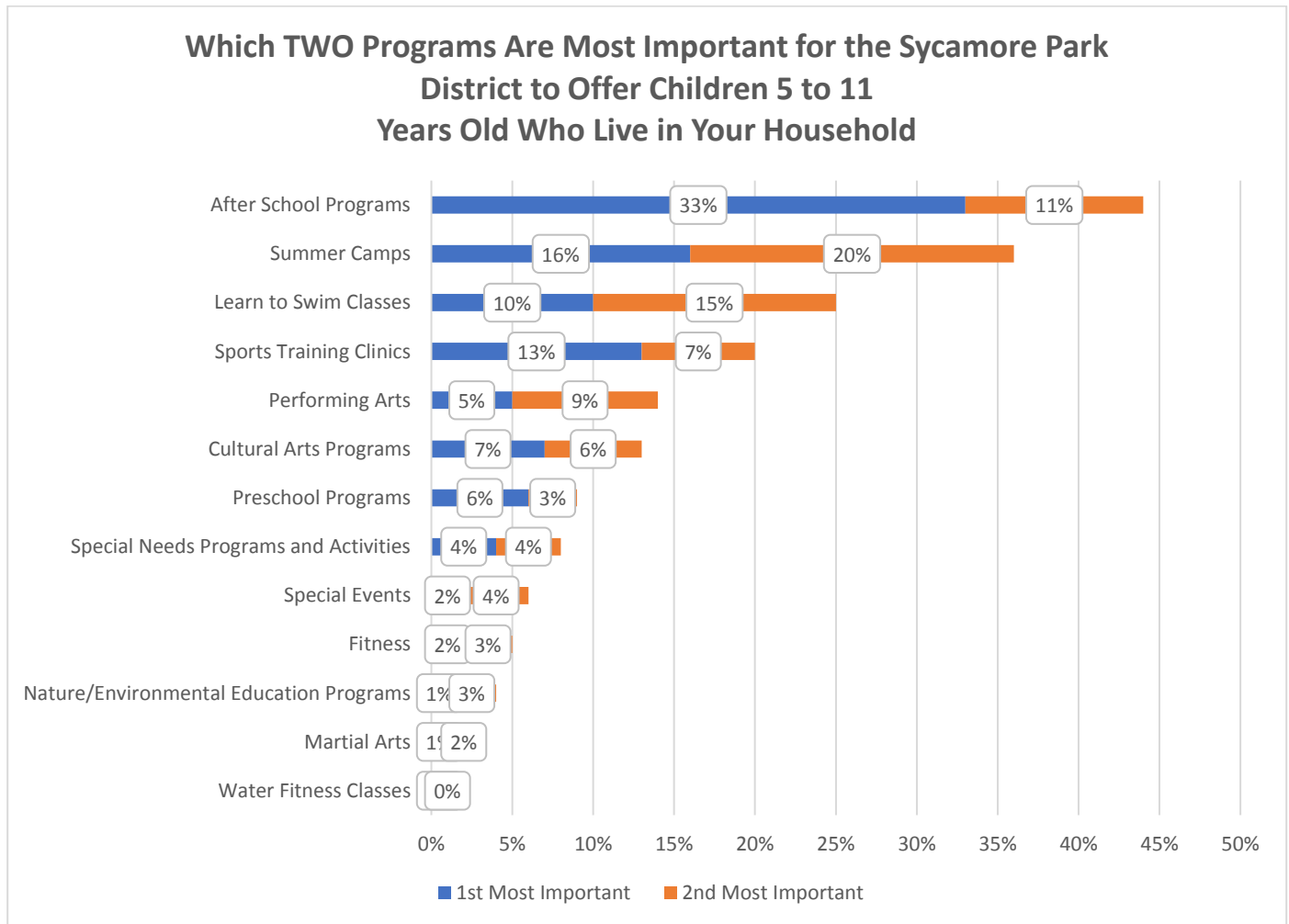
**Key Findings:** As the chart below shows, out of 14 program and activity options, 80% of households selected preschool programs as one of the top 2 programs for the Sycamore Park District to offer for youth 0 to 4 years of age in their household. 52% of households selected learn to swim programs as one of the top 2 programs or activities for the Sycamore Park District to offer to children 0-4 years of age in their household.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer children 5 to 11 years old?** [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question #18 above in the spaces below]. Note: If you do not have anyone in that age group, please skip the age group.

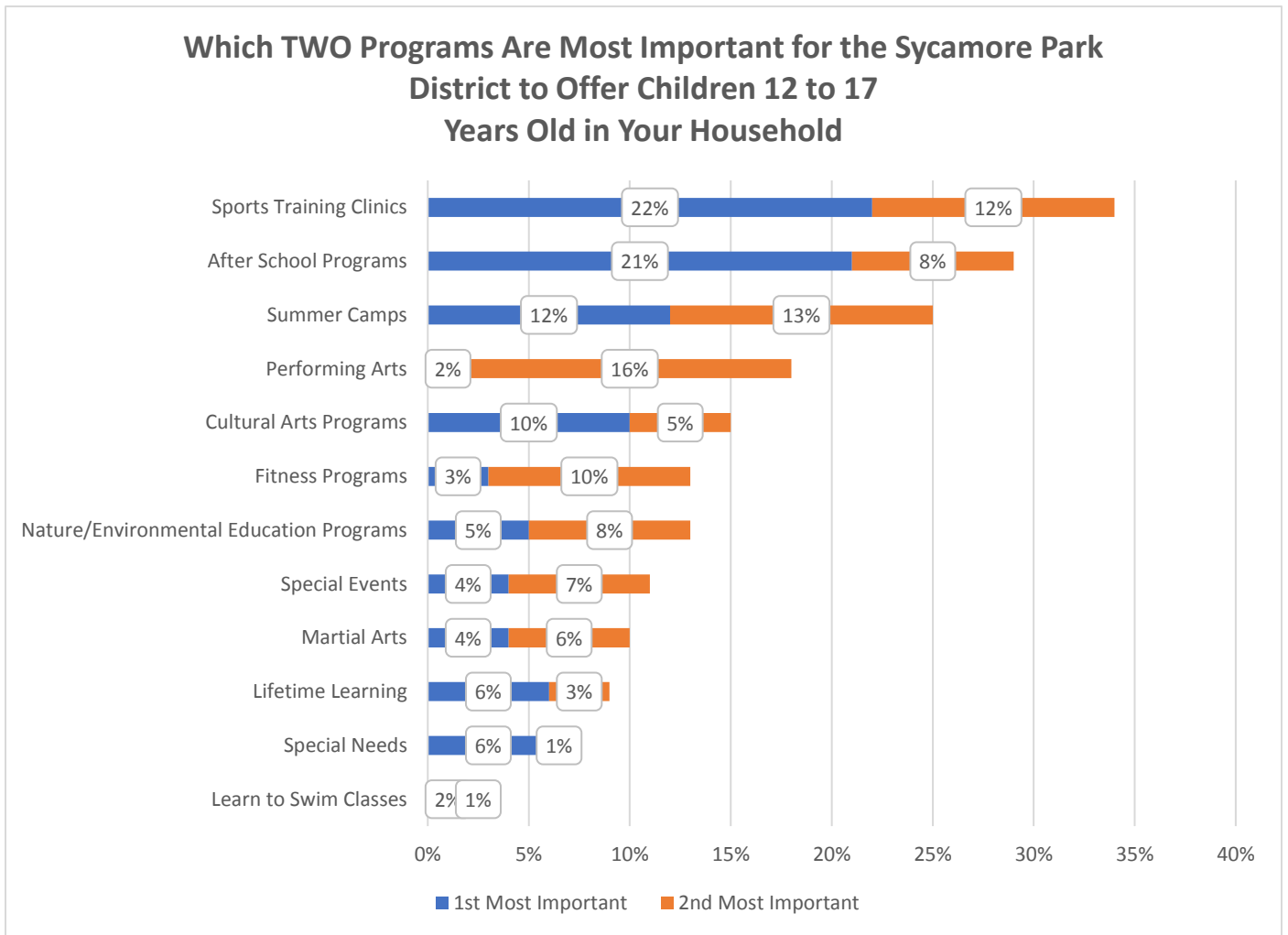
**Key Findings:** As the chart below shows, out of 14 program and activity options, 44% of households selected after school programs as one of top 2 programs for the Sycamore Park District to offer for youth 5 to 11 years of age in their household. 36% of households selected summer camps one of top 2 programs for the Sycamore Park District to offer the age group.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer to children 12 to 17 in your household?** [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices for each of the age groups listed below by writing the letters from Question #18 above in the spaces below]. Note: If you do not have anyone in that age group, please skip the age group.

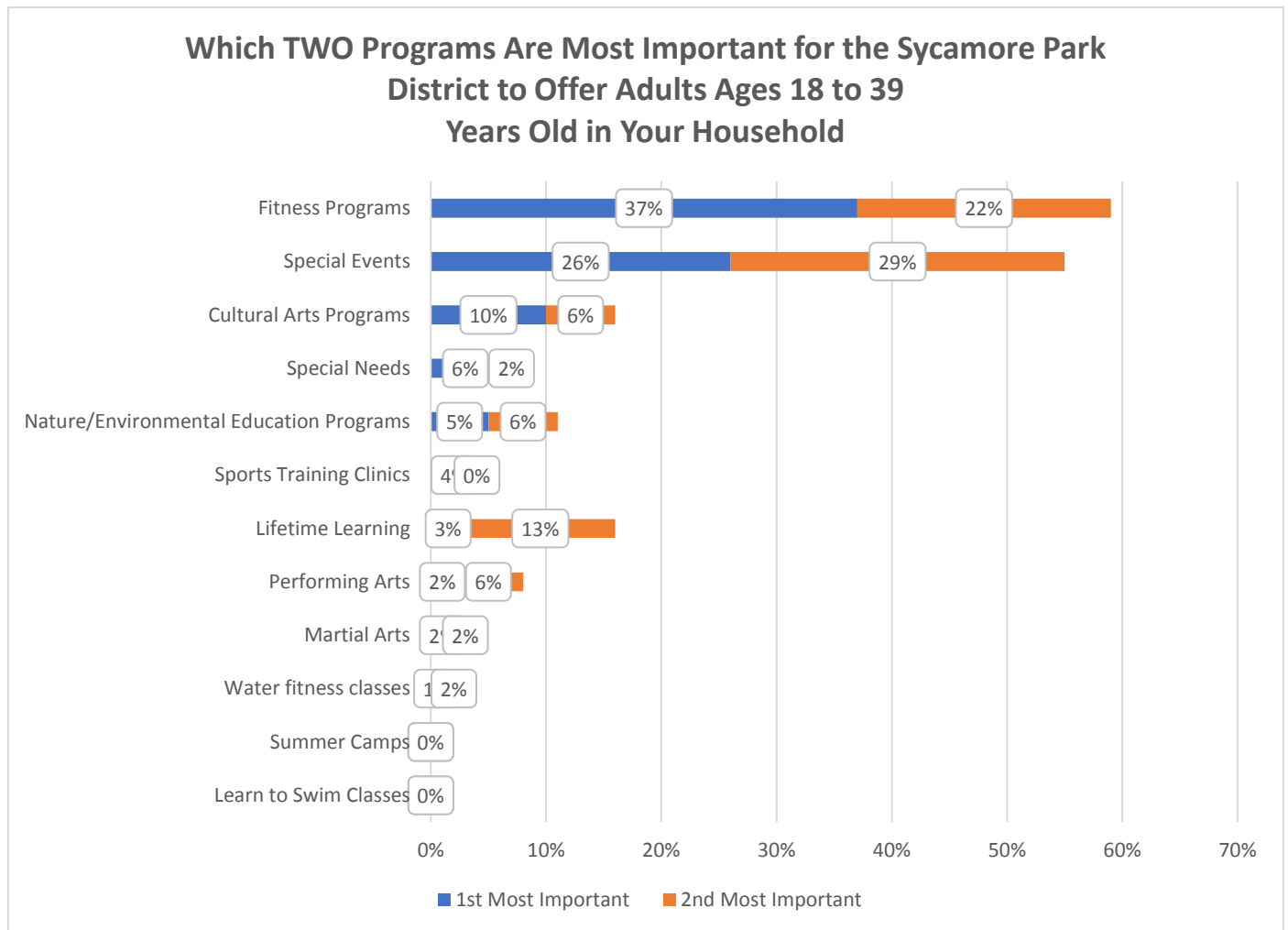
**Key Findings:** As the chart below shows, out of 14 program and activity options, 34% of households selected sports training clinics as one of their top 2 programs for the Sycamore Park District to offer children in their households 12 to 17 years of age. 29% of households selected after school programs as one of the top 2 programs for the Sycamore Park District to offer.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer for household members 18 to 39 years of age?** Note: If you do not have anyone in that age group, please skip the age group.

**Key Findings:** As the chart below shows, out of 14 program and activity options, 59% of households who had household members 18 to 39 years of age selected fitness programs as one of the top 2 programs for the Sycamore Park District to offer. 55% of households who had household members 18 to 39 years of age selected special events as one of the top 2 programs for the Sycamore Park District to offer.

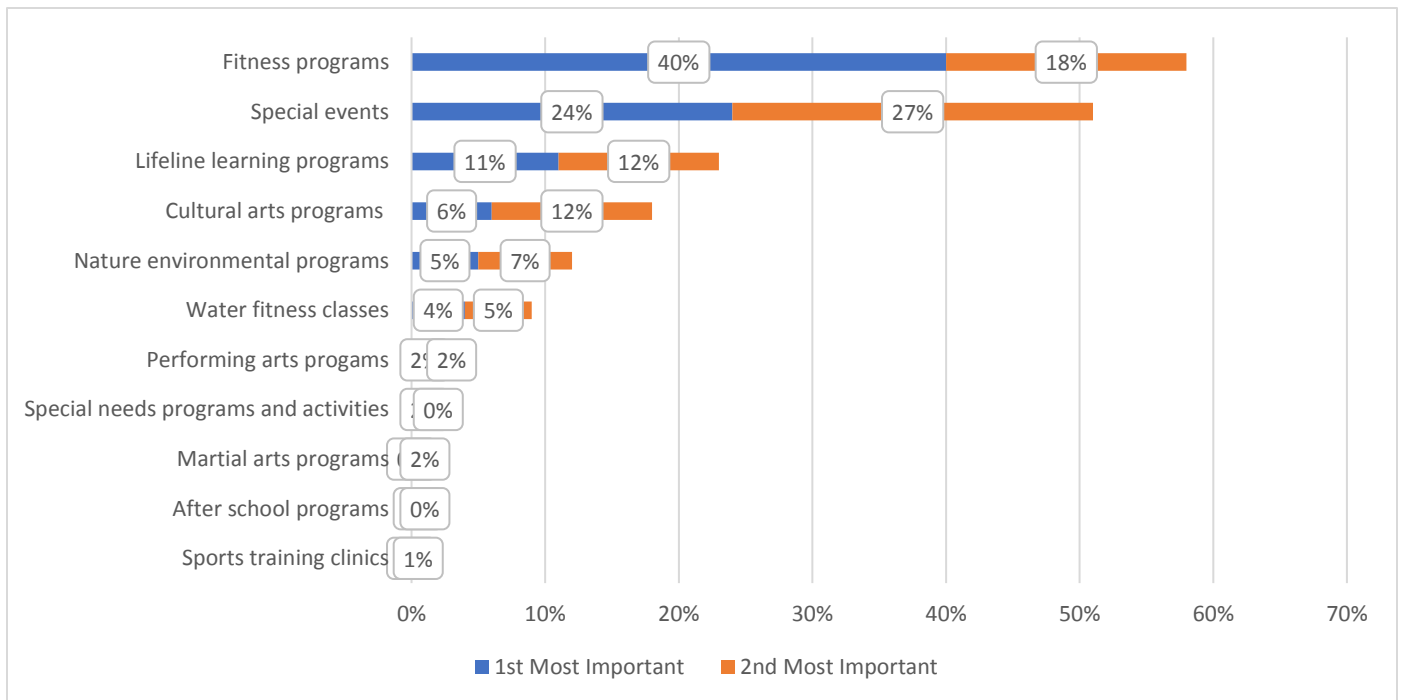


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer for household members 40 to 59 years of age?** Note: If you do not have anyone in that age group, please skip the age group.

**Key Findings:** As the chart below shows, out of 14 program and activity options, 58% of households who had household members 40 to 59 years of age selected fitness programs as one of their top 2 programs for the Sycamore Park District to offer the age group. 51 % of households who had household members 40 to 59 years of age selected special events as one of their top 2 programs for the Sycamore Park District to offer to this age group.

## Two Programs and Activities that are Most Important for the Sycamore Park District to Offer to Adults Ages 40 to 59 Years Old

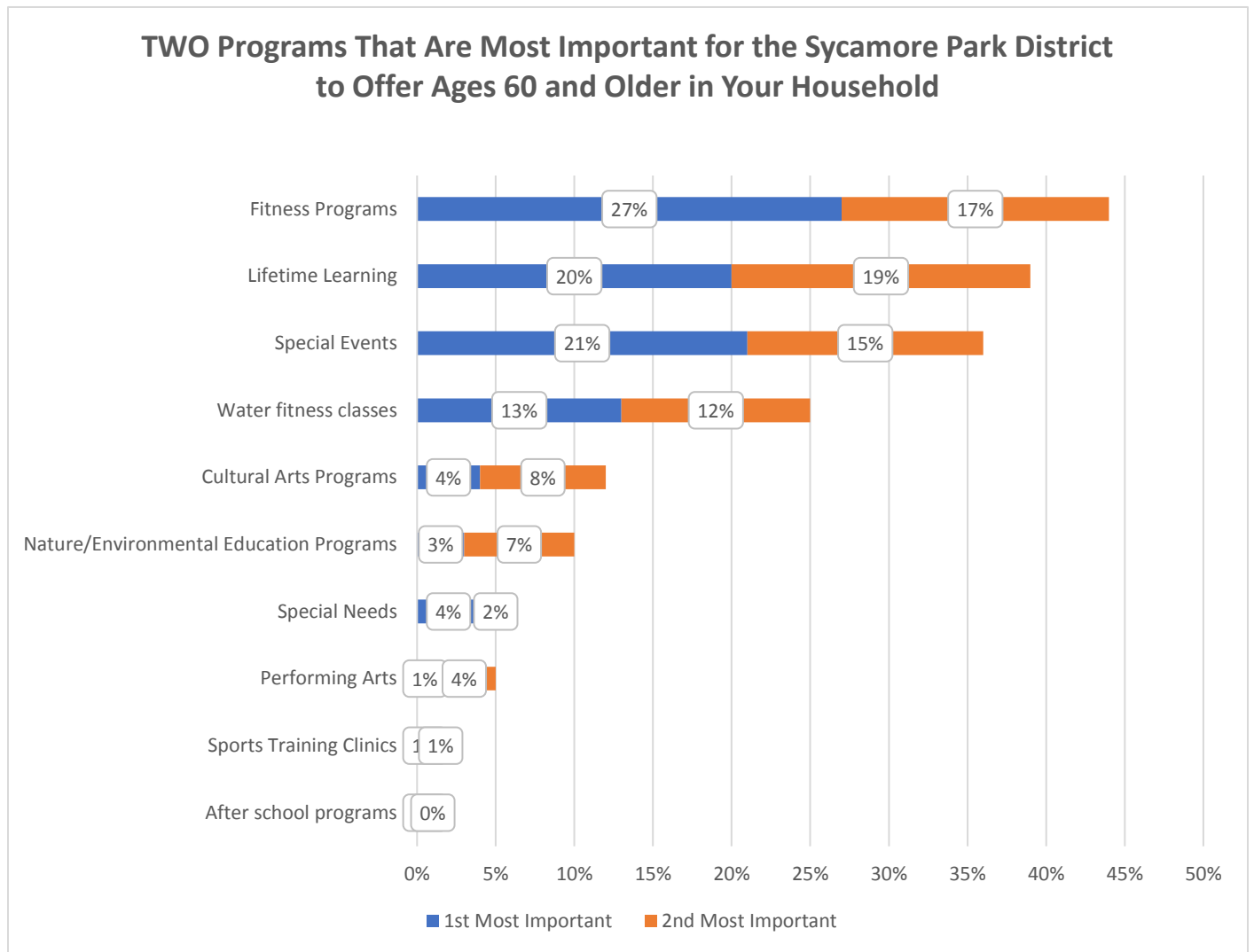




# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #19: Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer for household members 60 and older years of age?** Note: If you do not have anyone in that age group, please skip that age group.

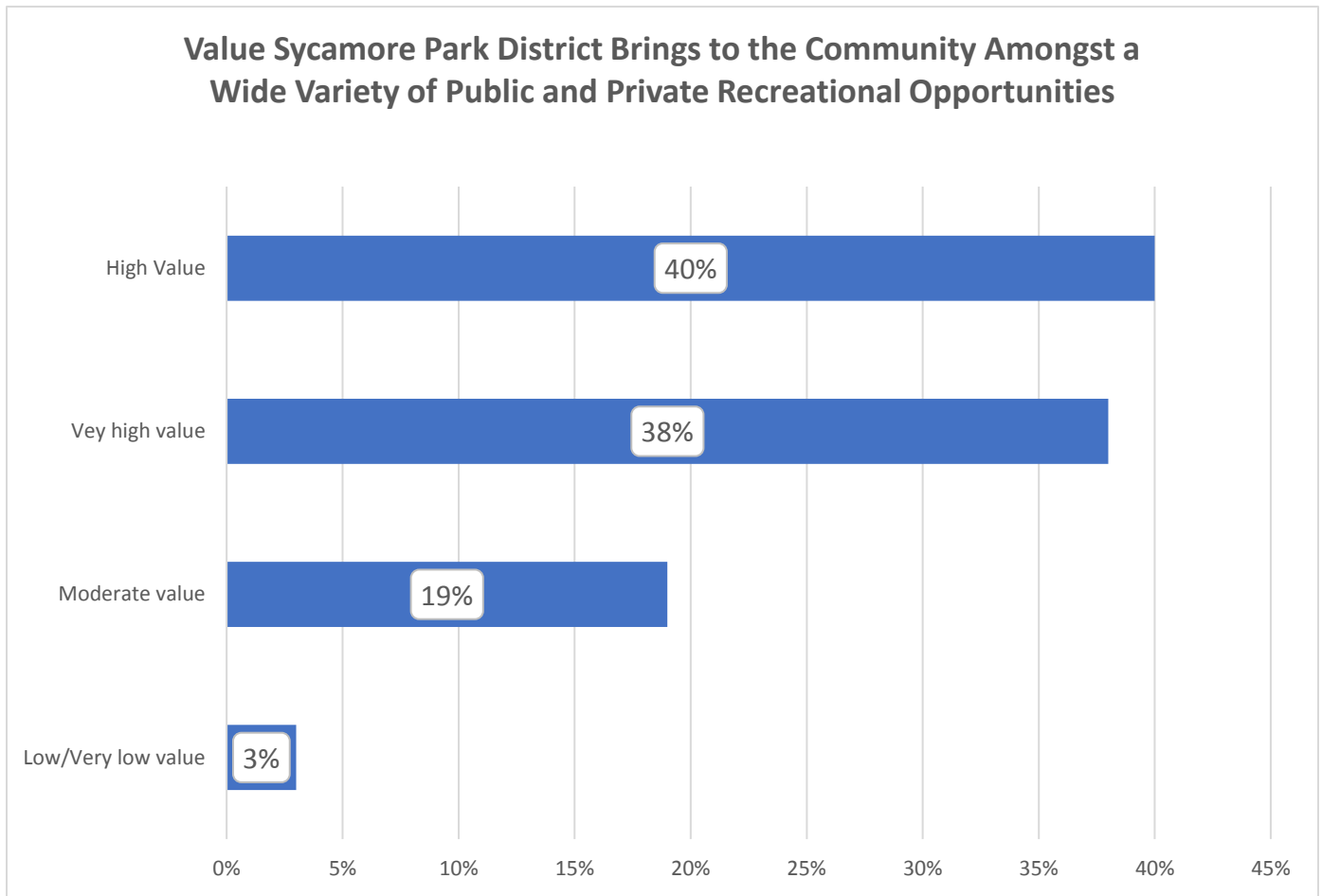
**Key Findings:** As the chart below shows, out of 14 programs and facility options, 44% of households selected fitness programs as one of the top 2 programs for the Sycamore Park District to offer their household members who are 60 years of age or older. 39% selected lifetime learning as one of their top 2 choices, and 36% chose special events.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #20: Amongst a wide variety of public and private recreational opportunities in Sycamore (fitness studios, school district, chamber of commerce, library, business workshops, forest preserve district, etc.), how much value do you feel the Sycamore Park District brings to the community?**

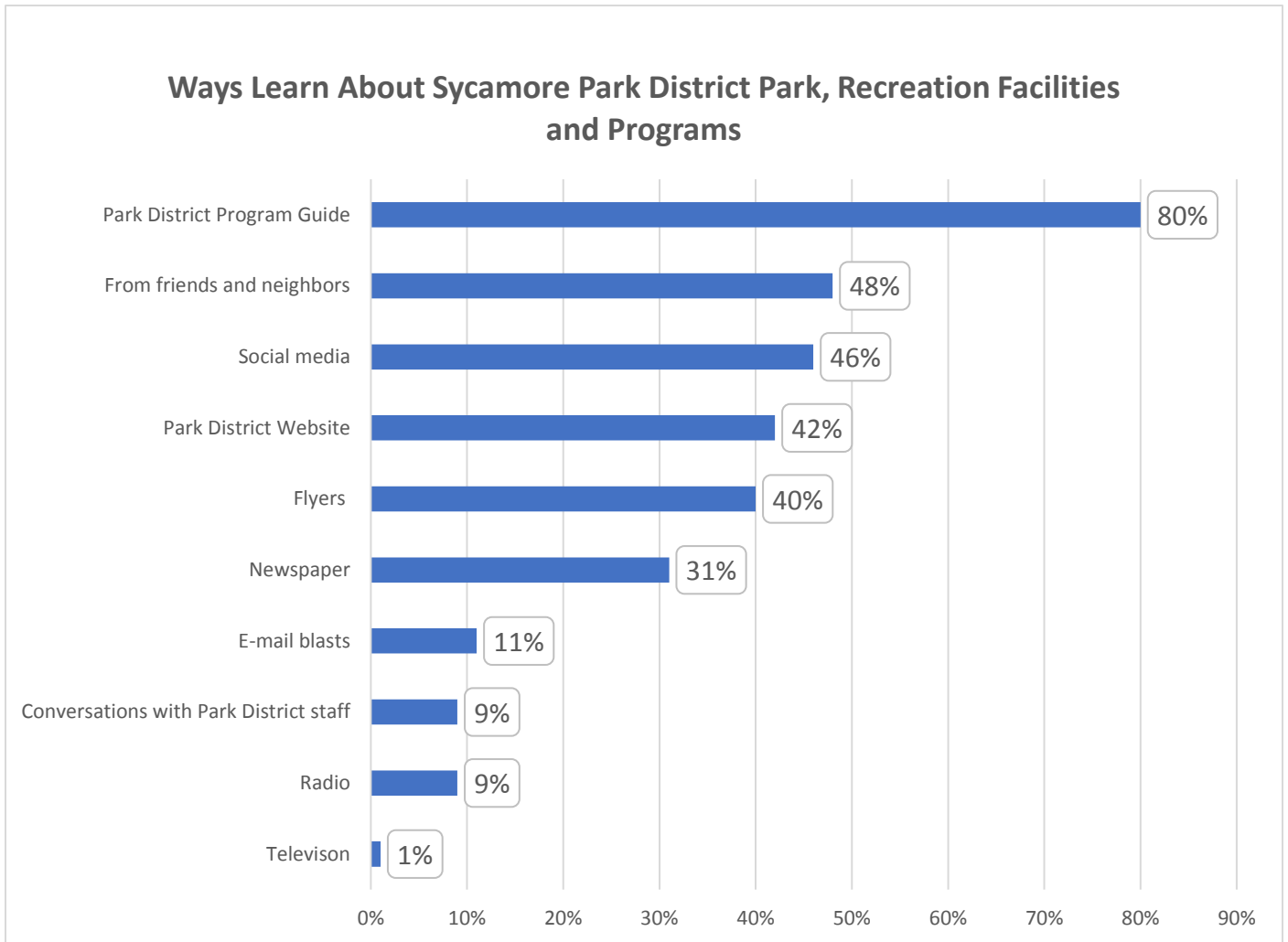
Key Finding: As the chart below shows, 38% of households indicated “very high value”, 40% indicated “high value”, 19% indicated “moderate value”, and only 3% indicated “low or very low value”.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Question #21: Please check ALL the ways you learn about parks, recreation facilities, and programs of the Sycamore Park District.**

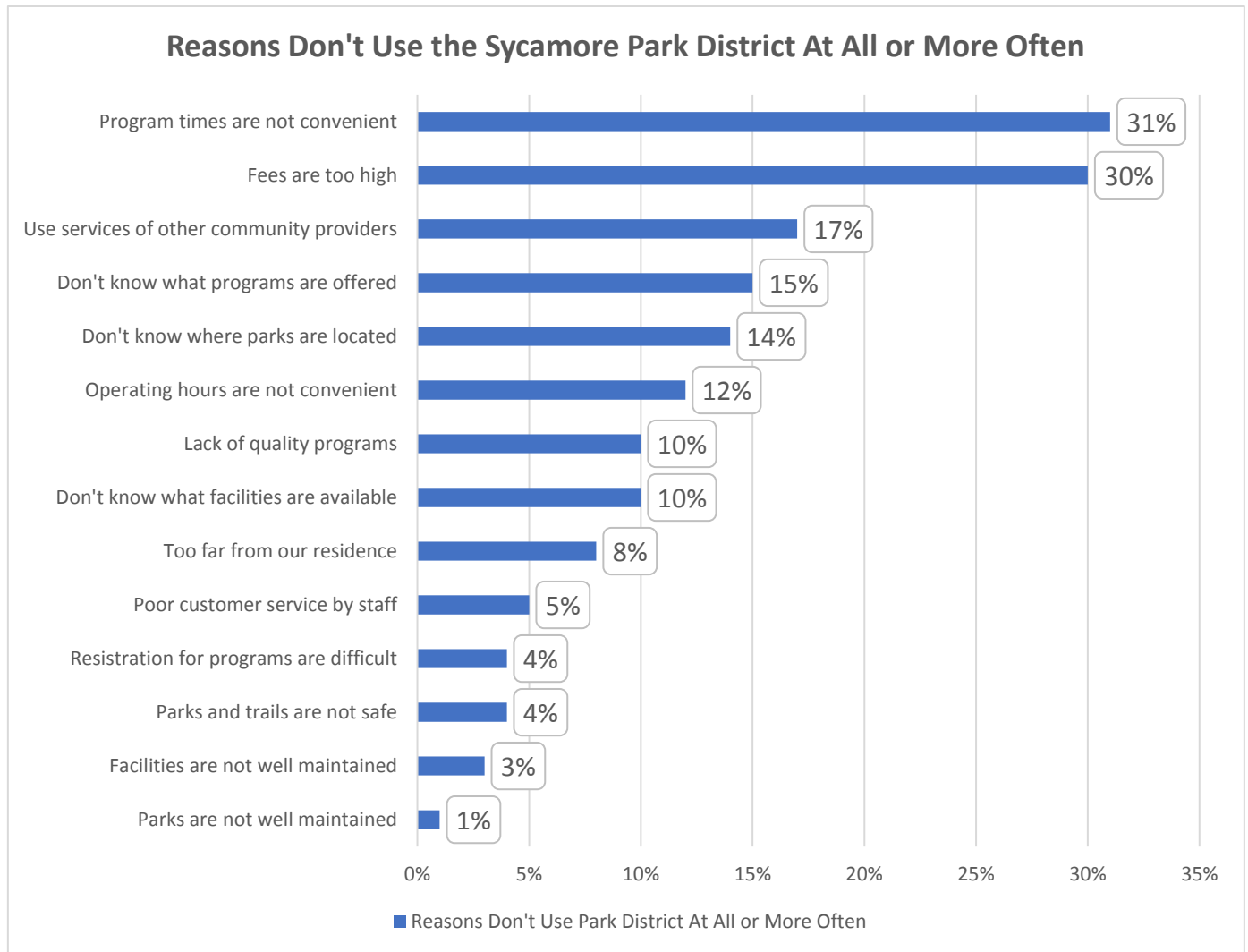
**Key Findings:** As the chart below shows, 80% of respondent households indicated Park District Program Guide as a way they learn about parks, recreation facilities and programs, 48% of households learn about parks, recreation facilities and programs from friends and neighbors, social media (46%), Park District Website (42%) and flyers (40%).



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

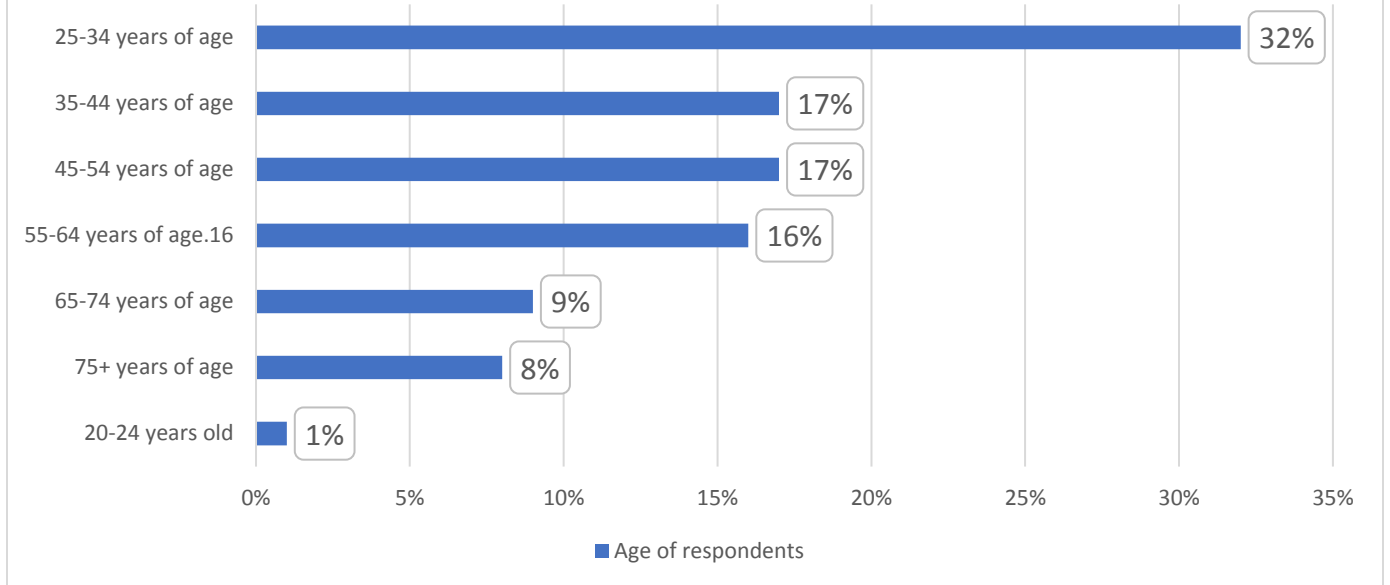
**Question #22: Please check ALL the reasons why you don't use parks, recreation facilities and programs of the Sycamore Park District at all or more often.**

Key Findings: As the chart below shows, (31%) indicated program times are not convenient. Other major reasons households don't use the Park District at all, or more often, include, fees are too high (30%), use services of other community providers (17%), don't know what programs are offered (15%), don't know where parks are located (14%), and operating hours are not convenient (12%).

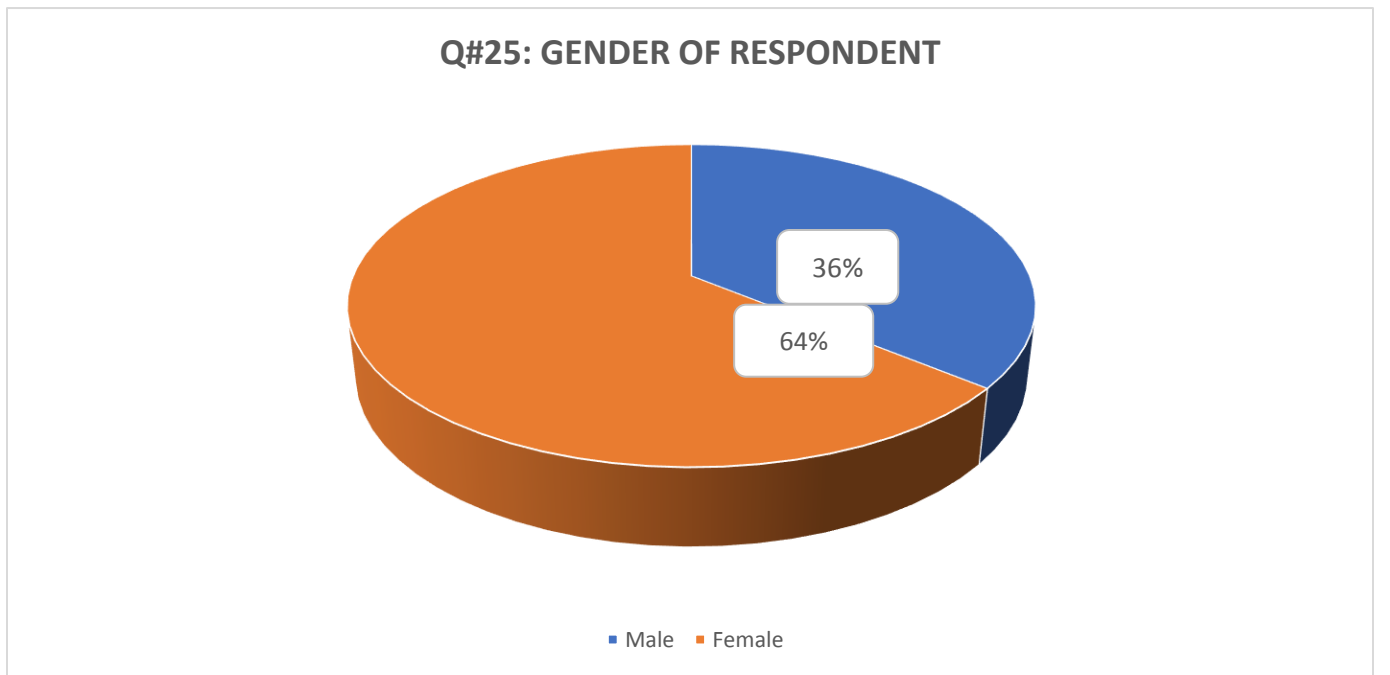


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Q#24: WHAT IS YOUR AGE

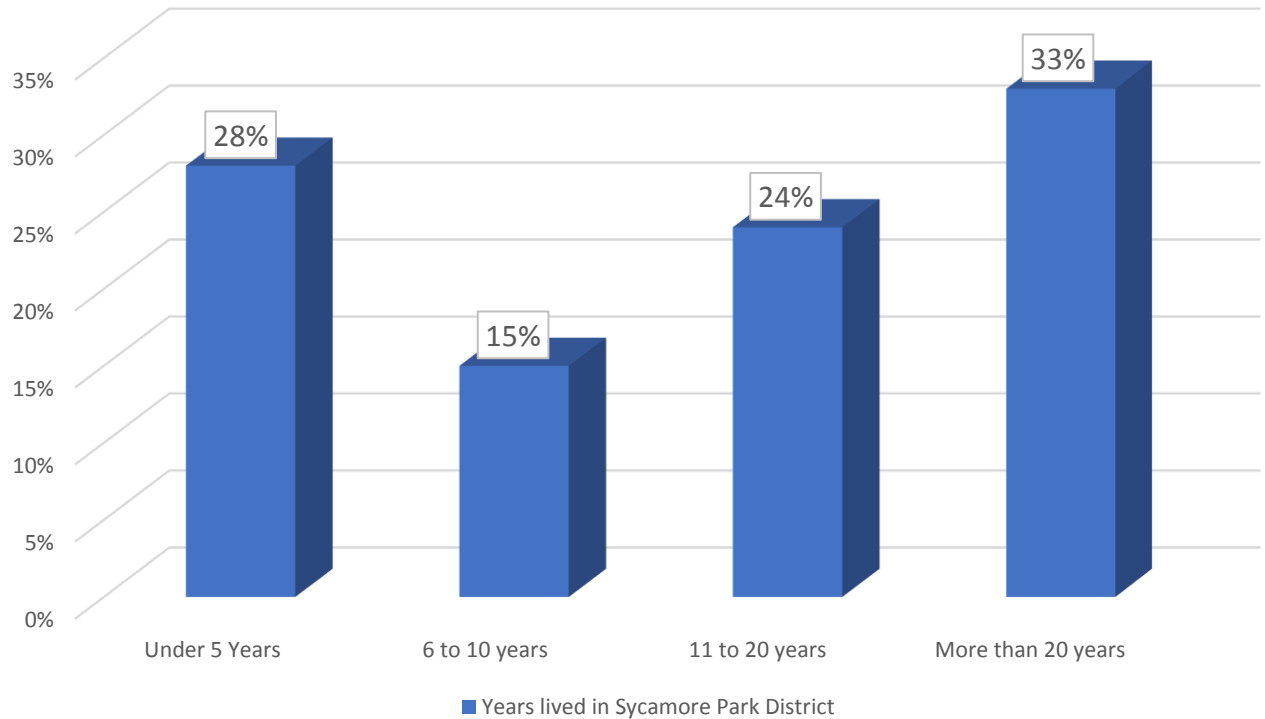


## Q#25: GENDER OF RESPONDENT



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Q#26: How Long Respondent Has Lived in the Sycamore Park District



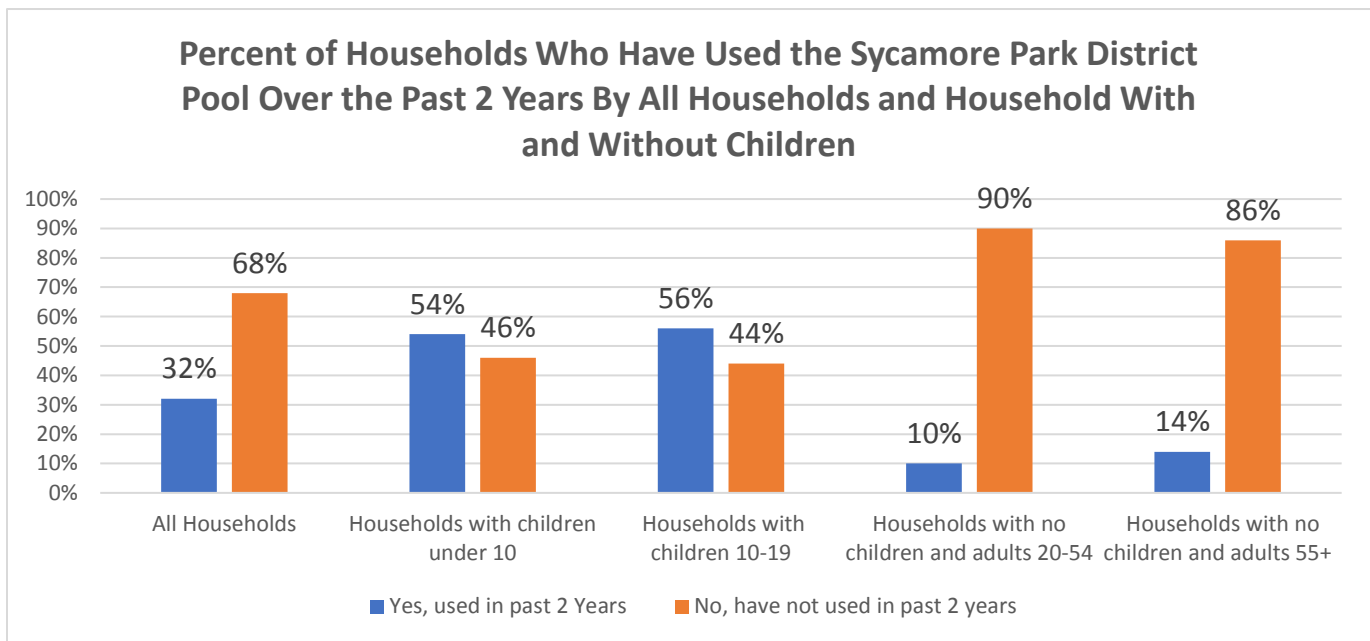
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## Cross-Tabular Charts of Survey Findings

Section 4 contains narrative and graphs of overall findings for each question on the survey. Cross-Tabular analysis allows you to mine these findings specific to key demographic groups and key findings of survey questions.

For example, as the graph below shows, 32% of ALL respondents have used the Sycamore Park District Pool over the past 2 years. However, usage is very impacted by the type of household respondent. As the chart below shows, 54% of households with children under 10 used the Pool over the past 2 years and 56% of households with children 10-19 used the Pool over the past 2 years.

However, only 10% of households with no children and adults 20-54 used the Pool over the past 2 years and only 14% of households with no children and adults 55 and older used the Pool over the past 2 years. So, households with youngsters were far more likely to have used the Pool over the past 2 years than households without children.



The following pages shows examples of how using cross-tabular results can provide “a greater depth of analysis” to use in strategic decision making. For consistency, in most case the cross-tabular analysis is based on households with and without children. Some charts are provided by households who participated or did not participate in programs, length of residency, age of respondent.



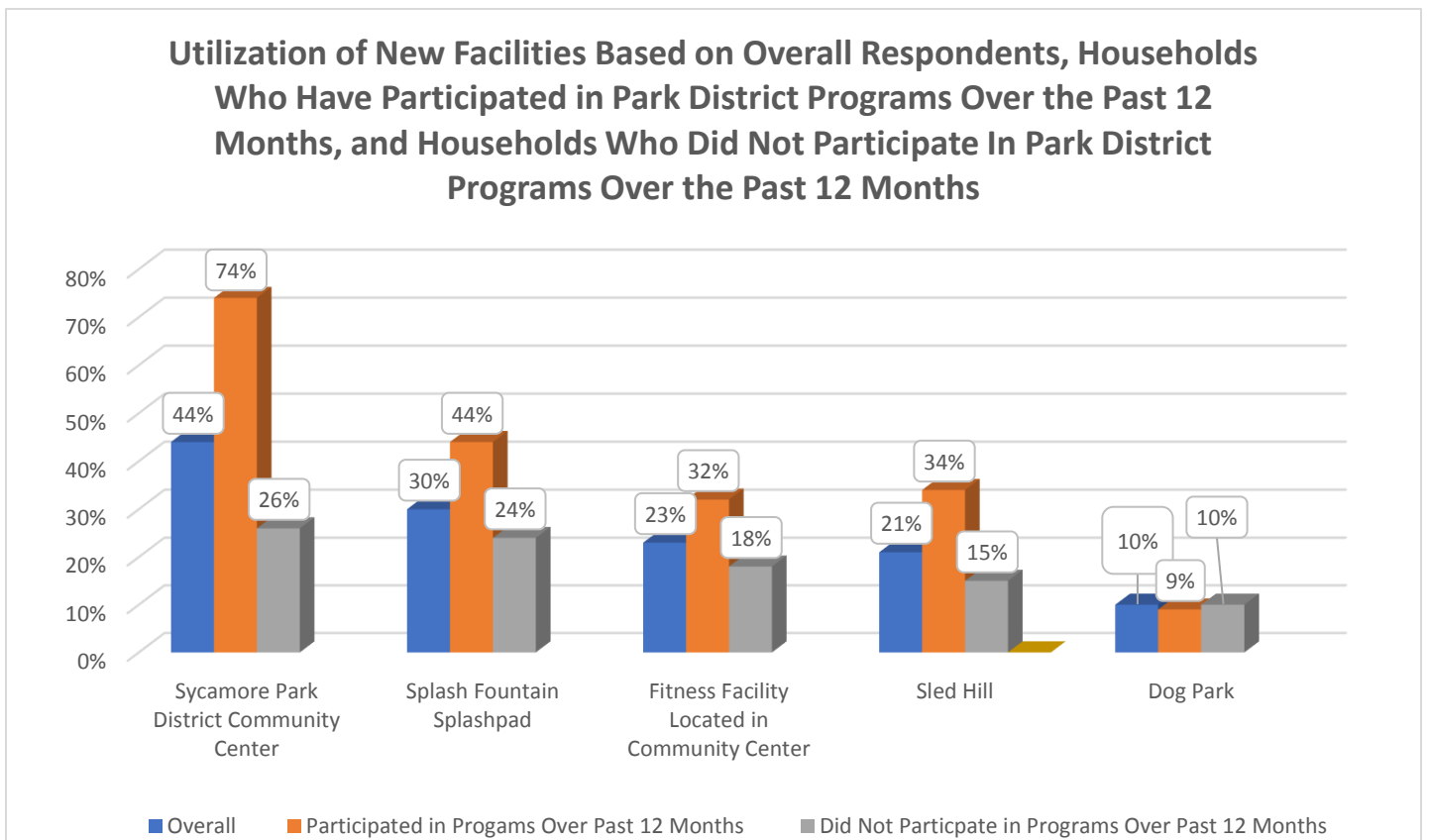
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Utilization of new facilities is significantly higher for households that participate in programs than households that do not participate in programs.**

As the chart below shows, usage of new facilities is higher for households who have participated in Sycamore Park District programs over the past 12 months than for households who have not participated in programs.

For example, 44% of all households used the Sycamore Park District Community Center. However, 74% of households who participated in Park District programs over the past 12 months used the Community Center, while only 26% of households who did not participate in programs used the Community Center.

Usage of 4 out of 5 new facilities (Sycamore Park District Community Center, Splash Fountain Splashpad, Fitness Facility, in the Community Center, and Sled Hill) was higher for households that participated in programs than households that did not participate in programs. Only for the Dog Park did slightly more households that did not participate in programs use the Dog Park (10%) than households who participated in programs (9%).

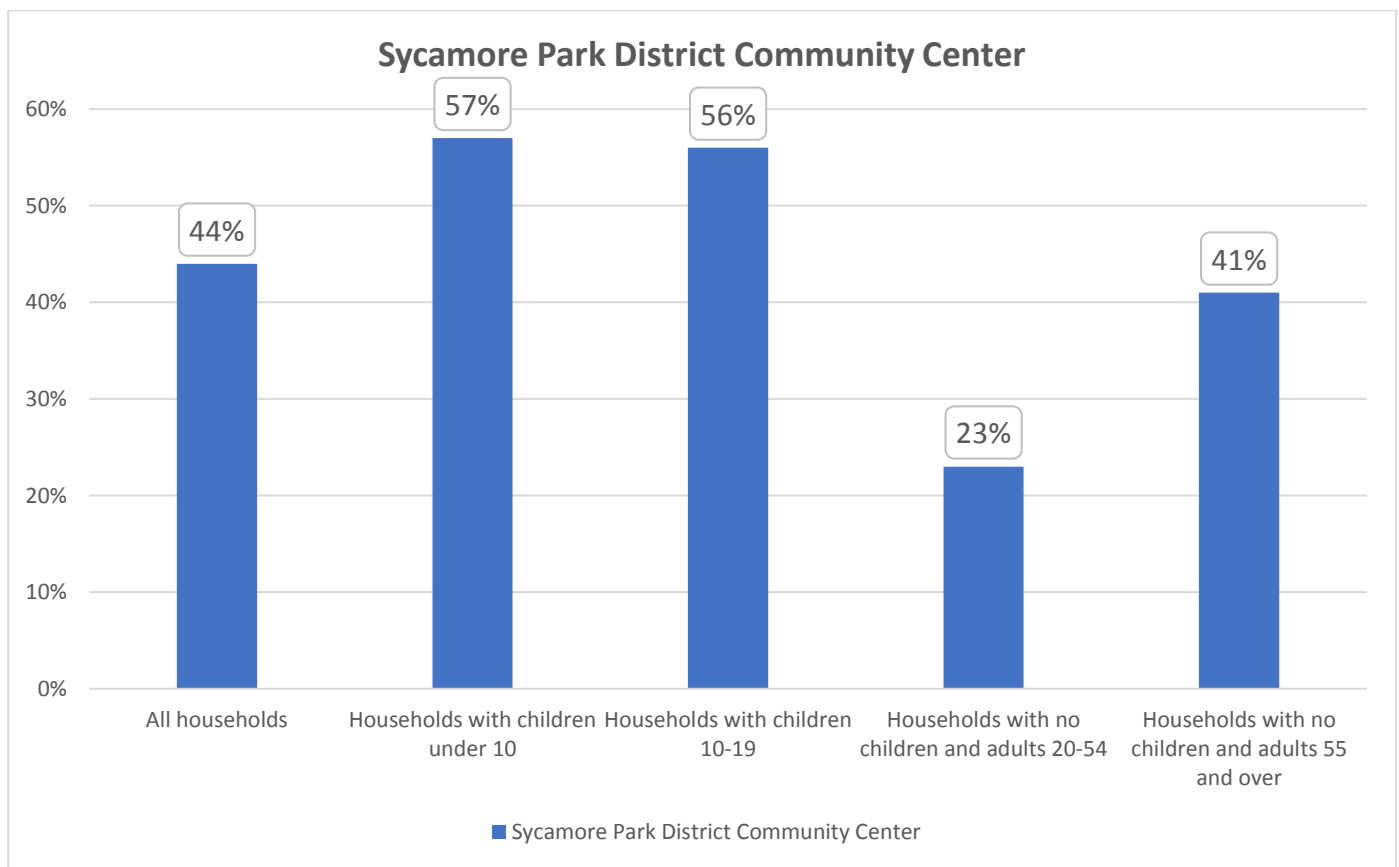




# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Utilization of new facilities is significantly higher for households that have children than households that do not have children.** As the chart below shows, 44% of all households utilized the Sycamore Park District Community Center. Digging deeper, households with children are significantly more likely to use the Community Center than households without children.

For example, 44% of all households used the Sycamore Park District Community Center. However, 57% of households with children under 10 years of age, and 56% of households with children 10-19 years of age used the Community Center. Usage of the Community Center by households without children and adults 20-54 was 23%, and usage by households with no children and adults 55 and over was 41%



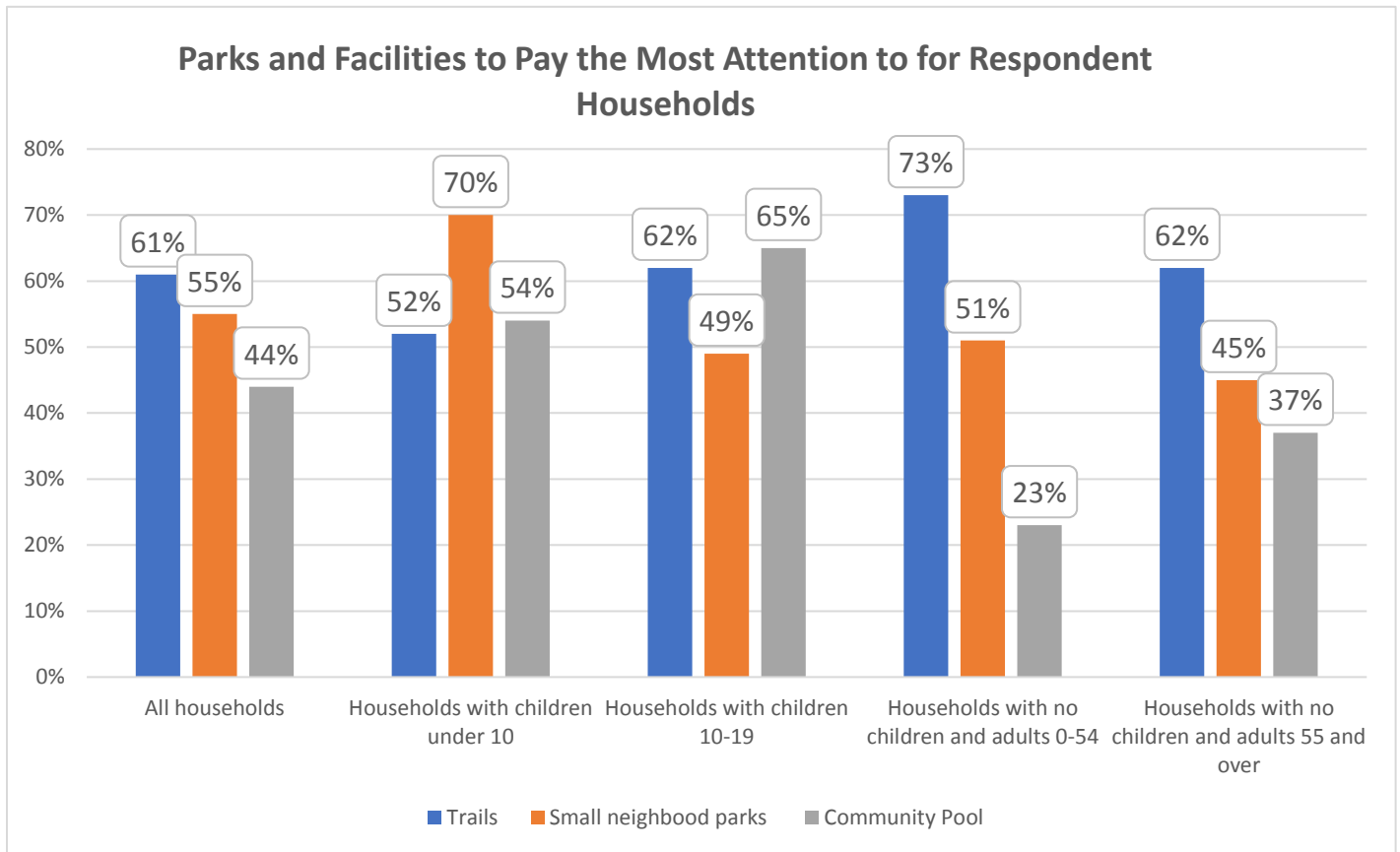
# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**As the chart below shows, trails and small neighborhood parks are in the Top 3 parks and recreation facilities for the Park District to pay attention to maintain and improve for households with children and households without children.**

The Community Pool is in the Top 3 parks and facilities for households with children and households without children and adults 55 and over. Both large community parks and natural areas and restoration are more important to pay attention to than the Community Pool for households without children and adults 20-54.

As an example, the chart below shows that 61% of all households indicated trails are in their top 4 parks and facilities for the Park District to pay attention to over the next five years for their household. However, 73% of households with no children and adults 20-54 indicated trails as one of most important parks and facilities to emphasize for their household.

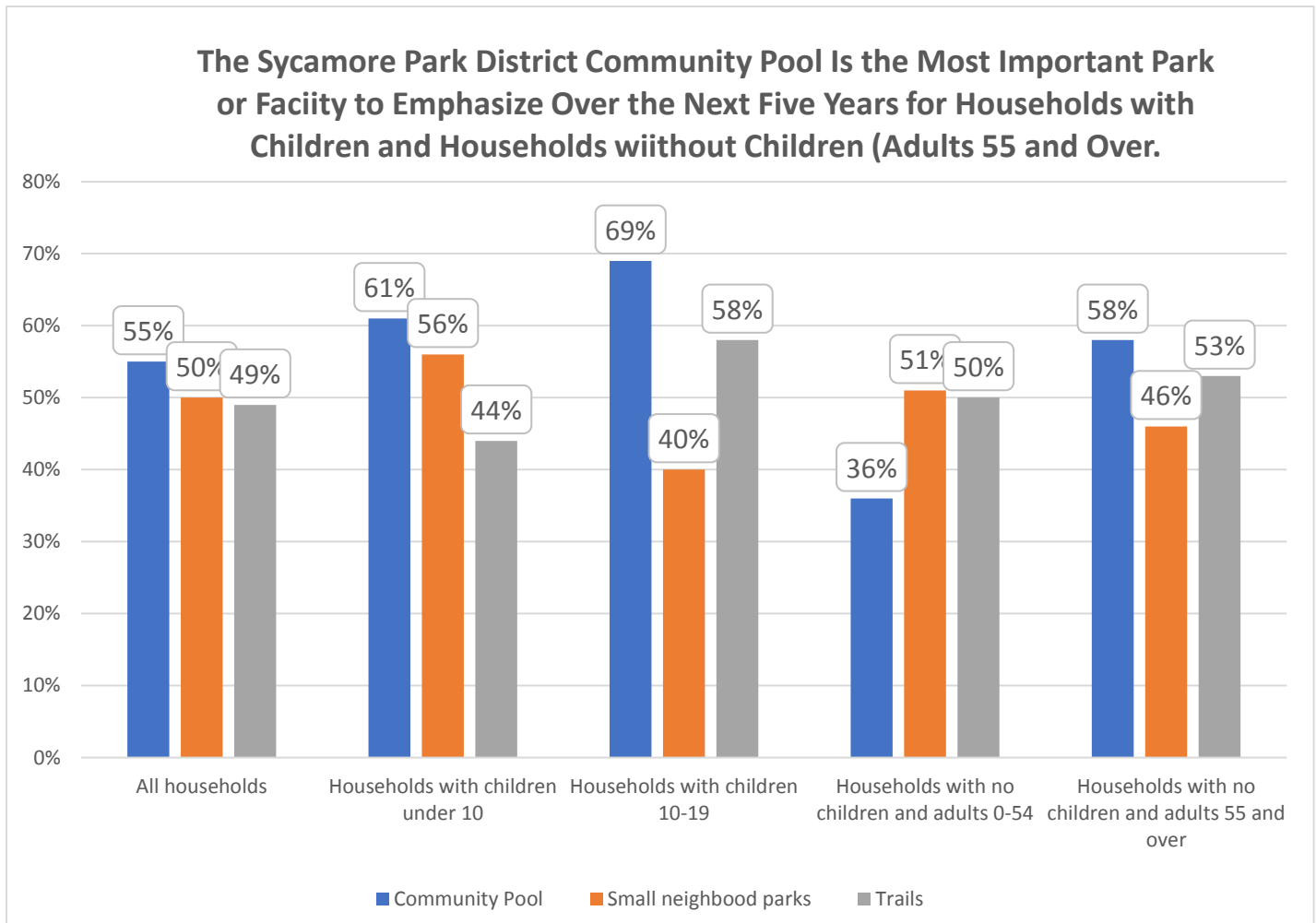
Another example: While 44% of all households indicated the Sycamore Park District Community Pool as one of the 4 parks and facilities to pay attention to, only 23% of households with no children and adults 20-54 indicated the Pool as one of their top 4 parks and facilities to pay attention to for their households.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**As the chart below shows, the Sycamore Park District Community Pool is the 1<sup>st</sup> most important park or facility to emphasize for the benefit of the entire Sycamore community.**

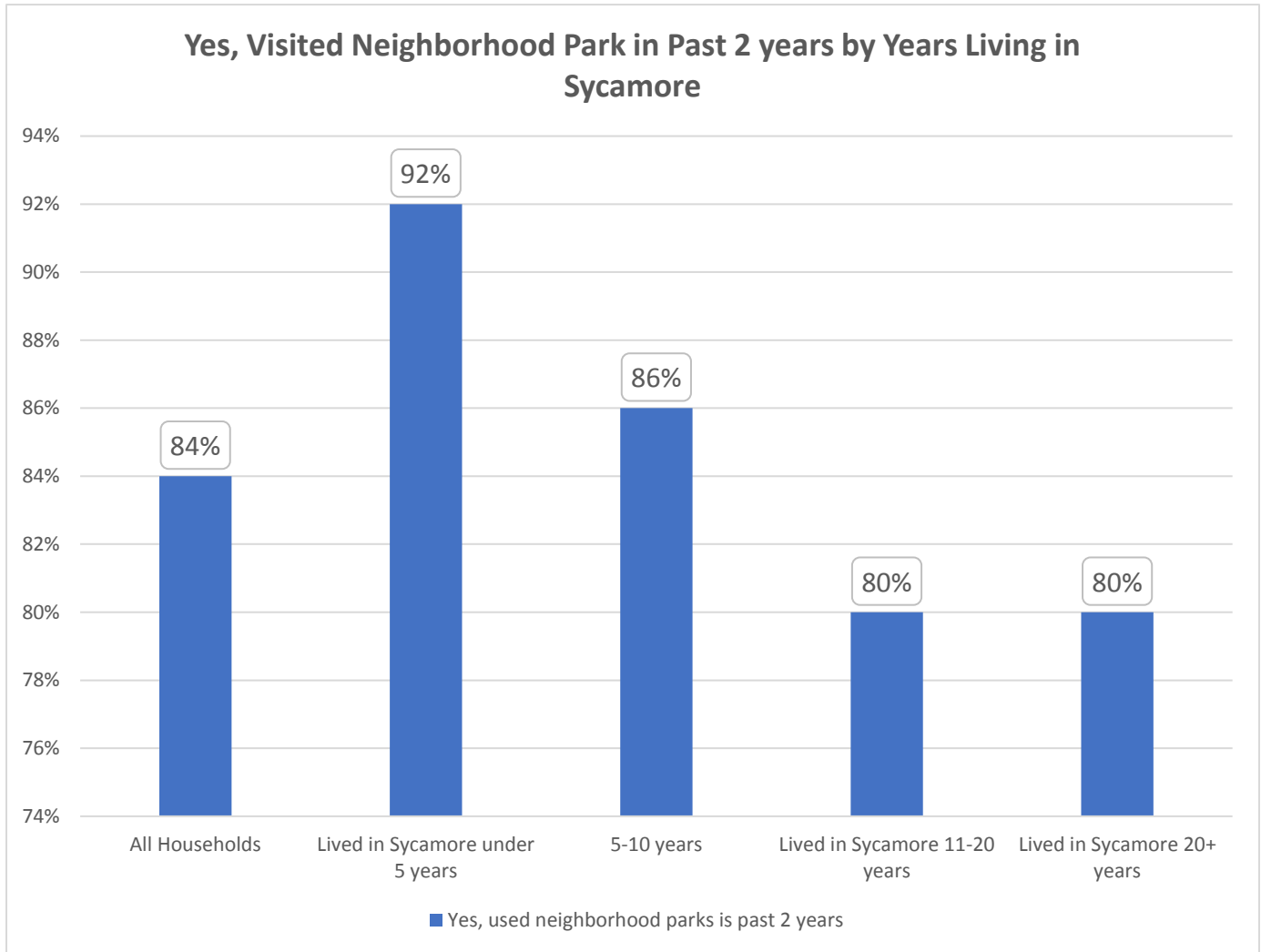
The Community Pool is particularly important to emphasize for households with children 10-19. While 55% of all households rated the pool as one of the four parks and facilities to emphasize for the entire Sycamore community, 69% of households with children 10-19 rated the Community Pool as one of the four parks and facilities to emphasize for the entire community.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

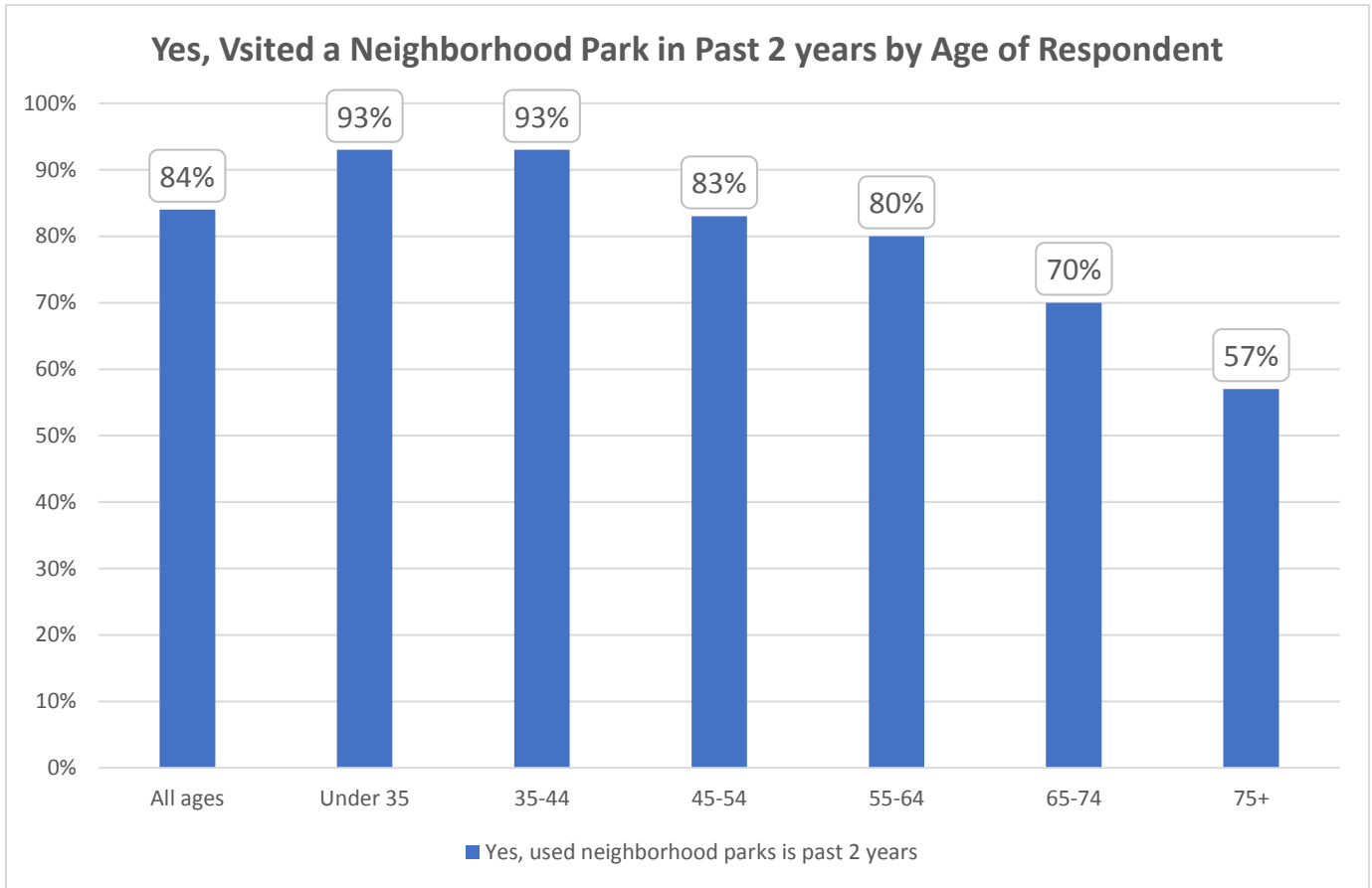
**Across demographic groups, usage of neighborhood parks is consistently high.**

As an example, the chart below shows, 84% of all households have used neighborhood parks in the past 2 years. 80%, or more, of households who have lived in Sycamore 5-10 years, 11-20 years, and 20+ years have visited neighborhood parks in the past 2 years. 93% of households who have lived in Sycamore under 5 years have visited neighborhood parks in the past 2 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

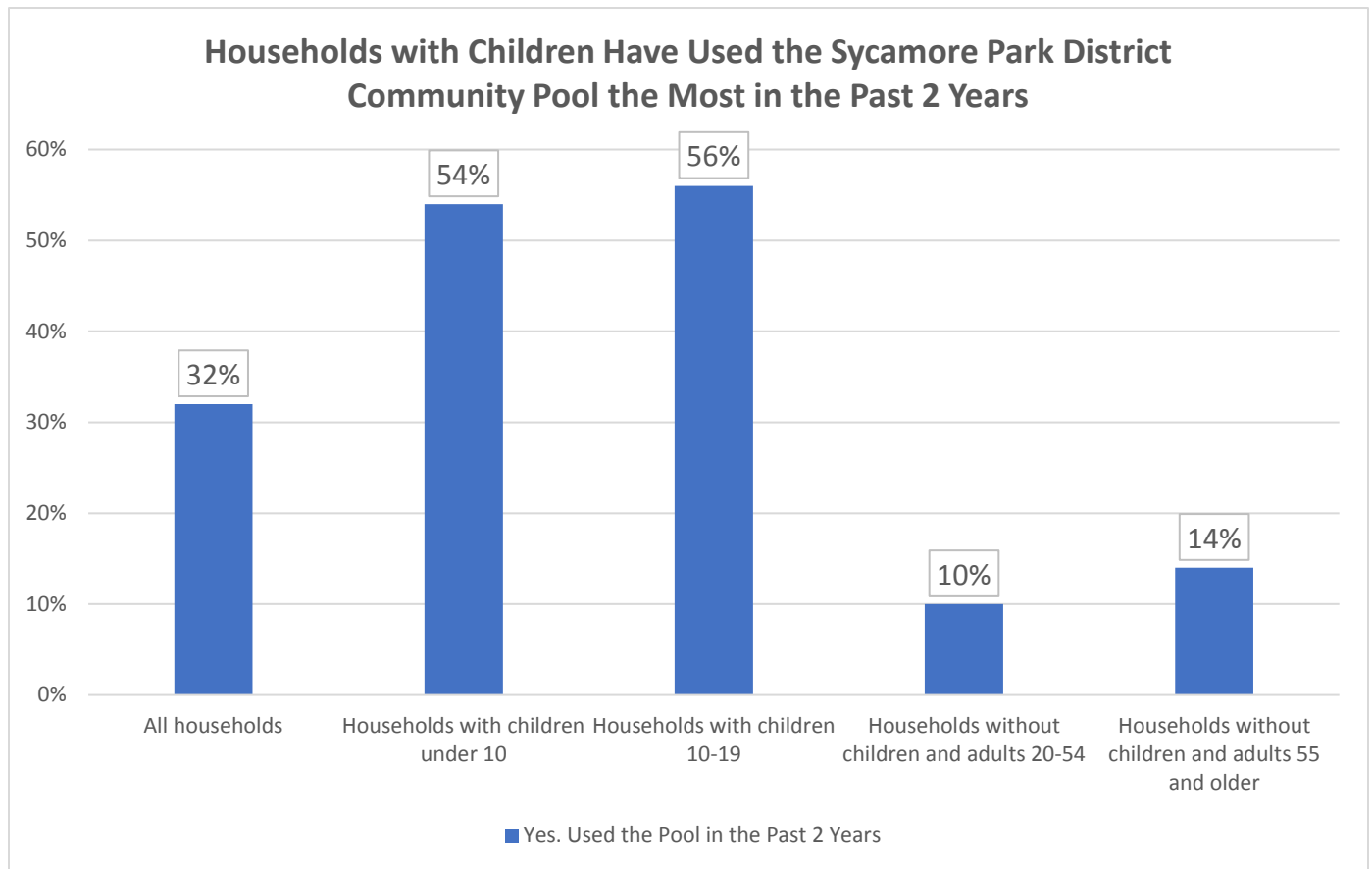
Another example, 93% of households with the respondent under 35, and 93% of households with the respondent 35-44 have visited neighborhood parks in the past 2 years. At least 70% of households with the respondents 45-54, 55-64, and 65-74 visited neighborhood parks in the past 2 years. 57% of households with the respondent 75+ visited neighborhood parks in the past 2 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## **Households with children used the Sycamore Park District Community Pool far more than households without children over the past 2 years.**

32% of all households used the Community Pool over the past 2 years. As the chart below shows, at least 5 times more households with children used the Community Pool than households without children and adults 20-54. Usage of the Community Pool was also considerably higher for households with children than households without children and adults 55 and over.

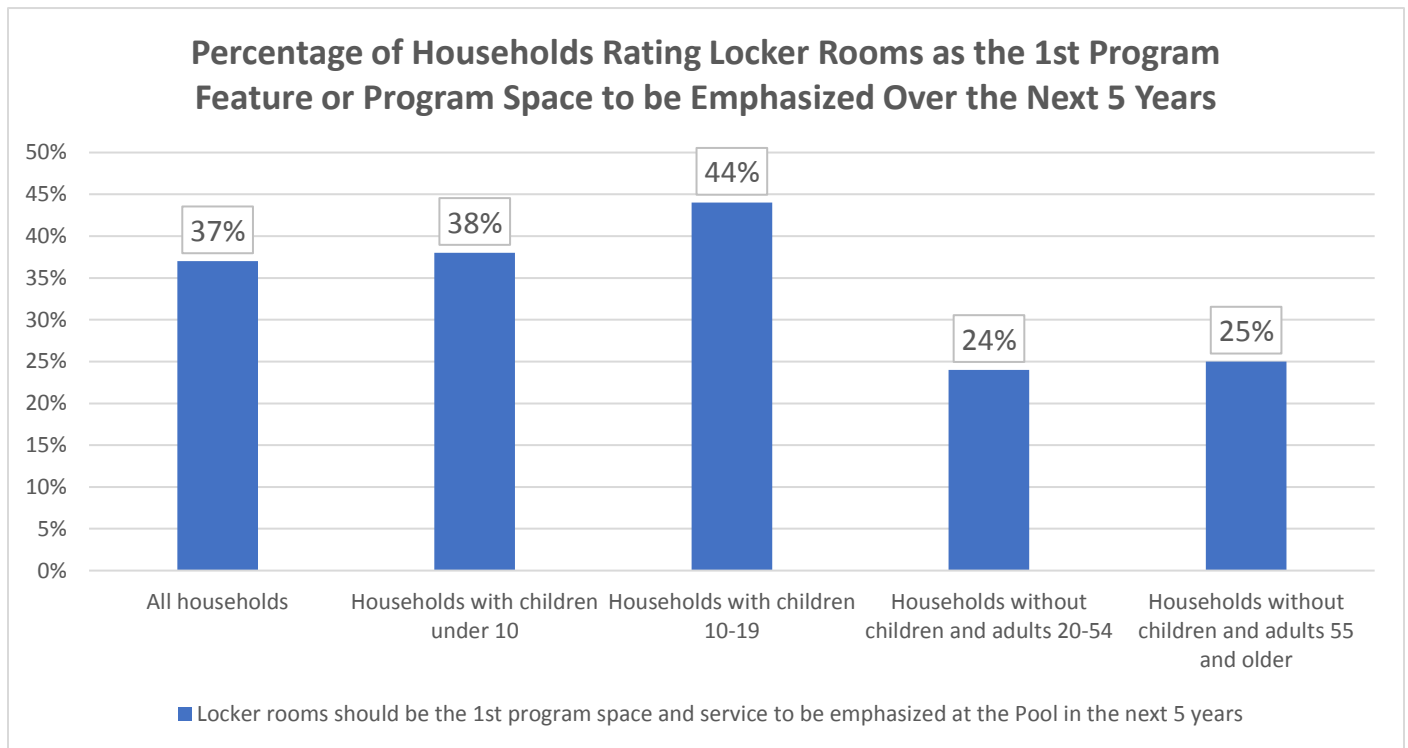


# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**A high percentage of households who have used the Sycamore Park District Community Pool over the past 2 years, selected locker rooms as the 1<sup>st</sup> program feature or service to receive the most attention to maintain and improve over the next five years.**

Out of 10 program features and services, respondents were asked to indicate their 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup> program feature or service to receive the most attention over the next five years. 37% of all households selected locker rooms as the 1<sup>st</sup> program feature or service to receive the most attention over the next five years. This was more than twice the percentage that any of the other 9 program features or services received.

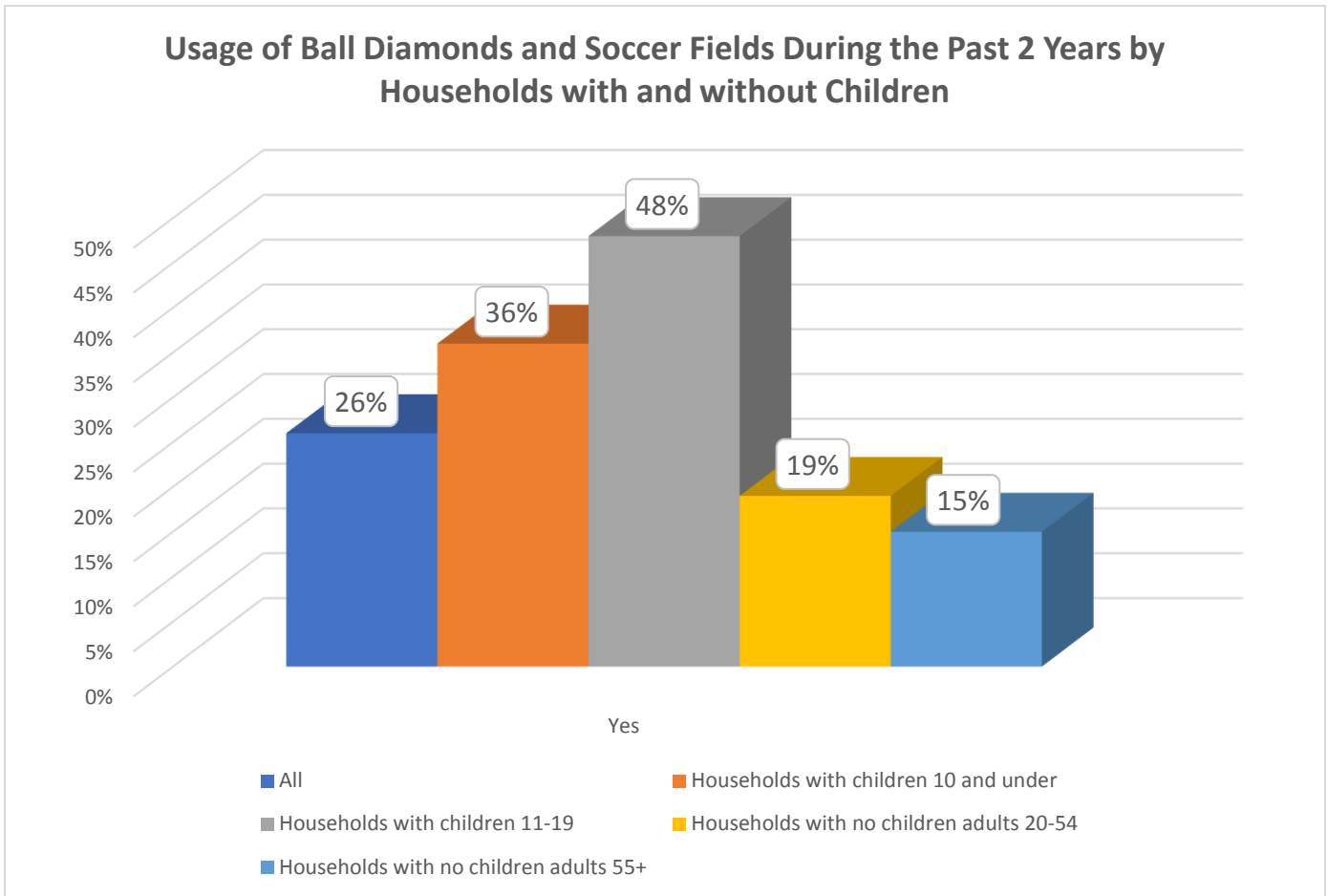
As the chart below shows, 38% of households with children under 10 years of age and 44% of households with children 10-19 selected locker rooms as their 1<sup>st</sup> choice. 24% of households without children and adults 20-54 selected locker rooms as their first program feature or service to emphasize, and 25% of households without children and adults 55 and over selected locker rooms as their first program feature or service to emphasize.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

## **Far more households with children used ball diamonds and soccer fields during the past two years than households without children.**

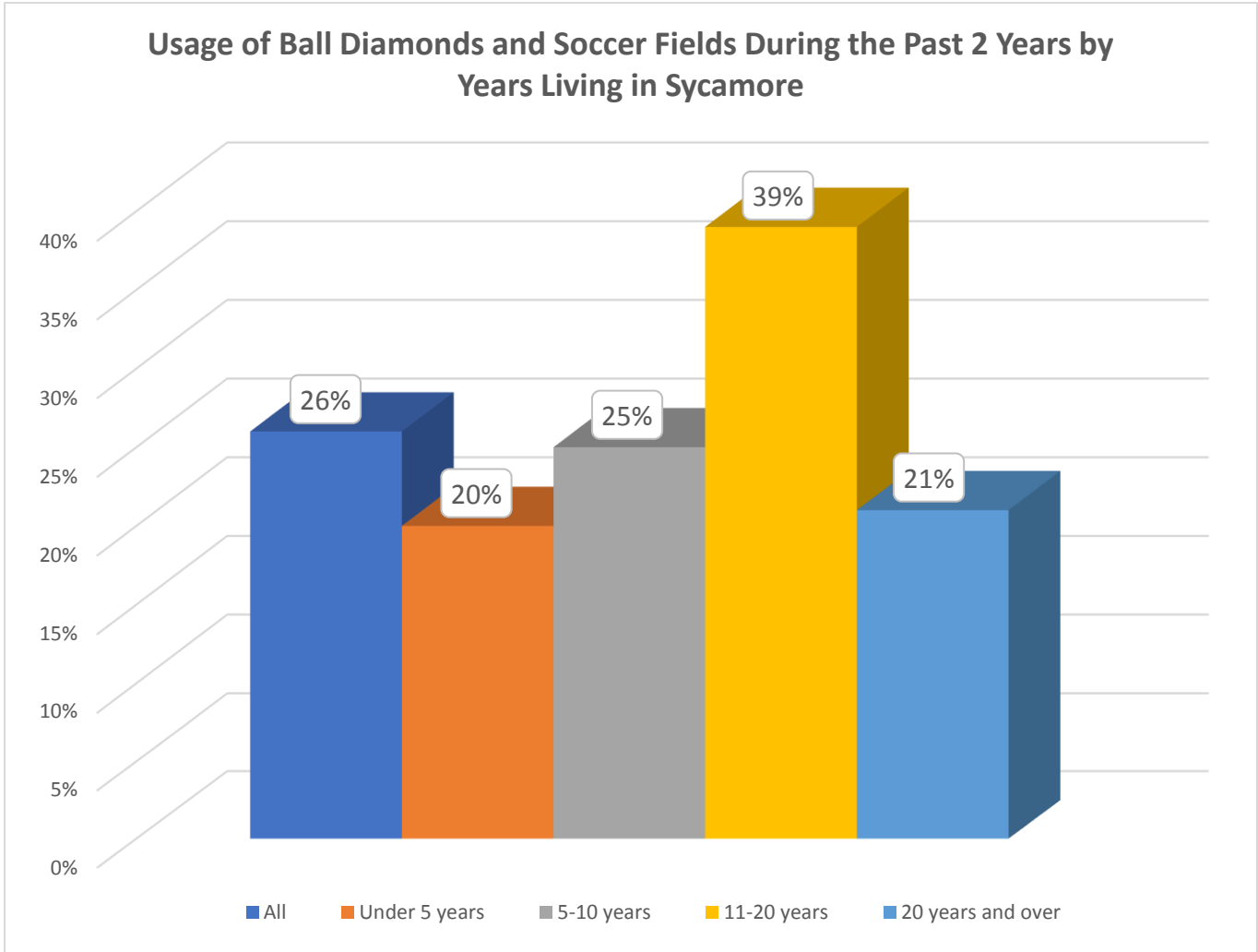
As the chart below shows, 26% of all households used ball diamonds and soccer fields over the past two years. Usage is majorly impacted by whether the household had children or not. 48% of households with children 10-19 used ball diamonds or soccer fields and 36% of households with children under 10 used ball diamonds or soccer fields. These percentages are much higher than households that do not have children.





# SYCAMORE PARK DISTRICT RESIDENT SURVEY

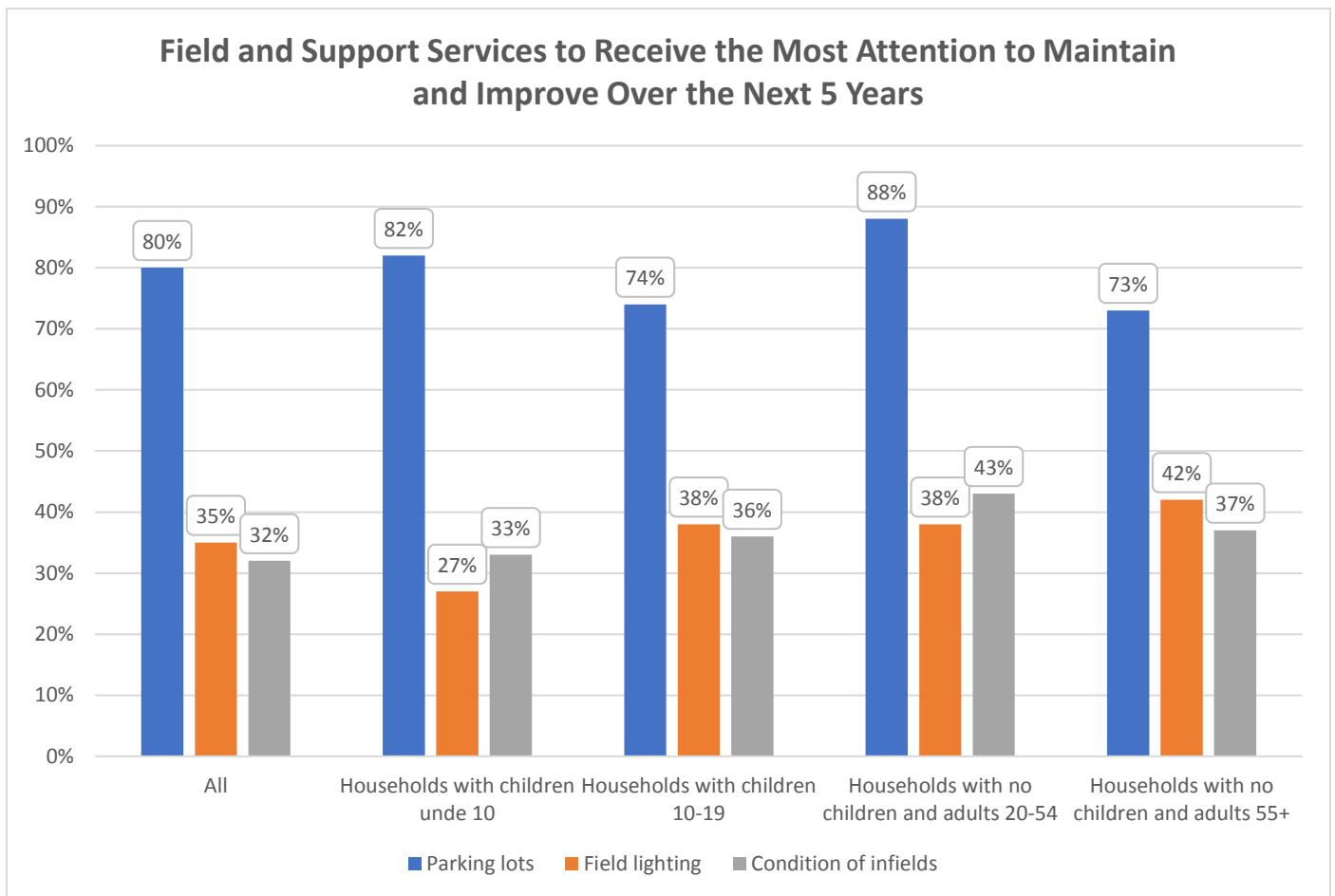
**Households who had lived in Sycamore 11-20 years used ball diamonds and soccer fields more than households that lived in Sycamore for other lengths of years.** As the chart below shows, 39% of households who have lived in Sycamore 11-20 years have used ball diamonds and soccer fields over the past 2 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Out of 11 ball diamonds or soccer fields program spaces and services to receive attention over the next five years, the top 3 field and support services to receive attention were condition of parking lots, field lighting, and condition of infields.**

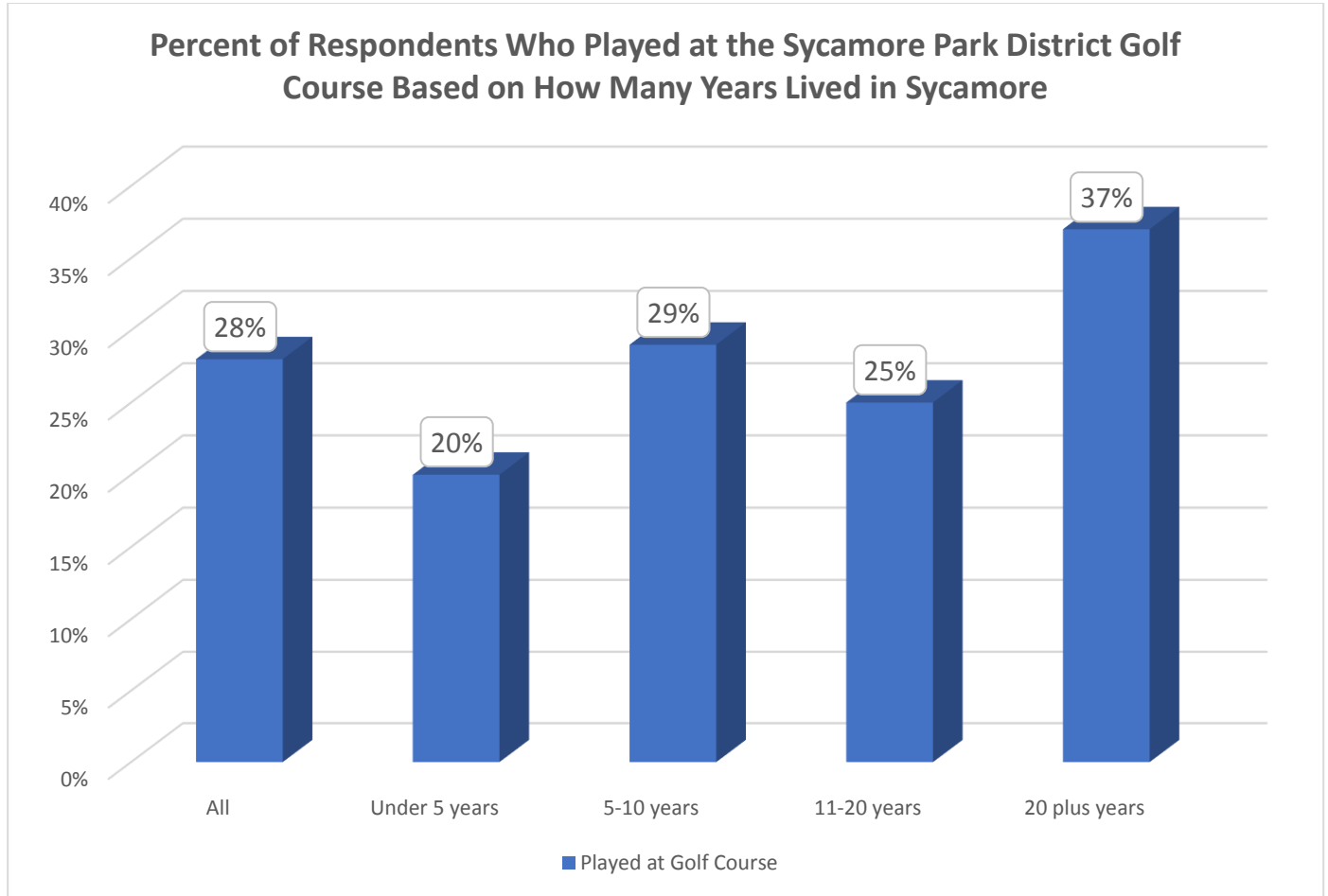
As the chart below shows, 80% of households selected parking lots as one of their three (3) field and support services to receive the most attention to maintain and improve over the next five years. By a wide margin, parking lots were the field and support service to receive the most attention for all households with and without children. Parking lots, field lighting, and condition of infields were the top 3 selected field and support services in households that have children and those that do not have children.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

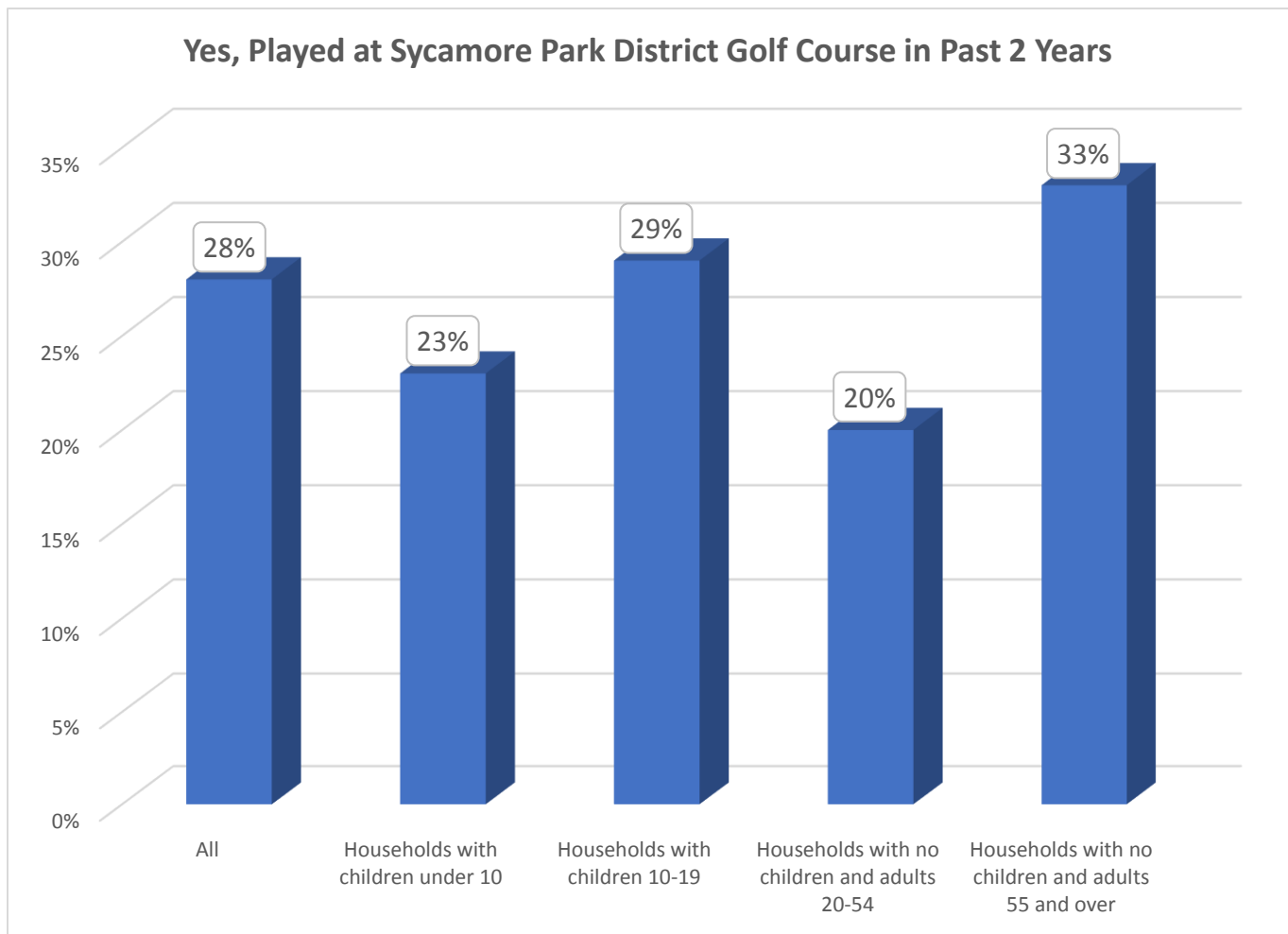
## **37% of respondent households who have resided in the Sycamore Park District for 20 years or longer played the Sycamore Park District Golf Course in the past 2 years.**

As the chart below shows, 28% of all respondents played at the Sycamore Park District Golf Course over the past 2 years. 20% to 29% of respondents who have lived in Sycamore under 5 years, 5-10 years and 11-20 years have played the golf course during the past 2 years, while 37% of respondents who have lived in Sycamore 20 years or more played the golf course during the past 2 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

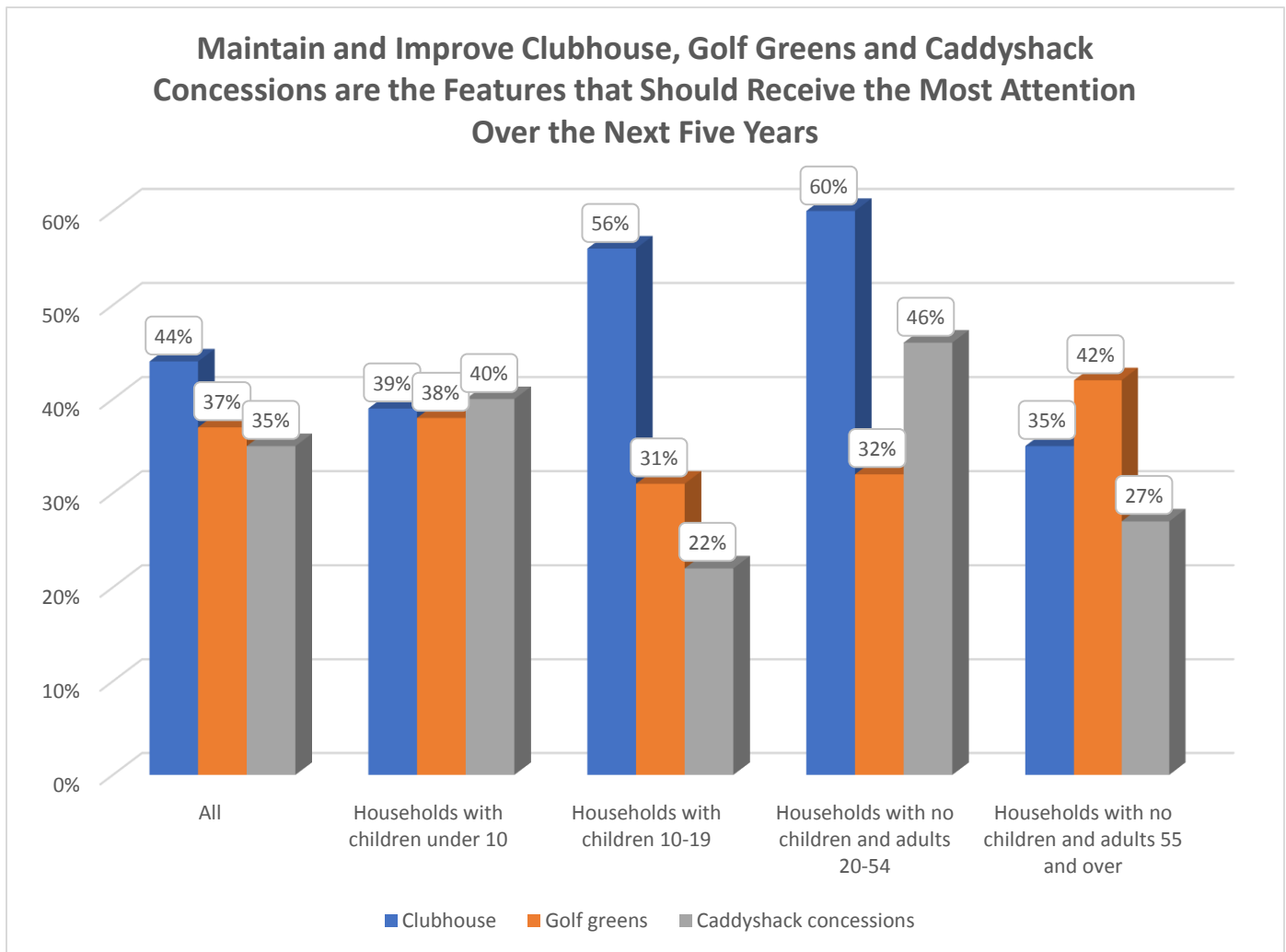
**As the chart below shows, 33% of households with no children and adults 55 and older played the Sycamore Park District Golf Course over the past 2 years.** 23% of households with children under 10, 29% of households with children 10-19, and 20% of households without children and adults 20-54 played at the Sycamore Park District Golf Course over the past 2 years.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**44% of respondent households who have played at the Golf Course over the past 2 years, listed the Clubhouse as the Golf Course feature that should receive the most attention over the next five years.**

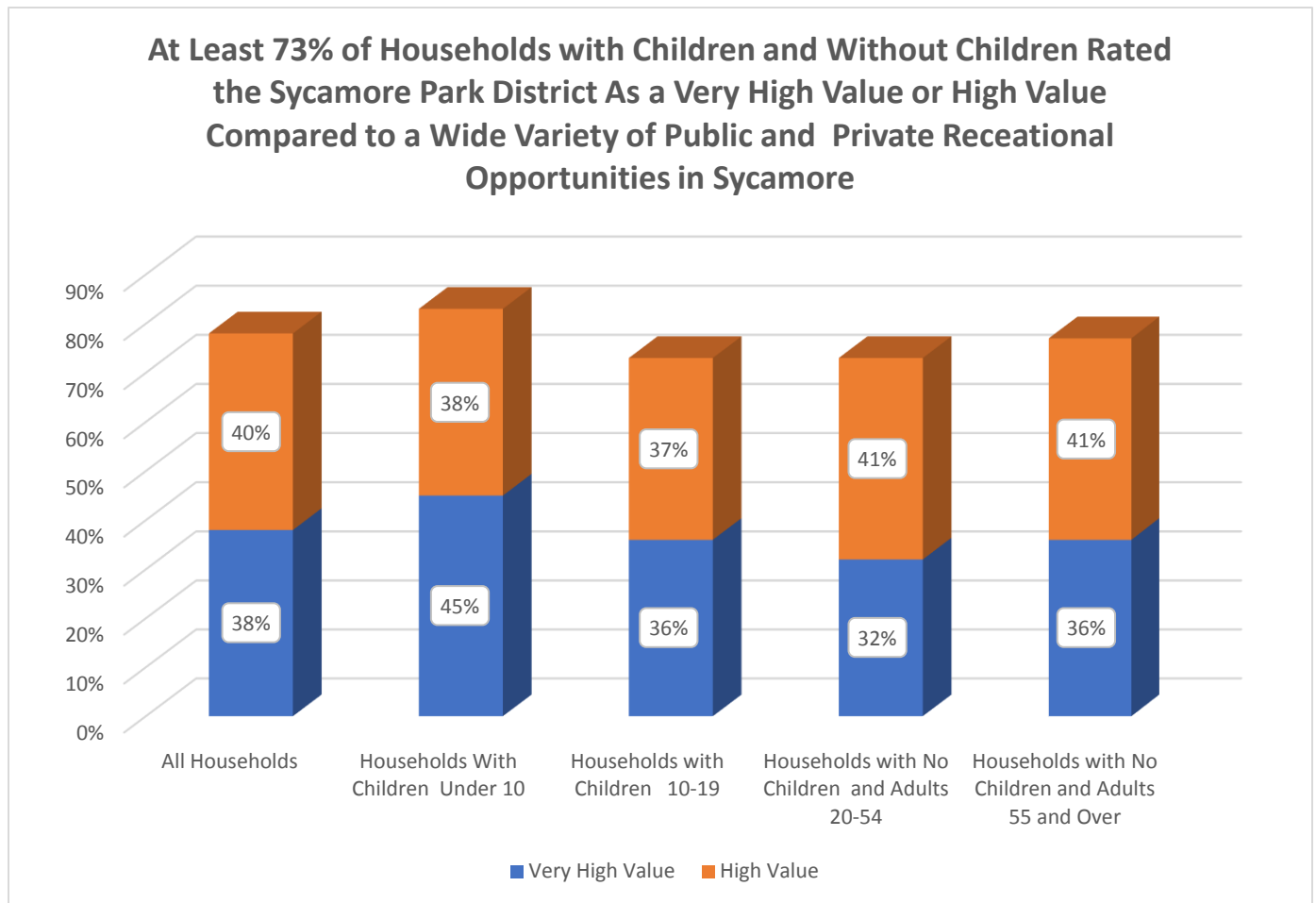
Out of 6 Golf Course features, respondents were asked to indicate the 2 features they felt should receive the most attention to maintain and improve over the next 5 years. As the chart below shows, maintaining and improving the clubhouse was by far the feature that respondents felt should receive the most attention for households with children 10-19 and households with no children and adults 20-54.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

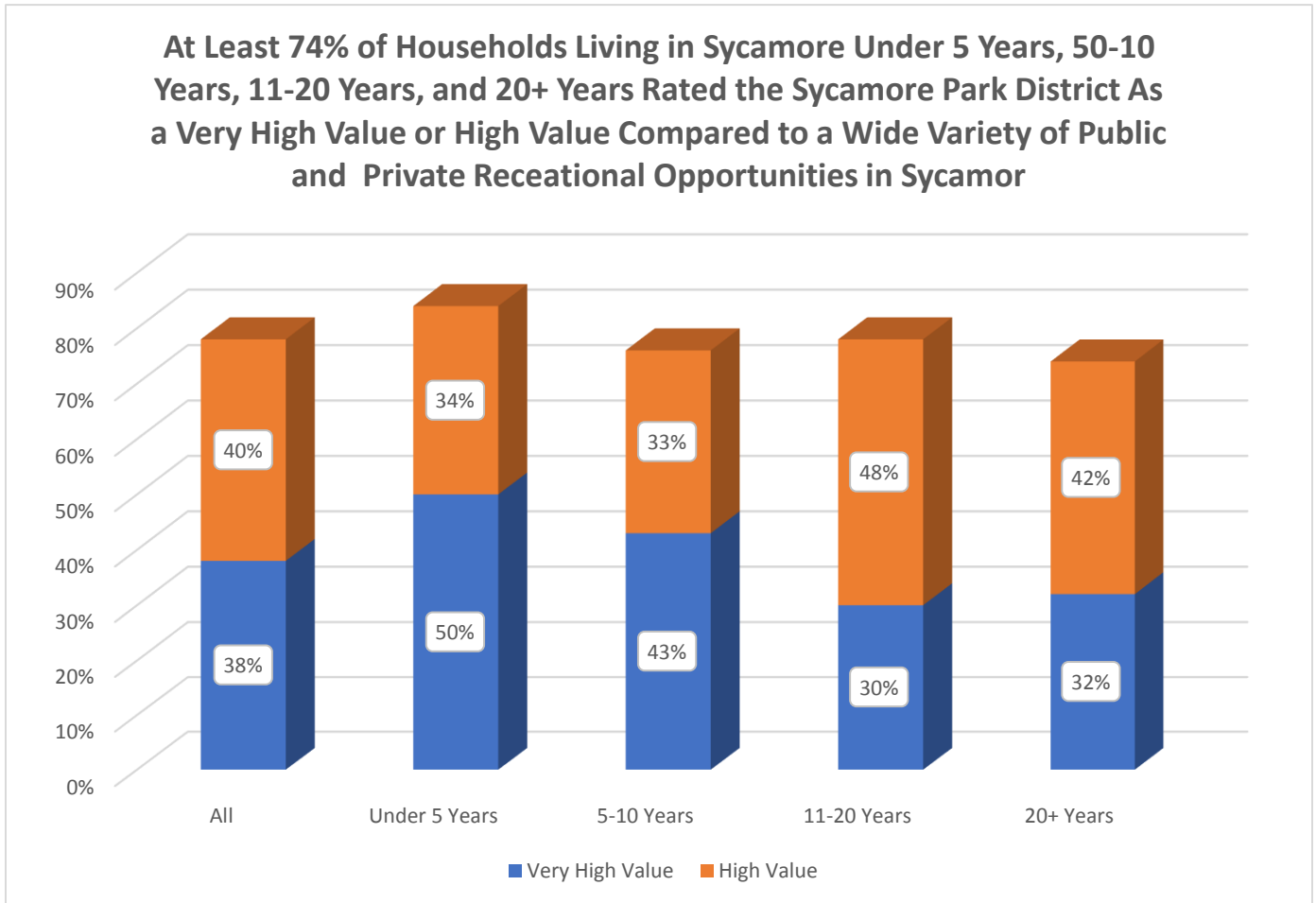
**78% of all households rated the Sycamore Park District as having a very high value (38%) or high value as compared to a wide variety of public and private recreational opportunities in Sycamore. 19% rated the value of the Park District as a moderate value and only 3% as a low (2%) or very low value (1%) as compared to other public and private recreational organizations in Sycamore.**

As the chart below shows, for both households with and without children, at least 73% of households rated the Sycamore Park District as having a very high value or high value when compared to a wide variety of public and private recreational opportunities in Sycamore.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

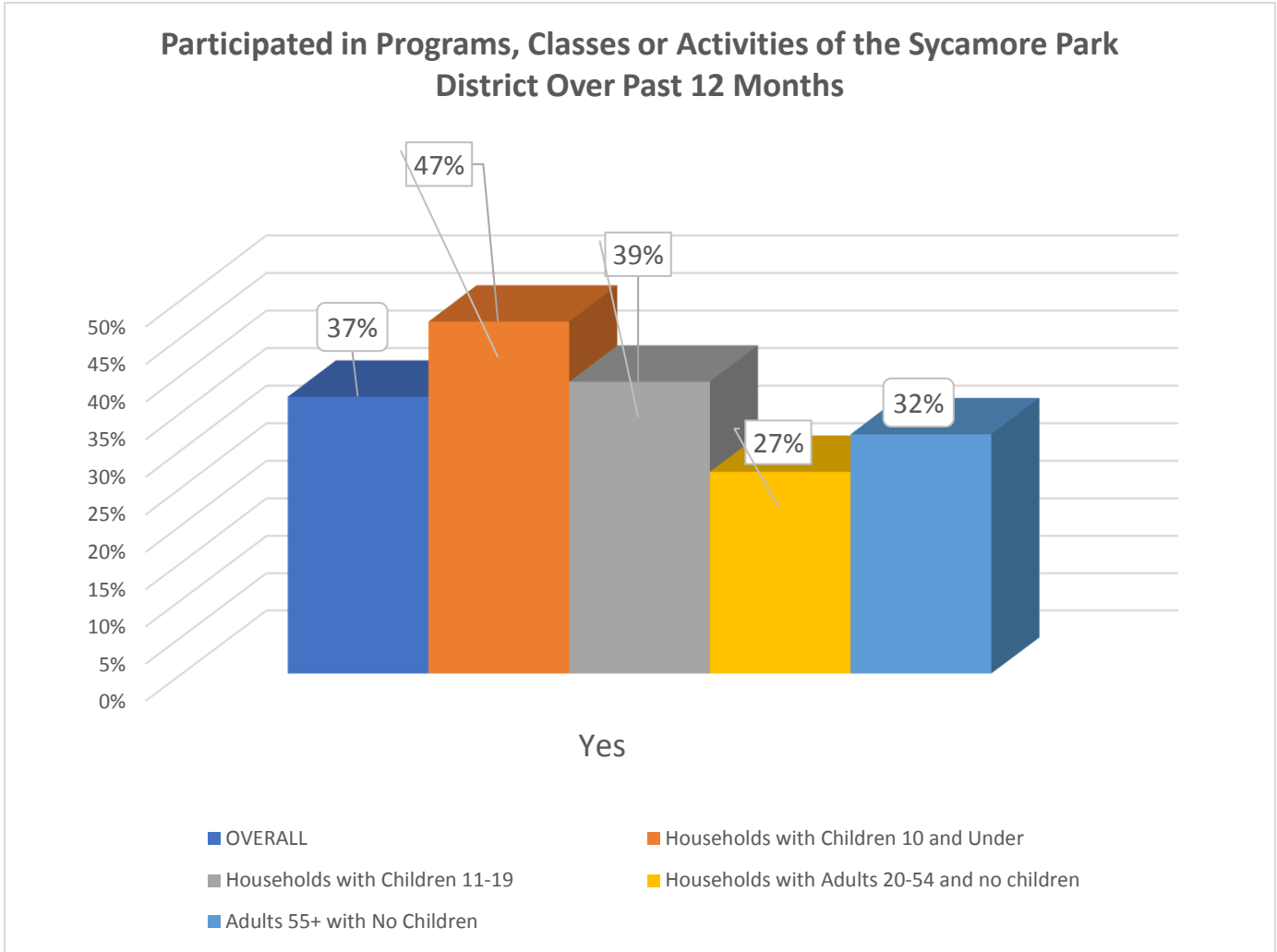
As the chart below shows, at least 74% of households who have lived in Sycamore under 5 years, 5-10 years, 11-20 years, and 20+ years rated the Sycamore Park District as having a very high value or high value when compared to a wide variety of public and private recreational opportunities in Sycamore.



# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**37% percent of OVERALL households participated in programs, classes, or activities of the Sycamore Park District over the past 2 years.**

As the chart below shows, while 37% of all households participated in programs, classes or activities over the past 2 years, 47% of households with children under 10 participated in programs, classes, or activities. The lowest participation was households with no children and adults 20-54, with 27% of these households participating in programs, classes or activities.

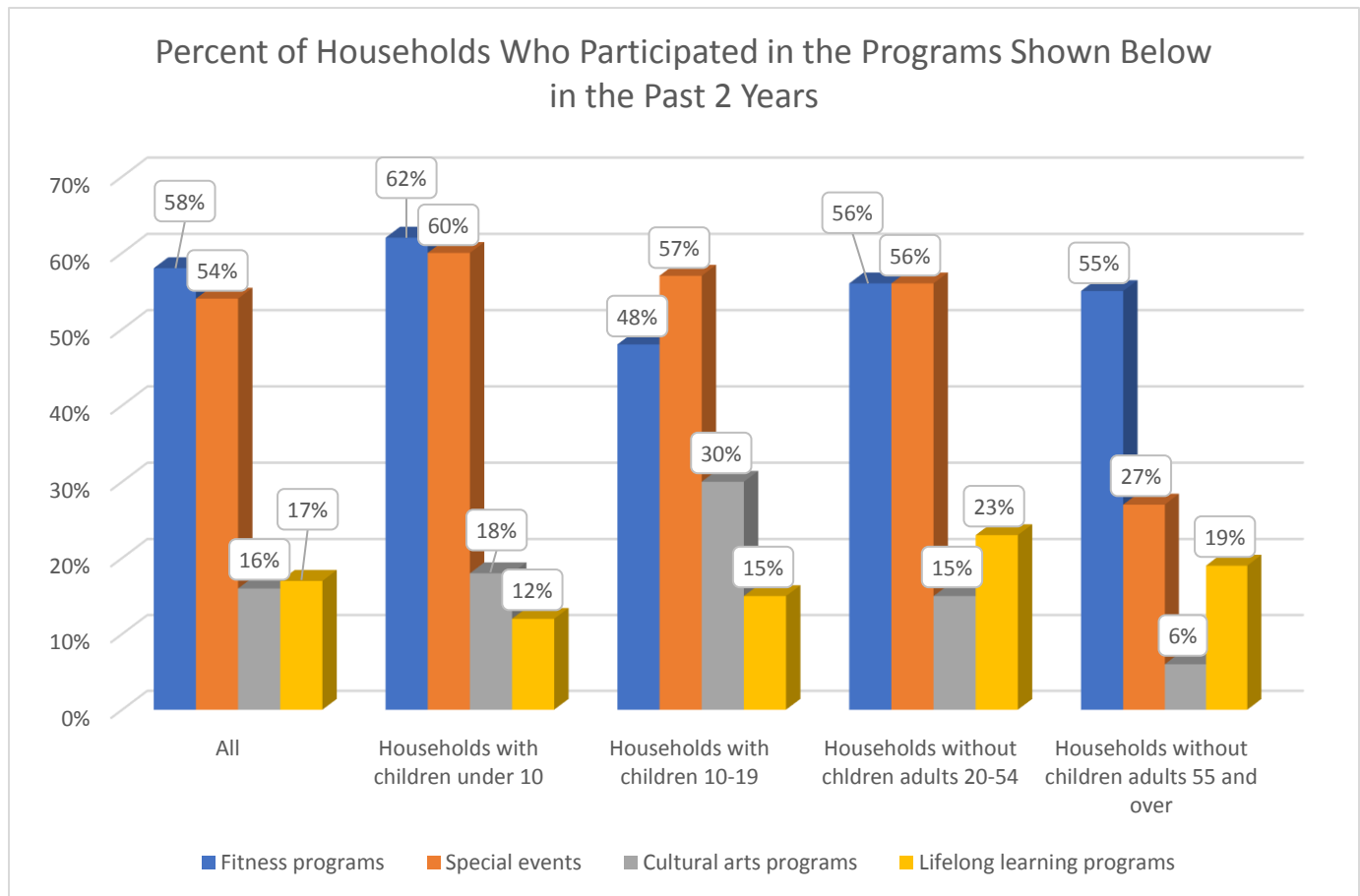




# SYCAMORE PARK DISTRICT RESIDENT SURVEY

**Opportunities exist to grow many programs, classes and activities of the Sycamore Park District through the new indoor facilities that have been developed as well as existing outdoor spaces, that can be maintained and improved.**

For example, out of 12 types of programs on the survey, the chart below shows that fitness programs, special events, cultural arts programs, and lifetime learning programs are the most important programs to offer for all residents of the Park District, with fitness programs the most important program to provide for both households with and without children.



## Summary of Key Potential Actions Based on Citizen Input from the Resident Survey

The primary purpose of the Resident Survey was to gain citizen feedback regarding usage, satisfaction, and priorities to maintain and improve existing parks, trails, facilities, and programs. The following are key potential actions and examples of specific priorities based on all responses and responses from key demographic groups. This list of potential actions and priorities is not meant to be all inclusive but rather to serve as a foundation for actions over the next five years to maintain and improve citizen focused parks and recreation services provided by the Sycamore Park District.

### 1. Attention to Maintaining and Improving the Sycamore Park District Pool

- Locker rooms
- Toddler Pool and Seal Slide
- Shade areas
- Concessions

### 2. Attention to Maintaining and Improving Neighborhood Parks

- Trash pick-up
- Park lighting

### 3. Attention to Maintaining and Improving Trails for Walking, Biking and Hiking

### 4. Attention to Maintaining and Improving Ball Diamonds and Soccer Fields

- Parking lots
- Field lighting

### 5. Attention to Maintaining and Improving large community parks and natural areas and restoration

### 6. Attention to Maintaining and Improving the Sycamore Park District Golf Course

- Clubhouse
- Golf Greens
- Caddyshack

### 7. Attention to Improving and Growing Programs, Classes, and Activities in Niche Markets



# Sycamore Park District

The Sycamore Park District is beginning to plan for the next five years and its next long-range plan: *Sustaining the Legacy-2025*. This plan does not intend to seek tax rate increases, but instead learn what you feel are the highest priorities so we can efficiently use the district's current resources to take care of what we have. This survey will take only 10-12 minutes to complete and we truly value your input!

1. Following is a list of **NEW SYCAMORE PARK DISTRICT FACILITIES** which have been developed over the past TWO years to serve residents of the Park District. From the following list, please check ALL facilities that you or anyone in your household has utilized.

- \_\_\_ (A) Sycamore Park District Community Center
- \_\_\_ (B) Fitness Facility located in Community Center (Pathway Fitness)
- \_\_\_ (C) Splash Fountain Splashpad
- \_\_\_ (D) Dog Park
- \_\_\_ (E) Sled Hill

2. Following is a list of **EXISTING PARKS, TRAILS AND FACILITIES** which have served residents for many years. On a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following major categories of services provided by the Sycamore Park District. If you don't use, please select "9" for "Don't Use".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
<b><i>How satisfied are you with the overall quality of:</i></b>						
(F) Small neighborhood parks .....	5	4	3	2	1	9
(G) Trails (walking, biking, hiking, etc.) .....	5	4	3	2	1	9
(H) Sycamore Park District Community Pool .....	5	4	3	2	1	9
(I) Baseball and softball fields .....	5	4	3	2	1	9
(J) Soccer fields .....	5	4	3	2	1	9
(K) Sycamore Park District Golf Club .....	5	4	3	2	1	9
(L) Outdoor tennis courts .....	5	4	3	2	1	9
(M) Picnic shelters .....	5	4	3	2	1	9
(N) Natural areas and restoration .....	5	4	3	2	1	9
(O) Fishing piers and ponds.....	5	4	3	2	1	9
(P) Large community parks.....	5	4	3	2	1	9

3. **For you and members of your household**, which FOUR of the parks and facilities listed in Questions #1 and #2 should receive the most attention from the Park District to maintain and improve over the next FIVE years [Please indicate your 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> choices by writing the letters from Questions #1 and #2 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

4. **For the benefit of the entire Sycamore community**, which FOUR of the parks and facilities listed in Questions #1 and #2 should receive the most attention from the Park District to maintain and improve over the next FIVE years? [Please indicate your 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> choices by writing the letters from Questions #1 and #2 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_ 4<sup>th</sup>: \_\_\_\_\_

**SYCAMORE PARK DISTRICT NEIGHBORHOOD PARKS**

5. Have you or members of your household visited any neighborhood parks over the past 2 years?

\_\_\_\_ (1) Yes (continue with Question #6)

\_\_\_\_ (2) No (skip to Question #8)

6. On a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following maintenance services provided at small neighborhood parks by the Sycamore Park District. If you don't know, please select "9" for "Don't Know".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
<b><u>How satisfied are you with the overall quality of:</u></b>						
(A) Mowing and trimming in parks.....	5	4	3	2	1	9
(B) Maintaining flowers and shrubbery in parks.....	5	4	3	2	1	9
(C) Trash pick-up.....	5	4	3	2	1	9
(D) Adequacy of park lighting.....	5	4	3	2	1	9

7. Which TWO of the services listed in Question #6 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE years? [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question #6 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_

**SYCAMORE PARK DISTRICT COMMUNITY POOL**

8. Have you used the Sycamore Park District Community Pool during the past 2 years?

\_\_\_\_ (1) Yes (continue with Question #9)

\_\_\_\_ (2) No (skip to Question #11)

9. On a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following services and program spaces provided at the Sycamore Park District Community Pool. If you don't use the service or program space, please select "9" for "Don't Use".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
<b><u>How satisfied are you with the overall quality of:</u></b>						
(A) Locker rooms.....	5	4	3	2	1	9
(B) Diving boards.....	5	4	3	2	1	9
(C) Lap lanes.....	5	4	3	2	1	9
(D) Water quality.....	5	4	3	2	1	9
(E) Lifeguards.....	5	4	3	2	1	9
(F) Toddler Pool and Seal Slide.....	5	4	3	2	1	9
(G) Concessions.....	5	4	3	2	1	9
(H) Shade areas.....	5	4	3	2	1	9
(I) Hours and days of operation.....	5	4	3	2	1	9
(J) Costs of user fees.....	5	4	3	2	1	9

10. Which THREE of the program features and services listed in Question #9 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE years? [Please indicate your 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> choices by writing the letters from Question #9 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_\_ 2<sup>nd</sup>: \_\_\_\_\_ 3<sup>rd</sup>: \_\_\_\_\_

**SYCAMORE PARK DISTRICT BALL DIAMONDS AND SOCCER FIELDS**

11. Have you used ball diamonds or soccer fields of the Sycamore Park District during the past 2 years?  
 \_\_\_\_ (1) Yes (continue with Question #12)      \_\_\_\_ (2) No (skip to Question #14)

12. On a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the maintenance and conditions of program spaces and services provided at baseball, softball and soccer fields provided by the Sycamore Park District. If you don't use, please select "9" for "Don't Use".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
<b><i>How satisfied are you with the overall quality of:</i></b>	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Use</u>
(A) Conditions of infields .....	5	4	3	2	1	9
(B) Condition of goal boxes .....	5	4	3	2	1	9
(C) Mowing of outfield field grass .....	5	4	3	2	1	9
(D) Mowing of and soccer fields .....	5	4	3	2	1	9
(E) Maintenance of backstops.....	5	4	3	2	1	9
(F) Maintenance of goal nets .....	5	4	3	2	1	9
(G) Field lighting.....	5	4	3	2	1	9
(H) Availability of game fields .....	5	4	3	2	1	9
(I) Availability of practice fields .....	5	4	3	2	1	9
(J) Condition of parking lots.....	5	4	3	2	1	9
(K) Striping and finishing of fields.....	5	4	3	2	1	9

13. Which THREE of the field and support services listed in Question #12 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE year? [Please indicate your 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> choices by writing the letters from Question #12 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_      2<sup>nd</sup>: \_\_\_\_      3<sup>rd</sup>: \_\_\_\_

**SYCAMORE PARK DISTRICT GOLF CLUB**

14. Have you played at the Sycamore Park District Golf Club during the past 2 years?  
 \_\_\_\_ (1) Yes (continue with Question #15)  
 \_\_\_\_ (2) No (skip to Question #17)

15. On a scale of 5 to 1 where 5 means "Very Satisfied" and 1 means "Very Dissatisfied", please rate your overall satisfaction with the following golf course features provided at the Sycamore Park District Golf Club. If you don't use, please select "9" for "Don't Use".

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Use
<b><i>How satisfied are you with the overall quality of:</i></b>	<u>Satisfied</u>	<u>Satisfied</u>	<u>Neutral</u>	<u>Dissatisfied</u>	<u>Dissatisfied</u>	<u>Use</u>
(A) Golf greens .....	5	4	3	2	1	9
(B) Fairways.....	5	4	3	2	1	9
(C) Cart paths .....	5	4	3	2	1	9
(D) Pro shop.....	5	4	3	2	1	9
(E) Caddyshack concessions.....	5	4	3	2	1	9
(F) Clubhouse .....	5	4	3	2	1	9

16. Which TWO of the golf course features listed in Question #15 should receive the most attention from the Sycamore Park District to maintain and improve over the next FIVE year? [Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices by writing the letters from Question #15 above in the spaces below.]

1<sup>st</sup>: \_\_\_\_      2<sup>nd</sup>: \_\_\_\_

**SYCAMORE PARK DISTRICT PROGRAMS, CLASSES AND ACTIVITIES**

17. Over the past 12 months, have you or members of your household participated in any programs, classes or activities offered by the Sycamore Park District?

\_\_\_\_ (1) Yes                      \_\_\_\_ (2) No

18. With the opening of the Sycamore Park District Community Center, the Park District has significantly more indoor space to provide programs and activities. From the following list, please check ALL the types of programs and activities you and members of your household would consider taking at indoor and outdoor facilities and parks of the Park District.

- \_\_\_\_ (A) After School Programs
- \_\_\_\_ (B) Preschool Programs
- \_\_\_\_ (C) Cultural Arts Programs (Painting, Drawing, etc.)
- \_\_\_\_ (D) Performing Arts Programming (Dance, Music, etc.)
- \_\_\_\_ (E) Sports Training Clinics
- \_\_\_\_ (F) Martial Arts Programs
- \_\_\_\_ (G) Summer Camps
- \_\_\_\_ (H) Learn to Swim Classes
- \_\_\_\_ (I) Water Fitness Classes
- \_\_\_\_ (J) Fitness Programs
- \_\_\_\_ (K) Special Events (Concerts, Festivals, etc.)
- \_\_\_\_ (L) Special Needs Programs and Activities
- \_\_\_\_ (M) Nature/Environmental Education Programs
- \_\_\_\_ (N) Lifelong Learning Programs (Computer Skills, Photography, etc.)
- \_\_\_\_ (O) Other: \_\_\_\_\_

19. Which TWO of the Programs listed in Question #18 are most important for the Sycamore Park District to offer?

[Please indicate your 1<sup>st</sup> and 2<sup>nd</sup> choices for each of the age groups listed below by writing in the letters from Question #18 above in the spaces below]. Note: If you do not have anyone in the age group, please skip that age group.]

**1<sup>st</sup> Most Important**                      **2<sup>nd</sup> Most Important**

Ages 0 to 4 years old	_____	_____
Ages 5 to 11 years old	_____	_____
Ages 12 to 17 years old	_____	_____
Ages 18 to 39 years old	_____	_____
Ages 40 to 59 years old	_____	_____
Ages 60 and Older	_____	_____

20. Amongst a wide variety of public and private recreational opportunities in Sycamore (fitness studios, school district, chamber of commerce, library, business workshops, forest preserve district, etc.), how much value do you feel the Sycamore Park District brings to the community.

\_\_\_\_ (1)              \_\_\_\_ (2)              \_\_\_\_ (3)              \_\_\_\_ (4)              \_\_\_\_ (5)  
 Very high value      High value              Moderate value              Low value              Very low value

**21. Please check ALL the ways you learn about parks, recreation facilities, and programs of the Sycamore Park District.**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Park District program guide | <input type="checkbox"/> (07) Social media                           |
| <input type="checkbox"/> (02) Park District website       | <input type="checkbox"/> (08) Conversations with Park District staff |
| <input type="checkbox"/> (03) Radio                       | <input type="checkbox"/> (09) Newspaper                              |
| <input type="checkbox"/> (04) From friends and neighbors  | <input type="checkbox"/> (10) Television                             |
| <input type="checkbox"/> (05) E-mail blasts               | <input type="checkbox"/> (11) Other: _____                           |
| <input type="checkbox"/> (06) Flyers                      |  |

**22. Please check ALL the reasons why you don't use parks, recreation facilities and programs of the Sycamore Park District at all or more often.**

- |  |  |
|--|--|
| <input type="checkbox"/> (01) Don't know where parks are located       | <input type="checkbox"/> (09) Poor customer service by staff         |
| <input type="checkbox"/> (02) Program times are not convenient         | <input type="checkbox"/> (10) Lack of quality programs               |
| <input type="checkbox"/> (03) Facilities are not well maintained       | <input type="checkbox"/> (11) Too far from our residence             |
| <input type="checkbox"/> (04) Use services of other community agencies | <input type="checkbox"/> (12) Operating hour are not convenient      |
| <input type="checkbox"/> (05) Don't know what programs are offered     | <input type="checkbox"/> (13) Parks are not well maintained          |
| <input type="checkbox"/> (06) Don't know what facilities are available | <input type="checkbox"/> (14) Registration for programs is difficult |
| <input type="checkbox"/> (07) Parks and trails are not safe            | <input type="checkbox"/> (15) Other: _____                           |
| <input type="checkbox"/> (08) Fees are too high                        |  |

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

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

**24. What is your age? \_\_\_\_\_**

**25. What is your gender? \_\_\_\_\_ (1) Male \_\_\_\_\_ (2) Female**

**26. How long have you lived in the Sycamore Park District?**

- |  |   |
|--|---|
| <input type="checkbox"/> (1) Under 5 years | <input type="checkbox"/> (3) 11 to 20 years     |
| <input type="checkbox"/> (2) 5 to 10 years | <input type="checkbox"/> (4) More than 20 years |

**27. Would you be interested in participating in future Sycamore Park District Web-Surveys of Resident's opinions?**

- (1) Yes: Please provide your e-mail address \_\_\_\_\_
- (2) No

**Please share any additional comments regarding how the Sycamore Park District can continue maintaining and improving parks, trails, sports fields, golf course, community pool, community center, and other services to your household.**

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**Thank you for your participation in this important survey of Sycamore Park District Residents!**