



## 2023 Resident Survey Findings Report



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### **Executive Summary**

#### **Introduction**

Public Research Group, LLC (PRG) conducted a Resident Survey during the Summer and Fall of 2023 for the Elk Grove Park District. The purpose of the survey was to gather resident opinions to help set future priorities for the Park District. The survey was designed to obtain statistically valid results from a random sampling of households throughout the Elk Grove Park District. The consultant worked comprehensively with the Park District staff during the survey process.

The survey data was collected from two sources that included mail and email surveys. The goal was to obtain a total of at least 400 survey responses. The goal was exceeded with a total of 427 responses received from the two survey types in which the data was combined into one data set. Statistically, a sample of 427 households provides a margin of error of plus or minus 4.7% at a 95% confidence level ensuring that the findings are representative of the residents of the Elk Grove Park District.

In addition to the random sample survey, an on-line opt-in general population survey was offered that yielded 433 responses as well as a series of supplemental qualitative research efforts were completed that included focus group and stakeholder interview sessions. All of these opportunities provided additional data which is valuable in the overall evaluation of the needs of the community.

#### **Major Survey Findings**

The survey contained a series of questions that were designed to measure behavior as well as perceptions of residents surrounding topics of communication, technology, recreation, golf, parks & facilities and priorities within the community. Furthermore, there were several opportunities for participants to provide specific comments from "open-ended" questions.

#### **Overall satisfaction with the Elk Grove Park District and recreation services provided by the Elk Grove Park District**

- 87% of respondents said they were satisfied overall with the Elk Grove Park District and 76% were satisfied with recreation services provided. This suggests that respondents were overall highly satisfied with the value they receive.



### **Ways respondents learn about the Elk Grove Park District programs and activities**

- The Seasonal Program Guide was by far the most popular means at 79%. When asked how respondents would like to receive the Seasonal Program Guide in the future, 68% answered they would like to receive a hardcopy of the program by home delivery.

### **Improvements to the Elk Grove Park District Website**

- The open end question suggested that the vast majority of the responses stated that the web site was generally fine with a smaller amount of responses noting that it needs updating more often, easier navigation and better registration for classes.

### **Overall quality in Recreation Program Categories**

- The highest rated program categories that received an excellent rating were special events at 24%, with youth sports and youth recreation tied with a rating of 19%.

### **Use of Fox Run Golf Facility**

- 31% of the respondents golfed, used the driving range, participated in instructional programs, attended a special event, used the simulator or dined at Fox Run within the last 2 years.

### **Importance of outdoor park amenities and priority ranking**

- The top three outdoor amenities listed as the highest level of importance were walking paths at 70%, restrooms at 70% and natural areas at 60%. When ranked, the top three outdoor amenities were walking paths and playground equipment tied for first and fitness trail with work out stations ranked third.

### **Importance of indoor recreation spaces and priority ranking**

- The highest importance was placed on the Fitness Center with respondents choosing important at 57%, with a very close second level of importance at 56% for a Walking & Jogging Track. When ranked, the top three indoor recreation spaces were the Fitness Center, Walk & Jogging Track and Lap Pool respectively.

### **Importance of future priorities for the Elk Grove Park District**

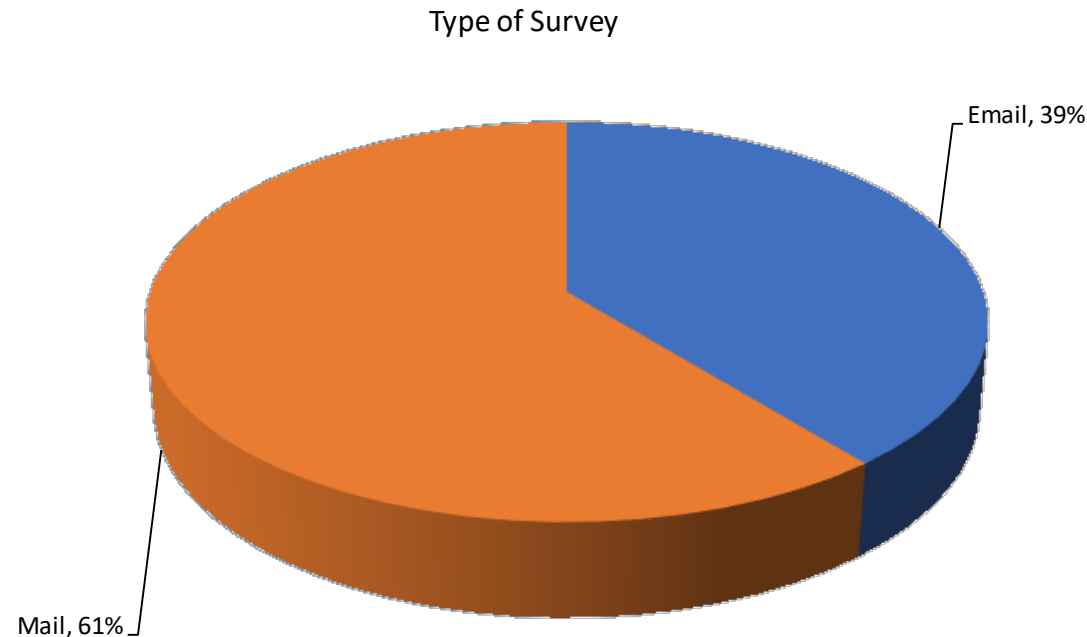
- The majority of respondents wanted the Park District to maintain what they current have in terms of services and facilities.



### **Methodology**

Public Research Group, LLC (PRG) provides a variety of data gathering techniques and types of analysis to help park and recreation agencies identify the needs of their residents. The data gathering techniques used for this study included a random sample survey using mail and email delivery methods. In addition to the random sample survey, an on-line opt-in general population survey was offered that yielded 433 responses as well as focus group and stakeholder interview sessions. This report reviews the study data using both quantitative and qualitative analysis techniques.

The goal was to obtain at least 400 survey responses. This goal was met with a total of 427 responses received, combining the random sample mail and email delivery methods into one comprehensive data set. The sample of 427 households provides a margin of error of plus or minus 4.7% at a 95% confidence level. This exceeds the typical industry standard and ensures that findings are representative of the sentiments of the residents of the Elk Grove Park District. The mail surveys represented the largest survey respondent type with 260 completed. The pie chart below illustrates the breakdown of survey type for this study. The survey had nearly a 15% completion rate which is considered a good response rate in social science research.



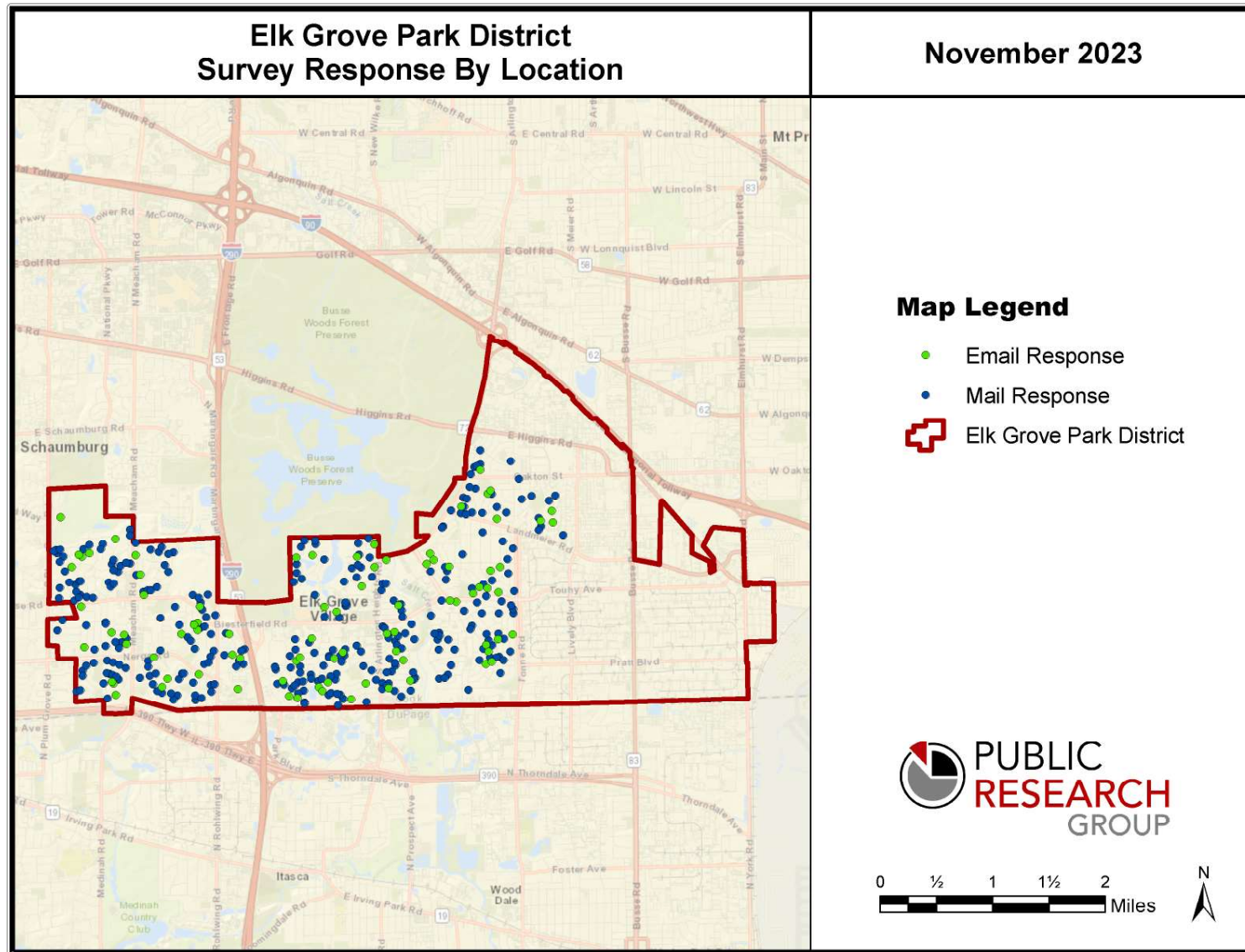
The map on the next page was generated using Geographic Information Systems (GIS) software showing the locations and types of survey responses within the Elk Grove Park District boundary. The eastern area of the Park District is the large industrial business park area with no residents living within this geographic area of the Village.

In this study, respondents were asked to complete a survey with 25 questions. Within those 25 questions, there were approximately 514 variables, leading to over 12,000 survey data points, most of which were statistically quantifiable with a limited number of open-ended questions which could only be presented as narrative responses. The open-ended comments have a complete listing of the text for each question in the body of the report. The survey took an average of 8 minutes to complete. A copy of the mail survey is presented in the Appendix of this report. While the email survey sample had a slightly different format, questions were asked in identical order and using identical wording for each survey type.

This report begins with administration related questions that capture the overall community satisfaction of the Elk Grove Park District. The questions that follow will focus on communication, technology, recreation, golf, parks & facilities and priorities. The report concludes with demographic data. Please note that the analysis of questions will be presented in the same order that they were asked on the questionnaire with the exception of questions 3, 12 & 16.



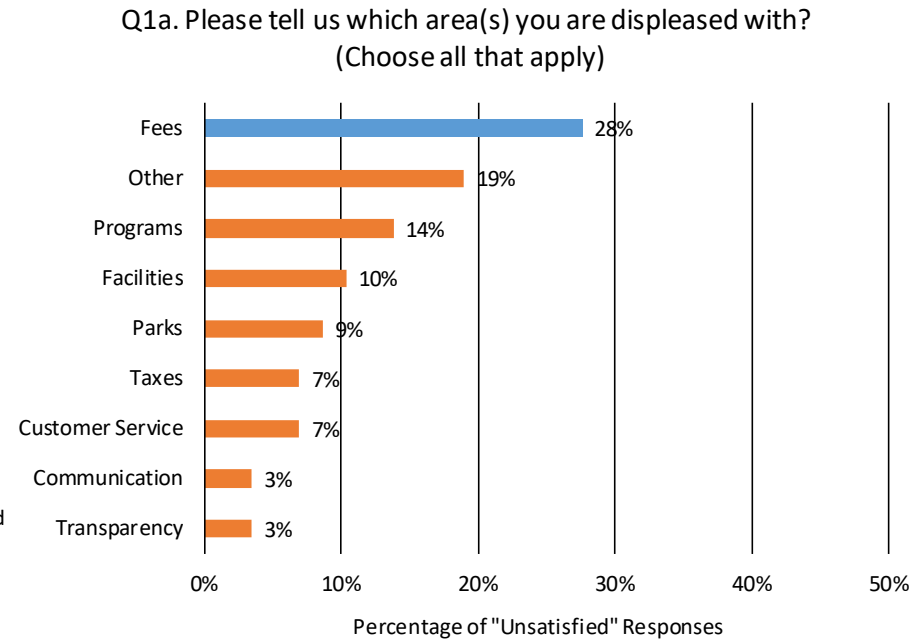
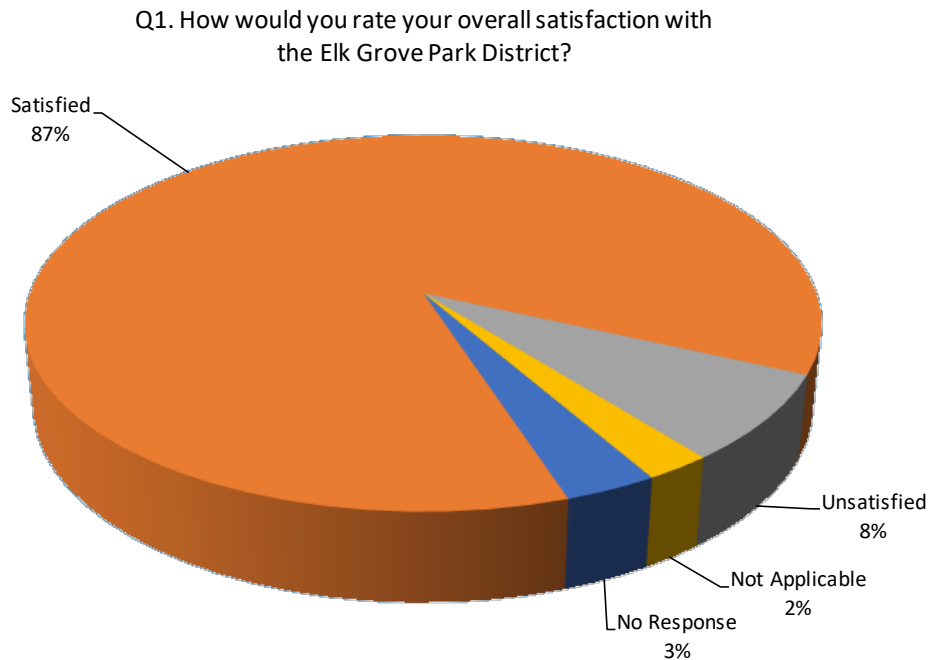




## Administration

### Question 1: How would you rate your overall satisfaction with the Elk Grove Park District?

The survey indicates that 87% of the respondents were satisfied and only 8% said they were not, suggesting that the vast majority of respondents are happy with the Park District. In review of previous research in the field, the Park District is above the national average in terms of satisfaction of 67%. Of the 8% of respondents who were unsatisfied, fees were the most common reason at 28%, which is only 3.7% of the overall respondents who answered this satisfaction question. The following charts highlights the survey data:







### Question 1a “other” responses:

- Ads for rainbow falls in newspapers, etc.
- Aquatics center and management
- Discontinued a program for senior volleyball.
- Free swim/lap swim.
- Hours facilities are available.
- Pool.
- The bathroom on the backside of Rainbow Falls is dirty and are closed during pickleball hours.
- The Park District has improved but has a long way to go with being up to date in facilities and community diversity.
- Too many programs trying to fill every need/want.
- Understaffed programs - canceled/rescheduled programs.
- Walking paths on west side of 53.

### Question 2: What is one thing you like about the Park District? (Please specify)

The most common responses included the vast and varied amount of recreation activities offered, the convenience of Park District programs, parks and facilities, parks and facilities are clean & safe, the Pavilion and the large number of well-maintained outdoor parks. The following are all the responses generated from the survey:

- A great variety of programming for all ages.
- A large variety of facilities-seemingly something for everyone.
- A lot of activities.
- A lot of things to do.
- A lot of variety in program offerings. Very excited about the new space with the therapeutic chairs.
- A variety of activities.
- Able to get doors to door personal book service for seniors.
- Access to services.
- Activities, concerts, newsletters are informative.
- Adult trips.
- Affordable variety of activities. So much to do!
- All parks and facilities are maintained great.
- All parks are clean/well kept. Lots of activities offered as well.

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- All the areas available to residents free of charge.
- All the choices of classes.
- All the family activities, especially those that include things for my kids!
- All the free activities, summer art in the park events, the indoor pool is our favorite. But wish there were earlier hour's available during the weekend.
- All the offerings are for kids and adults.
- All the options available.
- All the playgrounds are for the kids.
- All the programs for kids.
- All the programs that are offered for all ages.
- All the programs that it has to offer. There is something for every age group.
- Always offered a nice variety of activities/sports.
- Amount of choices of activities.
- Amount of things offered.
- Aquatics center.
- Aquatics facility.
- Availability of classes.
- Availability of different programs.
- Better public transportation.
- Breadth of services.
- Brings together people west and east of I-290.
- Certain Park district programs are excellent. My problem is, there are parts of the Park District that are totally overlooked.
- Clean and healthy environment. Fun for kids of all ages.
- Clean and well-maintained facilities.
- Clean facilities, lots of available programming.
- Clean usually plenty of specific machine we use.
- Clean/safe.
- Close to home.
- Close to my home. Offers lots of other facilities, programs.
- Concert series.
- Continued updates to facilities.
- Convenience and variety of services.
- Convenience.
- Convenient and nice facilities.



- Convenient location.
- Convenient.
- Convenient.
- Craft fairs, cleanliness, holiday bizarre.
- Distance and variety of activities for kids.
- Diverse activities.
- Ease of use, offerings within program.
- Everyone listens and wants the best for you and your kids.
- Everything at the pavilion brings family together, every part of that building is awesome.
- Everything is well maintained.
- Everything it has to offer. Well maintained facilities.
- Everything.
- Everything.
- Facilities and opportunities for kids.
- Facilities are clean, teen nights offered.
- Facilities are very good, and parks are plentiful.
- Facilities.
- Fitness center hours
- Fitness center.
- Fitness center.
- Fitness center.
- Fitness center.
- Fitness classes, summer events.
- Fitness facility.
- Friendliness of staff.
- Friendly contact people multiple events for all ages.
- Friendly staff.
- Good job!
- Good offers, nice parks, friendly staff. Clean.
- Good programs for children of all ages.
- Good workout area.
- Great activities for all ages.
- Great parks.
- Great selection of programs.

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- Having programs for every age group and especially good programs for the youth to keep them doing constructive activities.
- Having the massage after a workout helps recover faster.
- High quality facilities and program variety.
- High quality facilities; responsiveness of employees.
- How clean and organized everything is.
- How many options there are.
- How many parks are in every neighborhood.
- How nice and clean it is.
- How well all the parks are kept up.
- How well they are maintained.
- I do not use it anymore, but I did, and it is a wonderful Park District!
- I generally like the summer camp offerings for school-age children.
- I like the pavilion very much. I use the pool and the workout area upstairs and will continue doing the same.
- I live close by, so I like the location. The hours are good. The staff has always been friendly and helpful. I like the fact that there are a lot of options and seating areas with vending machines.
- I love all the events for families and kids!
- I love that you added walking in the lazy river! I wish there were more days.
- I must pay out of District charges though I live in Elk Grove. I'm not considered a resident - West side, I'm told I must use Schaumburg Park District. Please fix.
- I'm new to Elk Grove so not sure yet.
- It is available for everyone who wants to use it.
- It makes people happy that use it.
- It offers a lot of programs for families.
- It offers activities for all ages and interests.
- It seems like everything is running well. I go to pavilion fitness 4-5 times a week. I love it, everyone is so friendly!
- It's very clean.
- Large program selection.
- Location.
- Lots of neighborhood parks - well kept. Pavilion fitness!
- Lots of options.
- Lots of options.
- Love special events.
- Many choices of exercises to choose from.
- Many parks. Variety of offerings within those parks.



- Many programs for all ages.
- Many programs to choose from.
- Many varied programs for all ages.
- More help in customer service.
- More places to go out for dinner or have a drink with friends.
- Most of the facilities.
- Moved in just 6 months ago, did not have a chance to visit any of the facilities.
- My daughter loves the activities.
- Need more parks north of Landmeier.
- New massage chairs.
- New weight lighting equipment, pools, activities for 30-something adults.
- Nice parks - many classes and activities - nice pools.
- No physical buildings west of 53.
- Nothing.
- Notifications.
- Number of parks/how well kept they are.
- Offers a variety of classes for all age groups.
- Open to suggestions.
- Organized, well communicated events.
- Our family loves the Lagoon and summer camps! For me personally, I am overjoyed that the Park District offers pottery; it has been a wonderful experience between the staff and the equipment available! And finally, the Park District staff have always been wonderful to work with.
- Outstanding for young children, however there were problems with those who ran youth baseball, some years back.
- Parks all over town, splash pads, rainbow falls, pirates cove.
- Parks are everywhere, and my daughter will start using them more.
- Parks.
- Parks.
- Parks.
- Pavilion and fox run and classes. All facilities.
- Pavilion dance.
- Pavilion fitness center, especially the track and group classes.
- Pavilion fitness center.
- Pavilion fitness center.
- Pavilion fitness.





- Pavilion fitness.
- Pavilion health club.
- Pavilion pools.
- Pavilion.
- Pavilion.
- Pavilion.
- Pavilion. Number of parks in community and cleanliness of same.
- Pickleball courts!
- Playgrounds.
- Prices are way too high for the taxpayers. Health clubs are cheaper at other places.
- Program offerings for kids and parks.
- Programs for seniors - exercise, pool, track.
- Programs offered.
- Programs.
- Programs.
- Provides a wide range of options for all ages.
- Quality facilities.
- Quality of the programs offered.
- Rainbow falls, classes offered.
- Recreation opportunities for all ages.
- Removal of dead trees/replacement of.
- Resources.
- Seems to be well organized.
- Senior center - when I had children at home, I liked the kid parks.
- Senior center.
- Senior center.
- Services for all ages.
- Sheila ray senior center.
- Skate Park is great!
- So many activities for all ages!
- So many activities.
- So many available programs!
- So many things to do for everyone in the family.
- So much to offer and reasonable.
- Special events and aqua classes.



- Splash pads.
- Summer concert series. Parks are always very clean.
- Summer concerts.
- The abundant trails.
- The access - lots of parks.
- The afford-ability of classes/events and variety of things offered.
- The afford-ability.
- The amount and quality of activities offered overall.
- The amount of options offered.
- The amount of parks that we have.
- The amount of parks, playgrounds, theme parks/water parks.
- The brightness and cleanliness of the pavilion.
- The cleanliness and variety of facilities and programs.
- The concerts.
- The diversity of types of activities.
- The events for families / community.
- The events that bring the community together.
- The facilities-parks, pools, the events.
- The facility is great...machines & track & new massage equipment. The staff is wonderful.
- The fitness center is nice, unfortunately too expensive for membership.
- The fitness center.
- The fitness center.
- The free walking program at the pavilion.
- The gazebo.
- The kids care program.
- The kids programs.
- The kids' facilities and parks.
- The lending closet at the senior center has been very useful.
- The library and everything it offers.
- The many activities available to the community. Bringing the community together through these many activities and events offered throughout the year. Also, the pavilion fitness center and aquatics center. Both wonderful sites and opportunities to participate in fitness. Top notch facilities at a reasonable price. Also enjoy yoga at Hattendorf center.
- The many activities that individual people and families can participate in.
- The many choices, the wonderful, clean facilities, the awesome parks!



- The many diverse activities offered.
- The neighborhood parks are well maintained.
- The number of parks in Elk Grove Village.
- The number of things you can sign up for. Great amenities and always fun when we have parties.
- The number, quality, and locations of playgrounds.
- The outdoor pool.
- The Park District is always providing creative programs and nice facilities to the residents of Elk Grove Village.
- The parks are all well maintained.
- The parks are clean and offer a variety of activities.
- The parks.
- The pavilion fitness center equipment and setup.
- The pavilion pool.
- The pavilion.
- The people, front desk, staff, community.
- The pools.
- The pools.
- The programs and facilities.
- The redesigned playgrounds.
- The seasonal mailings including all the programs for all ages. The concerts in summer are great too.
- The Sheila Ray adult center.
- The staff is friendly.
- The staff is supportive and has created a community atmosphere.
- The staff who work in the pools are always kind and helpful!
- The trips.
- The upkeep of the parks and facilities.
- The variety and abundance of activities for all ages.
- The variety of activities and parks.
- The variety of activities available.
- The variety of activities for all ages.
- The variety of activities offered.
- The variety of activities to choose from for all ages is great!
- The variety of activities.
- The variety of classes and facilities.
- The variety of facilities and programs.
- The variety of fun family days. Fireworks.



- The variety of interests. The beauty and upkeep of the grounds.
- The variety of options for all ages.
- The variety of options.
- The variety of programs for all ages.
- The variety of programs offered for all ages.
- The variety of programs.
- The variety of stuff offered. The cleanliness I know you said one but there's many that take first place.
- The variety of things to do with my grandchildren.
- The youth sports programs are good.
- There are a wide variety of facilities that all seem nice.
- There is something for everyone.
- They are very clean & safe, especially the kid's playground.
- They offer a wide variety of programs.
- They seem to follow through.
- Though I don't take advantage of the offerings very much, they seem well run and well maintained.
- Tons of programs for all ages!
- Variety and quality of parks.
- Variety for all ages.
- Variety of activities for all ages.
- Variety of activities for the community and well-maintained parks.
- Variety of activities, and facilities - Halloween party, and movie in the park, rainbow falls.
- Variety of activities.
- Variety of activities.
- Variety of activities.
- Variety of classes and locations.
- Variety of events and classes.
- Variety of events for family, kids and couples.
- Variety of offerings.
- Variety of offerings.
- Variety of one-off and ongoing activities for kids.
- Variety of programming.
- Variety of programs and facilities/spaces.
- Variety of programs offered.
- Variety of programs offered.
- Variety of programs offered.

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- Variety of programs, facilities, and classes for all ages.
- Variety of programs.
- Variety of programs.
- Variety of programs.
- Variety of programs.
- Variety of programs.
- Variety of programs.
- Variety of recreational opportunities for all ages.
- Variety of services provided.
- Variety of special programs offered.
- Variety.
- Various installations and activities.
- Various types of classes.
- Versatile/choice of facilities.
- Very clean.
- Very clean.
- Water park areas are wonderful for young couples with limited budgets.
- Well maintained and current to today needs.
- Well maintained parks and open spaces.
- Well maintained parks.
- Well maintained playgrounds.
- Well maintained.
- Well maintained.
- Well maintained.
- When my kids were younger, we loved rainbow falls.
- Youth programs.



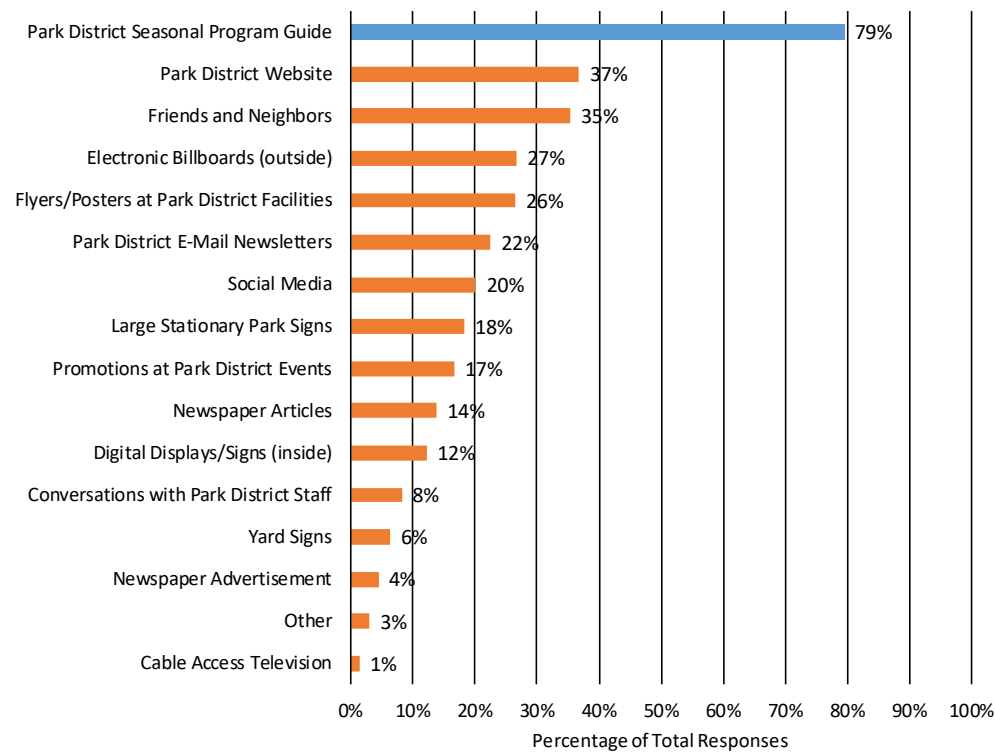


### Communication

#### Question 4: How do you learn about Elk Grove Park District parks, facilities, programs & activities?

The most common response was the Park District's Seasonal Program Guide at 79%. In review of previous research in the field, the Park District is above the national average of 40% for brochure use. The three most common responses after the Seasonal Program Guide were Park District website at 37%, friends and neighbors at 35% and Electronic Billboards at 27%. The informal word of mouth marketing from friends and neighbors at 35% is very valuable and has a direct relationship with the high level of satisfaction the Park District enjoys within the community.

Q4. How do you learn about Elk Grove Park District parks, facilities, programs & activities? (Choose all that apply)



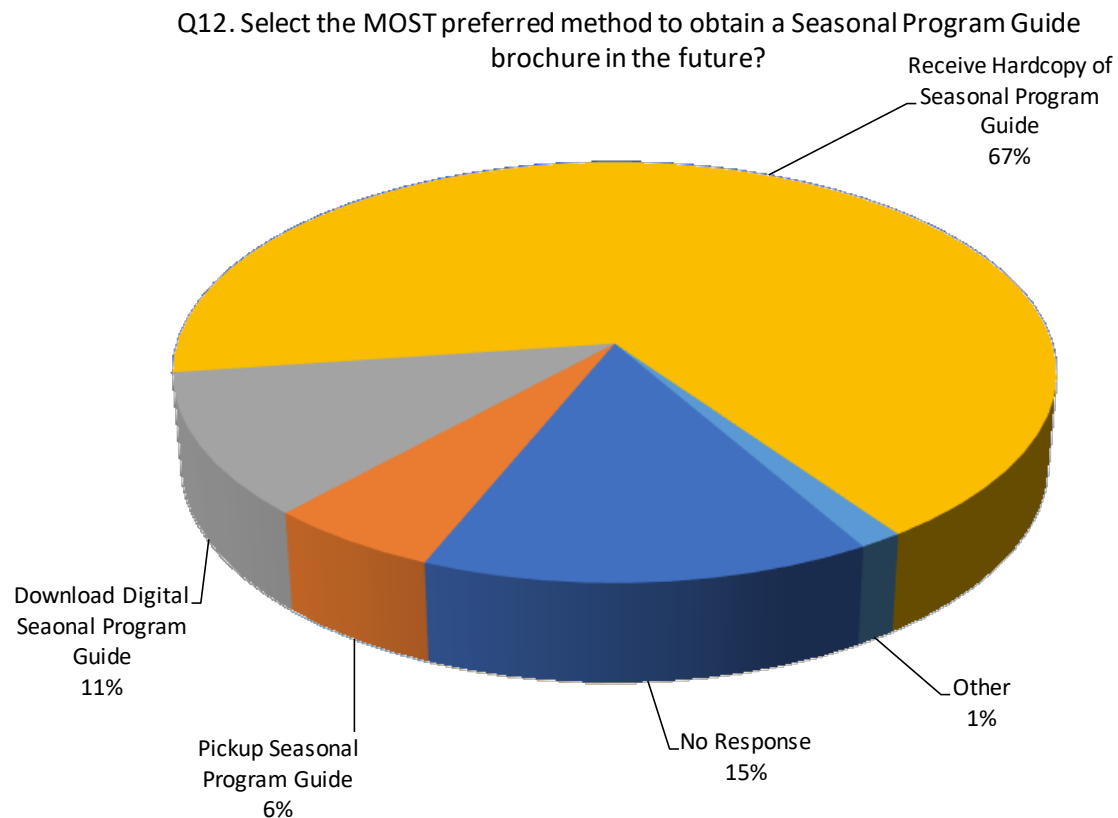
### Question 4 “other” responses:

- E-blasts.
- Elk grove letter/magazine.
- I live here.
- I will check the internet.
- It's across the street from me.
- I've lived in EGV for 50 yrs. I've don't remember, but where I had children I've used many services
- Library paper rack.
- Live near the facility.
- Lived here a long time.
- Moved here and was told by family about the Park District.
- Visiting.
- When child was small went there to use facility I think Park District is great for children.



**Question 12: Please select the most preferred method from the choices below for you to obtain a seasonal brochure in the future.**

The highest response is to receive a hardcopy of the Seasonal Program Guide at 67%. All other available responses were not as favorable at 15% or lower. The graph below illustrates the difference in response rates between the five available options, one of which was an open-ended category.



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### Question 12 “other” responses:

- Electronic.
- Have a reminder/link emailed only when available.
- Internet mail with a link to the programs.
- Mail.
- Not interested.
- On-line program guide (not downloaded PDF).





### **Technology**

#### **Question 5: Please tell us what improvements you would like to see on the Park District website.**

The vast majority of the responses stated that the web site was generally fine with a smaller amount of responses noting that it needs updating more often, easier navigation and better registration for classes. The following are all the responses generated from the survey:

- A little easier to navigate to find information.
- A nice clear way to search topics!!
- Ability to purchase aqua passes and check # of passes used.
- App to register for programs - update gift card redemption, can't do on-line.
- At times searching for classes is difficult if you don't put the exact phrase in.
- Availability of classes and ordering process is very confusing.
- Better navigation, it can become difficult to find something, not always intuitive.
- Better promotion, send out weekly emails; ability to sign up through the website.
- Better search engine and more updated information...tried to enroll in dog training and could not find. Called customer service who had trouble at first then she found it and i ended up having her enroll me. The only problem was that information regarding the trainer was not updated so when I went to the first class were updated on information which was not previously available.
- Current articles; come across outdated information.
- Do not really use the website.
- Do not use the website.
- Do not use.
- Don't know, haven't used it.
- Don't use it.
- Don't use website.
- Don't use.
- Don't use.
- Ease of finding information (taxonomy), need to update all areas and real time info.
- Ease of finding numbers of departments. I feel like it takes several clicks to locate what you want.
- Ease of navigation. Smarter search feature.
- Ease of registration - mine never works.
- Ease to find options for my kids' sports (sign-ups).





- Easier access to personal portal on main page. An outdoor pool camera would be great to see how crowded the lanes are.
- Easier cart and checkout. More mobile friendly.
- Easier navigation needed with purchasing memberships.
- Easier to sign up for activities. The website is not user friendly.
- Easier to use...looking up specific programs is not always easy, and a lot of times are you unable to register and pay on-line.
- Easier way to search for activities I want meaning a way to filter or see them by age range, times, or locations. I would be nice to be able to see the activities in/on a calendar instead of a list. Also, a map of where all the parks are located. If that is available, it is not easy to find.
- Excellent website - easy to navigate.
- For my aquatic water classes pass, the attendants get confused on how many classes I have left to be used.... some say 0 others say 17.....it seems this is a difficult question to answer, the computer program seems not to be clear to the attendants.
- Ha.
- Have no idea.
- Have no suggestions.
- Have not been on the website.
- Have not visited the website.
- Hire web design people to update the buggy website. I suggest hiring a proofreader for short assignments for each season (I'm a proofreader, and I notice errors all the time. Don't hire me though!)
- I can't think of anything right now.
- I do not use the website.
- I don't have any suggestions for improvements. I mainly look at fitness classes and they are easy to find.
- I don't have an opinion about that.
- I don't know of any.
- I don't use the website.
- I don't use the website.
- I find it difficult to navigate, but unsure how to improve it.
- I hate the Park District website and we are computer literate. Not user friendly.
- I have never used the Park District website.
- I have no suggestions.
- I have none because I don't really use it.
- I liked it when describing exercise classes, they would put beg-adv.
- I tried to create a new account on-line and it wouldn't let me. So, I had to call to register. Make user friendly for registration.



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- I use the aquatic center. Would like to be able to see balance of pass and how much is left on card as option in the site.
- I was satisfied with the website.
- I would like to see payment plan options for the kids activities and sports instead of paying expensive prices in full.
- I would love to have a PDF week's view of the group class schedule. Something I could easily print out instead of scrolling through each time.
- In the past I had trouble signing up for fitness classes. Haven't tried it in a while.
- It can be difficult to navigate or find things. The registration site is also clunky, and the user experience is very dated.
- It doesn't seem very user-friendly and I usually wind-up enrolling for activities in person at the pavilion.
- It is sometimes difficult to navigate.
- It is very hard to register for activities.
- It would be great to create an alert feature for when registration opens for programs.
- It would be nice if the registration was a little more intuitive. I'm techy but can see how people get frustrated.
- It's been a while since I've registered children for activities but have always had to do it in person during regular business hours (weekend registration not available). Would be nice if registration could be done on-line. Always wanted that.
- It's good.
- It's pretty user friendly.
- It's good.
- It's not the most user friendly.
- Make it easier to sign up for classes. Add a forgotten password feature to the website.
- Make on-line enrollment easier!!!
- More for adults in evening and weekends
- N/a.
- N/a don't use.
- No comment.
- No improvements are necessary. I think the Park District does a great job and has a user-friendly website.
- No opinion.
- No opinion.
- None needed.
- None that I can think of at this time.
- None, thank you keep up the great work!
- None.
- None.
- None.
- None.



- None.
- None.
- None.
- None.
- None.
- Not enough residents featured - too many stock photos.
- Not much change— whenever there are big changes it gets confusing.
- Not sure - don't access regularly - did for rainbow falls and pirates cove.
- Nothing.
- Nothing.
- Online search for activities is difficult at times.
- Only use occasionally. No opinion on upgrades.
- Please update the app for registering.
- Promote the fox run events with live entertainment.
- Put hours on the facilities landing page, not in another click to view area.
- Rarely use website.
- Registration for Elk Grove History Museum should be easier, as it can be a bit challenging to find its programs on the Park District website.
- Registration site is confusing and hard to use.
- Seems I need to click too much to see fitness schedule.... Or it doesn't for on the phone screen, so I extra click.
- Seems to be satisfactory.
- Seldom use it, so no opinion.
- Sometimes it is difficult to search for events on the website (I would rather look at the program booklet).
- Sometimes it is hard to find what you want when looking for class times.
- Sometimes it's hard to find a program for the household.
- Special event info is hard to find (play, picnic, party) the pirates cove closed boat ride message ride was never updated.
- The ability to reach someone with questions.
- The aquatics website needs to list the schedule of different activities happening in the main pool. That way I would know when to go swimming and expect to find an open lane.
- The on-line registering platform could be updated for ease of use.
- The on-line registration platform sometimes doesn't work well for me. It is occasionally hard to browse, especially on mobile, and I have had a recurring issue where I can't actually pay when registering on-line and have had to call the Park District to complete registration.



## 2023 Resident Survey Findings Report

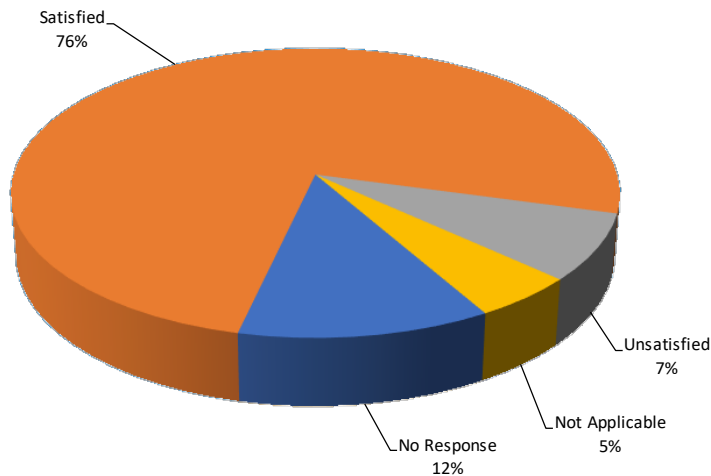
- The Park District website cover page seems user friendly. It would be cool to see something fresh on the front page other than that it's easy to navigate. It would be good to update registration/webtrac as if you were to do a survey you would see so many customers struggling using it.
- The process for signing up for programs is confusing - add when (date) reg. Opens. Add clearer desc. And sign-up process.
- The registration portal is extremely difficult to use. It took me 15 minutes to find the place to register my kids for softball.
- Unknown.
- Update more often.
- Website is fine.
- Website is fine.
- Website is good, only issue I've had with pavilion fitness website in past was the age of the senior discounts weren't specified.
- When you are logged in to register for an activity. (<https://webtrac.elkgroveparks.org/wbwsc/webtrac.wsc/splash.html>) it is sometimes difficult to find what i am looking for. Specifically, when I am looking for school days off it takes me a while to find. It is not in the early childhood category, family category or youth and teen. When you are on the elkgroveparks.org website I can quickly find this in 'activities' but if I log in first i can't find it. A search feature once you have logged in would be helpful.
- You do a great job already.
- Your soccer program is HORRIBLE. My grandson has not had a coach the entire season. It's a hit or miss whether referees show up for games. We showed up for a scheduled game when another team was using the field we were told to play on. We waited 45 minutes before my grandson's game started without a referee! My daughter asked for her son to be on a team that did not have practices on specific days due to commitments to other activities. He was placed on a team practicing on the days he was unable to attend soccer practice. You need to replace whoever is running this because they are not doing their job properly.

## Recreation

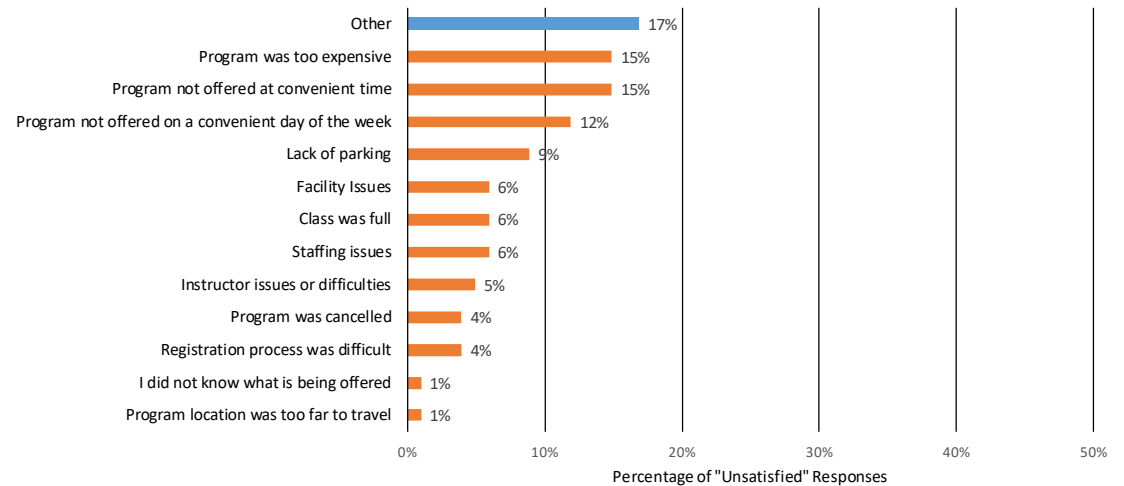
### Question 6: How would you rate your overall satisfaction with the recreation services provided by the Elk Grove Park District?

The majority of respondents rated the Elk Grove Park District recreation services as satisfied at 76%, leaving only 7% unsatisfied. A follow up question asked respondents who where unsatisfied to explain what areas whey were displeased with. The most common answer was "other". The second and third most common reasons were program was too expensive and program not offered at convenient time. The "other" category included responses such as issues with youth sports, too few teen and senior programs and a lack of variety of programs for arts and crafts.

Q6. How would you rate your overall satisfaction with the Recreation Services provided by the Elk Grove Park District?



Q6a. If you answered Unsatisfied, Please tell us which area(s) of Recreational Services you are displeased with? (Choose all that apply)







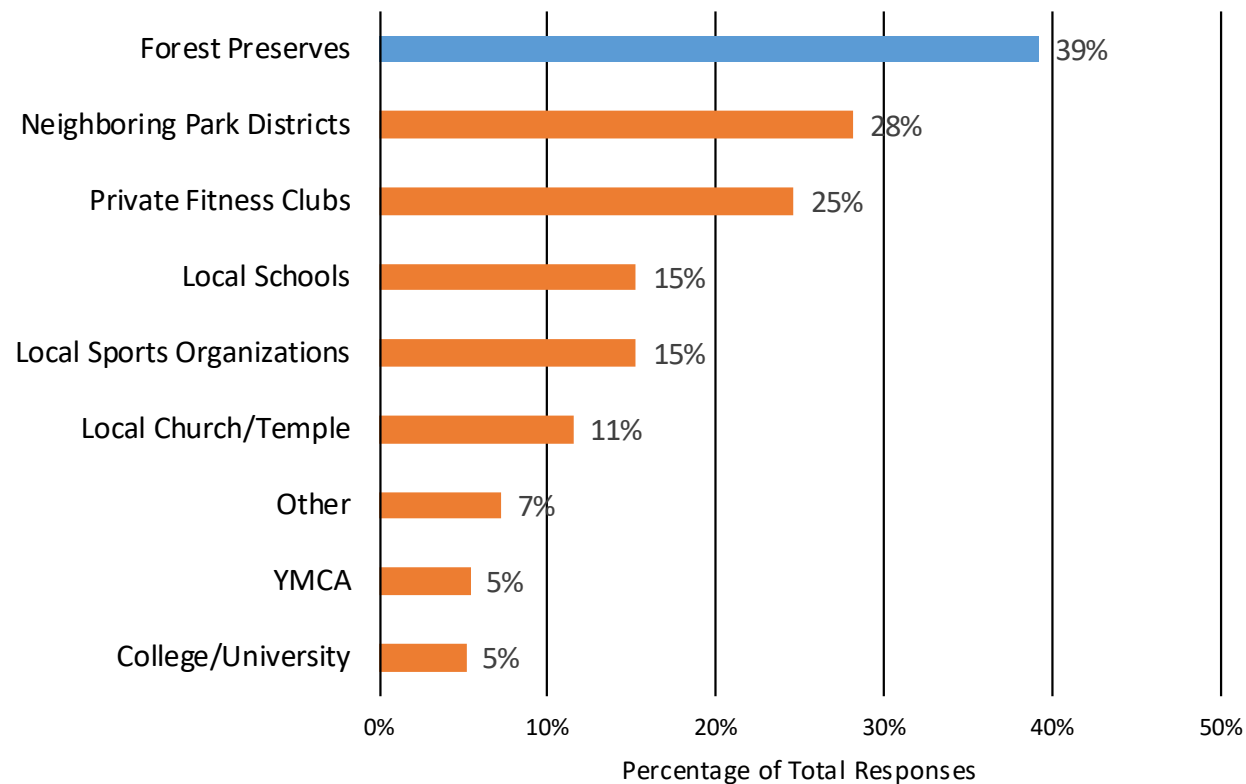
### Question 6a “other” responses:

- Controlling temperature - very cool at times.
- I live in Elk Grove Village, but I am considered a non-resident and must pay a higher rate, so I don't go.
- It would be nice to have more child programming in the evening.
- Not enough programs directed to teenagers, cost, time. Limited use of basketball courts, more availability, too much during the week, more weekends, the cost of teenager basketball league is ridiculous.
- Not enough variety for arts and crafts.
- Not many play areas for kids.
- Only one program offered. Need more and various times.
- Poorly organized children's sports.
- Senior softball leagues have several issues this year – umpires, equipment, lights.
- Swimming instructors for winter early childhood program. Seems to be high-schoolers with no enthusiasm or knowledge.
- The time they start collecting admission to river walking people do not get in when it begins and lose time.
- Too few senior programs.
- Too many programs beyond typical district mission.
- Very few classes offered on wed - most are Thursday.
- We like special events for families except 9-year-old is starting to feel like the events are too babyish and there is nothing geared towards the age group 9–12-year-olds before they are teens. That group gets left out.
- Would love more adult classes (dance, etc.).

### Question 7: Where else do you or members of your household go for recreation programs and/ or services?

The highest response is Forest Preserves at 39%. This makes logical sense with the large Busse Woods Forest Preserve that is very popular located within Elk Grove Village.

Q7. Where else do you or members of your household go for recreation programs and/or services? (Choose all that apply)





### Question 7 “other” responses:

- Advertised events in the surrounding towns.
- At home.
- At work (on-site) facilities.
- Camp in Wisconsin.
- Des Plaines. Mount Prospect offers pool passes. (Ten entry punch card).
- Dog park.
- Fitness club is too expensive.
- High school.
- ICLU senior group at Roosevelt University.
- Library.
- Library.
- Library.
- Martial arts academy.
- Morton arboretum.
- Neighboring pools. We bought a pass to Kemmerling Pool in Roselle.
- None of the above my mother is 92 and has issues I am her caregiver.
- None.
- None.
- On-line programs and some other instructors.
- Planet fitness.
- Schaumburg and Arlington heights Park Districts, schools.
- Schaumburg Park District.
- Schaumburg Township.
- Spring valley.
- Used to attend NEDSRA in Addison.
- Walking in the neighborhood.
- We are staying in Elk Grove.
- Wintrust bank.
- Work gym.
- Zoos and museums in the area.



### Question 8: What is one new special event that the Elk Grove Park District should consider in the future?

The majority of the responses stated more opportunities for food related events, concerts and sports related special events. The following are all the responses generated from the survey:

- A 5k run or a 10k run.
- A nutritional-supplement seminar, with promo prices for the select items talked about.
- A ropes course? Not huge.
- A seasonal program like a library program would give simple rewards for completing Park District activities that a person may not try without guidance or suggestion.
- A self-care retreat.
- Activities for people in their 30s and 40s. Not sure but it would be nice to have things targeted for parents.
- Advertise volunteering activities.
- An interactive map to showcase the smaller parks.
- An 'open house' where residents that have not been able to see the facilities can tour them and see everything that is offered.
- Annual "welcome to the village" event for people who have recently moved to town. Lots of info and ways to meet their new community.
- Any on west side of village.
- As 20+ yr. resident have discount day at rainbow falls for resident only. Its a+ facility but many don't go/know it.
- Balance classes for seniors.
- Basketball tournaments for high school feeder programs for boys/girls.
- Belly dance for adults. Class. Or more sessions for polar express.
- Bicycle riding group.
- Bike race again! Halloween parade perhaps.
- Bike safety and registration events.
- Block parties.
- Block parties?
- Bluegrass jam sessions.
- Bring back bike races.
- Build indoor baseball/softball batting cages.
- Can't think of any.
- Car shows.
- Cat meets.



- Children's summer concerts.
- Concerts in the park all summer long with local bands would be good.
- Concerts.
- Consider a dog park.
- Culture festival where you host multiple restaurants like taste of roselle.
- Dedicated space for jai alai (or whatever they are playing) as they use the tennis courts and are not willing to leave.
- Disc golf tournament.
- Dog park
- Don't really have any idea.
- Don't care.
- Don't know right now.
- Don't know.
- Extend hours for therapy pool - include classes with pool pass in warm water therapy pool.
- Festivals during fall.
- Fireworks on 4th of July.
- Flag football beyond age 7-8. 2 hour 2's program instead of 1 hr.
- Flea market.
- Food fest.
- Food from all around the world.
- Food trucks at popular parks. Rotate locations through warm weather.
- Free summer outdoor yoga classes.
- Free walking for residents.
- Free week for fitness classes, more guests passes to fitness center.
- Gift wrapping during x-mas time.
- Go back to the big bike race.
- Haunted house, outdoor music festival featuring Elk Grove Village bands/musicians.
- How about all Elk Grove Village residents are considered residents not based on what street you live on in Elk Grove Village but must use Schaumburg parks and pool.
- I am interested in umpiring girls softball in 2024.
- I am new to the area, so I still need to try out the existing events.
- I don't know.
- I enjoyed Sunday music at the gazebo.
- I feel that the special events offered are great. I don't think we are missing anything.
- I think the Park District has a nice assortment of events they do throughout the year.
- I'd like to see the craft fairs come back.

## 2023 Resident Survey Findings Report



- Idk everything is great.
- Indoor roller rinks with popular music for older adults. 55+ dog park.
- It would be great to have a St. Patrick's or Irish special event. Overall, the Park District does an excellent job with special events.
- Just make the play, picnic party better! It was so good in the beginning, get back to that!
- Keep current on fitness trends.
- Kids dance party.
- Kids fun run/triathlon.
- Kris Kringle outdoor holiday market under tents.
- Larger food truck festival/evening.
- Minnie mouse and daisy duck bow making session.
- More activities for seniors.
- More adult dance classes.
- More affordable programs for seniors and children.
- More bike paths.
- More bus trips to various close by theatrical shows or historical places.
- More concerts (young bands).
- More concerts in summer, more winter events—Yes, it's cold but warming tents and a band would be great - or more winter events for kids creating a snow hill for the kid's batting cages in our town would be great seeing we have a great baseball seasons.
- More concerts in the park to add to village ones in summer.
- More diverse activities for ages 1–3-year-olds, there's almost nothing offered for children under 3.
- More concerts in the park to add to village ones in summer.
- More diverse activities for ages 1–3-year-olds, there's almost nothing offered for children under 3.
- More events for teens and younger.
- More interaction w/ fire and police, , locally with kids - hands on equipment junior programs w/ teens.
- More options for high school students - activities in general.
- More water fountains.
- N/A.
- N/a.
- N/a.
- N/a.
- N/a.
- N/a.
- N/a.



- N/a.
- N/a.
- N/a.
- Need more programs at the local parks.
- Nighttime activities in the forest preserves-like owl watching.
- No opinion.
- No opinion.
- No opinion.
- None.
- Not so much an "event" but more pre-teen/teen things.
- Not special events but more regular classes and more variety of times offered.
- Not sure if this is a Park District event or village, but a garden plot/community garden! Please please please.
- Not sure of one.
- Not sure, but we stopped going to Halloween and nye due to overcrowding.
- Not sure, there are a variety of programs already.
- Not sure.
- Nothing.
- Nutrition seminars.
- Offer 12" slow pitch for seniors (see Naperville's).
- Old car shows partnered w/ a "taste of Elk Grove Village" highlighting local restaurants!
- Open house for residents to see what is offered, try out facilities, etc.
- Old car shows partnered w/ a "taste of Elk Grove Village" highlighting local restaurants!
- Open house for residents to see what is offered, try out facilities, etc.
- Outdoor exercise track and stations.
- Outdoor movie night.
- Over 40 men's basketball tournaments.
- Pee wee golf.
- Pickle ball tournament.
- Pickleball.
- Pirate's cover family and friend's events for residents only or at least someone who brings them are a resident - same with rainbow falls.
- Plays, big byo picnic with classes rock dj.
- Rainbow falls event back to school for elementary aged kids (k-5)
- Reducing future events and reducing costs to residents.



## 2023 Resident Survey Findings Report

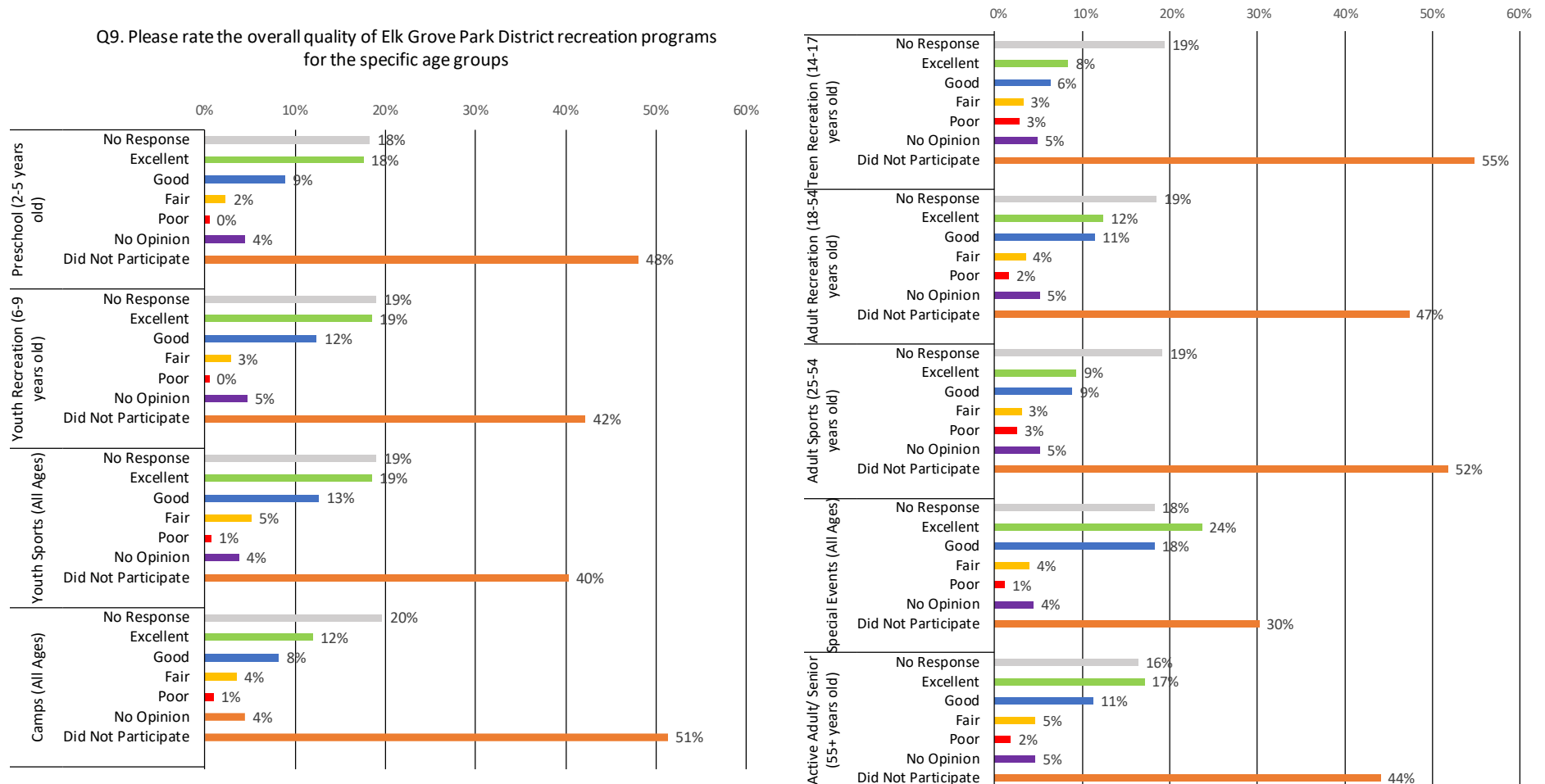


- Residents only rainbow falls day on weekend, maybe in Aug/Sept after season?
- Rummage sales/movie nights.
- Self-defense classes.
- Senior fares should apply to 62 years (not 65 years old).
- Senior socials.
- Special needs event.
- Street dance.
- Sunday night music concerts in the park (pavilion gazebo) (any night).
- Supervised teen social events/ "teen club".
- Taste of elk grove.
- Taste of elk grove.
- The family fest is a great event.
- The lights at wellington and biesterfield veteran's park at holiday time could be expanded to a couple other parks in the village for easier access.
- The outdoor (summer) concerts.
- There are so many current good offerings it's hard to say.
- Touch a truck for kids.
- Triathlon, sprint triathlon, or a duathlon.
- Trivia night.
- Trx on Monday and Thursday nights at 8 or 8:30pm like they used to have.
- Vintage car show pavilion parking lot.
- We enjoyed the outdoor movie nights.
- Whatever.
- Winter festival.
- Winter outside skating (ice).
- Would love the farmers market to expand w/ more vendors.



### Question 9: Please rate the overall quality of Elk Grove Park District recreation programs for the specific age groups.

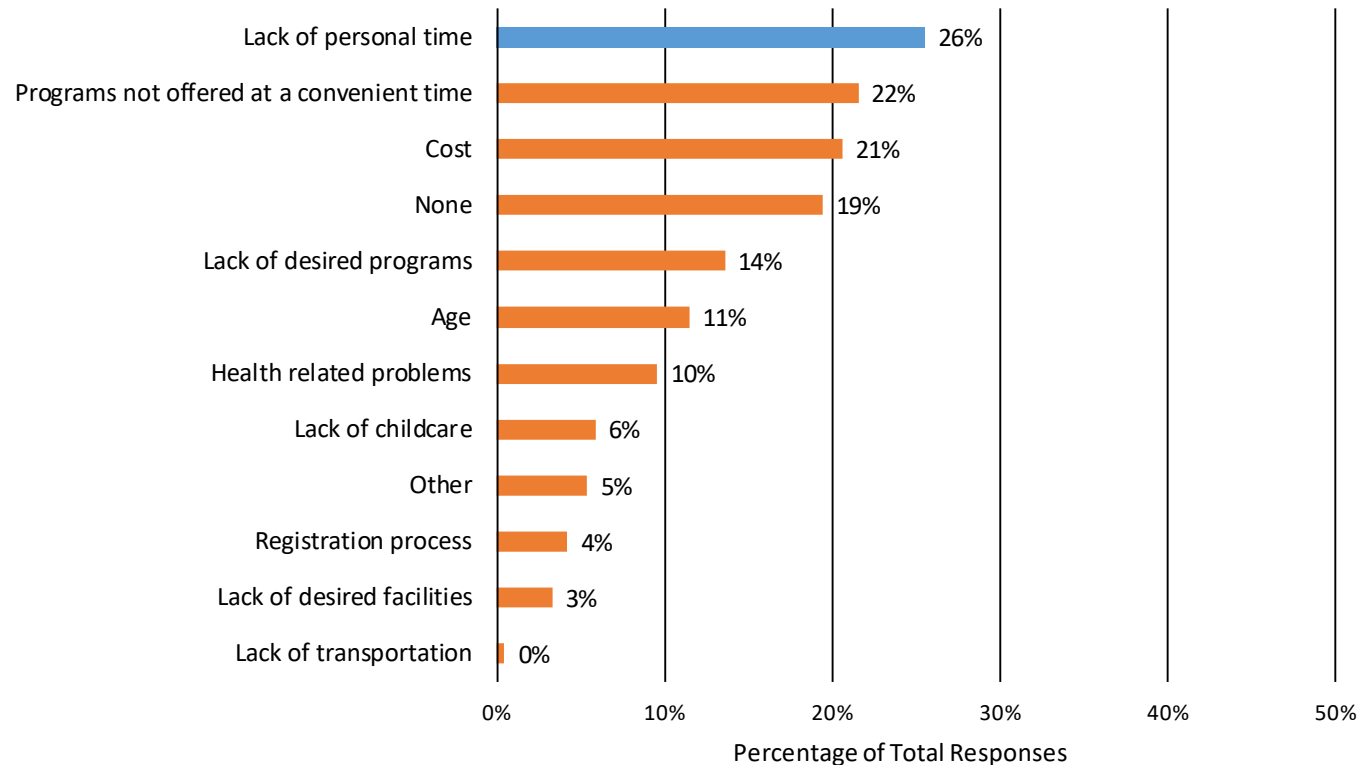
The highest rated program categories that received an excellent rating were special events at 24%, with youth sports and youth recreation tied with a rating of 19%. In review of previous research in the field, the Park District has numerous programs close to the national average of programs rated excellent at 20%.



### Question 10: Do any of the following prohibit you or members of your household from participation in recreation programs and/or services?

The top three choices were lack of personal time at 26%, programs not offered at a convenient time at 22% and cost at 21%. The Park District should evaluate opportunities to remove the time and cost barriers to increase recreation participation. The survey results match previous research in the field, which was too busy at 25%.

Q10. Do any of the following prohibit you or members of your household from participation in recreation programs and/or services?  
(Choose all that apply)





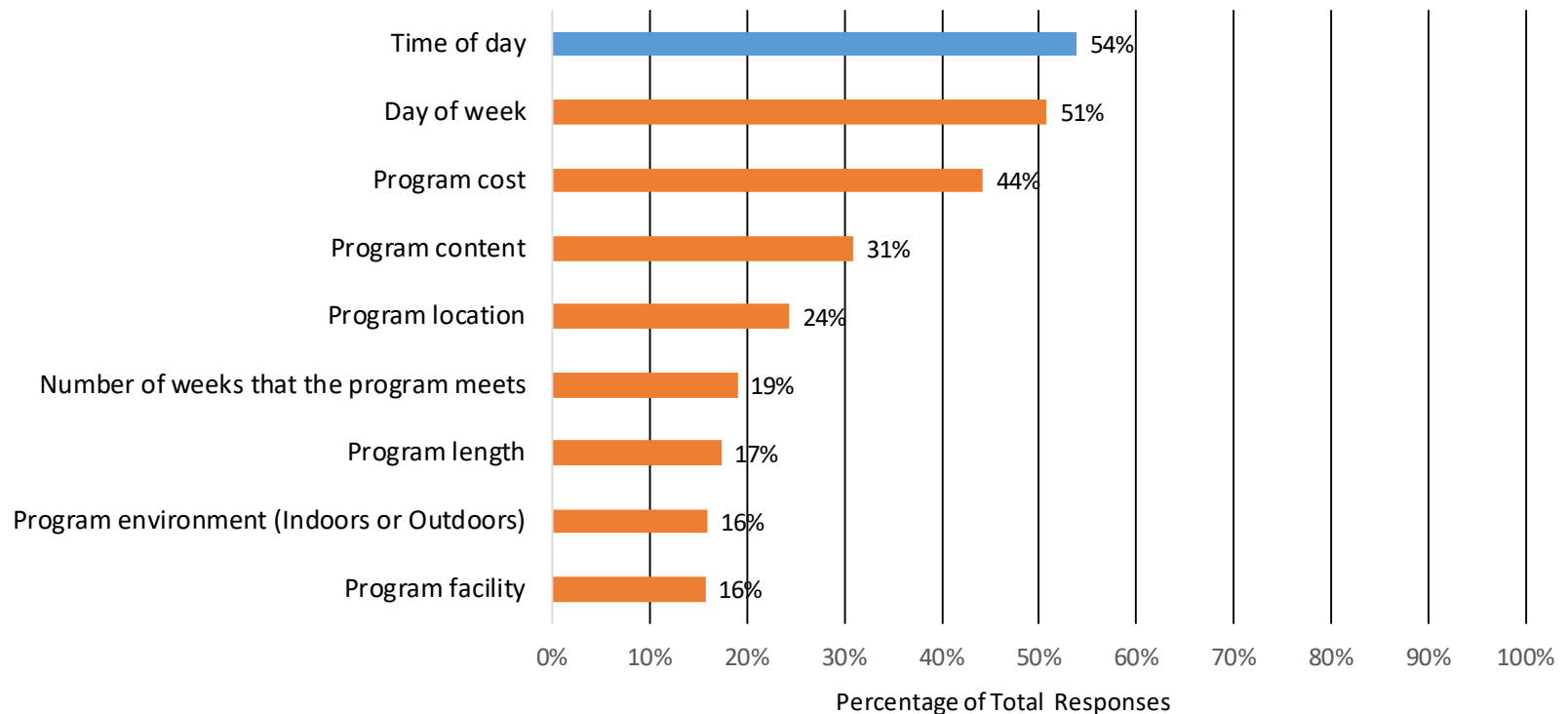
### Question 10 “other” responses:

- Ages of my kids. E.g. 6 year old loves the Halloween event but my 9 year old says the event is too babyish.
- Aqua e.
- Chlorinated water is such a bummer because many children with topical dermatitis (ie eczema) cannot comfortably participate and miss out, especially at the splashpad which could easily just be pumped tap water (similar to spring valley)
- Difficult to find activities that we can participate in and options are offered in am rather than afternoon and evening.
- Don't have children.
- Food and drink.
- I enjoy pickle ball and there are not enough classes offered or courts to play on. We also need practice boards in our tennis and pickleball courts.
- I live in EGV but have to pay nonresident fee due to the boundaries and/or street I live on. If I live in EGV why am I considered a nonresident. How un-fair.
- I tried a dance class and was told that, as an adult, I would have to participate in a recital. I'm too old for that nonsense. Also, I have not signed up my daughter because some dance classes start before 5 pm. These days, most moms have to work.
- I would use pavilion fitness if it would provide childcare.
- Lack of awareness.
- Members of bridge group not welcoming.
- MS - in a wheelchair.
- My daughter is 1 and 9 months.
- Not interested.
- Only child is under 1 year old.
- Open more times after school after 7 pm for youth recreation.
- Outdoor pool is mostly lap lanes. That's why we go to Kemmerling. Much more family friendly
- Over 55-year-old and still work fulltime.
- Special needs child.
- Still give PD an A+.
- Too costly for a pool pass and water classes.
- We are excited to use them once our son is old enough.

### Question 11: What is important to you or members of your household when choosing recreation programs and activities to participate in?

The top three choices were time of day at 54%, day of week at 51% and program cost at 44%. The goal would be to offer the appropriate time / day combination for program age categories with some flexibility for two income families that do not have traditional schedules.

Q11. What is important to you or members of your household when choosing recreation programs and activities to participate in? (Check all that apply)



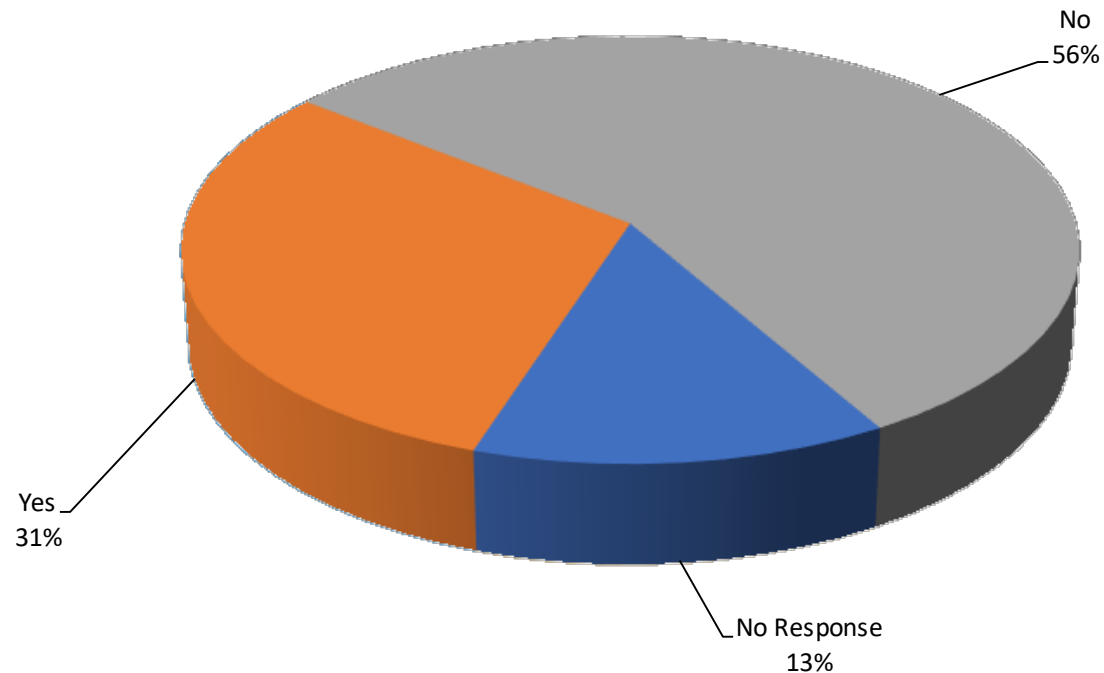


### Golf

**Question 13: Have you or a member of your family golfed, used the driving range, participated in instructional programs, attended a special event, used the simulator or dined at Fox Run within the last 2 years?**

31% of the respondents golfed, used the driving range, participated in instructional programs, attended a special event, used the simulator or dined at Fox Run within the last 2 years.

Q13. Have you or a member of your family golfed, used the driving range, participated in instructional programs, attended a special event, used the simulator or dined at Fox Run within the last 2 years?



## 2023 Resident Survey Findings Report

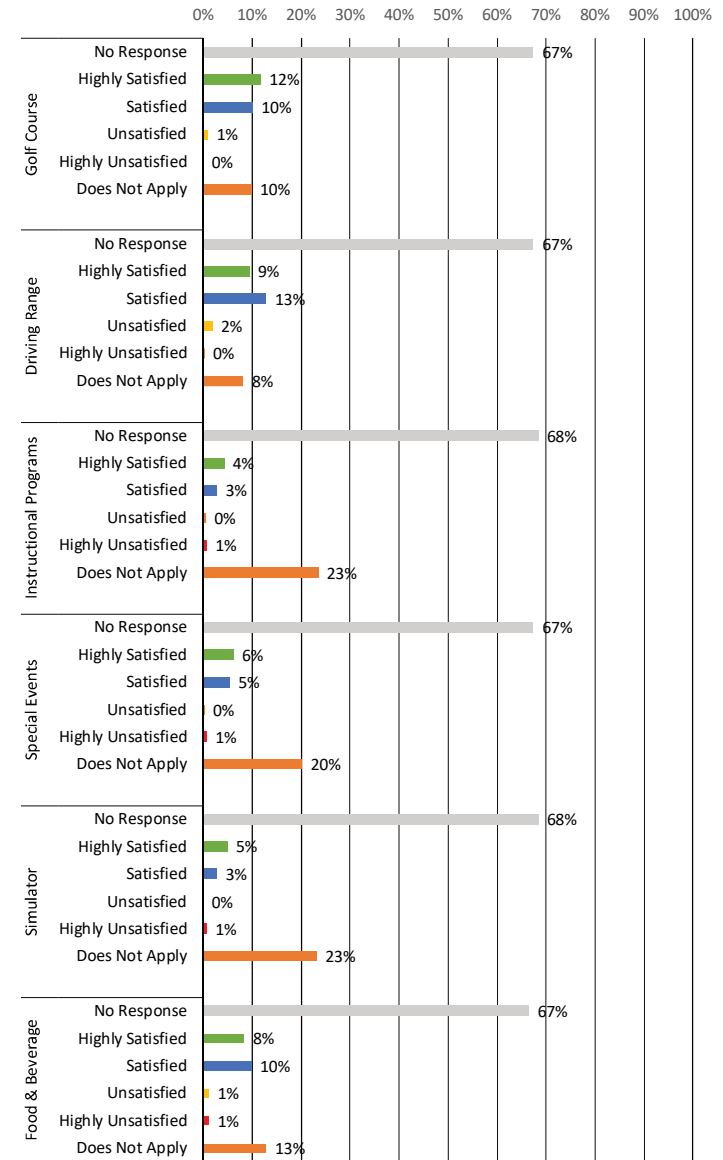


### Question 13a: Please rate your overall satisfaction with your experiences at Fox Run.

This question is a follow up for those who answered yes to question 13. The majority of survey respondents chose not to respond, but of those who did, rated their experiences as satisfactory.



Q13a. Please rate your overall satisfaction on with your experiences at the Fox Run



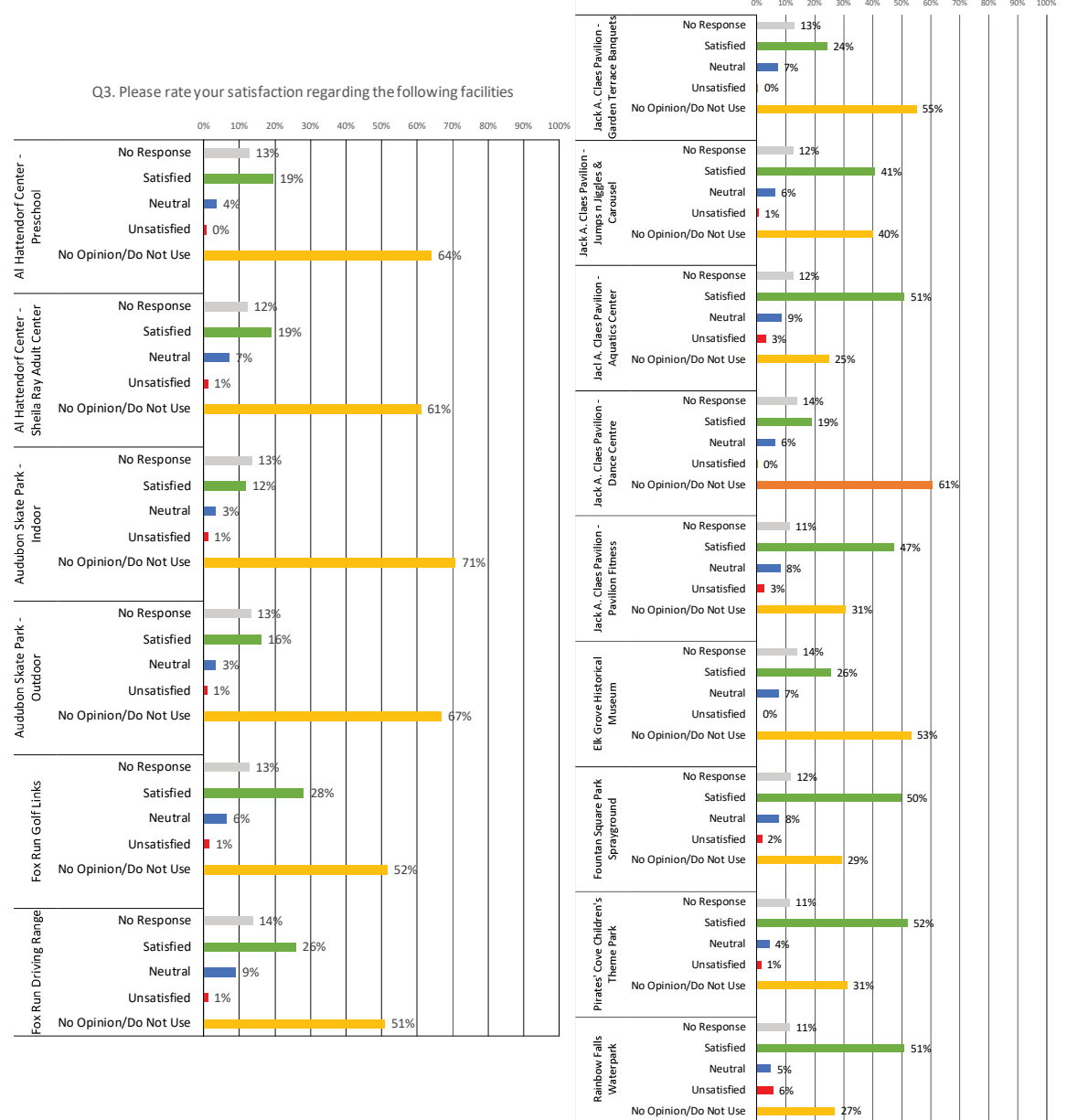




## Parks & Facilities

### Question 3: Please rate your satisfaction regarding the following facilities.

The top five highest rated facilities were the Pirates Cove Children's Theme Park at 52%, Rainbow Falls Waterpark at 51%, The Jack A Claes Pavilion Aquatics Center at 51%, Fountain Square Park Sprayground at 50% and the The Jack A Claes Pavilion Fitness Center at 47%. The lowest rated facilities were the Audubon Skate Parks (Indoor and Outdoor).



### **Question 3a: If you answered “Unsatisfied” for any of the above, please tell us why? (Please be as specific as possible)**

The most common responses included not using the facility, the golf course needs improving to match the Clubhouse, outdated facilities that are in need of updating, memberships that are too expensive, parking, too crowded and catering to non-residents.

#### **Question 3a “unsatisfied” responses:**

##### Al Hattendorf Center – Preschool

- Masks on children!
- My children haven't been there in a while but when they were, you could see the tension in the staff. Nobody was overt about it, but you could just sense it. I hope it has improved.

##### Al Hattendorf Center - Sheila Ray Adult Center

- Location.
- Needs update.
- Small rooms, too crowded.
- Too expensive.

##### Audubon Skate Park - Indoor

- I have never used it.
- Indoor skate park way too hot in the summer.
- Should be turned into an indoor training complex. Tell the board to spend the money.

##### Audubon Skate Park - Outdoor

- Audubon desperately needs adult supervision over there - the smell of pot is awful.
- Don't see many people there when driving by.
- Kids get hurt at the Skate Park. My oldest son broke his foot there.
- Unsure of hours / rarely open inside.



### Fox Run Golf Links

- Need to lower the lights, have music, and make it more like a cozy bar and add fire pits.
- Overpriced!
- Resident fees are too high for taxpayers supporting facilities.
- The Fox Run course needs improving to match the Clubhouse.
- Ugly restaurant. Cold looking. Noisy, loud people who drink too much. Miss the old one.

### Fox Run Driving Range

- The driving range must be opened much earlier, and the clubhouse looks like a barn.

### Jack A. Claes Pavilion - Garden Terrace Banquets

- The Garden Terrace is outdated, and we used it once and never would again.

### Jack A. Claes Pavilion - Jumps n Jiggles & Carousel

- Fee seems high.
- Make jumps and jiggles bigger and the hours.
- Needs updating.
- The jumps and jiggles area feels outdated and could be used for some improvements and updates.

### Jack A. Claes Pavilion - Aquatics Center

- Aquatics center/lagoon pm/evening hours would be great!
- Bad experience in the past.
- Extra fees for yoga and pools.
- Frankly, I love the aquatics center, but I have two issues. First is with lane usage for lap swimmers which I do. There simply aren't enough laps for us with swimming lessons and adult jazzercise. Would prefer that those classes be limited. Second, I hate the indoor pool closing in August since it really stymies usage at peak times. Any other work around? Other than that, I am happy.
- I want a summer pass option for the pavilion pool.
- Needs updating.
- Slow/no response - long wait list for classes.



- Staffing and structure of swimming lessons.
- The group classes in the indoor pool are mostly offered during weekday hours in the morning/afternoon. Each class should be offered on weekend/evening hours for those who work m-f 8am-5pm.
- The hot tub used to be walled off, now it's open to the kid's pool. This makes it noisy and not very relaxing. A hot tub should be separate from the kid's pool. You took out the dry sauna. Why???
- The pool and locker room need to be updated.
- Warm water therapy pool is never available to use for warm water therapy.
- Would like lifeguards on staff during the day to swim with grandkids not in school. Would also like lifeguards working on school holidays to bring grandkids swimming.

### Jack A. Claes Pavilion - Dance Centre

- Dance classes were canceled due to low enrollment but then others fill-up too fast.

### Jack A. Claes Pavilion - Pavilion Fitness

- DP/MT P Park District pool has much more reasonable prices and pay as you go entry cards.
- Fitness center classes have reduced since COVID and times are hard for working adults.
- I did use it, but it is too expensive for me as a senior.
- Involves social security number and is way more expensive than other facilities.
- Lifetime Fitness is way less money for better amenities.
- More space for stretching.
- Pavilion fitness is too expensive on low fixed income.
- The fee for residents is too high.
- Too expensive to join.

### Fountain Square Park Sprayground

- Cannot utilize sprayground because of the chlorinated water.
- Hard concrete and not enough water! Add rubber and more spouts!
- Limited hours and not very exciting.
- More shade and longer splash pad hours would be helpful.
- More to be done, too boring.



### Pirates' Cove Children's Theme Park

- Needs more!!!
- Needs updating.
- Needs updating.
- Pirates cove upkeep was lacking on keeping attractions in working order this past season.
- Like jumps and jiggles some features feel dated and could use improvements.
- Would be nice if it could be expanded. I've lived in Elk Grove for 40 years. The rides are the same as when my kids were little but the lines have gotten longer due to popularity. More rides = less waiting.

### Rainbow Falls Waterpark

- The cost of Rainbow Falls continues to rise as benefits for residents/hour decline.
- Great Park, it gets too crowded and doesn't feel safe for my 5 year old. Maybe if there's one day every week just for residents.
- I enjoy river walking at rainbow falls, but the fee for it is way too high.
- I strongly believe that they should have resident-only days and/or charge much higher admission fees for non-residents. It gets so crowded in the summer that I don't even want to take my family there. Season pass prices increased significantly this year with no early-bird discount, so I did not buy that this year either.
- It gets so crowded and that makes it harder to enjoy the water park. More seating and shaded areas would be helpful.
- It's always too crowded and I can't get in, and if you do get in, there are too many people there to have fun.
- More days to walk in the lazy river.
- My younger children are unable to use most of the park but still must pay full price. Also, the kiddie area fills up with adults that do not have children that use up all the chairs.
- Needs expansion for the number of patrons.
- People using rainbow falls empty their coolers and garbage all over including used diapers.
- Price is crazy expensive!!!
- Rainbow falls lack of parking.
- Rainbow falls caters to too many outside the Village.
- Rainbow falls are all slides now - there is nowhere to swim, - parking is terrible.
- Rainbow falls way too crowded.
- Sections have been closing during opening hours. Too many outside camps. The hours changed and are now reduced. The season is too short. No updates have been made in years. Waterslides are often closed.
- The size of the facility for general swimming is not adequate.

## 2023 Resident Survey Findings Report



- Rainbow falls is always crowded, and I can't get in.
- They let more people in than allowed.
- Too crowded. The last time I went, there were so many non-Elk Grove residents, and the police were called. Not fun for little kids/babies \*a suggestions: have 1 day per month for residents only! June, July, August.
- Too many people at rainbow falls, not enough chairs, etc.
- Too many people and the time of operation is weird.
- Would like more 'residents only' swim days. A suggestion could be: ' Resident hours = morning, Camp hours = afternoon' or vice versa.



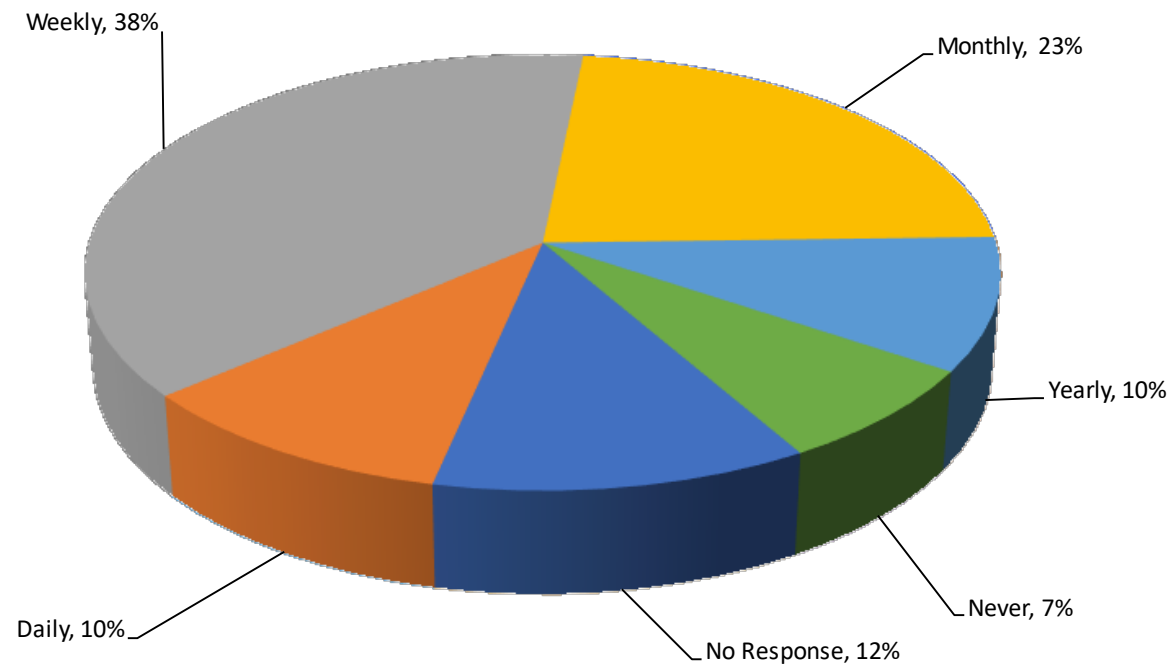




### Question 14: How often do you visit the Elk Grove Park District parks?

The highest response was that residents use the parks weekly at 86%, while daily and yearly use were tied for the lowest at only 10%. Respondents who have visited a park this year is 93%. In review of previous research in the field, the Park District is above the national average of 75% for park use. The number of respondents that have never used the Elk Grove Park District parks were at 7%. This group was asked a follow up question as to what prevents them from visiting the parks.

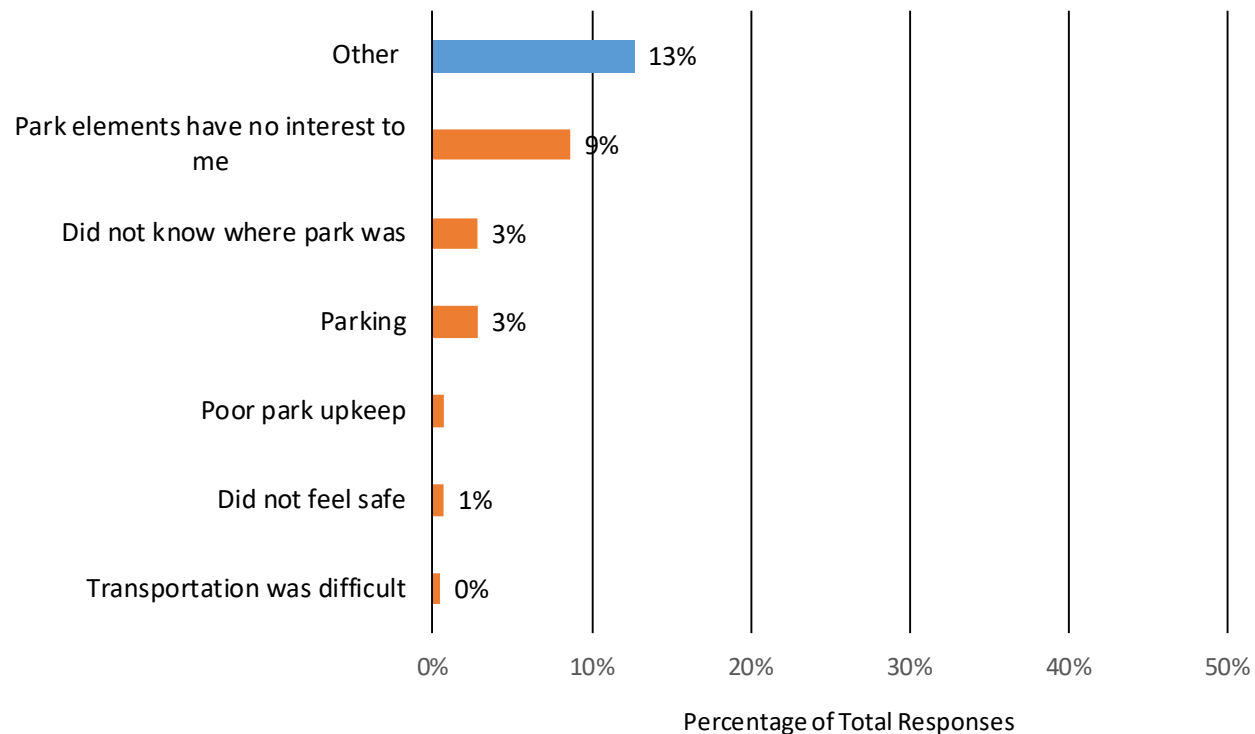
Q14. How often do you visit the Elk Grove Park District parks?



### Question 14a: What prevents you from visiting an Elk Grove Park District park?

The top choice was “other” at 13%. The majority of the open-ended responses centered on lack of time, weather and the children in the household are older and have outgrown the need for park use.

Q14a. What prevents you from visiting an Elk Grove Park District park?  
(Choose all that apply)







### Question 14a “other” responses:

- Available personal time.
- Bathroom facilities would be nice for families (especially near all baseball fields).
- Cost is too high.
- Debra parks needs rebuild.
- Expensive.
- I wish more parks had monkey bars.
- I'm a senior citizen. The only time I visit a park is with my grandson.
- Just time.
- Lack of personal time/preference for Busse Woods.
- Lack of shade/trees by the child playgrounds - it gets too hot!
- Lack of time.
- Lack of time.
- Lack of walkways, benches, tables, shade.
- Loud music.
- My children are adults, when they were little, we used the parks often.
- My children are grown, and I have no grandkids to take to the park.
- My children are too old, and my grandchild is too young just now to go more often. We will visit more parks as she gets older.
- My motivation.
- N/a lack of time.
- New to the area.
- No longer have young children in household.
- No need.
- No park in my area - live behind hospital.
- No reason to visit.
- No time.
- None of the above.
- None.
- Not enough time.
- Nothing.
- Partial blindness, difficulty walking.
- Personal free time.
- Personal mobility.

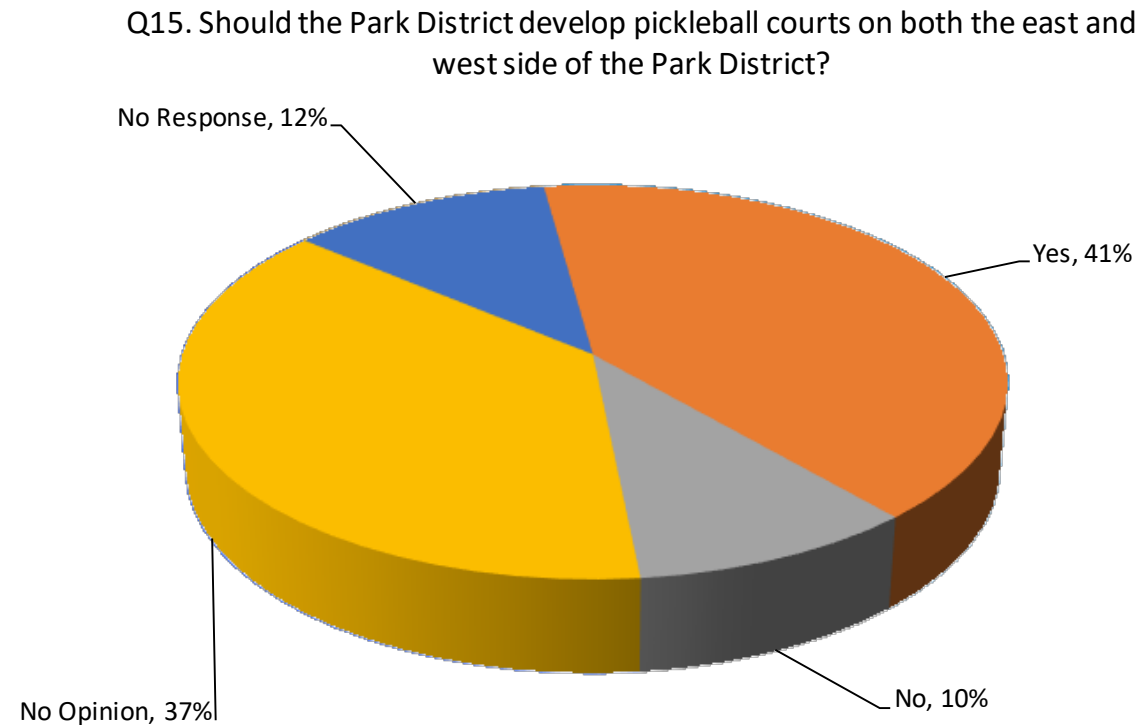


- Prefer to stay at home.
- Some parks need updating.
- Special needs child, needs few people in park.
- There are no services offered west of 53. No physical building except Fox Run.
- Time.
- Time.
- Time.
- Time.
- Time.
- Time-busy.
- Track is not free for 62 years old.
- Travel when off work.
- Visit with grandchildren.
- We joined clubs for sports.
- Weather and health.
- Weather.
- Weather.
- When I had children living at home, we visited parks almost daily.
- Work and health related.
- Working hours don't allow us to visit during daylight usually.
- Worry about valuables at water parks, work schedule.



### Question 15: Should the Park District develop pickleball courts on both the east and west side of the Park District?.

The majority answered did not respond or have an opinion at a combined percentage of 49% while 41% answered yes to building pickleball courts on both sides of the Park District which signals support for the initiative.



### **Question 17: Select the following outdoor park amenities that are important for you and your household.**

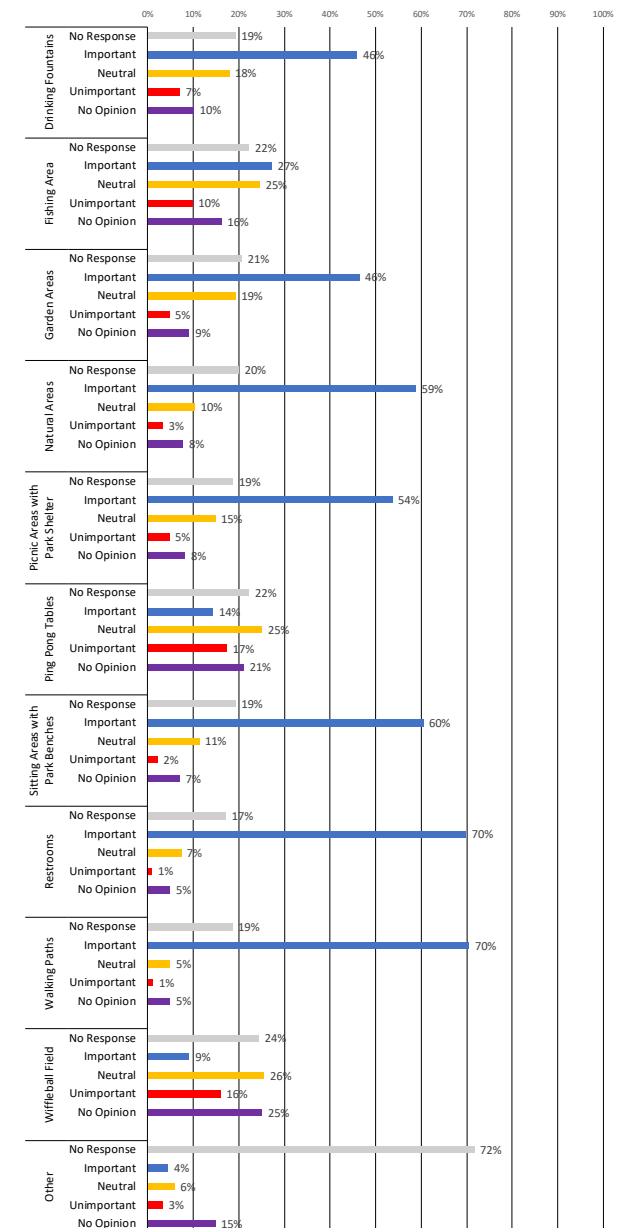
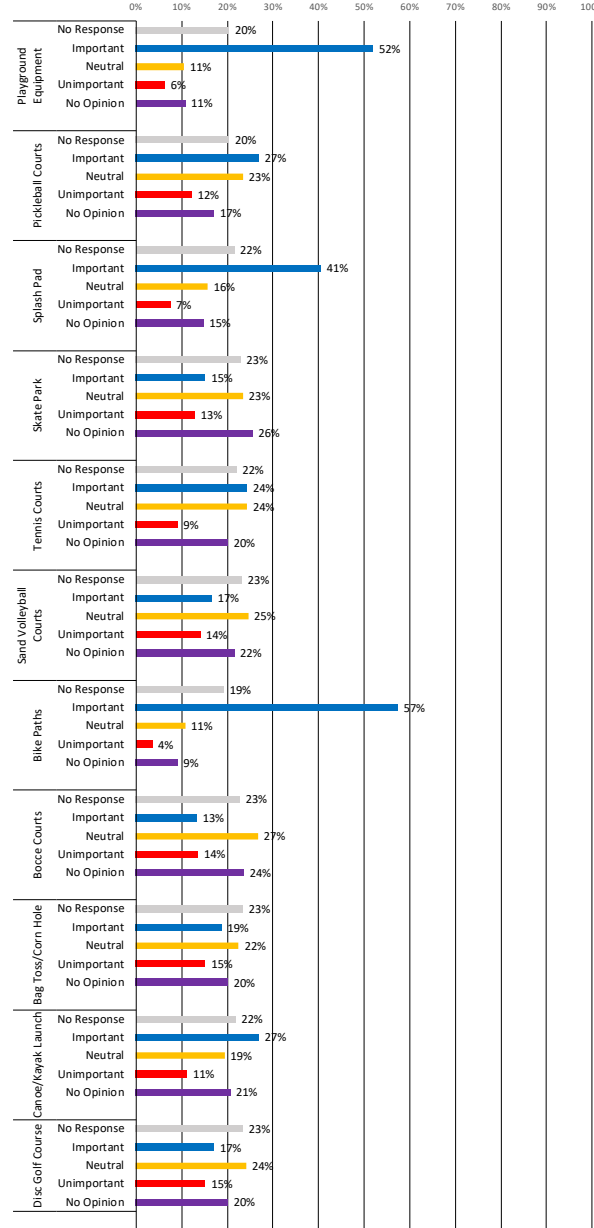
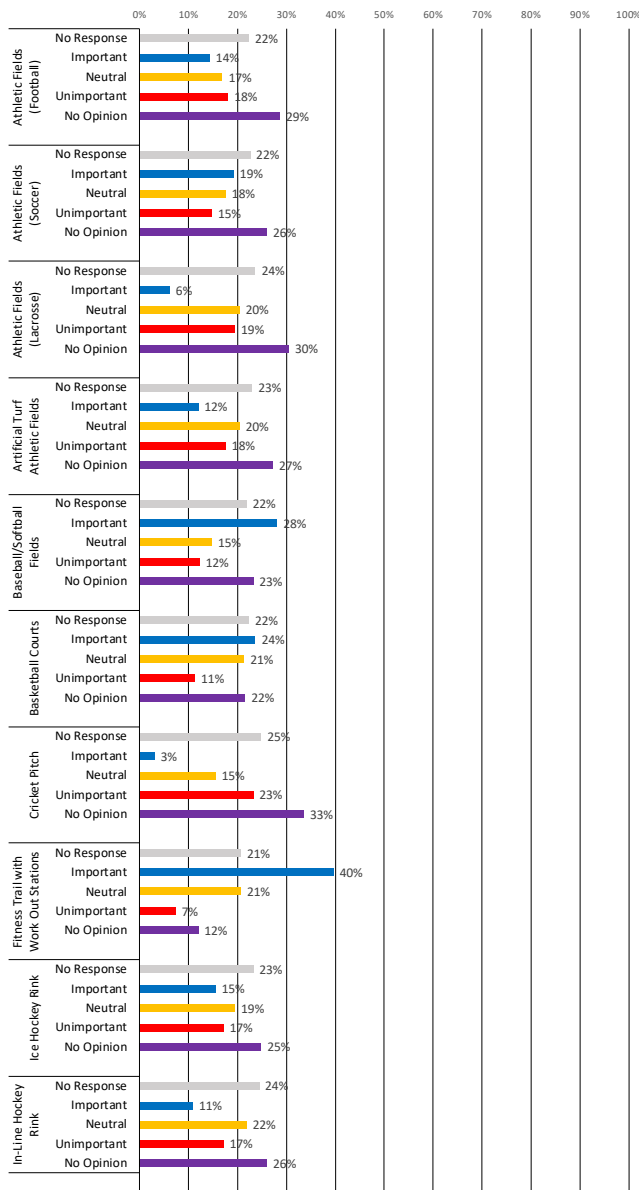
There was a wide spread between the numbers as to the level of importance of park amenities that ranged from 3% up to 70%. The top five outdoor amenities listed as the highest level of importance were walking paths at 70%, restrooms at 70%, natural areas at 60%, sitting areas with park benches at 59% and bike paths at 57%. In review of previous research in the field, the Park District is above the national average for walking & biking trails needs at 60%. Of note, pickleball courts were at 27% in terms of importance, higher than the national average of 10%. Some of the outdoor park amenities with the lowest levels of importance were a cricket pitch at 23% followed by athletic fields at 19% unimportance.





# 2023 Resident Survey Findings Report

Q17. Select the following outdoor park amenities that are important for you and your household



### Question 17 “other” responses:

- Dog park!
- Dog park!
- Dog park.
- Dog park.
- Dog park.
- Dog parks.
- Dry sauna.
- Ice skating rink outdoors on east side.
- Lights for baseball.
- Make sure to plant trees.
- Natural water play areas like bison bluff in SVNC.
- Nature center or natural forest.
- Pools outdoors.





### **Question 18: Please help us prioritize our future improvements, which three of the park elements from question 17 are the most important to your household?**

When ranked, the top three outdoor amenities were walking paths and playground equipment tied at 10.5% for first and fitness trail with work out stations at 6.6% ranked third. The rankings are slightly different than level of importance expressed in question 17 that shows that both active and passive outdoor amenities are cherished by the community and the Park District should continue to balance the park amenities within the park system. However, it is clear that paths are a common future improvement that should be incorporated into park projects when feasible.

The graph on the next page shows the totals of each outdoor park amenity ranked by the preference of the survey respondent's household. All three choices are represented by three different colors, green being the first choice of the respondent, blue is second most important choice, and finally orange is the third choice.

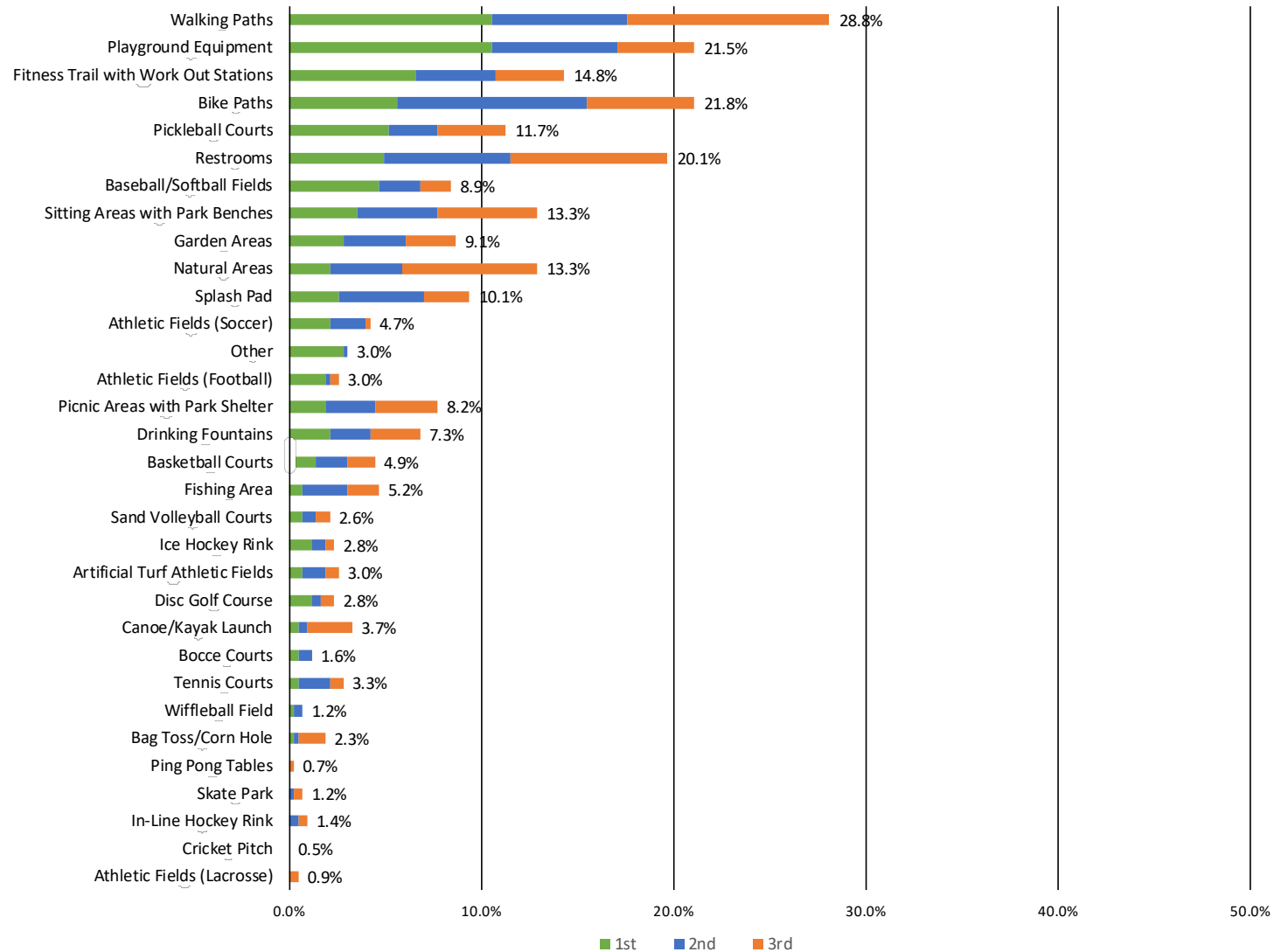






## 2023 Resident Survey Findings Report

Q18. Help us prioritize our future improvements, which THREE of the outdoor park amenities are most important to your household? (RANKINGS)



### Question 18 “other” responses:

- Bike Paths, walking paths, sitting areas, natural areas.
- Bridge.
- Can't drag # 3 too far down on list Park walks with benches.
- Couldn't drag we'll on phone. Restrooms, walk paths.
- Dog park.
- More basketball courts, workout stations and possible dog park.
- More outdoor lap lanes for swimming with longer access (April - October)
- 'Obstacle courses' or ninja warrior type equipment. There is a park in Lombard that has recently been renovated and added a park like this.
- Outdoor pool.
- Pickleball courts and ping pong tables.
- Pool exercise programs-more time.
- Some fields can be used for more than one sport.
- The trees in Jensen Park north are in dire need of trimming. Branches are hanging on the ground.



### **Question 19: Select the following indoor recreation spaces that are important for you and your household.**

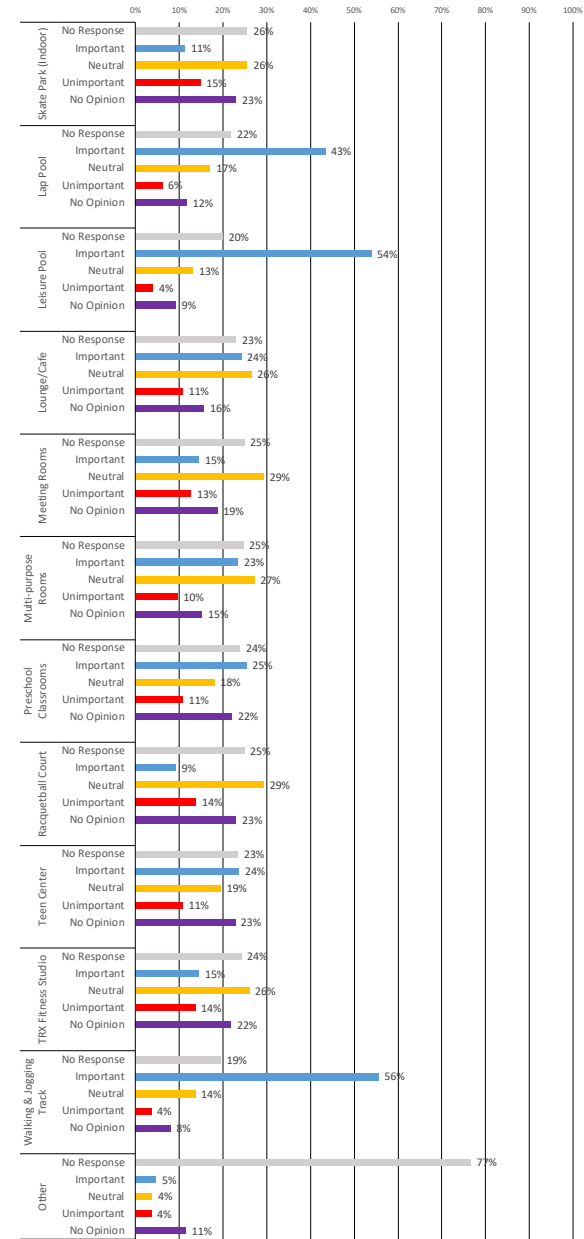
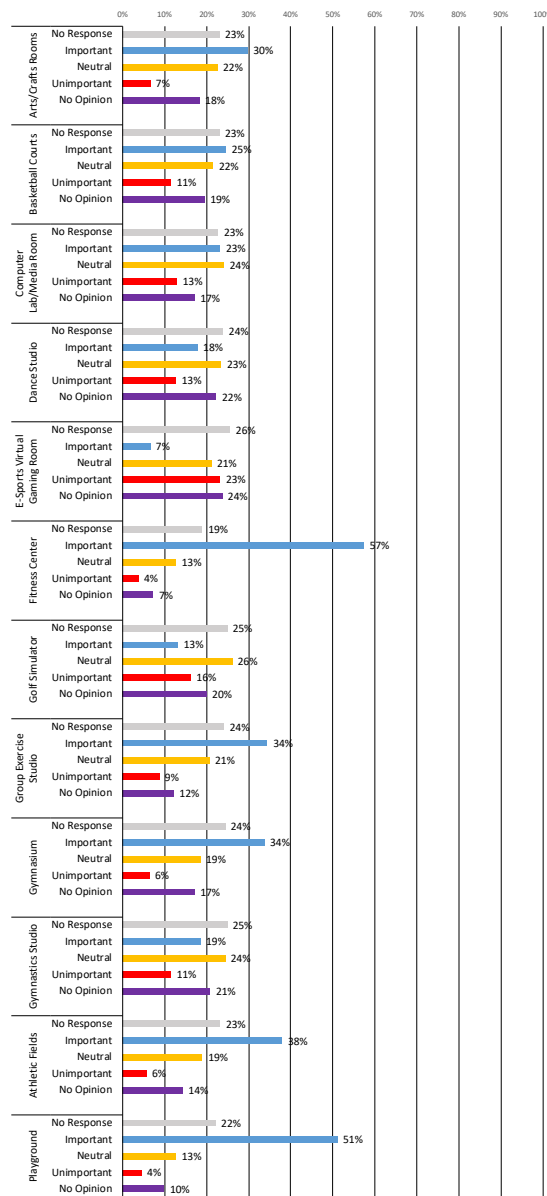
There was a wide spread between the numbers as to the level of importance of indoor recreation spaces that ranged from 7% up to 57%. The top five indoor recreation spaces listed as the highest level of importance were Fitness Center at 57%, Walking & Jogging Track at 56%, Leisure Pool at 54%, Indoor Playground at 52% and Lap Pool at 43%. In review of previous research in the field, the Park District is above the national average for Fitness Center needs at 40%. Some of the indoor recreation spaces with the lowest levels of importance were an E-Sports Virtual Gaming Room at 23% followed by a Golf Simulator at 16% unimportance.





## 2023 Resident Survey Findings Report

Q19. Select the following indoor recreation spaces that are important for you and your household



### Question 19 “other” responses:

- Evening dance classes afternoon and evening offerings to downtown Chicago.
- Family swimming changing rooms need more private family spaces as same genders come in there too for some reason.
- Fitness center, walking track indoor and pool.
- Indoor soccer specific facilities for Elk Grove soccer programs.
- Multipurpose rooms, repurpose e sport gaming room, do we have a teen center?
- Pickle ball court.
- Pickleball.
- Place for meditation.
- Please put back in dry sauna.
- Senior center.
- Swimming for seniors.
- Theatre/dance performance space.
- Walking area in Pavilion.
- Walking path with benches around perimeter of all parks.
- Warm water pool.
- Whirlpool/sauna therapy pool.





**Question 20: Please help us prioritize our future improvements, which three of the spaces from the question 19 are most important to your household?**

When ranked, the top five indoor recreational spaces were the Fitness Center at 12.4%, Walk & Jogging Track at 7.7%, Lap Pool at 7.0%, E-Sports Virtual Gaming Room at 5.6% and a tie for fifth place between an Indoor Playground and Leisure Pool at 4.4%. The top rankings are slightly different than level of importance expressed in question 19 that shows that active, fitness oriented spaces are important to the community.

The graph on the next page shows the totals of each indoor recreation space ranked by the preference of the survey respondent's household. All three choices are represented by three different colors, green being the first choice of the respondent, blue is second most important choice, and finally orange is the third choice.

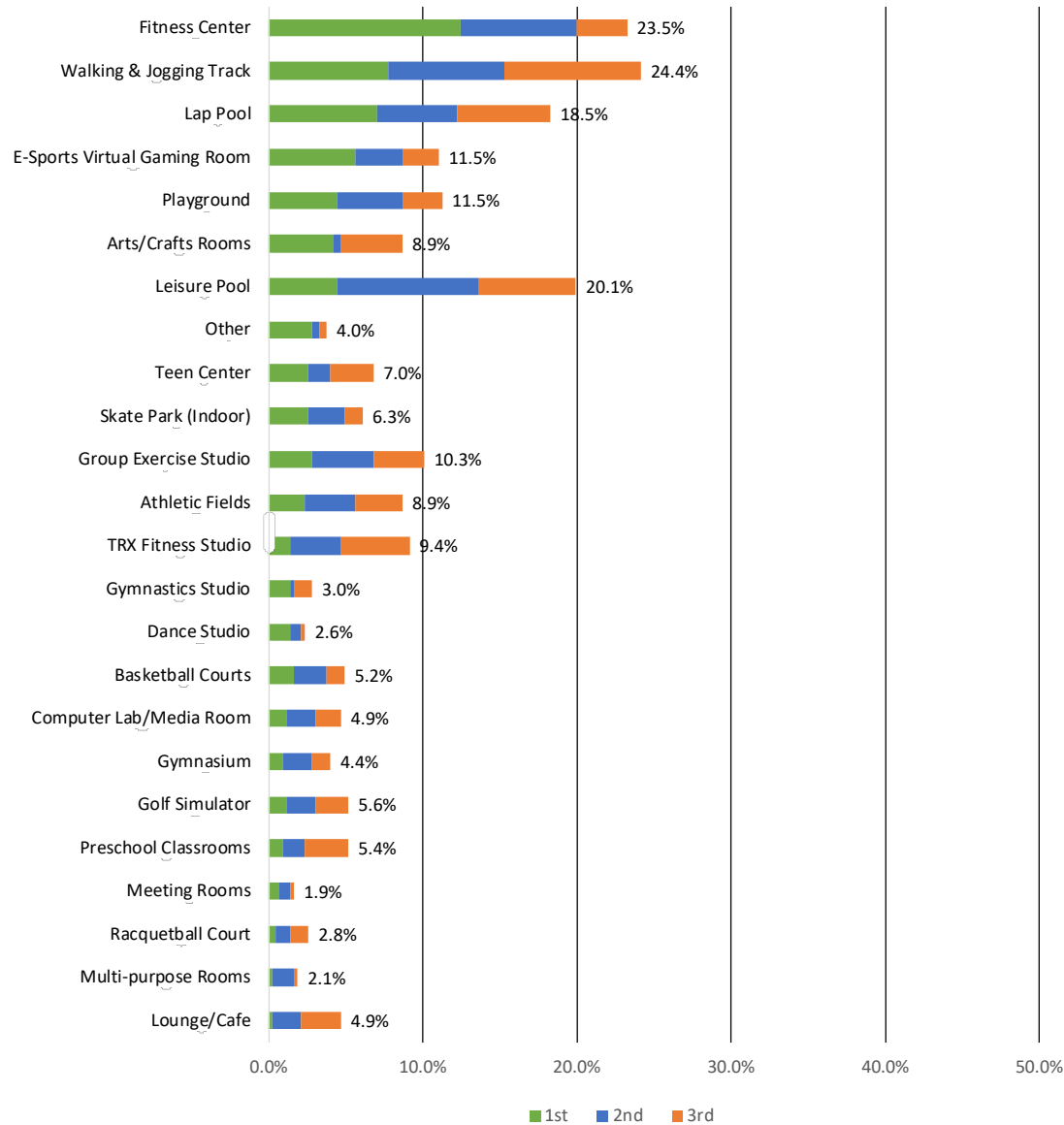






## 2023 Resident Survey Findings Report

Q20. Help us prioritize our future improvements, which THREE of the indoor recreation spaces are most important to your household? (RANKINGS)



# 2023 Resident Survey Findings Report



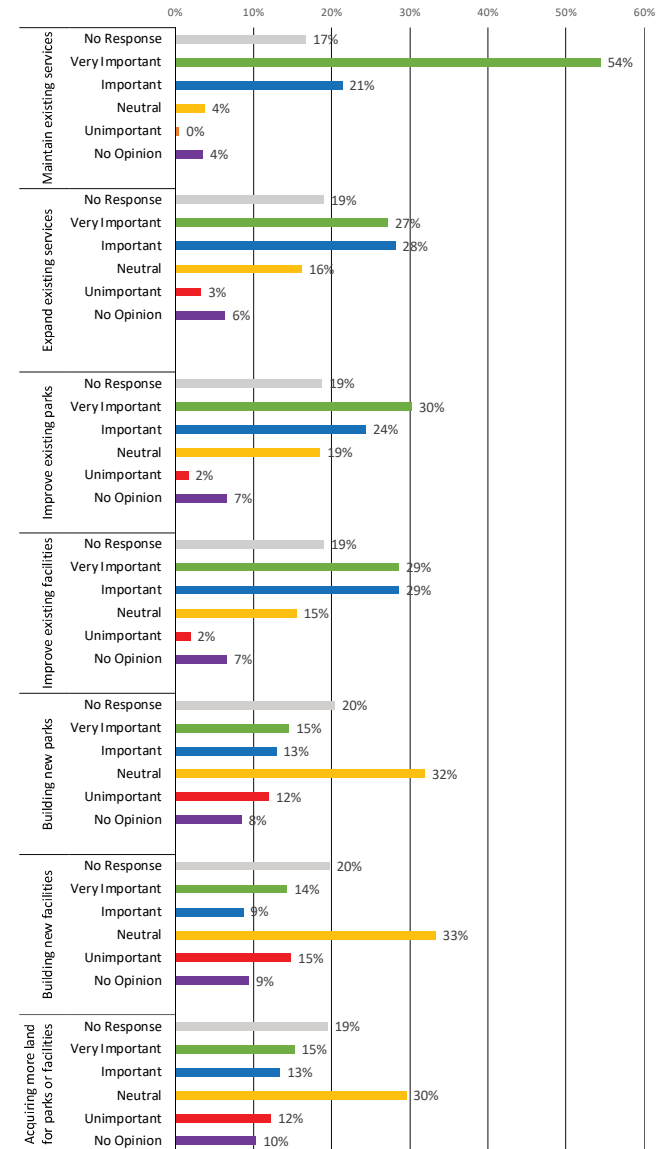
## Priorities

**Question 16: Please rate each of the following Elk Grove Park District priorities which would be important to you and your household.**

Respondents ranked maintaining existing services as an overwhelmingly response of very important at 54%. The second highest very importance marker was improve existing parks at 30%. Overall, most priorities focused on maintaining and improving when possible.



Q16. Please rate each of the following Elk Grove Park District priorities which would be important to you and your household

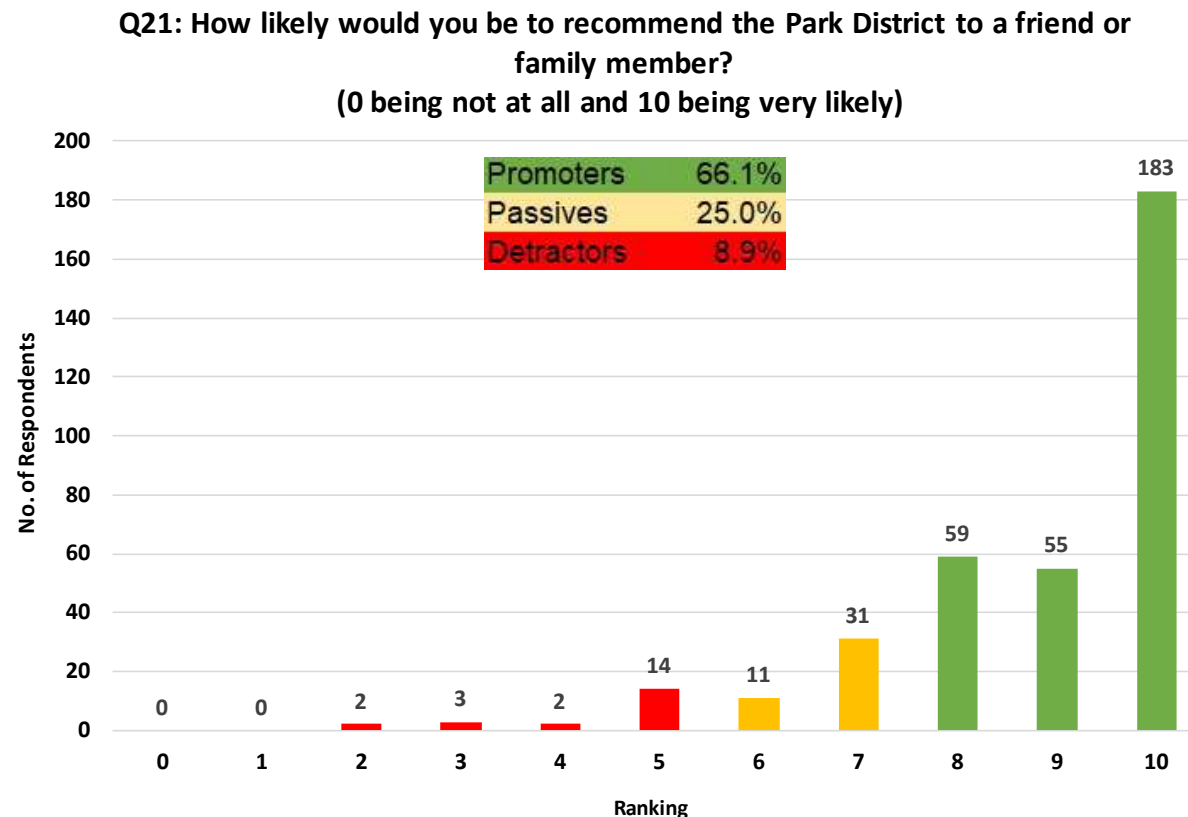




### Resident Loyalty

#### **Question 21: How likely would you be to recommend the Park District to a friend, family member or neighbor?**

This is a measure of customer satisfaction and loyalty to the Park District. The Net Promoter Score (NPS) system was used and measured with a single question survey and reported with a number from -100 to +100, a higher score is desirable. Given the NPS range of -100 to +100, a “positive” score or NPS above 0 is considered “Good”, +50 is “Excellent”, and above 70 is considered “World Class.” Based on global NPS standards, any score above 0 would be considered “good.” The Park District had a score of 57.2, which is a positive score reflecting an excellent position within the community.



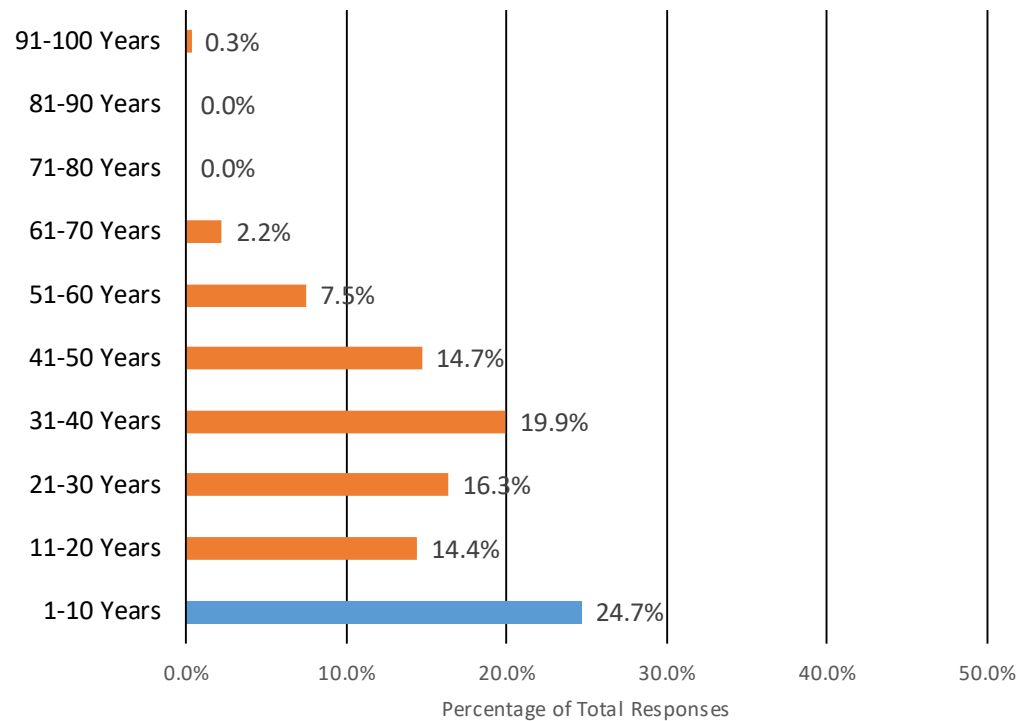


## Demographics

### Question 22: How long have you lived within the Elk Grove Park District?

One out of four survey respondents were relatively new to living in Elk Grove Village with the second largest response living in town for the vast majority of their lives which suggests a good cross section of new and old residents of the Park District.

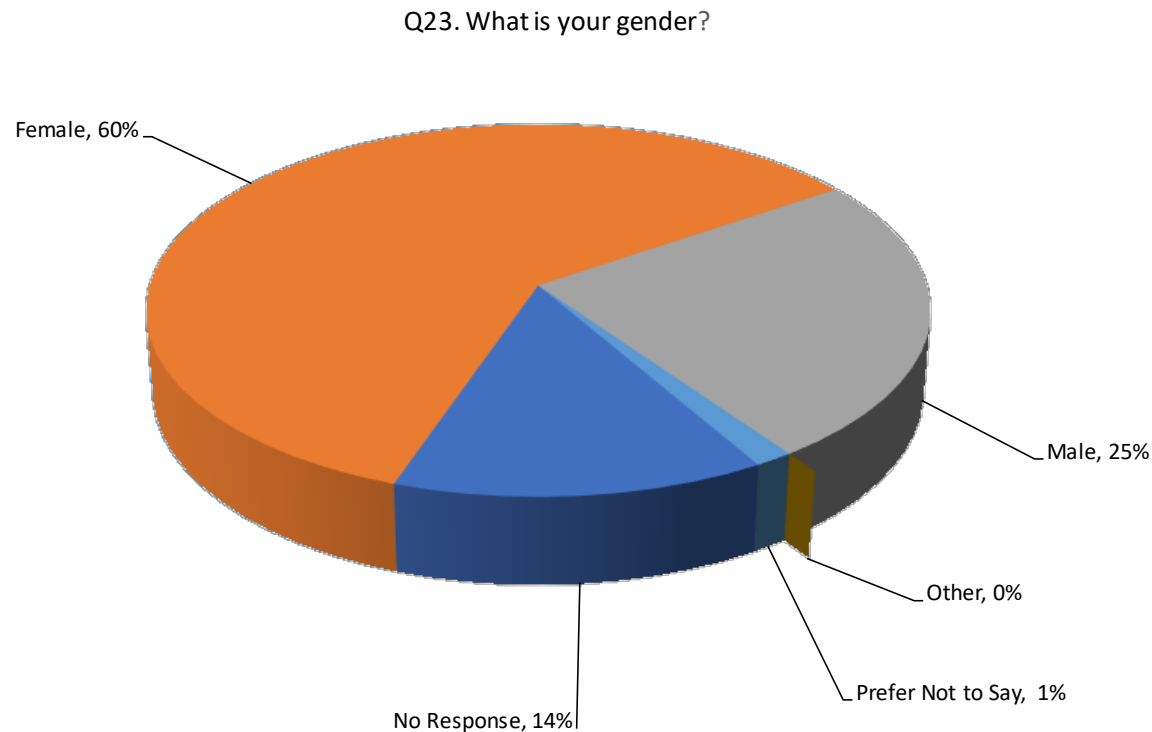
Q22. How long have you lived within the Elk Grove Park District?





### Question 23: What is your gender?

The current census data available indicates about a 52% female population for Elk Grove Village. The survey respondents indicated a 60% female population sample. It is not unusual in leisure services research that survey respondents tend to be female more than male since females tend to be spokespersons of their households leisure activities.

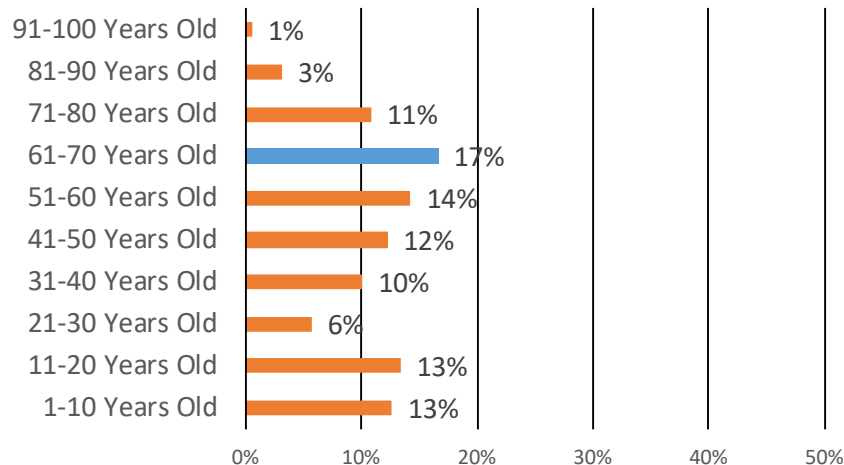


## Question 24: Beginning with yourself, what are the ages of those in your household?

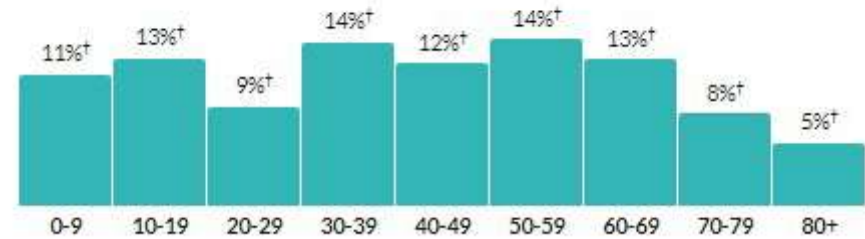
The overall average age of survey respondents represented by this survey is 40.7. Current census data shows that Elk Grove Village has a median age of 41.8 meaning this sample is representative of the overall population.

The chart below illustrates the ages of every member of the survey respondents' household including the respondent. This graphic is split into 10 year age ranges. The survey shows a good cross section of ages.

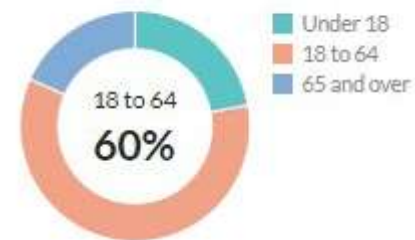
Q24. What are the ages of those in your household?  
All Household Members



Population by age range



Population by age category



Source: <https://censusreporter.org/profiles/16000US1723256-elk-grove-village-il/>



### Question 25: Please make any additional comments that you think would be helpful.

This question generated a large number of responses. The major themes of the comments included the notion that the Park District is doing a good job, the parks are well maintained and are important to the local community, a diversity of facilities, the aquatics (Indoor, Outdoor and Splash Pad) are an important community asset. The need to keep costs reasonable for programs and memberships, adjustments to time and day of classes for working families and suggestions for better operations at Rainbow Falls Waterpark. The following are all the responses generated from the survey:

- A fitness trail would be amazing! We would love to see improvements to the splash pad in town center; the concrete can be rough when kids fall, so a softer ground material would be nice. Please consider establishing a pottery membership that would allow studio registrants to use the space outside of specified studio hours (no kiln firing, just access to wheels/glazes). This could be a swipe card entry and before granting access participants could sign off on rules of the space so that staffing time would not be required, require participants to be enrolled in a pottery open studio class and to have been in at least one studio/class before so they know how to use the space. The pottery studio is an absolute gem of an offering, thank you so much!
- A leash free dog park is highly desired.
- A lot of these things we used to use when our kids were younger - all were excellent.
- A lot of times I have skipped going to the park in fear my child will have to use the restroom.
- A ninja warrior park (indoor or outdoor) would be a nice addition.
- A POOL FOR AQUA CLASSES ONLY.
- A teen center would be a terrific addition to the Elk Grove Park District.
- Add another racquetball court, dog park.
- Adult lap pool time is important - more hours? Dog park and amenities at various parks - important - all year. Winter too.
- After doing the survey, teen center/activities are limited.
- All good!!
- Although we do not take advantage of many P.D. offers, I've always found the options to be plentiful and varied, especially when my daughter was younger. Thank you!
- An open dance studio or gym with a ballet barre.
- Answers are based on my current condition. In past years, they would have been much more positive about facilities/programs for youth. We were very pleased with Park District.
- Any outdoor pickleball courts that are closer than 1/4 mile to homes would be a negative impact from noise.
- As I put in all of the comments, I live in Elk Grove Village and pay Elk Grove Village taxes but I live in the townhomes on the west side, therefore I have to use Schaumburg Park District pool and fitness center. Why oh why am I considered a non-resident though I live in Elk Grove Village. How unfair.



- Available activities for grandchildren.
- Ballroom dance nights and classes at night with ballroom, latin, country line dances and 2 step and disco for seniors. Adults and teens for a minimal entrance fee or free.
- Bathrooms near all baseball fields and playgrounds would be super helpful. Also, a café so I could take the kids for a bite to eat after swimming lessons or before gymnastics class would be great!
- Being new here we have to figure out and get around to doing things!
- Biggest areas of improvement more programming in the evenings on weekdays. Pricing for all day preschool is confusing, is there a package deal if we need all day?
- Busse Woods restrooms must be cleaned more often.
- Consistency is important. We enrolled in swim lessons for our son (preschool) a few times (3 times thus far) and each time, the class has been different. The first time, it was well structured, and we felt he was taught some skills. The second time, however, was not fruitful. There did not seem to be as much attention paid or structure to what was being taught. We signed up for a third session and there was a different teacher almost every class and almost no instruction or skills taught. Needless to say, we are frustrated and disappointed in Elk Grove Park District since everything else is usually so good but this was not at all. We want to use the Park District and facilities but probably will need to go elsewhere for swim lessons in the future.
- Cost for membership to pavilion is expensive, not enough travel programs for sports, adult sports leagues (boys, pickle ball on weekends?) Have rainbow falls more for residents and passholders. We no longer buy a season pass simply because of how much outside traffic comes there. Issues with people have become a problem. It used to be a gathering spot for all my neighbors. One thing off topic from this survey. The police dept. Needs to add more overnight patrol through the parks. I live across from a popular park and I see and hear people all the time after hours. Others I know in the village experience the same issue. Maybe motion detector lights is a start but the police need to get serious about this issue. Thank you.
- Croquet, dog park, keeping the gardens trees, greenery.
- Dance program was extremely weak when my daughters participated. We opted out for private studios. Extremely disappointed in current soccer program. Would like an ice-skating rink. My grandson goes to Addison Park District for hockey lessons.
- Dog park.
- During my 64 years in the village, I have used many of the Park Districts offerings. Five of my children are located in Elk Grove Village and have used the Park District.
- EGPD has many wonderful options for families. We are very proud of it! I wish I didn't have to pay higher rates for my granddaughter to participate, just because she doesn't live w/in EGV! Thank you!
- Elk Grove Park District is a great district. Please keep updating.





## 2023 Resident Survey Findings Report

- Elk Grove Park District needs to invest in more lighted fields for all the youth sports programs. Space is very limited, so sports teams must practice in a crowded space which is a huge disadvantage for them. Also need more indoor practice space so these local teams don't have to leave Elk Grove to practice in the winter.
- Elk Grove Park District offers tremendous activities and services. Keep it up!
- Elk Grove Village Park district, events and services are varied, plentiful, and well maintained. We have been very happy with our experiences.
- Even though my family doesn't make use of Park District (maybe we're busy or too introverted) I like seeing everything they offer. That I potentially COULD play sand volleyball if I wanted to. That the idea of more indoor basketball courts is appealing.
- Every town has a 5k race, the "event" at fox run is not a real 5k, we should have a "proper 5k".
- Excellent park dist.
- Facility upkeep is important. Having fun and engaging teachers is paramount. Especially for kid's activities.
- Fox run entertainment evenings on Fridays need to be promoted/advertised more actively.
- Get rid of the golf course.
- Grandchildren visit often from San Diego and are beyond impressed with quality of facilities and activities offered!
- Great Park District! Second to none!
- Great Park District.
- Have a Sauna and Women and men have separate steamrooms.
- How about some nice easy-listening music at your concerts?
- I am fortunate to have raised my 3 children using the facilities/programs of EGPD. Now widowed, my grandchildren have also attended EGPD preschool. I am truly enjoying pickleball and hope for more courts especially when pickleball lessons take over the courts.
- I am satisfied with the Elk Grove Park District.
- I contacted Matthew regarding a Park District tree behind my house. He was very prompt in returning my phone call, and tree was eventually trimmed. Remainder to be contracted out. I appreciate the response and action taken thus far.
- I have been disappointed in how outdoor facilities have been allowed to deteriorate. Also upgrades either don't exist or are very minor.
- I have lived in Elk Grove Village for 51 years -3 children raised here - lived both east and west side - haven't used Park District in years - but my kids went to summer camps thru Park District - I went to seminar recently and took grandkids to pirates cove and rainbow falls - I think Elk Grove Park District is great! Love EGV! Keep up good work - wish more senior events on weekends - work during week - wish i could give more input - one son used to like frisbee golf and skateboards.
- I know this comes up every few years, but a dog park and agility park would be wonderful.
- I lived in Elk Grove Village from the age of 5 to 23 and now I am back living with my own family. It has been great being back and experiencing all that the Park District has to offer.

## 2023 Resident Survey Findings Report



- I love that the park continues to improve their facilities. This is for the Elk Grove Village community and these changes make an impact on so many. On a side note, if athletic programs are running their specialized sport we shouldn't compete with another park program.
- I love the lap pool and outdoor pool. I think it is terrific that the outdoor pool is kept open after Labor Day.
- I rated overall satisfaction as unsatisfied due to the fee for the river walk this year. The fee was outrageous for 1 hour of activity.
- I regularly golf in the Dundee Park District, that Park District offers residents annual passes to their 2 golf courses and offers non-residents passes. I would use Fox Run as my primary course if they offered a similar annual pass. I also use the Fox Run driving range, but find it substandard to other driving ranges that offer targets at various distances and better rates (Hoffman Estates Park District - Hilldale)
- I think EGPD is very good over all of these years; I actually worked for them for about 8 years...I suggest the Fitness Center needs one piece of exercise equipment they used to have but took away.....the ankle/shin weight strengthener, a very small device that used to be in the Fitness Center. Thank you!
- I think Elk Grove Village has one of the best Park Districts in the area and we've always have been pleased with the service and events they put on for the community, great job!!
- I think Grove Village the best Park District out of anywhere we've lived. Good job!
- I think it would be great if pre/post pregnancy yoga were offered.
- I think our library is the very best! It's all good - the library!
- I think the playgrounds should have some kind of cover over park for shade (for my grandkids when they visit) check what they have in Texas.
- I walk a lot and would love to see bathrooms available at the parks.
- I was member of Pavilion Fitness for years, enjoy the facilities. I cancelled my membership about 18 months ago during covid, considering starting back up yet it's a little pricey.
- I would like to see more wellness activities like - meditation, qi-long, reikie, etc. Also, my husband and I feel that the difference in cost for in and of district is very minimal and doesn't give much of an advantage to in and out of district residents. Other towns have larger fees for out of district.
- I would love a guide, map, comprehensive list, etc. Of all the Park District offers - a lot in this survey I've never heard of.
- I would love to have a dog park.
- I would really like to see Debra Park updated for my grandkids to enjoy.
- If Elk Grove Village population is aging it would be good to address this.
- I'm a long-time resident of Elk Grove Village and always proud of the Elk Grove Park District. Nice job! Keep it up!
- I'm sorry I don't use many of the activities - age and health are the reason.
- It would be nice for the park district to offer more summer jobs for teens in the 14-15 age bracket. Only thing avail. For this age is lifeguard. This age group can easily work a register at pirates cove, but the ages to work there is 16+
- It's the best!



- Keep doing what you do best!
- Keep doing what you do!
- Keep up the good work!
- Keep up the great work!
- Kids pickleball.
- Lions baseball fields should have a set up similar to CAF. The fields are awful and the set up isn't good - without decent facilities. Open gym times for teenagers for basketball are limited and expensive if going multiple times per week.
- Looking forward to enjoying park district activities once we have children at the right ages.
- Love Elk Grove Village - my kids have used the Park District since little - wish cost for seniors was a little bit better.
- Love Elk Grove Village! Best suburb!
- Love the Elk Grove area. Looking forward to taking walks in the many beautiful parks in the area. Grandkids visit the pavilion many times.
- Love the reunification room.
- Love walking the lazy River at Rainbow Falls. Would love to see more hours but price was a little high and multi use pass was not discounted enough.
- Lower cost at the pavilion.
- Lower the costs of activities.
- Make residential park district/gym membership more affordable.
- Many snow birds. Shouldn't have to pay extra for putting fitness center on hold while wintering in warm weather states. It's a common occurrence and should be no cost benefit for seniors.
- Mini golf course would be nice - used to be one at rainbow falls. More things to do on the west side of village - maybe mini golf course.
- More concert series - possibly into the Fall. More bigger food truck festivals/events.
- More focus on adult activities
- More pickleball courts instead of tennis courts.
- More private family changing rooms for the pool area locker room. For some reason parents with kids of the same sex use it too, which makes it hard for those of us that have opposite gender children to get 1 of the 2 private areas in the family changing room. You have a bunch of swim lessons ending at the same time and you have to fight for a room which is beyond annoying. It would be great if staff politely reminded don't forget we have the changing rooms for same gender here and here and for opposite gender the family one or something.
- Need to listen better to instructors and participants in classes especially the swimming aerobics classes. Also find out from members if they would be willing to pay extra to include pool exercise classes in membership.
- Need to stop over booking the lap pool, I don't care about the swim team, 90% of kids don't want to be there. Better manage issues when they come up, lap swimmers are 2-3 per lane when your manager don't manage. Manage your facility change when it's needed.



- No dog parks.
- None.
- One of the things that really left a negative opinion was removing the dry sauna from the aquatic area. People really enjoyed it. It was a big loss. Also opening up the hot tub to a bunch of screaming children was unappealing. But overall the Park District is great; we love the pavilion. Thank you.
- Open gym for basketball is too crowded. There should be a limit or if possible to expand hours and divide by age group.
- Our grand kids love the parks. Not much to complain about.
- Our Park District is the best!
- Over the years have used facilities as children were growing up. Now limited usage, but think it is an important part of the community.
- Overall, the Park District experience has been great. They really help keep my kid active. I love parents night out!
- Overall, this is a wonderful park district, we love all the festivals, sports and events. It is one of the best we have ever been a part of!
- Parks look nice as I drive around Elk Grove Village.
- Pathway walk around the creek would be nice. From high school down to Devon.
- Pavilion aquatic center pool hours were never reinstated after covid pandemic - daily pool hours were reduced by one hour each day which limits lap swimming at the end of day especially weekdays because on swim team and lessons. The pavilion fitness center reinstated the one that was reduced by not not the pools - why??
- Pavilion Fitness should consider early classes (6am or 7 am) as 8 am classes are packed. Instructors should start and end classes on time!
- Pavilion Men's Locker rooms could use more attention in the Cleanliness department.
- Pay as you go pool pass for indoor and outdoor pools, a punch card where you can buy ten entries, for example, more yoga and pilates classes. As a middle-aged woman, Elk Grove Park District is useless to me.
- Pay more attention to trimming trees/bushes at parks that often overhang sidewalks. Empty park garbage cans more frequently. Stop duplicating services by library and forest preserves. Taxes too high unnecessarily.
- Please consider building indoor softball/baseball batting cages!
- Please do better to not remove equipment from playgrounds with no intention of replacing or updating - specifically, what happened this summer at the Huntington Chase Park playground. You need to involve the residents better!
- Please expand pickleball courts, expand restrooms, and keep bathroom clean, also bathroom by the rainbow falls rear were closed during late evening hours so people had to use the bushes.
- Please find a space for a community garden. Schaumburg and Arlington Heights have one, we need one too! Excess food can be donated to food pantry or sold at farmers markets.
- Please fix up and improve pirates cove.
- Program cost is a significant issue. I know of other Elk Grove Village residents who go to other Park Districts because the non-resident cost is less than in-resident at Elk Grove.



## 2023 Resident Survey Findings Report

- Provide better pay and benefit to Park District employees.
- Rainbow falls - needs water refill stations! Fitness center - bring back towel service. Additional programming in summer for 12+ would also be great.
- Rainbow falls floaties are not allowed but footballs or any balls are allowed. I have gotten hit so many times on the face as well as my son and wife. If they are allowed, then it shouldn't be allowed to be thrown across the pool area.
- Rainbow Falls get REALLY crowded. Sometimes to the point that the people/kids bump into each other while playing in the pool. It would be nice to have another pool in the village.
- Ramp up information on what the Park District has to offer. Keep up with current trends on popular activities (ex. Pickleball).
- Really appreciate keeping the outdoor pool open until October 1.
- Reduce the cost of fitness center to compete with private centers.
- Rehab make larger, cleaner locker rooms, showers.
- Scheduling for girls' softball is a problem. Over the years the seasons have been condensed too much making it difficult for working parents to juggle practices, games, work and children's school. We have been involved in girls' softball since 1983. The current management is not of past caliber.
- Senior discount to start 60-62 yrs old to get free fitness track!!!
- Some classes offered for 0-24 mos and grand parent,
- Sorry, my answers probably don't help!
- Thank you for asking, all and all we have a very nice Park District...
- Thank you for choosing us to participate in the survey. Since we are fairly new residents and I am not familiar with all the recreation programs and facilities of Elk Grove Village, I choose not to fill out the survey.
- Thank you!
- Thank you,
- Thank you,
- Thank you. I'm satisfied with the offerings.
- Thanks for asking.
- Thanks.
- The aquatic center needs to be redone. Dream big! Look at Schaumburg, Des Plaines, etc... we can do better than what it is now. Softball fields all need covered dug-outs!!!
- The dance center has shifted to mostly classes for young beginners or elite dancers. There are virtually no classes for a tween/teen dancer who can't perform at an elite level.
- The great majority of the staff are very cordial, pleasant and polite. However, there have been times when some staff members have been rude for not reason at all.
- The outdoor lap pool is awesome, but the season is so limited is there a way to extend the season (April - October) or add another pool, there are days when one must wait an hour for a lane.

## 2023 Resident Survey Findings Report



- The Park District has always been a part of our family. Our children grew up using a lot of aspects of the district as well as working for it. Our grandchildren have used the pools and parks as well, Pirate's Cove was their favorite.
- The Park District has always been an asset to the village. Keep up the good work.
- The Park District programs and facilities have always been important to the family. As the kids are now older, we don't use them as much but I believe it's important to keep funding and improving facilities for everyone and have much to offer to all residents.
- The price you are charging for food at rainbow falls and pirates cove is insane! 35 dollars for a 12-inch pizza, are you kidding! Families are attending and the prices are not reasonable! We attend Itasca pool more.
- The residential cost of programs is way too high! That keeps us from utilizing programs, especially the fitness center. Value your residents!
- The vegetation maintenance in Jensen Park is in need of major upkeep, Also, the water retention in Jensen Park north needs to be addressed. There is always standing water that has been there a long time, now filled with green algae.
- The warm water therapy pool needs to have a lap open for using bar and doing exercises, need better control of therapy pool. Prices are out of control and nothing is included, not even 1 free class in therapy pool.
- Therapy pool is crowded in evenings w/ families kids (loud). Would like it to be calmer for those of us who go in to do therapy. Swim team and lap swim is challenging early mornings. Can "walk only" swimmers share a land so people who swim laps don't have to?
- There are 2 main reasons I brag about living in Elk Grove Village - taxes and the Park District.
- There are so many kids who get hurt at the skate park. My oldest broke his foot there. We stopped going to events because they are so crowded (Halloween, NYE). We joined clubs for hockey and gymnastics.
- Very happy with the opportunities for our granddaughter.
- Water walking at Rainbow Falls should be expanded. It is for all ages. It was too expensive this year. Fox Run Golf Links is poorly run. Computers don't have a rate programmed for a RESIDENT 9 holes riding! Each week it must be entered and the clerks are inept. Golf carts all have torn seats. It is an embarrassment to Elk Grove! Beautiful facility but the food is awful too. Where are the Commissioners? Never see them at an event. They should always be there to know how the residents feel.
- We don't use the Park District too old.
- We have an Elk Grove address but considered out of district, so we pay a little more, that doesn't make sense, since we also pay our taxes for Elk Grove.
- We have grandkids that enjoy the outdoors and Elk Grove Village offers so much from trails, to concerts along with fun activities.
- We have one of the best Park Districts in the state - thanks for keeping that standard.
- We live in Elk Grove Village but pay taxes to Schaumburg. So, we are in Schaumburg Park District. Grew up on the east side of village. There were many pros and cons to being in this situation.





## 2023 Resident Survey Findings Report

- We moved here because of the great park district and that was 40 years ago. We have been members of the fitness club, played racquetball, biked the paths and went to WW meetings in the meeting rooms.
- We need a dog park. If the neighboring communities have beautiful dog parks, and we are supposed to be so progressive, why not Elk Grove Village? Instead, I see people letting their dogs run off leash in the tennis courts and in the parks and that's just asking for trouble.
- We need a teen center - not much for kids to do to stay out of trouble.
- We raised 2 kids in this house and used the Park District preschool, dance program, sports and other programs as they were growing up. As they got older, we used it less. I've worked out at the fitness center since 1995. I don't appreciate the changes they made to the plate area. Especially w/o a survey first.
- We really need a dog park.







### **General Comparision between Random Sample and Opt-In General Population Survey Data Sets**

In late fall of 2023, the Elk Grove Park District provided an opportunity for those not selected for the random sample to complete the exact same survey by an opt-in general population option. This survey was self-selected and was not a random sample of the Park District residents. Public Research Group has compiled data from 433 completed online surveys.

In general, the data collected was similar in nature between the two different surveys when compared. The three quesitons that were different are as follows:

- Question 1a: The random sample had the top choice as fees while the opt-in general population sample had faciltiies as the top choice as the area of displeasure.
- Question 3: The random sample had lower satisfaction ratings for the Pavillion aquatics and Fitness Center as well as Rainbow Falls Waterpark as compared to the higher satisfaction ratings of the opt-in general population sample in terms of Faciltiies.
- Question 13a: The random sample had lower satisfaction ratings as compared to the much higher satisfaction ratings of the opt-in general population sample in terms of experiences at Fox Run.

The general population opt-in survey information provides for a resonable reference check for the random survey findings that was collected earlier in this process. The opt-in general population survey results were shared seperately with the Park District in a technical memorandum.



<b><u>Random &amp; Opt-In General Population Survey Data Findings Comparision Table</u></b>	
Question 1	Similiar
Question 1a	Different
Question 2	Similiar
Question 3	Different
Question 4	Similiar
Question 5	Similiar
Question 6	Similiar
Question 6a	Similiar
Question 7	Similiar
Question 8	Similiar
Question 9	Similiar
Question 10	Similiar
Question 11	Similiar
Question 12	Similiar
Question 13	Similiar
Question 13a	Different
Question 14	Similiar
Question 14a	Similiar
Question 15	Similiar
Question 16	Similiar
Question 17	Similiar
Question 18	Similiar
Question 19	Similiar
Question 20	Similiar
Question 21	Similiar
Question 22	Similiar
Question 23	Similiar
Question 24	Similiar
Question 25	Similiar

### **Summary of Qualitative Research**

#### *Focus Groups*

The staff of Public Research Group facilitated two focus group sessions on June 8th and June 14th. The key takeaways were:

- Operational improvements at Rainbow Falls specifically for resident enjoyment.
- Knowing what the next big thing for the community is.
- Keep in-house sports leagues a great experience for the players and families.
- Try to make parks different with a multi-generational flair.
- Increase the use of Fox Run.

#### *Stakeholder Meeting*

The staff of Public Research Group facilitated a Stakeholder session on August 3rd. The key takeaways were:

- The Park District staff is friendly, polite and work to address the needs of the organization.
- Look for evening classes for working adults and be sensitive to working families.
- Work on improving communication with the community, especially on the west side.
- Is social media an effective communication tool, review the metrics for validation of efforts.
- When renovating a park, replace/update everything that is in need.

#### *Public Input*

The staff of Public Research Group interacted with the general public on the afternoon of July 16th at the Play, Picnic & Party special event. The key takeaways were:

- Keep up the free or cheap family events as they are great.
- More working parents have a hard time with hours of programs, please consider this in the future.
- Explore new ideas for events and activities for all ages.



### **Survey Conclusions**

The Elk Grove Park District clearly holds a high level of esteem with the community and is an important partner in the quality of life of Village residents. The Park District in almost every area of the survey had satisfactory marks in meeting the mission and vision of the Park District. The pulse of the community as measured by this needs assessment is the Park District is a wonderful agency with a desire to maintain and expand on strategic initiatives for better parks and recreation opportunities.

**Mission Statement:** To provide safe and innovative parks and recreational opportunities.

**Vision Statement:** Go beyond the expected!

The following statements provide a summary of the survey conclusions:

- Overall satisfaction with the Park District is high.
- Overall satisfaction with programs, parks and facilities is high.
- Respondents learn about parks, facilities, programs and activities mainly through the Seasonal Program Brochure.
- Communication with the community in all forms, including a bit of technology, is important.
- Respondents generally can easily find information on the website.
- The majority of the community do not play golf at the Fox Run Golf Course.
- The parks are mainly visited on a weekly to monthly basis.
- The parks are well maintained.
- The highest importance was placed on the Fitness Center with respondents choosing important at 57%, with a very close second level of importance at 56% for a Walking & Jogging Track. When ranked, the top three outdoor amenities were the Fitness Center, Walk & Jogging Track and Lap Pool respectively.
- Walking paths, restrooms and natural areas are the most important park amenities to the community.
- Fitness Center and Walking/ Jogging Tracks are the most important recreation spaces to the community.
- Maintaining existing services and parks/facilities is the highest priority for the Park District.

## Appendix





# 2023 Resident Survey Findings Report



Board of Commissioners  
Bob Biedke  
Tom Cooke  
Scott Carlson  
Bill O'Malley  
John Waltz

Executive Director  
Ben Curcio

July 19, 2023

Dear Elk Grove Park District Resident:

Over the past 57 years the Elk Grove Park District has provided valuable and meaningful recreation programs, facilities, parks and services to our community.

Your household was one of a limited number selected at random to receive this survey. The community input collected from this survey will identify parks and recreation needs and help establish future priorities for the Elk Grove Park District.

Public Research Group, an independent research firm, has been selected to conduct this survey. A great deal has changed in the past few years, so it is the right time to identify opportunities to add or improve facilities, parks, trails as well as recreation programs to support the future needs of our community. Your responses will remain confidential. Please return your completed survey in the next three weeks in the enclosed postage-paid envelope.

If you have any questions, please contact me at (847) 228-3500 or [bcurcio@elkgrovetparks.org](mailto:bcurcio@elkgrovetparks.org). Thank you in advance for your time and consideration.

Please take this opportunity to let your voice be heard! Your input is critical in helping set the future direction of the Elk Grove Park District. **The survey starts on the back of this cover letter.**

Best Regards,

Ben Curcio  
Executive Director  
Elk Grove Park District

499 Biesterfeld Road • Elk Grove Village, IL 60007 • P 847.437.9494 • F 847.228.3508 • [elkgrovetparks.org](http://elkgrovetparks.org)

## Elk Grove Park District Survey Questionnaire

The Elk Grove Park District would like your input to help determine park and recreation priorities for our community. Your "household" refers to you and those residing in your home. **This survey will take up to 15 minutes to complete.** When you are finished, please return your survey in the enclosed postage-paid envelope. All responses to this survey are anonymous and confidential. Please note that the Elk Grove Park District is a separate, autonomous agency, independent from Elk Grove Village.

1. How would you rate your overall satisfaction with the Elk Grove Park District?

☐ Satisfied ☐ Unsatisfied (Answer #1a) ☐ Not applicable

1a. If you answered Unsatisfied above, please tell us which area(s) you are displeased with? (Choose all that apply)

☐ Customer Service ☐ Parks ☐ Fees ☐ Taxes  
☐ Facilities ☐ Programs ☐ Communication ☐ Transparency  
☐ Other (Please specify) \_\_\_\_\_

2. What is one thing you like about the Park District? (Please specify)

3. Please rate your satisfaction regarding the following facilities.

Facility	Satisfied	Neutral	Unsatisfied	No Opinion/ Do not Use
Al Hattendorf Center - Preschool	4	3	2	1
Al Hattendorf Center - Sheila Ray Adult Center	4	3	2	1
Audubon Skate Park - Indoor	4	3	2	1
Audubon Skate Park - Outdoor	4	3	2	1
Fox Run Golf Links	4	3	2	1
Fox Run Driving Range	4	3	2	1
Jack A. Claes Pavilion - Garden Terrace Banquets	4	3	2	1
Jack A. Claes Pavilion - Jumps n Jiggles & Carousel	4	3	2	1
Jack A. Claes Pavilion - Aquatics Center	4	3	2	1
Jack A. Claes Pavilion - Dance Centre	4	3	2	1
Jack A. Claes Pavilion - Pavilion Fitness	4	3	2	1
Elk Grove Historical Museum	4	3	2	1
Fountain Square Park Sprayground	4	3	2	1
Pirates' Cove Children's Theme Park	4	3	2	1
Rainbow Falls Waterpark	4	3	2	1

3a. If you answered "Unsatisfied" for any of the above, please tell us why? (Please be as specific as possible)

4. How do you learn about Elk Grove Park District parks, facilities, programs & activities? (Choose all that apply)

☐ Park District Seasonal Program Guide ☐ Promotions at Park District events  
☐ Park District website ☐ Conversations with Park District staff  
☐ Newspaper articles ☐ Cable access television  
☐ Flyers/ posters at Park District facilities ☐ Park District e-mail newsletters  
☐ Social media ☐ Friends and neighbors  
☐ Newspaper advertisement ☐ Digital displays/signs (Inside)  
☐ Yard signs ☐ Electronic billboards (Outside)  
☐ Large stationary park signs  
☐ Other (Please specify) \_\_\_\_\_



# 2023 Resident Survey Findings Report



5. Please tell us what improvements you would like to see on the Park District website. **(Please be as specific as possible)**

6. How would you rate your overall satisfaction with the recreation services provided by the Elk Grove Park District?

\_\_\_ Satisfied \_\_\_ Unsatisfied (Answer #6a) \_\_\_ Not applicable

6a. If you answered Unsatisfied above, please tell us which area(s) you are displeased with? **(Choose all that apply)**

- \_\_\_ Program not offered at convenient time \_\_\_ Program not offered on a convenient day of the week  
 \_\_\_ Lack of parking \_\_\_ Facility issues  
 \_\_\_ Program was canceled \_\_\_ Staffing issues  
 \_\_\_ Program was too expensive \_\_\_ Instructor issues or difficulties  
 \_\_\_ Class was full \_\_\_ Registration process was difficult  
 \_\_\_ Program location was too far to travel \_\_\_ I did not know what is being offered  
 \_\_\_ Other (Please specify) \_\_\_\_\_

7. Where else do you or members of your household go for recreation programs and/ or services? **(Choose all that apply)**

- \_\_\_ Local schools \_\_\_ Private fitness clubs \_\_\_ Neighboring Park Districts  
 \_\_\_ YMCA \_\_\_ College/University \_\_\_ Local church/temple  
 \_\_\_ Forest Preserves \_\_\_ Local sports organizations  
 \_\_\_ Other (Please specify) \_\_\_\_\_

8. What is one new special event that the Elk Grove Park District should consider in the future?

9. Please rate the overall quality of Elk Grove Park District recreation programs for the specific age groups.

Age Groups	How would you rate the overall quality of the Programs participated in?					
	Excellent	Good	Fair	Poor	No Opinion	Did not Participate
Preschool (2-5 years old)	5	4	3	2	1	0
Youth Recreation (6-9 years old)	5	4	3	2	1	0
Youth Sports (All Ages)	5	4	3	2	1	0
Camps (All Ages)	5	4	3	2	1	0
Teen Recreation (14-17 years old)	5	4	3	2	1	0
Adult Recreation (18-54 years old)	5	4	3	2	1	0
Adult Sports (25-54 years old)	5	4	3	2	1	0
Special Events (All Ages)	5	4	3	2	1	0
Active Adult/ Senior (55+ years old)	5	4	3	2	1	0

10. Do any of the following prohibit you or members of your household from participation in recreation programs and/or services? **(Choose all that apply)**

- \_\_\_ Lack of personal time \_\_\_ Lack of desired facilities \_\_\_ Age  
 \_\_\_ Lack of desired programs \_\_\_ Cost \_\_\_ Lack of childcare  
 \_\_\_ Programs not offered at a convenient time \_\_\_ Lack of transportation \_\_\_ None  
 \_\_\_ Registration process \_\_\_ Health related problems  
 \_\_\_ Other (Please specify) \_\_\_\_\_

11. What is important to you or members of your household when choosing recreation programs and activities to participate in? **(Check all that apply)**

- \_\_\_ Day of week \_\_\_ Number of weeks that the program meets \_\_\_ Program cost  
 \_\_\_ Program facility \_\_\_ Program environment (Indoors or Outdoors) \_\_\_ Program length  
 \_\_\_ Program location \_\_\_ Program content \_\_\_ Time of day

12. Select the MOST preferred method from the choices below for you to obtain a Seasonal Program Guide in the future?

- \_\_\_ Pick up the Program Guide at Park District facilities  
 \_\_\_ Download a digital Program Guide that would be available on the Park District website  
 \_\_\_ Receive a hard copy of the Program Guide delivered to my home  
 \_\_\_ Other (Please specify) \_\_\_\_\_

13. Have you or a member of your family golfed, used the driving range, participated in instructional programs, attended a special event, used the simulator or dined at Fox Run within the last 2 years?

\_\_\_ Yes (Answer #13a) \_\_\_ No (Answer #14)

13a. If you answered Yes, please rate your overall satisfaction with your experiences at the Fox Run by circling the corresponding number **(Choose all that apply)**

	Highly Satisfied	Satisfied	Unsatisfied	Highly Unsatisfied	Does Not Apply
Golf Course	5	4	3	2	1
Driving Range	5	4	3	2	1
Instructional Programs	5	4	3	2	1
Special Events	5	4	3	2	1
Simulator	5	4	3	2	1
Food & Beverage	5	4	3	2	1

14. How often do you visit the Elk Grove Park District parks?

\_\_\_ Daily \_\_\_ Weekly \_\_\_ Monthly \_\_\_ Yearly \_\_\_ Never (Answer #14a)

14a. What prevents you from visiting an Elk Grove Park District park? **(Choose all that apply)**

- \_\_\_ Transportation was difficult \_\_\_ Did not feel safe  
 \_\_\_ Parking \_\_\_ Park elements have no interest to me  
 \_\_\_ Did not know where park was \_\_\_ Poor park upkeep  
 \_\_\_ Other (Please specify) \_\_\_\_\_

15. Should the Park District develop pickleball courts on both the east and west side of the Park District?

\_\_\_ Yes \_\_\_ No \_\_\_ No Opinion

16. Please rate each of the following Elk Grove Park District priorities which would be important to you and your household .

	Very Important	Important	Neutral	Unimportant	No Opinion
Maintain existing services	5	4	3	2	1
Expand existing services	5	4	3	2	1
Improve existing parks	5	4	3	2	1
Improve existing facilities	5	4	3	2	1
Building new parks	5	4	3	2	1
Building new facilities	5	4	3	2	1
Acquiring more land for parks or facilities	5	4	3	2	1

Survey continues on the next page





## 2023 Resident Survey Findings Report

17. Select the following outdoor park amenities that are important for you and your household.

	Outdoor Park Elements	Important	Neutral	Unimportant	No Opinion
A.	Athletic Fields (Football)	4	3	2	1
B.	Athletic Fields (Soccer)	4	3	2	1
C.	Athletic Fields (Lacrosse)	4	3	2	1
D.	Artificial Turf Athletic Fields	4	3	2	1
E.	Baseball/Softball Fields	4	3	2	1
F.	Basketball Courts	4	3	2	1
G.	Cricket Pitch	4	3	2	1
H.	Fitness Trail with Work Out Stations	4	3	2	1
I.	Ice Hockey Rink	4	3	2	1
J.	In-Line Hockey Rink	4	3	2	1
K.	Playground Equipment	4	3	2	1
L.	Pickleball Courts	4	3	2	1
M.	Splash Pad	4	3	2	1
N.	Skate Park	4	3	2	1
O.	Tennis Courts	4	3	2	1
P.	Sand Volleyball Courts	4	3	2	1
Q.	Bike Paths	4	3	2	1
R.	Bocce Courts	4	3	2	1
S.	Bag Toss/Corn Hole	4	3	2	1
T.	Canoe/Kayak Launch	4	3	2	1
U.	Disc Golf Course	4	3	2	1
V.	Drinking Fountains	4	3	2	1
W.	Fishing Area	4	3	2	1
X.	Garden Areas	4	3	2	1
Y.	Natural Areas	4	3	2	1
Z.	Picnic Areas with Park Shelter	4	3	2	1
AA.	Ping Pong Tables	4	3	2	1
AB.	Sitting Areas with Park Benches	4	3	2	1
AC.	Restrooms	4	3	2	1
AD.	Walking Paths	4	3	2	1
AE.	Wiffleball Field	4	3	2	1
AF.	Other (Please specify) _____	4	3	2	1

18. Help us prioritize our future improvements, which **THREE** of the park elements from the list above are most important to your household? (Please write in the letters for your 1st, 2nd, and 3rd choices from the list above, or select NONE)

\_\_\_ 1st      \_\_\_ 2nd      \_\_\_ 3rd      \_\_\_ None

19. Select the following indoor recreation spaces that are important for you and your household by circling the number on a scale of 1 to 4, where 4 means "Very Important" and 1 means "No Opinion".

	Indoor Recreation Spaces	Important	Neutral	Unimportant	No Opinion
A.	Arts/Crafts Rooms	4	3	2	1
B.	Basketball Courts	4	3	2	1
C.	Computer Lab/Media Room	4	3	2	1
D.	Dance Studio	4	3	2	1
E.	E-Sports Virtual Gaming Room	4	3	2	1
F.	Fitness Center	4	3	2	1
G.	Golf Simulator	4	3	2	1
H.	Group Exercise Studio	4	3	2	1
I.	Gymnasium	4	3	2	1
J.	Gymnastics Studio	4	3	2	1
K.	Athletic Fields	4	3	2	1
L.	Playground	4	3	2	1
M.	Skate Park (Indoor)	4	3	2	1
N.	Lap Pool	4	3	2	1
O.	Leisure Pool	4	3	2	1
P.	Lounge/Cafe	4	3	2	1
Q.	Meeting Rooms	4	3	2	1
R.	Multi-purpose Rooms	4	3	2	1
S.	Preschool Classrooms	4	3	2	1
T.	Racquetball Court	4	3	2	1
U.	Teen Center	4	3	2	1
V.	TRX Fitness Studio	4	3	2	1
W.	Walking & Jogging Track	4	3	2	1
X.	Other (Please specify) _____	4	3	2	1

20. Help us prioritize our future improvements, which **THREE** of the spaces from the list above are most important to your household? (Please write in the letters for your 1st, 2nd, and 3rd choices from the list above, or select NONE)

\_\_\_ 1st      \_\_\_ 2nd      \_\_\_ 3rd      \_\_\_ None

21. How likely would you be to recommend the Park District to a friend, family member or neighbor?  
(Choose 0 to 10 with 0 being not at all and 10 being extremely likely)

0    1    2    3    4    5    6    7    8    9    10

22. How long have you lived within the Elk Grove Park District? \_\_\_\_\_ Years

23. What is your gender?      \_\_\_ Female      \_\_\_ Male      \_\_\_ Other      \_\_\_ Prefer Not to Say

24. Beginning with yourself, what are the ages of those in your household? \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_ / \_\_\_

25. Please make any additional comments that you think would be helpful.

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Thank you for your time and effort.  
Please return your completed survey in the next 3 weeks.

Survey continues on the next page