



CHANNAHON PARK DISTRICT

Community Needs Assessment

REPORT

Community Survey

Channahon Park District

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Solutions

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EXECUTIVE SUMMARY

The Channahon Park District contracted with the University of St. Francis Solutions Resource Center to conduct a community wide survey to gain input from Park District residents. The original memorandum of agreement was dated December 11, 2007 with modifications completed on January 10, 2008 and February 13, 2008. The survey was conducted via direct mail and internet in March 2008 and analysis was completed in April 2008.

The survey was comprised of questions in the following areas: Participation, Communication, Influence, Awareness, Interests, Satisfaction, Demographics, and Comments. The survey was printed and mailed by the Channahon Park District. A random sample of households was selected by the Solutions Resource Center for the purpose of a survey.

The survey responses indicated a high level of participation in Park District activities with the majority visiting at least two or more times per month. The data indicated preference for the most convenient times to participate in programs: adults preferred evening/late weekday programming and morning weekend programming, and children had time preferences based on their age category. Respondents would participate more if programming and scheduling met their needs. Cost was also a factor for those who do not currently participate in Park District activities.

Survey respondents prefer to learn about programs via the Park District Program & Service Guide and they prefer to register for programs in person; however they also stated they would register online, if available.

Respondents feel the Park District has a large influence over making the community a better place to live, enhancing quality of life, improving community health, increasing real estate property values, and providing a positive outlet for youth.

Respondents were unaware that the Park District is the community's largest employer of high school & college aged youth; that less than six cents of each dollar is paid to the Park District; that the Village of Channahon requires new residential developers to donate a park site or funds; and that the Park District has cooperative agreements with every area local government for projects and cost sharing. Park District use had some correlation to awareness factors.

High Priority interest items were: teen center, nature center, outdoor/environmental recreation, youth and adult health & fitness.

Overall, the survey respondents indicated they were satisfied with Park District parks and facilities. The Park District should consider carefully the responses noted for Hours of Operation as well as the few factors listed that trended from satisfactory to needs improvement.

Generally, the survey respondents' location mirrored the population served by the Channahon Park District. The survey respondent was, by majority, female, married, registered voter with an average age of 44. The majority earn \$76,000 or more annually with an average of 3.6 people living in their household.

A detailed narrative analysis, visual results, cross tabulation results, and a complete list of open ended commentary can be obtained in the full survey report provided to the Channahon Park District.

RESULTS – NARRATIVE ANALYSIS¹

Participation

75% of respondents use the Park District at least once per month with 64% using the Park District two or more times per month.

When asked what would motivate them to use the Park District more often, the most common responses were: improved programming for children; better scheduling/times of programs; and lower cost.

When asked what additional non-Park District activities they participate in, the most common responses were: outdoor activities, sports and fitness.

When asked why they participate in recreational activities; the majority responses were:

- Just for Fun
- Health & Wellness
- Social

Participation was cross tabulated with age. The age group indicating highest usage was age group 35-44 while the lowest usage was age group 55 and older. There was no significant difference in participation for those who have kids and those who do not.

Cross tabulation data indicated the highest percentage of participation in the Village of Minooka; please note this high percentage might be due to the smaller population served within the Village of Minooka.

Cross tabulation data was gathered for question 1, 2, 3, 4 to try to determine factors that may or may not influence a respondent to use the Park District:

For those who do not participate in the Park District:

- Cost, programming, and scheduling would motivate them more
- This group does participate in non-Park District recreational activities: top responses were in categories - outdoor and fitness activities
- The main reasons this group participates in recreation: health & wellness and just for fun

For those who do participate in the Park District:

- Programming, scheduling, cost would motivate them to participate even more
- This group also participates in non-Park District activities: top responses were in categories - outdoors, sports, fitness
- The main reasons this group participates in recreation: health & wellness and just for fun

¹ For detailed results and percentages for all questions, see full report provided to the Channahon Park District.

Participation cont...

Majority data indicated the following as the most convenient times for household members to participate in Park District programs:

Category	Weekday	Weekend
Adults	after 5pm	8am-11am
Children aged 0-2	8am-11am	8am-11am
Children aged 3-5	8am-11am 5pm-7pm	8am-11am
Children aged 6-9	3pm-7pm	8am-5pm
Children aged 10-13	5pm-7pm	8am-3pm
Children aged 14-17	5pm-7pm	11am-1pm
Children aged 18+	After 7pm	Do not prefer weekend activities

These times were cross tabulated with interests in various programs, facilities and activities. The data compiled is conjecture based on the respondent rate; however, some inferences can be made as to when respondents would be more likely to use certain programs including:

Program/Facility/Activity	Time most likely to use
Teen Center	Children - Weekend 8am-3pm Children - Weekend 5pm-7pm
Nature Center	Children - Weekday 5pm-7pm
Adventure Programs	Children - Weekend 8am-11am Children - Weekday 5pm-7pm
Cultural/Performing Arts	Children - Weekend 11am-1pm Children - Weekday 5pm-7pm
Family Trips	Children - Weekday 5pm-7pm
Outdoor/Environmental Recreation	Children - Weekend 8am-3pm Adult/Child - Weekend 5pm-7pm Children - Weekday 3pm-5pm
Youth Health & Fitness	Children - Weekend 8am-3pm Children - Weekend 5pm-7pm
Adult Health & Fitness	Adult - Weekday 5pm-7pm

Communication

Registration:

78% of respondents prefer to register for programs in person, and 80% stated they would register online if available.

Information:

Regardless of the village they live in, respondents prefer communication via the Park District Program & Service Guide. The next highest preferences were: mail, website and e-mail. For those who live in the Unincorporated Area, the marquee at Arrowhead Community Center was also listed as a second choice for preferred methods of communication.

Influence

Respondents feel the Park District has a large influence in the following areas:

- The Park District makes the community a better place to live.
- The Park District enhances the quality of life.
- The Park District improves community health.
- The Park District increases real estate property values.
- The Park District provides positive outlet for youth.

Respondents feel the Park District has a small influence in the following areas:

- Provides employment opportunities
- Attracts new businesses

Awareness

Respondents are aware that the Park District has a website and that the Park District's Grille Room Restaurant in Heritage Bluffs clubhouse is open year round to the public.

Respondents are unaware of the following:

- The Park District is the largest employer of high school & college age youth in the community
- Less than six cents of each real estate property tax dollar paid comes to the Park District
- The Village of Channahon requires new residential developers to donate a park site or funds
- The Park District has cooperative agreements in place with every area local government for projects and cost sharing

Park District usage was cross tabulated by awareness:

- Respondents, who are aware that the Park District is the largest employer of high school & college age youth, are more likely to be Park District users.
- Respondents, who are aware that less than six cents of each real estate property tax dollar paid comes to the Park District, are more likely to be Park District users.
- Respondents, who are aware that the Park District has a website, are more likely to be Park District users
- Respondents, who are aware that the Grille Room Restaurant is open year round, are more likely to be Park District users
- Other factors do not appear to be affected by usage; in other words, awareness of the factors had no correlation as to whether or not the respondent was a Park District user.

Interests

High Priority items were:

- Teen Center
- Nature Center
- Outdoor/Environmental Recreation
- Youth Health & Fitness
- Adult Health & Fitness

Secondary High Priority items (those listed near majority) were:

- Adventure programs
- Cultural/Performing Arts
- Family Trips

When interests were cross tabulated by village, high priority items were the same regardless of location with one exception: Adult Health & Fitness was not a high priority in the unincorporated area. Within the secondary high priority items, Adventure programs were a clear majority high priority in the unincorporated area, but also ranked near majority in Channahon and Minooka. Cultural/Performing Arts was highest in Channahon. Family Trips was highest in Minooka and the unincorporated area.

There was no majority noted for low priority items. The highest percentage for low priority was noted for program/meeting room with 45% indicating this was a low priority. However, on this same item, 46% had no opinion.

Satisfaction

The survey asked respondents to rate satisfaction factors for several facilities.

Parks

For those who have an opinion, Community Park and Central Park were rated as Above Average or Satisfactory for each factor requested.

More than ¼ of respondents had no opinion on most factors related to Community Park. This may indicate they do not visit the park.

The data received from Neighborhood Parks is inconclusive. The full report provided to the Park District lists the neighborhood parks reviewed and a compilation percentage. Overall, these parks were rated at Above Average or Satisfactory for each factor requested.

Park Satisfaction was cross tabulated by age.

Central Park –

- The age group 45-54 tended to rate lower: park is clean and well maintained, I feel safe at the park, and sport fields are well maintained.
- The over 55 group tended to rate higher: playgrounds and pavilions are well maintained.
- The over 55 group and the 25-34 group tended to rate higher: maintenance staff is friendly and helpful.
- Families with children under the age of 18, tended to rate lower: park is clean and well maintained; playgrounds are well maintained; picnic pavilions are well maintained.

Community Park –

- The over 55 group tended to rate higher: clean & well maintained (including sports fields, playgrounds, pavilions).
- The over 55 group and the 25-34 group tended to rate higher: maintenance staff is friendly and helpful.
- The 25-34 group tended to rate the playgrounds as needing improvement.
- Families with children under the age of 18, tended to rate lower: park is clean and well maintained; sports fields are well maintained; park maintenance staff is friendly and helpful.
- Families with children under the age of 18, tended to rate higher: picnic pavilions are well maintained.
- Families with children under the age of 18, 18% indicated needs improvement rating for playgrounds are well maintained while 62% indicated satisfactory, and 20% indicated above average.

The data was inconclusive for specific neighborhood parks.

Heritage Bluffs Public Golf Club

(Information listed is for those who rated the facility)

Knowledgeable Staff	<i>above average</i>
Customer Service	<i>above average</i>
Cleanliness	<i>above average</i>
Safety	<i>above average</i>
Value for my Dollar	<i>satisfactory</i>
Hours of Operation	<i>satisfactory</i>
Food & Beverage Choices	<i>satisfactory</i>
Golf Course Condition	<i>above average</i>
Golf Practice Facility	<i>above average</i>
Golf Merchandise	<i>satisfactory</i>

The Heritage Bluffs Public Golf Club factors were cross tabulated by income:

- Usage of the Golf Club increases as income increases
- Those with a lower income rated the following factors higher than those who have larger incomes: Knowledgeable Staff, Customer Service, Cleanliness, Safety, Food & Beverage Choices, Golf Course Condition, Golf Practice Facility, Golf Merchandise.

The Heritage Bluffs Public Golf Club factors were also cross tabulated by age:

- The over 55 age group tended to rate lower: knowledgeable staff, customer service, safety, and golf practice facility.
- The over 55 age group and the 45-54 age group tended to rate lower: value for my dollar and golf merchandise.
- The over 55 and age 35-44 age group tended to rate lower: hours of operation & food and beverage choices
- Families with children under the age of 18, tended to rate higher: customer service, value for my dollar, hours of operation, golf practice facility and golf merchandise.

Grille Room at Heritage Bluffs

Knowledgeable Staff	<i>satisfactory to above average</i>	
Customer Service	<i>above average</i>	
Cleanliness	<i>above average</i>	
Safety	<i>above average</i>	
Value for my Dollar	<i>satisfactory</i>	
Hours of Operation	<i>satisfactory</i>	
Food & Beverage Choices	<i>satisfactory</i>	

The Grille Room at Heritage Bluffs factors were cross tabulated by age:

- The over 55 group tended to rate lower: knowledgeable staff, customer service, safety.
- Families with children under the age of 18, tended to rate higher: knowledgeable staff, safety

Tomahawk Aquatic Center

Knowledgeable Staff	<i>satisfactory to above average</i>	
Customer Service	<i>satisfactory</i>	
Cleanliness	<i>satisfactory</i>	
Safety	<i>satisfactory to above average</i>	
Value for my Dollar	<i>satisfactory</i>	
Hours of Operation	<i>satisfactory to needs improvement</i>	
Food & Beverage Choices	<i>satisfactory</i>	

The Tomahawk Aquatic Center factors were cross tabulated by age:

- The age 45-54 age group tended to rate lower: cleanliness and safety.
- The 24-44 group tended to rate hours of operation as needs improvement.
- The 45-54 group tended to rate food & beverage as needs improvement.
- Families with children under the age of 18, tended to rate lower: cleanliness.
- Hours of Operation: 43% of families with no children rated as needs improvement, and 38% of families with children rated as needs improvement.
- Food & Beverage choices: 24% of families with no children rated as needs improvement, and 30% of families with children rated as needs improvement.

Skateland Recreation Center

Knowledgeable Staff	<i>satisfactory</i>	
Customer Service	<i>satisfactory</i>	
Cleanliness	<i>satisfactory to needs improvement</i>	
Safety	<i>satisfactory</i>	
Value for my Dollar	<i>satisfactory</i>	
Hours of Operation	<i>satisfactory</i>	
Food & Beverage Choices	<i>satisfactory</i>	

The Skateland Recreation Center factors were cross tabulated by age:

- The age group 45-54 tended to rate lower: knowledgeable staff
- The age group 25-54 tended to rate cleanliness and hours of operation as needs improvement.
- Customer Service: Those families with children under the age of 18, 23% rated customer service as needs improvement, 43% rated as satisfactory, while only 34% rated above average.
- Cleanliness: Those families with children under the age of 18, 39% rated cleanliness as needs improvement, 48% rated as satisfactory, while only 44% rated above average.
- Hours of Operation: 19% of families with no children rated as needs improvement. 31% of families with children rated as needs improvement.
- Food & Beverage choices: 11% of families with no children rated as needs improvement. 29% of families with children rated as needs improvement.

Dimensions Fitness Center

Knowledgeable Staff	<i>above average</i>	
Customer Service	<i>above average</i>	
Cleanliness	<i>above average</i>	
Safety	<i>satisfactory to above average</i>	
Value for my Dollar	<i>satisfactory to above average</i>	
Hours of Operation	<i>satisfactory to above average</i>	
Food & Beverage Choices	<i>satisfactory</i>	

The Dimensions Fitness Center factors were cross tabulated by age:

- The over 55 group tended to rate lower: customer service.
- The 45-54 group tended to rate lower: cleanliness and safety.
- The 25-34 group tended to rate Dimensions factors as needs improvement.
- Families with children under the age of 18, tended to rate higher: knowledgeable staff, customer service,
- Families with children under the age of 18, tended to rate lower: value for my dollar

Heritage Crossing Field House

Knowledgeable Staff	<i>above average</i>	
Customer Service	<i>above average</i>	
Cleanliness	<i>above average</i>	
Safety	<i>above average</i>	
Value for my Dollar	<i>above average</i>	
Hours of Operation	<i>above average</i>	

The Heritage Crossing Field House factors were cross tabulated by age:

- The over 55 group tended to rate lower: knowledgeable staff.
- The 45-54 group tended to rate lower: cleanliness.
- Families with children under the age of 18, tended to rate higher: knowledgeable staff, value for my dollar.

Arrowhead Community Center

Knowledgeable Staff	<i>above average</i>	
Customer Service	<i>above average</i>	
Cleanliness	<i>above average</i>	
Safety	<i>above average</i>	
Value for my Dollar	<i>above average</i>	
Hours of Operation	<i>satisfactory</i>	

The Arrowhead Community Center factors were cross tabulated by age:

- The 45-54 age group tended to rate lower: knowledgeable staff, customer service, cleanliness, safety.
- Both the 45-54 group and the over 55 group tended to rate lower: value for my dollar.
- The 25-34 group tended to rate lower: hours of operation.
- Families with children under the age of 18, tended to rate higher: knowledgeable staff, value for my dollar.

General Demographic

Respondent:

81% female
90% married
98% registered voters
44 average age

Location:

Generally, the respondent's location mirrors the population served by the Channahon Park District.
81% live in Village of Channahon
14% live in Minooka
5% live in unincorporated area

Income:

69% earn \$76,000 or more annually.

Household:

3.6 – average number of people living in household

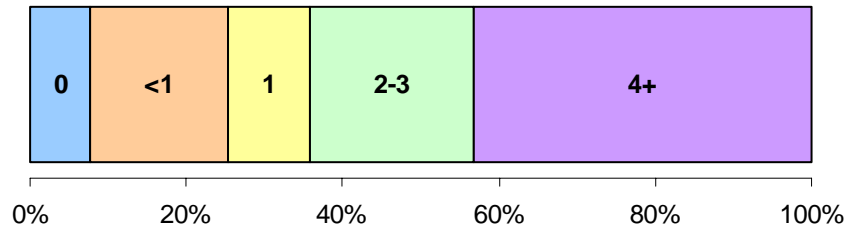
The largest percentage of children is currently between the ages of 6-13.

22% of households have a child between the ages of 0-2 years old.
29% of households have a child between the ages of 3-5 years old.
36% of households have a child between the ages of 6-9 years old.
34% of households have a child between the ages of 10-13 years old.
23% of households have a child between the ages of 14-17 years old.

By percentage, there are more male children under the age of 18 vs. female children under the age of 18.

Participation

1. On average, how often do you or members of your family use or visit Channahon Park District programs, services and facilities **per month**?
- 8% Never 18% Less than 1 11% 1 time 21% 2-3 times 43% 4 /more times



2. What would motivate you to use or visit Channahon Park District programs, services & facilities more often?

Most common responses were: Improved programming (esp. for children), Better scheduling/times of programs, Lower cost (see full report for details)

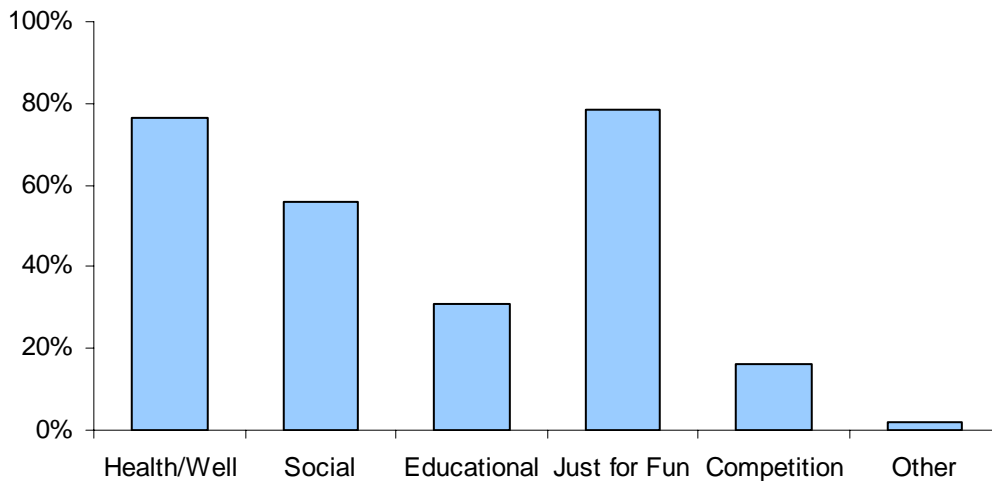
3. What recreational activities do you and your family participate in other than those offered by the Channahon Park District?

Most common responses were: Outdoor activities, Sports, Fitness (see full report for details)

4. For what reasons do you and members of your family participate in recreational activities?*

76% Health & Wellness 56% Social 31% Educational 79% Just for Fun 16% Competition 2% Other

Other: Birthday parties, Family, Senior exercise for strength and movement, Sports, Use of Park
 *Percentages may total greater than 100% due to respondent's ability to check all that apply



Appendix A – Visual Results

- Notes, question 15 listed here to include with **Participation**

15. When are the most convenient times for your household members to participate in Park District programs?

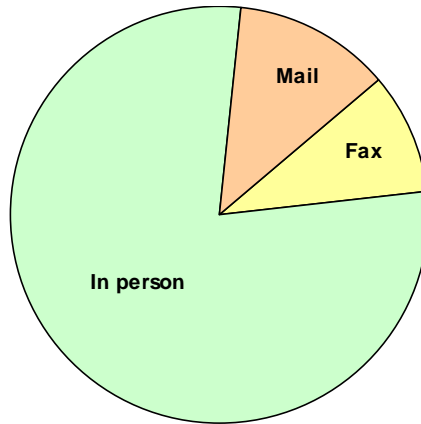
		Early 5am-8am	Morning 8am-11am	Lunch 11am-1pm	Afternoon 1pm-3pm	Early Evening 3pm-5pm	Evening 5pm-7pm	Late After 7pm
Adults (198)	Weekday	29%	31%	14%	18%	24%	62%	56%
	Weekend	27%	55%	36%	39%	36%	35%	27%
Children 0-2 (30)	Weekday	0%	73%	27%	23%	35%	38%	8%
	Weekend	8%	73%	46%	35%	35%	23%	8%
Children 3-5 (65)	Weekday	3%	57%	26%	31%	46%	52%	11%
	Weekend	14%	62%	49%	38%	29%	28%	11%
Children 6-9 (70)	Weekday	4%	10%	1%	4%	53%	87%	31%
	Weekend	13%	70%	66%	66%	53%	37%	16%
Children 10-13 (62)	Weekday	2%	3%	6%	10%	48%	79%	42%
	Weekend	5%	66%	61%	63%	39%	40%	23%
Children 14-17 (30)	Weekday	3%	0%	3%	7%	37%	67%	47%
	Weekend	3%	47%	53%	43%	27%	43%	47%
Children 18+ (12)	Weekday	8%	17%	8%	17%	8%	42%	58%
	Weekend	0%	25%	33%	0%	17%	8%	25%

Comments: Adult weekday: after midnight; For 15-yr old: summer all hours and all hours on school days off

Communication

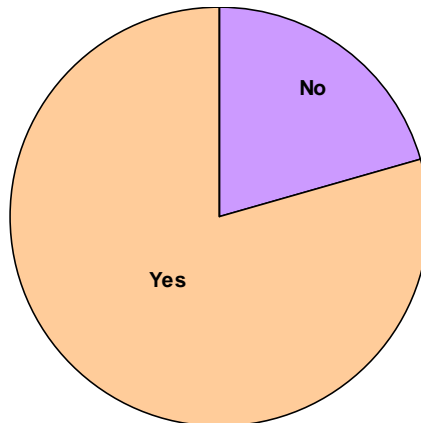
5. What is your preferred method to register for programs?

78% In person 9% Fax 12% Mail
 Comments: Online; Phone, Computer; Email; Internet; Phone



6. If online registration was available, would you use it when signing up for programs?

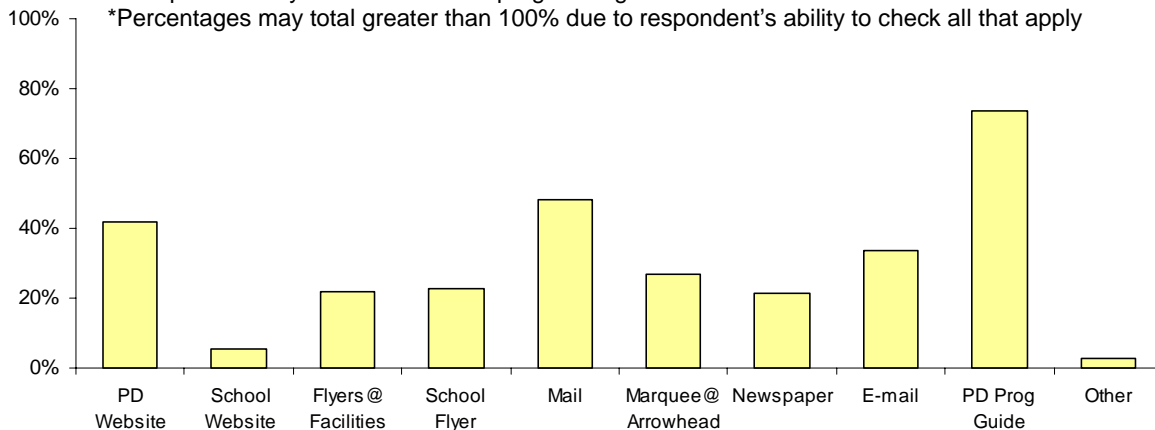
80% Yes 20% No



7. What are the best ways for the Park District to inform you about its programs and events?*

42% Park District Website 6% School Website 22% Flyers Available at Facilities
 23% School Flyer 48% Mail 27% Marquee at Arrowhead Community Center
 21% Newspaper 33% E-mail **74% Park District Program and Service Guide**
 3% Other: Booklet, Catalog, Channel 6 community news, Comcast message board, Flyers at club, Skateland marquee at roadside

Comments: I have provided my email address on program registration form but have never received an email from PD



Interests

8. What new or additional **facilities** do you think are most needed?

	High Priority	Low Priority	No Opinion
Preschool Rooms	31%	26%	43%
Teen Center	50%	21%	29%
Senior Center	32%	31%	37%
Dance/Aerobic Room	29%	34%	36%
Program/Meeting Room	10%	45%	46%
Gymnasium	34%	37%	29%
Nature Center	52%	30%	18%
Dog Park	33%	40%	27%

Comments: Low cost child care facility – high priority

9. What types of new or additional **programs** do you think are most needed?

	High priority	Low priority	No Opinion
Adventure programs	49%	28%	24%
Cultural/Performing Arts	47%	30%	23%
Family Trips	48%	31%	21%
Outdoor/ Environmental Recreation	67%	21%	13%
Youth Health & Fitness	62%	20%	18%
Adult Health & Fitness	62%	25%	13%
Recreation for Special Needs	34%	24%	42%
Early Childhood Programs	39%	24%	38%

Comments: Different early childhood programs – some are the same

10. What other types of new or additional **programs, facilities, & park features** do you think are most needed?
Most common responses listed

Youth Programs: Sports (football, baseball, tennis, etc.), More classes/programs in general

Teen Programs: Sports (football, baseball, tennis, etc.), More classes/programs in general

Family Programs: Hobbies/Leisure activities (Game nights, Social events, etc.)

Senior Programs: Hobbies/Leisure activities (Game nights, Social events, etc.), Volunteering (mentoring, etc.)

Adult Programs: Hobbies/Leisure activities (Art, Quilting, etc.), Fitness (aerobics, dance, etc.)

Sports Programs: Soccer, Baseball, Football, Volleyball, Hockey

Facilities: Indoor Pool/Aquatic Center, Indoor Sports Facilities

Park Features: Pavilions, Play Equipment, Splash Park, Dog Park

Influence

11. To what degree does the Park District influence the following:

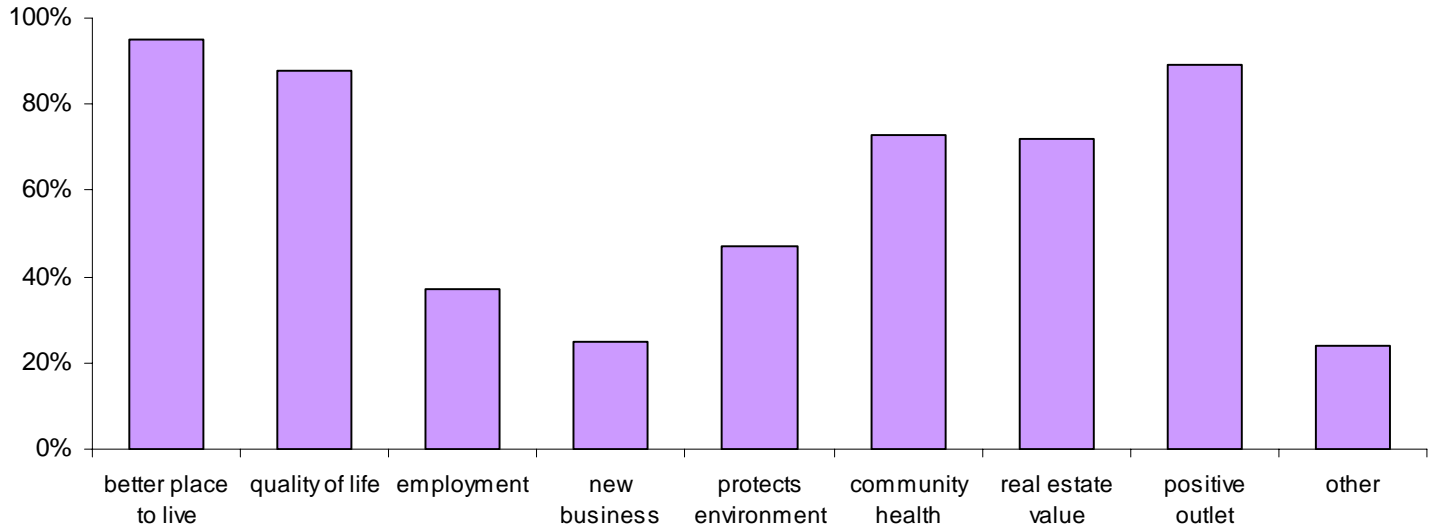
	Large Influence	Small Influence	No Opinion
Makes community a better place to live	95%	4%	1%
Enhances the quality of life	88%	10%	2%
Provides employment opportunities	37%	52%	11%
Attracts new businesses	25%	55%	21%
Protects the environment	47%	41%	12%
Improves community health	73%	22%	5%
Increases real estate property values	72%	23%	5%
Provides positive outlet for youth	89%	8%	3%
Other community influence	24%	3%	74%

Other

Adopt a pet, Bring people together, Getting to know your town, Place for moms/dads to meet children's friends and socialize, Provides opportunity for cmmy to socially come together

Comments: Attracts new business: New business: Our mayor is ruining that; Protects environment: Trucks, pollution

Percent "LARGE INFLUENCE"



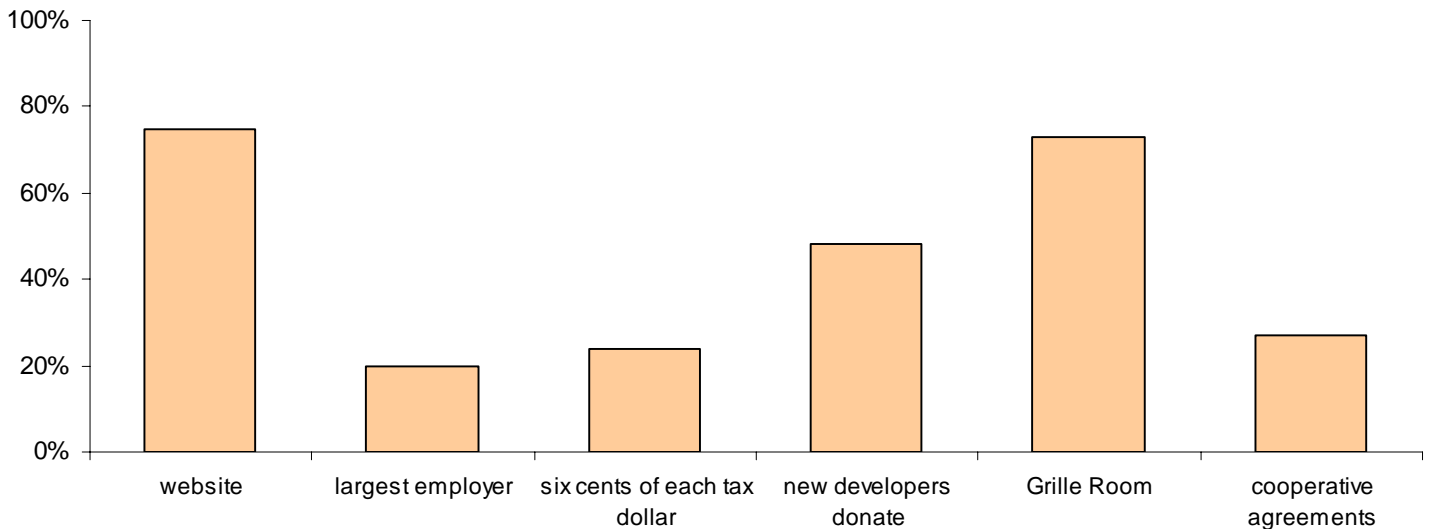
Awareness

12. Did you know...?

	Yes	No
The Park District has a website, www.channahonpark.org ?	75%	25%
The Park District is the largest employer of high school & college age youth in the community?	20%	80%
Less than six cents of each real estate property tax dollar paid comes to the Park District?	24%	76%
The Village of Channahon requires new residential developers to donate a park site or funds to the Park District?	48%	52%
The Park District's Grille Room Restaurant in the Heritage Bluffs clubhouse is open year round to the public?	73%	27%
The Park District has cooperative agreements in place with every area local government for projects and cost sharing?	27%	73%

Comments: Grille Room restaurant: Closed most of winter; Separate tax item on tax return – Other communities prefer school tax increase; Re: Six cents... "Not true"; Re: Village requires... "We pay upkeep"; Grill Room: What do they serve? Menu available?; Grill Room: Not the most friendly Golf Facility. We've tried it and felt unwelcome by the staff.

Percent "YES"



Satisfaction

13. Please rate each park:

	Above Average	Satisfactory	Needs Improvement	No Opinion
Community Park				
Park is clean and well maintained	31%	42%	3%	24%
I feel safe at the park	29%	42%	4%	25%
Sports fields are well maintained	25%	38%	4%	33%
Playgrounds are well maintained	21%	42%	10%	28%
Picnic pavilions are well maintained	27%	39%	5%	29%
Park Maintenance Staff are friendly and helpful	26%	24%	2%	48%
Central Park				
Park is clean and well maintained	49%	42%	1%	8%
I feel safe at the park	50%	38%	4%	8%
Sports fields are well maintained	40%	40%	3%	17%
Playgrounds are well maintained	38%	44%	5%	13%
Picnic pavilions are well maintained	39%	47%	1%	13%
Park Maintenance Staff are friendly and helpful	36%	31%	1%	31%
Neighborhood Park you visit most				
Park is clean and well maintained	44%	33%	5%	19%
I feel safe at the park	46%	31%	4%	18%
Playgrounds are well maintained	41%	32%	7%	20%
Park Maintenance Staff are friendly and helpful	27%	17%	1%	55%

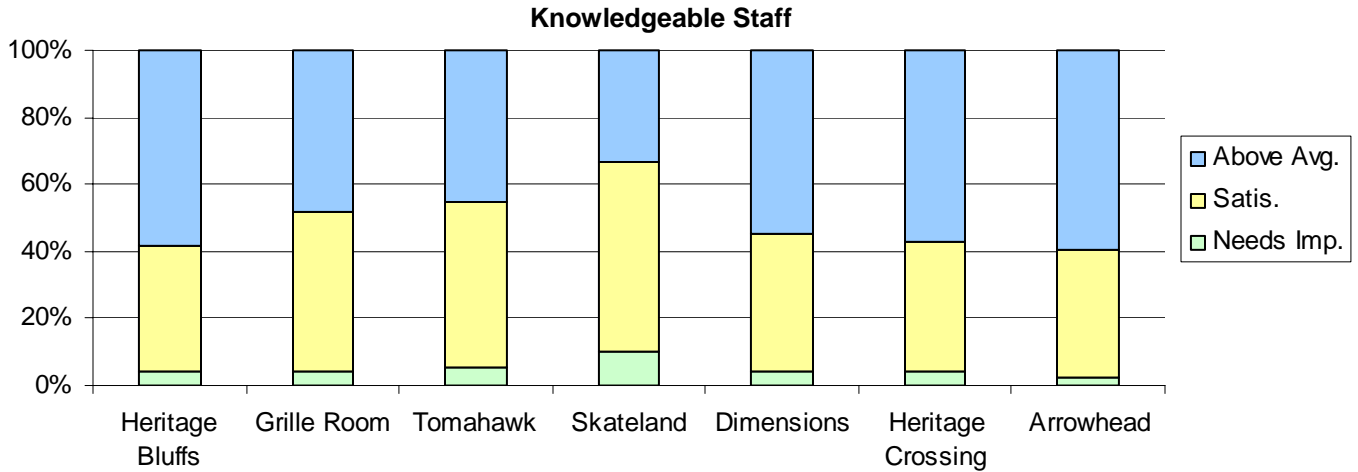
Amberleigh (6)	Deer Run	Library	Pioneer park
Andrew & Donna	Diamond Park	Lion's park	Pioneer path school
Arrowhead (2)	Henneberry (3)	Mallard Pt.	Red Hawk (11)
Bluff (5)	Heritage Lakes (2)	McClintock (2)	Red Stable Lane (2)
by middle school	Highlands (7)	McKinley oaks (2)	Rolling acres
Central Park (33)	Hunter West	Meadowlands (3)	Seneca (6)
Community park (15)	Hunters Crossing (11)	Moorman	Spring Brook
Deer Path	I and M canal (4)	New Lenox	Swifton
	Indian trails (2)	Old Kerry	Valley Drive
		on teal rd.	Various
			Yellow Pine (4)

Comments: Never been to Central Park – the equipment at the park is not geared toward all ages; Re Neighborhood parks: "Remove them"; More reasonable rates for residents using pool who do not have a pass; Playgrounds are old fashion but fun @ Cmmtly Park; Cmmtly Park needs bathroom, playground equipmt is old; Commtly Park: Update needed on playground; Never seen staff @ Central or Diamond Parks

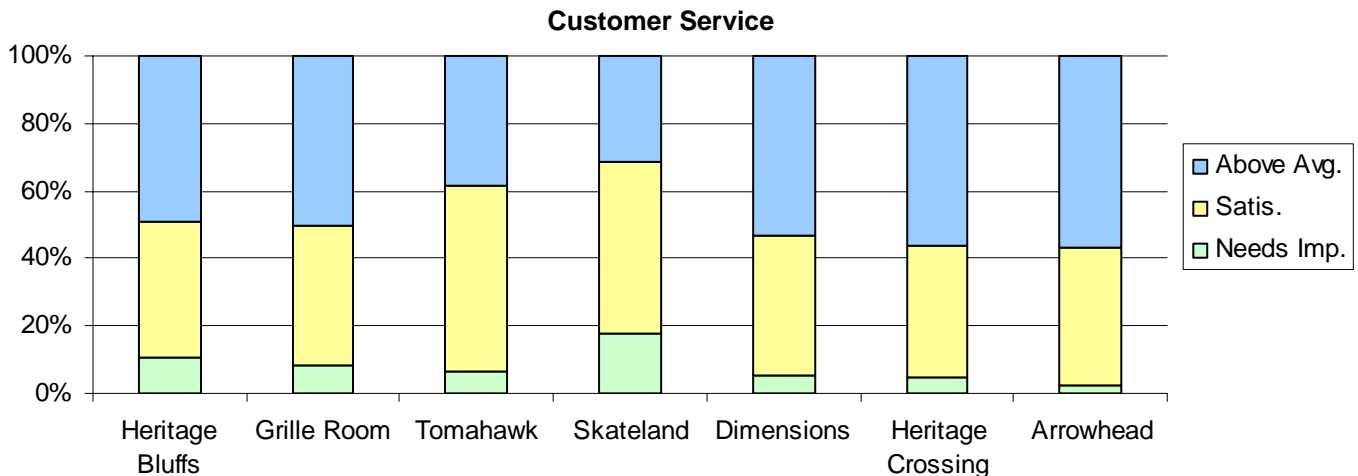
Appendix A – Visual Results

14. Please rate each facility: *(Please note that charts re-calculated without “No Opinion”)*

	No Opinion	Needs Improvement	Satisfactory	Above Average
Knowledgeable Staff				
Heritage Bluffs Public Golf Club	50%	2%	19%	29%
Grille Room at Heritage Bluffs	48%	2%	25%	25%
Tomahawk Aquatic Center	23%	4%	38%	35%
Skateland Recreation Center	38%	6%	35%	21%
Dimensions Fitness Center	47%	2%	21%	29%
Heritage Crossing Field House	20%	3%	31%	46%
Arrowhead Community Center	13%	2%	33%	52%

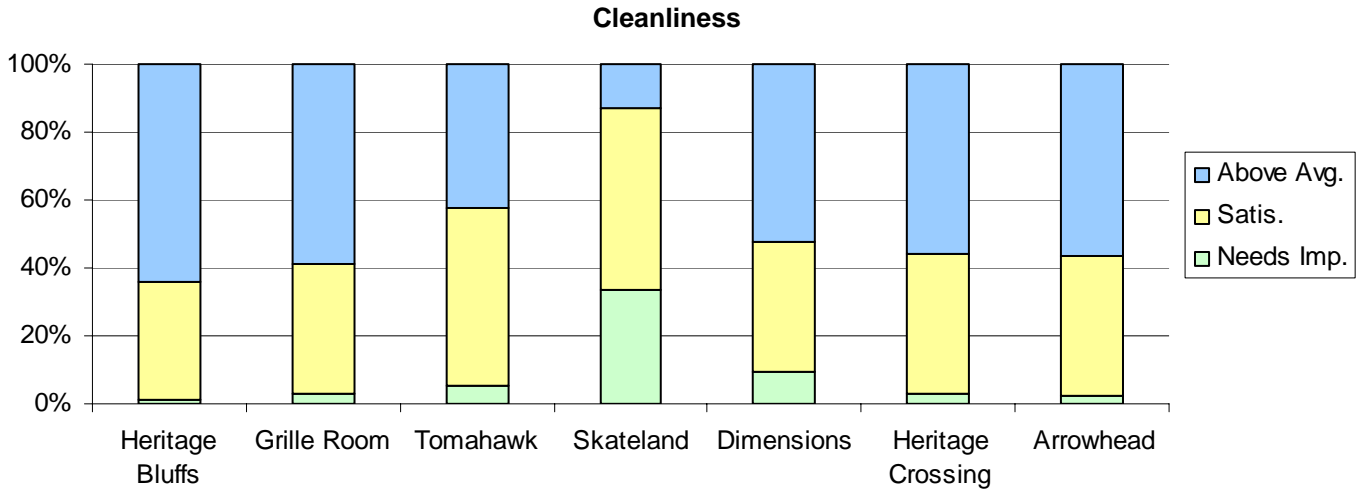


	No Opinion	Needs Improvement	Satisfactory	Above Average
Customer Service				
Heritage Bluffs Public Golf Club	48%	5%	21%	26%
Grille Room at Heritage Bluffs	46%	4%	23%	27%
Tomahawk Aquatic Center	23%	5%	43%	30%
Skateland Recreation Center	35%	12%	33%	20%
Dimensions Fitness Center	46%	3%	22%	29%
Heritage Crossing Field House	19%	4%	32%	45%
Arrowhead Community Center	13%	2%	36%	49%

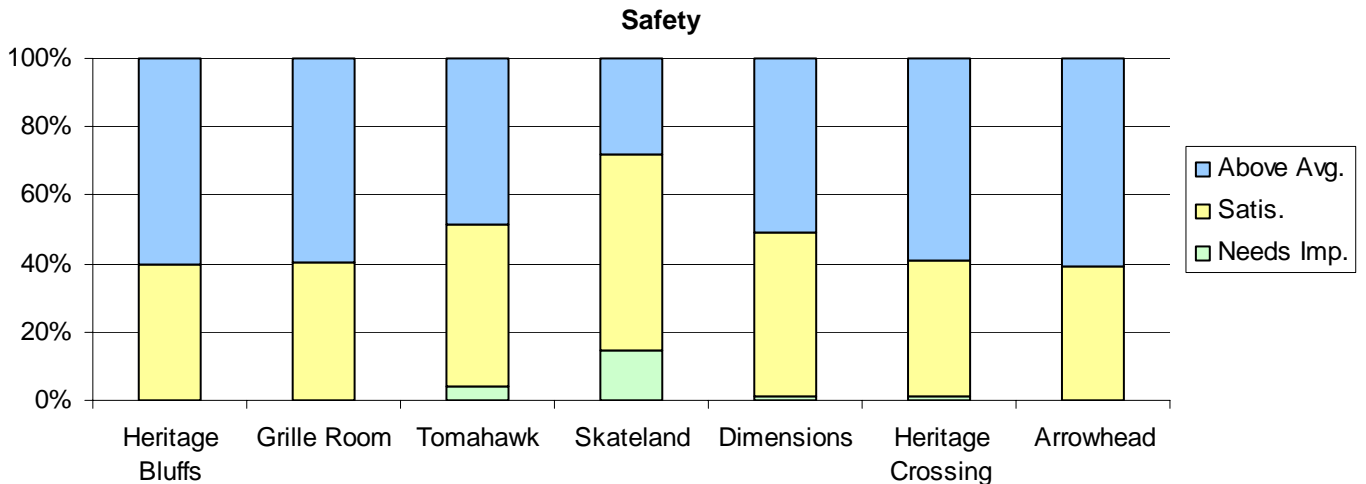


Appendix A – Visual Results

	No Opinion	Needs Improvement	Satisfactory	Above Average
Cleanliness				
Heritage Bluffs Public Golf Club	46%	1%	19%	34%
Grille Room at Heritage Bluffs	44%	2%	22%	33%
Tomahawk Aquatic Center	21%	4%	42%	34%
Skateland Recreation Center	32%	23%	36%	9%
Dimensions Fitness Center	45%	5%	21%	29%
Heritage Crossing Field House	17%	3%	34%	46%
Arrowhead Community Center	12%	2%	37%	50%

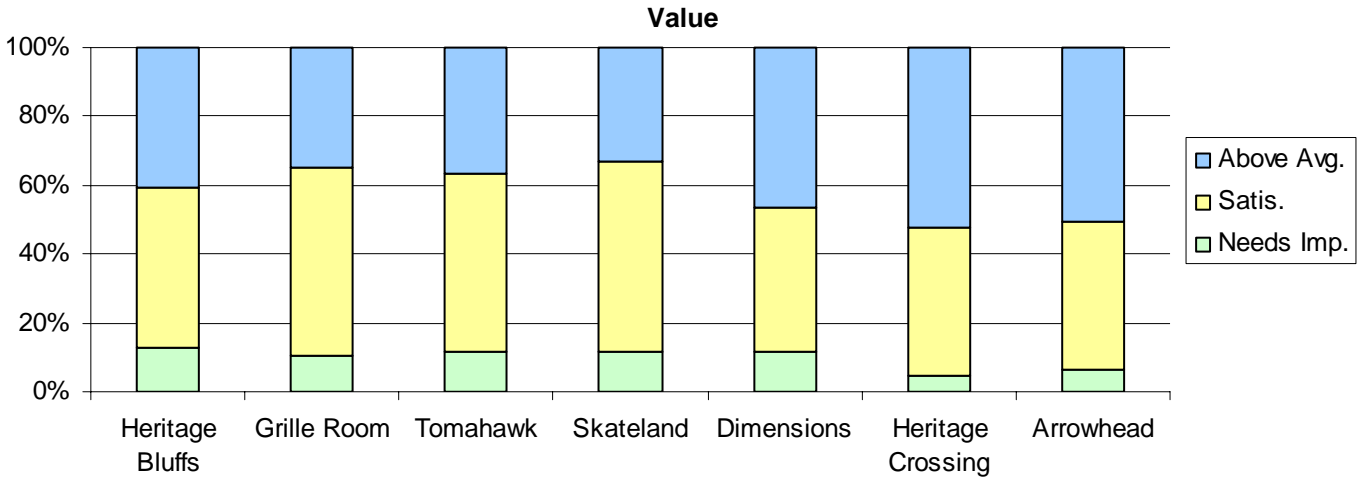


	No Opinion	Needs Improvement	Satisfactory	Above Average
Safety				
Heritage Bluffs Public Golf Club	48%	0%	21%	31%
Grille Room at Heritage Bluffs	51%	0%	20%	29%
Tomahawk Aquatic Center	20%	3%	38%	39%
Skateland Recreation Center	35%	10%	37%	18%
Dimensions Fitness Center	46%	1%	26%	28%
Heritage Crossing Field House	21%	1%	32%	47%
Arrowhead Community Center	15%	0%	33%	52%



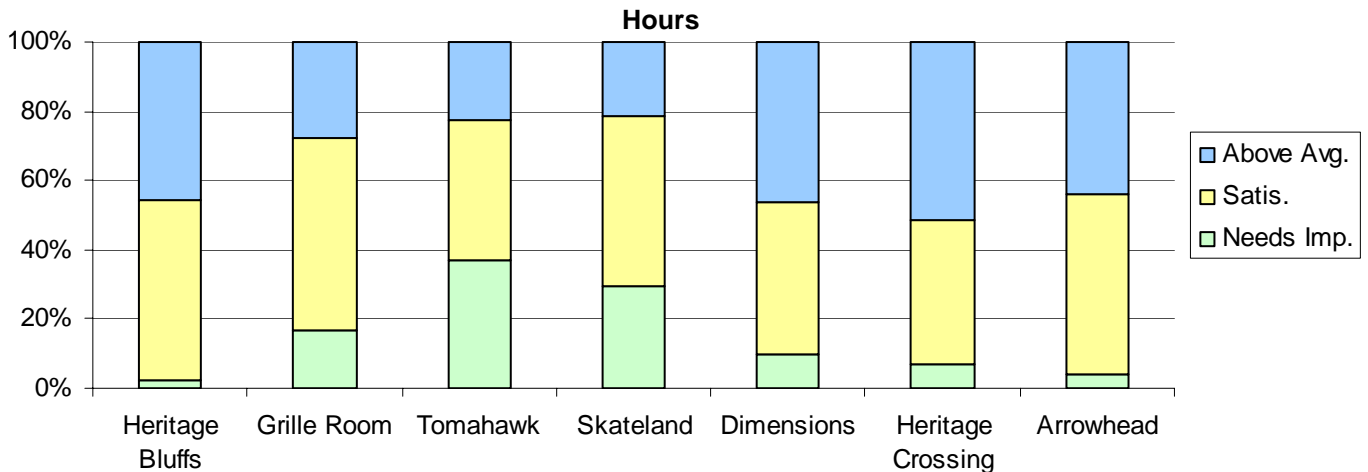
Appendix A – Visual Results

	No Opinion	Needs Improvement	Satisfactory	Above Average
Value For My Dollar				
Heritage Bluffs Public Golf Club	48%	7%	24%	21%
Grille Room at Heritage Bluffs	46%	6%	29%	19%
Tomahawk Aquatic Center	21%	9%	41%	29%
Skateland Recreation Center	36%	7%	36%	21%
Dimensions Fitness Center	47%	6%	22%	25%
Heritage Crossing Field House	23%	4%	33%	40%
Arrowhead Community Center	18%	5%	35%	41%



	No Opinion	Needs Improvement	Satisfactory	Above Average
Hours of Operation				
Heritage Bluffs Public Golf Club	49%	1%	27%	23%
Grille Room at Heritage Bluffs	49%	8%	29%	14%
Tomahawk Aquatic Center	22%	29%	31%	18%
Skateland Recreation Center	39%	18%	30%	13%
Dimensions Fitness Center	48%	5%	23%	24%
Heritage Crossing Field House	22%	5%	32%	40%
Arrowhead Community Center	15%	3%	45%	37%

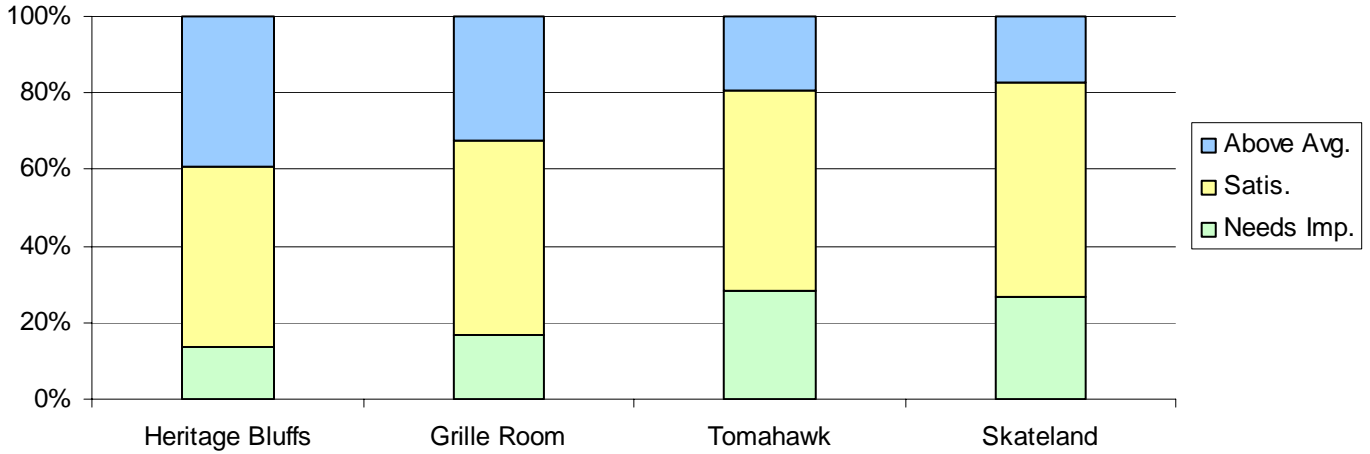
Comments: More early classes at Dimensions Fitness Center



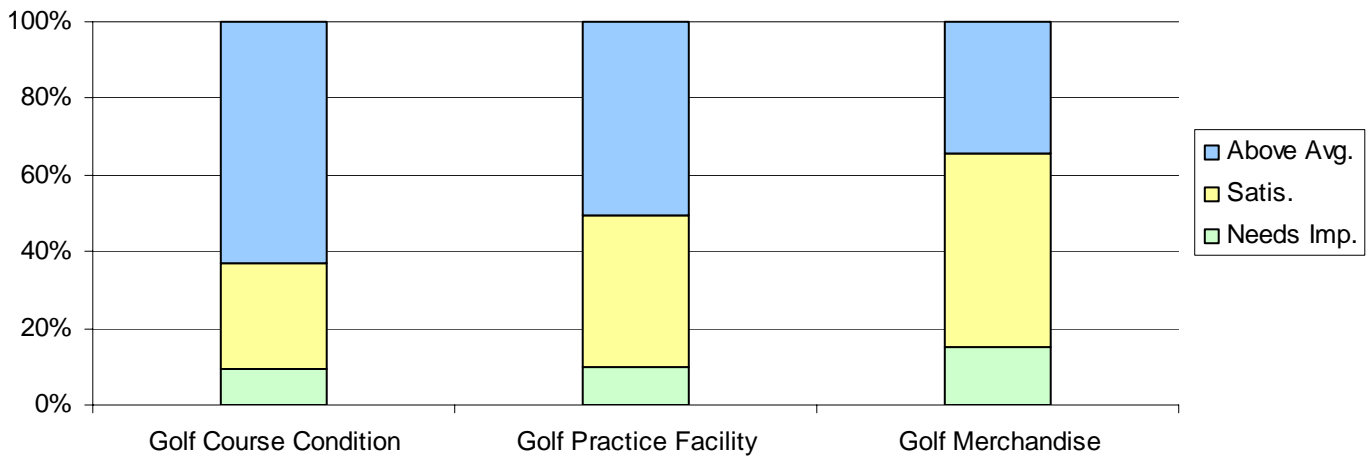
Appendix A – Visual Results

Food & Beverage Choices	No Opinion	Needs Improvement	Satisfactory	Above Average
Heritage Bluffs Public Golf Club	51%	7%	23%	19%
Grille Room at Heritage Bluffs	46%	9%	27%	17%
Tomahawk Aquatic Center	35%	18%	34%	13%
Skateland Recreation Center	42%	15%	32%	10%

Food & Beverage



	No Opinion	Needs Improvement	Satisfactory	Above Average
Golf Course Condition - Heritage Bluffs Public Golf Club	51%	5%	14%	31%
Golf Practice Facility - Heritage Bluffs Public Golf Club	54%	5%	18%	23%
Golf Merchandise - Heritage Bluffs Public Golf Club	61%	6%	20%	13%



General Demographic

16. Household Status	6% Single	90% Married	4% Other
17. Registered Voter:	98% Yes	2% No	
18. Annual Household Income:	2% ≤\$25k 31% \$76k-100k	9% \$26k-50k 38% \$101k+	9% \$51k-75k
19. Where do you Reside:	81% Village of Channahon 14% Village of Minooka 5% Unincorporated Area		
20. Members in your household:	Survey Respondent: Male 19% Female 81% Average Age = 44		

Average = 3.6 members in household

Persons 2 - 7	% of Households with...		
	Female	Male	Total
0-2	10%	12%	22%
3-5	14%	15%	29%
6-9	16%	20%	36%
10-13	14%	20%	34%
14-17	10%	13%	23%
18-25	12%	9%	21%
26-34	2%	20%	22%
35-44	4%	29%	33%
45-54	6%	20%	25%
55+	6%	10%	16%