

2011 Community Survey for Elmhurst Park District



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Methodology

- This report is based on a telephone survey of n=409 heads of household in Elmhurst, Illinois
- Interviews were conducted by trained telephone interviewers between July 28 and August 9, 2011
- Qualified respondents confirmed that they live within the city limits of Elmhurst
- All proper telephone survey research procedures were followed, including:
 - Random digit dialing, to include households with unlisted phone numbers
 - Contacting respondents during evenings and weekends (when adults are most likely to be home)
 - Multiple attempts at different times and different days (to include those who are seldom home)
 - Weighting the data by region, age, gender, and household composition (with/without children) to the most recent U.S. Census data for Elmhurst (to ensure a representative sample to the population – see page 5)
- Assuming no sample bias, the maximum margin of error for a sample of 400 is +/- 4.8% (at the 95% confidence level)
 - In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls

Methodology

- Some key variables of note:
 - One's geographic residence in Elmhurst is described by the following regions or quadrants:
 - Northwest (NW): North of the Metra train tracks, west of York Rd.
 - Northeast (NE): North of the Metra train tracks, east of York Rd.
 - Southeast (SE): South of the Metra train tracks, east of York Rd.
 - Southwest (SW): South of the Metra train tracks, west of York Rd.
 - EPD users and non-users are defined based on self-reported behaviors of:
 - Any household member using and/or visiting an EPD indoor or outdoor facility in the past twelve months
 - Any household member participating in or attending an EPD program or event
- In this report, any differences that are indicated among subgroups (e.g. by age, gender, region, users vs. non-users, etc.) are statistically meaningful at the .05 probability level
 - This means the likelihood that a difference occurs by chance is no more than one in twenty
 - A few exceptions report differences at the .10 confidence level (one in ten probability they occur by chance), and are indicated in the report

Methodology

- Based on these significant tests, we report the subgroups who are most likely to give a certain response or represent a specific behavior compared to the overall sample
 - When interpreting these differences by subgroup, the percentages reported represent the proportion of the subgroup who gave a certain response, compared to the overall response.
 - For example, in the table below 50% of all survey respondents agreed with a statement
 - Among those age 18-39, 90% agreed, and similarly 75% of those age 40-49 agreed
 - Likewise, women were more likely to agree (60%) than men (40%), as were EPD users and Northeast residents

EXAMPLE: Agree/Disagree With Statement	Overall	Most Likely
Agree	50%	<ul style="list-style-type: none"> - Age 18-39 (90% of whom agree), 40-49 (75%) - Women (60%, vs. 40% of men) - EPD users (62%) - NE residents (59%)
Disagree	40%	<ul style="list-style-type: none"> - Ages 65+ (50% of whom disagree), Retired (49%) - Men (50%, vs. 30% of women) - Non-EPD Users (55%) - SW residents (48%)
Not Sure	10%	<ul style="list-style-type: none"> - No significant differences

Methodology: Comparison of Sample Population to Census Data

	Sample Population		Actual Population
	Unweighted	Weighted	
Gender			
Male	47%	48%	47%
Female	53	52	53
Age*			
Under 35	4%	9%	9%
35-44	16	19	21
45-54	23	27	26
55-65	21	21	20
65+	36	24	24
Region			
Northwest	18%	24%	24%
Northeast	18	15	14
Southeast	24	22	22
Southwest	40	39	40
Household Composition			
With children	32%	38%	37%
Without children	68	62	63

- Final data were weighted to reflect US 2010 Census data (gender, age, household composition) and from the Census' 2009 American Community Surveys (region variable)

Sample Demographics (n=409)

Region		
	Northwest	24%
	Northeast	15
	Southeast	22
	Southwest	39
Years living in Elmhurst		
	Less than 10	21%
	10-19	24
	20-29	21
	30-39	11
	40+	23
	<i>Mean</i>	24.5
	<i>Median</i>	20
Gender		
	Male	48%
	Female	52

Age		
	Under 35	9%
	35-44	19
	45-54	27
	55-64	21
	65+	24
	<i>Mean Age</i>	54.8
Children		
	% with children in household	39%
	% without children in household	61
Children's Ages (% of total n, does not = 100%)		
	Pre-School (age 5 or younger)	14%
	Elementary (age 6 to 10)	21
	Pre-Teen/Teen (age 11 to 18)	23
Registered Voter (self-reported)		
	Yes, registered	94%
	No, not registered	6

Sample Demographics (n=409)

Employment Status	
Currently employed	62%
Retired	26
A homemaker	6
Not currently employed but seeking employment	5
Full-time student	1
Marital Status	
Married or living with partner	77%
Single (includes divorced, widowed, etc.)	23

Total Household Income	
Less than \$20,000	3%
Less than \$35,000	5
Less than \$50,000	8
Less than \$75,000	10
Less than \$100,000	15
Less than \$150,000	20
Less than \$200,000	7
More than \$200,000	10
Refused	22

Executive Summary / Key Findings

Executive Summary: Overall Attitudes Toward EPD

- Overall, the Elmhurst Park District is regarded very favorably by its constituents *pp. 30-31*
 - Residents especially appreciate the range of programs and abundance of facilities that the District offers
 - Especially programs for children, and good upkeep of District facilities
 - A clear majority (70%) feel the portion of their property taxes that goes to the EPD represents a good/excellent value given the level of service *pg. 34*
 - When asked what they dislike about the EPD or what it could do better, the most frequent response was “nothing” (38%) *pp. 32-33*
 - Fifteen percent would like to see more facilities and/or upkeep, and twelve percent suggested more programs
 - About one in ten (9%) seek more affordable program fees
- Still, virtually all (85%) report using or visiting an EPD facility in the past year, and their satisfaction with that experience is overwhelming *pp. 36-39*
 - 91% were satisfied, including 40% very satisfied; only 3% were dissatisfied (usually requesting better upkeep of specific parks, facilities or equipment)
- Two in five (41%) have utilized an EPD program in the past year, and again satisfaction is very strong (96% satisfied, none were dissatisfied) *pp. 42-44*

Executive Summary: Local Issues

- Similarly, the top two characteristics that residents like most about Elmhurst are:
 - The amount of parks and open space (94% satisfied)
 - The access to recreational programs and facilities (88%)

pg. 22

- While satisfaction with the EPD's delivery is strong, other local issues are far more important, especially:
 - The quality of public schools (highest priority, and also high satisfaction)
 - Property taxes and flooding (tied for second in terms of importance, and lowest satisfaction scores)

pp. 25-26

- Across several questions, the most tax sensitive residents are older (ages 50+) and retirees. These households tend to be without children and are non-users of EPD facilities or programs.
 - They are consistently most opposed to the survey questions about any possible expansion of District facilities or property, as they tend to have no personal need and feel taxes are too high already

pp. 27-28

Executive Summary: EPD Facility and Program Usage, and Communications

- EPD facilities that are used/visited most often are:
 - Berens Park (44% reported visiting in the past year)
 - Wilder Park (43%)
 - East End Swimming Pool (28%)
 - Eldridge Park (26%)
 - Courts Plus (22%)
 - Smalley Swimming Pool (22%)

- In addition to younger families and those with children, these users/visitors tend to be more affluent (higher income)

- Likewise, EPD programs that are used most often are:
 - Youth athletics (especially gymnastics, swimming, baseball/softball, soccer)
 - Non-sports programs primarily for children (e.g., arts programs, early childhood)
 - Adult athletics (swimming, baseball/softball, fitness programs, tennis)

- By far, the primary sources of information about EPD programs, facilities or events are the EPD website (48% use this when seeking information, especially younger residents) and the program guide (38%)
 - Local newspapers (Elmhurst Press, The Independent) rank next and much further behind (12% and 9%, respectively)

pg. 36

pg. 42

pg. 70

Executive Summary: Reasons for Non-Usage, and Improvement Ideas

- Among non-users of District facilities and programs, the barriers to usage are attributed more to a “lack of need/interest”, more so than lack of awareness or cost
 - Most often non-users report having no children in the household; communicating information about adult programs, events, offerings, etc. is critical to reaching this group
 - One in four have not gone to an EPD facility due to health or mobility issues
 - Cost/fees was a deterrent only 2% to 3% of the time

- When asked for suggestions to expand or improve the District’s program offerings, just over two-thirds could not think of anything they need or want
 - Again, reflecting strong satisfaction with the current program offering
 - The most frequent suggestions were for more:
 - Athletic programs (e.g., swimming/aquatics, basketball, etc.) -- 14%
 - Programs for specific age groups (all ages, including small children and seniors) -- 8%
 - Non-sports programs (e.g., dance, music, etc.) -- 9%

pg. 40, pg. 45

pp. 46-47

Executive Summary: Demand for Outdoor Facilities

- A majority of residents (or nearly a majority) currently use or express a need/interest in using a number of outdoor facilities, namely:
 - Walking and biking trails (79%)
 - Passive, open park space (65%)
 - Natural areas (58%)
 - Outdoor pool or aquatic park (57%)
 - Neighborhood playgrounds (49%)
 - Educational signage along trails and in parks (44%)
 - Outdoor ice rink (40%)

- Among the facilities in highest demand (trails, open space, natural areas, swimming pools) residents generally report their needs for these facilities are being met
 - At least three-fourths of those who report interest in or usage of these facilities said their needs are at least “somewhat” met
 - However, of these respondents fewer than half said these needs are “completely” met
 - This reinforces the importance of these opportunities for these residents – they’ll want as many of these facilities as the District can provide (see pp. 54-55 for more detail)

pg. 49

pp. 54-55

Executive Summary: Demand for Outdoor Facilities (cont'd)

pp. 54-56

- Other facilities where demand exceeds supply are outdoor ice rinks and educational signage
 - None of the individual outdoor facilities tested was identified as an overwhelming priority
 - An outdoor ice rink generated the most response at 14%, followed closely by trails at 13%
- In terms of playgrounds, sports fields (soccer, lacrosse, etc.) and baseball/softball fields, supply appears to be sufficient given current demand

Executive Summary: Demand for Indoor Facilities

- Demand for indoor facilities is lower (compared to outdoor), with no more than half expressing current usage or an interest or need for:
 - Group fitness space (49%)
 - Indoor swimming pool (48%)
 - Walking or running track (46%)
 - Gym space for court sports like basketball and volleyball (37%)
 - Nature Center (35%)
 - Indoor ice rink (31%)
 - Indoor golf driving range (31%)
 - Arts and crafts space (30%)
 - Senior adult center (28%)

- With the exception of the senior center, most of these facilities are of interest to younger households and current EPD users
 - Group fitness facilities also appeal more to women and residents in NW Elmhurst
 - Indoor tracks also appeal to women, as well as slightly older adults

- When asked to identify the indoor facility that represents the highest priority, the most frequent responses were “none” (18%) and “don’t know” (18%)
 - An indoor pool was mentioned by 11%, followed by an indoor track, gym space and group fitness space (7% each)

pg. 57

pp. 58-60

pg. 63

Executive Summary: Interest in Possible Improvements and Willingness to Pay

- Three potential initiatives for the EPD were tested, none of which were considered especially important
 - A majority (56%) feel that expanding or building additional indoor recreational space is important, but most of this is “soft” (only 14% said “very important”), and 44% are either opposed or ambivalent
 - Acquiring adjoining properties to expand existing parks and open spaces is less important (44%), with one-third (33%) saying it is not important and 23% with no opinion
 - Buying small residential properties to develop pocket parks in neighborhoods is the least supported option, with nearly half (46%) deeming this unimportant
- Additional indoor space is supported most by current EPD users and supporters (younger, with children, more affluent, less anti-tax).
- Consistently, these goals are least important to the most tax sensitive households. Older and long-term Elmhurst residents are especially opposed to additional indoor space.

pp. 65-66

Executive Summary: Interest in Possible Improvements and Willingness to Pay

- When asked which of these three initiatives they would be most willing to pay for, the most frequent choices were:
 - 32% saying “none” – a volunteered response (not read to respondents as an option)
 - 31% favored building or expanding indoor recreational space
- The two land acquisition options (adjoining park property, or neighborhood pocket parks) generated support from fewer than one in five residents each
- Again, indoor space is supported most often by younger households, higher income residents, and those with children. However, less than a majority of these groups were willing to pay for this option.
- Residents unwilling to pay for any of these possible initiatives were age 50 and older, long-term Elmhurst residents, live alone and are non-users of EPD parks or programs

pp. 67-68

Conclusions

- Overall, the news for the Elmhurst Park District is very positive
- The EPD is highly regarded and recognized for the wide range of programs and facilities it currently offers
- Similarly, the district has demonstrated that it has been a good steward of the tax revenues it receives; residents feel the District represents a good overall value given the quality and variety of its offerings
- Still, many residents remain sensitive to taxes and further spending, and the most tax-sensitive residents (who are disproportionately older, retirees, without children in the household) tend to be non-users of District facilities and programs
 - Communication with this group is key, especially:
 - The value and importance of District programs to the community, and how they contribute to the overall quality of life in Elmhurst
 - Demonstrating that the EPD has been very responsible with how it has used its resources, trying to do more with less, etc.
 - The availability (and affordability) of programs available to all age groups (including older residents)
 - Know also that the profile of the most tax-sensitive residents matches that of those most likely to vote

Conclusions (cont'd)

- Most residents use EPD facilities and programs, and overall satisfaction with these experiences is consistently high
- While some offered suggestions for improved or additional programs (open-ended responses), there was no clear consensus or priority
- In general, specific indoor and outdoor recreational needs are sufficiently being met, primarily by the District (or other sources, in a few cases)
 - There is no consensual agreement that the District needs to add anything specific
 - While the vast majority of residents place a higher priority on open space, trails and natural areas, relatively few feel the need to purchase additional open space
 - Similarly, many expressed a need or interest in certain indoor facilities (fitness space, indoor tracks, pool, etc.), but willingness to pay for an additional or expanded indoor facility generated marginal support at this time

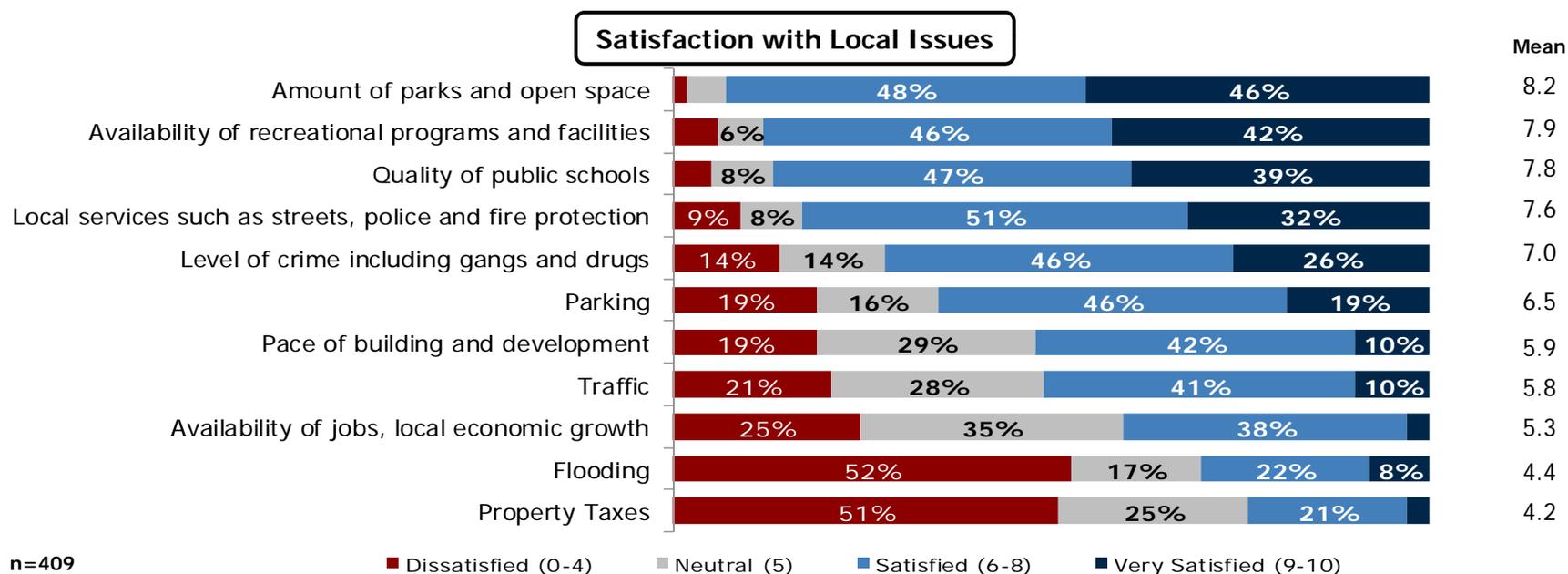
Conclusions (cont'd)

- Among non-users, the barriers cited most often are more around their personal lifestyle (no need, not enough time, not interested), and seldom around reasons that the District can directly affect
 - Cost and fees were seldom mentioned as reasons or barriers
- Again, communication is key to ensure that non-user households (as well as users, new residents, etc.) are aware of:
 - The range of programming and availability of facilities to all age groups, and life stages
 - That the district is not just for children or young families, or not just about sports and athletics
 - Community events that the District offers that appeal to and bring all Elmhurst residents together
 - The excellent value that the District represents, given the services and opportunities it provides

I. Local Issues

Residents Are Most Satisfied with Access to Parks and Recreation; Flooding and Property Taxes are Concerns

- Virtually all are at least somewhat “satisfied” with the availability of parks and open space (nearly half are “very satisfied”), and a clear majority likewise are happy with recreational opportunities, quality schools, local services, low levels of crime, and parking
- They are divided on issues of growth (rate of development, traffic) as well as a slow local economy and job market
 - As many are satisfied as less than satisfied with these local issues
- Clearly Elmhurst residents are less happy with property taxes and local flooding (a slight majority “dissatisfied”)



Q1. Now, I'd like to ask a few questions about your community of Elmhurst. I am going to read a list of issues and I would like you to tell me how satisfied you are with each in your community. Please use a zero through ten scale, where zero means you are extremely dissatisfied with the issue, and ten means you are extremely satisfied. Five is a neutral score.

(NOTE: Percent labels are not shown for responses under 6%)

Residents Reach Consensus on High Satisfaction with Parks, Recreation

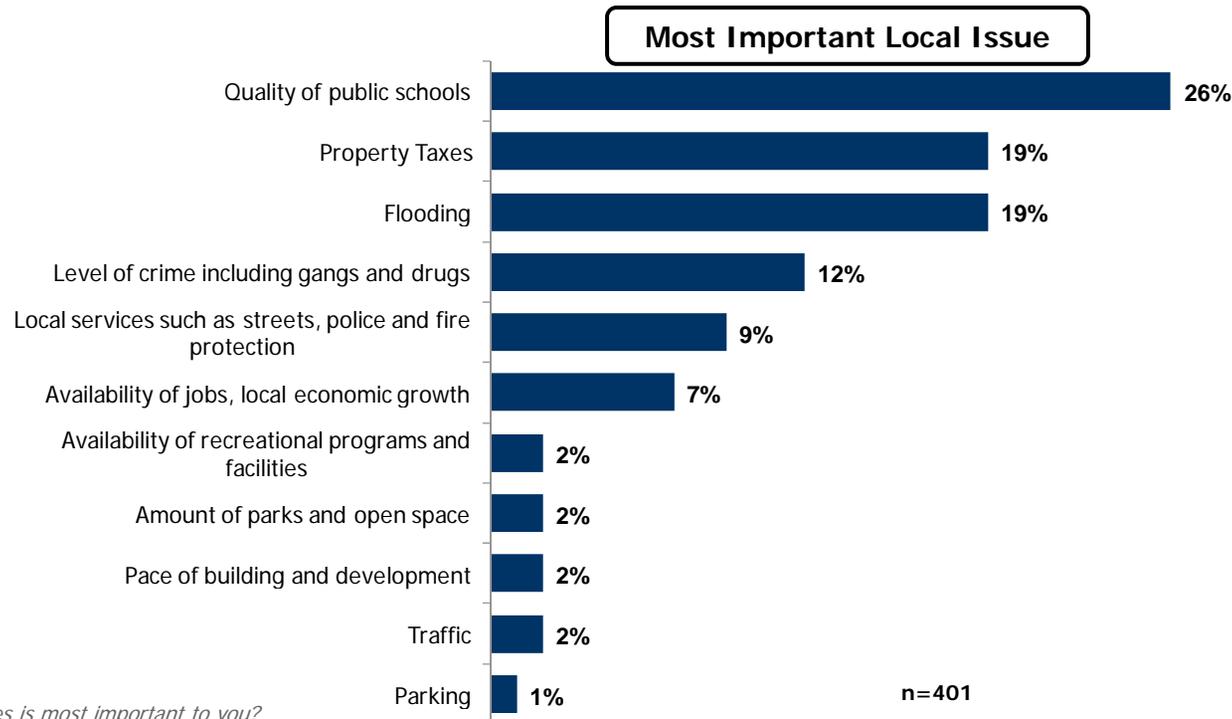
- The availability of parks and recreation in Elmhurst receives strong scores among all resident subgroups
 - Including among those who tend to be slightly less satisfied than average (middle age adults, non-EPD users)
- Differences in satisfaction with these and other issues are reported on the next page. Key findings include:
 - The oldest Elmhurst residents (ages 65+) tend to be consistently more satisfied with local issues; middle age adults (ages 50-64) tend to be less satisfied
 - Concerns by region tend to be more pronounced among Southwest residents (less satisfied with local flooding), and Southeast residents (more concerned about the pace of development)
 - Recent users of EPD facilities and programs tend to be more satisfied than average with other issues beyond just parks and recreation. They tend to be satisfied with a low crime rate and availability of parking in the city. They are also more satisfied with property taxes than non-EPD users (though these levels are still very low).
 - There are no gender differences aside from satisfaction with local schools (men are more satisfied, women slightly less so)

Significant Differences Among Subgroups: Satisfaction With Local Issues

Local Issue	Avg. 0-10 Satisfaction	More Satisfied	Less Satisfied
Amount of parks and open space	8.2	- Age 65+ (8.4) - Elmhurst resident 30+ years (8.4)	- Age 50-64 (8.0) - Elmhurst resident 10-19 years (7.9)
Availability of recreational programs and facilities	7.9	- EPD users (8.4)	- Non-Users (7.3)
Quality of public schools	7.8	- Age 65+ (8.2) - Live alone (8.3) - Men (8.1)	- Age 40-49 (7.8), 50-64 (7.5) - With 2+ children (7.6) - Women (7.6)
Local services (streets, police fire)	7.6	- Age 65+ (8.1), retired (7.9)	- Currently employed (7.4) - Age 40-49 (7.2)
Level of crime (gangs, drugs)	7.0	- With 2+ children (7.3) - Elmhurst resident <10 yrs. (7.6) - EPD Users (7.2)	- Single/live alone (6.3) - Elmhurst resident 10+ yrs. (6.8) - Non-Users (6.3)
Parking	6.5	- EPD Users (6.9) - Age 65+ (6.8)	- Non-Users (5.6) - Age 50-64 (6.1)
Pace of building, development	5.9	- Age 18-39 (6.6), 65+ (6.2) - NW (6.3), NE (6.3)	- Age 50-64 (5.3) - SE (5.6)
Traffic	5.8	- Age 65+ (6.2) - Elmhurst resident <10 yrs. (6.4)	- Age 50-64 (5.4) - Elmhurst resident 10-19 yrs. (5.5), 30+ (5.6)
Availability of jobs, local economic growth	5.2	- HH income \$150K+ (5.8) - Age 40-49 (5.6) - Married (5.4), 2+ children (5.7)	- HH income <\$75K (4.8) - Age 50-64 (4.9) - Single (4.6)
Flooding	4.4	- Age 65+ (5.1) - HH income <\$75K (4.8) - NE (5.2)	- Age 40-49 (3.9), 50-64 (4.1) - HH income \$150K+ (3.6) - SW (3.8)
Property Taxes	4.2	- Age 18-39 (5.1), 65+ (4.7), retired (4.7) - With pre-school (5.2) or elementary (4.8) children - EPD Users (4.4)	- Age 50-64 (3.6) - Non-Users (3.4)

While Satisfaction with Parks and Recreation Is High, Other Issues (Schools, Taxes, Flooding) Are Most Important

- From the list of eleven local issues, just over one in four said the quality of local schools is most important (26%)
 - Schools are especially important to younger Elmhurst residents and those with school-age children, as well as the most upper income households (see next page)
 - Likewise, EPD users tend to cite schools as the top priority more than average
- Nearly one in five feel property taxes are the top concern (especially the oldest residents) and non EPD users
- As many (19%) consider flooding most important (especially middle-age residents, and those in the SW quadrant)
- The remaining issues are cited less often



Q2. Which ONE of those issues is most important to you?

Most Important Local Issue: Significant Differences Among Subgroups

Local Issue	Overall % "Most Important"	Especially Most Important Among:
Quality of public schools	26%	<ul style="list-style-type: none"> - Age 18-39 (46%), 40-49 (36%), Married (29%), 2+ children (47%) - Elmhurst resident < 10 years (40%) - EPD users (42%) - HH income \$150K+ (40%) - NE residents (35%)
Property Taxes	19%	<ul style="list-style-type: none"> - Ages 65+ (27%), Retired (28%) - Non-EPD Users (32%)
Flooding	19%	<ul style="list-style-type: none"> - Age 40-49 (22%), 50-64 (25%) - SW (24%)*
Level of crime (gangs, drugs)	12%	<ul style="list-style-type: none"> - HH income < \$75K (19%) - Lived in Elmhurst 20-29 yrs. (20%) - Non-EPD users (19%) - Live alone (19%)
Local government services	9%	<ul style="list-style-type: none"> - Lived in Elmhurst 10-19 yrs. (16%)
Availability of jobs, economic growth	7%	<ul style="list-style-type: none"> - Live alone (16%)
Availability of recreational programs/facilities	2%	No significant differences
Amount of parks, open space	2%	No significant differences
Traffic	2%	No significant differences
Pace of building, development	2%	No significant differences
Parking	1%	No significant differences

Residents Reach Consensus on High Satisfaction with Parks, Recreation

- To better understand which voters tend to be most and least concerned about property taxes, a scale was created based on responses to multiple questions
 - The higher the score, the stronger the anti-tax sentiment
 - The example below shows possible responses from someone who registered a "2" on this scale (somewhat anti-tax)

Question	Response	Scale Score
Q1. Satisfaction with property taxes	Dissatisfied (scores of 0-4)	+1
Q2. Most important local issue	Property taxes	+1
Q5. Perceived value of EPD's share of property taxes	Poor value (0-4)	+1
Q27. Willingness to pay for possible EPD improvements	Oppose all/Unwilling to pay for any (volunteered)	+1

Example: Respondent "X"	Scale Score
"3"	+1
Schools	0
"7"	0
"Oppose all "	+1
TOTAL SCORE	2

- This "Anti-Tax" scale ranges from 0 (least concerned) through +4 (most anti-tax). Based on these responses, one in ten are the most anti-tax respondents, and another 20% are somewhat anti-tax:
 - 11% scores of 3 and 4 (most anti-tax)
 - 20% score of 2 (somewhat)
 - 38% score of 1 (slightly)
 - 31% score of 0 (least concerned)

Older Residents and Non-EPD Users Are Most Concerned About Property Tax Issues; Younger Park Users Are Less Concerned

- The overall average score on the Anti-Tax scale is 1.08
 - Higher scores represent stronger anti-tax sentiments; lower scores represent less concern about property taxes
- In general, Elmhurst residents most concerned about property taxes (or the value/usage of the EPD's portion of their property taxes) tend to be:
 - Non-Park District users
 - Older (middle age, retirees) and empty nesters
 - Residents in the south part of Elmhurst
- Those who are less sensitive about these tax issues tend to reflect the profile of Park District users (younger, newer residents, with younger children)
 - Likewise, NE area residents tend to be slightly less concerned

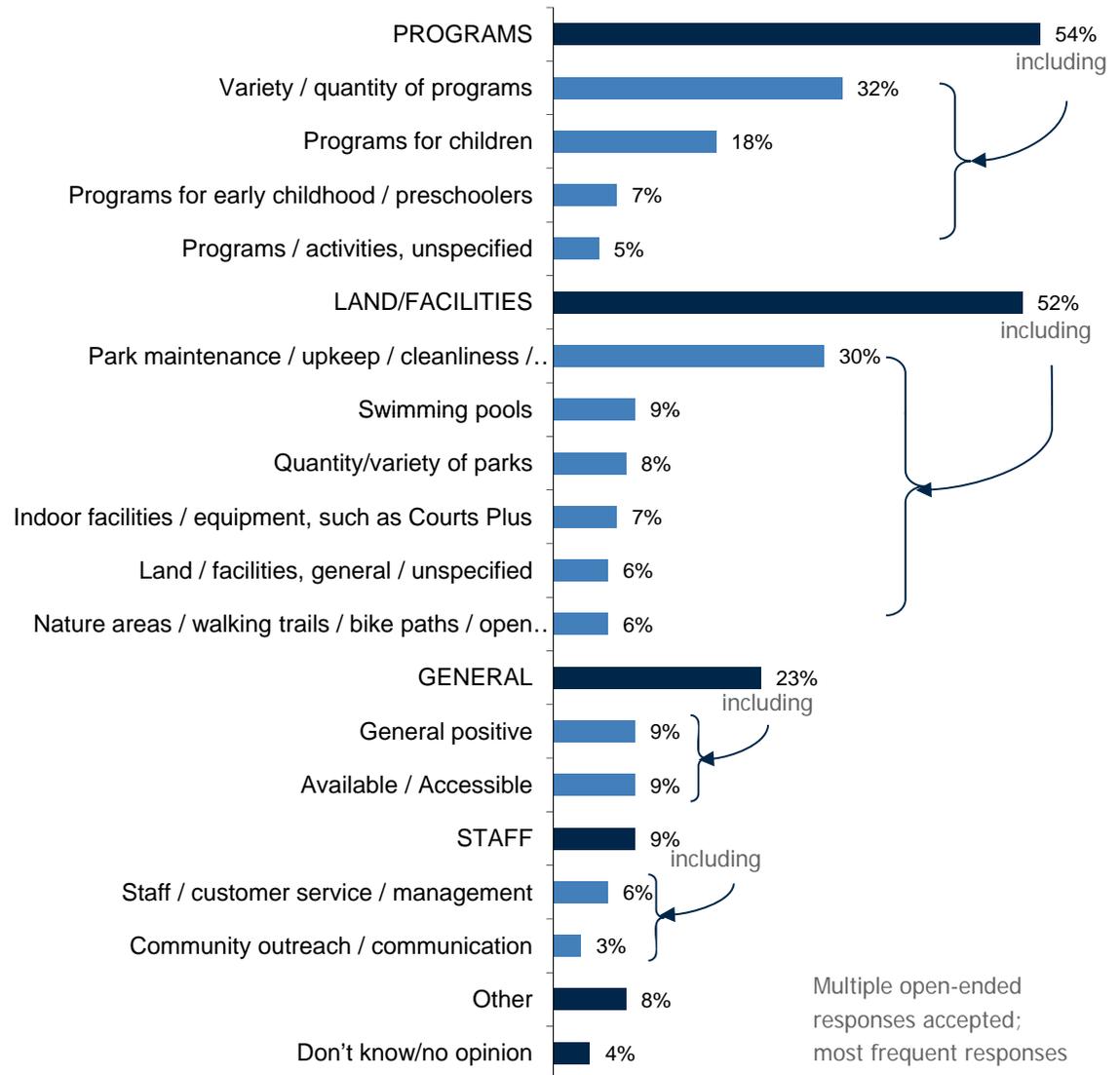
Resident Segment	Anti-Tax Score (avg.)
Non-Users	1.62
Retired*	1.37
Single, no children*	1.25
Age 50-64	1.24
SE region*	1.20
30+ yr. resident*	1.17
Age 65+	1.15
SW region*	1.15
AVERAGE	1.08
EPD Users	1.00
Lived in Elmhurst <10 yrs.*	0.96
Elementary-age children*	0.89
NE region*	0.82
Preschool-age children	0.70
Age 18-39	0.51

* Statistically significant at the .10 level

II. EPD Strengths and Weaknesses

Key Strengths: Abundance of Programs and Park Maintenance

- In an open-ended question, "Please tell me what you like most about the Elmhurst Park District/what you think it does particularly well," residents cited multiple reasons why they like the EPD, most often mentioning its programs (54% of all respondents)
 - Most often this includes the variety of programs (32% of all respondents), followed by programs for children at 18% overall
- Likewise, about as many (52%) most appreciate the parks and amenities
 - Especially well-maintained facilities (30% of all respondents)
 - Followed by a variety of specific types of facilities (pools, indoor spaces, trails, etc.)
- The rest usually cite general support for the EPD, or its staff (helpful, good communication)



Multiple open-ended responses accepted; most frequent responses shown.

n=391

NOTE: Due to multiple responses, percentages will exceed 100%

Verbatim Examples of Key Strengths

- Variety/quantity of programs (32%)
 - “Just the wide variety of programs it offers its residents.”
 - “Good amount of programs.”
 - “A wide variety of things for people to be involved in.”

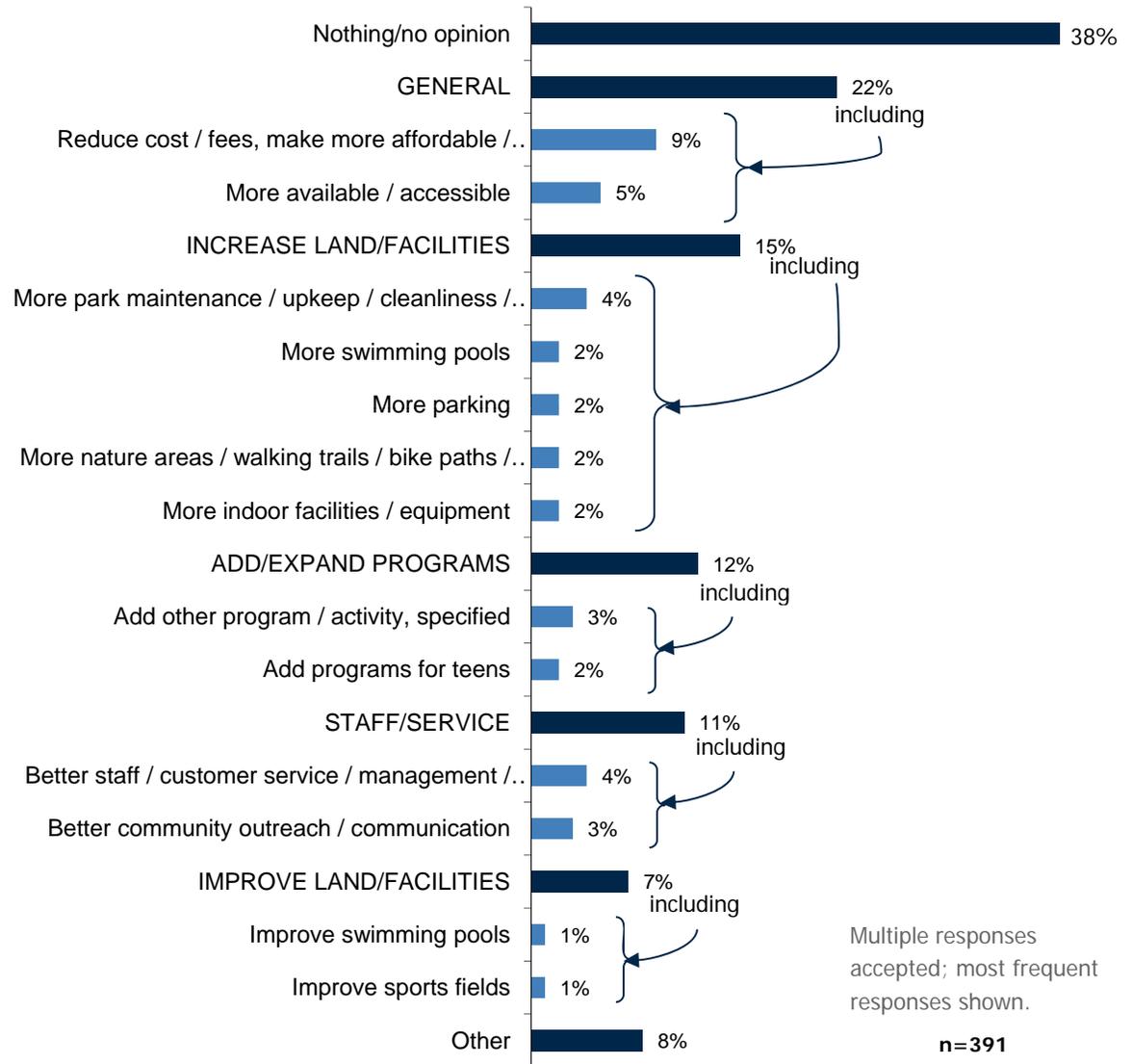
- Programs for children (18%)
 - “I have 2 grandchildren, and their programs for children are outstanding.”
 - “Great kid programs.”
 - “It's got great class offerings for kids.”

- Park maintenance / upkeep / cleanliness (30%)
 - “They keep up the parks in the town very well. I am very pleased they do a good job.”
 - “I think keeping up the parks is excellent, they are beautiful.”
 - “I think it really keeps up the maintenance of the parks, like planting and re-doing it. They get on it right away.”
 - “They do a nice job keeping the parks clean and functional.”

- Staff / customer service / management (6%)
 - “The staff, they are all very helpful and friendly.”
 - “They spend our tax money well.”
 - “I think they're well organized and do things in a timely fashion.”

Key Areas to Improve: Fees and Accessibility

- Likewise, when asked in an open-ended format, "What do you dislike most about the Elmhurst Park District/what does it need to improve on the most," respondents could give multiple answers but the most frequent dislike by far was "none/can't think of any" (38% of all respondents)
- Fifteen percent overall would like to see expanded or improved EPD facilities, though specific suggestions were scattered
 - Most often they feel park facilities can be better maintained (4% overall)
- Just over one in ten (12% of all respondents) suggest adding more programs, but again specific suggestions were widespread
- As many (11%) feel the District can do more in terms of overall service or better communication, and slightly fewer (9% overall) suggest lower fees/costs



Verbatim Examples of Key Areas to Improve

- Nothing / No opinion (38%)
 - "I am not aware of any real deficiencies that I can talk about. I think they are doing a good job."
 - "I can't think of anything. I think they do a fantastic job. That's it."
 - "Nothing I dislike. Nothing that I would change."

- Reduce costs/fees, make more affordable, lower taxes (9%)
 - "Having to pay for the courts. It's a fee per year and at the same time I was told that it was run by the park district. I shouldn't have to pay for it then."
 - "Reduce fees a little. A lot of people don't do things because of fees."
 - "The amount of my property taxes that goes to the park district, it is too high."

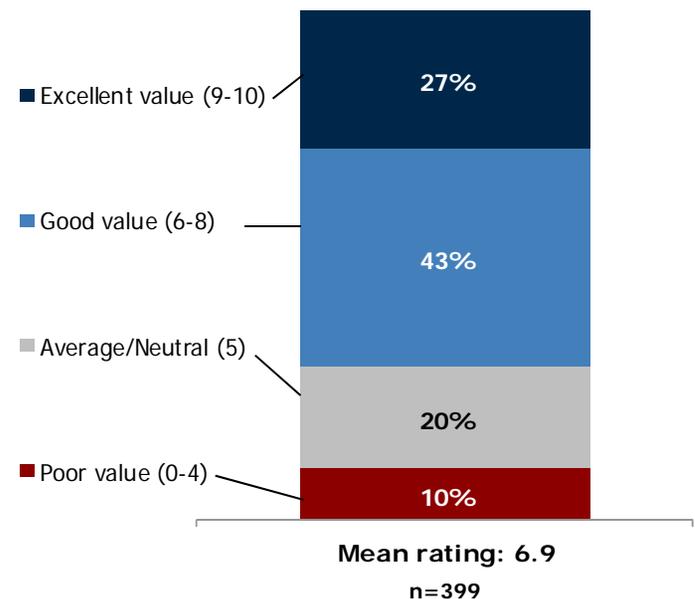
- More available / accessible (5%)
 - "I would say the availability of programs. For example, they never have programs like school break time programs so if you're staying in town there is nothing for the kids to do. The park district should offer more programs during school breaks."
 - "The timing of the programs isn't convenient for families."
 - "The amount of time the pool is open. It closes early. Would like to see it open until Oct. 1st."

- Better staff / customer service / management (4%)
 - "East End pool needs to offer more hours to the community and get employees other than high school employees or college. Needs to be staffed by people continue to be open when they go back to school."
 - "Quality of the teachers and program supervisors."

Two in Three See EPD as A Good/Excellent Value For Their Taxes

- When informed about the EPD's share of the typical residential property taxes in Elmhurst, one out of four (27%) feel they represent an "excellent" value when considering the level of services and programs available
 - Especially high income households (39% of those earning \$150K+), EPD users (29%), and those age 65+ (34%)
- Another 43% feel the EPD's share of their property taxes is still a good value
 - Younger residents (57% of those 18-39), those with preschoolers (62%), and EPD users (49%) tend to feel this way
- Only one in ten (10%) feel they represent a poor value
 - Non-users (25%), those with older children (18%), southern quadrants (13%) and ages 40-49 (14%) especially

Value of EPD's Share of Property Tax for Services/Facilities/Programs Provided

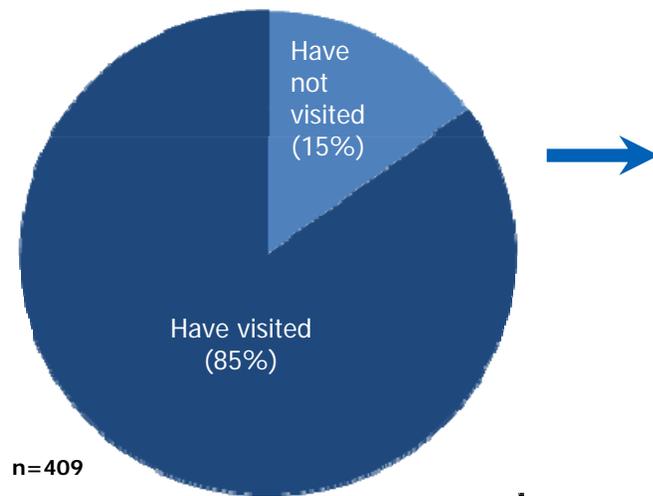


*Q5. As you may know, the Elmhurst Park District represents about six percent of your total property tax bill. Thinking about the services, facilities and programs that the Elmhurst Park District provides, and the amount of your property taxes that go to the Park District, how would you rate the overall **value** of your property taxes that go to the Park District? Please use a zero through ten scale, where zero means the Park District's share represents a poor value, ten means it represents an excellent value and five is average.*

III. Usage of EPD Facilities

Nearly all Elmhurst Residents Have Been to an EPD Facility in Past Year

- Berens and Wilder Park are most utilized, followed by the pools, Eldridge Park and Courts Plus
- Those most likely to have used EPD parks and facilities in the past year are:
 - Higher income households (93% of those earning \$75K+)
 - Younger residents (100% of those age 18-39, 95% of those 40-49)
 - Married households (90%), those with children (97%), especially younger children (100% with preschool or elementary ages)
- Those **least** likely to use EPD parks tend to be:
 - The most anti-tax HHs (30% are non-users)
 - Age 65+ (33%), retirees (29%)
 - Lower income, <\$75K (21%)



Facility/Park	% Reporting (n=348)	# of visits in past 12 months	
		Mean	Median
Berens Park	44%	28	12
Wilder Park	43%	21	6
East End Swimming Pool	28%	21	10
Eldridge Park	26%	32	12
Courts Plus	22%	103	54
Smalley Swimming Pool	22%	15	10
Butterfield Park	17%	37	10
Wagner Community Center	14%	40	20
East End Park	13%	19	10
Pioneer Park	10%	36	20
Plunkett Park	8%	18	10
Crestview Park	7%	45	20
Prairie Path	7%	49	12
Washington Park	7%	13	5
York Commons	7%	24	5
The Hub	6%	10	10

Q6. In the past twelve months, have you or has anyone in your household visited or used an Elmhurst Park District facility or park?

Q7. [IF YES TO Q6] Which Elmhurst Park District facilities or parks have you or others in your household been to in the past year?

Multiple responses accepted; most frequent responses shown.

Regional Usage Varies By Park/Facility

- Among the top visited EPD facilities, many draw residents from across Elmhurst
- A few parks (Pioneer, Eldridge) and facilities (Smalley Pool, Wagner Center) tend to draw primarily from the SW region

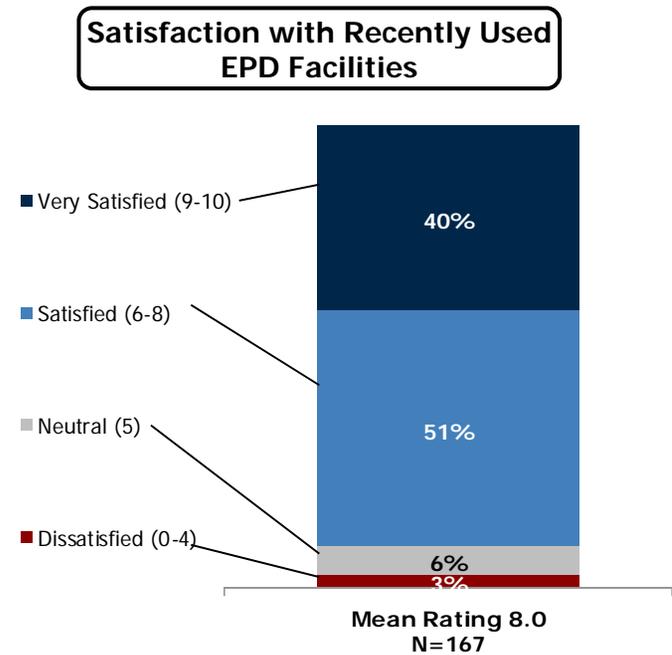
Facility/Park	Region			
	Northwest	Northeast	Southeast	Southwest
<i>Overall % Using</i>				
Most frequently visited facilities/parks – row %s shown				
Berens Park	36%	15%	20%	29%
Wilder Park	31%	13%	18%	38%
East End Swimming Pool	26%	15%	26%	33%
Eldridge Park	18%	5%	17%	60%
Courts Plus	24%	8%	29%	39%
Smalley Swimming Pool	21%	8%	29%	42%
Butterfield Park	17%	3%	40%	40%
Wagner Community Center	29%	13%	17%	42%
East End Park	23%	26%	14%	37%
Pioneer Park	3%	6%	20%	71%
Plunkett Park*	32%	18%	18%	32%
Crestview Park*	23%	73%	0%	4%
Prairie Path*	24%	4%	32%	40%
Washington Park*	8%	0%	75%	17%
York Commons*	29%	8%	25%	38%
The Hub*	29%	29%	9%	33%

 = More than 2 in 5 respondents/visitors come from this region

* Caution: %s based on small n of cases (<30)

Virtually all EPD Users are Satisfied With the Overall Quality of those Facilities

- Nine out of ten (91%) are at least somewhat satisfied, including two-fifths (40%) who are “very satisfied” (near perfect scores)
- The average rating of 8.0 indicates strong overall satisfaction among users.
- The most satisfied EPD users are:
 - NW residents (8.5)
 - Those with children in the HH (8.0)
 - The least anti-tax residents (8.5)
- Only 3% (n=10 of 347) were dissatisfied, and 6% were just “neutral”
 - Most often they seek improvements or upgrades to specific EPD facilities (see next page)
 - A few give lower scores simply because they don’t use these facilities very often, or not enough to justify the cost to them (in terms of tax dollars)



Q9. [IF YES TO Q6] Thinking about the Elmhurst Park District's facilities and parks overall that your household has used in the past twelve months, how satisfied are you with those facilities and parks on a zero through ten scale? Zero means you are extremely dissatisfied, ten means you are extremely satisfied, and five is a neutral score.

Sample Verbatim Responses: Reasons for Low/Neutral Satisfaction with EPD Facilities

"Additional items, courts could be added, a bocce court."

"Update Courts Plus equipment. They desperately need to do some updating there in the main gym."

"Soccer fields are usually poorly maintained, the grass isn't maintained, they aren't level. It's dangerous for kids. Other communities have great fields. Why can't they get this under control."

"They don't keep them up. They don't cut the grass, a tree will fall, and it will not be removed for a long time."

"Eldridge Park is neglected, the pathways are crumbling. They finally fixed part of pathway by creek. In the past I've had to call to get them to cut the grass because it was 3 to 4 feet high right along the edge of pathway, which was a dangerous situation."

"I'm not there all the time, I only go there when my cousins are in town."

"I don't utilize them."

"I normally don't use them and I object to being taxed for them. As far as I'm concerned it's a waste of money."

"They are just average. For the money we spend on parks the quality should be better."

"I would say it is not the facility but the way people leave them when they are done."

"The pools are boring, East End too small with not enough slides and not enough swimming area. Other towns seem to have better facilities."

"They need to increase equipment that encourages more physical activities. I've seen place where they have stationary fitness equipment. I would like a dog park too."

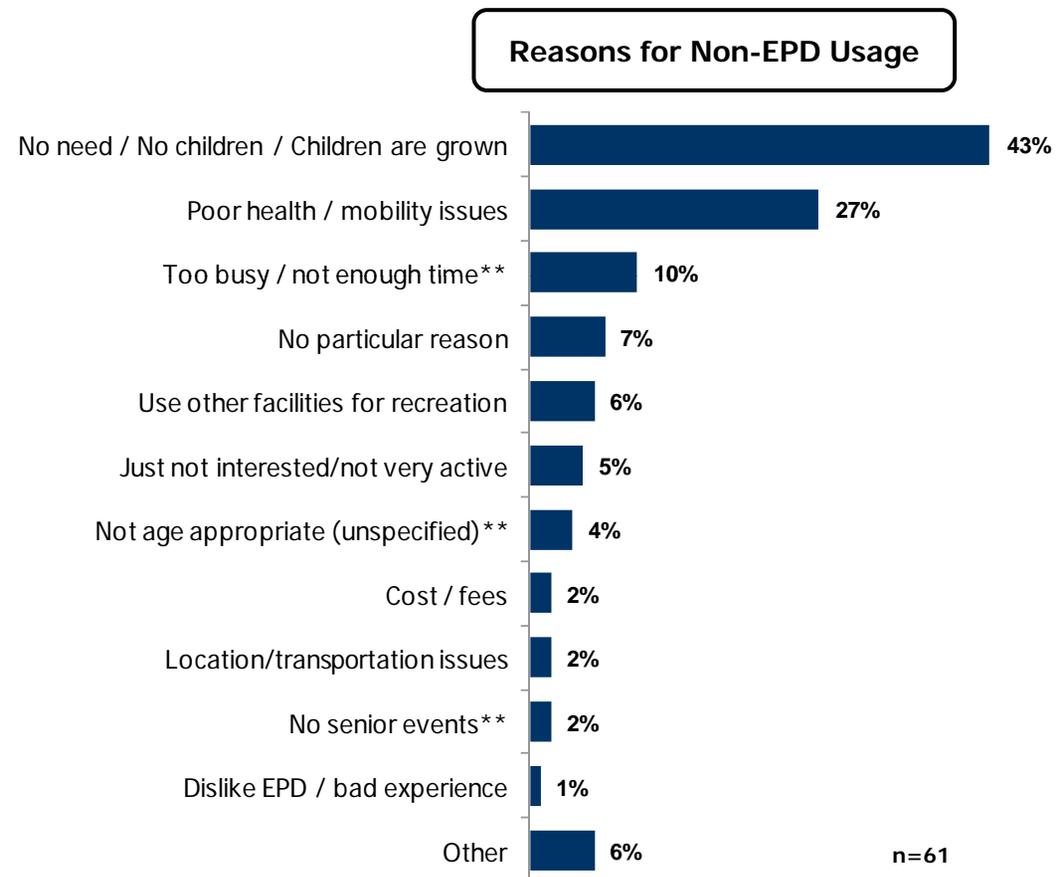
"Because of the pavement, the pathways. Need to be paved better."

"Neighboring communities have more updated offering."

(IF "5" OR LOWER TO Q9): Why are you not more satisfied with the Park District's facilities or parks? (total n of respondents = 32, sample verbatims shown above)

Many Non-Users/Visitors Reporting Having No Need to Use EPD Facilities

- Of the relatively few non-users/ non-visitors (n=61), most associate their non-usage to having no small children at home
- One in four feel physically unable to either go to or utilize EPD facilities
- The rest offer a wide range of reasons, usually lack of time or lack of need/interest
- Only six percent (n=4 cases) go elsewhere for recreation
- Likewise, very few cite cost or location as barriers to usage



Q11. What are some of the reasons why your household **has not used** an Elmhurst Park District facility in the past year?

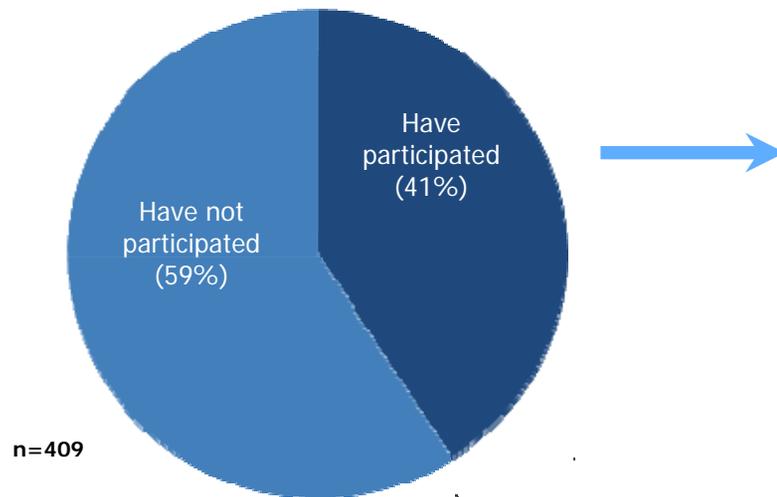
** Indicates item not originally listed in survey but identified after "Other" responses were coded.

Multiple responses accepted; most frequent responses shown.

IV. Usage of EPD Programs

Fewer than Half Have Participated in EPD Programs/Events

- While most have visited EPD parks and facilities in the past year, about half as many (41%) report participating in District programs or events
- Among these households, youth sports programs are most prevalent (especially gymnastics, swimming, soccer), followed by non-athletic programs especially for children
- One in five report participating in adult sports programs



Q13. In the past twelve months, have you or anyone else in your household participated in any Elmhurst Park District programs or events?

Program/Event	% Reporting
Youth Athletics, such as:	54%
Gymnastics	23%
Swimming/Aquatics	18%
Baseball/softball	16%
Soccer	11%
Basketball	7%
Tennis	5%
Fitness	4%
Martial arts	4%
Adult Athletics, such as:	21%
Swimming/Aquatics	6%
Baseball/Softball	6%
Adult fitness (e.g., yoga)	4%
Adult tennis	3%
Non-Sports Programs, such as:	43%
Youth Art Programs	20%
Early childhood / Preschool	9%
Teen activities	3%
Adult general interest programs	3%
Other Programs/Events	24%
Dance	5%
Music/Concerts	4%
Day camp	4%
Art in the Park	3%

n=167

Q14. In which Elmhurst Park District programs or events have you or others in your household participated in the past year?
Multiple responses accepted; most frequent responses shown.

Residents in SE Elmhurst Take Most Advantage of EPD Programs

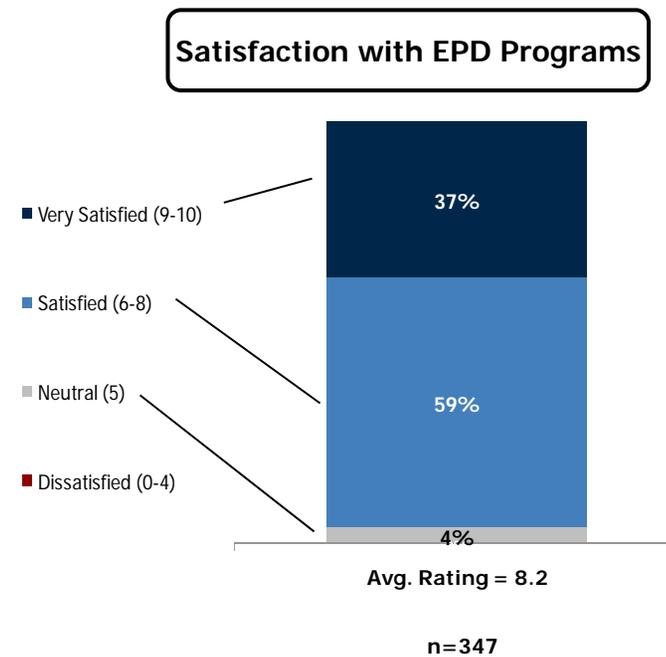
- Reported usage of the most frequent EPD programs* tends to come from households in the Southeast quadrant – especially youth programs
 - NOTE: Because of the small number of self-reported participants in these programs, the regional differences below are directional only and not statistically meaningful

Program/Event – most frequently attended programs; row %s shown	Region			
	Northwest	Northeast	Southwest	Southeast
Youth Athletics, such as:				
Gymnastics	18%	8%	18%	55%
Swimming/Aquatics*	10%	10%	17%	62%
Baseball/softball*	26%	11%	19%	44%
Soccer*	23%	18%	12%	47%
Basketball*	10%	40%	30%	20%
Adult Athletics, such as:				
Swimming/Aquatics*	40%	0	30%	30%
Programs, such as:				
Youth Art Programs*	29%	23%	6%	41%
Early childhood / Preschool*	27%	20%	7%	47%

 = More than 2 in 5 respondents/program users come from this region

None Are Dissatisfied With The EPD Program(s) They Recently Used

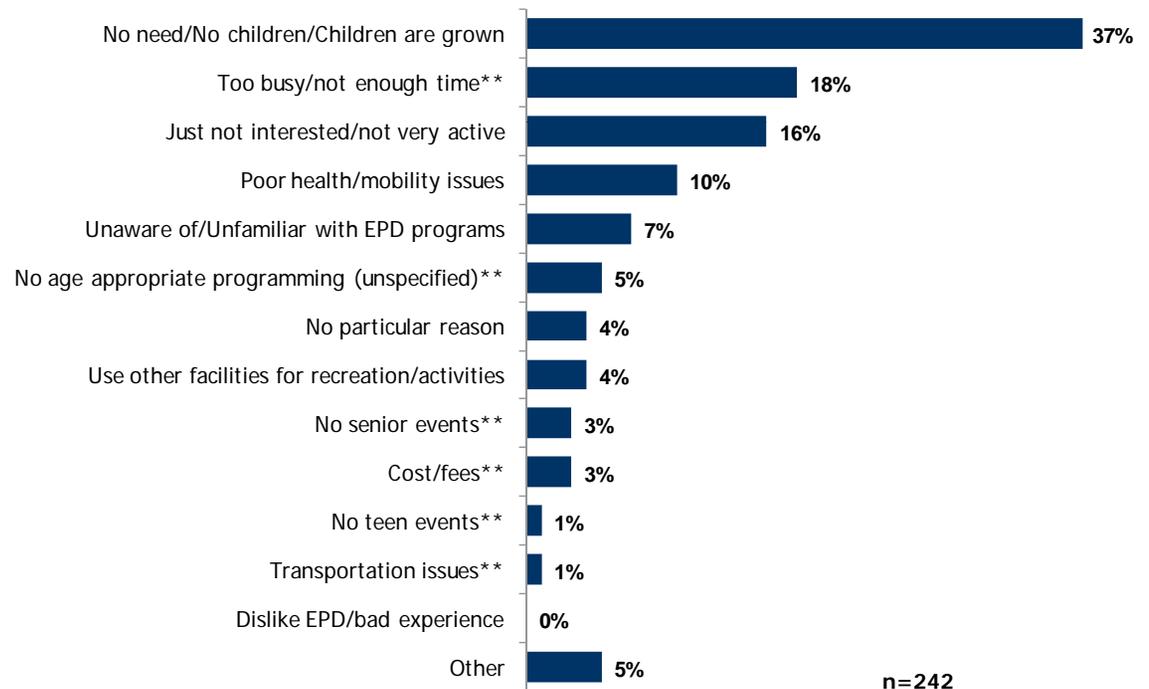
- Virtually all (96%) are satisfied with these opportunities, (including 37% who are “very satisfied”)
- Only 4% are “neutral”; no recent participants were unhappy with their experience
- NW residents tend to be the most satisfied (8.6 average score, vs. 8.2 overall), likewise older EPD participants (8.6 ages 65+)
- While some groups are less satisfied than average, their average scores are still very positive:
 - Ages 40-64 (8.1)
 - NE residents (8.1)



Q15. [IF YES TO Q13] Overall, thinking about the Elmhurst Park District's programs and events in which your household has participated over the past twelve months, how satisfied are you with those programs on a zero through ten scale? Zero means you are extremely dissatisfied, ten means you are extremely satisfied, and five is a neutral score.

Barriers To Using EPD Programs Center Around Lifestyle and Lack of Interest; Few Blame The Programs Themselves

- The vast majority of non-program users report that their lack of participation is due to a perceived lack of need (no children at home), a hectic life schedule, lack of interest, or physical constraints.
- The sense that one needs children in the household as a reason to participate represents a communications challenge to the EPD, to alert non-users of programs designed for adults
- Similarly, one in ten also report a lack of awareness of EPD programs.
- Only three percent report that the fees for these programs prevent them from participating.



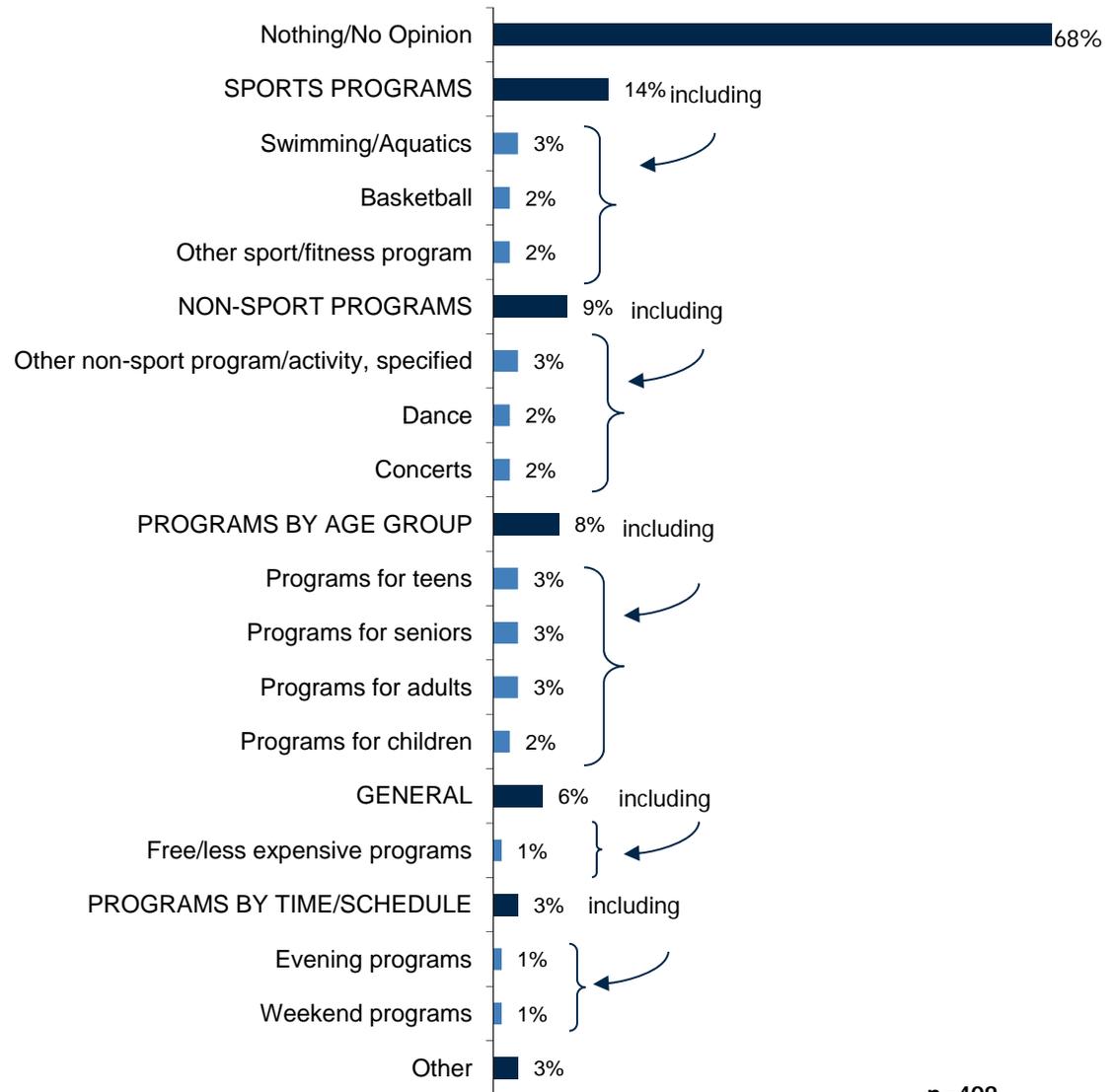
Multiple responses accepted; most frequent responses shown.

Q17. [IF NON-USER] What are some of the reasons why your household has not participated in an Elmhurst Park District program or event in the past year?

** Indicates item not originally listed in survey but identified after "Other" responses were coded.

Few Offer Ideas for New/Expanded EPD Programs

- When all respondents (EPD program users and non-users) were asked to suggest programs that they would like to see offered, the most frequent response was “cannot think of anything” (68%)
- Beyond that, no more than 3% could agree on any specific program, and most of these requests were for activities that already exist
- When grouping specific programs, additional sports programs ranked highest in response (14% of all respondents) and included a wide range of sports, including swimming (3% of all respondents) and basketball (2%)
- Age-specific programs (8% overall) included specific age groups or life stages, all mentioned with equal frequency (2% to 3% each)



n=409

Q19. Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?

Multiple responses accepted; most frequent responses shown.

Verbatim Examples Regarding Suggested New Programs or Activities

- Nothing / No opinion (68%)
 - “It seems they have a good amount of activities. I do not think there is much they can do to improve on it.”
 - “No, their catalog is huge so there are many, many choices for little ones on up.”
 - “No, I'm happy with what the park has to offer.”
 - “Probably not, everything is really at my fingertips, I just don't use them. If I had kids or grandkids I'd be at the parks all the time.”

- Sports Programs (14%)
 - “I wish they had a swimming program, like they do for gymnastics and dance. I wish they had competitive swimming.”
 - “I would say basketball.”
 - “Some kind of golf lessons would be nice. A clinic or something.”

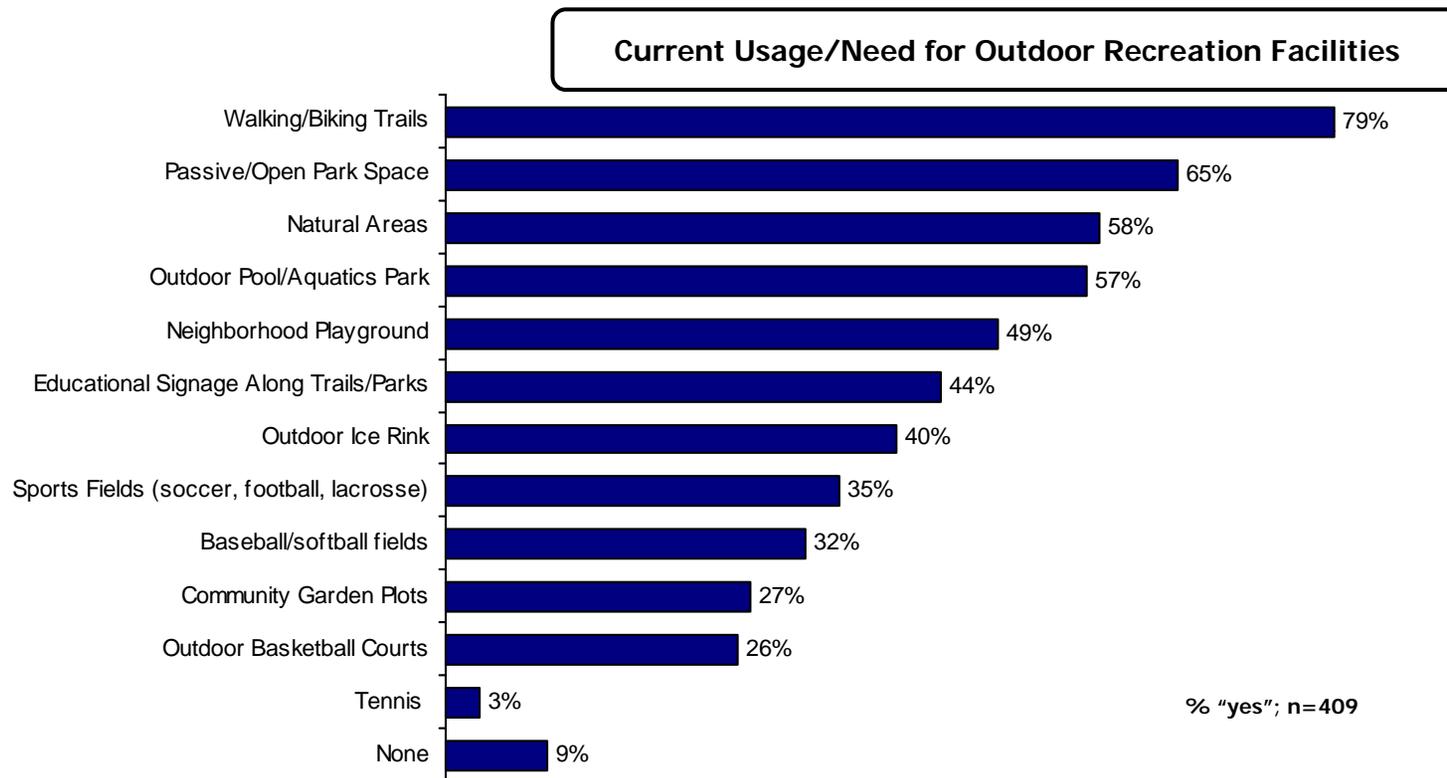
- Non-Sports Programs (9%)
 - “It would be nice if they would offer more dance type classes or I'm going to have to leave Elmhurst to do it.”
 - “They should offer concerts. I would like music in parks.”
 - “Maybe some cooking programs.”

- Programs by Age Group (8%)
 - “More programs for young teens or middle school students.”
 - “There needs to be a little more focus on the adult population.”
 - “More programs for seniors.”

V. Priorities

Residents Report High Usage/Demand for Several Outdoor Facilities

- A clear majority of residents expressed usage, interest and/or need for:
 - Walking and biking trails
 - Open park space (passive use) and natural areas
 - Pools and/or aquatic parks



Q20. The next few questions are about OUTDOOR recreation facilities in general, whether they are provided by a park district or any other source. First, please indicate if your household either currently uses or has a need or interest in using each of the following types of outdoor recreation facilities.

Demand for Outdoor Facilities are in Highest Demand Among Younger, More Affluent Elmhurst Residents

- As the tables on the following pages show, each of the outdoor facilities tested are already used or would likely be used by:
 - Households of younger households (ages 18-49) and newer Elmhurst residents (less than 20 yrs.), and those with children (usually regardless of age)
 - Current Park District users (who disproportionately fit this profile of younger households with children)
 - More affluent households, especially those reporting \$150K+ in household income
- There are no differences by gender, and few differences by region

Demand for Outdoor Facilities: Differences by Segment

<i>Outdoor Facility/Activity</i>	<i>Most Likely to Report Usage/Need/Interest</i>
Walking/Biking Trails (79% overall)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 96% use/need/are interested in trails, 40-49 (90%), 50-64 (85%)) • Children in HH (91%), all ages • Lived in Elmhurst <20 yrs. (87%), 20-29 yrs. (85%) • Current EPD park and program users (91%) • HH income \$75K-\$149K (93%), \$150K+ (88%) • Currently employed (87%)
Passive/Open Park Space (65%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 87% use/need/are interested in open space), 40-49 (77%) • Children in HH (76%), all ages • Lived in Elmhurst <10 yrs. (83%), 10-19 yrs. (68%) • EPD park and program users (79%) • HH income \$75K-\$149K (71%), \$150K+ (78%) • Currently employed (71%)
Natural Areas (58%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 71% use/need/are interested in natural areas), 40-49 (69%) • Children in HH (67%), all ages • Lived in Elmhurst <10 yrs. (64%), 10-19 yrs. (69%), 20-29 yrs. (64%) • EPD park and program users (72%) • HH income \$75K-\$149K (65%) • Currently employed (63%)
Swimming Pool/Aquatics Park (57%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 76% use/need/are interested in pools/aquatic parks), 40-49 (85%) • Children in HH (88%), all ages • NW region (71%) • Lived in Elmhurst <10 yrs. (68%) • EPD park and program users (80%) • HH income \$75K-\$149K (64%), \$150K+ (75%) • Currently employed (67%)
Neighborhood Playgrounds (49%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 75% use/need/are interested in playgrounds), 40-49 (79%) • Children in HH (80%), especially preschoolers (94%) and elementary age (89%) • Lived in Elmhurst <10 yrs. (73%), 10-19 yrs. (59%) • EPD park and program users (70%) • HH income \$150K+ (68%) • Currently employed (56%)
Educational Signage (44%)	<ul style="list-style-type: none"> • Ages 40-49 (of whom 55% use/need/are interested in educational signage), 50-64 (48%) • Married, no children (47%) • Lived in Elmhurst < 10 yrs. (55%) • EPD park and facility users (52%) • Currently employed (50%)

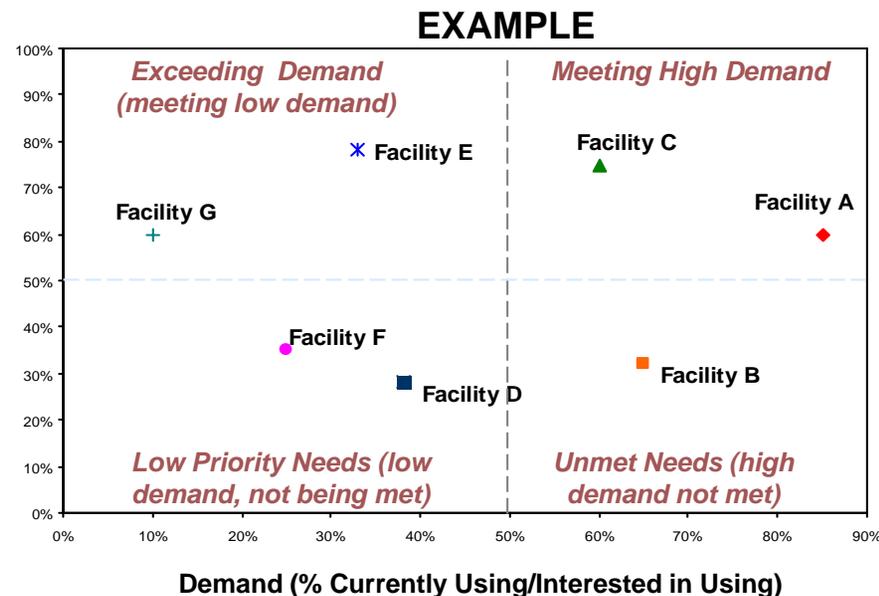
Demand for Outdoor Facilities: Differences by Segment (cont'd)

<i>Outdoor Facility/Activity</i>	<i>Most Likely to Report Usage/Need/Interest</i>
Outdoor Ice Rink (40%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 45% use/need/are interested in outdoor rink), 40-49 (66%) • Children in HH (62%), all ages • SW region (48%) • Lived in Elmhurst < 10 yrs. (46%), 10-19 yrs. (53%) • EPD park and facility users (58%) • HH income \$75K-\$149K (44%), \$150K+ (58%) • Currently employed (44%)
Sports Fields (35%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 53% use/need/are interested in sports fields), 40-49 (70%) • Children in HH (66%), all ages • Lived in Elmhurst < 10 yrs. (55%), 10-19 yrs. (51%) • EPD park and facility users (54%) • HH income \$75K-\$149K (41%), \$150K+ (58%) • Currently employed (40%)
Baseball/Softball Fields (32%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 42% use/need/are interested in baseball/softball fields), 40-49 (56%) • Children in HH (60%), all ages • Lived in Elmhurst < 10 yrs. (54%), 10-19 yrs. (43%) • EPD park and facility users (53%) • HH income \$75K-\$149K (36%), \$150K+ (51%) • Currently employed (37%)
Community Garden Plots (27%)	<ul style="list-style-type: none"> • Married households (of whom 30% are interested in garden plots) • Lived in Elmhurst 10-19 yrs. (35%) • Current EPD park and facility users (35%) • HH income \$150K+ (40%)
Outdoor Basketball Courts (26%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 37% use/need/are interested in basketball courts), 40-49 (37%) • Children in HH (38%), especially elementary age (43%) • Lived in Elmhurst 10-29 yrs. (35%) • EPD park and facility users (33%) • HH income \$150K+ (36%) • Currently employed (32%)
None (9%)	<ul style="list-style-type: none"> • Age 65+ (of whom 29% report "none") • Live alone (26%) • Lived in Elmhurst 30+ yrs. (20%) • EPD non-users (34%) • HH income <\$75K (13%) • Retired (26%)

Quadrant Analysis: Determining Whether Demand for Facilities is Being Met

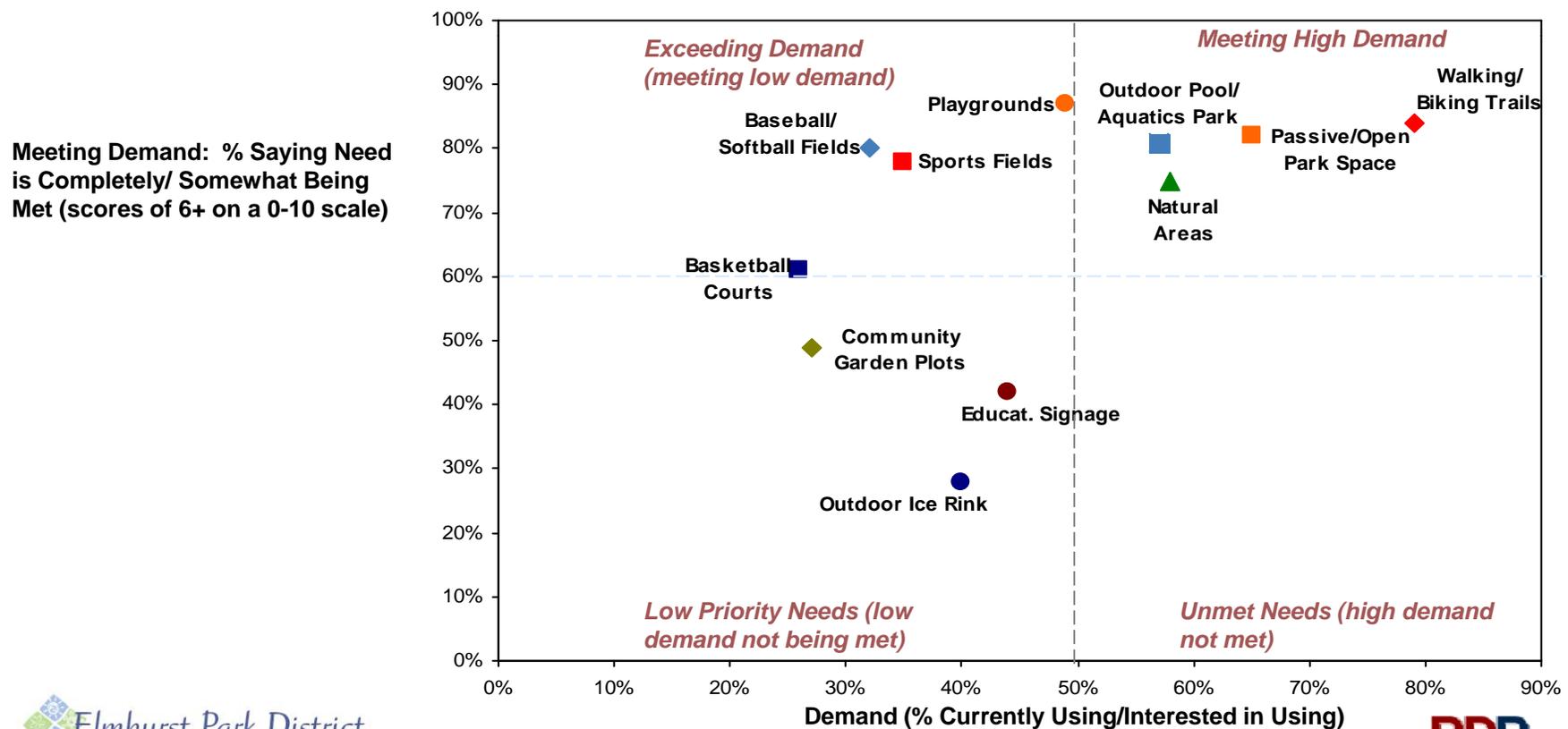
- Respondents who report using or interest in using each type of outdoor facility were also asked how well each of these needs were currently being met, using a 0-10 scale
 - Scores of 9 or 10 indicate their needs are completely met; 6-8 means they are somewhat being met
 - Lower scores (0 through 5) indicate their needs are not currently being met
- The results are reported on the following pages using a scatter plot that shows both:
 - The overall demand for each outdoor facility (horizontal axis) based on the % of respondents who indicate usage or interest)
 - And the % who report that this “need” is currently being met (using the 0-10 scores)
- In the example below, facilities A and C in the upper right quadrant are in high demand and sufficient supply, whereas facility B in the lower right represents opportunity (high demand that is not currently being met)
 - Facilities to the left (D, E, F and G) are in lower demand

Meeting Demand: % Saying Need is Completely/ Somewhat Being Met (scores of 6+ on a 0-10 scale)



Demand for Outdoor Facilities That Are Somewhat/Completely Met

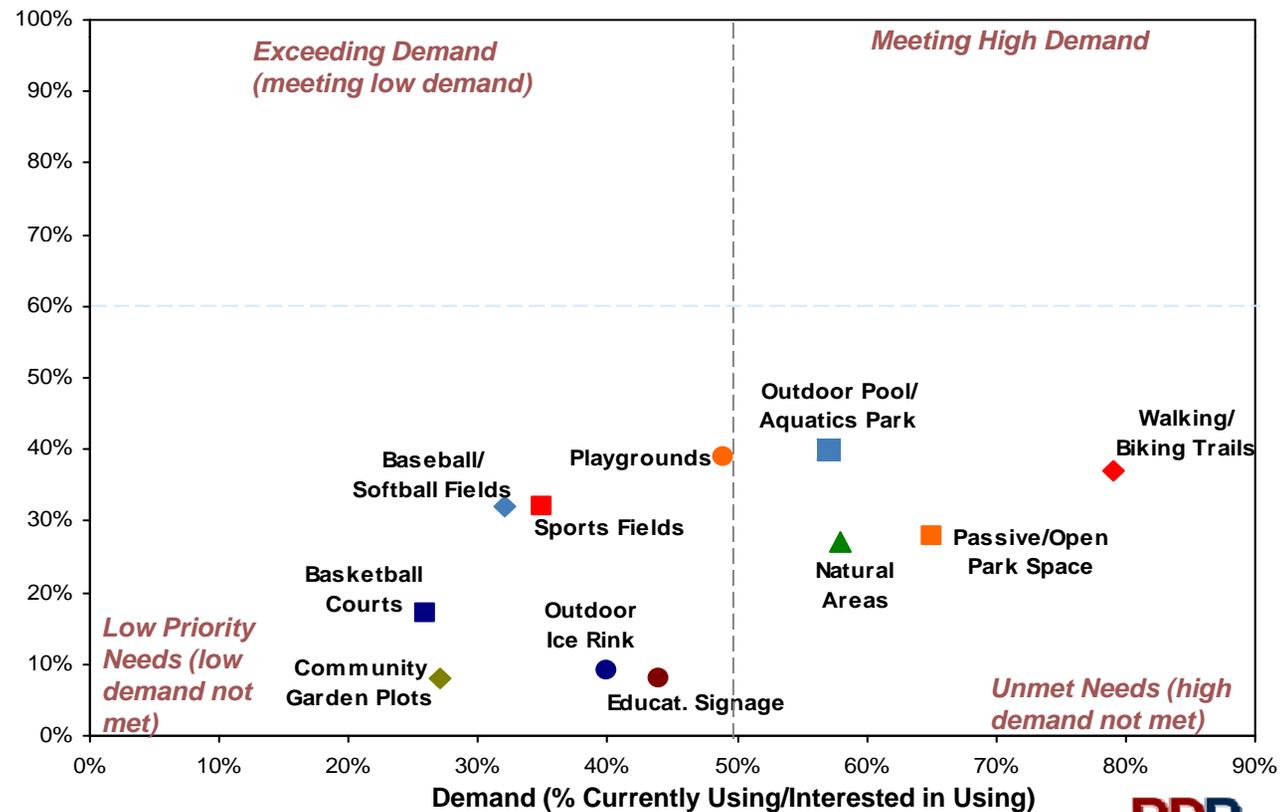
- Considering whether the EPD is at least “somewhat” meeting demand for specific outdoor facilities, the quadrant analysis shows that the District is doing a relatively good job
- Demand is being met on the top priorities of trails, passive open space and natural areas, and outdoor pools; in some cases, the District is exceeding demand (baseball and sports fields, playgrounds)
- The potential unmet needs are an outdoor ice rink, educational signage, community gardens, and perhaps basketball courts



Demand for Outdoor Facilities: Completely Met Only

- Looking at just those who are “completely satisfied” that their needs for these facilities are being met, some areas for improvement emerge
- The “high importance” options of trails, passive open space, and (to a lesser extent) natural areas and pools, residents feel most but not all of the demand is being met.
- This gap is more pronounced on the remaining outdoor facilities tested, especially signage and ice rinks (higher demand, fewer reporting complete satisfaction)

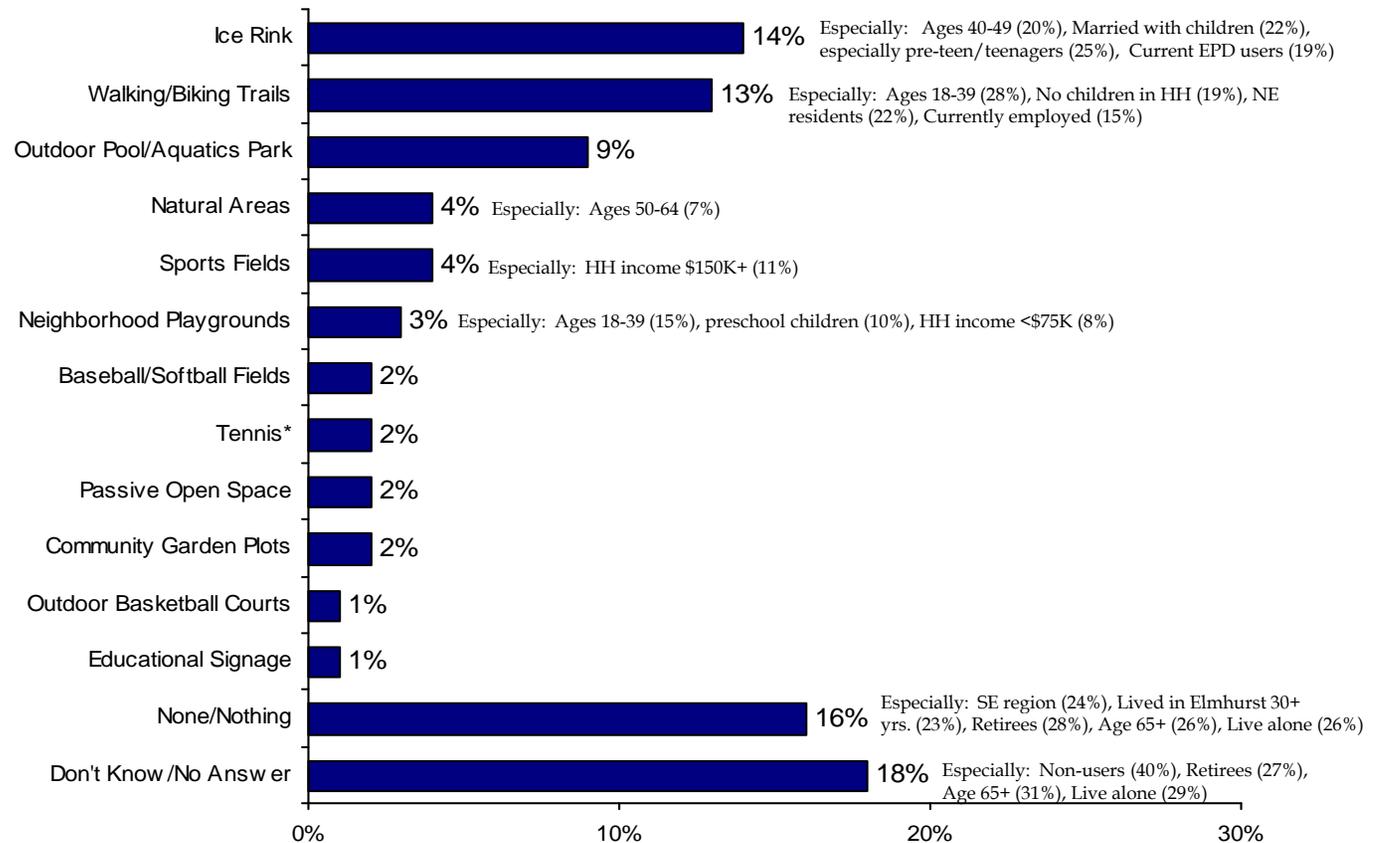
Meeting Demand: % Saying Need is Completely Being Met (scores of 9+ on a 0-10 scale)



Ice Rink and Trails Emerge As Top Priorities for Outdoor Facilities, Though No Clear Consensus Exists

- One third of Elmhurst residents were unable to identify the single most important outdoor facility that they feel the EPD needs to provide, expand or improve
 - Sixteen percent said nothing is needed, that everything is adequate, and another 18% were not familiar with current needs (both responses tended to come from older residents)

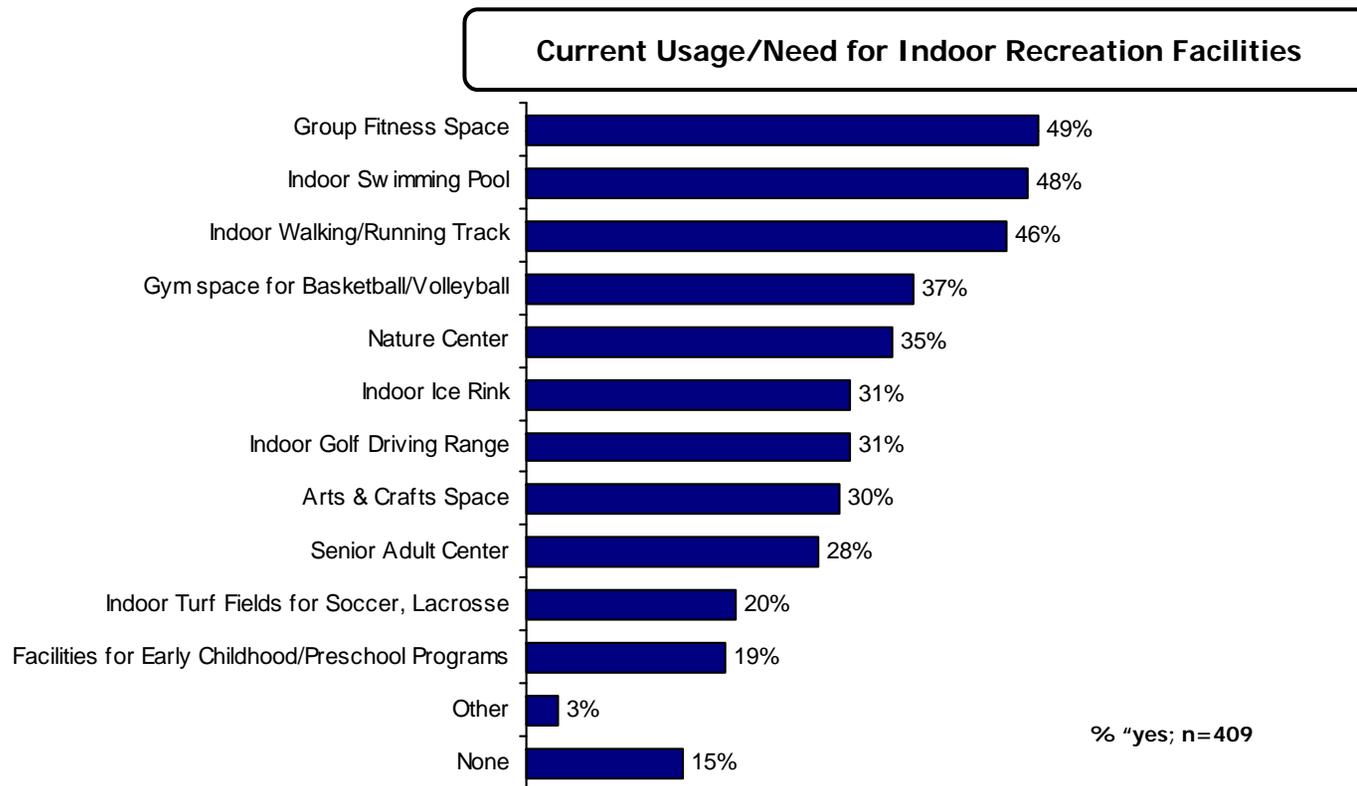
- Ice rinks tended to be favored by households with older children
- Expanded trails were most supported by the youngest households and those in the Northeast



Q22. Which type of outdoor recreation facility, if any, do you think should be the top priority for the Elmhurst Park District to expand, improve or add?

Nearly Half of Elmhurst Residents Report Usage/Need/Interest in Indoor Fitness Space, Indoor Pools, or Indoor Tracks

- Compared to responses regarding usage/need/interest in **outdoor** facilities (trails, open space, pools), the **indoor** facilities tested registered lower demand
- Most of the remaining indoor facilities tested registered interest by about a third of local residents, though indoor turf fields and early childhood/preschool program space are less important to the community overall



Q23. The next few questions are about **INDOOR** recreation facilities in general, whether they are provided by a park district or any other source. First, please indicate if your household either currently uses or has a need or interest in using each of the following types of indoor recreation facilities.

As With Potential Outdoor Facilities, Indoor Options Generate Highest Interest Among Younger and Higher Income Residents

- Younger and newer Elmhurst residents (and likewise those with children) tend to express the highest usage and/or interest in potential indoor facilities (see next pages)
- Not surprisingly, one exception is interest in Senior Center facilities, which are supported more often by middle age adults and retirees
- Other key differences:
 - Women tend to be more interested than average in group fitness space and walking/running tracks
 - Slightly older and middle-age adults are especially interested in a Nature Center and indoor tracks
 - Residents in the NW region tend to express interest in group fitness facilities
- One in seven have no need for any of the facilities tested (especially non-EPD users, older households, and the most anti-tax residents)

Demand for Indoor Facilities: Differences by Segment

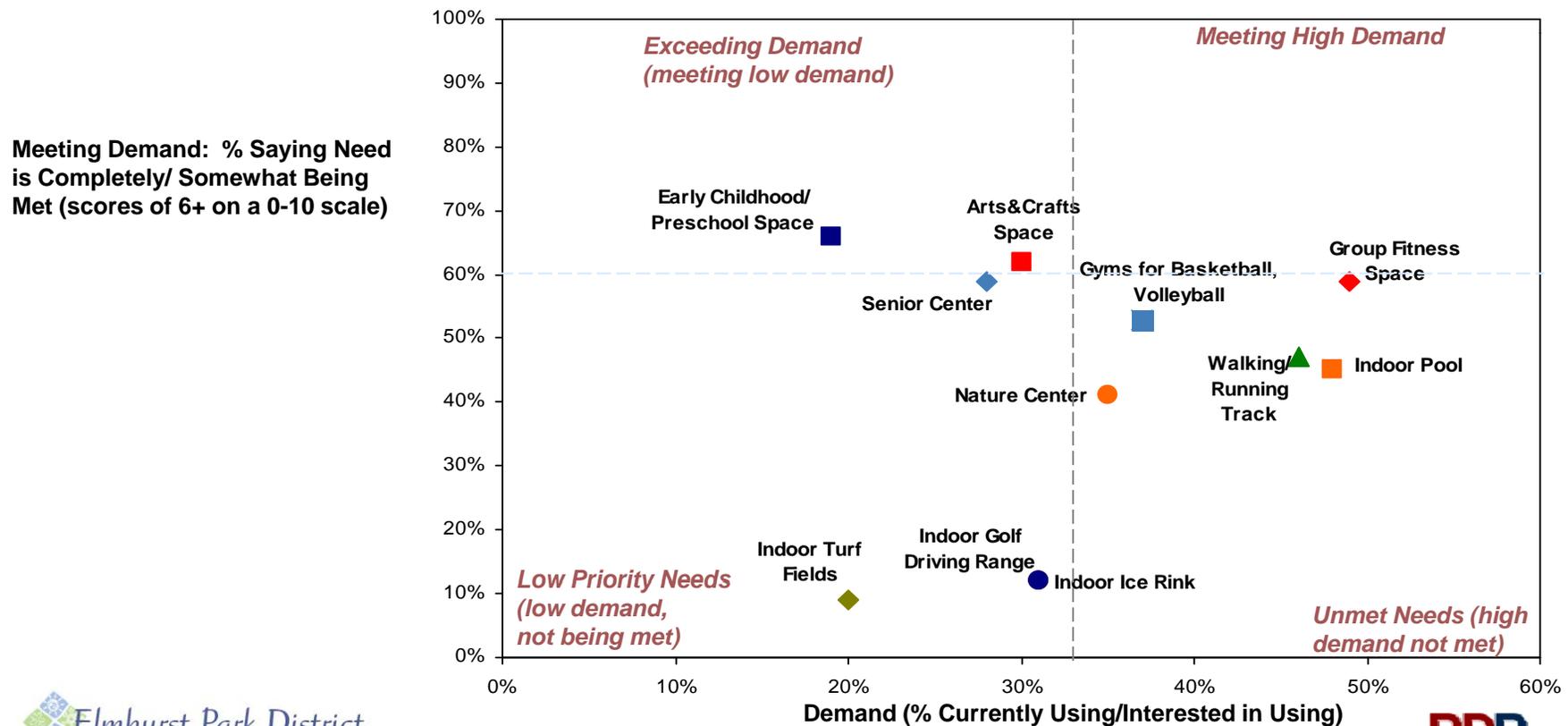
<i>Indoor Facility/Activity</i>	<i>Most Likely to Report Usage/Need/Interest</i>
Group Fitness Space (49%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 63% use/need/are interested in group fitness space), 40-49 (55%), 50-64 (53%) • Children in HH (63%), Married (52%) • Women (56%) • NW region (63%) • Lived in Elmhurst < 10 yrs. (62%), 10-19 yrs. (57%) • EPD park and program users (69%) • HH income \$150K+ (60%) • Currently employed (57%)
Indoor Swimming Pool (48%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 67% use/need/are interested in an indoor pool), 40-49 (63%) • Children in HH (66%), Married (52%), especially preschoolers (79%) • Lived in Elmhurst < 10 yrs. (66%), 10-19 yrs. (58%) • EPD park and program users (68%) • HH income \$75K=\$149K (55%), \$150K+ (62%) • Currently employed (57%)
Indoor Walking/Running Track (46%)	<ul style="list-style-type: none"> • Ages 40-49 (of whom 51% use/need/are interested in indoor tracks), 50-64 (51%) • Women (51%) • Lived in Elmhurst 10-19 yrs. (58%), 20-29 yrs. (57%) • EPD park and program users (53%) • Currently employed (49%), homemaker (60%)
Gyms for Basketball/Volleyball (37%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 46% use/need/are interested in gym space), 40-49 (67%) • Children in HH (63%), especially elementary age (69%) and pre-teens/teens (70%), • Married (41%) • Lived in Elmhurst < 10 yrs. (49%), 10-19 yrs. (53%) • EPD park and program users (49%) • HH income \$75K-\$149K (39%), \$150K+ (60%) • Currently employed (43%)
Nature Center (35%)	<ul style="list-style-type: none"> • Ages 40-49 (of whom 43% use/need/are interested in a nature center), 50-64 (41%) • Lived in Elmhurst 10-19 yrs. (48%) • EPD park and program users (46%) • Currently employed (39%)
Indoor Ice Rink (31%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 35% use/need/are interested in an indoor rink), 40-49 (52%) • Children in HH (51%) all ages • Married (36%) • Lived in Elmhurst < 10 yrs. (43%), 10-19 yrs. (40%) • EPD park and program users (43%) • HH income \$150K+ (47%), Currently employed (33%), homemaker (51%)

Demand for Indoor Facilities: Differences by Segment (cont'd)

<i>Indoor Facility/Activity</i>	<i>Most Likely to Report Usage/Need/Interest</i>
Indoor Golf Driving Range (31%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 50% use/need/are interested in an indoor driving range), 40-49 (35%) • Children in HH (38%) • Lived in Elmhurst < 10 yrs. (41%), 10-19 yrs. (37%) • EPD park and program users (34%) • HH income \$75K-\$149K (33%), \$150K+ (48%) • Currently employed (36%)
Arts and Crafts Space (30%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 41% use/need/are interested arts and crafts space), 40-49 (40%) • Children in HH (42%), all ages • Married (32%) • Lived in Elmhurst < 10 yrs. (42%), 10-19 yrs. (36%) • EPD park and program users (43%) • Currently employed (34%), homemaker (43%)
Senior Adult Center (28%)	<ul style="list-style-type: none"> • Ages 50-64 (of whom 32% use/need/are interested in a senior center), 65+ (42%) • No children in HH (36%) • Single (40%) • Lived in Elmhurst 30+ yrs. (39%) • HH income <\$75K (36%), \$75K-\$149K (27%) • Retired (45%)
Indoor Turf Fields (20%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 41% use/need/are interested in indoor turf fields), 40-49 (34%) • Children in HH (36%), all ages • Lived in Elmhurst < 10 yrs. (30%), 10-19 yrs. (27%) • Currently employed (23%), homemaker (38%)
Facilities for Early Childhood/ Preschool Programs (19%)	<ul style="list-style-type: none"> • Ages 18-39 (of whom 53% use/need/are interested in space for early childhood/preschool programs), 40-49 (20%) • Children in HH (33%), especially preschoolers (73%) and elementary age (30%) • Lived in Elmhurst < 10 yrs. (45%) • EPD Park and program users (37%) • Currently employed (23%)
None (15%)	<ul style="list-style-type: none"> • Ages 65+ (of whom 31% answered "none") • No children in HH (17%) • Single (26%) • Lived in Elmhurst 30+ yrs. (26%) • Non-users (39%) • HH income < \$75K+ (26%) • Most Anti-Tax households (30%)

Demand for Indoor Facilities That Are Somewhat/Completely Met

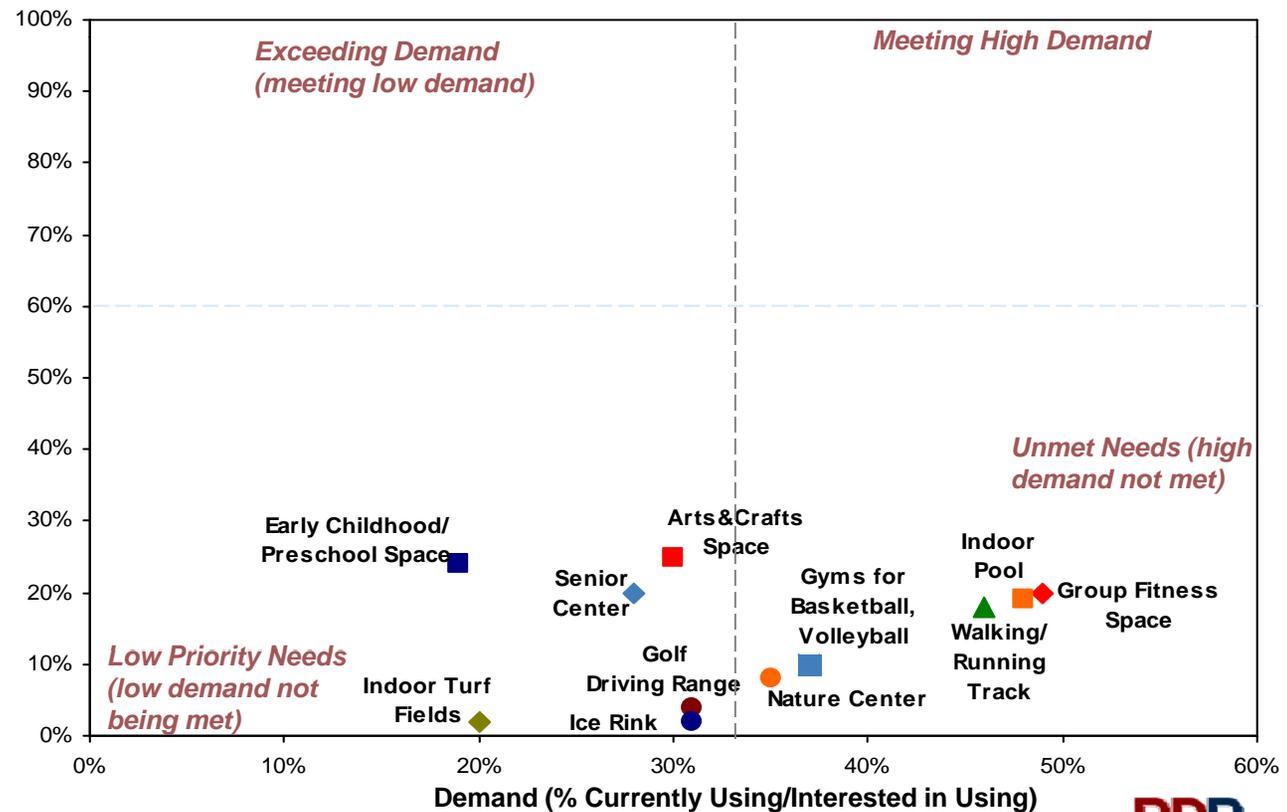
- The quadrant analysis for indoor facilities shows a gap between demand and supply for an indoor pool, tracks, and (to a slightly less extent) gym space and a nature center
- The analysis shows that indoor facilities for early children's programs, arts and crafts, programs for seniors, and group fitness are somewhat sufficiently available to meet these needs and interests



Demand for Indoor Facilities: Completely Met Only

- Focusing on whether these indoor needs are “completely”, about half are higher demand options especially:
 - Group fitness space and indoor tracks
 - Pool facilities
 - Gym space (courts for basketball, volleyball, etc.)
 - Nature center

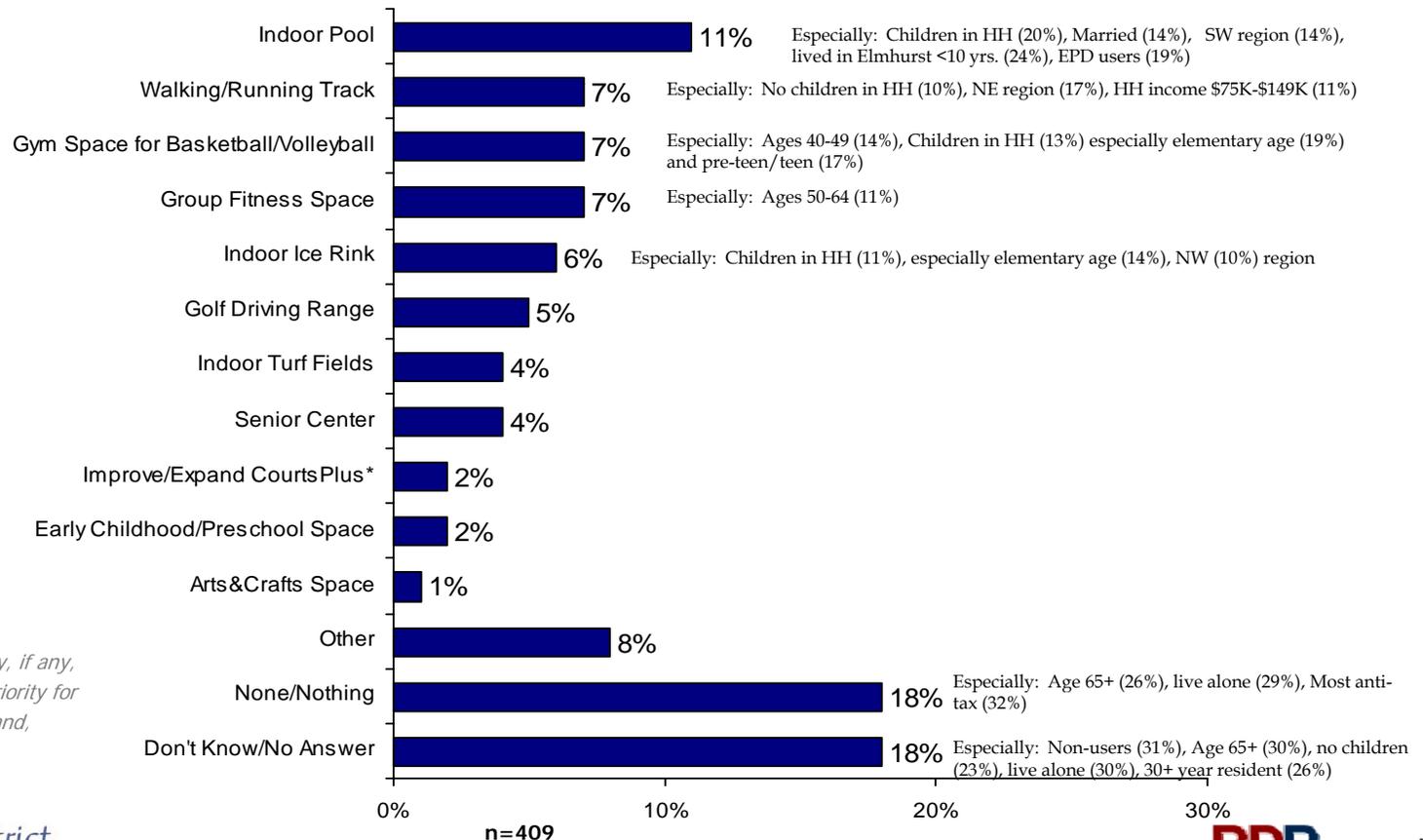
Meeting Demand: % Saying Need is Completely Being Met (scores of 9+ on a 0-10 scale)



No Indoor Facility Is Recognized as a Top Priority

- Over one third of all respondents said none of these options were needed (18%) or were unfamiliar which would be in most demand (18%)
 - Both responses tended to come from older residents
 - Anti-tax residents tended to say none of these facilities are necessary; non-EPD users tended to be not sure

- At most only about one in ten felt any of the specific indoor options are needed (no consensus)

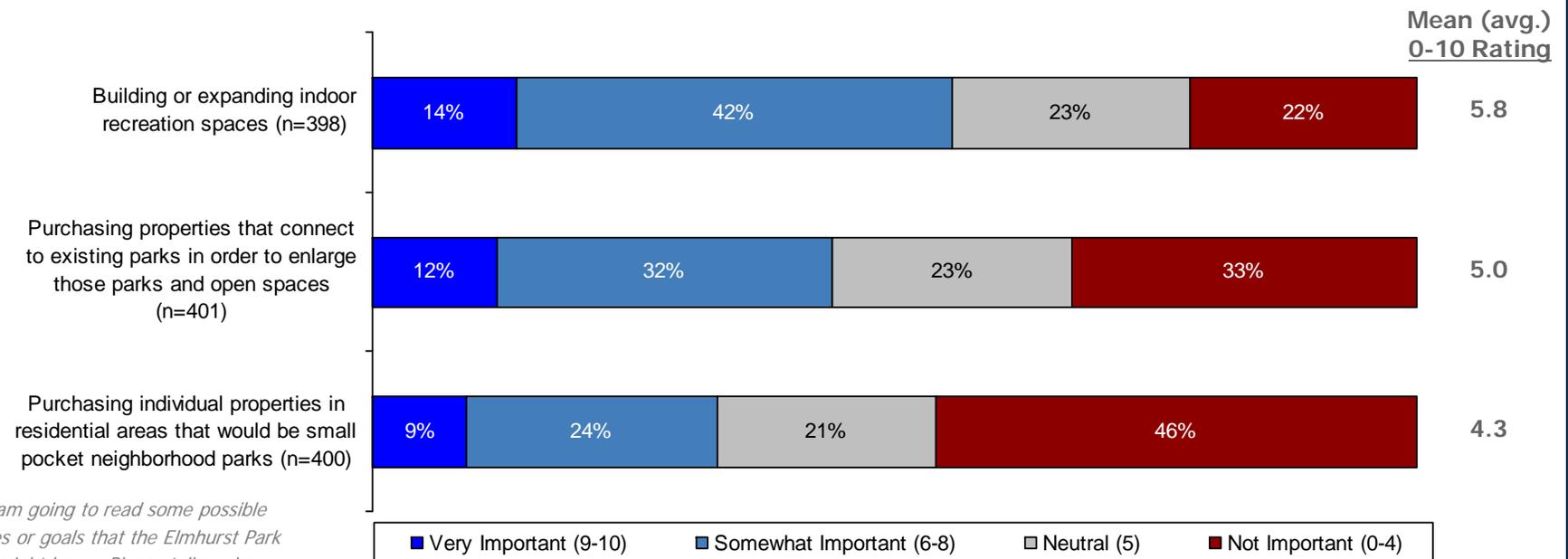


Q25. Which type of indoor facility, if any, do you think should be the top priority for the Elmhurst Park District to expand, improve or add?

VI. Initiatives and Willingness to Pay

Some Support For Additional Indoor Facilities, Less So For Expanded Parks or Pocket Parks

- Just over half (56%) felt that building or expanding indoor recreation facilities is important, but most of this is “soft” (only 14% feel it is a critical need)
 - The rest were either opposed (22%) or uncertain/ambivalent (23%)
- The other two options of acquiring property for park space were less important
 - Especially smaller neighborhood pocket parks (46% “not important” vs. 33% at least somewhat important)



Q26. I am going to read some possible initiatives or goals that the Elmhurst Park District might have. Please tell me how important each is to you on a 0 to 10 scale.

Potential EPD Initiatives Appeal To Different Groups

- Those most supportive of expanded indoor facilities tend to be younger and more affluent, and current EPD users
 - Their mean ratings reflect some sense of importance, but not overwhelming need
 - Despite some interest in more senior adult facilities, older residents tend to be opposed to more indoor options

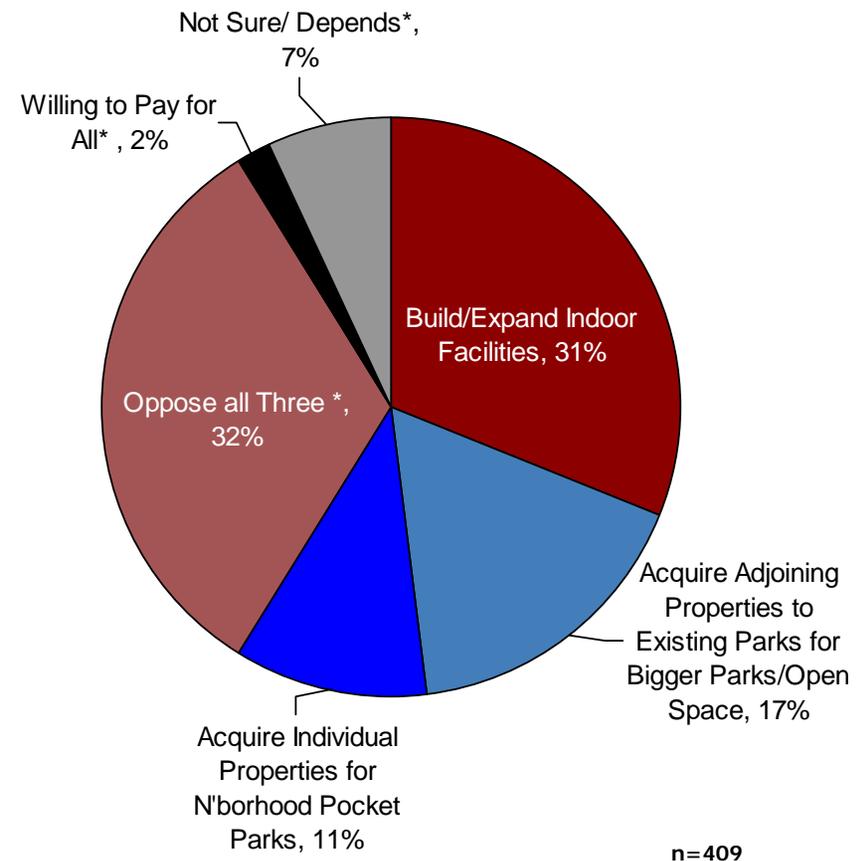
- The two land acquisition options attracted different residents
 - Those in the west part of the city tended to favor larger parks and open space, while parents of small children preferred pocket parks

- All three are strongly opposed by the most anti-tax residents and non-child households

	More Important than Avg.	Less Important than Avg.
Build/Expand Indoor Recreational Spaces (5.8 overall)	<ul style="list-style-type: none"> • Ages 18-39 (6.3), 40-49 (6.6) • Children in HH (6.6), Married (6.0) • Lived in Elmhurst < 10 yrs. (6.3), 10-19 yrs. (6.1) • Current park and program users (6.4) • HH income \$150K+ (6.6) • Homemakers (6.8) • Least Anti-Tax HH (6.4) 	<ul style="list-style-type: none"> • Age 65+ (4.8) • Live alone (4.4), no children in HH (5.4) • Lived in Elmhurst 30+ yrs. (5.0) • Non-EPD users (4.6) • Most Anti-Tax HHs (3.8)
Acquire Property Adjoining Existing Parks for Larger Parks/Open Spaces (5.0 overall)	<ul style="list-style-type: none"> • NW residents (5.3), SW residents (5.3) • EPD park and program users (5.5) • Least Anti-Tax HHs (6.0) 	<ul style="list-style-type: none"> • SE residents (4.1) • Most Anti-Tax HHs (2.7)
Acquire Smaller Properties in Residential Areas for Neighborhood Pocket Parks (4.3 overall)	<ul style="list-style-type: none"> • Ages 18-39 (5.3) • Married with children (4.2), especially preschoolers (5.2) • Least Anti-Tax HHs (5.0) 	<ul style="list-style-type: none"> • Ages 40-49 (3.9) • Live alone (3.6) or have pre-teen/teenagers (3.8) • Most Anti-Tax HHs (2.0)

Forced Choice: No Clear Consensus on Potential Improvements

- When asked which one of the three options they favored most, one in three opted for additional indoor recreation space (31%)
- It is important to note that as many respondents (32%) volunteered that they would **oppose** all three options
 - By comparison, only 2% offered willingness to pay for all three improvements
- The remaining two land acquisition options each garnered considerably less support (less than one in five overall)



Q27. Knowing that property taxes would likely need to be increased in order to pay for any of those initiatives, which one of the following statements best describes you? I would be most willing to pay more to:

* Volunteered responses (not read to respondents as a response option)

Differences in Willingness to Pay for Possible Initiatives

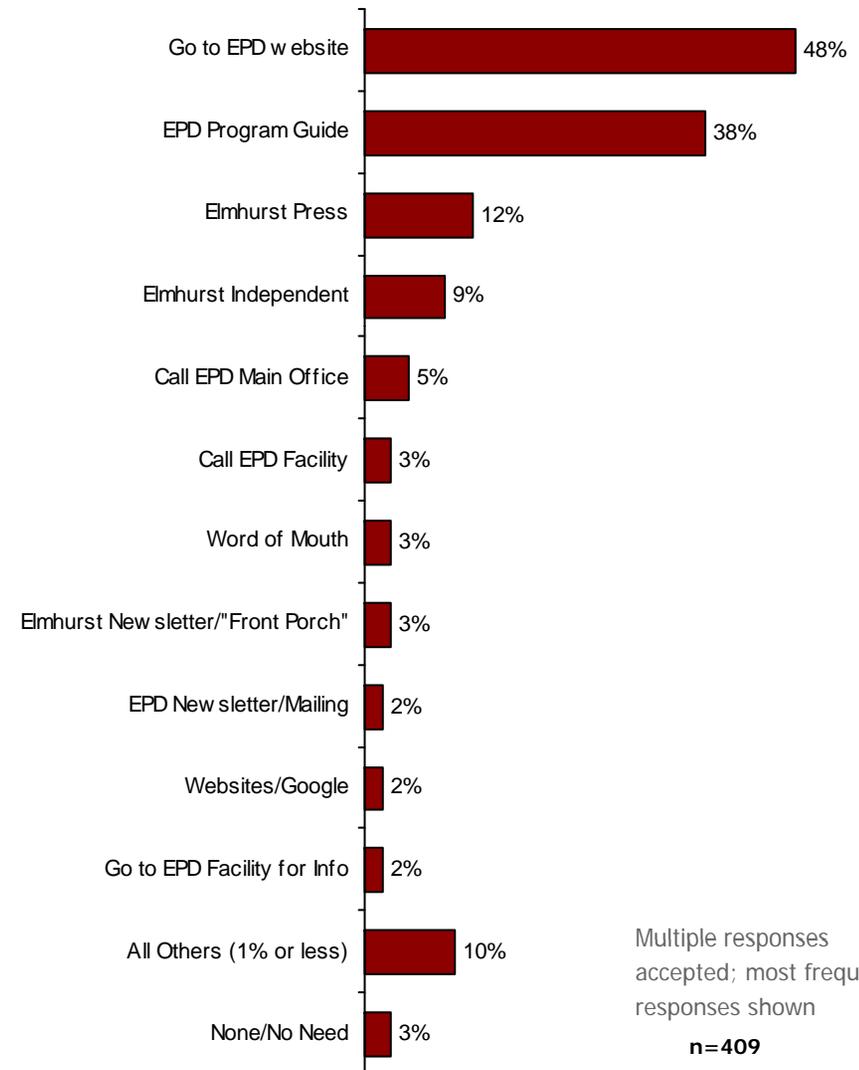
- Additional indoor space is supported most by younger residents with children, the most affluent households, and current EPD users
 - Note, however, that none of these groups voice majority support for this option
- Middle age residents and those in the SW area favor expanding existing parks and open spaces
- As reported, younger families with preschool age children tend to be most supportive of pocket parks
- Opponents to any initiative are middle age or older, non-District users, and are the most tax sensitive

	Most Likely Mentioned by:
Build/Expand Indoor Recreational Spaces (31%)	<ul style="list-style-type: none"> • Ages 18-49 (42%) • Married (33%), with children (38%) of all ages • Lived in Elmhurst 10-19 yrs. (40%), 20-29 yrs. (36%) • HH income \$150K+ (43%) • Least Anti-Tax HH (42%)
Acquire Land to Expand Existing Parks/ Open Spaces (17%)	<ul style="list-style-type: none"> • Age 50-64 (20%) • SW region (21%) • HH income <\$75K (21%) • Least Anti-Tax HH (25%)
Acquire Small Residential Properties for Neighborhood Pocket Parks (11%)	<ul style="list-style-type: none"> • Age 18-39 (28%) • With preschoolers (25%) • Lived in Elmhurst <10 yrs. (18%), 30+ yrs. (15%) • EPD park and program users (13%) • Least Anti-Tax HH (18%)
Oppose All Three – volunteered (32%)	<ul style="list-style-type: none"> • Age 50-64 (36%), 65+ (39%) • Live alone (49%) • Non-Users (51%) • Lived in Elmhurst 30+ yrs. (38%) • Most Anti-Tax HH (96%)
Not Sure/Depends (7%)	<ul style="list-style-type: none"> • NE region (16%) • Least Anti-Tax HH (12%)
Support All Three – volunteered (2%)	too few cases

VII . EPD Information Sources

Residents Rely Most on EPD Website, Program Guide for Park District Information

- Nearly half (48%) access the EPD website when seeking information about Park District events or offerings
 - Website usage is reported by virtually all 18-39 year olds (87%) and two-thirds of those 40-49 (67%)
 - Only 14% of the oldest residents (ages 65+) access the website, along with just under half of middle-age residents (44% of those 50-64)
 - These residents are more likely to rely on the program guide (middle age) or local newspapers (elderly)
- Outside sources (local papers, word of mouth, community newsletters) are utilized less often
- Among non-EPD users, the Program Guide remains their most frequent source for information (38%), followed by the Elmhurst Press (20%)



Q28. When you need information about an Elmhurst Park District event, facility or program, from what sources do you usually get that information?

Appendices

Appendix I

Verbatims from Q3: EPD Strengths

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I like all the programs they have for kids. I like the varied park areas that they have--swimming pools and the hub and the open spaces. There's a variety of that.

I have 2 grandchildren, and their programs for children are outstanding.

The spaces that we have are well taken care of and adequate. I think the people do use them and they have done a great job.

It maintains the parks. It provides services such as the Courts and other programs for the elderly and also the youth and that's about it. They're doing a very good job and they're redoing a lot of it, like Wilder Park. They're redoing it all the time. They're redoing the park by the library across from the college. It's for the better. I remember when there was not much of anything here. I delivered papers here--220 papers.

The staff they are all very helpful and friendly.

I am actually a member of the Courts Plus which is part of the park district. I like to go to the pools here when I get a chance, I kind of like that.

Well the parks are generally in good condition and there are several.

Classes for prekindergarten kids.

Great for programs for all ages. They do a great job caring for the park and pool. The park has plenty of things.

They make themselves available to all parts of the city. They are really adequate. I would rate them an 8.

They always have done an excellent job with the programs and personnel.

I think they do a great job, have a lot of facilities for kids and adults. Have swimming pools and tennis courts. Keeps us healthy. They do a great job. I give it a 10.

Keeps parks in very good shape. We are not lacking in parks.

I think that the facilities are excellent and programs are good too. There is a lot to choose from.

I used it a lot in the past. Now I do walk through the park that is connected to the school over here. The parks are kept up well. They have a lot of activities for children and adults. There is a lot going on if you want to take advantage of them. They are keeping the standards pretty high. We have a lot of museums and that is nice and we do take advantage of that. Our library is beautiful.

I think it maintains the parks pretty well. Spaces and parks and programs are good. Overall they do a pretty good job.

It has a park district that is quite extensive, it has physical therapy, cardiovascular care & workshops. The parks are excellent and well groomed and kept up to the specifications of all kinds of sports from baseball to football, to soccer.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

They have a lot of services. For instances, The Hub, soccer fields, tennis courts, a lot of availability for children. And the swimming pools. Those are pretty popular here. Personally, I don't use them, our children are older and gone, but it was important to us at that time.

The different programs for children.

They have in general a lot of programs and I like the availability of programs.

They just have a lot of programs and a lot of nice facilities, particularly for families with young children.

Great for younger kids; very helpful to keep kids engaged and meet other people.

Maintaining the park and facilities.

It offers a lot of programs.

They spend our tax money well. Wish they'd lower the amount.

Clean and neat, easy access for people.

I think the Elmhurst PD collaborated with Bensenville and a couple of other towns for 4th of July celebrations--Bensenville, Elmhurst, Addison and one other I can't remember. It was a great, great event that lasted over the long weekend.

Courts Plus. Everything is available.

They're very organized. They do a really good job with different programs in town like soccer, football and baseball. And their marketing is very good.

I like the variety, they do a good job of trying to match with age brackets. They try to cover entire population with multiple options. I love the availability of park facilities. A decent amount of parks and recreational activities, playgrounds, grassy areas, really enjoy that.

I think the parks are very well kept and the programs are excellent.

They do a nice job keeping the parks clean and functional.

Professional staff and director are excellent; sticks to mission statement with respect of keeping content of parks current. Particularly good with asking for community input which drives design.

Everything they do is a ten, they're absolutely exceptional, we have the most wonderful parks, 125 million dollar library, one of the finest in the country.

Generally, I don't think about Park District. They do their job.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

They hire a lot of kids.

I think it caters to children very well, an abundance of programs. They do spend money on parks, they are always kept up nicely. I think the parks realize that to maintain quality of life here, it's important to have a good system that provides for children, and the parks do that.

I think it does really well offering classes to younger children. They offer a wide variety of classes.

It's kept up well. I better say that, I voted my neighbor on the board. There's a lot to do, plenty of programs.

Look good

The variety of classes.

They seem to maintain the parks very well, and that there are parks.

Parks are close by and within walking distance.

It's too far for me to walk but it is nice when I am able to see it. But that's about all.

I think keeping up the parks is excellent, they are beautiful.

The variety of offers is what they do very, very well.

Availability of parks close to your residence. You don't have to travel too far. They're willing to change the formation of the parks. They used to have skateboard parks if they thought they were needed. The trends change and they go with what's needed.

Variety of programs.

Programming. The various programs they offer throughout the year.

They take care of the parks very well. Everything is done quite well.

I think it takes care of the parks well, and they offer a wide variety of programs.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

It looks nice.

Very good with the sports and the way they are keeping up the parks.

They have a lot of good programs when my kids were little. Compared to a lot of suburbs they do a pretty good job.

Gives us plenty of green space. And well-maintained.

It offers a variety of programs and it's pretty balanced.

It offers a lot for families and kids. they have a lot of programs and a lot of stuff to do for seniors

I think it has a great range of programming from children to adults.

It has a wide variety of programs for both adults and children. The pools are there, that's a plus.

They have a really good range of programs. My kids participate, especially my daughter, she likes the classes that they offer (gymnastics and dance), and my son did programs before that (toddler programs).

It has a lot of children programs. There's a lot of parks

I think it has a wide selection of activities for the community. I think that's it.

They have a variety of different programs.

Well since it employs both of my children, it's good that it employs the teenagers. I think they do a good job.

Good amount of programs.

Probably the pool.

I've had both our sons enrolled in several programs. We had them in swimming all summer. It's mostly high school kids but they do a fantastic job. My four year old learned how to swim over the course of 4 weeks. We try to enroll them in some of the sports programs for little kids, and we've been very pleased with all of it. The preschool program through the park I'm very happy with as well. I really have no complaints. We've had our kids enrolled in several things.

I think they offer a lot of different programs for all ages. they have a lot of locations and it seems to be pretty clean.

Its very clean, you have a lot of open spaces and they offer a lot of different activities

Actually have a good selection of facilities.

Programming for kids, there is a lot of programming for my kids.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

The varied activities that they have for adults, for teenagers, for children. It's kind of hard. I don't participate as much anymore, but I did participate in some of the senior activities. Senior trips and then some of the parties they used to have--special events like St. Patrick's Day, Valentine's Day, 4th of July, so forth.

It's well kept.

Programs for kids, facilities.

There is literally something for everyone and the parks are nicely landscaped, planned out. And there's enough of them that everyone lives close to a park.

It's always improving. Not in particular, all the big parks get updated often.

Good job of taking care of the parks and programming.

They do a good job in keeping the facilities up to date and nice.

Use to work for them for 20 years, I think they do a pretty good job.

It is pretty decent.

Workout facilities

I think they offer a lot of programs, the parks are well maintained, we've always used the parks for sports and activities. They're physically appealing, and lots to do.

I think the pools are very good. For the kids in the summer, they're doing a fine job.

I like the swimming pools, over the years used it with my family. The park lands are very well maintained and very accessible. Every one in town has a park pretty close.

Wonderful parks, great facilities, lots of programs for everybody from newborns to seniors. Very good park district.

I have a beautiful park on my corner. It's very diversified for use and it's well maintained and it's very secure.

I really don't have an opinion on that.

Maintenance. They keep up on things. They do a good job. They keep after it.

It offers a lot of programs for people of all ages.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I like the variety of facilities.

Very well kept up, things are well maintained.

I like the conservatory. It's nice.

I really do not know. I think the programs for the children, the summer camps, the availability of tennis courts and swimming pools are excellent recreational programs.

I assume they have a good amount of programs there.

The availability and they are spotless.

I think the program offering they put out each quarter has a very wide variety and is good for the kids.

I think it's pools and recreation.

A wide variety of things for people to be involved in. Got a lot of parks in our area. Parks are well kept.

Variety of different programs offered to people of different levels of ages. They can find a program that can satisfy their need from seniors to toddlers.

Some of the programs. Some of things I see in fliers, don't know names.

Maintain the grounds very well. The whole town is run pretty well.

We have a good array of parks that are easy to get to and are well maintained.

Wonderful; lots of classes; tennis (Courts Plus) and programs; varied levels and types of programs.

They give good programs.

It has good programs for children and adults.

A lot of programs and they are great for the kids.

Lot of programs for a variety of age groups

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

A lot of parks with a good variety of things to do; and they keep the parks up very well.

The prairie paths and the salt creek paths.

Don't know, I'm not sure of the services they provide.

Maintenance. Pretty much all parks. They do a pretty good job.

A great deal of offerings and opportunities. If you look at their quarterly catalog there is a lot geared toward children and families.

I think it does a good job informing the community about the services and programs. Cleanliness is very good.

Their parks are for the most part well maintained, flowers and that kind of thing. They have a lot of offerings, classes and stuff. When my kids were little we did a lot, now they have more activities at school.

I have no idea. I don't belong to any of the park district. I have a library card. That's the extent.

Very good park district- great facilities, adequately financed

Very clean, safe at night, well looked after, used by community.

Variety of programs they offer. Nothing else. My kids like their programs.

I'm not into it anymore.

Active park district. They have a lot of senior citizen activities, also programs for kids

I think the convenience and the openness and the fact that it provides comfort.

Parks

Very good at it

Price point of programs is good. It's affordable.

It's maintained very well.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

There upkeep is good.

There are a wide variety of programs. There's a lot to choose from for different kids' interests.

It manages parks very well. Updates park very well.

I think they have a lot of different thing for kids and all ages, they have a lot to offer

Great facilities for all ages. Very well kept up.

They have an amazing amount of activities for adults and children.

Programs for kids. All the different playing fields for baseball and soccer.

It keeps the parks clean.

There are a lot of parks. They're clean. They're maintained. Easy access to them. Not a lot of gangs hanging around.

I don't know, I think they keep the park good.

The access to the pools, we have a couple of pools in town, and the number and variety of park district programs, and the upkeep of the parks.

There is a lot of programs for kids and the parks are very clean.

Parks are well maintained, and they are working to keep the public interested in the parks.

They have very good programs, games. Swimming pool is fine. I think we have a very good park district.

It works. It has programs, it has parks, they're well maintained.

Do not use. Children are grown.

It's nice.

Nice pools, well maintained for little children, good programs.

I really like the prairie path where you can walk, ride your bike, or jog. It's nice.

Well I don't know. I have no complaints. So whatever they are doing, they are doing it well.

I think they offer a lot of programs. Summer programs for kids and a lot of family programs which I think is important to a community. They do a good job. They get a lot of money to do a good job and then they do. If I am not mistaken they are second only to education on the taxes and both of those are important.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I think it has a lot to offer. A lot of programs to offer community.

The parks are beautiful. We do have a variety of parks. They do a very good job of maintaining them and keeping them available. They do a great job. I have no complaints.

There are plenty of little recreational areas around here. When my nieces and nephews come to visit, we hang out at that parks around here. They're pretty clean. So I would say they're pretty good so far. I don't really deal with places like that. I don't have any small children. We go to Safari something on North Avenue. I can't think of the name...Safari something.

I think it really keeps up the maintenance of the parks, like planting and re-doing it. They get on it right away.

The number of different park areas and how they are taken care of and the features they have. Both open areas and trees and water.

I think they take good care of the parks.

They have a lot of programs for kids. The recreational facilities are very modern, clean, and accessible.

I can't say. I don't use the Park District.

I think it is very active and provides many activities for the people of Elmhurst. It has good swimming pools and tennis courts and good work out facilities are also available. Those are the highlights.

It has open facilities for adults and children to participate.

I like all their programs.

I like the facilities and programs they offer for kids and adults.

It covers all age ranges and is well maintained.

Offers a lot of activities for both youngsters and older people. A lot of facilities for tennis, basketball, walking paths, bike paths. Clinics throughout area for different sports and activities. They come out a couple times a year with a magazine that lists activities.

I think they're well organized and do things in a timely fashion.

I wouldn't give them any highlights. I'd rate them probably a 1. They are very average.

Not familiar with the park district.

Organizes events well.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I don't go to them to much. I'm a senior. But they are about a 10 because I always see kids out there. And they always have ads in the paper.

I think they're excellent for kids and for teenagers. It is up to them to take advantage of them and also they have Courts Plus.

They do a good job keeping everything up.

It does well activities - softball, soccer and the water park.

I like everything about the park district. I'm very impressed with the park district. I like the way they maintain them. it's a great park system.

They do have a lot of programs. They have plenty, tennis, swimming, a lot of good things for the kids.

They give a variety of services such as programs for children, facilities for activities such as exercise, and sports activities.

The programs for the kids and I would give it a nine.

They keep up the parks in the town very well. I am very pleased they do a good job.

Parks are clean and accessible.

I don't partake but I know from neighbors they seem satisfied. I would say it's pretty good.

You enjoy the use of the park.

The concert in the park during the summer.

Parks have something for all of us. Plus send out a magazine.

They have a lot of activities for the kids.

Keeps up the parks and they are well maintained.

Library

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I think they do a good job. Our kids are gone, don't use the parks a lot, but I'm happy they have nice pool facilities, tennis courts, open spaces. Good facilities. The Courts is excellent.

The amount of programs it offers for the kids and that they are still able to offer them given the economy right now. I guess the way it is funded.

it does a great job, clean also has plenty of programs.

Their offerings, such as sports for the kids, the availability. The pools are awesome. Recreational facilities are pretty good although a little expensive.

They have good programs for all ages. I think that the parks and stuff are maintained well too.

I guess I like the array of offerings from them.

The design and the maintenance of the facilities they have.

They have a lot of good facilities for children. They have good fitness facilities. That's it.

The courts

They have a lot of programs which is good. I use Eldridge Park to walk around in and that is good.

Lots of children, for her small children. Very groomed parks.

Number of parks and up to date.

The volume and variety of classes that they offer to the people.

The parks are clean and spacious.

There's a wide variety of programs that are available to all age groups, not only just children, but teens and adults. There's two pools that are in our neighborhood that would be accessible to us. Oftentimes, most towns only have one. And then there's a third recreational park that's up north that has lots of green space. Behrens Park. There's numerous larger green space parks that, depending on what you want to do or accomplish, you could do or go. Even in the winter, there's a sled hill that's easily accessible, at no charge, which is kind of nice, because it's right there in your own community.

Wide variety of classes.

It's got great class offerings for kids.

It does well. A lot of nice parks.

I think it is run very well. I think the parks for the children are up to date. they offer a lot of programs. they are on top of things.

Parks are adequate, good swimming pools.

I think the thing they do well is the Courts Plus building which is recreational exercise sport score. It's a great facility, well run, clean, staff is engaging, just a plus to Elmhurst.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I think it provides good places for residents and visitors to enjoy the out of doors.

I think we have a lot of beautiful parks.

Breadth of programs and accessibility for special needs children. I think they do a good job, the park district is terrific.

They're available, there's a lot of them (parks) available, the library is good, the parks are good. It's got easy access and they're for children and adults, I think they're excellent.

They are good at programs for kids. I'm talking about the football and basketball programs. They might be sponsored but they take place there.

The Abbey is very good with activities and at a price range most seniors can afford.

It offers a lot of activities.

Easy to use.

Availability of programs and courses

Maintenance of parks, checking up on parkways.

I think they offer a wide variety of programs for a wide age group of children. There's one guy that I like. His name is Coach and he teaches the real young kids sports. He stands out. He interacts very well with the kids. He changes his level of discipline with the age of the children that he's teaching. He knows his sports. Plus he has a very good personality.

Has a lot of activities and the parks are well kept.

It offers a wide variety of programs and activities for all ages

Offers a great deal of extra curricula activities for children.

Maintaining the grounds.

Their programs

The distribution of the parks and the various activities that they have.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I think it does pretty good at offering classes for the kids and offering different activities.

I like the Abbey. They have senior citizens, you can go there and they have things for seniors there.

I've taken their trips. I really enjoy those.

Establish and maintain all green spaces

Manage their facilities well and I think they are pretty good. They are pretty good at operating their facilities.

I think that they have a lot of programs and facilities that appeal to all ages. Courts Plus is great. The pools are good, the parks are good. parks and rec art stuff

I like the pools. And I think it has a nice array of choices. Lots of things to choose from programming.

Available facilities

All great

I like the swimming pool and the activities for kids.

I like the park. They maintain them nicely.

Beautiful facilities; a lot for everyone; something for everyone in way of programs.

I guess the number of parks and facilities.

Programs for children.

We have beautiful parks. Great pool facilities, tennis, it's available for everyone. Overall lots of nice green spaces in town.

I just like the stuff for little kids to play on.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

Offer a lot of good programs for the community and keep up the parks well.

Number of programs. How wide spread it is. It is well maintained.

They have a lot of programs for families and kids. Specifically for mothers and kids.

The park upkeep is good.

It takes beautiful care of the parks, that's the primary thing. We live right across the street from a park.

The events that they throw, community events. The art fair. A fun community event.

The appearance. They keep it up nice.

It does offer a variety of programs for people of all ages.

I think it's very nice to have them in town and give them a nice air to the community.

I don't know, I don't use the parks often.

They keep it well groomed.

They have good programs.

Very satisfied

Well

I'm probably going to give a seven on that, because I haven't the used the park district.

They've consistently tried to improve and renew the old park. They are constantly putting money into making it nicer. My kids are in their 20s so don't really use anymore. They are improving, there seems like money every year for that.

The provision of maintenance and parks.

They do good, they have things for kids to do, to keep them busy.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

The amount of sports fields.

Clean, well maintained

They have trips for seniors and for children and a lot of activities.

Programming for young children. I think the town pools are nice. And they maintain the parks.

Offers a nice variety of programs for all ages from young children to teenagers and adults.

The lots of open spaces and places for children to play. Also offers variety of programs, including programs for seniors.

I don't know anything about the park system to be honest. Not since my grandchildren have grown up years ago.

Courts Plus is what I like most about it.

Council could be better and then we would all be happier.

Lots of activities.

Pretty good; lots of programs for different ages; easily accessible, like preschool; esp. compared with other communities.

I think they do really well in having programs for the youth. Especially early childhood. A lot of towns don't have programs for kids like that and I was happy that Elmhurst had that.

Number of parks in town, availability and variety of programs, and open spaces.

I guess the availability of parks and the way that they are kept up is good.

Facilities and parks and playgrounds are great. Fields for baseball games are great. Recreational good.

There are a lot of programs for all ages of people. I think especially for senior citizens. Lots of activities.

Good thing. park ok. kind of expensive. Spend almost 400 something. It's good but very expensive. 20 years ago recreation programs in park district. Now they don't have those.

I love all the facilities, but there's a lot of offerings, there are so many opportunities in programs around here but just not enough time to take advantage of them.

You can go and watch different things during the summer time, like movies. It's really good for children.

They have a good schedule of different programs for each season.

I think it has a lot of good programs for all ages and they have a lot of parks and facilities.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

They maintain the properties well.

I like everything.

I like exercise facility: the Courts. Parks are taken care of well

I don't see them. Service is terrible. Why spend money on parks. No one uses them. Who took the Chris Field house from the people.

It provides wonderful programming for citizens.

The cleanliness I like. The availability of the park district is good. I find the parks nicer than in Chicago.

They offer a variety of programs.

It has a nice of selection of recreational activities. They have a lot of activities.

I have never used it because it doesn't offer what my children do. I drive 30 miles so they can ice skate.

I think that they do a fine job.

I know there has been a lot of crime down the street. I don't have an answer for that.

Excellent. I has something for everyone for all ages children, adults, single working, they have everything covered for everyone. The best is the Courts Plus and swimming pools.

East end pool

The parks are beautifully maintained and there is a lot of diversity.

There are several parks and they are well maintained.

I very much like the EPD. I like the upkeep of the several parks. Instead of one they all get attention. I like that they will work with the public. Their horticulturalists help you to identify plants and give you suggestions. I like the conservatory very much. The variety of parks and green spaces.

I like the greenhouse. It does that well. The outdoor swimming pools, they do that very well.

Nothing. I have no use for it none what so ever.

I think the park district does a wonderful job in our community. it has functions, it has a lot of different things for all people.

I think it has a well-rounded program for all ages and they keep up the appearance of the parks very well.

There's tons of programs. The instructors are good, the sign-up is good, everything is good.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

The wide variety of programs for children.

I think it offers a really good variety of classes to chose from, a good diversity. I like that they are available in multiple locations and you can sign up online. Very convenient.

I think the customer service is very good and I think that the programs they offer are good. There is a pretty good variety. Good stuff for little kids. At times they seem slightly disorganized. I think they could do better with the timing and scheduling, but in general I have been pleased.

I'd say they have lots of activities from what I understand. I do walks through the park but I'm a fifty year old man so I don't participate in a lot of park activities.

Sanitation

Availability and communication.

Well I don't know, I guess they maintain the parks pretty well.

I don't really use the park systems that much. When we were young.

The programs they have for kids.

I think they have wonderful children's programs and different hours for adult programs.

They are wonderful and clean. No loitering there. They have movies.

The park district is great. If you are talking about Courts Plus, too expensive.

Just the wide variety of programs it offers its residents.

I think they're good programs, soccer programs, a lot of open fields. I believe the Park District owns Courts Plus, I believe it does anyway. Overall access is really good. I think they're well maintained. Pools are fantastic. They upgraded them over the last 3-4 years. Pool passes are reasonably priced.

The variety of service that they offer and just their flexibility. The availability and variety of programs is top notch.

The facilities upkeep. Long range planning for the future.

I think they manage programs and offer programs well around the year.

They take care of their facilities really well.

I think it does offer programs for a wide range of ages.

Maintained pretty good. Satisfied. They are cutting grass and keeping clean.

I don't visit any more. I'm 90 but I visited the pools.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

We have mixed parks. they are well kept, they do seem to over-improve though.

The parks are in nice shape. They keep them looking great.

There are so many parks to choose from a lot of activities for children and extremely clean I have never seen any amount of trash anywhere and the playgrounds are well designed.

The number of programs that span not only children but up to seniors. They keep the parks clean. The parks are well kept.

I think their programs have a lot for seniors and children. And open space. It's great for children and sports. That's all.

They offer a range of activities for little kids all the way through senior citizens, so there's a lot of different programs available. They maintain the parks well.

I guess they seem to like to renovate the parks, I think they have a plan for that, and they're constantly doing renovation. I'm not sure it needs to be done, but they do a good job of it. The programming for children is pretty good, they have a lot of variety, and seem to cater to the school year and all that.

It provides entertainment for our children at the park and the pool

I think they have a lot of open space, a lot of places for children to go to do something in the parks, if it's the swings or the pools. There's something to do with the park if you bring your kids there. I guess just the overall appearance of the parks. They look well maintained and the park always seems to be clean and well maintained.

From what I read they do a good job of communicating and providing activities for all ages.

I think it is one of the outstanding park districts in the states. I grew up in Chicago, moved to Elmhurst in 1970. My son grew up participating in the programs, sports and mini-programs. My son got a masters in public admin of parks. He decided to make his career in it because he was so impressed with the Elmhurst Park District. Considering what they've got to work with...not a lot of vacant land that they can get, they have to compete with other organizations, they've done a tremendous job with playgrounds and parks for other uses and swimming facilities. We've done a lot in Elmhurst with land that has been available to us.

The maintenance. It is very well done. There is a good distribution in the town.

I believe they engage the seniors in activity, public library.

There's a wide variety of things to do in the district.

They seem to have enough activities for the kids, like sports and such.

They have a great variety of programs. The parks are well maintained and the park district is engaged in the community.

It has a variety of programs in the programs that are offered.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

Programming options for youth.

I think pricing is very good, pricing is best.

I guess the maintenance. They keep it clean.

I think it does a good job maintaining the parks. Good programs.

They've got programs for everything. I have no complaints. They've got a lot of diverse programs for the kids. The courts, the local workout facilities run by the Park District, and the place is great.

Lots to offer. Priced well.

The Courts is a fantastic facility for people of all ages for fitness year round, rehabilitation, etc. And the prices are very attractive which allows families to be fit and enjoy physical activity together. So that is particularly good. I think the Wilder Park renovation starting with the house and the grounds has been quite excellent and determining the usage for the Mansion and the grounds has been wonderful. I know from friends that they are thrilled with the availability of tennis, swimming, that sort of thing, right here in town. As far as summer programs, they have nice outdoor music programs which are mostly free.

Abundance of activities afforded at reasonable price; something for everyone.

Parks are great.

Plenty of different parks, facilities and programs.

They keep the parks very clean and the rates for kids activities is fair. Also the park district is accessible.

I think that they keep everything clean and safe.

Quantity of parks and activities

Quality and quantity of offerings.

They have a lot of activities for kids.

There are quite a few programs, a broad array of programs, cover all the demographics. Parks are clean and well maintained.

The number of programs available for kids.

Lots of programs for children

I think good job maintaining parks and activities.

There's a lot of parks, the availability of parks and they have a lot of programs too.

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

Provision for the family, pools, places for sports, running the gym.

We don't do that much, I'm sure they are doing fine. There is a lot going on.

They have a great early childhood learning center and a lot of programming for 0-5.

They have a lot of programs for kids. They have a lot of walking trails and biking trails and equipment, kids' equipment as well, just open areas.

Facilities

I think good job maintaining what little park land they have. Could do a better job expanding park district. They often listen too much to what neighbors have to say.

I like that we have one. That is a governing body that actually does a lot of good stuff. A lot of programs and we also have a bunch of parks.

They do a decent job, don't use it much.

I really don't know what they do well. The parks are always looking nice.

I like that they hire some disabled people.

Green space is good. Adequate programs and facilities within the parks. Always on or below their budget.

Their concern for green space. Preserving green space.

Offers wide varieties of activities

Verbatims from Q3: Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well.

I think it's got a lot of recreational programs. A lot of parks, open space.

Great

Communicate the programs well.

Got great programs that they offer to us.

Has a variety of programs. Kids programs in the summer.

Great kid programs.

Maintaining parks well with all the programs

It has a variety of classes.

The variety of parks throughout the community is very good. New soccer fields and what they did with the Elmhurst College and what they did with the swing sets they have such as Wilder Park and the park in Upper Prospect and Eldridge Park. They put a nice one in there too. They have a nice setup at Dragon Park on the southeast side. One more thing, the fact that they have one building set up for senior activities and meetings and things, It called The Abbey.

The number of programs.

I take the dance classes and they have good teachers and a very good program.

They're clean, well-kept (at least the two that I go to). I don't remember their names. That's all.

Appendix II

Verbatims from Q4: EPD Areas to Improve

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

I wish the swimming lessons were a little bit more advanced. I recently went and explored other park districts swim programs and they just seem to offer different levels. The one at the Oak Brook's Park District, even the Y, is even a little bit more advanced than yours. They have the same levels, but the levels are way more advanced, like wave 1, wave 2. Our wave 2...it's not what they call it....but you can just tell they're more focused on the strokes, before you get to a swim team level. There has to be something in between.

I really don't know, the Park District is pretty good.

To stop catering to the geriatric community and put some facilities for families to use all year round.

Cut down the trees and expanded the park to skate boarding, etc.

The greenway that runs along the Salt creek, I'd like it re-chipped, where they discontinued from the paved portions so I don't have to walk in the mud.

No, I get whatever I want out of it, and it's changed a lot and caused a lot of change (from the Elmhurst College), but my shortcut to my buddy and I is that we pick it up in the middle for lunch and we walk back. So we gauge it. They put all the buildings up and it's all changed now. They're taking up everything that's open space in Elmhurst. The college has beautiful buildings. I didn't go there. No, it's a thing that has to come (taking up open space). They got it reserved now for open space and that's what counts. The college used open space and I can understand that.

The limited availability of full time working parents.

They took away Elm fest, I don't know if that is part of the park district, but that is one thing I am sorry to see go because it brought a lot of people together.

It seems that the signage for bike paths are not enough. Need more signs.

More professional staff. Better cross range programming. Not so much when you are 11.

The conditions of the facilities.

Berens Park - rather would have a pool instead of a splash park.

I would like to see more winter family affairs, like skating, sledding, maybe a nice place to warm up and have a nice drink.

Along the prairie path, they cut down shrubs and they need to pick them up.

I think doing great job. Nothing wrong with them.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

More programs for seniors.

I don't know. I am thinking they are fine. We don't have the big parks on our end like Wilder Park. It would be nice to have a pool on this end of town but overall they are fine. An outdoor pool would be nice for the kids in this area because they have to go all the way over town to get to a pool.

They could evaluate their administration so they could have more support, and contact with the community. They need more PR through the local newspapers, and more transparency regarding their budget.

Some places are becoming little gang hangouts, don't notice it a lot, but that is what would concern me. Maybe not gangs, but rowdy children.

I think that they need to take the people that live along the green trail and the bike paths concerns more seriously. We now have people running across our lawns and one of the concerns that we have is our security. It is hard to be safe in our neighborhood when there are a whole bunch of people we don't know anything about running around or on our property.

I can't think of anything.

I would say the availability of programs. For example, they never have programs like school break time programs so if your staying in town there is nothing for the kids to do. The park district should offer more programs during school breaks.

I don't really dislike anything. I've heard people with young children are very satisfied, but some families without children or senior citizens pay a lot of taxes, and there's not a lot there they can take advantage of.

The Courts facility is too small.

The availability of aquatic programs and in the fall or winter.

I think they could improve the summer swimming. The communications are poor and there aren't enough adult swim times. That's it.

I don't feel that they keep some of the parks up the way they used to. They let things go. I've had issues where I've had to call them about (and they've been non-responsive).

Walking trails - not enough.

To tell you the truth, we actually are more familiar with and make more use of the Bensenville Park District, because we live in the northern part of Elmhurst. Bensenville has a swim team and they seem to have a lot of activities. For instance, they put on at Christmastime, they had a chili cook-off and Santa Claus and music in the Bensenville Park, and we went to that and it was absolutely free. Maybe they have some good events (Elmhurst), but we don't often hear about them. That's more the issue. There's nothing in flyers, no signs on the road. Bensenville puts up a community sign, like at North Road and Grand, and they have signs of events that are going on. They do a better job of informing the community of other events, and that doesn't seem to be the case with Elmhurst.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Fees at Courts Plus are too high.

I think they could have more turf availability, don't have to share with Elmhurst College. Wish they would have more basketball facilities. More facilities for families working out and doing different things.

I have a special needs son and I would say the school district has resources for that but the park district does not. You would think the park district would have at least some but they don't.

Keeping the town squares open longer during the season, according to weather instead of certain dates.

Wilder park is in middle of town and it has been turned over to nimbies and they are not doing good job.

There's nothing I dislike about it.

They mismanage the Salt creek greenway.

I'm pretty satisfied with it.

I think it needs to improve on classes being offered for kids over ten.

I really don't have any dislikes. I don't use the district that much.

They are okay

Sometimes classes fill up too fast.

Fairly satisfied and cannot think of anything they need to improve.

No, I think its okay. I would just give it an 8.

Nothing, very satisfied.

Spend money like crazy. More prudent with how they spend money.

The cost of using a facility like Courts Plus. It's like a monthly membership even if you're a resident, but on top of it, even if you want to use a court, you have to pay extra. And sometimes courts aren't available even if you're willing to pay for them, because there is only one Courts Plus. It's the Park District's health club, basically.

Scheduling. More variety.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Transparency of decision making. Maybe not a negative as much as I'm not always clear on how its being decided.

I would like a little more benches for the senior citizens and older people with dogs. I know they have a lot of benches on the children's side, but one more bench there would be nice. I wish they would have more garbage cans in Eldridge Park. Just two or three more, not ten or anything.

I think the program fees tend to be a little high.

Need to get new management at the golf course

Some of the facilities in the parks. Just kept more well.

Nothing I dislike. Nothing that I would change.

Running facilities, you can't roller blade on their walk ways, because they are not smooth.

Maybe having more hours. I mean like having better hours. And having more options at more facilities.

I don't have anything to offer on that.

Some of the prices, the costs, for the programs are a little steep. There's a few we haven't done just because of the cost, but I can't think of which ones they were.

Some of the parks are devoted too much to men's softball at night.

I don't have any real negative things to say I don't think.

The timing of the programs isn't convenient for families.

Sometimes there's some hoops or red tape that I don't appreciate, but they do a good job. It costs a lot of money to get picnic permits for church groups and they just have a lot of rules of what you can and can't do that are a little ridiculous.

Quality of the teachers and program supervisors.

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

The amount and the time that people prohibit them from using them, particularly the weather.

Honestly, no. Maybe other people have had issues, but I've personally had no issues with any of the programs. We've done baseball and soccer and swimming and the preschool program. Some of the parents want longer preschool days, but my husband and I are fortunate enough where I only work part time, so one of us can always drop them off or pick them up, so for us it's not an issue. Three year old is two days a week, 2 hours each day. The four year old preschool is 3 days a week, 2-1/2 hours per day. I know that friends of ours have switched to Immaculate Conception for half day--I don't know the exact schedule. The park district works for us because we have a schedule that it works with.

I can't think of anything. Another swimming pool.

Maybe some tree removal. The fallen trees, they are pretty slow on that.

I do not have any comment on that one.

Not enough playgrounds and open areas.

I really couldn't say. Maybe they can upgrade some of the play areas, but other than that, they've been doing an awful lot already.

More trees

Don't know of any problems, so far so good.

I don't know, I don't think there's much I would improve on.

Nothing really, can't say. Pretty up to beat on anything.

Change the timing on the parks here. Or they should do better on the upkeep of this place.

We need more bang for our buck. I think it's a little expensive, some of the programs. I don't know if they're always affordable for families.

I think they do a fairly good job.

The amount of money that's spent on it out of the taxes.

Hard to say, seem to do fine no matter what. Thoroughly satisfied with them.

That they have own little entity and they don't work well with others. They do not cooperate.

I have not seen anything that I thought needed improvement.

The fees associated with the use.

No complaints about it.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Aerobics room is in basement and often floods; perhaps should be moved.

Nothing I can think of.

I don't dislike anything.

None that I can think of; but pools open more days could be one.

Remove too many trees.

East End Swimming Pool is geared more towards very young children, less than elem. school, real, real little, baby almost. There's nothing to attract the kids up to high school over there. The other thing is that they are understaffed and they didn't meet their accreditation recently. I have kids that work there--I have a college student that works there--they didn't offer many hours and stuff, but now they have the kids working extra hours because they didn't have the right number of kids in the chairs. So they added extra kids, extra shifts.

One of the issues with the flooding is when they put the woodchips into the rain drains, they block the ability for the rain to drain.

Parking is a big issue at some of those areas. Some of the areas are used at times for multiple activities. Not enough parking say like at the pool.

Plowing Wilder park

I don't know anything about it.

Nothing - all is OK

Not enough dog leash-free parks.

I can't say that I dislike anything about it.

Traffic, taxes

Let people know sooner of the events, time to plan, like 10 days. .

Better fields, better maintenance of fields.

I think the pool restriction should be a little less restricted. I think people should be allowed to have their guest attend without having to be there.

I think they need to lower the cost a little bit sometimes. The classes can get a little pricey.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Nothing. I think they are doing great.

I know they have a surplus of money, but they still raise our taxes every year, even though they are operating under budget. The parks compared to other communities are just okay. They just waste money. they redo parks that are in perfectly good shape, they are wasting money, we don't have money to waste. The sizes of the parks are so tiny, they build these tiny parks, they redo them instead of expanding them.

Needs more benches.

The costs are too high.

As far as improving, I would say we need additional walking pathways in the parks.

Nothing, I like it very much.

Nothing, but there are some people on the PD board who I could live without.

Lack of security

Nothing, they are doing fine.

I don't think there is anything bad.

I have no comment on that. Don't know enough about it

I don't really dislike any of it other than it takes a lot to run it and that is the nature of the beast. I do not do much with the facilities or programs because I am sixty years old now. If I had a family I probably would.

I'd like to see it cut down on its costs.

I don't think we need to find more space. They're adequate, so I don't have anything negative to say about the park district.

I really can't say because I don't have that much experience with them. The kids come over a couple of times during summer vacation. I've been there probably 7 or 8 times. The kids have a great time. Spacious, a little picnic area, they have a great time running. I would say the parking, but I've always been able to get a parking space at the time I come, but then it fills up pretty quickly. The one we go to has 7 or 8 parking spots.

They raise the taxes all the time on it.

I can't think of anything I'm dissatisfied with.

I can't really think of anything. Maybe acquire more land for parks.

I am not aware of any real deficiencies that I can talk about. I think they are doing a good job.

I have no complaints what so ever.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

The amount of my property taxes that goes to the park district, it is too high.

Juvenile delinquency at the parks.

Can't think of anything. Maybe come down a little on prices with economic times. Come down on costs of some programs.

The upkeep of the parks.

Field conditions. I participate in Elmhurst baseball league. We travel to other facilities, and it's an embarrassment to host home games after seeing their groomed and well-maintained facilities.

Not familiar with the park district.

We don't use them that much. Nothing I can think of.

Having to pay for the courts. It's a fee per year and at the same time I was told that it was run by the park district. I shouldn't have to pay for it then.

I wouldn't say I dislike but it's sometimes hard to get into things.

As in all activities, the fees are too high for what they do. I know the charges for kids playing sports are high. We pay taxes to build the courts but the fees to play on them are extremely high.

Maybe the prices. Improve the pools to have really nice pools instead of so generic. I think they can do more with the pools.

I honestly do not have an opinion on that. I can not think of anything.

I really, because I don't have family that partakes in it, I'd think it wrong.

No suggestions. Am satisfied.

It's over funded and impacting our property taxes. I believe the management if responsible would be much better. They charge fees in the park district for services and facilities which we pay for.

I really don't know cause I don't have kids.

Don't like the parks being a hangout for kids with nothing to do, ages 10 to 18.

Same as other answer.

They fixed the biggest thing - which was the courts in Wilder Park, very happy they redid that. Along prairie path, they have Great Western Prairie. I think they should rename it 'weed patch' - it looks awful. Others like it, but I don't.

It is hard to come up with something that needs improving. They do a good job at it.

Cost of Courts Plus resident

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

They need to improve the baseball field at East End due to flooding and parking issues.

I think the pools are way too crowded.

I don't have anything negative to say.

I don't know. I don't use it much so I don't know what to say about that. They have a lot of nice programs but I don't use it. I never get around to using it. I'm just lazy, I guess.

More programs like music in parks for family and kids, for everyone.

My daughter is a teenager and there is only one volleyball court in Elmhurst, and it's in Berens Park. It's earmarked based on economic conditions to come to one of the other parks further south in town. The proximity of those additional features--it's almost as far north as it can go. It'd be nice if it were more in the center of town. Volleyball and basketball courts...they would do those in a together type fashion because they're cement, but they're still not able to be done because of lack of funding.

If there was another pool in town.

Dislike nothing.

Swimming pools are not adequate for older children. It's only for the younger kids.

Their outreach for seniors as far as minimal programs they have for seniors. Need to address senior population in much broader spectrum. We do have things for seniors but there is vast avenue where seniors are being overlooked.

I think they do a good job. Maybe parking can be improved but not that they can do much about it. Parking at the parks themselves.

They could be, well, not really anything.

Not spending unnecessarily. Not a fan of the Wilder park revamp. I think it's a waste of money.

I can't think of anything. There should be another swimming pool.

At the football games they kick our kids off, they tell our kids from Elmhurst to cancel their games but just down the way they let these black kids from down the way continue on grass and say nothing. I think their working on some things by my daughter's house. There are Spanish people who take over that park but I think something is being done about that. The basketball courts are being used by people who are obviously not from Elmhurst. If we pay these taxes we should be able to use the facilities.

But no indoor walking facility that is free to seniors, I think that would be very important. I think there lacking in that compared to other places.

Nothing. I have only been here a year. I don't know that much.

I've been really satisfied!

Satisfied

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

More communication with communities to identify needs.

They're spending money on refurbishing parks that are fine. As they do refurbish them, they don't do that great of a job. Wilder Park.

Doe not need to improve, they do a wonderful job.

The fees for the work out facility keep drastically increasing.

I think they do a fine job.

Resident input. Ages ago they rammed the path through and the pool at Smalley Commons. The design was tough for residents to go to the meetings, and the design turned out not to be good for adults. It looked like great design but turned out to be a flop. Didn't address residents needs. Now they have 2 pools, one oriented to adults and one to children. It's pet peeves.

No feedback

They need to expand the golf course.

The park district pools is the thing that bothers me the most. Smalley is terrible. Oftentimes it is closed because of sanitation problems. I think the pool is way too small and probably geared more to smaller children and is not adequate enough for the older children. The East End pool is big enough but it is boring. It does not offer much to do there other than to swim. I wish they had made the Beren's spray park into a pool because that is also underdeveloped and under used.

I don't know at my age I'm pretty satisfied. They have lots of things for kids they have 2 pools. I don't have a dislike.

Be in tune with the community; grow with the community in terms of needs of residents and age levels.

That's a tough one, because I am so satisfied with what they are doing, I can't come up with an answer to that.

Winter activities, skating and sledding

Parking

I think there are some age groups that fall through the gaps. Like someone who is 5 but not in kindergarten and for 10, 11 and 12 there's not a lot.

Costs

Cleaner pools, fewer band aids.

Just the way taken care of, not really well maintained.

Programs for older children.

I think it needs to have a little bit more activity for the kids, like monkey bars, different slides, a variety of stuff.

More activities for the High School kids.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Scheduling could be better based on age.

They waste too much money on rebuilding parks.

Allowing people outside of the city to use our parks.

They are overbuilding and now the whole town is flooding because of the amount of open ground that is being removed and concrete being laid instead. That's fine, I would like more green less concrete.

Nothing. I think it's fine.

More affordable programs.

They have a fitness facility which I think is pretty expensive.

Don't use facilities

I have no opinion, I don't use the parks often.

No, I'm just not able to use it.

Like I said I don't know how they decide but my kids could never get in. Too full. Too overcrowded.

Maintenance of sports fields

Open up the bidding process. I think everything they do is an inside deal.

More free stuff for people that can not afford to pay.

Better programming for early teens.

They should put a greenway along salt creek to ensure there is a bike path.

Add a few programs for seniors.

I wish it had more teen things to do.

More commissions with more input from public and more public committees. Need to expand horizons with public input.

There's a greenhouse by Wilder Mansion that always looks bad and I think it needs to be fixed up.

Would like to see more for 10+ ages

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

Need to have an adult tai chi class.

A reduction in programming fees. Pool passes are too expensive.

I think they are an independent agency and should be more accountable.

I'm really not dissatisfied with anything.

I think that that there are a lot of programs babies through teenagers, but the piece in between, I'd like to see more creative classes offered.

More little cheap community exercise aerobics. Not everyone can afford to go to the gym. Affordable activities, to me that's all I need.

I think what we need the most is an indoor water park, that is year round.

For grandchildren you would have to pay extra because it's not your kid and they live out of town.

I live by Eldridge Park which is a dumpy park, all the money and energy goes to Berens. Butterfield is another that they neglect.

I think they need to patrol the parks better. I'd rather that be the police or the park personnel because I know they have had some trouble there.

There isn't enough park space. Open green space.

Terrible service.

I wish they had more programming for older adults.

More pools.

They don't have enough for the younger kids. Infants and toddlers.

I do not use them very much. There is not much they can do to improve, maybe more activities.

They probably need to offer a wider variety, or team up with another district to give more options. if you live in one town and they don't have an ice skate rink but go somewhere else they will give you resident rates. Elmhurst doesn't do that.

Can't think of any.

I would say the price of everything such as baseball, the pool. It is how expensive everything is.

Probably more exercise classes in the evenings for working adults.

The baseball fields

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

I think there need to be more programs for older people like me. I haven't used many because they are things I'm not interested in. I think there should be more things that would be like lectures, discussion of various topics that might be of current interests. Things I've found are not through park district have to scrounge elsewhere.

They are overbuilding, overdeveloping Wilder Park. Putting in too many buildings and concrete paths and paths and structures instead of keeping large open spaces there. That's the primary issue.

Courts Plus - the for-pay rec center - which is economically discriminatory for people without money or for the older folks. We have no business providing an exclusionary health club with tax dollars. \$600 or so for a family is wrong. They told us when we passed a referendum to the schools we were going to have access through the schools and we have not. It is criminal. An individual is \$500 for the year. It is just wrong.

To get rid of it and privatize the whole darn thing.

I would like to see more things for the younger teenage kids that the park can provide for them, just someplace for them to go. Coffee shop or just somewhere they could go hangout.

I think they are doing a good job. Any involvement I have had with them has always been very positive.

They need a better gymnastics facility, and better instructors.

Its pre-school program.

For a couple of classes, like gymnastics, I don't think they do a really good job of age group. I think same goes for the dance some specializing in specific area focus on that not just a play time. Maybe too many age groups together or too many in class. Need to be smaller. A lot of waiting around. Kids over-excited and not getting anything done. I'm not always crazy, break up the ages. I don't know, too many ages together, such a big difference in those ages.

Taking into account the age of sibling and not having enough things available to accommodate two ages of children. They don't take into account families with different age kids.

I would say more activities.

Doing very well.

I wish our pools were better, they are boring.

No, it's fine. I'm happy with it. I don't have a dog and I walk the streets going to town with the dog.

The playground area it should be larger.

Again, expense of joining and too crowded. Courts Plus.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

I don't know, maybe locations? increase them?

They are getting there but continuing to offer more programs for teens and not overprice them.

Need people in charge to keep the park clean during the weekend when people are having picnics and events. Need signs to tell people to clean up.

I think they over-improve the parks. They spend money for the sake of spending money. That is our tax dollars.

It needs more teen activities a place for teens to hang out. More stuff to keep kids busy and get them involved in the community.

I really can not think of anything that it can improve. They are doing an excellent job.

I can't think of anything. I think they do a fantastic job. That's it.

I don't even know if this falls under the park district, but if they had more special events. They do an art thing in one of the parks (don't know the name)--it's downtown, Wilder?, but I couldn't be sure. I'd like to see more events.

Because of the renovation, I don't get the sense they really care for trees or parks, they're not focused on the nature as much they are on the people or being accessible, they want to lay down asphalt and not wood chip or something more natural.

They are right on the traffic line of York Rd.

I don't know. I really can't think of anything. I don't talk a lot about negative things. I'm a person who tries to be positive all the time.

Funding for the programs we have in my mind seems too dependent on individuals paying fees for things. I'd like to see more come out of taxes that all residents pay. And that's a minor thing. But sometimes when I take grandchildren to swimming pools, I think as a resident of this city, I'm paying a lot of money each time I use the pool. I should pay, but not that much each time I use. I see that it's been a trend to get higher and higher participation fees.

I don't know. I think it is okay. It is fine. I don't know that it needs any improvement.

I don't know, the fees.

I have no complaints actually about the park district. I have one issue though, they have after school programs and sometimes the staff aren't very friendly.

I really don't know, all I can say is that we have a lot of parks.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

A few more programs, maybe adding a variety of sports to it. Maybe ice hockey to the local YMCA. That would be my suggestion for that.

Programming options for special needs students, also for teens. Not marketed in way that get them interested.

More availability of program. Some of the exercise things, very slow to get some of them. Like lacrosse taken forever to get into. Sometimes too safe. They don't want to go out on limb.

Maybe parking. Not enough parking there where people can park and enjoy the parks. The lighting should be better. All the parks that I know.

Needs more indoor facilities.

Great variety

I like to swim, so I use the Courts during the winter. In the summer, the lap swimming time at the local pool is around mid-day, which is a pain in the neck for older people like me. I would love to be at the pool around 9 or 9:30 in the morning, and just have an hour to do with, so I'm through with it early. In summer, I don't swim as much as I would like, because the timing of lap time is a pain for me.

Stop flooding at The Courts; members couldn't use facility because of town flooding.

Gets less attention geographically.

The hours needs to be increased. Need more police patrol.

I don't think that they are willing to listen to legitimate complaints.

The amount of time the pool is open. It closes early. Would like to see it open until Oct. 1st.

In Berens Park, and there are a lot of people who have parties here on weekends, and I'm pretty sure they're not residents. My tax dollars are paying for it. Same thing about use of fields, baseball, football - lots of groups that are not from the neighborhood.

Improve tennis courts. Refinish surfaces.

I don't know about that. I have 3 kids, we have plenty of parks and programs and baseball games, I don't know what they can do to improve.

Not a good one to ask this question. I don't know.

More programming for adults.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

There's still some costs involved, so I guess costs.

Lack of parking at the facilities

I think board members are too easily swayed by the local minority. Dealing with the width of walkway at Wilder Park. Everyone knows an 8 foot wide path is needed because of ADA so women with strollers and wheelchairs can pass each other. But the board listened to a narrow minority because we were taking away green space. They should have done the right thing. We understand the right thing is the right thing and not just because few people opened their mouths.

I don't use it all that much. People run for office with the idea that they're going to be glorified instead of doing a good job. We need more people like Harry Truman instead of stars.

Really I can't think of anything, they don't have any exciting pools or anything.

Maybe less time for a permit for using the picnic grounds.

Listening to the residents and what they want.

Reduce fees a little. A lot of people don't do things because of fees. Courts Plus is fitness center and other senior activities. Affects the seniors.

The fees could be less, but I'm sure they won't ever be.

I cant say there's anything I'm dissatisfied with.

Verbatims from Q4: [IF FAMILIAR WITH EPD] Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most. *

They could improve the adult education programs.

They are doing a good job.

Delivery of programs is down. Communications could be improved. You show up and you didn't get the word to bring the kid in a swimsuit.

Need more swimming pools. Our pools are overcrowded.

Rating a 10.

Facilities. Need a rec center.

I don't like the fact that Wilder Park has had a great arrangement for kids and was well used and they are tearing it out and sending it overseas and putting new equipment in there because they say it is not safe. My thinking is Wilder Park was successful and had the best equipment in Elmhurst and putting the equipment there drives me crazy that they are putting more money in the best park and not upgrading the minor parks. Instead they could have changed equipment in several parks and put better equipment in Prospect Park which is near us. It has had the same equipment, which is not very elaborate, since we have lived here. The other thing is they don't do enough programming for teenagers. They have improved the middle school programming and we appreciate that but they should do more for high school kids. I think it is run very well. The directors are pretty responsive and I don't think they advertize their thinking enough or communicate how they come to their decisions so their communication could be improved. I know that Wilder Mansion, for example, friends of mine have thought to use it but did not do so because of the limited catering choices that are considered very expensive. The parks work very well interagency wise with both the city government and school district. I know one of the things that they are considering is where flood waters should be directed and they are eyeing both park and school district properties for this. My thought with that is only consider it as long as it does not affect adjacent residences.

More facilities on the north side of town.

Courts Plus are trying to appeal to the masses and they are appealing to none. They should build another center for seniors.

Appendix III

Verbatims from Q10: Reason for dissatisfaction with EPD facilities/parks

Verbatims from Q10: Why are you not more satisfied with the Park District's facilities or parks?*

Facilities

Both of them recently renovated - for what they spent and what they got is very disappointing.

Neighboring communities have more updated offerings.

They don't keep them up. They don't cut the grass, a tree will fall, and it will not be removed for a long time.

Very upset that they screwed up the Salt Creek greenway and didn't put the path where it belongs. It is limited natural resources.

Because of the pavement, the pathways. Need to be paved better.

Because soccer fields are usually poorly maintained, the grass isn't maintained, they aren't level. It's dangerous for kids. Other communities have great fields. Why can't they get this under control.

They are just average. For the money we spend on parks the quality should be better. Just for the amount of money I spend, I feel they should be better.

Like I mentioned, travelling to neighboring towns, their scoreboards, grass, and fields are much more maintained compared to Elmhurst.

Parking a problem.

Like I said I'm not there all the time, I only go there when my cousins are in town.

It is average. Nothing outstanding about it.

They should of allowed more green space they took up to much room with all the building going on. Like Eldrige Park, Butterfield Park and Crestview.

Don't have really a lot of programs. Want to enjoy more pay 4 or 500 more. A little more service Elmhurst to train station call taxi in morning or afternoon have Shapiro service.

Because Eldridge Park is neglected, the pathways are crumbling. They finally fixed part of pathway by creek. In the past I've had to call to get them to cut the grass because it was 3 to 4 feet high right along the edge of pathway, which was a dangerous situation.

No one is using the parks.

* Notes: Asked of those giving 0-5 ratings on a 0-10 scale

Verbatims from Q10: Why are you not more satisfied with the Park District's facilities or parks?*

Update Courts Plus equipment. They desperately need to do some updating there. In the main gym.

Because of the gangs that are in the neighborhood and section 8 opening housing.

Because I don't normally use them and I object to being taxed for them. As far as I'm concerned it's a waste of money.

It is only my own frustration with my trying to get around with my oxygen. I can't think of anything they could do to help me without ruining the park. It is good for the majority of people who use it and that is what is important.

I think the pools are boring, East End too small, not enough slides, not enough swimming area, not adequate. Other towns seem to have better facilities.

I think they need to increase equipment that encourages more physical activities. I've seen place where they have stationary fitness equipment. I would like a dog park too.

Courts Plus needs updated equipment. And stop raising our fees. And East End pool needs to offer more hours to the community and get employees other than high school employees or college. Needs to be staffed by people continue to be open when they go back to school.

My niece goes there and she's not talking negative about it, so she only says she's used that park. She wouldn't say good, bad or indifferent.

I would say that it is not the facility but the way people leave them when they are done.

I mean it's just average. It's nothing really to rave about it.

Not enough ways to get there.

Additional items, court may be added, bocce court.

* Notes: Asked of those giving 0-5 ratings on a 0-10 scale

Appendix IV

Verbatims from Q12: Reasons for dissatisfaction with EPD facilities?

Verbatims from Q12: Why do you dislike the Park District's facilities, or what negative experiences have you had?*

The management and the irresponsibility.

Appendix V

Verbatims from Q19: Suggested programs to add

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

A dog park. no preference as to off-leash or not. That's all.

Martial arts for Senior citizens

Just the older adult programming.

Nothing, they are ok as is.

I think they do a good job.

No, I think they offer a wide range. As a kid I took advantage of many of them and it was good.

Older basketball league for people in their 50s. They used to have movies in Wilder park on Tuesday nights and they're not doing that anymore.

Some kind of golf lessons would be nice. A clinic or something.

More senior programs that are free.

I would like to have some talks, demonstrations and classes on the planting and care of native plants.

Disappointed that they didn't have a 4th of July parade.

There is nothing

Softball for seniors.

I have not seen a men's soccer league. I would be interested in that.

I can't think of any that apply to us at this point, we're two adults. We're somewhat limited in what two senior citizens take advantage of.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

No, not really, they are doing fine. I've got a lot of books I'd like to give to Elmhurst. I've got 14 books if they want to come get them. I've got old San Francisco, the Romans and Catholics and Greeks and Normandy and Sicily. I've got 14 books.

I think more things for tweens to do. My kids are 10 and 12.

I don't think I know enough about their activities.

Would attend if it was age appropriate. Would like to have more music in the park at Wilder park.

Older youth basketball, older programs for girls, anybody over 10. I send my son to Oakbrook Park District because the program is more advanced.

I would like them to offer more for seniors and more for people with disabilities. Some exercise program geared for seniors and handicapped people and people with disabilities.

No, my children are grown.

No, since we don't participate any more.

I would like them to bring the group guitar classes.

Great variety

I would say basketball.

No, their catalog is huge so there are many, many choices for little ones on up.

Something for disabled people. Equipment for the disabled, an exclusive swimming pool for the disabled - if the costs could be funded.

Maybe for more kids in 8th grade.

More activities for that gray level of 30-65.

I think I'd like to take the yoga program and other classes, but haven't had time yet.

More band concerts.

None. You guys do a great job!

Maybe more exercise programs through Wagner.

Fine with everything.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

One thing is I don't really think Elmhurst has a community center that everyone in city can take advantage of at a reasonable cost. They do have a community center, but it's really pricey and I believe they have limited membership because of the cost. In

Music and art for kids

They have all of the major.

More 50+ older programs, aerobics, strength training, that kind of stuff.

Swimming classes. Diving and instructing lessons--there are only limited opportunities. Just maybe more awareness of some of the activities and special events. They should try to put up a sign or flyers.

Not really. I take yoga, and I can take yoga elsewhere. The classes are pretty much the same. And if I had children, that'd be different. But I don't. There would be more activities that our household would be using if that were the case. They do a good j

They are already pretty extensive, I already have everything I need at my disposal.

While I was there I thought I used to be a volunteer with the park district working with the green house. it wasn't in very good repair, the one behind Wilder. it would be nice if they made it available and other horticultural programs available and all t

No, I'm happy with what the park has to offer.

I would like Yoga classes in the evenings.

No, I really don't participate. I have a pool right here. I do a lot of traveling and stuff. I don't use a lot of the Elmhurst facilities outside of the emergency room once. I go to restaurants outside and things like that.

Better health facility for adults. It doesn't have space or parking.

I belong to their Courts Plus Gym and I dropped my membership because many of the programs weren't offered at convenient hours. I thought they need to put more offerings in the evenings instead of the day for those of us who work during the day.

Maybe more in the golf field.

Flower classes were canceled.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

No, I think they're doing a good job.

I think it ought to have more programs for the elderly and not treating us like we're old people. Either you're treated like you're some kind of old person or a kid. I'd like some kind of exercise or walking program for those of us who are retired but not

There needs to be a little more focus on the adult population.

Not that I can think of. They do offer a lot.

I like the exercise programs but unless you pay for them you don't get that. They also don't have too many things for seniors.

An indoor pool.

No, just having access to the parks is enough.

More classes, workshops for growing kids, pre-teens, adolescents, e.g., how to be a good person.

The aquatic programs in the winter

I don't think they should expand on anything. They already offer enough.

I wish they had a swimming program, like they do for gymnastics and dance. I wish they had competitive swimming,

No, the programs are offered, we just don't use some of the programs.

I would like them to expand and improve their gymnastics facility & program.

When they get it all straight. Right now, it looks like they're tearing things up pretty good. I've been to Wilder Park many times, the library, around the park area. I think they're doing the best they can. It's an improvement. I used to go fishing there

Offer more of same class with just bigger groups.

I would like them to open up archery and shooting ranges.

More programs for the older people, for the teens, and the early 20's.

I don't know. More events for teens and advertise more ways to get teens there.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

Some of the programs are expensive, especially for a family of three. I would like to see more availability for basketball camps. More camps in general.

Like to see the Little League resumed for North side.

Just more pools

Update the outdated parks

None, I am homebound.

Fishing holes

Well, they are expanding the bike trails, they could add more bike trails and that would be really beneficial if they could do more of that.

Some of the cooking options would be good to learn. As well as some more dance stuff.

It's a little late now, but ice skating would have been nice.

No, I am pretty satisfied. At 84 we don't get to do that much anymore.

Yoga for kids. More swim classes.

More affordable programs for the adults. I go to Bally's.

I would like to see something done with Salt Creek.

No they pretty much cover everything. Maybe a little more theater.

They do a pretty good job.

That's a good question - I can't think of any offhand.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

Father daughter dance

I would like them to provide need-based access to facilities and programs.

I would like them to offer more for the teenage kids to do.

No, not really. They are doing a good job.

Children too old but the programs are perfect

I can't think of any right now. I have been to the historical museum but I don't think that is under the park district.

More Pilates classes on weekday evenings.

Maybe some computer programs, stuff for older people and how to use technology, how- to classes.

Educational tutoring if that's possible for youth.

Maybe some cooking programs.

More programs for young teens or middle school students.

Art, calligraphy, etc.

No. They have a variety of travel and cultural programs.

More art classes. Painting and pottery.

OK.

I'd like to see them do something with ice hockey, or figure skating, or something like that.

I wish they'd bring back Elmhurst Fest.

Floor hockey for adults.

Haven't read the listings in a long time and doesn't know. Wife wants ballroom dancing.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

The Courts

It seems they have a good amount of activities. I do not think there is much they can do to improve on it.

More for seniors. Bensenville has more to offer.

No I think they have plenty.

Yes, they had archery programs. Have done archery all my life, offered to teach it for free. EPD should expand its archery offerings.

Offer ice skating.

The adult swim program on the weekends. If you go to work during the week you can't take advantage of it, and there are no programs on the weekend. People who pay taxes should have more access.

I do wish they offered better tennis.

More concerts in the park for adults.

I can't think of any. We are in good shape here.

I would like to have them offer more day trips that would be of interest to us older folks. Often you don't find out about a program until it's over.

Well I think that I would say more bike signage on bike routes. They could do more.

It would be nice if they would offer more dance type classes or I'm going to have to leave Elmhurst to do it.

The programs offerings are good but I would just like some programs to be offered during school breaks.

I'd like to see a program for youth that don't regularly participate for baseball, softball. Have programs that are non-competitive.

Yes, basketball facilities not using the public school system. Build better facilities.

A swimming pool on the north end of town.

They used to have cooperation with Art Institute would like them to continue that.

The only thing I can think of is maybe something for the geriatric population.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

Have done programs when the kids were younger, but not in the past year.

I wish it had more for older kids/teens; youth programs, after school programs, places to hang out for teens.

I'd like more variety of classes for adult exercise.

Bocce

I can't think of anything because I also belong to the DuPage forest preserve, and they have a lot of programs.

They're doing fine

No just keep it the way it is.

Golf for women at Sugar Creek.

No because by getting the leaflets and pamphlets they are doing pretty good.

Not familiar enough to make any recommendation.

Dance classes that have opportunities for boys.

Not to be so expensive for the programs.

I guess I really don't know enough about it. I do know they offer a lot of opportunities for kids. My own perception is you have to join a club. I really don't know. Basketball is YMCA. Soccer is Team Elmhurst. My perception is I don't see a lot of larger

From my perspective, at my age, no.

Outdoor ice rinks.

No, I would leave up to families that have kids.

No, I think that from what I've seen, they do get a big portion of our tax dollars and I have not a complaint. I think that what they are doing is fine. Happy with that.

Not really. They're not Park District programs. The football. Elmhurst Eagles is a non for profit program, and flag football that's offered through the YMCA.

More for the teens. More social things for the kids to do.

More programs for seniors.

* Single word/phrase answers like "No", "Nothing", etc. are not included

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

Not really, I think I'm pretty satisfied.

No, I'm good.

Should have programs like college does; recognized speakers, seniors topics.

No, already have a wide variety.

No, not really. I think they do a really good job. I like the Christmas trees.

Fencing

No, the stuff they offer is terrific

No I think they offer a great variety

They have a lot of senior trips but we have not taken any advantage of that because we can get out on our own still and go golfing for example. I don't need anything else now.

More adult dancing lessons. Park District have enough to keep adults interested.

I wish they would do like an Easter egg hunt. It's so crazy busy. Not done at same time. Break up at almost every park. Not so busy. Offer more music. Wish would improve gymnastics. I think they do a good variety other than that. 2 Easter eggs held but they're so overwhelming.

Swimming lessons

A more interesting pool Lombard has a great pool. Courts Plus. They can improve it. In trying to meet the needs of everyone they are slighting the needs of other situations. I don't think that they are doing a good job. Need to expand.

They should offer concerts. I would like music in parks.

Things like during the summer, they would have aquacise and maybe clubs, like biking clubs.

I wish they had the Elmhurst fest. I don't know if it's through the city or park district.

No - something related to biking

I can't think of anything. I don't really know what all they do. I really can't think of anything.

To have music events for the young (concerts).

Volleyball.

Baseball fields at Jefferson school are in poor shape. In fact, all the school fields are poorly maintained; they are gross!

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

I think I would to see baseball for older kids. When I say older kids I mean between sixteen and eighteen.

I can not think of any. They used to have movies in park and I would like to have that again.

None that I can think of, I'm sure they offer things that I can't even think of.

Not really sure. Part time job opportunities.

No, nothing in particular

If they offered something that appealed to me I would participate.

What you offer and please more weekend sessions.

I don't know. I am not too involved with activities. I don't exercise.

No, they're doing a good job, they have high school events there so they are doing a very good job.

Maybe like some exercise programs.

Verbatims from Q19: Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand?*

Not that I know of. They have a pretty big selection.

Honestly speaking, nobody in the house has time to go to this--the children swimming, other than swimming, I don't think I can participate in anything. I have no idea when they offer things or when the parks are open, but we're very busy at home and have

Adult volleyball program; open gym night for families; upgrade some of the equipment at Prospect Park; the path on the west side of Wilder Park is always muddy because of floods and I would like to see it raised or additional gravel added; I would like mo

Performing arts could be more.

I would like to see more Tai Chi.

Classes they have in places like Behrens Park and stuff.

To see an over-40 basketball league.

Exercise classes

More outdoor activities at the Wilder park, the big park in town. Like outdoor concerts.

Probably not, everything is really at my fingertips, I just don't use them. If I had kids or grandkids I'd be at the parks all the time.

Appendix VI: Survey Questionnaire with Results

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Elmhurst Park District Attitude and Interest Survey (#2157)

Overall Frequency of Responses: n=409 respondents

(note: Percentages may not total 100% due to rounding)

INTRODUCTION

Hello, is this [TELEPHONE NUMBER]? My name is _____ and I am calling from Richard Day Research in Evanston. We are conducting a short survey of Elmhurst residents about issues facing your community, and are interested in your opinions. This survey should take about 15 minutes and all of your answers are completely anonymous. Your answers will be grouped with other Elmhurst residents in this community survey. I am not selling anything; I'm just interested in your opinions.

[IF ASK HOW NUMBER WAS SELECTED/ACQUIRED] Your number was selected at random and, again, all of your answers are completely anonymous.

May I please speak with the (male/female) head of the household?

[IF UNAVAILABLE] When would be a better time to reach you/him/her (RECORD AND CONFIRM DATE, TIME IN RESPONDENT TIME ZONE AND PHONE NUMBER)
Thank you; we will call you on (DATE and TIME) to complete the interview.

Section 1. Screeners

The first few questions are for classification purposes.

S1. In what city or town do you currently live?

	(n=409)
Elmhurst	100%

S2. Do you live north or south of the Metra train tracks which run through downtown Elmhurst?
S2A. Do you live east or west of York Road?

	(n=397)
Northwest	24%
Northeast	14
Southeast	22
Southwest	39

S4. How many years have you lived in Elmhurst?

	(n=408)
Less than 10	21%
10-19	24
20-29	21
30-39	11
40+	23
(Mean)	(24.5)

D1. RECORD GENDER – (DO NOT READ)

	(n=409)
Male	48%
Female	52

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Section 2. Local Issues

Now, I'd like to ask a few questions about your community of Elmhurst.

- I am going to read a list of issues and I would like you to tell me how satisfied you are with each in your community. Please use a zero through ten scale, where zero means you are extremely dissatisfied with the issue, and ten means you are extremely satisfied. Five is a neutral score.

(n=409), row %s	Dissatisfied (0-4)	Neutral (5)	Satisfied (6-8)	Very Satisfied (9-10)	Mean
Amount of parks and open space	2%	5	48	46	8.2
Availability of recreational programs and facilities	6%	6	46	42	7.9
Quality of public schools	5%	8	47	39	7.8
Local services such as streets, police and fire protection	9%	8	51	32	7.6
Level of crime including gangs and drugs	14%	14	46	26	7.0
Parking	19%	16	46	19	6.5
Pace of building and development	19%	29	42	10	5.9
Traffic	21%	28	41	10	5.8
Availability of jobs, local economic growth	25%	35	38	3	5.3
Flooding	52%	17	22	8	4.4
Property Taxes	51%	25	21	3	4.2

- Which ONE of those issues is most important to you? (REPEAT LIST ONLY IF NECESSARY)

(n=401)	% Most Important
Quality of public schools	27%
Property Taxes	19
Flooding	19
Level of crime including gangs and drugs	12
Local services such as streets, police and fire protection	9
Availability of jobs, local economic growth	7
Availability of recreational programs and facilities	2
Amount of parks and open space	2
Pace of building and development	2
Traffic	2
Parking	1

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Section 3. Esteem and Name Recognition

3. The next few items are about local government agencies in Elmhurst. I need to select one...let's see...how about the Elmhurst Park District. Please tell me what you like most about the Elmhurst Park District, or what you think it does particularly well. (PROBE FOR EXAMPLES)

Familiar with EPD (most frequent multiple responses)	(n=391)
Net Programs	54%
<i>Variety / quantity of programs</i>	32%
<i>Programs for children</i>	18
<i>Programs for early childhood / preschoolers</i>	7
<i>Programs / activities, unspecified</i>	5
<i>Quality of programs</i>	3
Net Land/Facilities	52%
<i>Park maintenance / upkeep / cleanliness / landscaping / greenery</i>	30%
<i>Swimming pools</i>	9
<i>Quantity/variety of parks</i>	8
<i>Indoor facilities / equipment, such as Courts Plus</i>	7
<i>Land / facilities, general / unspecified</i>	6
<i>Nature areas / walking trails / bike paths / open space</i>	6
Net Staff	9%
<i>Staff / customer service / management</i>	6%
<i>Community outreach / communication</i>	3
<i>Security</i>	1
Net General	23%
<i>General positive</i>	9%
<i>Available / Accessible</i>	9
<i>Do not use parks / facilities</i>	3
<i>Cost / Affordability / Fees</i>	2
Net Other	8%
<i>Other</i>	8%
Don't know/no opinion	4%

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4. (IF Q3 ≠ 99, i.e., if familiar with EPD): Please tell me what you dislike most about the Elmhurst Park District, or what you think it needs to improve on the most.
(PROBE FOR EXAMPLES) (n=19 unfamiliar with EPD)

Familiar with EPD (most frequent multiple responses)	(n=391)
Net Add/Expand Programs	12%
<i>Add other program / activity, specified</i>	3%
<i>Add programs for teens</i>	2
<i>Add summer programs</i>	1
<i>Add programs for seniors</i>	1
<i>Add programs, general / unspecified</i>	1
<i>Add programs for adults</i>	1
Net Improve Programs	2%
<i>Improve swimming programs</i>	1
<i>Improve other kind of program, specified</i>	1
Net Increase Land/Facilities	15%
<i>More park maintenance / upkeep / cleanliness / landscaping / greenery</i>	4%
<i>More swimming pools</i>	2
<i>More parking</i>	2
<i>More nature areas / walking trails / bike paths / open space</i>	2
<i>More indoor facilities / equipment</i>	2
Net Improve Land/Facilities	7%
<i>Improve swimming pools</i>	1%
<i>Improve sports fields</i>	1
<i>Improve nature areas / walking trails / bike paths / open space</i>	1
<i>Improve indoor facilities / equipment</i>	1
<i>Improve playgrounds</i>	1
<i>Improve land / facilities, general / unspecified</i>	1
Net Staff/Service	11%
<i>Better staff / customer service / management / transparency</i>	4%
<i>Better community outreach / communication</i>	3
<i>Increase security / Decrease loitering</i>	2
<i>Reduce waste / fraud / illegal activities</i>	2
Net General	22%
<i>Reduce cost / fees, make more affordable / lower taxes</i>	9%

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<i>More available / accessible</i>	5
<i>Positive comment, no negatives</i>	2
<i>Do not use parks / facilities</i>	2
<i>Comment specific to Wilder Park</i>	2
<i>Other park districts are better</i>	1
<i>Restrict more to Elmhurst residents</i>	1
Net Other	8%
Other	8%
Nothing/No Opinion	38%

5. (ALL): As you may know, the Elmhurst Park District represents about six percent of your total property tax bill. Thinking about the services, facilities and programs that the Elmhurst Park District provides, and the amount of your property taxes that go to the Park District, how would you rate the overall **value** of your property taxes that go to the Park District? Please use a zero through ten scale, where zero means the Park District's share represents a poor value, ten means it represents an excellent value and five is average.

	(n=399)
Poor value (0-4)	10%
Average/Neutral (5)	20
Good value (6-8)	43
Excellent value (9-10)	27
(Mean)	6.9

Section 4. Elmhurst Park District Facility Usage

6. In the past twelve months, have you or has anyone in your household visited or used an Elmhurst Park District facility or park?

	(n=409)
Yes	85%
No	15

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7. (IF YES): Which Elmhurst Park District facilities or parks have you or others in your household been to in the past year? (DO NOT READ LIST/RECORD ALL. PROBE: Any others?)
8. (FOR EACH MENTIONED): Approximately how many times in the past twelve months have you or someone in your household visited or used _____?

Facility/Park (n=348)	7. % Yes	8. Number of Visits (median)
Abbey Senior Center	2%	17
Ben Allison Park	5	5
Berens Park	44	12
Paths general/Other not specified	1	10
Butterfield Park	17	10
Conrad Fischer Park	3	12
Courts Plus	22	54
Crescent Park	1	3
Crestview Park	7	20
The Depot	1	5
East End Park	13	10
East End Swimming Pool	28	10
Eldridge Park	26	12
Glos Memorial Park	1	1
Golden Meadows**	<1	16
Great Western Prairie	2	2
The Hub	6	10
Jaycee Totlot**	1	3
Marjorie Davis Park**	5	10
Plunkett Park	8	10
Pioneer Park	10	20
Prairie Path	7	12
Salt Creek Greenway Trail	5	9
Salt Creek Park**	1	3
Skate Park	1	10
Smalley Swimming Pool	22	10
Sugar Creek Golf Course	1	8
Van Voorst Park**	1	10
Wagner Community Center	14	20
Washington Park	7	5
Wild Meadows Trace	2	2
Wilder Conservatory/Greenhouse	5	2
Wilder Mansion	4	2
Wilder Park	43	6
York Commons	7	5
Other (specify name)	4	7
Non EPD Park**	1	5
Not Sure	2	--

**Indicates item not originally listed in survey but identified after responses were coded.

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9. (IF Q6=1): Thinking about the Elmhurst Park District's facilities and parks overall that your household has used in the past twelve months, how satisfied are you with those facilities and parks on a zero through ten scale? Zero means you are extremely dissatisfied, ten means you are extremely satisfied, and five is a neutral score.

If visited EPD facility or park in past 12 mos.	(n=347)
Dissatisfied (0-4)	3%
Neutral (5)	6
Satisfied (6-8)	51
Very Satisfied (9-10)	40
(Mean)	8.0

10. (IF "5" OR LOWER TO Q9): Why are you not more satisfied with the Park District's facilities or parks? (PROBE FOR EXAMPLES: Which specific parks or facilities, and why?)

IF "5" OR LOWER TO Q9 (most frequent multiple responses)	(n=32)
Net Add Programs	3%
<i>Add programs, general / unspecified</i>	3%
Net Increase Land/Facilities	31%
<i>More park maintenance / upkeep / cleanliness / landscaping / greenery</i>	13%
<i>More dog parks</i>	9
<i>More indoor facilities / equipment</i>	9
<i>More nature areas / walking trails / bike paths / open space</i>	5
Net Improve Land/Facilities	26%
<i>Improve land/facilities, general / unspecified</i>	9%
<i>Improve indoor facilities / equipment</i>	7
<i>Improve nature areas / walking trails / bike paths / open space</i>	6
<i>Improve swimming pools</i>	4
Net Staff	7
<i>Increase security / Decrease loitering</i>	4
<i>Better staff / customer service / management / transparency</i>	3
Net General	35%
<i>Other park districts are better</i>	15%
<i>Do not use parks / facilities</i>	13
<i>Reduce cost/fees, make more affordable / lower taxes</i>	3
<i>More available / accessible</i>	2
Other	16%
Nothing/No Opinion	6%

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11. (IF Q6=2): What are some of the reasons why your household **has not used** an Elmhurst Park District facility in the past year? (DO NOT READ)

If have not visited EPD facility in past 12 months. <i>Select all that apply</i>	(n=61)
No need/No children/Children are grown	43%
Poor health/mobility issues	27
Use other facilities for recreation	6
Just not interested/not very active	5
Cost/fees	2
Location/transportation issues	2
Dislike EPD/bad experience	1
Lack of awareness of EPD programs/facilities	--
No particular reason	7
Too busy/not enough time**	10
No senior events**	2
Not age appropriate (unspecified)**	4
Other	6

**Indicates item not originally listed in survey but identified after "Other" responses were coded.

12. (IF ITEM "Dislike EPD/Bad experience" SELECTED): Why do you dislike the Park District's facilities, or what negative experiences have you had? (n=1)
 Response coded as: Better staff/customer service/management/transparency
 Reduce waste/fraud/illegal activities

Section 5. Elmhurst Park District Program Participation

13. In the past twelve months, have you or anyone else in your household participated in any Elmhurst Park District programs or events?

	(n=409)
Yes	41%
No	59

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14. (IF Q13=1): In which Elmhurst Park District programs or events have you or others in your household participated in the past year? (DO NOT READ LIST. PROBE FOR YOUTH OR ADULT ACTIVITIES IF APPLICABLE: FOLLOW-UP WITH: Any others?)

If have participated in any EPD programs or events in past 12 mos. Type of Program (n=167)	% Yes
Youth Athletics	
Baseball/softball	16%
Basketball	7
Football/flag football	2
Soccer	11
Gymnastics	23
Swimming/aquatics	18
Golf	2
Tennis	5
Fitness programs/yoga	4
Martial arts	5
Lacrosse	2
Other Youth Athletics	3
Adult Athletics	
Baseball/Softball	6
Basketball	0
Soccer	1
Swimming/aquatics	6
Golf	1
Tennis	3
Fitness programs	4
Martial arts	1
Other Adult Athletics	3
Programs	
Early childhood/preschool	9
Youth arts programs	20
Youth nature/environmental programs	2
Teen activities	3
Adult general interest programs, hobbies	3
Adult educational programs/learning opportunities	1
Senior citizen programs	3
Other programs	13
Other community/special events	6
Other mentioned	
Dance	5
Archery	2
Day camp	4
Music/Concerts	4

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Movies in the park	1
Garden Club/Garden Walk	2
Reading Programs	1
Leaders in Training	2
Art in the park	3
Parades	2
BBQs	1
None of these	9

15. (IF YES) Overall, thinking about the Elmhurst Park District's programs and events in which your household has participated over the past twelve months, how satisfied are you with those programs on a zero through ten scale? Zero means you are extremely dissatisfied, ten means you are extremely satisfied, and five is a neutral score.

If have participated in any EPD programs or events in past 12 mos.	(n=166)
Dissatisfied (0-4)	0%
Neutral (5)	4
Satisfied (6-8)	59
Very Satisfied (9-10)	37
(Mean)	8.2

16. (IF "5" OR LOWER TO Q15): Why are you not more satisfied with the Park District's programs or events? (PROBE FOR EXAMPLES: Which specific programs/events, and why)?

IF "5" OR LOWER TO Q15	(n=6)
Net Add/Expand programs	31%
	31
<i>Add programs for adults</i>	
<i>Add programs for seniors</i>	13
Net Improve Programs	31%
<i>Improve programs, general/unspecified</i>	19
<i>Improve other kind of program, specified</i>	11
Net General	54%
<i>Reduce cost/fees, make more affordable/lower taxes</i>	24
<i>General negative</i>	18
<i>Do not use parks/facilities</i>	11
Net Other	9%

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17. (IF NO TO Q13): What are some of the reasons why your household has not participated in an Elmhurst Park District program or event in the past year? (DO NOT READ)

If have not participated in any EPD programs or events in past 12 mos. <i>Select all that apply (multiple response)</i>	(n=242)
No need/No children/Children are grown	37%
Just not interested/not very active	16
Poor health/mobility issues	10
Unaware of/Unfamiliar with EPD programs	7
No particular reason	4
Use other facilities for recreation/activities	4
Too busy/not enough time**	18
No senior events**	3
Cost/ fees**	3
No teen events**	1
Transportation issues**	1
No age appropriate programming (unspecified)**	5
Dislike EPD/bad experience	<1
Other	5

**Indicates item not originally listed in survey but identified after "Other" responses were coded.

18. (IF ITEM "Dislike EPD/bad experience" SELECTED): Why do you dislike the Park District's programs, or what negative experiences have you had? (n=1)
Response coded as: Other
19. (ALL RESPONDENTS): Are there any recreational programs or activities that you would like the Elmhurst Park District to offer or expand? (RECORD ALL RESPONSES)

	(n=409)
Net Programs by Age Group	8%
<i>Programs for teens</i>	3%
<i>Programs for seniors</i>	3
<i>Programs for adults</i>	3
<i>Programs for children</i>	2
Net Programs by Time/Scheduling	3%
<i>Evening programs</i>	1%
<i>Weekend programs</i>	1
<i>Holiday programs</i>	<1
Net Sports Programs	14%
<i>Swimming/Aquatics</i>	3%
<i>Basketball</i>	2
<i>Other sport/fitness program</i>	2
<i>Aerobics, strength training, exercises classes</i>	1

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<i>Ice Skating</i>	1
<i>Golf</i>	1
Net Non-sport Programs	9%
<i>Other non-sport program/activity, specified</i>	3%
<i>Dance</i>	2
<i>Concerts</i>	2
<i>Art</i>	1
<i>Music</i>	1
Net General	6%
<i>Comment not applicable</i>	2%
<i>Comment specific to Wilder Park</i>	1
<i>Free/less expensive programs</i>	1
Other	3%
Nothing/No Opinion	68%

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Section 6. Improvement Priorities

20. (ALL RESPONDENTS): The next few questions are about **OUTDOOR** recreation facilities in general, whether they are provided by a park district or any other source. First, please indicate if your household either currently uses or has a need or interest in using each of the following types of outdoor recreation facilities.
Does your household currently use or have an interest or need in using:

Multiple responses (n=409)	% Yes
Walking and biking trails	79%
Passive or open park space	65
Natural areas	58
Outdoor swimming pool/aquatics park	57
Neighborhood playgrounds	49
Educational signage of native plants along trails/in parks	44
Outdoor ice skating rink	40
Sports fields for soccer, football, lacrosse	35
Baseball/softball fields	32
Community garden plots	27
Outdoor basketball courts	26
Tennis	3
Dog Park	1
Skateboard facilities/skate park	1
Sledding hills	1
Outdoor volleyball	1
Basketball	<1
Archery	<1
Skeet Shooting	<1
Picnic areas and shelters	<1
Remote airplane flying field	<1
Golf	<1
Other	4
None	9

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21. (FOR EACH MENTIONED "YES" IN Q20): Thinking about all of the **OUTDOOR** recreation facilities and opportunities in Elmhurst, please rate how well your household's need or interest in each of the following is currently being met, using a zero through ten scale. Zero means your household's need is not being met at all, and ten means it is completely met. Five is an average score.

(n varies based on % "YES" in Q20); row %s	% Need Not Met (0-4)	% Neutral (5)	% Somewhat Met (6-8)	% Completely Met (9-10)	Mean
Neighborhood playgrounds	5%	9	48	39	7.8
Walking and biking trails	6%	10	47	37	7.7
Passive or open park space	4%	15	54	28	7.5
Outdoor swimming pool/aquatics park	11%	8	41	40	7.5
Sports fields for soccer, football, lacrosse	7%	15	46	32	7.4
Baseball/softball fields	9%	12	48	32	7.3
Natural areas	11%	14	48	27	7.2
Outdoor basketball courts	26%	13	44	17	6.0
Community garden plots	24%	27	41	8	5.6
Educational signage of native plants along trails/in parks	27%	31	34	8	5.4
Outdoor ice skating rink	58%	14	19	9	3.7
Other (n=47)	51%	4	32	13	4.0

22. Which type of outdoor recreation facility, if any, do you think should be the **top priority** for the Elmhurst Park District to expand, improve, or add? (DO NOT READ)

(n=409)	% Yes
Outdoor ice skating rinks	14%
Walking and biking trails	13
Outdoor swimming pool/aquatics park	9
Natural areas	4
Sports fields for soccer, football, lacrosse	4
Neighborhood playgrounds	3
Baseball/softball fields	2
Tennis	2
Passive open space	2
Community garden plots	2
Outdoor basketball courts	1
Educational signage of native plants	1
Dog park	1
Picnic areas/picnic shelters	1
Golf	<1
Remote airplane flying field	<1
Skateboard facilities/skate park	<1
Outdoor volleyball facilities/sandcourts	<1
Other	7
None	16
Don't know	18

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23. (ALL RESPONDENTS): The next few questions are about **INDOOR** recreation facilities in general, whether they are provided by a park district or any other source. First, please indicate if your household either currently uses or has a need or interest in using each of the following types of indoor recreation facilities.
Does your household currently use or have an interest or need in using:

Multiple responses (n=409)	% Yes
Group fitness space	49%
Indoor swimming pool	48
Indoor walking/running track	46
Gyms for basketball, volleyball, etc.	37
Nature center	35
Indoor ice skating rink	31
Indoor golf driving range	31
Arts and crafts spaces	30
Senior adult center	28
Indoor turf fields for soccer, lacrosse, etc.	20
Facilities for early childhood/preschool programs	19
Tennis courts	1
Facilities for meetings/parties	1
Other	3
None	15

24. (FOR EACH MENTIONED "YES" IN Q23): Thinking about all of the **INDOOR** recreation facilities and opportunities in Elmhurst, please rate how well your household's need or interest in each of the following is currently being met, using a zero through ten scale. Zero means your household's need is not being met at all, and ten means it is completely met. Five is an average score.

(n varies based on % "YES" in Q23); row %s	% Need Not Met (0-4)	% Neutral (5)	% Somewhat Met (6-8)	% Completely Met (9-10)	Mean
Facilities for early childhood/preschool programs	13%	21	42	24	6.9
Senior adult center	18%	24	39	20	6.3
Group fitness space	20%	21	39	20	6.3
Arts and crafts spaces	18%	20	37	25	6.2
Gyms for basketball, volleyball, etc.	27%	21	43	10	5.5
Indoor walking/running track	37%	17	29	18	5.2
Indoor swimming pool	40%	14	26	19	5.1
Nature center	40%	19	33	8	4.7
Indoor turf fields for soccer, lacrosse, etc.	77%	15	7	2	2.3
Indoor ice skating rink	81%	7	8	4	1.9
Indoor golf driving range	84%	5	10	2	1.7
Other (n=29)	42%	17	18	22	4.6

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25. Which type of indoor recreation facility, if any, do you think should be the top priority for the Elmhurst Park District to expand, improve, or add? (DO NOT READ)

(n=409)	% Yes
Indoor swimming pool	11%
Indoor walking/running track	7
Gyms for basketball, volleyball, etc.	7
Group fitness spaces	7
Indoor ice skating rink	6
Indoor golf driving range	5
Indoor turf fields for soccer, lacrosse, etc.	4
Senior adult center	4
Improve/expand Courts Plus	2
Facilities for early childhood/preschool programs	2
Arts and crafts spaces	1
Indoor play areas	1
Courts Plus more affordable	1
Facilities for meetings/parties	1
Community Center	<1
Gymnastics Facility	<1
Nature center	<1
Other	4
None	18
Don't know	18

Section 7. Willingness to Pay

26. I am going to read some possible initiatives or goals that the Elmhurst Park District might have. Please tell me how important each is to you on a zero through ten scale. Zero means it is not at all important to you, ten means it is extremely important, and five is a neutral score.

On a zero through ten scale, how important is:

(n=409), row %s	Not important (0-4)	Neutral (5)	Somewhat Important (6-8)	Very Important (9-10)	Mean
Building or expanding indoor recreational spaces	22%	23	42	14	5.8
Purchasing properties that connect to existing parks in order to enlarge those parks and open spaces	33%	23	32	12	5.0
Purchasing individual properties in residential areas that would be smaller pocket neighborhood parks	46%	21	24	9	4.3

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27. Knowing that property taxes would likely need to be increased in order to pay for any of those initiatives, which one of the following statements best describes you:

	(n=409)
I would be most willing to pay more to build or expand indoor recreational spaces	31%
I would be most willing to pay more to acquire individual properties in residential areas for smaller pocket neighborhood parks	17
I would be most willing to pay more to acquire individual properties in residential areas for smaller pocket neighborhood parks	12
(VOLUNTEERED): Oppose all three/not willing to pay more for any	32
(VOLUNTEERED): Willing to pay for all three	2
(VOLUNTEERED): Need more information/Depends	7

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Section 8. Communications and Customer Service (1/2 minute)

28. When you need information about an Elmhurst Park District event, facility or program, from what sources do you usually get that information?

	(n=409)	% Yes
Go to EPD website		48%
EPD Program Guide		38
<i>Elmhurst Press</i>		12
<i>Elmhurst Independent</i>		9
Call EPD Main Office		5
Call EPD facility		3
Word of mouth from friends, neighbors, etc		3
The Front Porch newsletter/Elmhurst newsletter		3
PD Mailing/Newsletter		2
Other websites/search engines (PROBE: Which ones?)		2
Visit EPD Facility		2
EPD mailings in general		1
<i>Chicago Tribune/ Trib Local</i>		1
PD Brochure		1
City/Chamber Website		1
Google		1
Other City Communications		1
Elmhurst Library		1
Emails		1
Social media sites such as Twitter or Facebook		<1
Other		2
Not sure/don't recall		1
None/no need		3

Section 9. Demographics (1½ minutes)

Now I have just a few questions about you, just for statistical purposes.

29. In what year were you born?

Age	(n=401)
18 to 34	9%
35-44	19
45-54	27
55-64	21
65+	25
(Mean Age)	54.8

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30. Including yourself, how many people live in your household?

	(n=406)
One	15%
Two	30
Three or more	55

31. (IF TWO OR MORE): How many are age 18 or older?

IF TWO OR MORE IN Q30	(n=340)
1 person age 18 or older	1%
2 people age 18 or older	70
3+ people age 18 or older	29

32. (IF Q31 IS LESS THAN Q30): How many in your household are:

Age 5 or younger?

Ages 6 to 10?

Ages 11 to 17?

Overall Sample	(n=401)
Live Alone	15%
2+ in HH, no children	46
2+ in HH, with children	39
<i>% with child/children age 5 or younger</i>	<i>14</i>
<i>% with child/children ages 6 to 10</i>	<i>21</i>
<i>% with child/children ages 11 to 17</i>	<i>23</i>

33. As you may know, many people are not registered to vote because they simply have not gotten around to it, or for other reasons. Are you registered to vote at your current address, or not?

	(n=407)
Yes	94%
No	6

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34. Are you:

	(n=407)
Currently employed	62%
Retired	26
A homemaker	6
Not currently employed but seeking employment	5
Or a full-time student	1

35. What is your marital status? Are you currently:

	(n=402)
Married or living with a partner	77%
Single (includes divorced, widowed, etc)	23

36. Last year, was your total household income, before taxes:

	(n=409)
Less than \$20,000	3%
Less than \$35,000	5
Less than \$50,000	8
Less than \$75,000	10
Less than \$100,000	15
Less than \$150,000	20
Less than \$200,000	7
More than \$200,000	10
Refused	22

Appendix VII: Summary Findings from Focus Group Discussions

TO: *Elmhurst Park District Board and Staff*

FROM: *Jeff Andreasen
Susan Hobson*

DATE: *July 1, 2011*

Summary of Focus Group Findings: Residents and Current Users

Two discussions with Elmhurst residents and Park District users were held on Saturday, June 18th. Six residents attended the morning session at the EPD administrative offices, and twelve participants attended the afternoon session at Courts Plus.

Virtually all were heads of households, and longer-term residents (those “newest” to Elmhurst have lived here 11 years). They are very familiar with the District and Elmhurst issues and seem well connected. They represented a good mix by region and household makeup; one in three were men.

Key Findings:

Local Issues and Concerns Facing Elmhurst

- Flooding
- Local economy and impact on businesses (turnover, empty storefronts, vacant car dealerships, etc.)
- Some tax sensitivity, but overall they feel property taxes reflect the level of services and quality of life they enjoy as Elmhurst residents
- Some concerns about maintaining quality schools, especially given budget issues (state funding, lower property values impacting local revenues)

Overall Attitudes Toward Elmhurst Park District

- Does a great job, meets the needs of the community, ample programs and events
- Represents a good value for their tax dollar
- Specific concerns were raised (e.g., one resident felt improvements to a local park increased runoff onto his property which resulted in tree loss)

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Residents and Current Users (cont'd)

Opportunities/Improvements/Needs

- Basketball courts
 - o Too few basketball courts (indoor or outdoor)
 - o Behavior at parks with outdoor courts is a concern (foul language around smaller children, early and late games can be annoying to neighbors)

- Pools:
 - o Outdoor pools are geared more toward small children; older children and adults are less likely to use
 - o Need/Interest for an indoor pool

- Expanding/Improving The Abbey
 - o Well run and greatly appreciated, but too small
 - o Limited parking
 - o Possible offer community gardens that seniors could use/maintain (cited in Stakeholder discussion)

- Fee structure at Courts Plus (too expensive, dislike all-inclusive fee)

- Offer guidance, information or classes on gardening, property maintenance
 - o Information about native plants, weed control, tree and shrub maintenance, more environmentally-friendly practices

- Opportunity to do something with distressed properties
 - o The vacant TCBY/Brown's Chicken location is an eyesore, could be used as a park (e.g. dog run)

- More for older children/teens
 - o Programs for parents and teens together (e.g., art programs)
 - o Promoting volunteerism among teens (e.g. service opportunities)

- Non-users simply report that they are unaware of PD programs/events
 - o Communication is key – do not abandon traditional (printed) media
 - o Social media is not currently used for Park District information

- Strong support for inter-agency collaboration and cooperation
 - o Including neighboring park districts (making programs available to nearby communities, more affordable non-resident rates)
 - o Other local agencies (school district primarily)

Summary of Focus Group Findings: Community Stakeholders

This discussion was held on Tuesday, June 21 at the Wilder Mansion. Representatives from eighteen local organizations and agencies attended, including:

Crestview Garden Club	Elmhurst Senior Citizens Commission
Elmhurst Baseball League	Elmhurst Symphony Orchestra
Elmhurst Bike Task Force	Elmhurst Veterans Memorial Commission
Elmhurst Chamber of Commerce and Industry	Elmhurst Visitor and Tourism Committee
Elmhurst College	Elmhurst YMCA
Elmhurst Garden Club	League of Women Voters
Elmhurst Morning Rotary	Lizzadro Museum
Elmhurst Public Library	Ray Graham Association
Elmhurst School District 205	Village of Villa Park

Of note was the emphasis on intergovernmental collaboration. This group also recognized the District’s dual role of providing more active recreational opportunities (facilities, programs, events) but also more passive activities (protecting open space and the community’s need for access to nature).

Key Findings:

Local Issues and Concerns Facing Elmhurst

- Parking (a few cited limited parking at EPD facilities; others voiced general concerns)
- Fiscal challenges producing an enhanced need for interagency cooperation (e.g., providing services when tax revenues are down, resistance to higher taxes)
- Concerns around changes in leadership and maintaining stability throughout the community (EPD, city government, Elmhurst College, other local agencies)

Overall Attitudes Toward Elmhurst Park District

- Does a great job overall offering wide variety of programming for all ages
- Very complimentary view of the staff

Community Stakeholders (cont'd)

Opportunities/Improvements/Needs (scattered responses)

- Community center
- Better communication about what is offered (e.g., marketing of programs)
- Preserve green space/open space (e.g., target pocket park development, butterfly gardens, native plantings with educational plaques on the Prairie Path)
- Enhanced website (easier to navigate)
- Continued partnership with these groups and other agencies/organizations, eliminate redundancy, offer more with less
- Concerns about safety (Prairie Path, activities at local parks late at night)