

Report



**Community Needs
Assessment Survey**

**We care
about what
you think.**

2023

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Executive Summary

The Carol Stream Park District Board, Administration and Employees embarked on a Community Needs Assessment (hereinafter referred to as “CNA”) survey in May 2023 to obtain resident opinions about our programs and services and to gauge how much residents engage with the Park District, whether they are active participants in programs or just enjoy the beauty of the parks and trails within the community. Conducting a CNA survey every five years helps us understand resident needs for change or improvement. The survey guides us in the evaluation of trends and determines if the park district is focused in the right direction. The results serve as a guide for developing ideas and action plans that will allow the District to grow and evolve to meet the changing needs of the community.

Survey results and recommendations lead the District in the development of its Strategic Plan and then Master Plan, which are internal documents updated every five to six years. These combined documents establish a road map to lead the District into the future by establishing goals and objectives to achieve and by identifying challenges to overcome in order to best serve the community. They reinforce the Mission, Vision and Core Values of the District, and serve as the blueprint for a Strategic Plan and employee and departmental goals. Park District department staff develop, operate and maintain the programs, services and facilities offered to the residents under the guidance and goals of the Strategic Plan. These goals are developed from the Community Needs Assessment survey.

***The Mission of the Carol Stream Park** is to enrich our community by fulfilling our residents’ needs for healthy, accessible, quality recreation activities, parks, and facilities, and to be responsible stewards of our community resources. **The Vision** is to be known by residents as the best parks and recreation provider. **Core Values** include Fun, Fairness and Equity, Total Customer Commitment, Positive Attitude and Public Trust.*

This document is intended to present the survey project overview, the process developed to create and distribute the survey, the survey findings and data (in which key points are highlighted), and park district staff recommendations upon review of the data. Open comments are included, along with acknowledgements and an appendix that includes the questions to stakeholders, Board and staff interviewed, the survey campaign and both the digital and print surveys.

Survey Project Overview

Overview

The Carol Stream Park District, like many other communities, is home to residents who view recreation as a fundamental part of daily living, rather than a fringe consideration. A 2022 Study by the US Bureau of Labor Statistics reported that the average US citizen spends anywhere from 28-38 hours a week for selected leisure activities and sports. (<https://www.bls.gov/charts/american-time-use/activity-leisure.htm>) Using the lowest statistic as a base, one can estimate that the +40,000 residents of Carol Stream has 1.1 million hours available for leisure activities each week, or more than 57.2 million hours per year. The potential for recreation and the overall impact in Carol Stream is significant to say the least. This theory coupled with the increased expectations placed by residents, has created a heightened demand for long-range planning in the operations of the Carol Stream Park District's programs, services, facilities and parks.

In response to this need and the desire to be accountable to residents, the Carol Stream Park District conducted a Community Needs Assessment survey to gain the local community's thoughts of the District's programs, services, facilities and parks.

Purpose

The purpose of the CNA survey was to assess the residents' participation rates, attitudes, priorities and future interests for the Carol Stream Park District's programs, services, facilities and parks. Furthermore, the results of the survey seek to provide the District with accurate information that can be used in creating the District's next Strategic Plan.

Objectives

Based on the purpose of the survey, the following objectives were established:

To design, develop, and administer a community-wide survey to assess the Carol Stream Park District's programs, services, facilities and parks. It is expected that the survey will provide insight into the following areas:

- The residents' satisfaction with current programs, services, facilities and parks.
- The residents' current patterns of participation with existing programs, services, facilities and parks.
- The residents' preferences with the District's communication methods.
- Obtain feedback from residents on future recreation needs (for example, the expansion or development of new programs, services, facilities and parks) within the District.
- Obtain demographic characteristics of the District's residents and patrons.

Survey Project Process

Process

In May of 2023, the Carol Stream Park District conducted a Community Needs Assessment survey districtwide. The CNA digital and print survey to residents and patrons was developed and conducted by Park District staff based on previous surveys and samples from the Illinois Association of Park Districts as well as other park districts. Additionally, as an important tool in the development of the next Park District Strategic Plan, the District sought out residents, nonresident customers, local community leaders, as well as Park Board and Staff for input, via individual and group interviews, into plans to lead us into the future.

The last CNA survey was conducted by the University of Illinois Office of Recreation Park Resources in August of 2017 and was a resource in the development of the Park District 2018-2022 Strategic Plan.

Distribution

The primary data collection instruments for the survey were a digital campaign and a mail-back questionnaire. Detailed information regarding the survey population, questionnaire development, and response rate is presented in the following sections.

The CNA survey was distributed digitally through email and social media, and was made available on the District's website. A total of 23,000+ emails on file in the District's registration system and Constant Contact lists were utilized. Digital surveys were also shared in posts to social media (10 Facebook pages, 3 Instagram accounts, 1 Twitter account) for an estimated total of 15,200+ followers. These numbers do not include organic followers (those not following the page but viewing it), or posts that were shared (by other followers). Digital reach, using total number of emails sent (23,000+) and estimated number of social media followers (15,200+), is estimated to be 38,200+. This reach may include hundreds of social media followers who are not in the District registration system. There is not a method to differentiate between those who viewed the survey campaign and took the survey via social media and whether or not they are current customers with an email in the registration system.

A print survey was distributed by insertion into the Carol Stream Public Library's summer newsletter, which is distributed to approximately 16,000 households. This partnership reduced the postage expenses of the print survey.

Together, digital and print distribution is estimated to be **54,200** (23,000 + 15,200+ and 16,000+).

Stakeholder Interviews

In an effort to collect background information on current issues, anticipated needs and future trends impacting the Carol Stream Park District, an independent moderator conducted individual and focus group interviews with a total of 26 commissioners, staff and stakeholders (such as community leaders).

Stakeholder Interviews - Questionnaire

A questionnaire was developed based on CNA surveys that have been conducted in the past. An initial draft was submitted to the District's leadership team for review. After multiple revisions and feedback obtained from the District's administration and Commissioners, a final community-wide recreation interest questionnaire was developed (**Appendix A**). *A Summary of the interview discussions and findings can be reviewed in section "Survey Project Findings and Data".*

Survey Distribution Plan

The CNA survey was launched on May 15, 2023 to Active Net (registration system) resident and nonresident customers by email and social media with the link to the digital survey. Reminder emails, which included the link to the digital survey, were sent with social media shares to resident and nonresidents on May 20, June 1 and a "last chance to take the survey" on June 12. All emails were scheduled with additional "reminders" to unopened emails within four days of the initial email.

A print survey was saddle-stitched into the Carol Stream Public Library's May newsletter, which hit homes in mid-May, with the intention to capture residents neither in the District's system nor on District social media.

Survey Return Rate

Anticipation was high for a strong rate of return since the survey was distributed in both digital and print formats. The last survey conducted in 2017 was only distributed with printed surveys to a stratified sampling, which resulted in mailing to 3,399 and produced a 10% response rate.

The CNA survey resulted in a total of 692 completed digital surveys and 61 completed print surveys for a low total response of 753 surveys. Response rate is estimated at 1-2%. An average survey response rate (Google) is between 5-30%.

Of the four email (campaigns) sent to residents, this table illustrates the number of emails sent, open rate and click-through rate.

Survey Date	Emails sent	Emails opened	Emails clicks
5/15/23	23,312	10,875 (50% of opens)	501 (2% of opens)
5/20/23	23,436	10,607 (48% of opens)	280 (1% of opens)
6/1/23	23,201	10,793 (49% of opens)	285 (1% of opens)
6/12/23	23,142	8,285 (38% of opens)	186 (1% of opens)
5/15/23 – Nonresident	1,134	595 (54% of opens)	23 (2% of opens)

Note: Number of emails sent fluctuates due to recipients unsubscribing and new customers being entered into the registration system daily.

If we average the four resident emails OPEN rate – 10,140 opened the email; however, they decided not to click through. The average click rate of the four resident emails is 313. We can determine, using the total of 692 completed digital surveys, that the survey may have a 2.2% return rate of those that clicked through the email and took the survey. Of the 61 completed print surveys, received at 16,000 resident households via the Library newsletter, the return rate is 0.3%.

Factors that may have impacted the survey’s return rate may include the survey being too long and not mobile friendly and/or focusing on questions or details that respondents did not find important or relevant. Response to the print survey was so low that the District will further explore the length of the survey and mailing the survey ourselves (not inserted in another agency’s distribution). The District should consider a much shorter, mobile friendly survey, with simple questions and answers to select. It may also consider an incentive for completing the survey. Trends today offer so many conveniences to people on-the-go, and the heavy mobile users value their time. If a survey is not quick to respond to, it is found that users drop off before the end.

Survey Project Findings and Data

Summary of Stakeholders Interviews

Government Partners, Staff, Board of Commissioners

Three groups were gathered to provide input: the Park Board of Commissioners, local government partners and management staff. Any staff who are users of the District or residents of the community were asked to respond to the CNA survey in their capacity as residents or patrons.

Each group was prompted to base their responses on the three basic purposes of the park district – to provide parks, recreation facilities, and recreation programs and activities. The mix or balance of these is developed by the Board and staff working together and listening and responding to the community.

Government Partners

The District partners with many local government agencies to serve the needs of the community. They describe the Park District as community-spirited, active, inclusive, responsive, generous and collaborative. They see great value in their relationship and partnerships with the District, and support continued cooperation through regular meetings. There was also a suggestion for the District to share information about services offered by other partner organizations.

When asked about the vision or suggestions of future needs/wants for the community, the theme was to continue to expand recreational facilities and opportunities. Suggestions for indoor amenities included an indoor performing arts center, additional programming space to accommodate partner needs (WDSRA). Outdoor suggestions included more programming at Community Park (southeast end of town), more field space/artificial turf. There was also mention of the need for more affordable programming for low income residents.

Other government partners state that the District is well perceived by the community, and it plays an important part in Carol Stream's spirit of community. They encourage the District to continue to do what we are doing, and be forward thinking; continue to work to bring more recreation to the south side of town; and continue to collaborate and meet regularly to discuss how we can help each other.

The discussion of what the District could do better, and whether or not Diversity, Equity, and Inclusion are evident, brought out comments that are also relevant to the Village of Carol Stream. The south end of the Community is left out – they don't know about the 4th of July Parade or Concerts at Town Center. They need transportation to activities and events OR consider bringing the activities and events to the south end of town. There is a need for more equity across the entire town with programming and facility opportunities.

These local partners face some of the same challenges as the Park District and believe the issues we will face in coming years include the negative influence of social media on our youth, mental illness, the need for cultural awareness, and changing economic demographics. School District 93 attendance office reported that 44% of students now qualify for the free meal program, whereas 20 years ago the number was under 20%.

Staff

Park District staff have varying perspectives based on the positions they hold. While some deal more often or directly with members of the community, others are tasked with administrative duties, strategic direction, program development and execution, capital improvements, or parks and facility management. All bring a unique and important perspective to this assessment.

When asked for input on what the District does well and how it affects the reason they have worked here for so long, the reoccurring theme was the positive impact the District has on the community. They believe that residents see Fountain View Recreation Center as a gem of the community. They believe the trails and pathways are well maintained and greatly used by residents. Staff view the District as responsive, having a strong ability to quickly adapt to changing needs, and leadership's willingness to try new things. Staff recognizes the benefits and importance of community partners and large groups of resident volunteers. Staff spoke highly of the work culture which produces strong teamwork amongst coworkers and the recognition that they all bring something to the table.

Looking to the future and what they see as the needs of the District/community in the coming years:

- More fields with synthetic turf and lights, indoor training facility for multi-sport training, and pickleball courts.
- Explore the need for an additional level of competition before the commitment to an affiliate travel team/'club' level sports?
- Facility improvement such as more storage, access control throughout all facilities for increased safety, office space to allow for departments to stay together.
- Lowering tax rates, and funding capital improvements without issuing more debt; the sale of naming rights to McCaslin Park.

The need to take care of what we have was mentioned in a variety of ways, and suggesting that more funding, improving and better execution of maintenance plans (indoors and outdoors) would allow the District to become less reactive.

Staff believe the District has made some good progress when it comes to diversity, equity and inclusion and they cited the "Where Everyone is Welcome" tagline, and the addition of communication boards in the parks. Interestingly, staff's opinion is that active users specifically in

sports are not diverse; however, the preschool program exhibits much diversity of the children enrolled.

Park Board of Commissioners

The Carol Stream Park District has a Park Board of Commissioners made up of seven elected members. The Board has faith in leadership who has created a culture of enthusiasm amongst the staff, and noted that it directly impacts front line staff who work directly with the public and play a big part in the District's reputation and success. The Board believes the District has a good reputation, is highly thought of, and is a positive and respected presence in the community. They believe the District is a respected partner and recognize the importance of its many partnerships with other governmental entities. They believe these partnerships are a great benefit to the residents of the community, and the District should continue to focus on maintaining or improving them. They view the District's priorities as financial stewardship (efficient use of funds, work to reduce debt and taxes, take care of our parks/facilities), a variety of affordable high-quality recreational opportunities for all residents, and maintaining a happy and motivated staff.

The Board feels the District does a good job in addressing the needs of the overall community and views that as the appropriate course. The District provides a variety of quality recreational programs and amenities that are inclusive across age groups, interests and abilities. It is evident by program growth, high demand, feedback from residents and financial results (specifically it's recovery through COVID). The Board believes the District places residents first when making decisions, are good listeners of community wants/needs, and are financially responsible. Parks and facilities are well-kept and safe. They encourage staff to be mindful when expanding/growing, specifically, when it comes to the long-term care of our parks and facilities – in other words, always keep taking care of what we have at the forefront.

When asked about recreational activities that are needed in the community that are not currently available, the most common response was for pickleball courts. Other suggestions included ice skating, golfing opportunities through partnerships, senior activities, and free programming. The Board also felt it was important for staff to stay abreast of changing trends. Also suggested was to work closer with WDSRA for possible combined programming, or adding sensory components in our programs and events.

As far as recreational facilities that need updating, the Board felt the capital improvement program provided a good plan for keeping our facilities in good repair; we must stay committed to that effort. The Board feels it's also important to keep our premier facilities (those with high usage – Coral Cove, McCaslin, Fountain View, and Simkus) in good condition. The District should continue to replace playgrounds as they age. Finally, for something that other park districts have that may benefit the Carol Stream community, the most common suggestion was for a field house type of facility with

indoor multi-purpose turf field. Other suggestions included a public gathering area like a band shell, and to partner on community events.

The Board recognizes that the District is not immune to economic and social issues. Things they feel could impact the Park District and community include population trends – people moving out versus moving into the community and families choosing to leave the State of Illinois all together. Will advancing technology and AI drive the types of activities individuals choose in which to spend their time. The Board recognizes the community impact of rising taxes, pricing sensitivity to continue to be an affordable choice, and providing amenities and options that satisfy the diversity of our population.

The Board has several opinions when it comes to their view of how Diversity, Equity and Inclusion are at play in the District. There have been some strides towards equity, but some feel there is more work to be done. Carol Stream is a diverse community, but the Board does not reflect that diversity. Growing the funding for the Youth Scholarship Program could be a way to improve equity and inclusion. The renovation of Community Park will bring much needed recreational amenities to an underserved area of the community and improve equity.

In summary the Board likes the direction the District is going. They'd like to see it continue down the path that brought them to this place. Take care of what we have, take care of our staff, continue to develop staff with hopes of building the next leader from within. A successful transition of leadership maintains the teamwork and motivation and has been important to success. Other thoughts from the Board: We are in a really good position so let's keep it up. We've created a sustainable organization, that allows us to fund repair and replacement instead of having to search for ways to fund equipment or capital items. Staff is motivated to strive to be the best.

From the CNA interviews, the Board suggests a Strategic Plan be developed every five years to continue on this path of success.

Summary of Survey Findings

Participation in Carol Stream Park District

Most frequently used Carol Stream Park District programs, parks or services

CNA survey respondents indicated parks and walking pathways/trails as the most highly used amenities. Of parks and pathways/trails used at least 11 times in the last year, 59% used parks and 60% used pathways/trails. Reinforcing this statistic, passive users reported that 41% visited parks and 40% used pathways/trails at one time in the last year.

The next highly used amenities include Playgrounds and Fountain View Fitness Center. Respondents indicated that 55% visited a playground more than 11 times in the last year. 67% of respondents indicated that they visited the Fitness Center more than 11 times. Of these amenities visited one to 10 times, 45% visited playgrounds and 33% visited the Fitness Center. We note Fountain View Fitness Center having a high frequency of usage. Not seen in the bar chart is of the 67% of Fitness Center users, 28% have visited the center more than 25 times. We believe this may be due to a core user group.

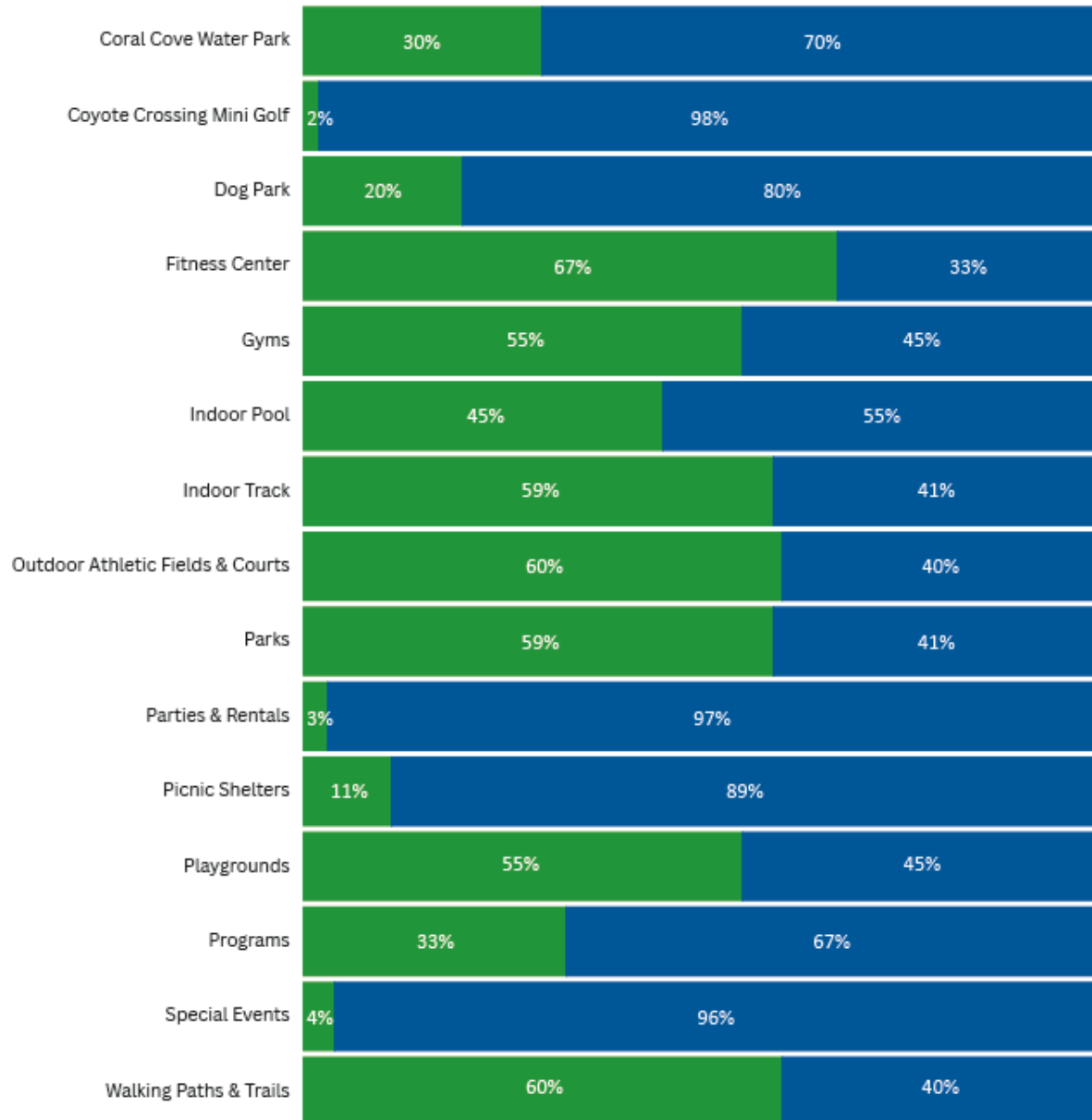
While Programs did not rank amongst the amenities with the highest use or frequency, it is interesting to note that 67% of respondents participated in at least one program over the last year.

Key findings:

- Fountain View Recreation Center, with Fountain View Fitness, Indoor Pool, Indoor Track, and Gyms continue to be frequently used by active users.
- Non-fee-based amenities (parks, playgrounds, and paths/trails) continue to rank high.
- Coral Cove Water Park continues to be a popular and affordable seasonal facility.
- Outdoor Athletic Fields and Courts are used frequently by active users.

During the last 12 months, how often have members of your household visited or participated in Carol Stream Park District programs, parks and services?

Time Key



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Use of Other Recreational Facilities Outside of Carol Stream Park District

Utilization of Other Parks and Recreation Providers

While 41% of those responding only used Carol Stream Park District for their recreational needs, neighboring Park Districts, private clubs, and the Forest Preserve were the most widely used for non-Park District recreation resources, according to comments.

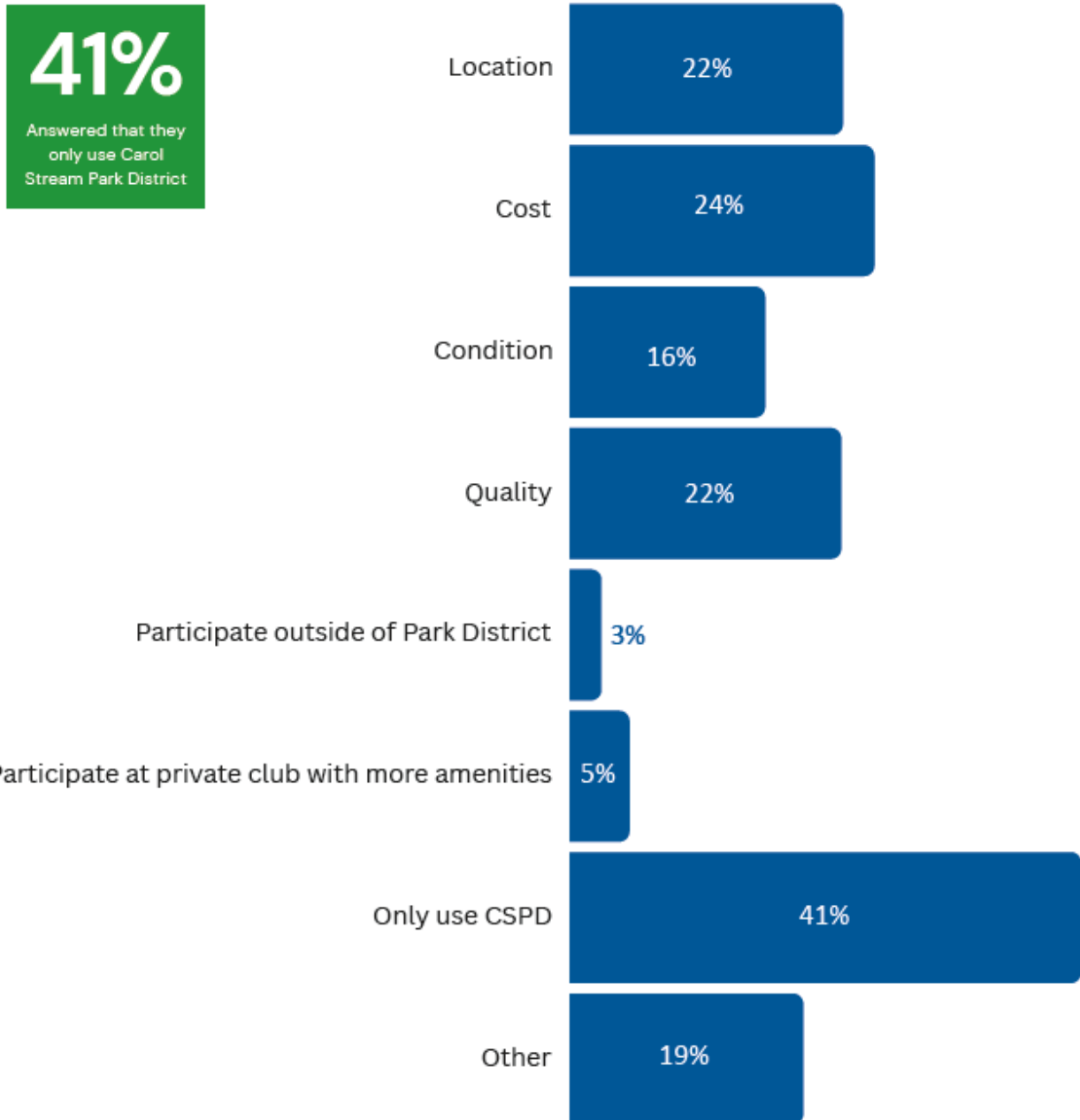
Cost was the number one reason cited for choosing other recreation providers (24%). The next three highest reasons were all closely ranked.

Key findings:

- Cost (24%) is reflected in the comments when respondents refer to lower prices for seniors and free fitness programs through Silver Sneakers.
- Condition (16%) which included lack of amenities and available hours/scheduling. The most cited amenity not available was pickleball.
- Location (22%) which in most cases related to patrons who were nonresidents using services.
- Quality (22%) which included specific/unique activities and skill level.

Following the bar chart illustration, general comments that reflected repetition were categorized. All comments about why respondents choose to use recreational facilities outside of the Carol Stream Park District are listed without editing.

If you choose to use recreational facilities outside of the Carol Stream Park District, tell us why.



Reasons Given for Using Recreational Facilities Outside of Carol Stream Park District

The general comments obtained from Question #2 for reasons why recreational facilities are used outside of the park district were grouped as follows:

Affordability

- Fitness center too expensive
- Offer Silver Sneakers (7)
- Other free senior programs
- Accommodate senior citizens with lower pricing
- Free Splash Pad (*ours is free*)

Availability

- More scheduling options
- Hours
- Activities for Seniors onsite (*like Wayne Township Senior Center and Glendale Heights Senior Center*)
- Age restrictions need more flexibility

Lack of Amenities

- Outdoor pickleball (11)
- Golf course
- Need more lanes for member lap swim
- Daycare/childcare at the gym (3)

Nonresident (*location*)

- Use other park districts

Variety

- Diverse programming
- Jazzercise (2)
- Specialty Skills classes
- Unique features not available elsewhere

Other

- Indoor pool members are given low priority

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Satisfaction with Carol Stream Park District Programs

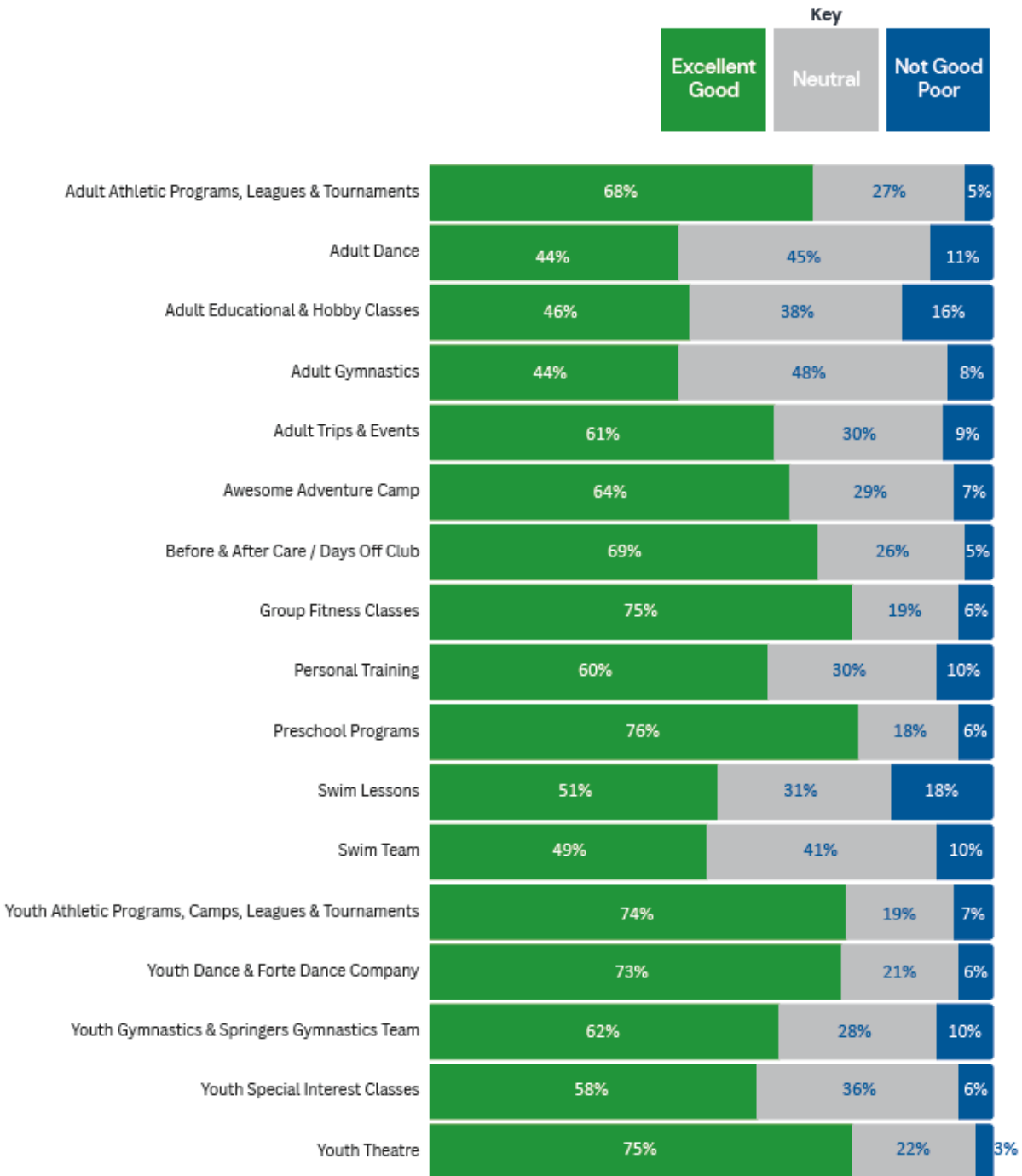
Of respondents, 62% ranked satisfaction for overall programs as excellent or good. Programs highly ranked as excellent or good were Group Fitness Classes (75%); Youth Athletic Programs, Camps, Leagues and Tournaments (74%); and Adult Athletic Programs Leagues & Tournaments (68%). Several programs with fewer users which also produced high levels of satisfaction among respondents included: Preschool (76%), Youth Theatre (75%), Youth Dance & Forte Dance Company (73%), Before & After Care/Days Off Club (69%), Awesome Adventure Camp (64%), and Youth Gymnastics (62%). While more targeted to a specific group of residents, users were highly satisfied with these programs.

While only 8% of active users rated program offerings as not good or poor, the programs with the lowest satisfaction levels were Swim Lessons with 18%, and Adult Educational or Hobby Classes with 16%.

Key findings:

- Overall 62% of users ranked their satisfaction with Park District programs as excellent or good.
- High ranking programs include Group Fitness, Youth and Adult Athletics.
- Smaller high-ranking programs include Preschool, Theatre, Dance, Before and After Care, Summer Camp and Gymnastics.
- Programs with the highest level of not good or poor ratings include Swim Lessons, Adult Educational & Hobby Classes and Adult Dance. These programs are also the lowest ranking of excellent or good.

Rate your household's level of satisfaction with Carol Stream Park District's programs.



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Satisfaction with Parks and Facilities

For nearly all park and facilities items, 65% of active users ranked their satisfaction with parks and facilities as excellent or good. The following parks or facilities received the highest percentage of excellent or good satisfaction ratings by active users:

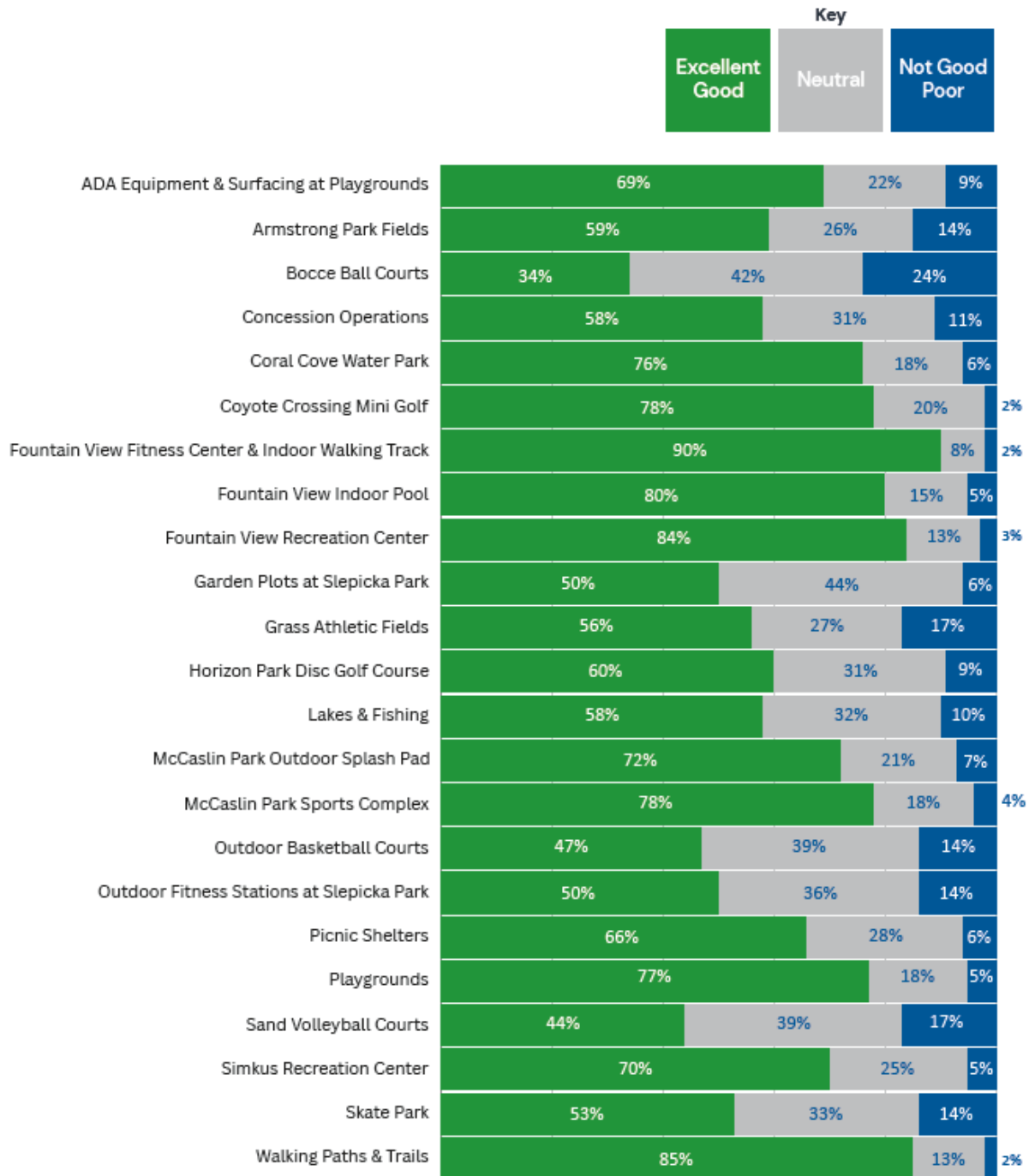
1. Fountain View Fitness Center & Indoor Walking Track (90%)
2. Walking Paths and Trails (85%)
3. Fountain View Recreation Center (84%)
4. McCaslin Park Sports Complex (78%)
5. Coyote Crossing Mini Golf (78%)
6. Playgrounds (77%)
7. Coral Cove Water Park (76%)
8. Simkus Recreation Center (70%)

Exceptions to general high satisfaction with the parks and facilities include the Armstrong Park Fields with a rating by active users of 59% excellent or good but a 14% not good or poor. Bocce ball courts rated 24% not good or poor, along with Grass Athletic Fields at 17% (could be reference to Armstrong Park Fields); and sand volleyball courts at 17% not good or poor.

Key findings:

- Overall 65% of respondents ranked parks and facilities as excellent or good.
- Fountain View Fitness Center & Indoor Walking Track was the highest ranked facility with 90% of respondents rating it as excellent or good.
- Walking Paths & Trails were ranked as excellent or good by 85% of users.
- Other high-ranked parks or facilities include Fountain View Recreation Center, McCaslin Park Sports Complex, Coyote Crossing Mini Golf, Playgrounds, Coral Cove Water Park and Simkus Recreation Center.
- Lowest excellent or good rating, in addition to highest not good or poor rating, includes bocce ball courts, Armstrong Park fields, grass athletic fields, sand volleyball courts, outdoor basketball courts, outdoor fitness stations at Slepicka Park and the Skate Park at Hampe Park.

Rate your household's level of satisfaction with Carol Stream Park District's parks and facilities.



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Satisfaction with General Maintenance and Care of Parks and Facilities

For the care of parks and facilities, 74% of respondents ranked their satisfaction as excellent or good. The following parks or facilities received the highest percentage of excellent or good satisfaction ratings by active users:

1. Indoor Walking Track (89%)
2. Walking Paths & Trails (85%)
3. Interior Maintenance & Appearance of Facilities (83%)
4. Exterior Maintenance & Appearance of Facilities (81%)
5. Fitness Center & Locker Rooms (80%)
6. Parking Lots (78%)
7. Playground Equipment (77%)

Other excellent or good rankings include Park Landscaping (75%), Overall Litter & Garbage Management (74%), and Natural Areas & No-Mow Areas (73%).

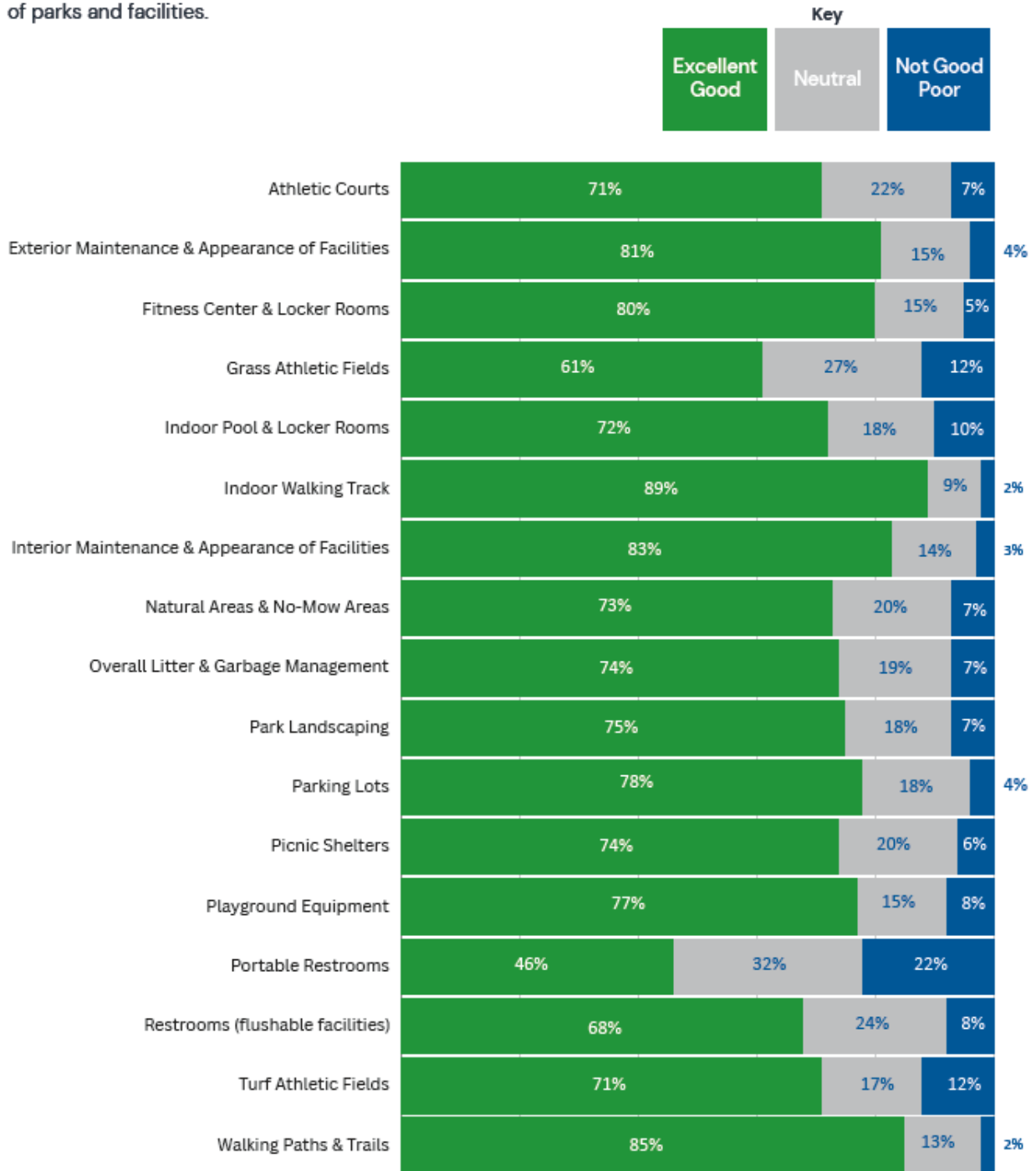
Lowest on the ranking scale of not good and poor include portable restrooms (22%) and both grass and turf athletic fields (12%).

1. Grass Athletic fields (12%)
2. Indoor Pool & Locker Rooms (10%)
3. Playground Equipment (8%)

Key findings:

- Overall 74% of respondents rated general maintenance and care of parks and facilities as excellent or good.
- Both interior and exterior maintenance and appearance of facilities received high rankings in the excellent and good category.
- The parks and facility items that received the highest number of not good and poor ratings included grass athletic fields, portable restrooms, turf athletic fields, indoor pool and locker rooms, and playground equipment.

Rate your household's level of satisfaction with Carol Stream Park District's general maintenance and care of parks and facilities.



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Satisfaction with Programs and Services

Overall satisfaction with programs and services of respondents was good. It is felt we offer a good variety and number of programs and services that are also safe and inviting. Of respondents, 78% ranked the number of programs offered as excellent or good; this aligns with 76% of respondents ranking the variety of recreation opportunities as excellent or good. Respondents ranking programs and services as safe and inviting were 78%.

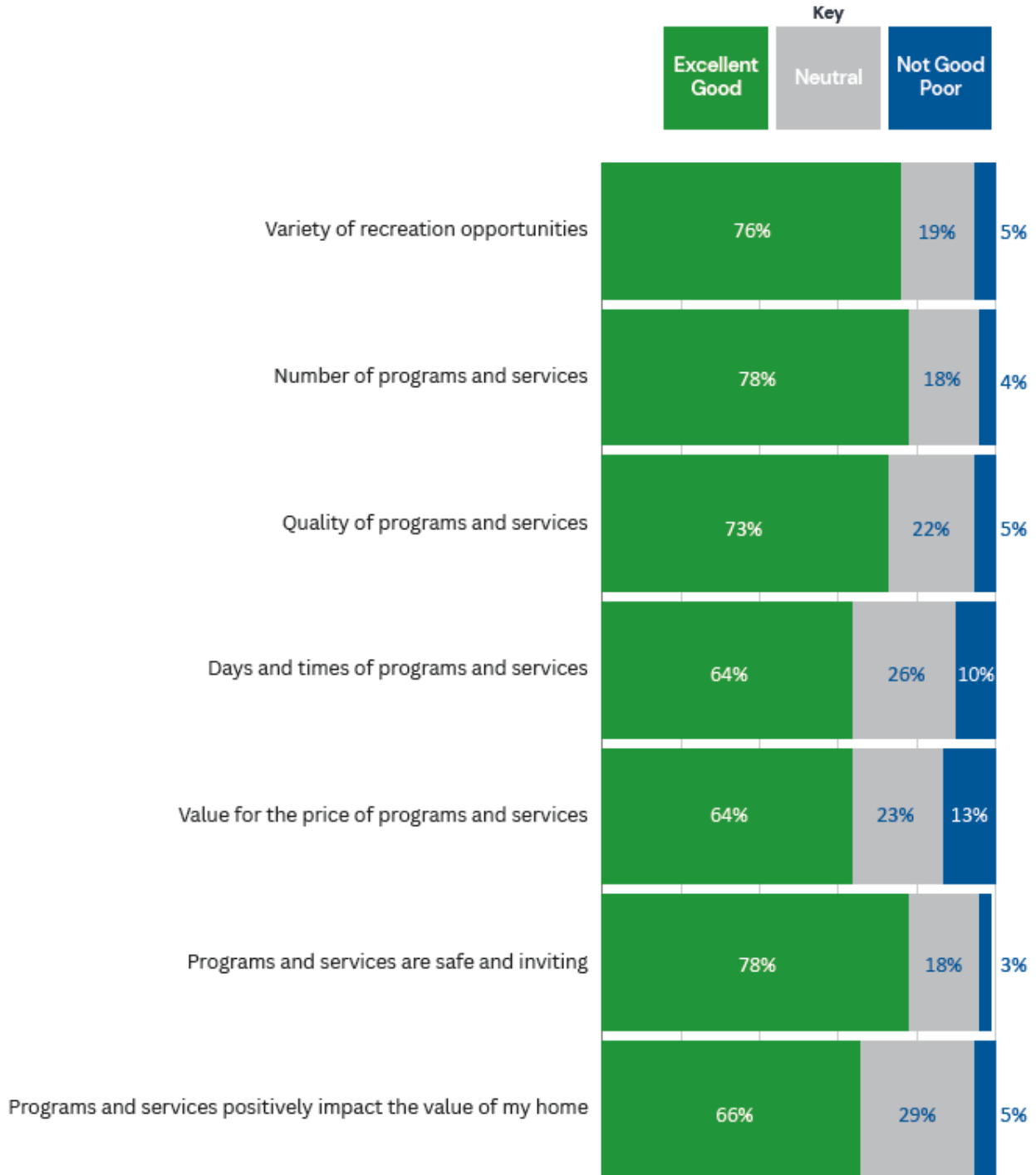
Notable is the 66% of users who believe the program and services offered by the Park District positively impact the value of their homes.

The two areas that scored lowest amongst respondents was Value for the price of the program or service with 13% rating as not good or poor; Days and Times of programs and services was rated as not good or poor by 10% of respondents.

Key findings:

- Overall 71% of respondents ranked Park District programs and services as excellent or good.
- Programs and services being viewed as safe and inviting were ranked excellent and good by the highest number of respondents (78%).
- Variety and number of programs and services also received a high number of excellent and good ratings (76% and 78%).
- Value for the price and days and times of programs and services received the highest number of not good or poor ratings (13% and 10%).

Rate your household's overall level of satisfaction with Carol Stream Park District's programs and services.



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Satisfaction with Special Accommodations and Handicapped Accessibility

Of those who did respond to this question, 67% feel the Park District offers special accommodations and handicapped accessibility within our parks and facilities.

- Question was specifically included to support the District ADA Transition plan.
- Special accommodations and handicapped accessible features can be utilized by individuals with no special needs as well.



Rate your household's level of satisfaction with Carol Stream Park District's special accommodations and handicapped accessibility within your neighborhood at parks or when you visit our facilities.



Satisfaction with Carol Stream Park District Staff

Survey respondents are generally well satisfied with staff. Ratings between 51% and 83% satisfaction of excellent or good were reported. Registration Desk Staff received particularly high satisfaction ratings by respondents with staff at Fountain View and Simkus Recreation Centers at 80%. These are our frontline staff who are the face of the Park District and first to serve our customers.

Other staff who had high ratings of excellent or good include Concessions (77%), Program Instructors/Teachers/Leaders/Coaches (76%), and staff at Coyote Crossing Mini Golf (74%) and Coral Cove Water Park (71%). These are seasonal, part-time or volunteer staff.

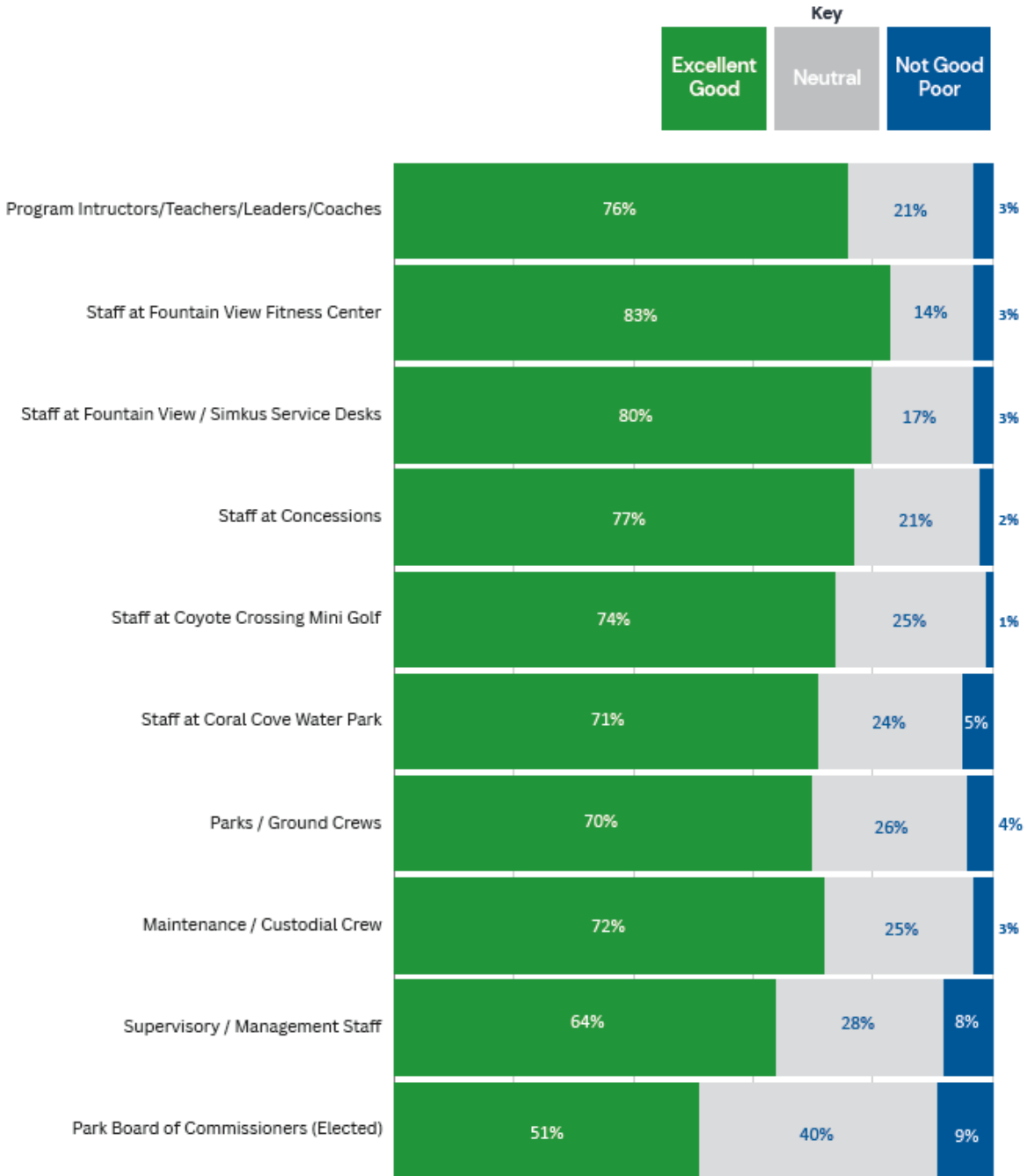
Parks/Ground crew received an excellent or good rating of 70%; and Maintenance/Custodial crew received an excellent or good rating of 72%.

Satisfaction rating of supervisory or management staff received the lowest rating with 64% ranking them as excellent or good, along with 8% rating them as not good or poor. Similarly, the Board of Commissioners received an excellent or good rating of 51%, along with a 9% as not good or poor.

Key findings:

- Overall 72% of users ranked satisfaction with staff as excellent or good.
- Fountain View Fitness Center Staff, Service Desk at both facilities, and Concession staff received the most excellent and good ratings.
- Board and Management staff received the fewest excellent and good ratings. Board and Management staff are not as visible to the customers registering for programs and in the facilities. Instructors, coaches, registration representatives, teachers, counselors – these are the staff most visible to the public.
- Respondents have limited interaction with Board and Management.
- Rating staff that does not interact with the public does not capture data to drive the next strategic plan.

Rate your household's level of satisfaction with Carol Stream Park District's staff.



Note: Percentages are based on the number of respondents who answered the question. ("None" responses were omitted).

Preference for Hearing about Programs and Services

Respondents were asked to select the preferred method to hear about District programs and services (and to select multiple options). Email communication received the highest ranking at 76%. The next highest ranking was the District's website at 55%. The Seasonal Activity Guide ranked at 45%, followed by direct mail (mailbox) at 33% and social media at 31%.

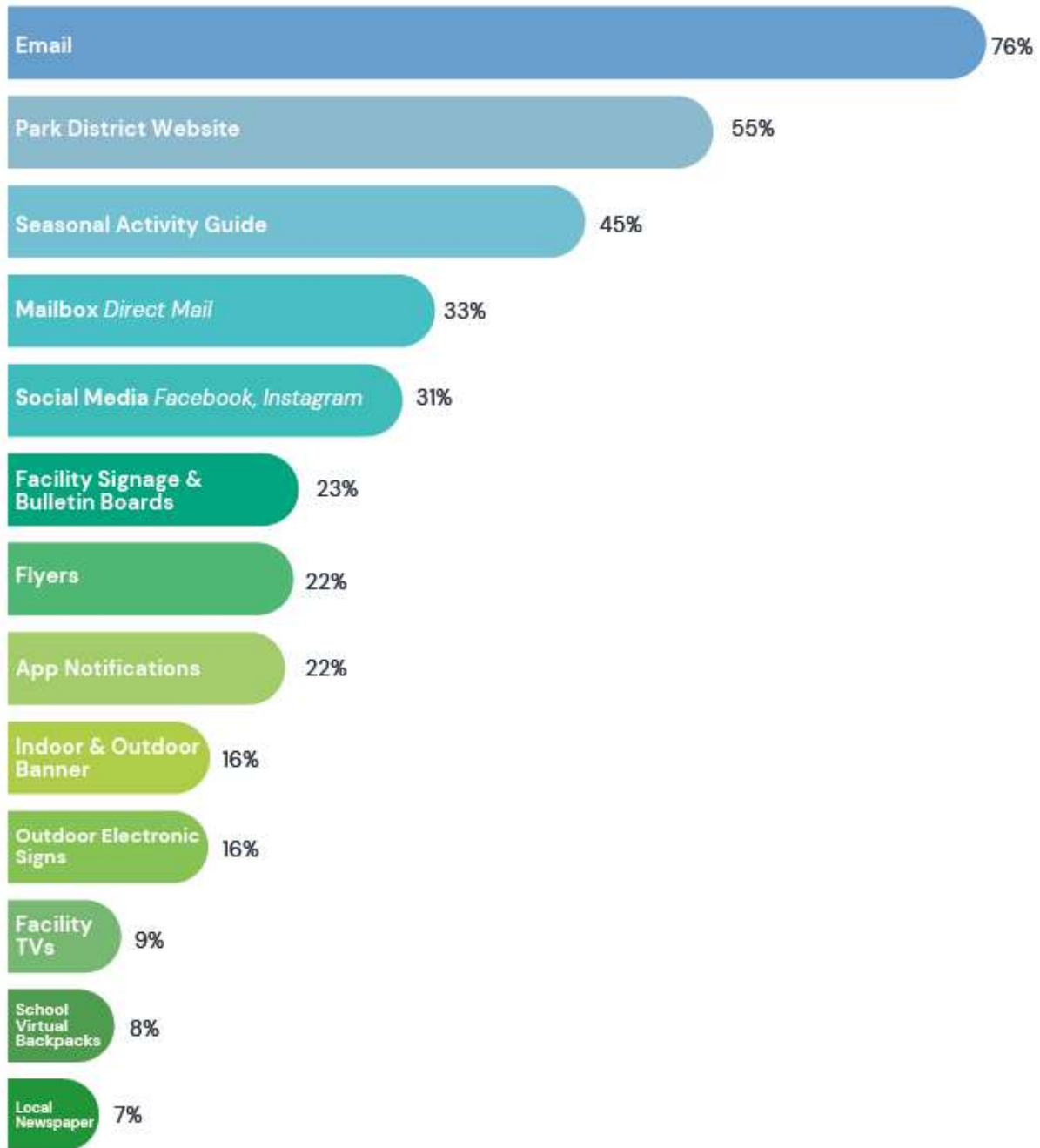
There is some question by staff as to whether the 45% rating for the seasonal activity guide is related to the current 'digital' guide, or indicating interest in the return of a printed guide since 33% ranked their preference as direct mail, and the only direct mail piece at this time is a seasonal postcard.

A large number of local park districts have resumed printing program guides, but the District's digital-only format does not seem to have had any negative impact on program growth, as we have returned to registration and participation numbers that exceed pre-pandemic levels.

Key findings:

- Email received the highest percentage of responses - information delivered "to" them.
- Website received the second highest percentage of responses – respondents choose to seek information on the website to find what they need.
- Seasonal Activity guide is currently digital and appears to be well received.
- Local newspaper, school virtual backpacks, and facility TVs received the lowest ranking.

How would your household prefer to hear about programs and services offered by the Carol Stream Park District? (Respondents could select multiple options.)



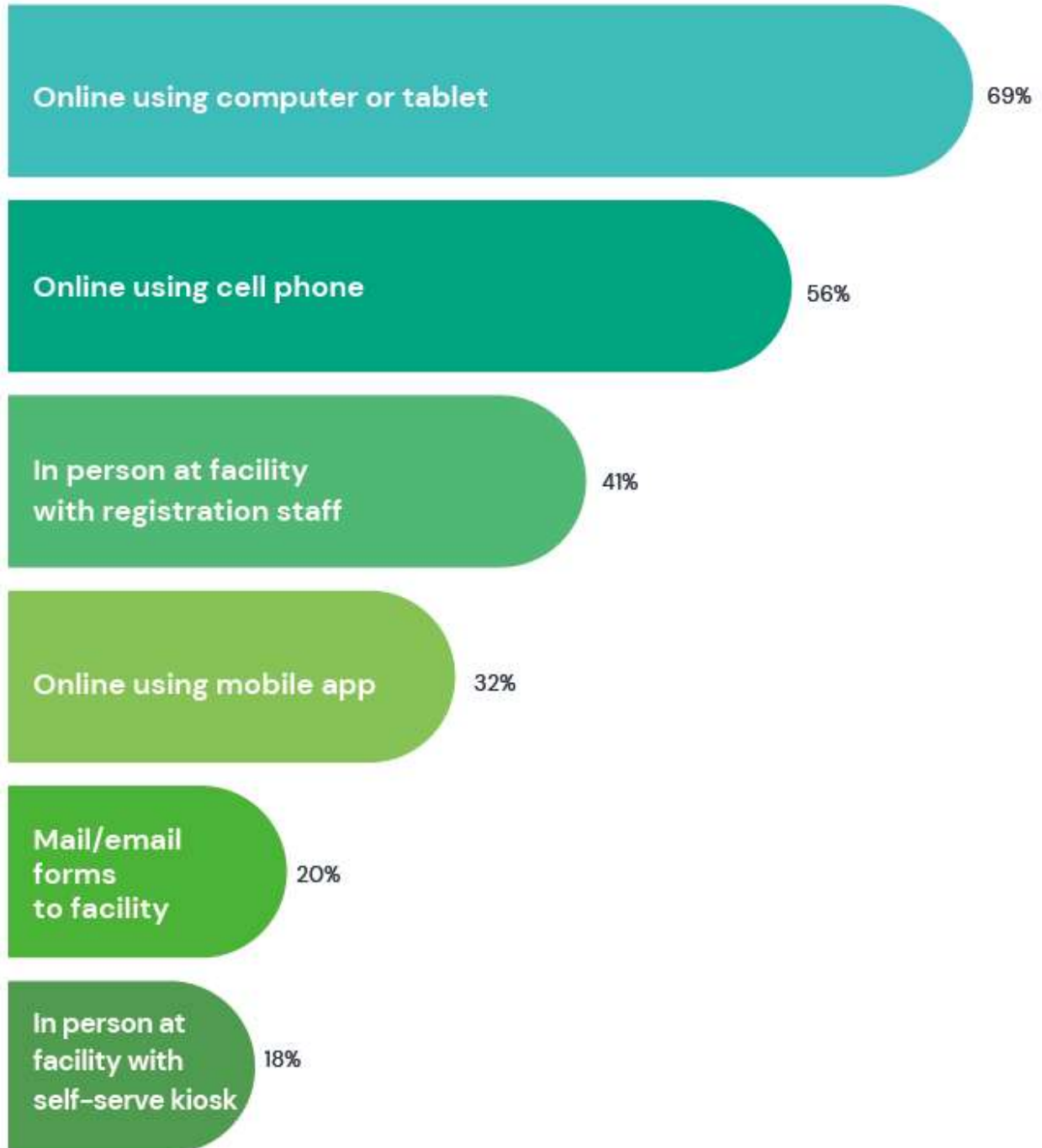
Preference for Registering for Program and Services

Respondents were asked to select the preferred method for registering for program and services (and to select multiple options). Of the respondents, 69% prefer to register online using their computer/tablet. Cell phone is at 56%, followed by 41% of respondents preferring to register for programs and services in person with a registration staff member. While online registration has made significant growth (likely impacted by COVID), online registration using the Park District Mobile App ranked the lowest at 32%. Fewer respondents chose in person at a facility on a self-serve kiosk, or mail/email registration forms to a facility (20% and 18% respectively).

Key findings:

- Online options for registration received the highest rating as a preference for registration (using a computer/tablet 69%; using a cell phone 56%; and even using the mobile app at 32%).
- In-person registration options continues to represent a significant number of customers at 41%.
- Self-serve kiosk on site ranked the lowest at 18%.

How would your household prefer to register for programs and services offered by the Carol Stream Park District? *(Respondents could select multiple options.)*



Park and Recreation Programs to Develop or Expand

Respondents were asked to select from a list of options that would interest their household, so multiple options were available. What should the Park District develop or expand? This information correlates to the demographics of the respondents and should be considered in conjunction with those findings.

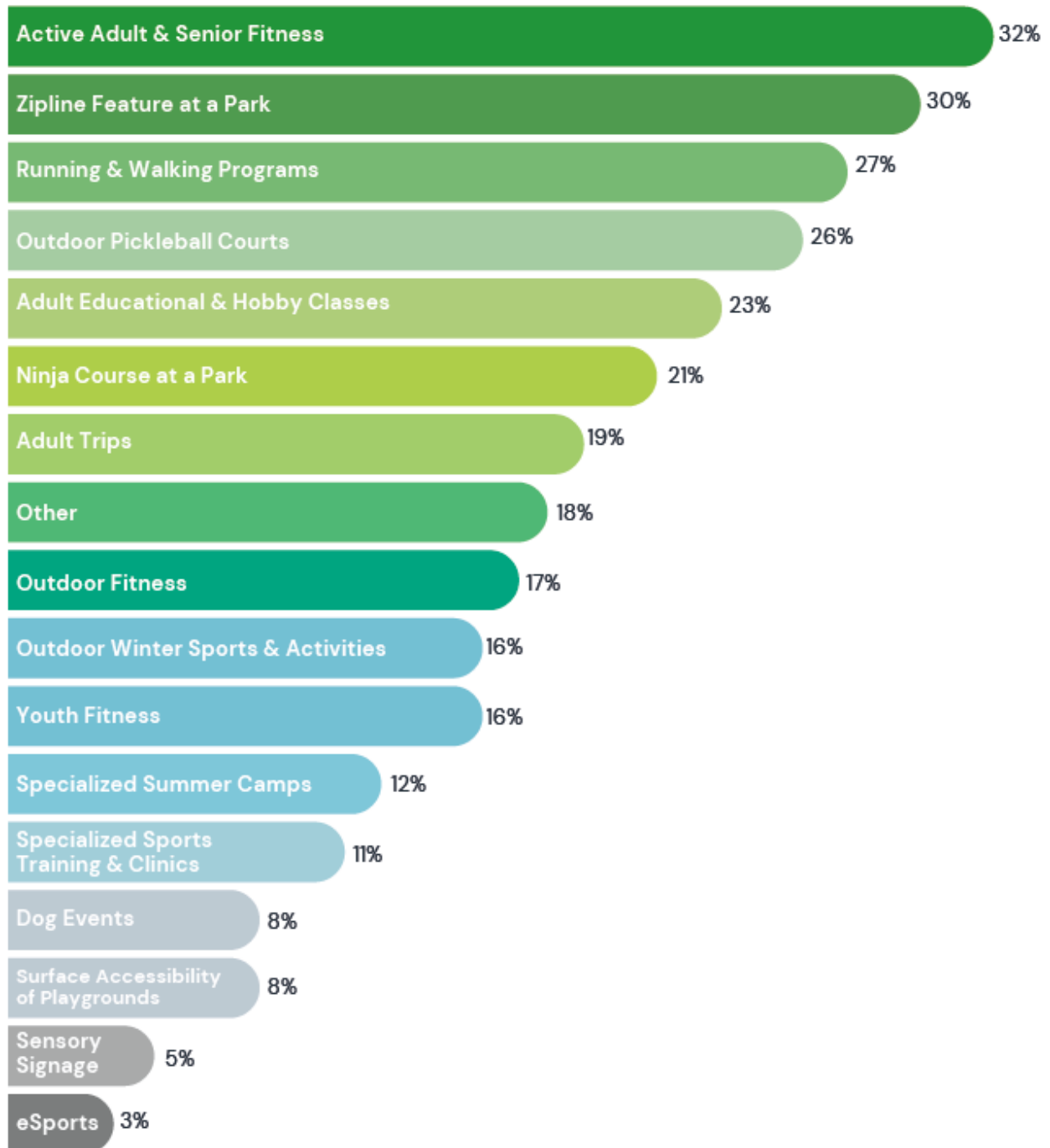
The top six programs respondents wanted the Park District to develop/expand were:

1. Active Adult & Senior Fitness (32%)
2. Zipline Feature at a Park (30%)
3. Running and Walking Programs (27%)
4. Outdoor Pickleball Courts (26%)
5. Adult Educational & Hobby Classes (23%)
6. Ninja Course at a Park (21%)

Key findings:

- Adult activities were most mentioned throughout the survey. It can be assumed many respondents were older in age as Active Adult & Senior Fitness received the highest number of suggestions for additional programming (32%), followed by Adult Educational & Hobby classes (23%); and Adults trips (19%) also ranked towards the top of the scale.
- Running & Walking Programs and Outdoor Pickleball courts were suggested by a quarter or more respondents.
- Added amenities to parks, such as a Zipline feature and Ninja Course, were suggested by 30% and 21% of respondents, respectively.

What should the Carol Stream Park District develop or expand? Select what interests your household.
(Respondents could select multiple options.)



Demographics

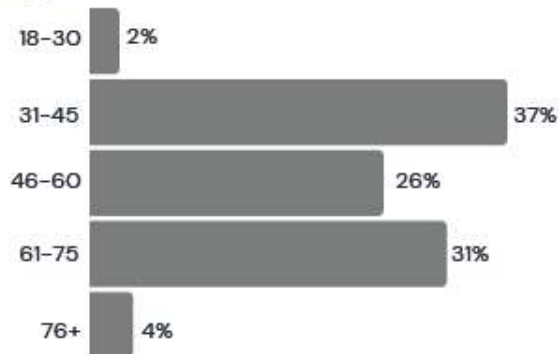
According to the United States Census Bureau's 2022 statistics, the Village of Carol Stream has a population of 39,044 residents that reside in 14,915 households; Park District boundaries extend slightly beyond those of the Village. Of the resident population, 49.6% are male and 50.4% are female. The largest categories for ethnic breakdown include: 61.3% Caucasian, 20.4% Asian, 16.4% Hispanic/Latino, 6.8% Black/African American. An adult member of the household was asked to complete the survey.

<https://www.census.gov/quickfacts/fact/table/carolstreamvillageillinois/POP060210>

Key findings:

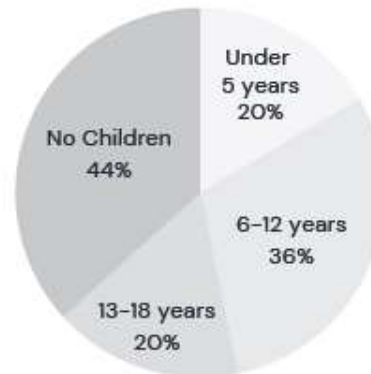
- Women completed 69% of the surveys, compared to 27% that were completed by men.
- Respondent age range varied between 31-45 years being at 37%, 61-75 years being at 31%, and 47-60 years being at 26%.
- Of the survey respondents, 44% had no children. The most significant age group of children/grandchildren in the household were between 6-12 years of age (36%).
- Of the survey respondents, 89% answered as Caucasian. Asian/Pacific Islander was the next highest selected race at 8%.
- Carol Stream respondents have lived in the town for over 16 years (56%).

Age

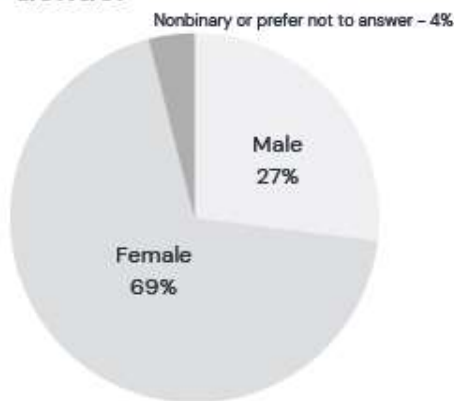


Children or Grandchildren in Household

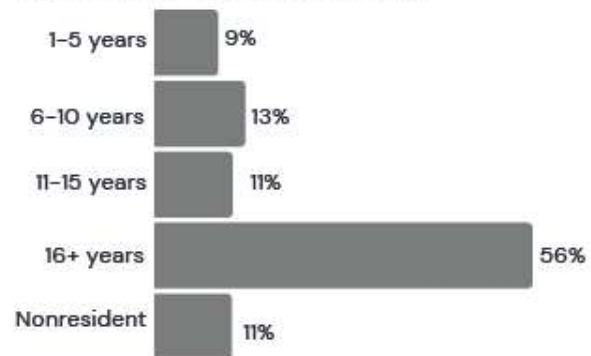
(can select more than one)



Gender

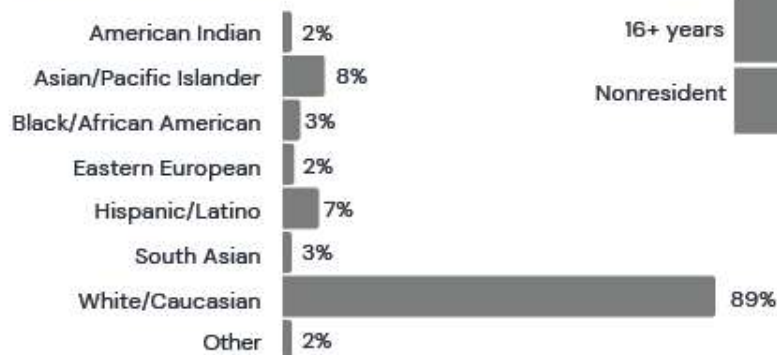


Residency in Carol Stream



Race/Ethnicity

(can select more than one)



Recommendations

Recommendations have been developed to represent an objective review of the consensus of the most commonly stated suggestions, comments and feedback. Actual comments from survey respondents are listed verbatim later in this report.

- **Walking paths, trails and playgrounds** continue to be a highly used amenity. As a non-fee-based amenity that can be used by all – usage is not impacted by age, or the amount of disposable income available in the household. The Park District has improved most major pathways and should continue to implement a sound repair and replacement program. Respondents also suggested running and walking programs.
- **Sports Fields** - Second in usage only to Walking Paths, Trails and Playgrounds, adult and youth athletic programs rate high amongst Park District users, and are most frequently visited by active users. While the artificial turf fields at McCaslin Park, and shared artificial turf field at Glenbard North High School ranked highly, other sports fields had mixed reviews; specifically, Armstrong Park, which is the District’s only other sports fields with lights. The Park District is landlocked, and with growing need for practice and game fields (soccer and baseball), maintaining high quality grass fields is reflected in the survey results. The District should consider alternatives to grass fields, specifically with lighting for extended usage.

In conjunction to the growing need for practice and game fields, the District should consider a field house type of facility. Something that could serve as an indoor practice or training area, or accommodate multiple purposes/sports. This facility could reduce the stress on grass fields.

- **Pickleball** was by far the most mentioned amenity that users suggested the Park District consider adding. On a local, regional and national level the sport of Pickleball has seen impressive growth and popularity with participation among Americans ages 6 and older increasing 171.1% between 2018 and 2022. Its popularity may be due in part to its low barrier to entry and variety of health benefits—including the opportunity to socialize and build community.
- **Preschool** – ranked high. Engaging new ‘users’ at the preschool level introduces the participant and family to the opportunities and benefits of participating in Park District programs and services. The District relocated its preschool program into one of its two recreation centers, which allows the parents to enter the building, socialize with other parents, and interact with instructors. Offering this intangible benefit seems to have helped

grow the program even though an enrollment study from the school districts supporting the Carol Stream Community reflects a steady decline in enrollment of elementary aged children over the last 10 years. The future will likely see steady enrollment, or a small dip over the next 5-7 years, and supports the District's continued investment in preschool programming.

- **Swimming** – While the District's swim team ranks highly, the Swim Academy (swim lesson program) should be evaluated. There was evidence of a number of responses where combined dissatisfied and very dissatisfied responses exceeded 10%. This program area has struggled with staffing resulting in high cancelations. The District should explore additional methods to maintain an adequate number of swim instructors.
- **Partnerships** – The depth of partnerships that have been fostered by the Carol Stream Park District was evident in the stakeholder meetings. These high-quality external relationships appear to provide tremendous benefits for the residents of the Park District. Continued engagement and goodwill should continue to show the value of the Park District and staff. Connections with neighboring park districts, the DuPage County Forest Preserve District and local library where possible, may produce less competition, additional recreational opportunities and partnership opportunities.
- **"Take care of what we have"** – The vast majority of respondents agreed that the Park District provides well-maintained parks, playgrounds, and sports fields, and provides a safe and enjoyable environment for its residents. Each stakeholder group used different words to emphasize the importance of taking care of what we have. The District is on a good course; maintain highly visited facilities and amenities; keep up repair and replacement plans.
- **Affordability** – In multiple survey questions, respondents cited cost as the reason they did not use Park District facilities or programs; 17% felt that the District's program and service fees were not a good value for the money. This was particularly evident in open-ended comments about adding a SILVER SNEAKERS program at Fountain View Fitness Center. The District should explore more funding for its scholarship program, investigate Silver Sneakers, review of Fountain View Fitness fees and the feasibility of developing a series of low-cost programs.
- **Respondents feel safe; programs and services are inviting** – Respondents positively ranked staff and particularly ranked facility service desk staff, fitness center staff, instructors and coaches highly. There is still a positive impact from human interaction; and while the majority of transactions can be done online, having friendly and helpful staff has created a beneficial experience. The District should continue its blend of automated services while including a human element.

- **How users want to hear about Park District Programs** – When asked how they prefer to hear about District programs and services, email was chosen most frequently (76%), with the District’s website also a popular source (55%). The seasonal activity guide which is only published electronically also received high ratings (45%). This may indicate a higher quality online presence and a more receptive community to online marketing. Post pandemic recovery and growing enrollment in programs supports indicate that current marketing methods and program offerings fulfill the needs of the customer demographic who responded to the survey
- **Minority populations** – Asian, African-American, and Hispanic respondents amounted to less than 21% of survey respondents, while these same respondents make up over 44% of the community’s actual population. The demographics of respondents does not correspond equally to the demographics of the community. Multiple factors may impact this statistic, but it may be of value to engage with these population groups in additional ways to build rapport and better understand their recreational needs.
- **Satisfaction rating for Board and Management** reflects the lowest percentage of excellent or good ratings, and is consistent with previous studies. This may be due to a number of factors, or a customer may feel that the Board/Management is ultimately responsible for any ‘negative’ experience they may have had. With 51% of users rating them as Excellent/Good, there is still considerable positive feedback. The District should continue to expand opportunities for customers to interact with the Board, and encourage communication from the District’s management to customers.
- **Programming** – Most respondents felt that the District shared a good variety of recreational programs. Several comments suggested additional fitness programming for Seniors; promotion of such activities could also re-interest those that said they no longer use the Park District because their children are grown. Stakeholder input suggested exploration of an additional level of competition for sports that falls between recreation leagues and travel teams, and this could draw more users in from those that go outside the Park District for recreational services. Stakeholders also mentioned continued attention to changing trends.
- **Staff** – Stakeholder feedback from the Park Board cites (in several ways) that staff are a big reason for the District's success. The District should continue to focus on maintaining a positive culture with motivated staff. Taking care of staff is very important and should include the development of its next leader.
- **Internal Operations & Financial Sustainability** – Staff input included suggestions for additional storage, a districtwide access control system, and keeping departments in the

same physical location. Both the Staff and Board believe that financial stewardship is important and feel that the District has worked hard to get to a good place. Continuing to self-fund the Capital Improvement Plan will help keep taxes down.

Open Comments

Open comments are summarized for ease of reading. Both positive and negative “repetitive” comments are summarized by statements taken out of a comment. Red numbers reflect the number of times a frequent topic is repeated within the comments. For example, “taxes” are commented on in 12 comments. The request to offer “Silver Sneakers” is commented on in 7 comments. Other frequent topics commented on include: the cleanliness of (specifically) the women’s first floor locker room at Fountain View (pool), the request for pickleball courts, the request to bring back childcare at fitness center so parents can work out, and the request to upgrade equipment at Friendship Park.

Administration

Thank you / well done

- Front desk staff at Fountain View
- CSPD has become family
- What Carol Stream offers brought me back
- We are a safe and inviting place to live and play
- We continue to strive forward, change and grow with the community
- Bike trails are especially nice
- Happy to participate in park district programs, and close to home

Board / Budget / Taxes (12)

- Budget and tax increase meetings should be open to public
- Want to see budget to see if you are being good stewards of people’s money
- Question value of park district property tax
- A tax-supported entity should not be in competition with private sector
- Property tax rate too high

Affordability

- Make things free of charge for residents – open gym, track, fitness center, etc.
- Dog park should be free like other towns
- Hours of Coral Cove have shortened but price for seasonal passes has increased
- Want more cooking and STEAM classes for kids but they are soooo expensive!
- Start accepting Silver Sneakers. Prices too expensive for seniors on fixed income (7)
- Prices too high for fitness membership and classes
- Theatre costs are too expensive (especially if you have multiple kids)
- Free open gym since we pay taxes and not require membership for open gym
- If enrollment goes down, it’s because prices for youth programming are too high
- Lower senior gym membership to age 60
- Local gym is more expensive than 95% of the gyms around town
- Offer in-town pricing to those of Carol Stream school districts (D25)

Location

Being in U-46 school district, we feel more connected to Bartlett Park District
Live in Bloomingdale but work out at Fountain View – a wonderful experience!

Marketing

Miss printed program guide
Communication of programs is good
I would like to get emails on the programs I signed up for.

Diversity

Doesn't worry about my ethnicity. Equal is equal.
Coaches for the team cannot be biased and should be neutral to all players

Facilities

Cleanliness

Indoor pool women's locker room not clean, poorly maintained **(13)**
Fountain View cleanliness has gone downhill
Fountain View Fitness showers are dirty

Operations

Therapy pool needs to be at 93 degrees
Water too cold for swim lessons
Open bathrooms at Red Hawk for soccer when the season starts

Equipment

Bus for senior trips uncomfortable

Parking

Request for motorcycle parking area at Fountain View

Recreation

Coaches / Volunteers

U8 soccer coach is fantastic
You're always hard up for coaches; the coaches' kids should be free

Programs

Pickleball lessons for seniors in the morning
Outdoor pickleball courts **(8)**
Would love to see batting cages

Adventure Camp is an amazing program
Youth sports is extremely disorganized, everything is last minute
The senior trips are very limited
You are doing a great job of offering so many things and to so many places (adult trips)
More senior bus trips and less casino trips
Add 65+ exercise classes
Would prefer more aqua classes without a membership to Fountain View Fitness
Coral Cove should bring back super early bird special for season passes and early opening for passholders at 10:30
Offer more group fitness classes like before covid
Combining boys and girls at 7-8th grade level volleyball is not a good idea
Pickleball is unorganized. Leagues are often not identified by different levels

Scheduling

Fitness classes do not always start and end on time
A 3-hour closure is too long for the indoor pool lap swimmers
Why can't swim team use lap lanes when pool is at low use
Splash pad hours are not accommodating to families with young children
Splash pad not open to the public enough
Later evening hours would make the Splash Pad accessible to working parents
Expand the time for free walking on the indoor track
Offer kids swim lesson options on weekends and after 5pm
Offer toddler programs in evenings and on weekends
Better hours for prices charged. Would join if center didn't close at 6 on weekends

Services

Bring back childcare/daycare for gym and fitness center (8)

Staff

Better staffing for safety at Coral Cove
Staff (Coral Cove) need to do a better job watching some of the older kids that should not be allowed in small kids play area
Morning maintenance staff does not open door on time at Fountain View
Gymnastics coaches need to appear more invested in their jobs with young children
Gymnastics coaches don't seem to know what's going on and need to be more vocal
Youth sports management do not want to speak directly to parents when issues come up
Preschool staff and program is wonderful
Great staff on the trips
Young staff running child birthday parties need training in child engagement strategies

Parks

Friendship Park needs upgrade on equipment (5)

Love the disc golf park

Stonebridge needs sidewalk on west side of Morton for safety

Maintain bocce ball courts

Cut overgrowth at Jirsa to get rid of the coyotes

Having an outdoor fitness area at Armstrong park is a plus

Consider a walking path at Gerald Weeks Park

Start consistently checking for dog park memberships at dog park

Accessibility at Parks

Restrooms at sports hub at Armstrong

Armstrong – bathrooms are not easily accessible for young kids playing ball

Portable restroom near splash pad/picnic area

Dog waste stations or more garbage cans at Armstrong, McCaslin and Evergreen Lake

Handicapped parking at Armstrong for disabled; fields are too far to see grandchildren play

More free access to the indoor track in the morning for seniors

There are no "bucket" swings for young children at Park on the Green

Fields

Armstrong Park is a dust storm

Dirt baseball fields should be watered down when there is no rain

Armstrong Field 1 was in shameful condition for our tournament

Have lighted soccer fields and fix divots at Bierman and Hampe

Soccer fields at Bierman are in disrepair

Village

Ban motorized vehicles on walking trails (mini bikes, ebikes)

More professional décor and tree around the holidays (Fountain View & Lies Rds)

Bring back the swans

Better groups for summer concert series

We are more interested in Summer Carnival






Acknowledgements

The **2023 Community Needs Assessment** survey project was completed by staff of the Carol Stream Park District. The development, execution, writing, and design of the report was a team effort, and was successful because of the various talents and experience of the staff.








Thanks to:

Carolyn Mondlock (Division Manager of Marketing & Communications) and Theresa Esposito (Marketing Manager) for overall project management, survey development and distribution, compilation of data, report design and presentation.

Senior Leadership Team Members contributed to the survey questions, final written report, interpretation of the data, and recommendations. That team Includes:

-  **Renee Bachewicz**, Director of Recreation
-  **Shane Hamilton**, Director of Parks & Facilities
-  **Christine Quinn**, Director of Human Resources & Administrative Services
-  **Lisa Scumaci**, Director of Finance & Information Technology
-  **Sue Rini**, Executive Director

Carol Stream Park Board of Commissioners who provided valuable input and direction. It is their commitment to meeting the needs of our residents and patrons that directed staff to pursue this assessment.

-  Jacqueline Jeffery, President
-  Brenda Gramann, Vice President
-  Brian Sokolowski, Commissioner
-  Tim Powers, Commissioner
-  Anthony Del Preto, Commissioner
-  Dan Bird, Commissioner
-  Sara Witteck, Commissioner

Stakeholders and Partners who shared their thoughts and community vision of the Park District, and who recognize that together we can accomplish so much more than we can alone.

Special thanks to . . .

Staff who shared their ideas, and feedback. The success of Carol Stream Park District is directly related to their dedication, expertise, and hard work.

The Carol Stream Public Library who partnered with the Park District to distribute the printed survey through their quarterly printed newsletter.

And last but not least . . .

Laure Kosey, Executive Director of Oak Brook Park District, and Dan Leahy, Executive Director of the Western DuPage Special Recreation Association. Each of these professionals contributed their time and expertise by hosting/moderating meetings to gather feedback from our Board, staff, stakeholders and partners.

APPENDIX – The Survey

Print Survey – May Newsletter of the Carol Stream Public Library

Next page

3 Rate your household's level of satisfaction with Carol Stream Park District's programs.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Adult Athletic Programs, Leagues & Tournaments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Dance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Educational & Hobby Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Gymnastics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adult Trips & Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awesome Adventure Camp	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Before & After Care/Days Off Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Group Fitness Classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preschool Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swim Lessons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Swim Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Athletic Programs, Camps, Leagues & Tournaments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Dance & Forte Dance Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Gymnastics & Springers Gymnastics Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Special Interest Classes (Art, Culinary, Music, Educational)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4 Rate your household's level of satisfaction with Carol Stream Park District's parks and facilities.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
ADA Equipment & Surfacing at Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Armstrong Park Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bocce Ball Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Concession Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coral Cove Water Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coyote Crossing Mini Golf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fountain View Fitness Center & Indoor Walking Track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fountain View Indoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fountain View Recreation Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garden Plots at Slepicka Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass Athletic Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horizon Park Disc Golf Course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lakes & Fishing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
McCasin Park Outdoor Splash Pad	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
McCasin Park Sports Complex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Basketball Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Fitness Stations at Slepicka Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picnic Shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sand Volleyball Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Simkus Recreation Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Skate Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking Paths & Trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5 Rate your household's level of satisfaction with Carol Stream Park District's general maintenance and care of parks and facilities.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Athletic Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exterior Maintenance & Appearance of Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fitness Center & Locker Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grass Athletic Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Pool & Locker Rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Walking Track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interior Maintenance & Appearance of Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Natural Areas & No-Mow Areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Litter & Garbage Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park Landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking Lots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picnic Shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playground Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Portable Restrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrooms (flushable facilities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Turf Athletic Fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking Paths & Trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6 Rate your household's overall satisfaction with Carol Stream Park District's programs and services.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Variety of recreation opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Days and times of programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for the price of programs and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs and services are safe and inviting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs and services offered by the Park District positively impact the value of my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7 Rate your household's level of satisfaction with Carol Stream Park District's special accommodations and handicapped accessibility within your neighborhood at parks or when you visit our facilities.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8 Rate your household's level of satisfaction with Carol Stream Park District's staff.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Program Instructors/Teachers/Leaders/Coaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Fountain View Fitness Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Fountain View/Simkus Recreation Center Service Desks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Concessions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Coyote Crossing Mini Golf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff at Coral Cove Water Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks/Ground Crews	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance/Custodial Crew	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Supervisory/Management Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Park Board of Commissioners (Elected)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 How would your household prefer to hear about programs and services offered by the Carol Stream Park District? Select all that apply.

- App Notifications
- Park District Website
- Email
- Facility Signage & Bulletin Boards
- Facility TVs
- Flyers
- Indoor & Outdoor Banners
- Local Newspaper
- Mailbox (Direct Mail)
- Outdoor Electronic Signs
- School Virtual Backpacks
- Seasonal Activity Guide
- Social Media (Facebook, Instagram, Twitter)

10 How would your household prefer to register for programs and services offered by the Carol Stream Park District? Select all that apply.

- In person at a facility on a self-serve kiosk
- In person at a facility with registration staff
- Mail or email forms to a facility
- Online using my cell phone
- Online using my computer or tablet
- Online using the Park District mobile app

11 What should the Carol Stream Park District develop or expand? Select what interests your household.

- Active Adult & Senior Fitness
- Adult Educational & Hobby Classes
- Adult Trips
- Dog Events
- eSports
- Ninja Course at a Park
- Outdoor Fitness
- Outdoor Pickleball Courts
- Outdoor Winter Sports & Activities
- Running & Walking Programs
- Sensory Signage in Parks
- Specialized Sports Training & Clinics
- Specialized Summer Camps
- Surface Accessibility of Playgrounds
- Youth Fitness
- Zipline Feature at a Park
- Other _____

12 What is your gender?

- Male
- Female
- Nonbinary
- Prefer not to answer

13 What is your age?

- 18-30
- 31-45
- 46-60
- 61-75
- 76+

14 How would you describe the race/ethnicity of your household? Check all that apply.

- Asian/Pacific Islander
- American Indian
- Black/African American
- White/Caucasian
- Hispanic/Latino
- Eastern European
- South Asian
- Other (please specify) _____

15 If you have children or grandchildren in the household, what is their age range? Check all that apply.

- Under 5 years
- 6-12 years
- 13-18 years
- Does not apply

16 How long have you lived in Carol Stream?

- 1-5 years
- 6-10 years
- 11-15 years
- 16+ years
- I live in another town (please specify) _____

17 We welcome your comments. Share them here or send an email to info@csparks.org.

This survey is a way of asking our families, residents and community members what they see as the most important needs of the park district community. Survey results help us identify targeted strategies and prioritize resources to guide future plans.

1 During the last 12 months, how often have members of your household visited or participated in Carol Stream Park District programs, parks and services?

	25+ times	11-24 times	6-10 times	1-5 times	None
Coral Cove Water Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coyote Crossing Mini Golf	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dog Park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fitness Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gyms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Pool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Track	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Athletic Fields & Courts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parties & Rentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Picnic Shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Special Events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking Paths & Trails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CAROL STREAM
Park District
Community Needs
Assessment Survey

SKIP THE MAIL-IN SURVEY AND
 TAKE IT ONLINE! csparks.org/survey



2 If you choose to use recreational facilities outside of the Carol Stream Park District, tell us why. Check all that apply.

- Location
- Cost
- Condition
- Quality
- I prefer to participate outside of the Carol Stream Park District
- I prefer to participate in a private club with more amenities
- Other (Please specify) _____
- Not applicable. I only use the Carol Stream Park District

Digital Survey – Survey Monkey



2023 Community Needs Assessment Survey

This survey is a way of asking our families, residents and community members what they see as the most important needs of the park district community. Survey results help us identify targeted strategies and prioritize resources to guide future plans.

The survey should take 10-15 minutes. We appreciate your time to take it.

* 1. During the last 12 months, how often have members of your household visited or participated in Carol Stream Park District programs, parks and services?

	25+ times	11-24 times	6-10 times	1-5 times	None
Coral Cove Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coyote Crossing Mini Golf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dog Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gyms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor Track	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Athletic Fields & Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parties & Rentals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking Paths & Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 2. If you choose to use recreational facilities outside of the Carol Stream Park District, tell us why. Select all that apply.

- Location
- Cost
- Condition
- Quality
- I prefer to participate outside of the Carol Stream Park District
- I prefer to participate in a private club with more amenities
- Not applicable. I only use the Carol Stream Park District
- Other (please specify)

* 3. Rate your household's level of satisfaction with Carol Stream Park District's programs.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Adult Athletic Programs, Leagues & Tournaments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Dance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Educational & Hobby Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Gymnastics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adult Trips & Events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Awesome Adventure Camp	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Before & After Care / Days Off Club	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group Fitness Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preschool Programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swim Lessons	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Swim Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Athletic Programs, Camps, Leagues & Tournaments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Dance & Forte Dance Company	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Gymnastics & Springers Gymnastics Team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Special Interest Classes (Art, Culinary, Music, Educational)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Youth Theatre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 4. Rate your household's level of satisfaction with Carol Stream Park District's parks and facilities.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
ADA Equipment & Surfacing at Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Armstrong Park Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bocce Ball Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concession Operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coral Cove Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coyote Crossing Mini Golf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fountain View Fitness Center & Indoor Walking Track	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fountain View Indoor Pool	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fountain View Recreation Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garden Plots at Slepicka Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grass Athletic Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Horizon Park Disc Golf Course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lakes & Fishing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
McCasin Park Outdoor Splash Pad	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
McCasin Park Sports Complex	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Basketball Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor Fitness Stations at Slepicka Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playgrounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sand Volleyball Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simkus Recreation Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skate Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking Paths & Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 5. Rate your household's level of satisfaction with Carol Stream Park District's general maintenance and care of parks and facilities.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Athletic Courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exterior Maintenance & Appearance of Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fitness Center & Locker Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grass Athletic Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor Pool & Locker Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indoor Walking Track	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interior Maintenance & Appearance of Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Natural Areas & No-Mow Areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Litter & Garbage Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park Landscaping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking Lots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Picnic Shelters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Playground Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Portable Restrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restrooms (flushable facilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Turf Athletic Fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking Paths & Trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 6. Rate your household's overall level of satisfaction with Carol Stream Park District's programs and services.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Variety of recreation opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Days and times of programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for the price of programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and services are safe and inviting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Programs and services offered by the Park District positively impact the value of my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 7. Rate your household's level of satisfaction with Carol Stream Park District's special accommodations and handicapped accessibility within your neighborhood at parks or when you visit our facilities.

Excellent	Good	Neutral	Not Good	Poor	Do Not Use
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 8. Rate your household's level of satisfaction with Carol Stream Park District's staff.

	Excellent	Good	Neutral	Not Good	Poor	Do Not Use
Program Instructors/Teachers/Leaders/Coaches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff at Fountain View Fitness Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff at Fountain View / Simkus Recreation Center Service Desks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff at Concessions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff at Coyote Crossing Mini Golf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff at Coral Cove Water Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks / Ground Crews	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance / Custodial Crew	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supervisory / Management Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park Board of Commissioners (Elected)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 9. How would your household prefer to hear about programs and services offered by the Carol Stream Park District? Select all that apply.

- App Notifications
- Park District Website
- Email
- Facility Signage & Bulletin Boards
- Facility TVs
- Flyers
- Indoor & Outdoor Banners
- Local Newspaper
- Mailbox (Direct Mail)
- Outdoor Electronic Signs
- School Virtual Backpacks
- Seasonal Activity Guide
- Social Media (Facebook, Instagram, Twitter)

* 10. How would your household prefer to register for programs and services offered by the Carol Stream Park District? Select all that apply.

- In person at a facility on a self-serve kiosk
- In person at a facility with registration staff
- Mail or email forms to a facility
- Online using my cell phone
- Online using my computer or tablet
- Online using the Park District mobile app

* 11. What should the Carol Stream Park District develop or expand? Select what interests your household.

- | | |
|--|--|
| <input type="checkbox"/> Active Adult & Senior Fitness | <input type="checkbox"/> Outdoor Winter Sports & Activities |
| <input type="checkbox"/> Adult Educational & Hobby Classes | <input type="checkbox"/> Running & Walking Programs |
| <input type="checkbox"/> Adult Trips | <input type="checkbox"/> Sensory Signage in Parks |
| <input type="checkbox"/> Dog Events | <input type="checkbox"/> Specialized Sports Training & Clinics |
| <input type="checkbox"/> eSports | <input type="checkbox"/> Specialized Summer Camps |
| <input type="checkbox"/> Ninja Course at a Park | <input type="checkbox"/> Surface Accessibility of Playgrounds |
| <input type="checkbox"/> Outdoor Fitness | <input type="checkbox"/> Youth Fitness |
| <input type="checkbox"/> Outdoor Pickleball Courts | <input type="checkbox"/> Zipline Feature at a Park |
| <input type="checkbox"/> Other (please specify) | |

* 12. What is your gender?

- Male
- Female
- Nonbinary
- Prefer not to answer

* 13. What is your age?

- 18-30
- 31-45
- 46-60
- 61-75
- 76+

* 14. How would you describe the race/ethnicity of your household? Check all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Asian/Pacific Islander | <input type="checkbox"/> Hispanic/Latino |
| <input type="checkbox"/> American Indian | <input type="checkbox"/> Eastern European |
| <input type="checkbox"/> Black/African American | <input type="checkbox"/> South Asian |
| <input type="checkbox"/> White/Caucasian | |

Other (please specify)

* 15. If you have children or grandchildren in the household, what is their age range? Check all that apply.

- Under 5 years
- 6-12 years
- 13-18 years
- Does not apply

* 16. How long have you lived in Carol Stream?

- 1-5 years
- 6-10 years
- 11-15 years
- 16+ years
- I live in another town (please specify)

17. We welcome your comments. Share them here or send an email to info@csparks.org.