

Park District of Highland Park Community Survey

October 2013

The Park District of Highland Park launched an online Community Survey on September 16, 2013. Residents were offered the incentive of being entered into a drawing for six Park District Play Packs. One survey was allowed per IP address. The survey closed on October 1, 2013.

Survey Distribution and Advertising

Survey posted on the Park District's website

Survey advertised in the Park District's Discover print newsletter delivered to every household

Survey advertised in the City of Highland Park's print newsletter delivered to every household

Survey link pushed electronically to the Park District's database

Survey link pushed electronically to the City of Highland Park's database

Survey link distributed through social media

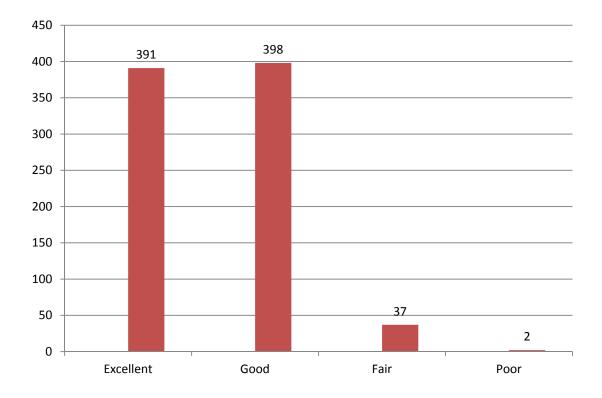
Survey hard copies were available at West Ridge Center, the Recreation Center of Highland Park, and the Highland Park Library

1066 responses were received. Of those, 873 were resident responses. Only resident responses are included in the following survey results.



844 residents, or **96.6%**, responded that they, or a member of their household have visited the parks during the past 12 months.

How would you rate the physical condition of the parks that you have visited?



How would you rate the condition of the following parks and facilities of the Park District of Highland Park?

| 1 = 1=Excellent, 2 = 2, 3 = 3, 4 = 4=Poor, 5 = Hav | ve Not Visited | | | | |
|--|----------------|-----|-----|----|-----|
| | 1 | 2 | 3 | 4 | 5 |
| | 213 | 234 | 42 | 2 | 330 |
| Hidden Creek AquaPark | 26% | 29% | 5% | 0% | 40% |
| | 106 | 146 | 34 | 3 | 532 |
| Sunset Valley Golf Course | 13% | 18% | 4% | 0% | 65% |
| West Ridge Center | 112 | 237 | 133 | 17 | 322 |
| | 14% | 29% | 16% | 2% | 39% |
| Deer Creek Courts | 104 | 133 | 33 | 2 | 549 |
| | 13% | 16% | 4% | 0% | 67% |
| Centennial Ice Arena | 84 | 251 | 87 | 18 | 381 |
| | 10% | 31% | 11% | 2% | 46% |
| Heller Nature Center | 280 | 187 | 16 | 2 | 336 |
| | 34% | 23% | 2% | 0% | 41% |
| Recreation Center of Highland Park | 397 | 237 | 31 | 3 | 153 |
| | 48% | 29% | 4% | 0% | 19% |
| Sunset Woods Park | 343 | 248 | 36 | 5 | 189 |
| | 42% | 30% | 4% | 1% | 23% |
| Larry Fink Memorial Park | 213 | 224 | 41 | 7 | 336 |
| | 26% | 27% | 5% | 1% | 41% |
| Danny Cunniff Park | 143 | 197 | 41 | 5 | 435 |
| | 17% | 24% | 5% | 1% | 53% |

How important are the following outdoor recreational amenities to you and members of your household?

1 = 1=Very Important, 2 = 2, 3 = 3, 4 = 4=Not Important

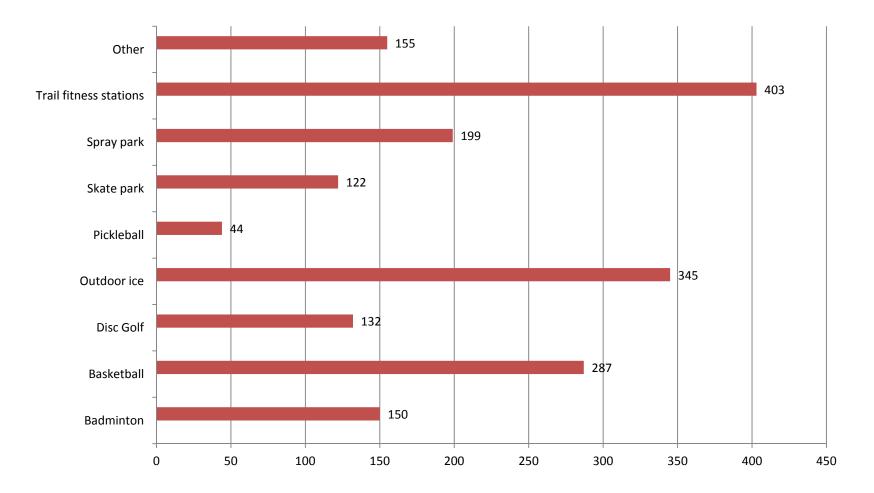
| | 1 | 2 | 3 | 4 |
|--|-----|-----|-----|-----|
| Baseball/softball fields | 159 | 175 | 132 | 345 |
| | 20% | 22% | 16% | 43% |
| Golf course | 253 | 131 | 94 | 333 |
| | 31% | 16% | 12% | 41% |
| Lakefront parks | 556 | 173 | 42 | 40 |
| | 69% | 21% | 5% | 5% |
| Multi-use athletic fields (soccer, lacrosse, football, field hockey) | 243 | 239 | 95 | 234 |
| | 30% | 29% | 12% | 29% |
| Neighborhood parks/playgrounds | 531 | 185 | 48 | 47 |
| | 65% | 23% | 6% | 6% |
| Outdoor swimming pool/water park | 384 | 204 | 97 | 126 |
| | 47% | 25% | 12% | 16% |
| Park shelters/picnic areas | 219 | 270 | 182 | 140 |
| | 27% | 33% | 22% | 17% |
| Passive natural areas | 384 | 268 | 96 | 63 |
| | 47% | 33% | 12% | 8% |
| Tennis courts | 183 | 203 | 165 | 260 |
| | 23% | 25% | 20% | 32% |
| Walking/biking trails | 558 | 178 | 43 | 32 |
| | 69% | 22% | 5% | 4% |

Of the outdoor recreational amenities that you noted as important, how well are your needs currently being met?

1 = 100% Met, 2 = 75% Met, 3 = 50% Met, 4 = 25% Met, 5 = 0% Met, 6 = No Need

| | 1 | 2 | 3 | 4 | 5 | 6 |
|--|-----|-----|-----|-----|----|-----|
| Baseball/softball fields | 180 | 113 | 32 | 7 | 2 | 446 |
| | 23% | 14% | 4% | 1% | 0% | 57% |
| Golf course | 227 | 118 | 47 | 8 | 3 | 377 |
| | 29% | 15% | 6% | 1% | 0% | 48% |
| Lakefront parks | 173 | 250 | 182 | 94 | 17 | 64 |
| | 22% | 32% | 23% | 12% | 2% | 8% |
| Multi-use athletic fields (soccer, lacrosse, | 175 | 158 | 90 | 17 | 5 | 335 |
| football, field hockey) | 22% | 20% | 12% | 2% | 1% | 43% |
| Neighborhood parks/playgrounds | 350 | 255 | 75 | 16 | 6 | 78 |
| | 45% | 33% | 10% | 2% | 1% | 10% |
| Outdoor swimming pool/water park | 296 | 200 | 74 | 25 | 10 | 175 |
| | 38% | 26% | 9% | 3% | 1% | 22% |
| Park shelters/picnic areas | 278 | 185 | 75 | 19 | 5 | 218 |
| | 36% | 24% | 10% | 2% | 1% | 28% |
| Passive natural areas | 307 | 228 | 96 | 27 | 5 | 117 |
| | 39% | 29% | 12% | 3% | 1% | 15% |
| Tennis courts | 208 | 135 | 39 | 19 | 6 | 373 |
| | 27% | 17% | 5% | 2% | 1% | 48% |
| Walking/biking trails | 269 | 281 | 133 | 44 | 8 | 45 |
| | 34% | 36% | 17% | 6% | 1% | 6% |

Which of the following outdoor amenities do you, or would you or members of your household enjoy?



How important are the following indoor facility amenities to you and members of your household?

1 = 1=Very Important, 2 = 2, 3 = 3, 4 = 4=Not Important

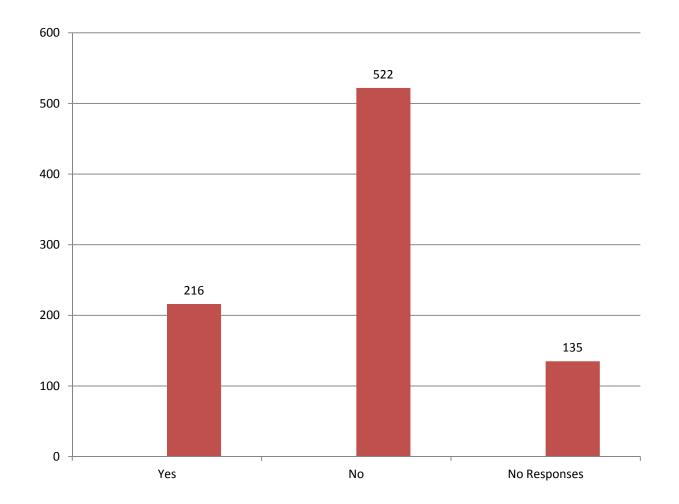
| | 1 | 2 | 3 | 4 |
|--|-----|-----|-----|-----|
| Indoor banquet/party facilities | 100 | 199 | 184 | 283 |
| | 13% | 26% | 24% | 37% |
| Indoor basketball/volleyball courts | 154 | 185 | 133 | 294 |
| | 20% | 24% | 17% | 38% |
| Indoor cultural arts facilities | 200 | 264 | 143 | 159 |
| | 26% | 34% | 19% | 21% |
| Indoor fitness and exercise facilities | 465 | 195 | 45 | 61 |
| | 61% | 25% | 6% | 8% |
| Indoor gymnastics area | 167 | 138 | 136 | 325 |
| | 22% | 18% | 18% | 42% |
| Indoor ice arena | 231 | 165 | 121 | 249 |
| | 30% | 22% | 16% | 33% |
| Indoor multi-use athletic fields | 185 | 187 | 119 | 275 |
| | 24% | 24% | 16% | 36% |
| Indoor running/walking track | 391 | 192 | 92 | 91 |
| | 51% | 25% | 12% | 12% |
| Indoor swimming pool/leisure and lap lanes | 338 | 191 | 99 | 138 |
| | 44% | 25% | 13% | 18% |
| Indoor tennis courts | 173 | 149 | 122 | 322 |
| | 23% | 19% | 16% | 42% |

Of the indoor facility amenities that you noted as important, how well are your needs currently being met?

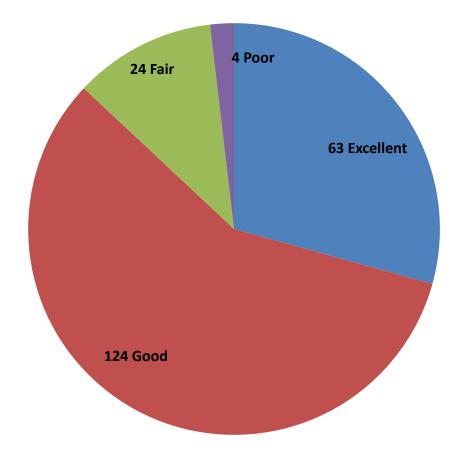
1 = 100% Met, 2 = 75% Met, 3 = 50% Met, 4 = 25% Met, 5 = 0% Met, 6 = No Need

| | 1 | 2 | 3 | 4 | 5 | 6 |
|--|-----|-----|-----|----|----|-----|
| Indeer hanguet/party facilities | 175 | 126 | 71 | 27 | 7 | 333 |
| Indoor banquet/party facilities | 24% | 17% | 10% | 4% | 1% | 45% |
| Indoor basketball/volleyball courts | 168 | 136 | 63 | 19 | 10 | 343 |
| | 23% | 18% | 9% | 3% | 1% | 46% |
| Indoor cultural arts facilities | 165 | 176 | 99 | 36 | 30 | 233 |
| | 22% | 24% | 13% | 5% | 4% | 32% |
| Indoor fitness and exercise facilities | 304 | 227 | 81 | 23 | 12 | 92 |
| | 41% | 31% | 11% | 3% | 2% | 12% |
| Indeer gympostics area | 145 | 100 | 63 | 21 | 8 | 402 |
| Indoor gymnastics area | 20% | 14% | 9% | 3% | 1% | 54% |
| Indoor ice arena | 220 | 138 | 68 | 21 | 6 | 286 |
| | 30% | 19% | 9% | 3% | 1% | 39% |
| Indoor multi-use athletic fields | 115 | 109 | 97 | 35 | 36 | 347 |
| | 16% | 15% | 13% | 5% | 5% | 47% |
| Indoor running/walking track | 293 | 187 | 92 | 34 | 10 | 123 |
| | 40% | 25% | 12% | 5% | 1% | 17% |
| Indoor swimming pool/leisure and lap lanes | 233 | 174 | 86 | 29 | 19 | 198 |
| | 32% | 24% | 12% | 4% | 3% | 27% |
| Indoor tennis courts | 174 | 113 | 42 | 18 | 9 | 383 |
| | 24% | 15% | 6% | 2% | 1% | 52% |

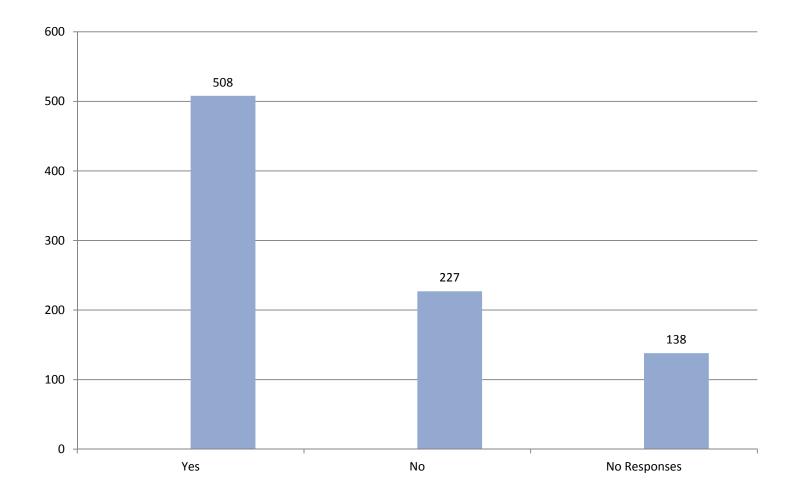
Have you or a member of your household participated in any competitive sports programs offered by the Park District of Highland Park during the past 12 months?



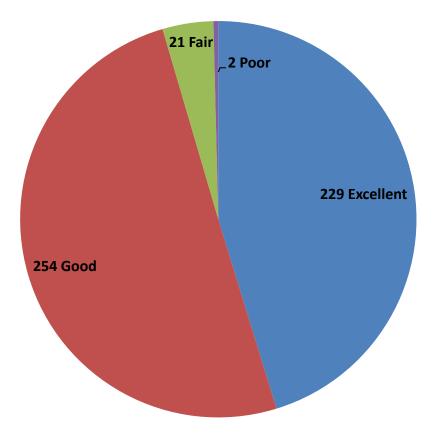
How would you rate the overall quality of the competitive sports program?



Have you or a member of your household participated in any recreational programs offered by the Park District of Highland Park during the past 12 months?



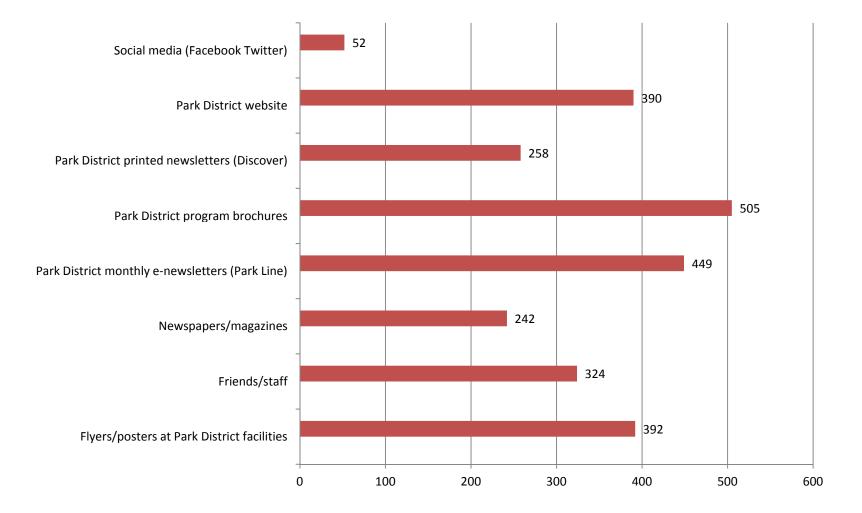
How would you rate the overall quality of the recreational program?



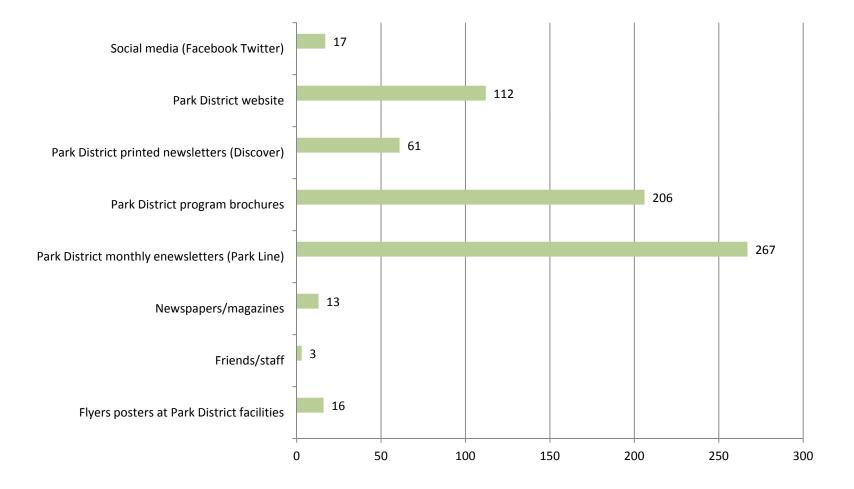
Please select any reasons below that prevent you or other members of your household from using parks, recreation and sports facilities, or programs of the Park District of Highland Park.

| No reasons, I am pleased | 386 | 53.9% |
|--|-----|-------|
| Program or facility not offered | 98 | 13.6% |
| Facilities lack the right equipment | 51 | 7.1% |
| Lack of quality programs | 60 | 8.3% |
| Too far from our residence | 16 | 2.2% |
| Program times not convenient | 153 | 21.3% |
| Use facilities in other cities | 49 | 6.8% |
| Fees too high | 149 | 20.8% |
| Poor customer service | 27 | 3.7% |
| I do not know what is being offered | 34 | 4.7% |
| Registration for programs is difficult | 21 | 2.9% |
| Facilities not well maintained | 31 | 4.3% |

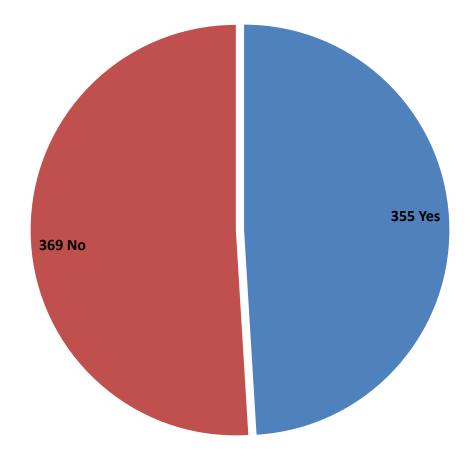
Please select ALL of the ways that you learn about the Park District of Highland Park's programs and events.



If you had to choose just one way to receive information on Park District of Highland Park programs and events, what would you choose?



Do you or a member of your household have a need for youth programming?



Please indicate how important the following youth program areas are to you and members of your household.

| 1 = 1=Very Important, 2 = 2, 3 = 3, 4 = 4=Not Importa | int | | | |
|---|-----|-----|-----|-----|
| | 1 | 2 | 3 | 4 |
| Before and After school program | 123 | 65 | 32 | 131 |
| | 35% | 19% | 9% | 37% |
| Nature/environmental programs | 128 | 107 | 53 | 63 |
| | 36% | 30% | 15% | 18% |
| Preschool programs | 88 | 30 | 17 | 216 |
| | 25% | 9% | 5% | 62% |
| Programs for teens | 99 | 86 | 31 | 135 |
| | 28% | 25% | 9% | 38% |
| Dragrama far twaana (gradaa E Z) | 102 | 90 | 27 | 132 |
| Programs for tweens (grades 5-7) | 29% | 26% | 8% | 38% |
| Special events | 131 | 113 | 54 | 53 |
| | 37% | 32% | 15% | 15% |
| Summer camps | 164 | 72 | 42 | 73 |
| | 47% | 21% | 12% | 21% |
| Youth art, dance, performing arts | 133 | 90 | 55 | 73 |
| routh art, dance, performing arts | 38% | 26% | 16% | 21% |
| Youth fitness and wellness programs | 194 | 76 | 41 | 40 |
| Youth fitness and wellness programs | 55% | 22% | 12% | 11% |
| Vouth sports | 239 | 60 | 21 | 31 |
| Youth sports | 68% | 17% | 6% | 9% |

Of the youth programs that you noted as being important, how well are your needs currently being met?

| 1 = 100% Met, 2 = 75% Met, 3 = 50% Met, 4 = 25% Met, 5 = 0% Met, 6 = No Need | | | | | |
|--|---|---|--|--|--|
| | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 |
| 33 | 54 | 38 | 19 | 31 | 173 |
| 9% | 16% | 11% | 5% | 9% | 50% |
| 92 | 102 | 40 | 19 | 10 | 85 |
| 26% | 29% | 11% | 5% | 3% | 24% |
| 38 | 39 | 24 | 10 | 14 | 223 |
| 11% | 11% | 7% | 3% | 4% | 64% |
| 27 | 34 | 41 | 20 | 27 | 199 |
| 8% | 10% | 12% | 6% | 8% | 57% |
| 28 | 53 | 39 | 20 | 20 | 188 |
| 8% | 15% | 11% | 6% | 6% | 54% |
| 86 | 88 | 55 | 25 | 8 | 86 |
| 25% | 25% | 16% | 7% | 2% | 25% |
| 82 | 78 | 36 | 23 | 26 | 103 |
| 24% | 22% | 10% | 7% | 7% | 30% |
| 60 | 87 | 46 | 20 | 16 | 119 |
| 17% | 25% | 13% | 6% | 5% | 34% |
| 60 | 81 | 61 | 38 | 28 | 80 |
| 17% | 23% | 18% | 11% | 8% | 23% |
| 85 | 111 | 47 | 25 | 11 | 69 |
| 24% | 32% | 14% | 7% | 3% | 20% |
| | 1 33 9% 92 26% 38 11% 27 8% 28 8% 28 8% 28 8% 26 11% 27 8% 60 17% 60 17% 85 | 1233549%16%9210226%29%383911%11%27348%10%28538%15%868825%25%827824%22%608717%25%608117%23%85111 | 1233354389%16%11%921024026%29%11%38392411%11%7%2734418%10%12%2853398%15%11%86885525%25%16%82783624%22%10%60874617%25%13%60816117%23%18%8511147 | 1234 33 54 38 19 9% 16% 11% 5% 92 102 40 19 26% 29% 11% 5% 38 39 24 10 11% 11% 7% 3% 27 34 41 20 8% 10% 12% 6% 28 53 39 20 8% 15% 11% 6% 28 53 39 20 8% 15% 11% 6% 86 88 55 25 25% 25% 16% 7% 82 78 36 23 24% 22% 10% 7% 60 87 46 20 17% 25% 13% 6% 60 81 61 38 17% 23% 18% 11% 85 111 47 25 | 12345 33 54 38 19 31 9% 16% 11% 5% 9% 92 102 40 19 10 26% 29% 11% 5% 3% 38 39 24 10 14 11% 11% 7% 3% 4% 27 34 41 20 27 8% 10% 12% 6% 8% 28 53 39 20 20 8% 15% 11% 6% 6% 86 88 55 25 8 25% 25% 16% 7% 2% 82 78 36 23 26 24% 22% 10% 7% 7% 60 87 46 20 16 17% 25% 13% 6% 5% 60 81 61 38 28 17% 23% 18% 11% 8% 85 111 47 25 11 |

Please indicate how important the following adult program areas are to you and members of your household.

| 1 = 1=Very Important, 2 = 2, 3 = 3, 4 = 4=Not Importan | t | | | |
|--|-----|-----|-----|-----|
| | 1 | 2 | 3 | 4 |
| Adult art, dance, performing arts | 104 | 114 | 102 | 389 |
| | 15% | 16% | 14% | 55% |
| Adult fitness and wellness programs | 387 | 168 | 53 | 101 |
| | 55% | 24% | 7% | 14% |
| Adult only special events | 86 | 122 | 139 | 362 |
| | 12% | 17% | 20% | 51% |
| Adult sports programs | 115 | 144 | 116 | 334 |
| | 16% | 20% | 16% | 47% |
| Golf lessons/leagues | 100 | 125 | 97 | 387 |
| | 14% | 18% | 14% | 55% |
| Nature/environmental programs | 149 | 183 | 143 | 234 |
| | 21% | 26% | 20% | 33% |
| Senior programs | 97 | 102 | 78 | 432 |
| | 14% | 14% | 11% | 61% |
| Tennis leagues and lessons | 93 | 87 | 89 | 440 |
| | 13% | 12% | 13% | 62% |
| Water fitness programs | 109 | 129 | 103 | 368 |
| | 15% | 18% | 15% | 52% |

Of the adult program areas that you noted as being important, how well is the Park District of Highland Park currently meeting your needs?

| 1 = 100% Met, 2 = 75% Met, 3 = 50% Met, 4 = 25% Met, 5 = 0% Met, 6 = No Need | | | | | | |
|--|-----|-----|-----|----|----|-----|
| | 1 | 2 | 3 | 4 | 5 | 6 |
| Adult art, dance, performing arts | 83 | 77 | 71 | 43 | 28 | 403 |
| | 12% | 11% | 10% | 6% | 4% | 57% |
| Adult fitness and wellness programs | 168 | 211 | 111 | 48 | 23 | 144 |
| | 24% | 30% | 16% | 7% | 3% | 20% |
| Adult only special events | 67 | 81 | 74 | 38 | 32 | 413 |
| | 10% | 11% | 10% | 5% | 5% | 59% |
| Adult operte programa | 69 | 83 | 76 | 49 | 27 | 401 |
| Adult sports programs | 10% | 12% | 11% | 7% | 4% | 57% |
| Golf lessons/leagues | 78 | 82 | 63 | 31 | 13 | 438 |
| | 11% | 12% | 9% | 4% | 2% | 62% |
| Nature/environmental programs | 118 | 141 | 99 | 35 | 15 | 297 |
| | 17% | 20% | 14% | 5% | 2% | 42% |
| Senior programs | 58 | 59 | 59 | 29 | 14 | 486 |
| | 8% | 8% | 8% | 4% | 2% | 69% |
| Tennis lessons/leagues | 75 | 72 | 48 | 23 | 18 | 469 |
| i ennis iessonis/ieagues | 11% | 10% | 7% | 3% | 3% | 67% |
| Water fitness programs | 85 | 86 | 64 | 38 | 23 | 409 |
| | 12% | 12% | 9% | 5% | 3% | 58% |

Big question! Understanding that the Park District is developing a ten-year master plan, select the top three major actions that you think should be included.

| Develop and upgrade neighborhood parks | 170 | 24.2% |
|--|-----|-------|
| Develop an indoor sports complex for baseball, soccer, etc. | 145 | 20.6% |
| Develop an outdoor sports complex for baseball, soccer, etc. | 68 | 9.6% |
| Develop banquet facilities | 34 | 4.8% |
| Expand and connect walking/biking trails | 409 | 58.2% |
| Expand and enhance Centennial gymnastics facilities | 69 | 9.8% |
| Expand and enhance Centennial Ice Arena | 78 | 11.1% |
| Expand and enhance Deer Creek Courts (tennis) | 42 | 5.9% |
| Expand and enhance Heller Nature Center | 137 | 19.5% |
| Expand and enhance Hidden Creek AquaPark | 149 | 21.2% |
| Upgrade and enhance Park Avenue Boating Facility | 101 | 14.3% |
| Expand and enhance the Recreation Center of Highland Park | 226 | 32.1% |
| Expand and enhance Sunset Valley Golf Course | 121 | 17.2% |
| Expand and improve passive natural areas | 129 | 18.3% |
| Upgrade and enhance athletic fields (baseball, soccer, football, lacrosse) | 80 | 11.3% |
| Upgrade or replace West Ridge Center as a space for programs | 160 | 22.7% |
| Other (Listed on following page) | 58 | 8.2% |

Of your three choices above, which do you feel is the most important?

| Expand & connect walking/biking trails | 109 |
|--|-----|
| Expand & enhance RCHP | 54 |
| Expand & enhance SVGC | 50 |
| Develop an indoor sports complex | 49 |
| Develop and upgrade neighborhood parks | 47 |
| Upgrade or replace WRC | 38 |
| Expand & enhance HCAP | 28 |
| Expand & improve passive natural areas | 28 |
| Expand & enhance Centennial ice arena | 25 |
| Expand & enhance Park Avenue Boating | 18 |
| Expand & enhance Centennial gymnastics | 15 |
| Develop an outdoor sports complex | 10 |
| Expand & enhance HNC | 8 |
| Other | 8 |
| Upgrade & enhance athletic fields | 5 |
| Expand & enhance Deer Creek tennis | 4 |
| Develop banquet facilities | 2 |

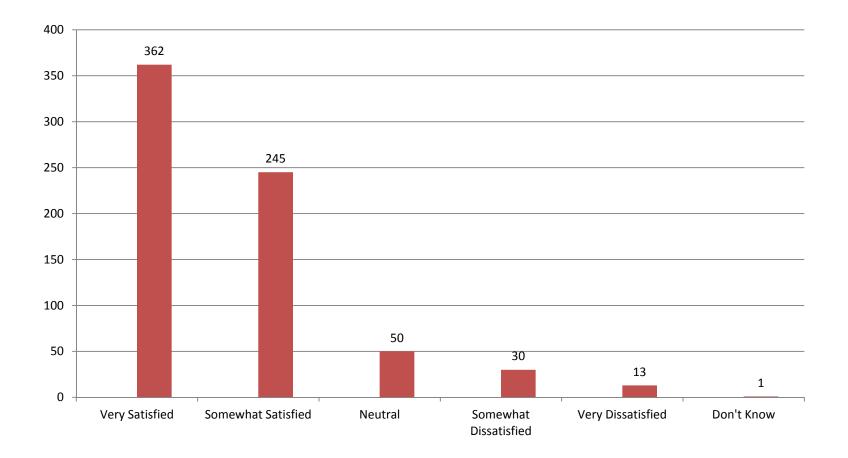
Other- write-in responses to big question

Improve beaches like Lake Forest or Glencoe Beach front area and access to Lake Michigan walking paths Reasonably priced access recreation center fitness Just maintain what we have without trying to make this Disneyworld Upgrade beaches Dog friendly areas Swimming beach improvements Enhance lakefront parks **Beaches** Senior Center Beach Beach facilities Beaches !!! Highland Park Country Club Be an advocate sustainability and natural resources 9 hole golf course Add year round racquetball Second sledding area Beaches Senior Center upgrade Expand adult art programs Upgrade skate park Highland Park Country Club

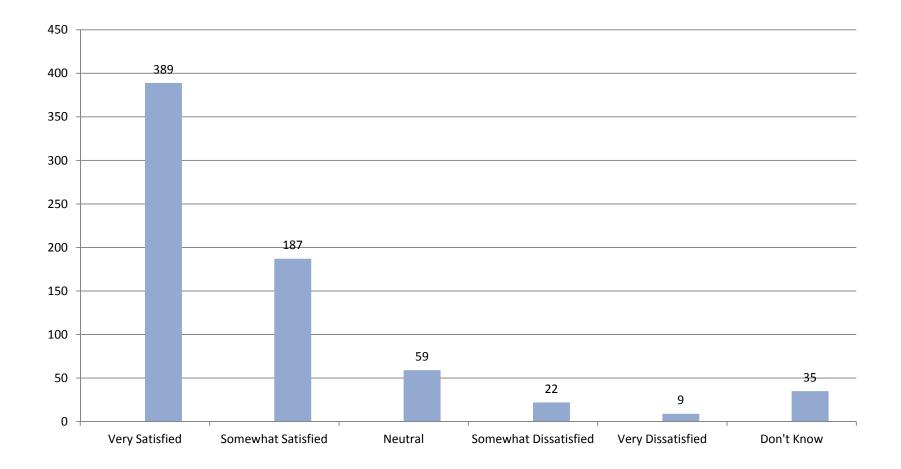
Maintain services at current level Gun range and archery range Maintain existing facilities Softball Maintain current excellent facilities and improve Rosewood Senior events Larger dog park Expand and enhance beach and water activities like fishing! Improve Highland Park Golf Course Optimize lakefront use More childcare options None are particularly important to me More indoor swim lap lanes Less is more. I do not think that there is a need for any facility enlargement #1: Upgrade the Beach! Lakefront Recreation Center with sauna/steam room and swimming pool **Rosewood Beach Facilities Beach Front Development Rosewood Beach**

6 respondents-Lower taxes and reduce spending

Please indicate your overall level of satisfaction with the Park District of Highland Park.

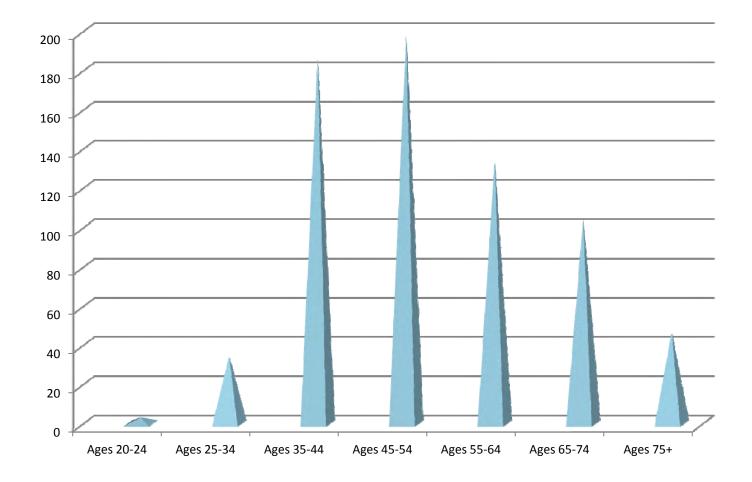


Please indicate your level of satisfaction with the customer service your household receives from the Park District of Highland Park.

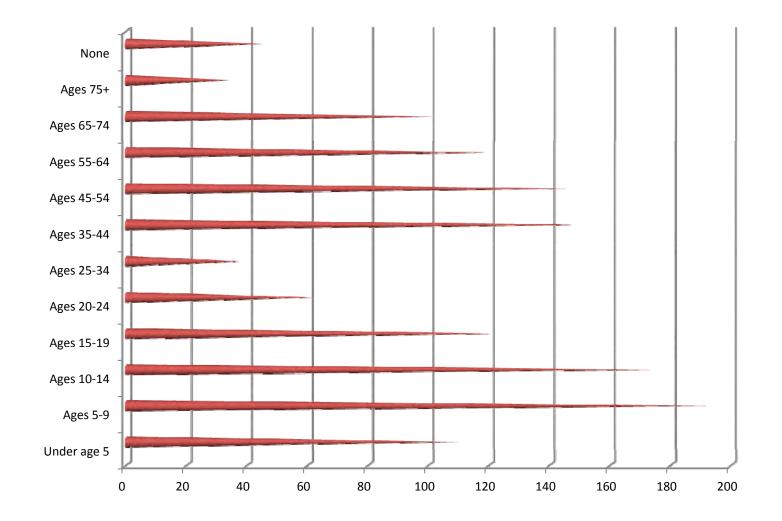


Demographics

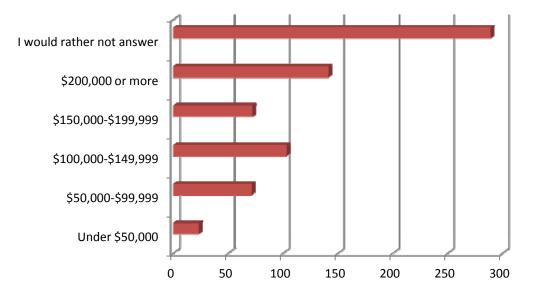
Age range of survey respondents



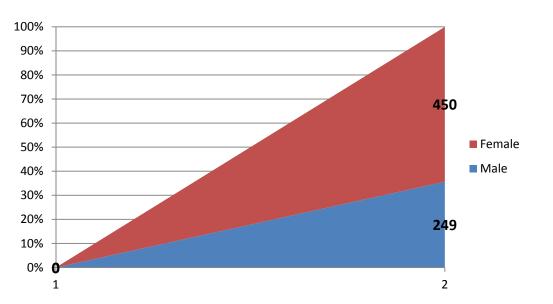
Age range of additional household members

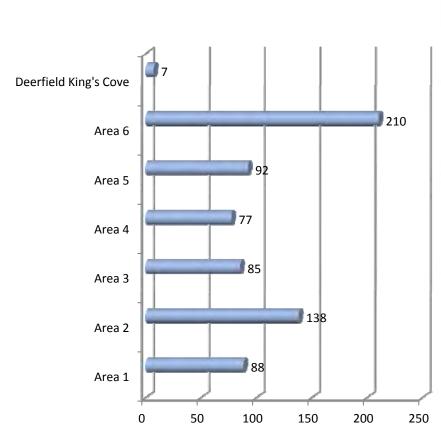


Household income



Gender of survey respondent







Area of residency