

Customer Lifecycle, LLC  
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# Bolingbrook Park District Community-Wide Survey

*Prepared for:*



***Bolingbrook Park District***

*Your World. Your Community. Your Park District!*

5 July 2016

CLC #16-062

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# Background Objectives Methodology



# Background & Objectives



Every three years the Bolingbrook Park District (BPD) conducts a community wide survey to obtain information about how well the Park District is meeting the needs of the community and obtain a deeper understanding of what the constituents in the community want and expect of the Park District.

The primary objectives of the research are to understand. . .

- Current and future program needs, particularly as it relates to the diverse communities within Bolingbrook
- Awareness of and knowledge about current programs and facilities
- How to increase awareness and usage of all BPD offers, including the nature center that educates on environmental issues
- Perceptions of BPD reputation, friendliness and customer service
- Whether or not the Bolingbrook community is aware that the Park District and Village are separate governing entities, and how they view the value of the tax dollars spend on BPD



# Methodology





The research was conducted in two phases:

- **Qualitative Research** – in-depth *telephone dyads and triads* with users and non-users to promote detailed discussion of the Bolingbrook Park District. Mixed groups of users and non-users created a unique dynamic due to the presence of heavy and infrequent users and non-users.
  - Qualitative was conducted prior to the survey to help identify issues impacting customers’ satisfaction with the Bolingbrook Park District overall, and with individual programs and services.
  - A separate report has been previously issued detailing the qualitative results.
- **Quantitative Research** – email and postcard invitations were sent to a large sample of Bolingbrook residents to participate in an *online survey*. A small number requested a *mail survey*.
  - This report focuses only on the results of the quantitative survey.



# Methodology – Quantitative Research



- Customer Lifecycle updated the 2016 questionnaire based on learning from the qualitative research and with input and approval from the Bolingbrook Park District (BPD).
  - The final survey consisted of nearly 50 questions, taking about 20 minutes, on average, to complete online.
- BPD programmed the questionnaire, administered email invitations, printed and mailed alert postcards to area residents, and printed and mailed hard copy questionnaires to those requesting.
  - Respondents could opt in for a chance to win a \$100 Visa gift card for completing the survey.
- The survey was administered online except for those respondents who called in to request a hard copy of the survey to mail back. BPD handled all survey sample.
- 2,000 emails and 5,000 postcards were sent, three times each.
  - Technical note: An unknown number of emails were sent to former Bolingbrook residents and it is likely that a very small number of non-residents responded.
  - A total of 565 Bolingbrook residents responded to some portion of the survey between 4/6 and 5/6/2016, for a total response rate of 8%. Just **433** (77% of returns) completed the entire survey, for a final response rate of **6%**. Partial responses will be reported.
  - Results are within +/- 4.5 percentage points at the 95<sup>th</sup> percent level of confidence.
  -  will be used to represent a significant increase in 2016 over 2010
  -  will be used to represent a significant decrease.



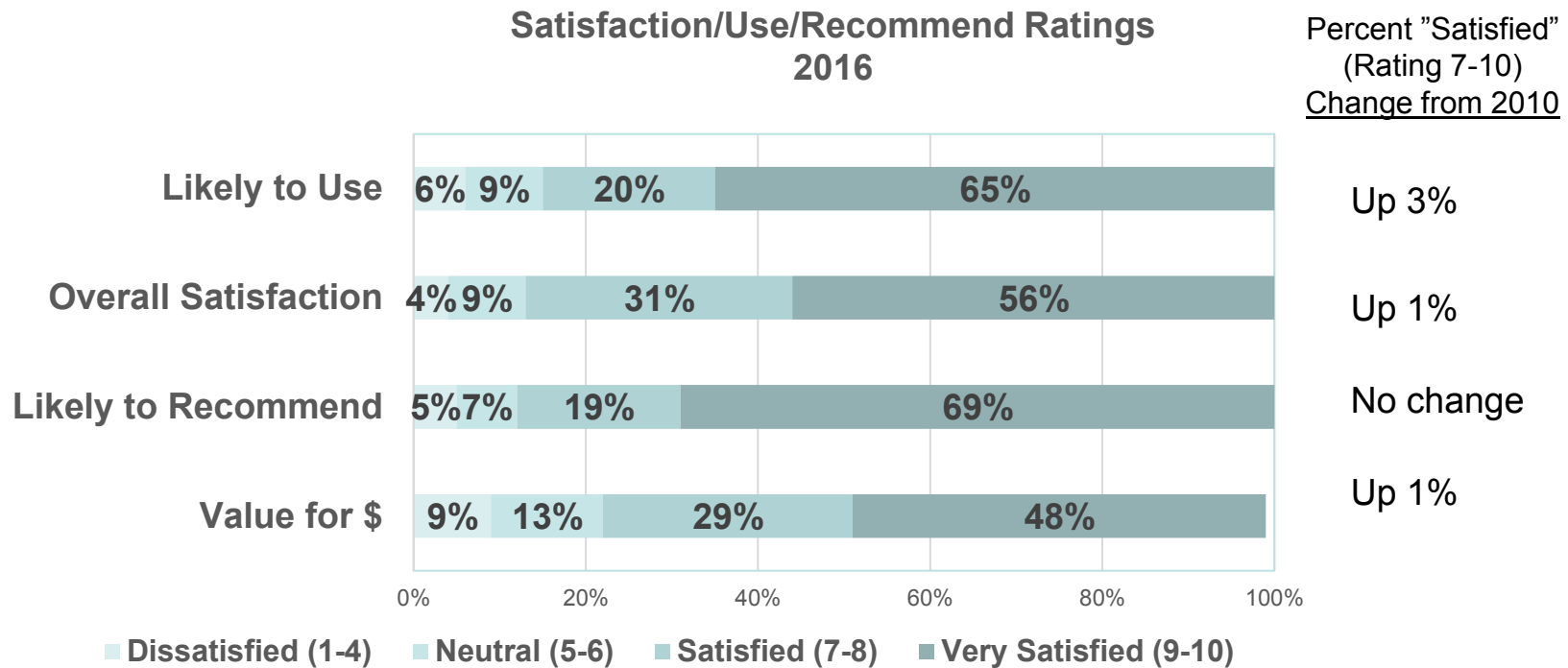
# Executive Summary



# Resident ratings of overall satisfaction, likelihood to use and recommend, and value of BPD continues to be strong.



- The only notable change since 2010 is a slight improvement in the likelihood of using BPD facilities and programs, up 3 percentage points over 2010.





# Awareness of, and satisfaction with, BPD continues to be strong, although not across all programs, events and facilities.

Awareness of BPD programs is greatest for free family events and concerts.

- More than 8 in 10 are aware that the BPD offers free family events and free summer outdoor concerts.
- More than half know about the free block party package and LCSRA programs for those with disabilities.
- Just 1 in 3 are aware of BPD’s financial assistance program.

Satisfaction has remained strong, with much improvement since 2010.

- At least 6 in 10 aware residents give Park District staff, general parks and picnic areas, recreation programs and competitive athletic fields top “satisfaction” scores.
- The two aquatic facilities—Bolingbrook Recreation & Aquatic Complex and Pelican Harbor Indoor/Outdoor Aquatic Complex—are known to more residents and highly satisfactory.
- Ashbury’s garners the greatest dissatisfaction, but among a smaller group of aware residents.

What if....

- Money were no object. Residents would like to see updated/expanded facilities, more/different programs and free or reduced fees.
- BPD needed to cut costs. Most cannot name a single program or facility to eliminate.



## Residents are most likely to use BPD parks. Overall usage of BPD programs and facilities tends to be down from 2010.



- Visiting a BPD park remains the most frequently reported activity.
  - Residents report *significantly* increased usage of BPD biking/hiking paths, visits to Hidden Lakes Trout Farm, LifeStyles Fitness Center, and Hidden Oaks Nature Center.
  - *Significantly* fewer residents report at least occasional usage of the Boughton Ridge Golf Course.
- Nearly half of residents report the same usage levels as one year ago, down *significantly* from 2010.
  - 3 in 10 residents say they are using BPD less often than a year ago, up from 2010.
  - Well over half (56%) reported the same frequency of using BPD facilities and programs in 2010, while far fewer claimed to be using BPD less often.
  - Those claiming to use BPD more often is unchanged from six years ago.
- Residents report using BPD facilities and programs...
  - *More* frequently due to awareness, of BPD, convenience of facilities, available time and life stage.
  - *Less* frequently because of life stage changes (getting older, children aging out), lack of interest/interest in other things, injury and disability, bad experience with BPD, cost or ability to pay, and time constraints.



# Residents are more satisfied than dissatisfied with specific aspects of BPD services. Too little time is the main obstacle to participation.

- Survey respondents are more satisfied than dissatisfied with BPD programs.
  - When top satisfaction ratings are compared to stated importance, the only “leverageable” factor becomes *program location*.
  - Factors that could be “latent motivators” related to what is important to residents, include *safety and cleanliness of facilities* and *easy registration*.
  - Providing appealing programs at days and times that are desirable and at reasonable cost, are basic needs that must be continued, as they are highly important to BPD users.
- General satisfaction with BPD has remained strong across programs since 2010.
  - Residents’ satisfaction with *facility safety and cleanliness* and *instructor knowledge* all improved *significantly*, while *instructor professionalism*, *ease of registration*, and *days programs are offered* showed some improvement since 2010.
  - *Program appeal* may be waning.
- Being “busy” is the #1 obstacle to using BPD facilities and programs more often.
  - A third find program times to be inconvenient, 1 in 3 say fees are too high, and 1 in 5 are not finding the programs they want at BPD.
  - Obstacles preventing participation in BPD programs include changing lifestyles and aging.
  - Time is a big obstacle to BPD participation. Without awareness, people don’t get involved.



Residents who aware of BPD programs and facilities tend to give them high marks for a job well done. Many are unfamiliar with specific BPD services and cannot offer an opinion.

- Respondents generally agree BPD does a good job with park facilities and programs.
  - About 9 out of 10 residents agree the BPD Program Guide is easy to use, BPD is environmentally responsible and keeps parks and facilities safe and free of graffiti and vandalism.
  - At least 8 in 10 agree BPD communicates well, customizes instruction and programs, provides comparable quality at different locations, at an affordable price.
  - About 1 in 5 believe costs and communication could be better.
- General agreement with BPD facilities and program descriptions has improved since 2010.
  - Residents are *significantly* more likely to agree BPD has effective control over graffiti and vandalism in parks and facilities, that staff can customize programs and programs are more affordable, compared to 2010. Residents are slightly more likely to say they feel safe in parks these days.
- BPD Staff instruction is considered to be comparable to quality found elsewhere.
  - A third continue to believe BPD offers the same quality instruction found elsewhere.
  - Nearly 4 in 10 residents are not familiar enough with BPD instructors to offer an opinion, fewer than seen in 2010.



# What is important, and what drives satisfaction?



## Stated Importance

- Residents tell us the most important factors impacting likelihood of signing up for a BPD program continue to be program appeal, cost, and timing.
  - *Day of the week* is slightly more important now than 6 years ago.
  - *Program location* continues to be important to about 1 in 4 residents.
  - All other factors tend to be at least somewhat important in selecting a BPD program these days. The importance of *instructor knowledge* increased *significantly* since 2010.

## Derived Importance

- Hidden factors driving satisfaction with BPD programs and facilities include instructor knowledge and professionalism, facility safety, and cleanliness.
  - *Program costs and fees* has both high stated and derived importance, suggesting that *cost* is “leverageable”—a critical factor related to BPD programs which, if addressed, can lead to higher levels of satisfaction.
  - Factors that could be “latent motivators”—driving even higher satisfaction with BPD programs—include *instructor knowledge*, *instructor professionalism*, *safety*, and *cleanliness of facilities*.
  - Providing appealing programs at days and times that are desirable and nearby, are basic needs that must be continued to ensure high satisfaction with BPD.
  - There are no immediate concerns about registration or class size.



## Bolingbrook residents find a wide variety of potential program topics to be appealing.

- Bolingbrook residents surveyed are interested in a wide variety of program and event topics from cooking and baking, to crafts and sports, to learning or developing a new skill, interest or hobby.
  - The most appealing potential recreational programs/events are cooking/baking and gardening classes and walking and biking groups.
  - Just 6% of respondents found nothing appealing in the long list of potential topics.
  - Several topics have limited interest, but may be enough to offer a one-time workshop or event (e.g., household finances, sewing/quilting, ethnic bands).



# BPD could do an even better job providing affordable programs across ages, days and times, to reach all residents.



- About 1 in 5 residents believes BPD offers adequate programming across age groups, but 1 in 3 wants more adult programming, including senior programming.
  - Fewer than 1 in 5 households with children of any age are interested in more programming for children, about the same as 2010.
  - Fewer than 1 in 10 young adults wants more BPD programming.
  - *Significantly* more residents are looking for senior programming in 2016.
- Adding more programming weekday evenings will have the greatest impact on registration.
  - Sunday afternoon programming may also lead to an increase in registrations.
  - Weekdays at lunchtime and early morning or late evening on Sunday are least appealing times for additional programming.
- Periodic sales and multiple-family member discounts have the most impact on registering for more BPD programs.
  - There is somewhat less interest in multi-program passes (loyalty programs) this year compared to 2010.





## The BPD brochure is the most recognized and preferred resource for program communication.



- The BPD brochure continues to be the most frequently identified source for information about programming, although awareness dropped since 2010.
  - *Significantly* more residents learned about BPD through the website, roadside signs, and email, compared to 2010. Somewhat more are learning about BPD through direct mail.
  - No one mentioned Instagram or Twitter, asked for the first time this year.
  - *Significantly* fewer residents learned about BPD through the brochure or newspaper.
- The BPD brochure continues to be the preferred source for information about programming, but preference is declining.
  - Preference for the newspaper as a source of BPD information dropped *significantly* since 2010.
  - Preference for electronic messaging (Email, website, Facebook), direct mail and roadside signs, are all increasing.





## BPD program communication could be simpler, more direct and timely. Email and direct mail are good options.



- 2 of 3 residents say the frequency of BPD communication is “about right,” down just a bit from 2010.
  - *Significantly* more residents want to get informed via email, direct mail, and Facebook. Slightly more want to get their information from the BPD website.
  - *Significantly* fewer residents want to get the information from the PD brochure or directly from BPD staff or employees.
- There is a disconnect between how residents get information from BPD and how they would prefer to get it.
  - *Significantly* more residents want to get informed via email, direct mail, and Facebook. Slightly more want to get their information from the BPD website.
  - *Significantly* fewer residents want to get the information from the PD brochure or directly from BPD staff or employees.
- Residents are more than three times as likely to provide an email address as a mobile phone number for BPD program alerts.
  - 2 of 3 residents are willing to provide an email to BPD in order to get alerts about programs that may be of interest.
  - About 1 in 5 are willing to provide a mobile phone number for text alerts.



## Special Interest: Volunteering, going smokeless, and changing rooms at BRAC.

- BPD has a ready group of volunteers.
  - About 1 in 6 survey participants are interested in volunteering for the BPD, with many offering to help where there is the most need.
- Smokeless and tobacco-free parks would be welcome.
  - 9 out of 10 residents surveyed agree BPD Parks/Facilities should go smokeless and tobacco-free. About 1 in 10 residents are against or unsure if BPD should go smokeless/tobacco-free.
- Changing rooms could be a hindrance to 1 in 3 families.
  - Lack of a family changing room keeps fewer than 1 in 5 residents from using Bolingbrook Recreation & Aquatic Center (BRAC).
  - Almost 7 in 10 residents say they are not impacted by a lack of family changing room at BRAC, while 14% are not sure if there is an impact on their household.



## Half understand BPD governance and most believe the value of their tax dollar is well spent on PD programs and facilities.

- Fewer than half of Bolingbrook residents surveyed are aware that BPD is separate entity from the Village. Half were not aware of this distinction. Another 4% were uncertain.
- 6 out of 10 residents believe the amount of their property taxes going to support BPD is reasonable, about the same as 6 years ago. Fewer than 1 in 10 say the tax support for the Park District is “too high” and 15% say it is “too low.”
  - About 3 in 4 residents believe BPD facilities and programs are a good value for what is provided, down from 2010.
  - More than 1 in 10 say BPD is not a good value for what they get, a *significant* increase from 6% in 2010.
  - 15% are unsure of the value of BPD’s facilities and programs.

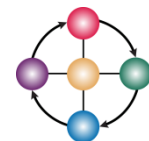
# Conclusions & Recommendations



# Conclusions & Recommendations



- *Overall, BPD is doing a good job for those residents aware of, and already using, PD facilities, programs and events. To appeal to a broader audience of Bolingbrook residents, BPD needs to focus on...*
  - *Improving awareness across a wider array of its programs, facilities and events.*
  - *Communicating more directly and regularly to the entire community.*
  - *Training customer-facing staff to better inform and serve customers.*
  - *Maintaining and updating facilities.*
  
- *Capitalize on high levels of satisfaction with BPD and increased usage of BPD facilities and programs.*
  - *Recruit current users to be ambassadors of BPD. Encourage and incentivize “bring a friend” programs to increase program enrolments and improve overall membership levels.*
  
- *Do not ignore pockets of dissatisfaction that exist around rude, uninformed or disorganized staff.*
  - *Be sure all customer-facing staff are always courteous and well-informed, with ready access to program and event information.*
  - *Vet all instructors and coaches to ensure they have both the skill and demeanor to handle the classes and constituents in their classes, crucial when working with children and parents.*



# Conclusions & Recommendations



- *To improve residents' satisfaction, BPD needs to...*
  - *Accommodate working families and seniors with more evening and weekend programs.*
  - *Offer more affordable programs, including discounts for families and seniors.*
  - *Keep facilities clean and safe. Update and maintain equipment. Make registration easier. Hire and train qualified staff. Make programs convenient and accessible for those living in all parts of Bolingbrook.*
  
- *Address discontent with membership fees through thoughtful communication and marketing.*
  
- *Residents like the idea of periodic sales and multiple-family member discounts, which could have a great impact on interest in registering for more BPD programs.*
  - *Communicate the breadth and depth of BPD programming and facilities, including the convenience of a neighborhood park system.*
  - *Market the many free and discounted programs, along with subsidies for needy families.*
  - *Consider offering discounts for large families or multiple member enrolment, free or discounted guest passes, etc.*
  - *Implement periodic sales, perhaps seasonally, to encourage registration.*



# Conclusions & Recommendations



- *There is a disconnect between how residents get information from BPD and how they would prefer to get it. More want to get informed via email, direct mail, Facebook, and the BPD website. Fewer want to get their park information from the BPD brochure.*
  - *Investigate new ways to communicate with residents, both current and potential BPD users.*
  - *Use straightforward, simple communication methods like one-page flyers and monthly emails to drive interest to the website for more complete information on upcoming programs and events.*
  - *Capture emails for all program participants and keep them informed about upcoming programs that might be of interest.*
  - *Consider regular postcard mailings to non-users about upcoming programs that might be of interest. Include a link to the website for more information. For example, highlight two or three programs that target key segments (young children, working adults, seniors).*



# Conclusions & Recommendations



- *Most resident suggestions relate to updating, maintenance, and cleanliness of BPD facilities, including Ashbury's restaurant.*
  - *Be sure to regularly clean and maintain all BPD facilities and equipment, with a special focus on locker rooms, showers, and toilets.*
  - *Watch for overcrowding in classes and facilities. Work to control crowds through class management and adequate staffing.*
  - *Revisit the menu, pricing and ambiance of Ashbury's restaurant to ensure it is meeting the needs of Bolingbrook residents.*
  - *Create "suggestion boxes" and an online mechanism to obtain feedback from visitors to BPD facilities (LifeStyles, Aquatic Center, Annerino, Ashbury's, Pelican Harbor, etc.) to identify and immediately address any user concerns.*
  
- *Bolingbrook residents surveyed are interested in a wide variety of program and event topics from cooking and baking, to crafts and sports, to learning or developing a new skill, interest or hobby.*
  - *Consider offering a small number of new programs each season to gauge interest.*
  - *Consider offering a range of program types, from education or skill-based classes that run several weeks, to like-minded groups meet-ups (e.g., walking, cycling, running), to single time workshops (e.g., household finances, baking a specific food) and one-time events (e.g., ethnic bands).*





# Conclusions & Recommendations



- *Survey respondents are more satisfied than dissatisfied with all aspects of BPD programs. When top satisfaction ratings are compared to stated importance, the only “leverageable” factor becomes program location.*
  - *Ensure there are facilities and programs available across the geography of Bolingbrook, so access to a park or program is right in their neighborhood.*
  - *Since all programs are within Bolingbrook, play up the “hometown advantage” of taking classes close to home.*
  
- *Providing appealing programs at days and times that are desirable and at reasonable cost, are basic needs that must be continued, as they are highly important to BPD users.*
  
- *Residents want more adult and senior adult programming, and more weekday evening and Sunday afternoon classes. Few are looking for more programs at lunch on weekdays or early morning or late evening on Sundays.*
  - *Continually assess registration levels for current programs to determine whether days/times offered are appealing.*
  - *Consider offering more classes or programs weekday evenings for working adults.*
  - *Consider a trial of family-friendly Sunday afternoon programming to encourage attendance by adults and children of various ages.*
  - *Avoid adding programs on weekdays at lunchtime as well as Sundays in the early morning or late evening.*



# Conclusions & Recommendations



- *BPD has a ready group of volunteers.*
  - *Reach out to residents to recruit volunteers for assistance at events and programs when staffing is in short supply.*
  
- *Smokeless and tobacco-free parks and facilities would be welcome.*
  - *Consider phasing in smoke-free zones at BPD parks.*
  
- *Lack of changing rooms at BRAC could be a hindrance to 1 in 3 families.*
  - *Investigate adding a family changing room to BRAC.*
  
- *Half understand BPD governance and most believe the value of their tax dollar is well spent on PD programs and facilities.*
  - *Do more to communicate BPD independence and promote the value of facilities, programs and events so residents can feel even prouder of their park district and all it does to make living in Bolingbrook a pleasant experience.*



# Detailed Findings

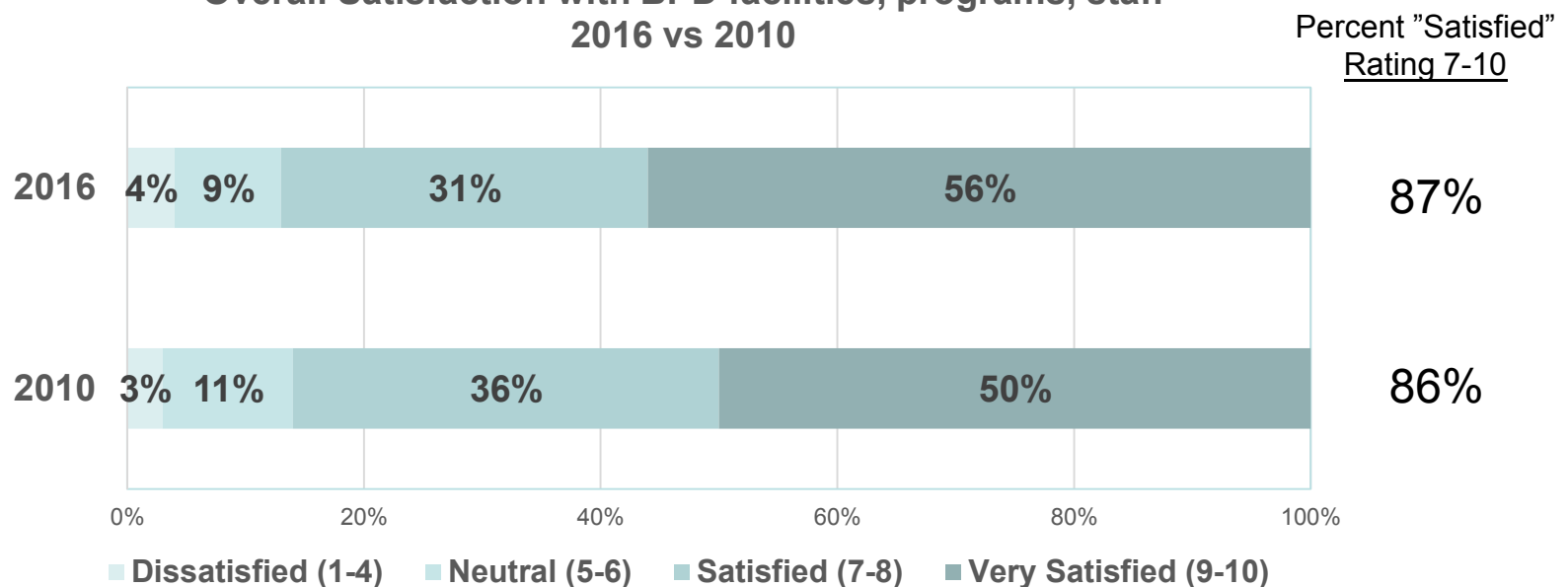


# Satisfaction with BPD continues to be high.



- Overall satisfaction with BPD facilities, programs and staff improved somewhat over the past six years, particularly among those rating it 9 or 10.

**Overall Satisfaction with BPD facilities, programs, staff  
2016 vs 2010**

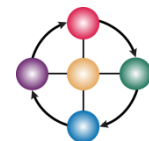


**Bolingbrook Park District**

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Q1. Considering everything you know or have heard about Bolingbrook Park District facilities, programs, and staff, how would you rate your overall satisfaction with the Bolingbrook Park District?

Sample Size: 2016 Total (excludes "Not Sure") N=546



The vast majority of comments related to overall satisfaction are overwhelmingly positive, with high praise for BPD facilities, programs, and staff.

<i>"I have held a gym membership, rented space, taken classes, had birthday parties and participated in programs at the Park District and never had a bad experience."</i>	<i>"State of the art programs and instruction, caring staff, top notch facilities... Everything exceeds expectations of a community program."</i>	<i>"Great parks, customer care employees, fitness center, fitness instructors, great fitness classes and programs for the children and special needs people."</i>
<i>"I love the facility and I like that the Customer Care Team and it's Managers are very helpful."</i>	<i>"State of the art programs and instruction, caring staff, top notch facilities. Everything exceeds expectations of a community program."</i>	<i>"They are willing to help individuals with specific needs and the facilities are kept clean. The programs that are offered are excellent."</i>
<i>"DanceForce, BCB and BSC. Also both my kids went to Stepping Stones Preschool. Nothing but great great things and positivity."</i>	<i>"Wide variety of programs, reasonable prices, parks within walking distance to almost every home, nice rec center."</i>	<i>"Incredible facilities (quantity, well maintained, variety of purposes), number of well-kept parks, HUGE book of activities that comes out every quarter."</i>
<i>"All of the activities have always lived up to the potential of fun!"</i>	<i>"Good programs, polite efficient staff, grounds and facilities very well kept."</i>	<i>"All the sports that are available, my kids have played t-ball coach pitch, basketball and soccer."</i>
<i>"I am a senior and really appreciate the programs made available to Silver Sneaker Members - there is quite a variety available and the hours are good both am and evenings - they were very helpful when I first registered for the programs available at Bolingbrook Park District."</i>		

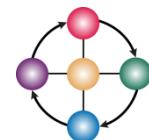


**Bolingbrook Park District**

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Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457



# Pockets of discontent exist around rude, disorganized, or uninformed staff, membership fees and limited programming.

*“The life style fitness desk staff. Very rude. Not willing to help patrons. Have been a Bolingbrook resident since 1987. Every single time we have a birthday party and have to reserve a room there is a huge issue. Either with the form. The questions on the form. The entire process is terrible. Then when the kids are finally able to enjoy their time there starts an entire other issue of group booking and payments and ages.”*

*“Our other daughter has done Panther programs. We feel they are run very poorly and by coaches with NO experience in the field they are coaching....we are no longer using the park district for her sports. We even voiced the concerns to the director who NEVER returned our calls or email, so very dissatisfied. The below answers are based on our poor experiences.”*

*“The aquatics staff and department is very unorganized, the instructors think it's time to hangout with friends rather than focus on their lessons and students. That makes water safety not a top priority as I observed when my children were enrolled. I decided to pull them out after a few incidents involving inept instructors and not having made much progress after 2-3 swim lesson sessions.”*

*“I would like to see more programs offered through the park district for kids extra curricular activities like Chess, Archery, Skateboarding, Fencing etc. Being a Bolingbrook resident, we find ourselves using Naperville Park District even though we end up paying more. Also, the program options are very limited.”*

*“Only complaint is that staff don't have a comprehensive knowledge of the systems or offerings. Swimming instructors and staff at desk in the swimming area aren't sure about how or when to register or how to adequately describe class levels. Leaves me to do a lot of guesswork.”*

*“I was a member of the Gym until it became too expensive. The equipment was kept in good order and I was always able to get use of the equipment quickly. ”*

*“Like the facilities. Just wasn't told everything about a payment plan I signed up for.”*

*“More Spanish speaking staff is needed. Staff needs to be more friendly.”*

*“Most of the programs they have are during the daytime when parents are working and is not conducive to enrolling my child for those programs.”*

*“I would be happier if the Aquatic center enforced their own rules a little better , regarding hot tub, lap lanes, and proper swim attire.”*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

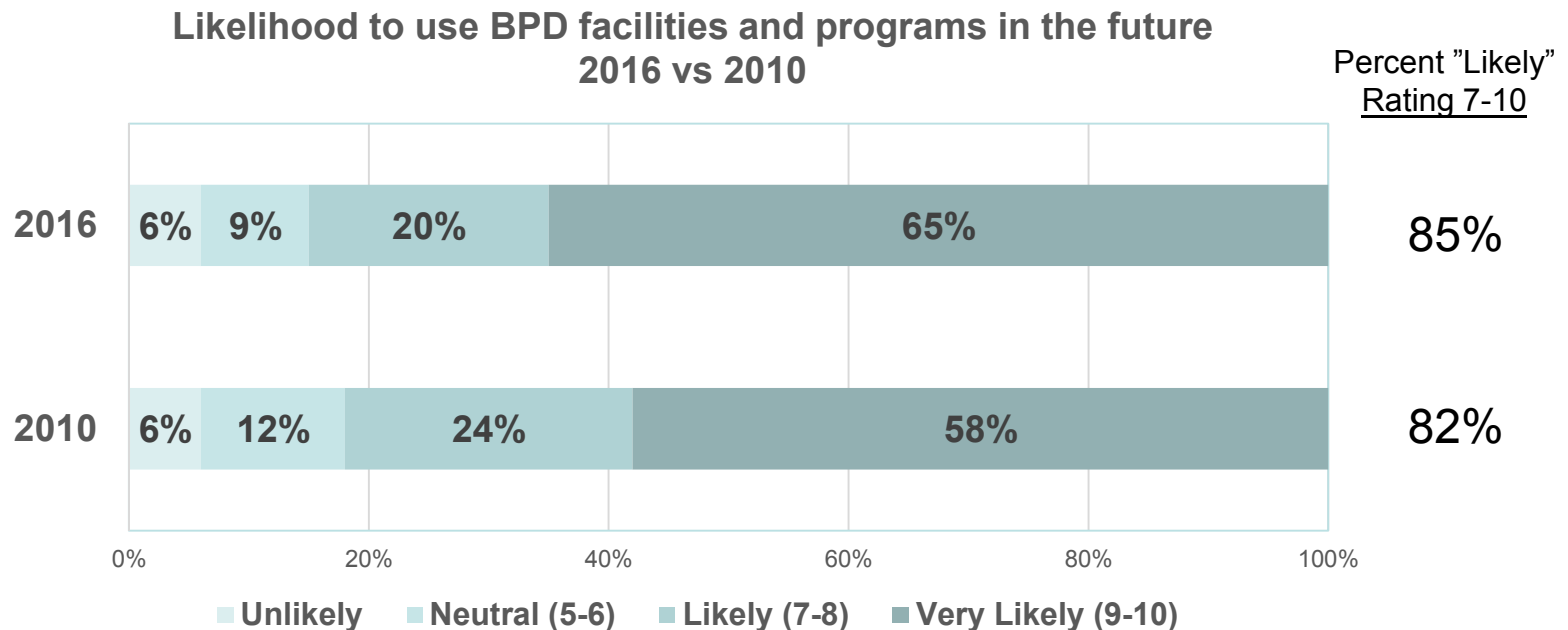
Sample Size: 2016 Total N=457



# Likelihood to use BPD facilities and programs in the future is on a slight upward trend.



- Residents are somewhat more likely to say they will use BPD facilities and programs this year compared to 2010.



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

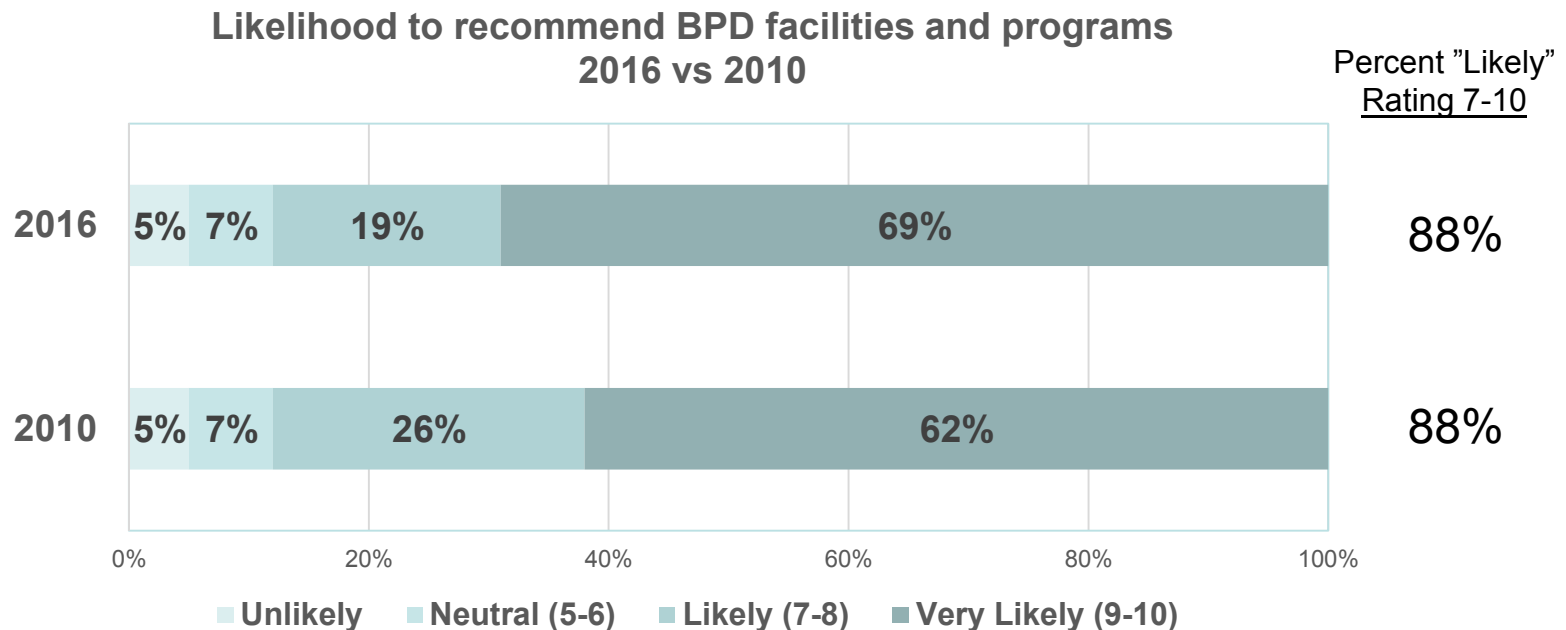
Q3. Considering everything, how likely are you to use Bolingbrook Park District facilities and programs in the future?  
 Sample Size: 2016 Total (excludes "Not Sure") N=543



# Likelihood to recommend BPD facilities and programs continues to be strong.



- Residents are as likely to say they will recommend BPD facilities and programs to other Bolingbrook residents this year as they were six years ago.

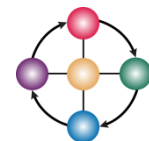


**Bolingbrook Park District**

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Q4. How likely is it that you would recommend Bolingbrook Park District facilities and programs to another Bolingbrook resident?

Sample Size: 2016 Total (excludes "Not Sure") N=549

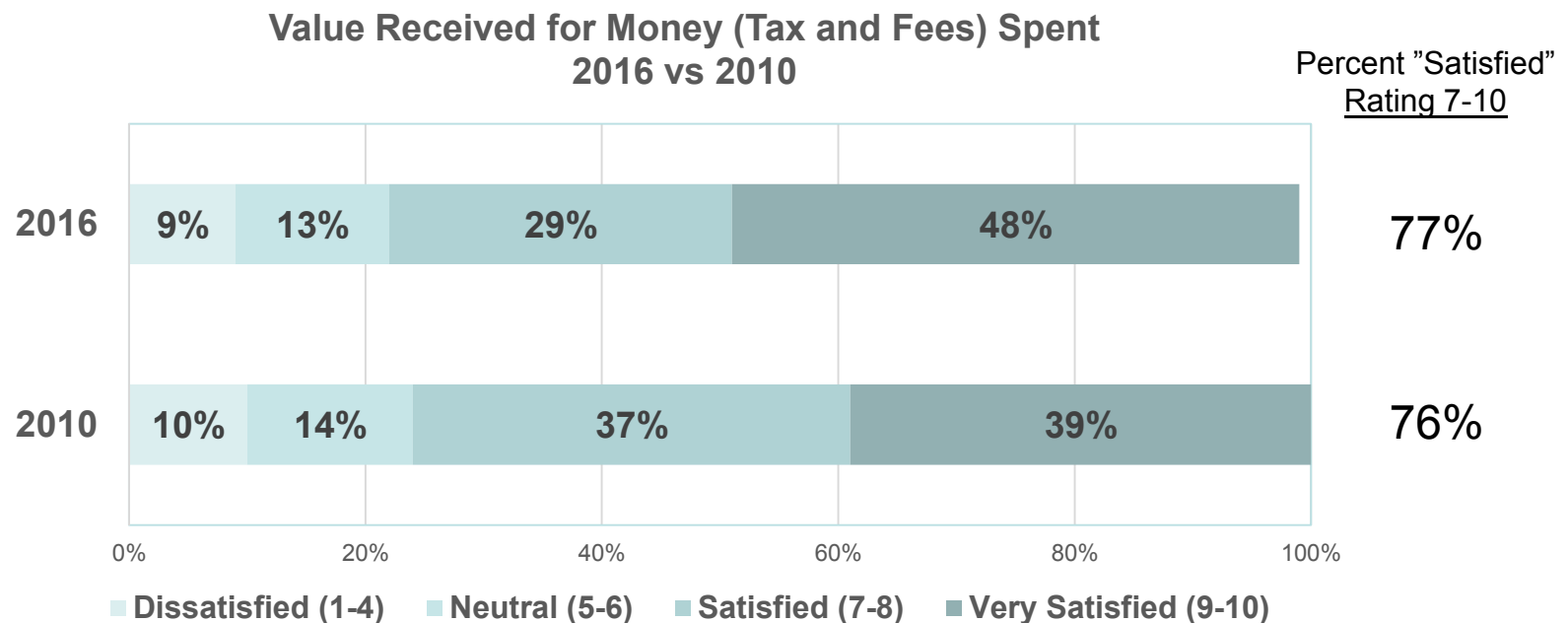




# Satisfaction with BPD value continues to be strong.



- Satisfaction with BPD value received for tax dollars and additional fees paid is strongest for those rating 9 or 10.
- There is modest overall improvement in satisfaction since 2010.

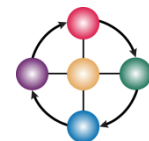


**Bolingbrook Park District**

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Q5. How satisfied are you with the value you receive for your tax dollars and any additional money you spend on Bolingbrook Park District facilities and programs?

Sample Size: 2016 Total (excludes "Not Sure") N=538

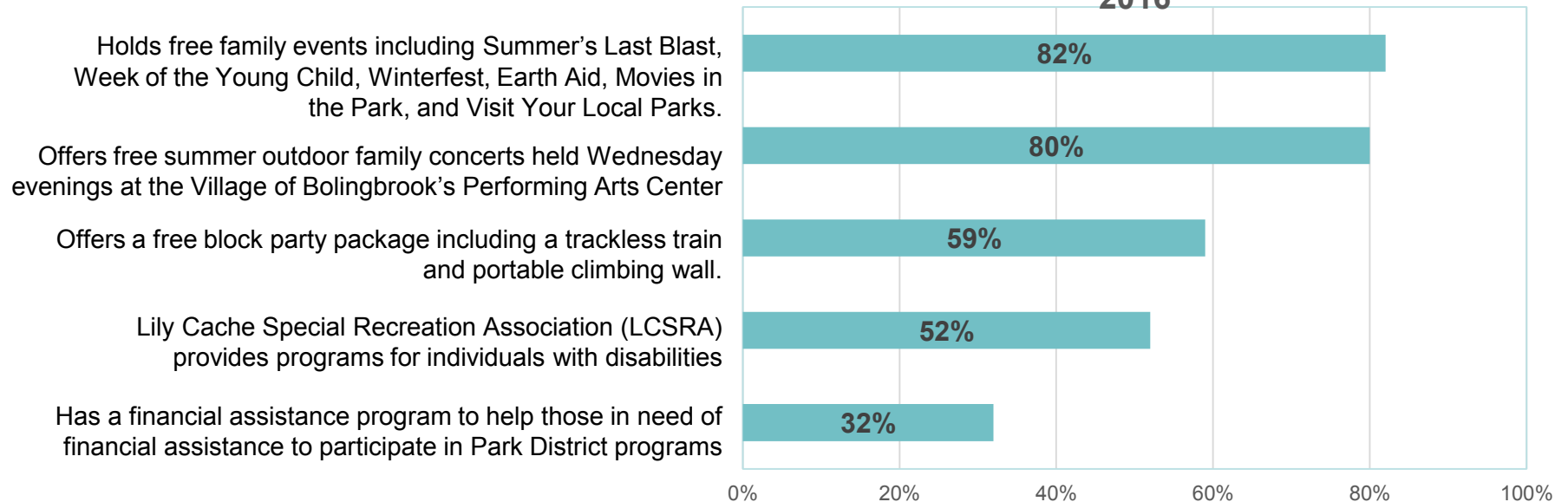


# Awareness is greatest for free family events and concerts.



- More than 8 in 10 are aware that the BPD offers free family events and free summer outdoor concerts.
- More than half know about the free block party package and LCSRA programs for those with disabilities.
- Just 1 in 3 are aware of BPD's financial assistance program.

Percent Aware of BPD Events and Activities  
2016



**Bolingbrook Park District**

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Q6-7. Are you aware that the Bolingbrook Park District ...?  
Sample Size: 2016 Total N=563

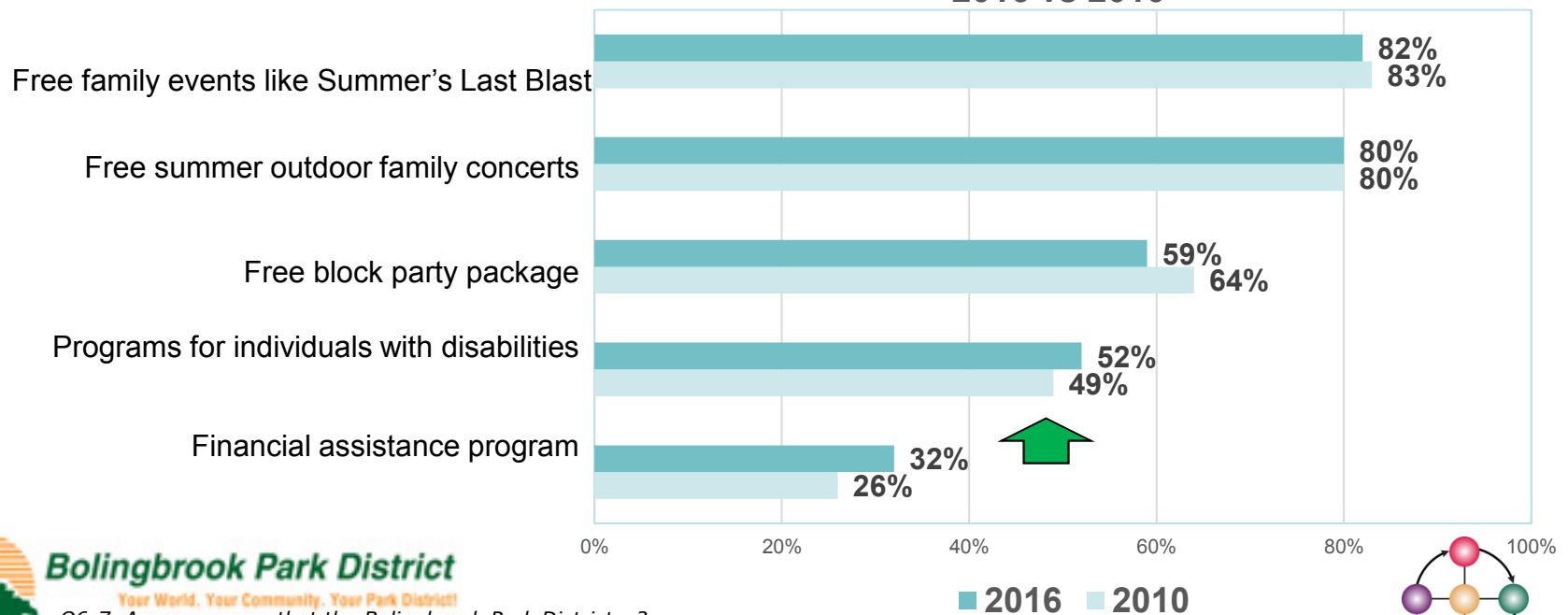


# Awareness remains strongest, year over year, for free family events and concerts.



- Awareness of the free block party package dropped a bit and awareness of financial assistance programs improved *significantly* since 2010.
- There is slightly greater awareness of LCSRA programs for those with disabilities, compared with the Joliet Bolingbrook Special Recreation Association programs offered in 2010.

Percent Aware of BPD Events and Activities  
2016 vs 2010

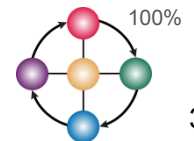


**Bolingbrook Park District**

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Q6-7. Are you aware that the Bolingbrook Park District ...?  
Sample Size: 2016 Total N=563

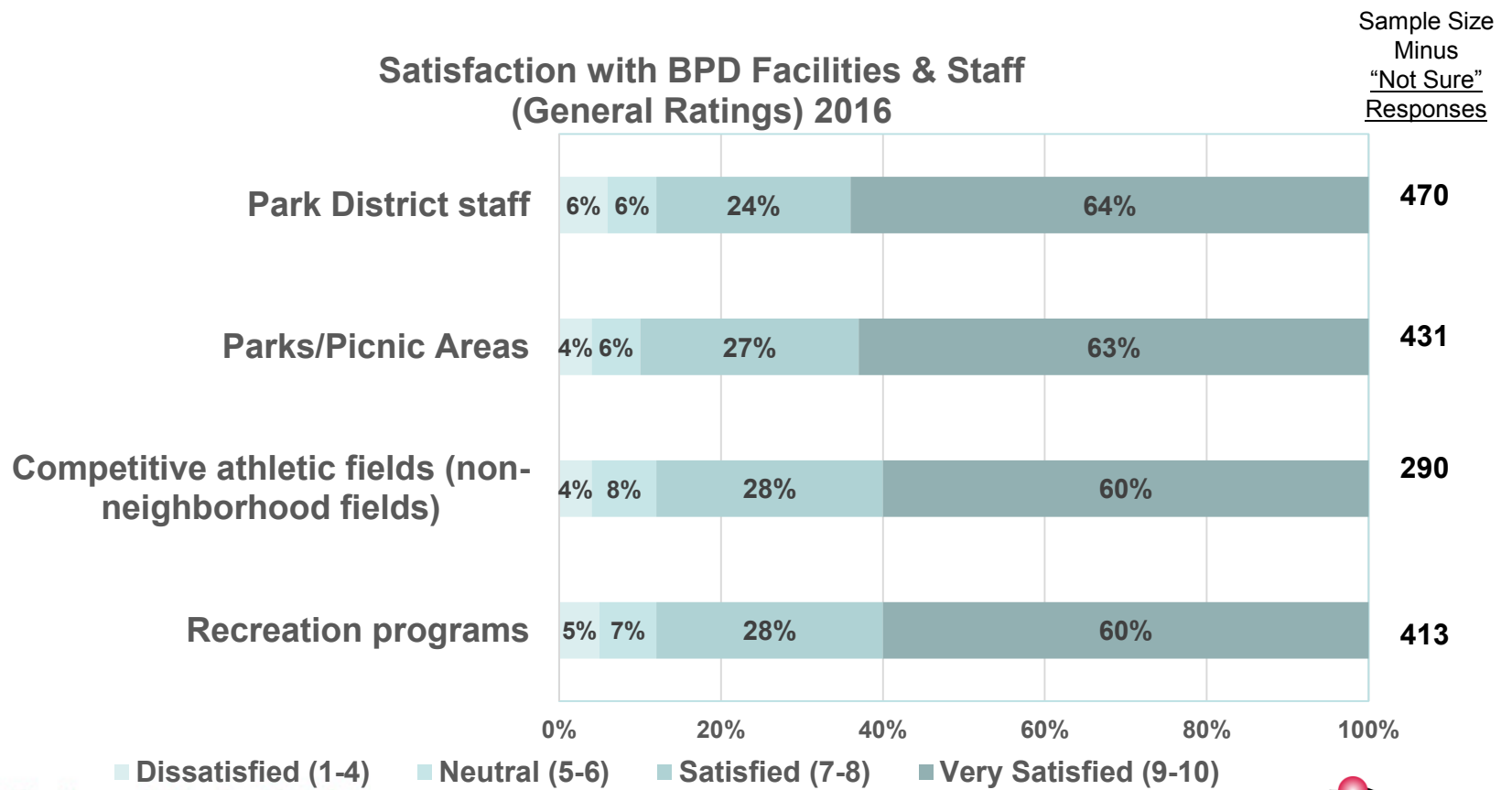
■ 2016 ■ 2010



# Satisfaction with BPD is strong across non-specific facilities, programs and staff.



- At least 6 in 10 aware residents give Park District staff, general parks and picnic areas, recreation programs and competitive athletic fields top “satisfaction” scores.
  - More residents are aware of staff, programs and parks generally, than are familiar with athletic fields in Bolingbrook.



**Bolingbrook Park District**

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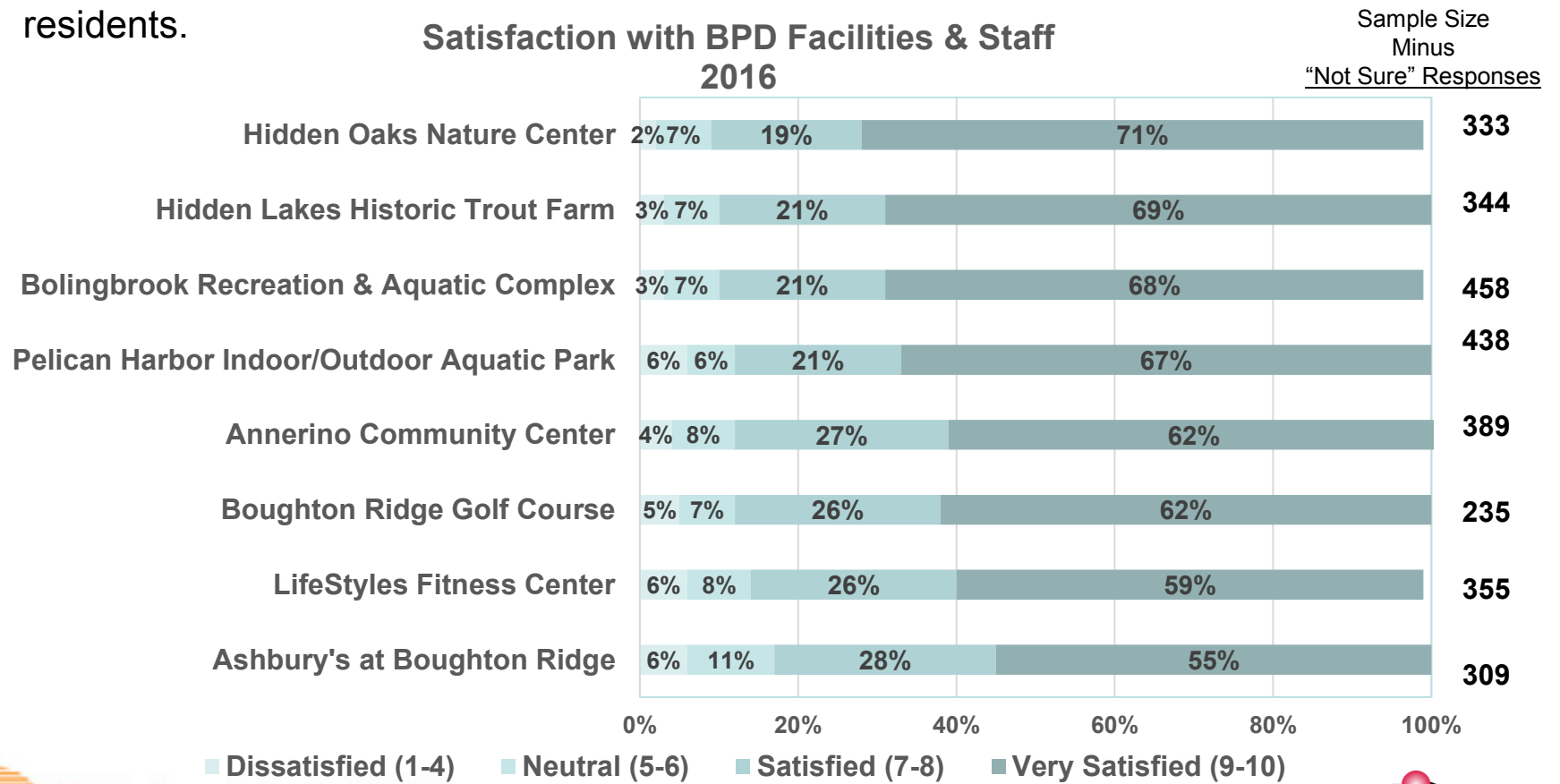
Q8. Please rate your overall experience with these Park District facilities/staff.  
 Sample Size: 2016 Total N=540; Total excluding "Not Sure" responses varies from 235-470



# Satisfaction with BPD is strong across specific facilities, especial Hidden Oaks Nature Center and Hidden Lakes Historic Trout Farm.



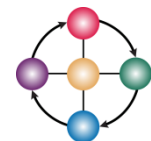
- The two aquatic facilities—Bolingbrook Recreation & Aquatic Complex and Pelican Harbor Indoor/Outdoor Aquatic Complex—are known to more residents and highly satisfactory.
- Ashbury's garners the greatest dissatisfaction, but among a smaller group of aware residents.



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q8. Please rate your overall experience with these Park District facilities/staff.  
 Sample Size: 2016 Total N=540; Total excluding "Not Sure" responses varies from 235-470

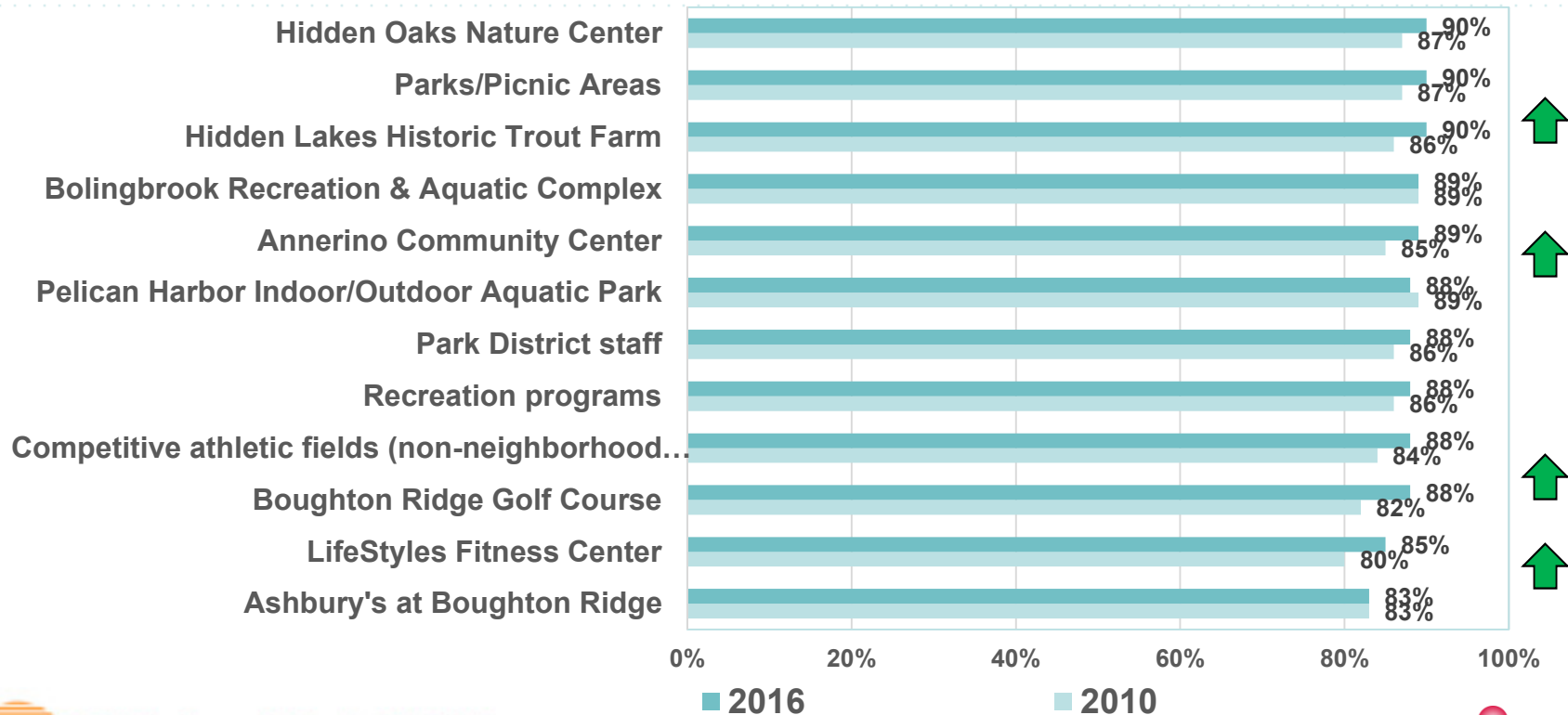


# General satisfaction with BPD has remained strong across facilities and staff since 2010.



- Residents' satisfaction with specific properties (Hidden Oaks Nature Center, Hidden Lakes Historic Trout Farm, Annerino Community Center, Boughton Ridge Golf Course and Lifestyles Fitness Center, improved significantly) and general areas (parks/picnic areas, athletic fields) have all improved since 2010.

**Generally Satisfied (rating 7-10) with BPD Facilities & Staff  
2016 vs 2010**



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q8. Please rate your overall experience with these Park District facilities/staff.  
Sample Size: 2016 Total N=540; Total excluding "Not Sure" responses varies from 235-470



# Most suggestions relate to updating and maintenance of BPD facilities, including Ashbury's restaurant.

## Maintain/upgrade facilities and equipment. Keep clean. Expand to avoid overcrowding.

*"I do feel that that the locker rooms really need updating. The showers need to have hotter water. Also please consider a spin dry wall mount unit for bathing suits. This would be such a great addition to the locker room for swimmers."*

*"Keep the equipment in the fitness centers updated and maintained. Last time I was there, I got on two treadmills; neither one worked. The third one that I tried worked."*

*"Need better maintenance of bulldog park fields."*

*"Need to spend more time cleaning off picnic tables, free from geese poop."*

*"The bathrooms need updating at both the BRAC and Annerino Center. "More/bigger rental rooms for parties."*

*Upgrades to Annerino and BRAC fitness equipment. Enlarge Annerino and BRAC if possible to make room for more state of the art fitness equipment."*

*"The Lifestyles gym facilities are very small and during peak times and working with my trainer the equipment availability can be limited."*

*"I feel like Pelican Harbor is not as nice as it used to be. The cleanliness etc..."*

*"Pelican Harbor's splash pad needs to be open and working the entire summer - and needs to open during Parent tot time in the summer. I was very disappointed by this last summer especially since the remodel I assumed would make it so it wouldn't have mechanical problems."*

*"Pool too crowded, especially in the summer. "Wonder what restrictions there are for children and toilet habits in the pool."*

## Ashbury's has problems with service, menu and ambience.

*"Didn't like that Ashbury's changed the menu a while back. Haven't been back since. They tried to make it too fancy."*

*"We used to go to Ashbury's all the time. Since the staff turnover and the appearance changes we have not gone back. It used to be a very relaxed and neighborhood friendly place. Not anymore."*

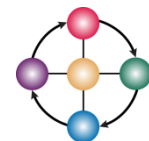
*"I've only been to Ashbury's twice, and both times the service was really rude and I probably wouldn't go back."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
Sample Size: 2016 Total N=238





Some wish BPD staff were better informed, more accountable and nicer. Others want more variety in BPD programming.



<p><b>Staff</b> <b>Swim instruction needs attention.</b></p>	<p><b>Programming</b> <b>Look at Naperville's programs.</b></p>
<p><i>"Focus on hiring mature, responsible, accountable swim instructors and supervisors who try to maintain customer satisfaction and make water safety top priority. When there is a complaint or issue of concern it should be addressed and resolve in a timely manner!"</i></p> <p><i>"Please keep your front desk staff informed."</i></p> <p><i>"Have the directors return calls to concerned and upset parents...it was like we didn't matter. very sad."</i></p> <p><i>"My only issue has been with the staff while my children attended Seedlings preschool in 2014/2015. I would recommend qualified personnel work with children that may not be used to a classroom environment, instead of putting them in a situation where they are out of place. Building children's self esteem should be a priority, and a child should never feel singled out."</i></p> <p><i>"Hire bilingual/bicultural employees at your front desks, I see too many elderly non English speakers struggling with their broken English, after all, there is so much diversity in Bolingbrook why not embrace it. :)"</i></p>	<p><i>"More senior programs that are free or low costs."</i></p> <p><i>"More adult fun, like couple night, dance night social night."</i></p> <p><i>"Allow residents to sign up for fitness classes without having to have a full fitness pass."</i></p> <p><i>"Have more availability for afternoon or evening kids classes. Such as a Wednesday night karate classes, Wednesday night swim class."</i></p> <p><i>"Offer a variety of programs such as Chess, Archery, fencing etc."</i></p> <p><i>"Pool hours to be open earlier than noon. Park district classes have lunch passes to try out new activities. More yoga or barre classes for adults. Massage or spa center."</i></p> <p><i>"Start a cycling club. Naperville has one. Joliet has one. There are enough cyclists here to support it."</i></p> <p><i>"More youth programs after school including stem programs similar to Naperville park district."</i></p> <p><i>"We would like to see some of the Bolingbrook free concerts be more "classical" in nature, instead of all rock and country music venues. We attend the Naperville Band Concerts every week and would also attend Bolingbrook if there were more variety in the musical selections available in Bolingbrook."</i></p>



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
Sample Size: 2016 Total N=238





Some ask for simpler communication to improve awareness. Others want a drop in prices. Many are happy with BPD as is and urge you to *"keep up the good work."*



Simple, straightforward communication	Drop prices for residents	No change needed
<p><i>"Find ways to spread awareness of what's going on. I was not aware that a lot of these facilities even existed, but maybe that's more my issue."</i></p> <p><i>"More emails with updates of events that are happening. We have a young child and would love to know more about events coming up for kids besides on the reader boards."</i></p> <p><i>"To remind the community of the various things that are offered by using a one page reminder every 6 months."</i></p> <p><i>"You could stop sending out the catalog and just send flyers that take people to the web site. It can't be cheap to print and send them and we don't use them much."</i></p> <p><i>"Communicate programs widely so there is better enrollment from residents."</i></p>	<p><i>"Offer discounts to Bolingbrook tax payers."</i></p> <p><i>"Senior golf rates should be lowered. "</i></p> <p><i>"I feel that a lot of the events offered are too pricey for me to consider bringing my three kids. Sometimes I feel there are free options locally that offer comparable events."</i></p> <p><i>"Reduce the fee to purchase a membership. There are workout facilities that offer more and are cheaper to join, for example, Zip Fitness. Why does a Park District that is support by a large amount of tax dollars, cost more that a private business to use?"</i></p> <p><i>"These are great facilities, but the cost of using them is VERY high. We have one of the highest property taxes in the entire country, and then you ALSO pay premium price to use tax-funded park services? ... Using the gym facilities is nearly as expensive as the commercial gyms! That's unconscionable!"</i></p>	<p><i>"Continue with the great service we have always had"</i></p> <p><i>"As we are original settlers of the area, raised 8 kids here, participated as coaches, took classes....we are now 78 years old and our participation is a bit more limited. Our grandchildren and now, great grandchildren are reaping the benefits of our wonderful Park District and all it has to offer. Keep up the good work...and keep current on the changing programs that could benefit our residents."</i></p> <p><i>"I have had very positive experiences. I cannot tell you how much I LOVE that the people that work at the aquatic center are diligent about checking that babies are wearing plastic pants over diapers."</i></p> <p><i>"Keep up the good work- your efforts are noticed &amp; appreciated. All staff I have ever encountered in 15 years have been pleasant, professional, &amp; helpful."</i></p>



**Bolingbrook Park District**

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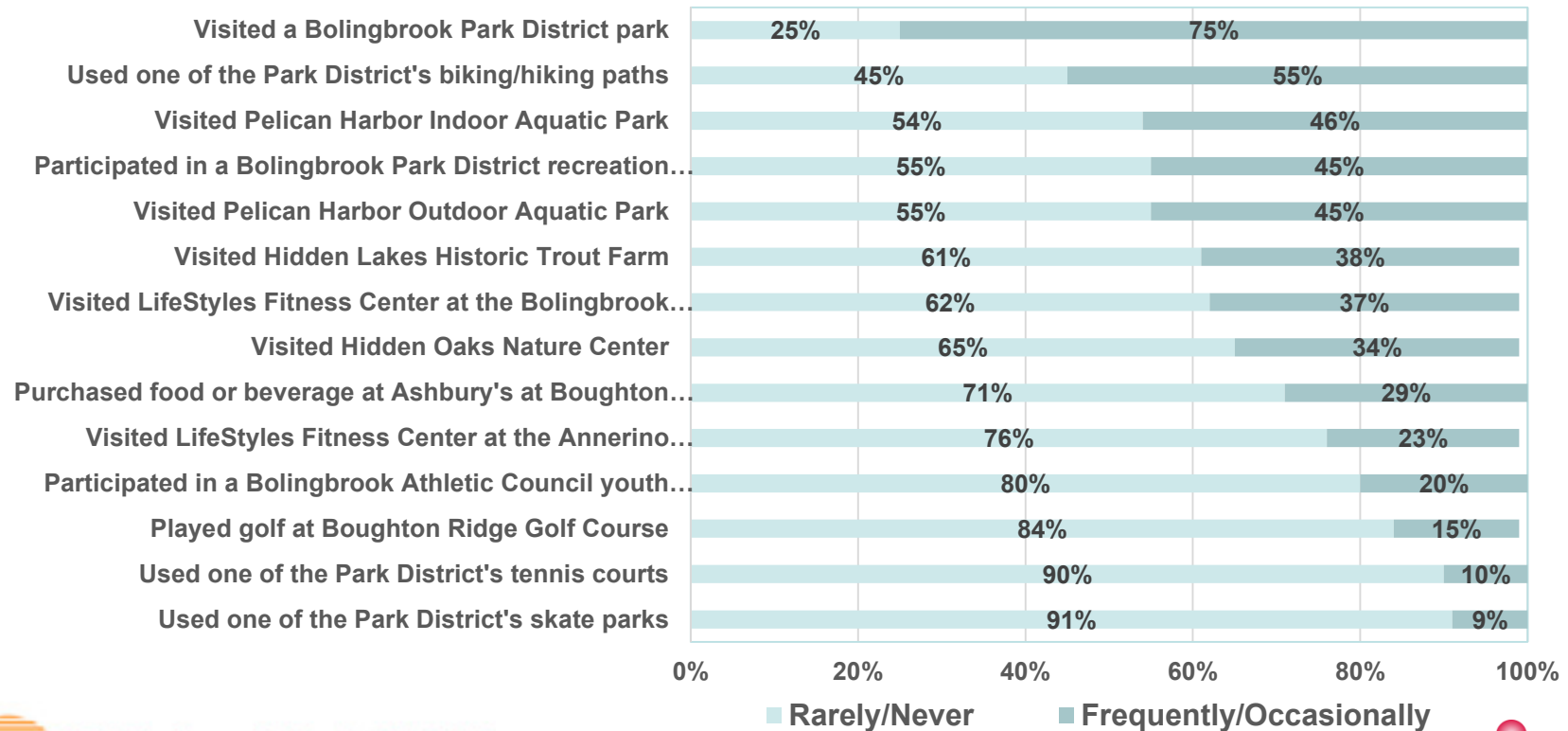
Q9. What suggestions do you have for the Park District regarding any o the Park District facilities/staff above?  
 Sample Size: 2016 Total N=238



# Visiting a BPD park is the most frequently reported activity.

- 3 of 4 residents reported visiting a BPD park at least occasionally in the past year.
- More than half report using a PD biking or hiking path in the past year.
- Tennis courts and skate parks are visited by just 1 in 10 residents on a regular basis.

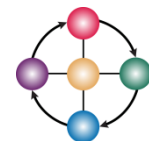
**Frequency of Usage of BPD Facilities\*  
2016**



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q10. During the past year, how frequently have you or a member of your household...?  
Sample Size: 2016 Total N=530 \*Additional detail is found in the Appendix.

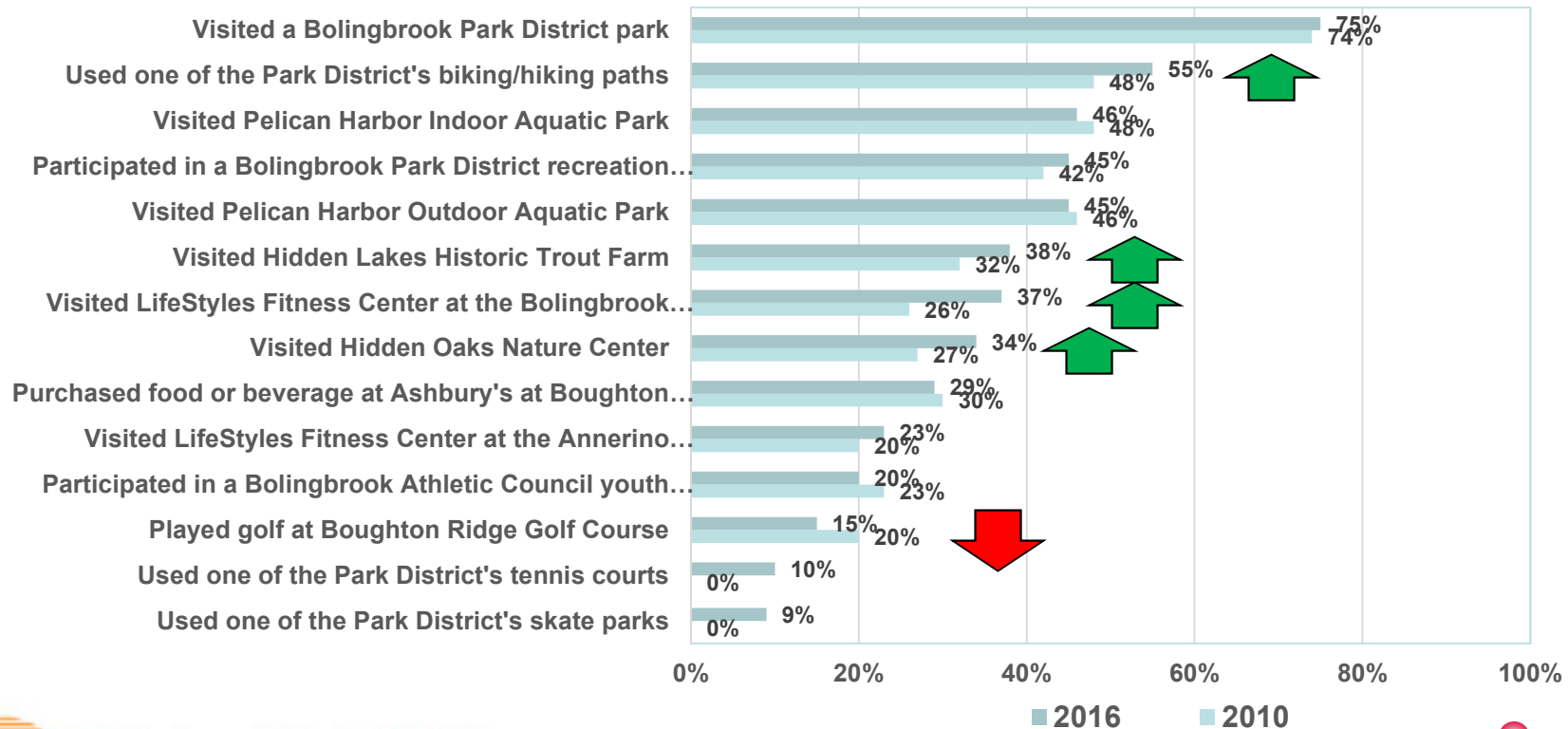


# Visiting a BPD park remains the most frequently reported activity.



- Residents report *significantly* increased usage of PD biking/hiking paths, visits to Hidden Lakes Trout Farm, LifeStyles Fitness Center, and Hidden Oaks.
- Significantly* fewer residents report at least occasional usage of the Boughton Ridge Golf Course.

Use BPD Facilities Frequently/Occasionally  
2016 vs 2010



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q10. During the past year, how frequently have you or a member of your household...?  
Sample Size: 2016 Total N=530

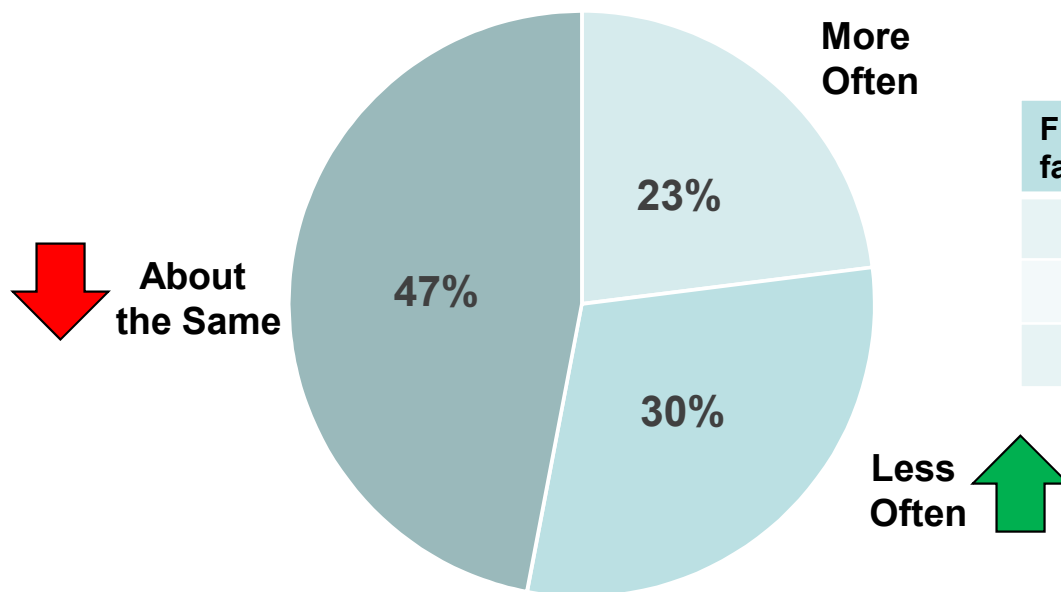


Nearly half of residents report the same usage levels as one year ago, down *significantly* from 2010.



- 3 in 10 residents say they are using BPD less often than a year ago, up from 2010.
- Well over half (56%) reported the same frequency of using BPD facilities and programs in 2010, while far fewer claimed to be using BPD less often.
- Those claiming to use BPD more often is unchanged from six years ago.

### Change in Usage of BPD Facilities & Programs 2016



Frequency of using BPD facilities/programs	2016	2010
About the same	47%	56%
More often	23%	23%
Less often	30%	21%



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q11. In general, are you currently using Bolingbrook Park District facilities and programs...as you did 12 months ago?  
Sample Size: 2016 Total N=530



# Reasons for using BPD facilities/programs more/less often...



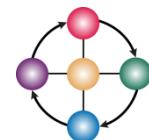
<p><b>More often</b></p> <p>Convenience, awareness, time, age</p>	<p><b>Less often</b></p> <p>Age/interest, disability, bad experience, cost, time</p>
<p><i>"I go to the park by my house on Thackeray Dr four times a week. I enjoy that park. I take my dogs there and walk thru the soccer fields and path. Its close to me so I use it more often than the dog park."</i></p> <p><i>"I have become aware of more programs that are offered."</i></p> <p><i>"I sometimes work out at BRAC and my kids are enrolled in various programs."</i></p> <p><i>"I switch my gym membership from X-Sport to the Park District."</i></p> <p><i>"I'm currently introducing my son to a variety of sports and swimming classes."</i></p> <p><i>"It is a one stop shop for me and my family. We can work out there, play basketball, visit the parks, attend classes, have parties, etc."</i></p> <p><i>"It's close to my home. The program suited fits my schedule."</i></p> <p><i>"Just because two of my three children are old enough to do more as far as sports go. My kids love to play at the park."</i></p> <p><i>"More committed to exercising."</i></p> <p><i>"My kids are older and involved in more activities and I am more familiar with the facilities and what you have to offer."</i></p>	<p><i>"Because of bad customer service regarding swim lessons and instructors being careless."</i></p> <p><i>"Child is older and needs have changed. There are limited BAC programs for girls."</i></p> <p><i>"Class times don't work for me at this time."</i></p> <p><i>"Had a stroke and weaker, more expensive to take grandkids to swim and stuff rather than take them to Rockford."</i></p> <p><i>"I don't feel it serves my Community in spite of having a large population of Hispanics in the area."</i></p> <p><i>"I had knee surgery and just haven't gotten back into a routine of visiting the Annerino Center as often as I used to - Did attend Zumba classes 3x a week until an injury prevented me from continuing."</i></p> <p><i>"I used them quite frequently when my children were younger. They are now grown and I don't have much of a need anymore. My youngest is 22 years old now. When my children were younger and they all grew up in Bolingbrook and graduated from Bolingbrook High, We used the facilities and other areas mentioned almost daily, but for sure weekly. We took full advantage and enjoyed every moment but now there's less of a need as I said before, they are grown."</i></p> <p><i>"I'm old.....cant afford to golf...lower rates for seniors."</i></p> <p><i>"Mostly cost."</i></p>



**Bolingbrook Park District**

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Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
 Sample Size: 2016 Total N=247

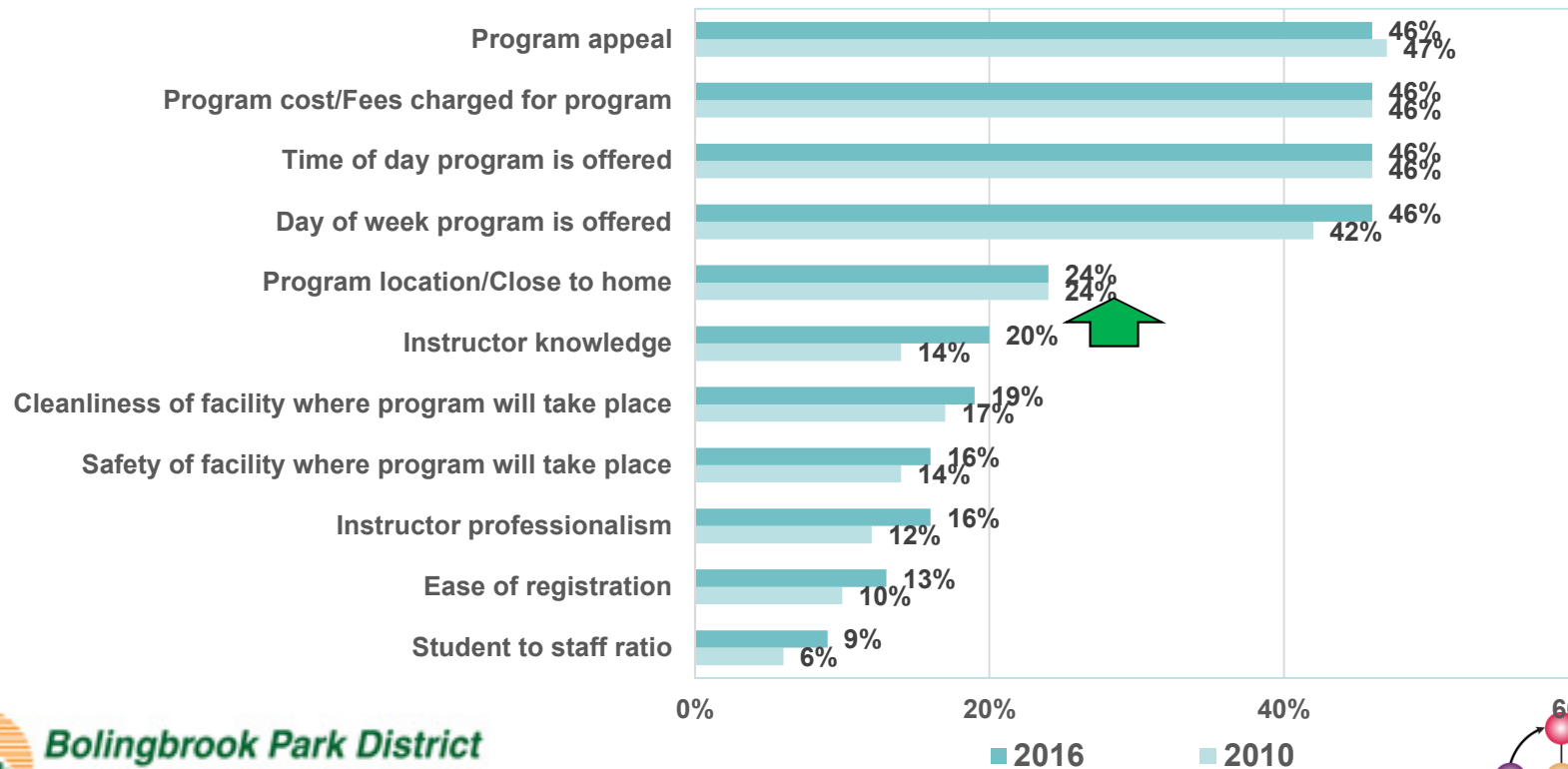


**Stated Importance:** Residents tell us the most important factors impacting likelihood of signing up for a BPD program continue to be program appeal, cost, and timing.



- Day of the week is slightly more important now than 6 years ago.
- Program location continues to be important to about 1 in 4 residents.
- All other factors tend to be a least somewhat important in selecting a BPD program these days. The importance of instructor knowledge increased *significantly* since 2010.

**Importance of Factors when signing up for BPD Programs  
2016 vs 2010**



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q13. Which of the following areas most impact your likelihood of signing up for a Bolingbrook Park District program? Please order the areas from most to least important.

Sample Size: 2016 Total N=478





# What are the Key Drivers of Satisfaction?



- **Derived Importance** provides an assessment of what drives satisfaction, without asking residents what they consider important.
- Importance weights are derived based on the statistical association between the attribute ratings and satisfaction.
- Derived importance helps us identify the key drivers of satisfaction. This is helpful because...
  - Attributes more highly associated with satisfaction have higher impact.
  - ***Allocating resources to those attributes*** will increase resident satisfaction more than allocating resources to others.

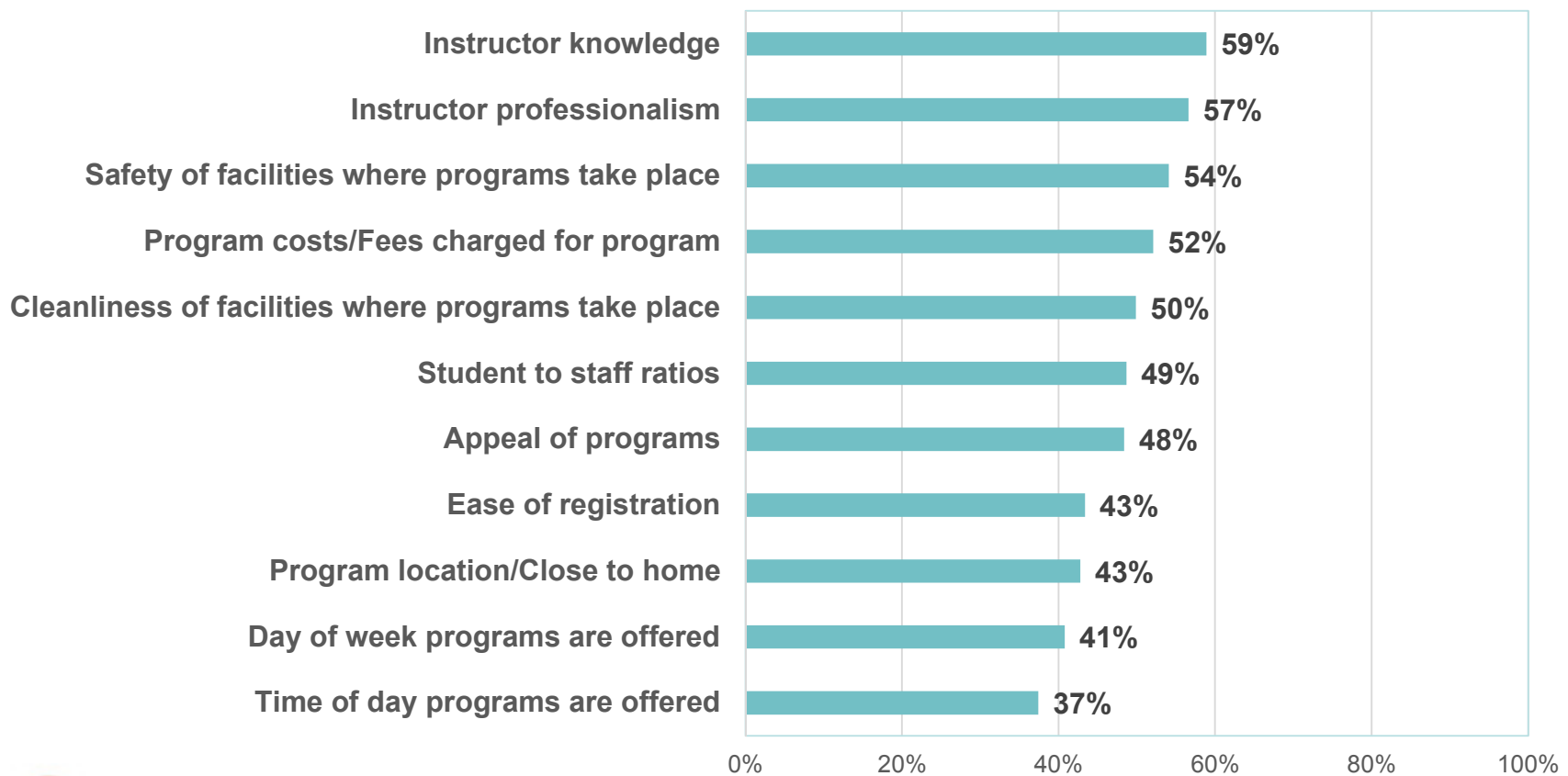


***Derived Importance:*** Hidden factors driving satisfaction with BPD programs and facilities include instructor knowledge and professionalism, facility safety and cleanliness.



- Program costs has both stated and derived importance.

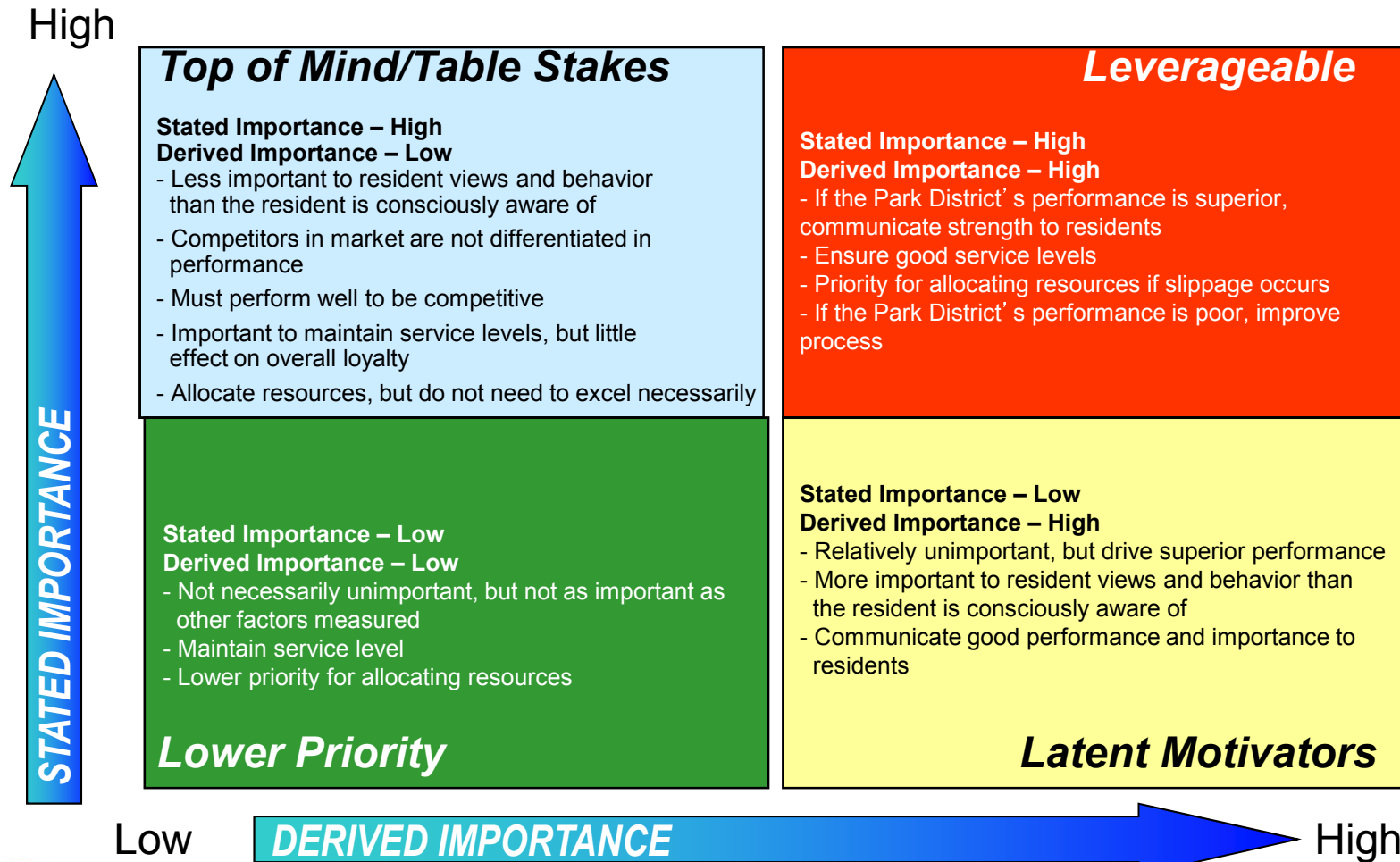
### Derived Importance of Factors Impacting BPD Program Use 2016





# Integration of *Stated and Derived Importance*

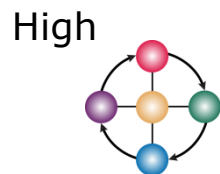
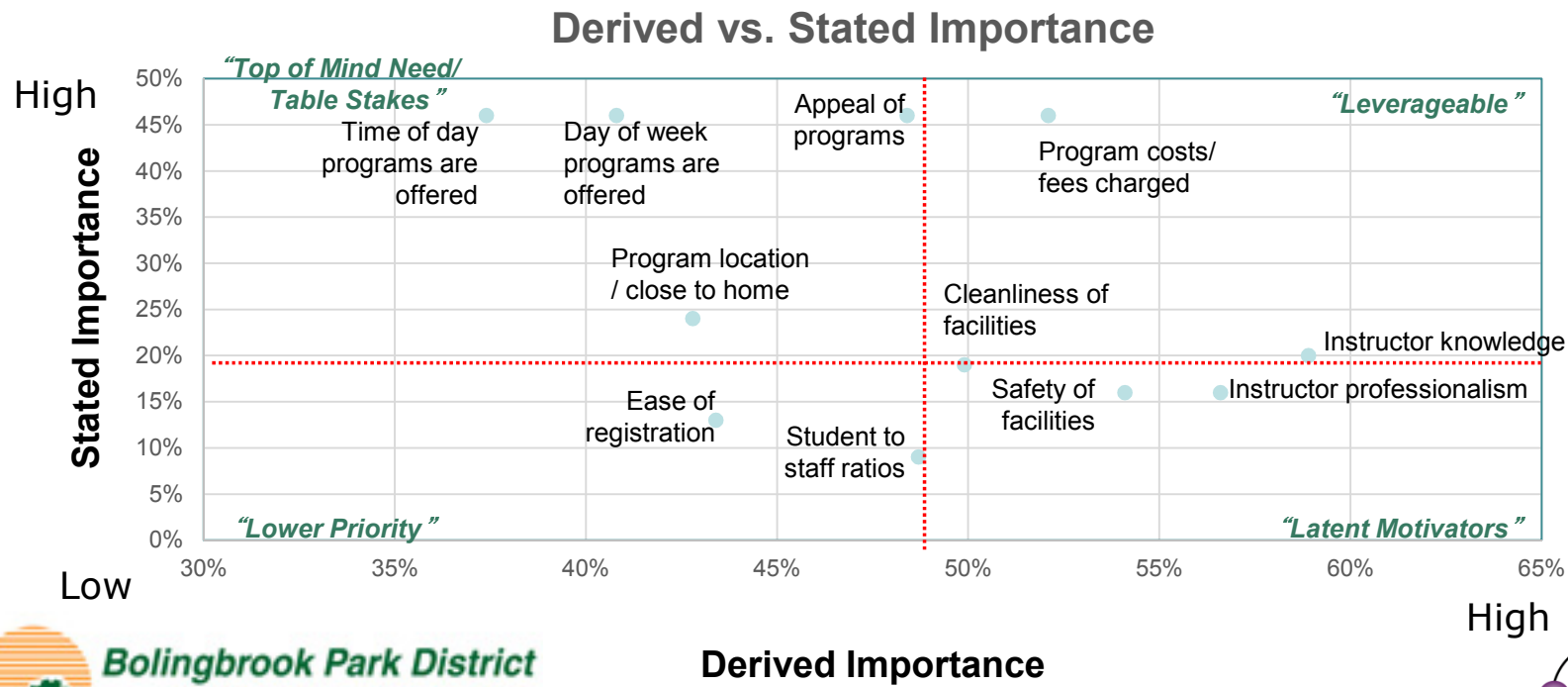
The two approaches in combination deliver the benefits and overcome the shortcomings of each approach alone. The two perspectives are integrated through a simple quadrant chart which provides a visual means of prioritizing needs and assessing the role they play in residents' decisions.



# Derived x Stated Importance of BPD Program Attributes



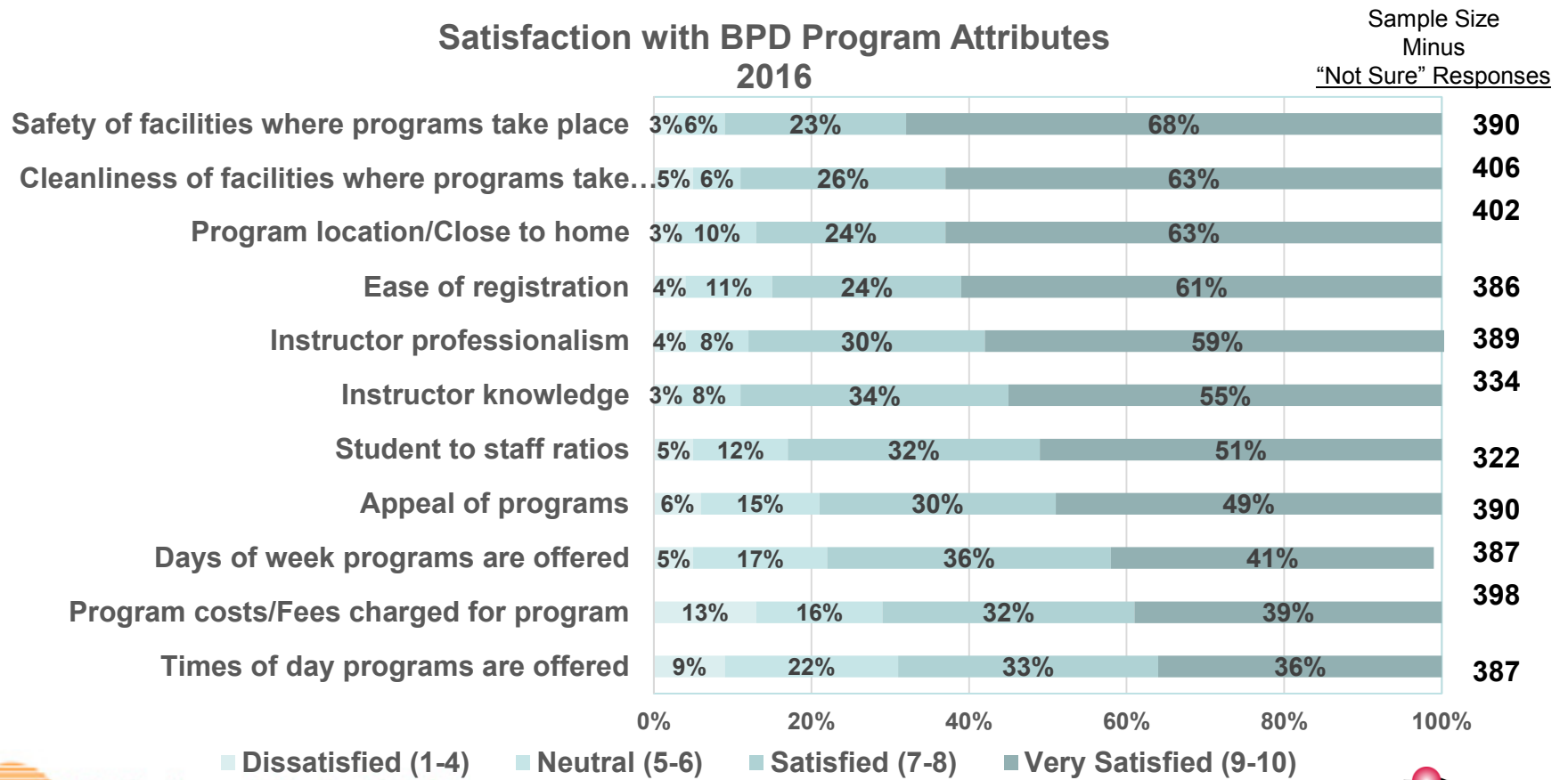
- **Program costs and fees** has both high stated and derived importance, suggesting that cost is “leverageable,” a critical factor related to BPD programs which, if addressed, can lead to higher levels of satisfaction.
- Factors that could be “latent motivators,” driving even higher satisfaction with BPD programs include **instructor knowledge and professionalism, safety and cleanliness of facilities**.
- Providing appealing programs at days and times that are desirable and nearby, are basic needs that must be continued to ensure high satisfaction with BPD.
- There are no immediate concerns about registration or class size.



# Survey respondents are more satisfied than dissatisfied with all aspects of BPD programs.



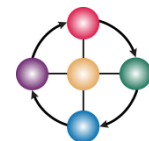
- Safety, cleanliness, location, ease of registration, instructor professionalism and knowledge, and class size all get highest marks from at least half.
- At least one in five is dissatisfied or neutral on program appeal, when programs are offered and how much they cost.



**Bolingbrook Park District**

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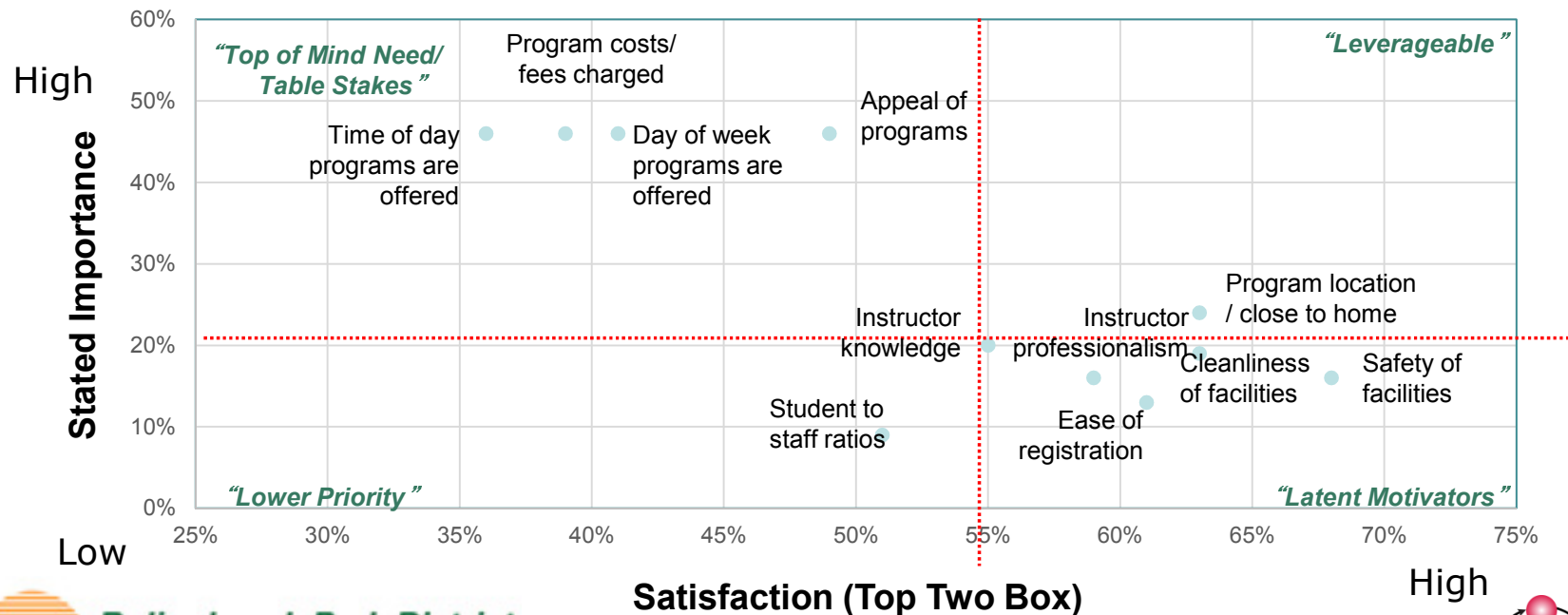
Q14. Next, please rate your satisfaction with Bolingbrook Park District programs on the same areas:  
 Sample Size: 2016 Total N=478; Total excluding "Not Sure" responses varies from 322-406



# Satisfaction x Stated Importance of BPD Program Attributes

- When top satisfaction ratings are compared to stated importance, the only leverageable factor becomes **program location**. Reminding residents that classes are close by will help drive home convenience and improve satisfaction.
- Factors that could be “latent motivators” related to what is important to residents, include **safety and cleanliness of facilities** and **easy registration**. Again, remind residents that facilities are clean and safe and registering for classes is a breeze.
- Providing appealing programs at days and times that are desirable and at reasonable cost, are basic needs that must be continued, as they are highly important to BPD users.

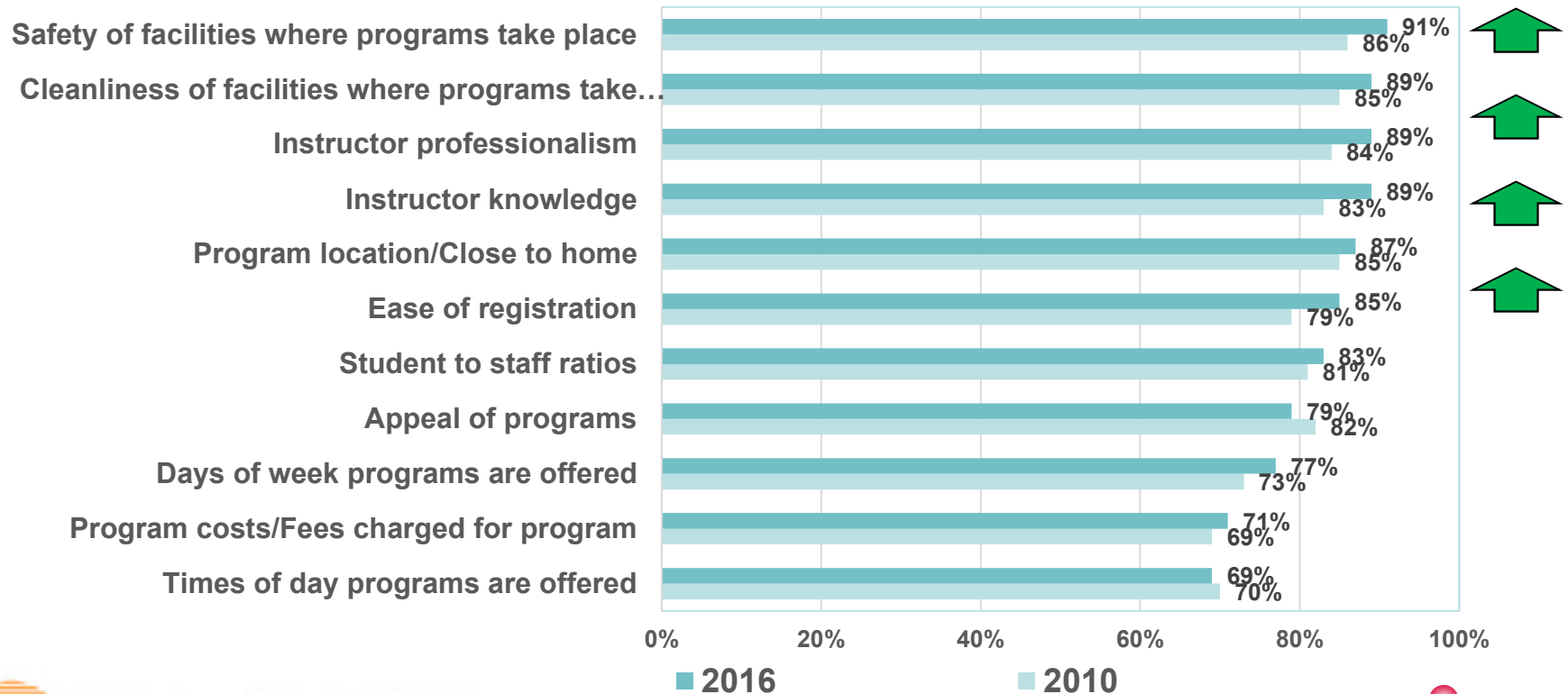
## Satisfaction vs. Stated Importance



# General satisfaction with BPD has remained strong across program attributes since 2010.

- Residents' satisfaction with facility safety and cleanliness, and instructor knowledge all improved *significantly*, while instructor professionalism, ease of registration, and days programs are offered showed some improvement since 2010.
- Program appeal may be waning.

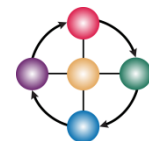
Generally Satisfied (rating 7-10) with BPD Program Attributes  
2016 vs 2010



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q14. Next, please rate your satisfaction with Bolingbrook Park District programs on the same areas:  
Sample Size: 2016 Total N=478; Total excluding "Not Sure" responses varies from 322-406



Many residents are working and find it difficult to get to daytime classes for themselves or their children. This includes seniors who still work.

*“Allow more options and times for working families.”*

*“Not everybody is a stay at home parent. There are not enough activities available for kids or adults after work hours.”*

*“The days/times are not conducive to working parents. There are many things I see in the program book that my kids are interested in, but then see the day is during the week and the time is during “normal” business hours. As working parents the scheduled does not fit and therefore cannot include my children in these programs. There are only so many things you can offer or sign up for on weekends.”*

*“I have not signed up for a class in a while. Anyone who works until 5 and away from Bolingbrook is not likely to be able to get to a class until 7.”*

*“More classes on Saturday and Sunday afternoons, including late afternoon/evening if possible.”*

*“Need more group classes on weekends. Sunday afternoons.”*

*“Offer programs for older people in the evening who work.”*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



## Some Bolingbrook families and seniors are on a budget, and program costs can be an issue.



*“Greater discount for residents and/or sibling discounts for programs.”*

*“Prices for programs and events are too high, especially for families with more than one child.”*

*“Cheaper programs, our family works 3 jobs and cost is an issue.”*

*“Some cost are a little higher for some people with two or more children and this the reason some parents don't have participation in some park districts facilities.”*

*“If possible provide financial assistance to residents who qualify on a tax return proof basis.”*

*“We pay taxes yet the fees charged for many things are way too high..”*

*“Every summer I have some family visiting from out of town. Would love to take them to the pools but the one day passes are very expensive for a family of six.”*

*“Lower golf rates for seniors.”*

*“Cost! Cost! Cost! Find a way to reduce the fees/fares charged for the programs. Frankly, I don't know why a modest village such as ours is maintaining 3 or 4 golf clubs. One of them, the Bolingbrook Golf Club, is so audaciously ostentatious you'd think it's Donald Trump's Mara Lago! Those tax-payer subsidized luxury Golf Clubs should be sold to private owners for a handsome profit and the proceeds should be used to lower taxes across the board and reduce the fees on activities that the vast majority of tax payers really need, such as BRAC, Annerino and similar modest/sensible facilities.”*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178





Residents offer suggestions around cleanliness, safety, updating, registration, informed and qualified staff, and accessibility from all corners.



*“Online registration is confusing and not user-friendly. You need to update your website to make it easier to find registration and information about programs and schedules. There should be a big button on the home page that says ‘ONLINE REGISTRATION.’”*

*“With registering on the computer, the system could be more user friendly. There has been several times were I had to call the park district to assist me signing up for a class due to the registration code not making.”*

*“Just to do the best to keep the parks clean and safe. That is very important to my family! Also make more pet friendly parks.”*

*“Just keep the front desk informed. They have never been able to answer a question that I've had in regards to a program. Registration is also a time consuming event.”*

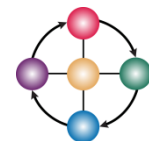
*“Would really like a few more amenities in the women's locker room at the Aquatic Center. Showers are marginal; hair dryers needed. I don't expect towels like a high end spa but would like constant hot water as well as a dial on each shower so that you don't have to punch it to keep it going!”*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



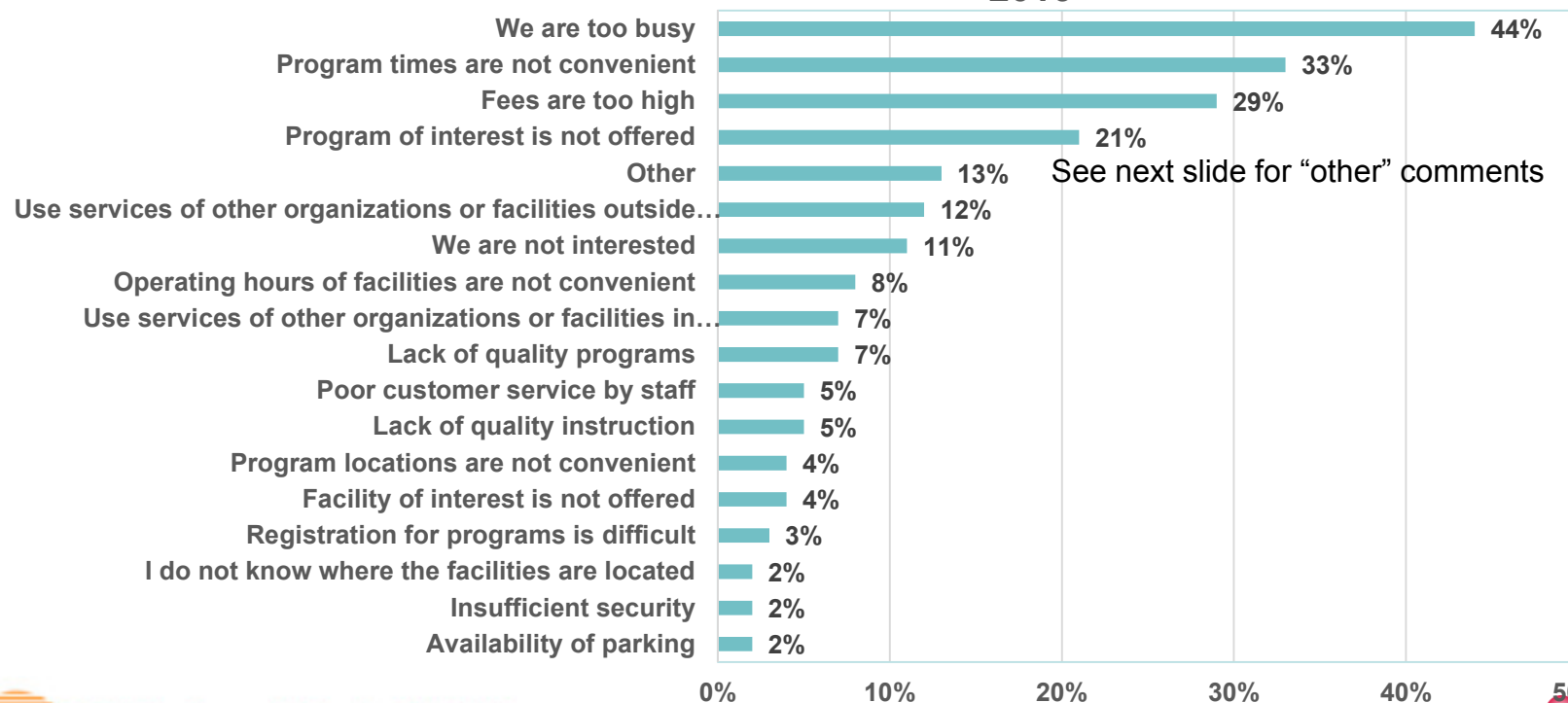


# Being “busy” is the #1 obstacle to using BPD facilities and programs more often.



- A third find program times to be inconvenient, 1 in 3 say fees are too high, and 1 in 5 are not finding the programs they want at BPD.

**Obstacles to Increased Usage of BPD Facilities and Programs  
2016**

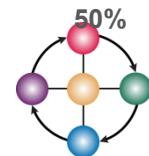


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q17. What is preventing you or members of your household from using Bolingbrook Park District facilities and programs more often? Please check all that apply.

Sample Size: 2016 Total N=468



# Obstacles preventing participation in BPD programs include changing lifestyles and aging.

*“Our age and some medical conditions are the only things preventing us from participating in some of the activities. At our age, we focus more now on our grandchildren, great grandchildren, and on our own personal hobbies. Fishing for my husband and enjoying my own garden and craft room. That is where our time is now spent. Closer to family and closer to home and time commitments for our own hobbies.”*

*“Children are away at school and everyone else works full time.”*

*“Family with disability's are limited. We don't always want "special" just the space. The train of thought that prior users take precedence. Even though we all pay taxes and the fees.”*

*“Shifting from the child-centered recreation to adult-centered recreation takes a while and we are almost there as our last one leaves high school. I really would like to be able to buy monthly passes for the fitness centers without a bigger commitment. I really prefer to work out outside, even if it means doing it on my own.”*

*“Kids are older. My work schedule does not allow me to take classes.”*

*“Need more programs for seniors and additional sporting programs, I would like to see additional dance classes offered for couples and not just youth dancing classes. I am not interested in Hip Hop dancing, but ball room dancing would be wonderful!”*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q18. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47



# Time is a big obstacle to BPD participation. Without awareness, people don't get involved.



*"Other activities get in the way. Sometimes, participation is not a priority."*

*"Busy."*

*"Our availability during the summer months do not match available programs of interest, which is why we are interested in duplicate classes to be available at different times of the year."*

*"Time." (two mentions)*

*"Time and lack of motivation."*

*"Time constraints, I work downtown Chicago usually get off at 8pm..that doesn't allow much time to work out afterwards. It would be hard to try and get it in the morning."*

*"We are very busy with school. Once the summer comes, we should be able to use the park district more often."*

*"Day of week of some activities."*

*"I'm not aware of many of the services offered, though I haven't sought them out."*

*"Just have not made myself aware."*

*"Only familiar with one facility."*

*"We sometimes aren't aware of events until too late."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q18. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47



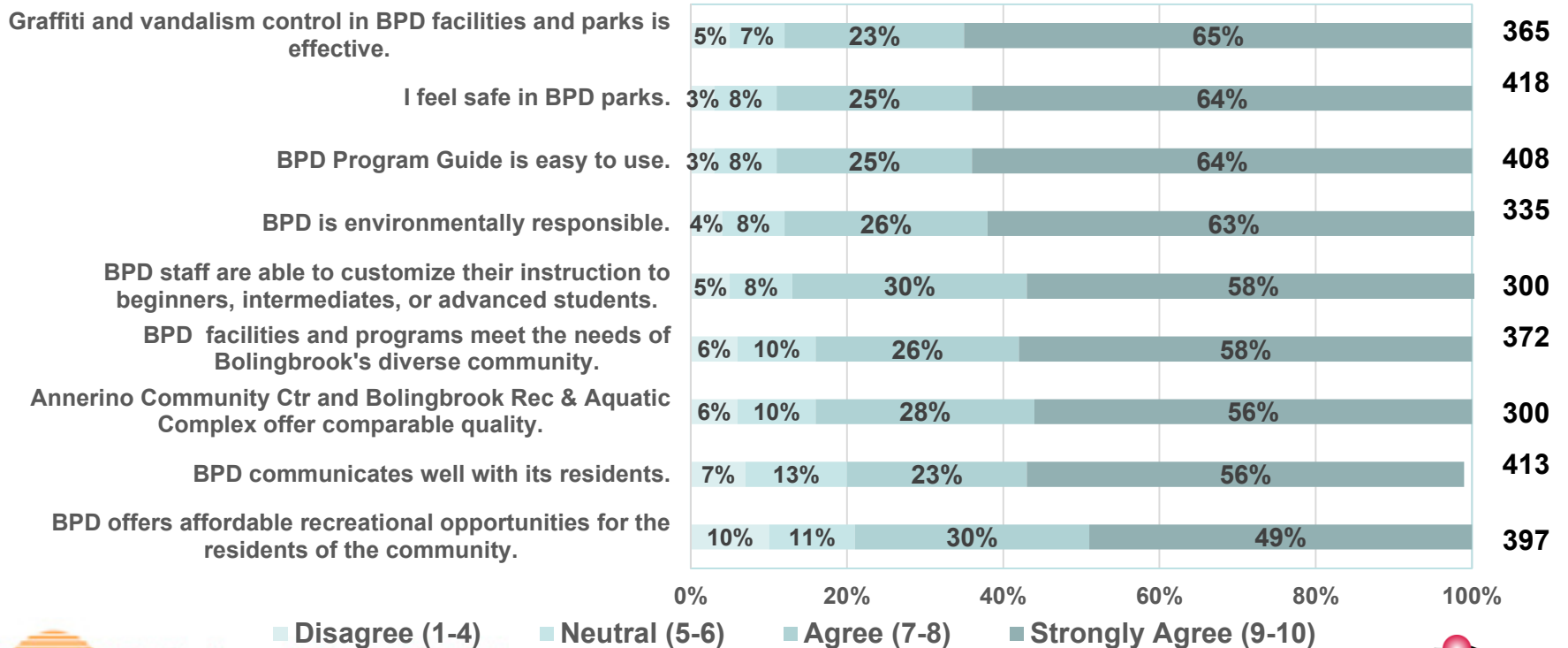
# Survey respondents generally agree that BPD does a good job with park facilities and programs.



- About 9 out of 10 residents agree the BPD Program Guide is easy to use, BPD is environmentally responsible and keeps parks and facilities safe and free of graffiti and vandalism.
- At least 8 in 10 agree BPD staff and facilities do all they can to communicate well, customize instruction and programs, provide comparable quality at different locations, at an affordable price.
- About 1 in 5 believe costs and communication could be better.

## Agreement with Descriptions of BPD 2016

Sample Size  
Minus  
"Not Sure" Responses

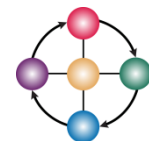


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q19. Next, please tell us the extent to which you agree or disagree with each of the following statements that can be used to describe the Bolingbrook Park District.

Sample Size: 2016 Total N=451; Total excluding "Not Sure" responses varies from 300-418

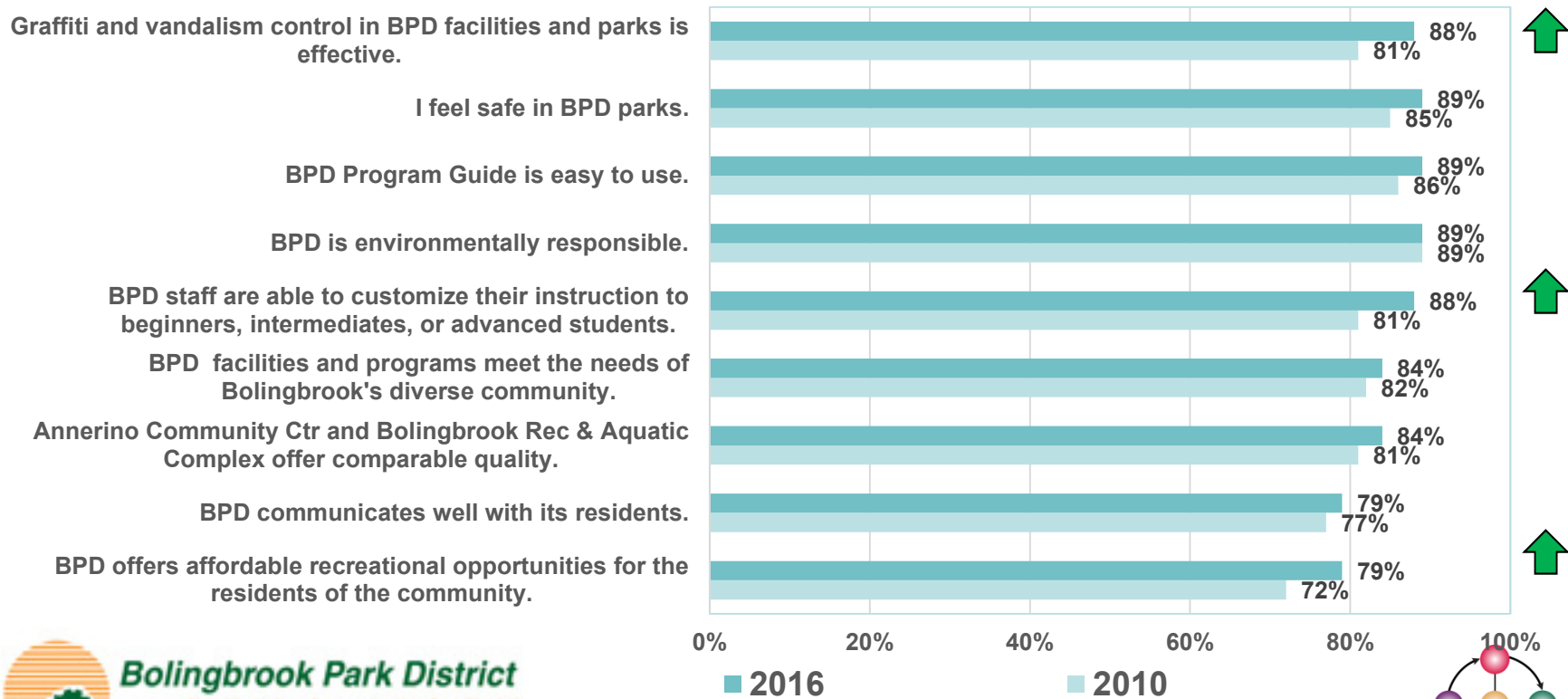


# General agreement with BPD facilities and program descriptions has improved since 2010.



- Aware residents are *significantly* more likely to agree BPD has effective control over graffiti and vandalism in parks and facilities, that staff can customize programs and programs are more affordable, compared to 2010. Residents are slightly more likely to say they feel safe in parks these days.

Generally Agree (rating 7-10) with BPD Descriptions  
2016 vs 2010



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q19. Next, please tell us the extent to which you agree or disagree with each of the following statements that can be used to describe the Bolingbrook Park District.

Sample Size: 2016 Total N=451; Total excluding "Not Sure" responses varies from 300-418

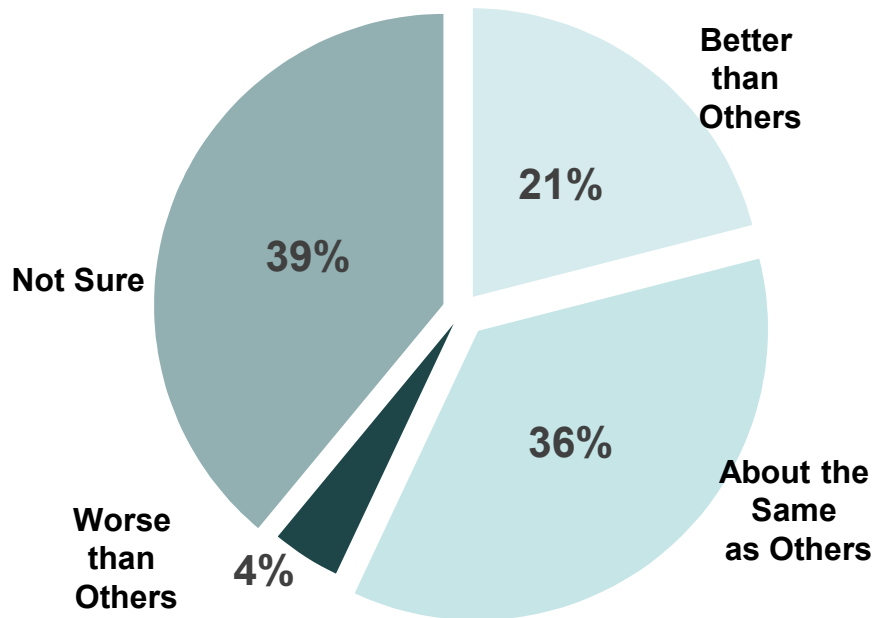


# Among aware residents, BPD Staff instruction is considered to be comparable to quality found elsewhere.



- A third of aware residents continue to believe BPD offers the same quality instruction found elsewhere.
- Nearly 4 in 10 residents are not familiar enough with BPD instructors to offer an opinion, fewer than seen in 2010.

**Quality of Instruction by BPD Staff  
2016**



Quality of Instruction Provided by BPD Staff	2016	2010
Better than Others	21%	19%
About the Same	36%	36%
Worse than Others	4%	3%
Not Sure	39%	42%



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q20. The quality of instruction provided by Bolingbrook Park District staff is...?  
Sample Size: 2016 Total N=451



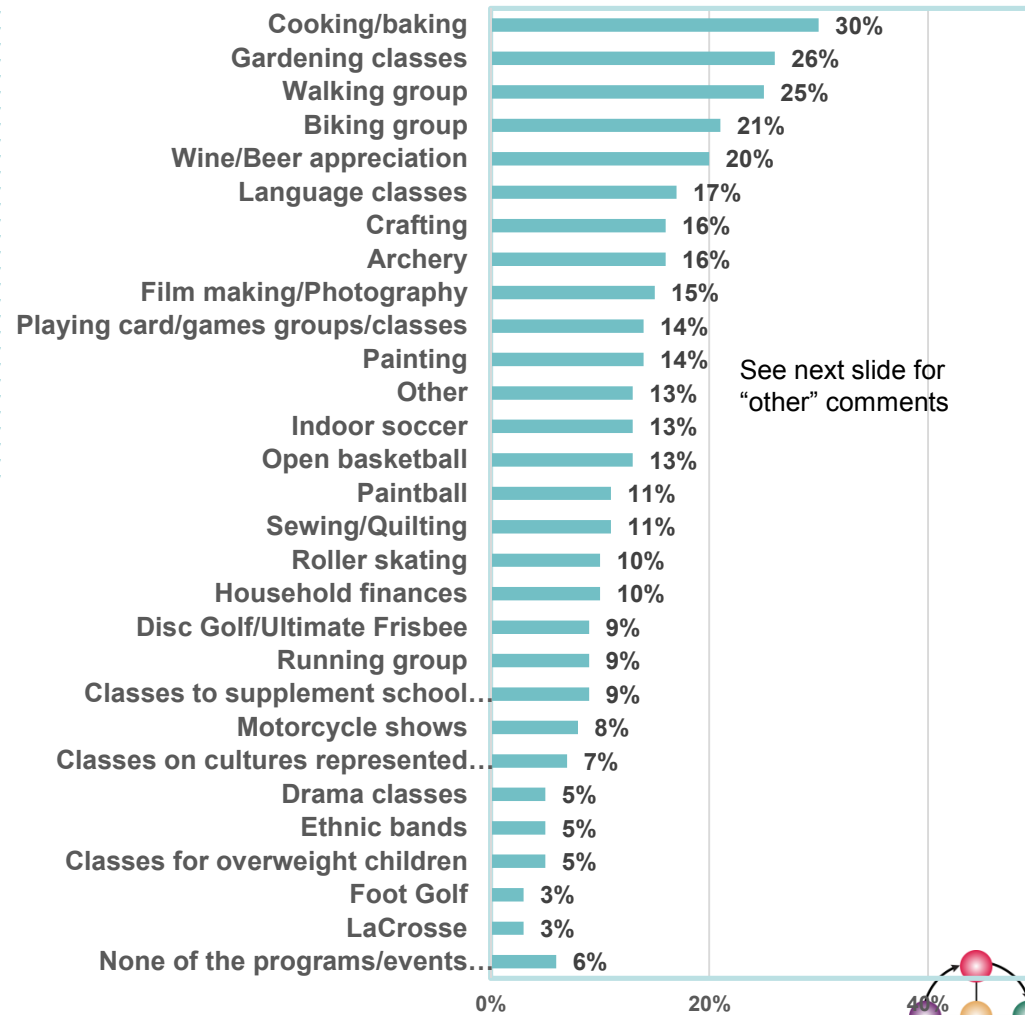


# The most appealing recreational programs/events are cooking/baking and gardening classes and walking and biking groups.



- Bolingbrook residents surveyed are interested in a wide variety of program and event topics from cooking and baking, to crafts and sports, to learning or developing a new skill, interest or hobby.
- Just 6% of respondents found nothing appealing in the long list of potential topics.
- Several topics have limited interest, but may be enough to offer a one-time workshop or event (e.g., household finances, sewing/quilting, ethnic bands).

Appeal of Programs/Events  
2016

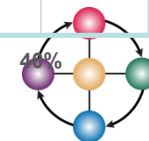


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q21. Which of the following potential Park District recreational programs and events would be most appealing to you or a member of your household? Please check up to 5 programs/events.

Sample Size: 2016 Total N=449



# OTHER programs/events that would be appealing...

## FITNESS/PLAY PROGRAMS MENTIONED

Swim classes (two mentions)

Diving classes

Fitness center

Classes to prepare for Sr. Olympics--basketball free throw, shuffleboard, casting, walk racing, to name a few.

Tennis lessons\*

Ice Skating

Indoor softball hitting cages

Karate

Taekwondo

Lacrosse\*\*

Men's baseball, Men's 16" softball, Girls softball camps.\*\*\*

All boys soccer

Toddlers -- Open gym for toddlers, Toddler sports (gymnastics, soccer)

Play groups for younger children

Senior Fitness

Track & Field for kits

Water works

Weight Train

Yoga

Zumba

*\*\*I would like to see tennis lessons for all ages and levels being offered in the summer. along with more sports for tennis to do or at least fitness classes nearby at the Annerino center.*

*\*\*\*"Lacrosse would have appealed to my daughters when they were younger. They are now young adults and too busy with college/career. Lacrosse is an emerging sport, sanctioned at the high school level and needs more programming at the youth level."*

*\*\*\*"For your average or just learning."*

## SPECIAL SKILLS

*"Study of electricity with hands-on training"*

*"Woodworking"*

*"Sign Language"*

*"Arabic Language"*

*"First aid, CPR, emergency (bad weather) 3 to 5 day preparedness, overnight camping"*

*"Animal related, dog obedience, grooming, care, etc."*

*"Bring your pet to the park day."*

*"Horse back riding"*

*"Fishing"*

*"Nature study"*

*"Car shows" (two mentions)*

*"Flying radio controlled helicopters."*

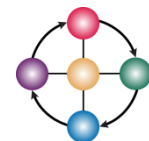


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q22. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47





# OTHER programs/events that would be appealing... (cont.)

## CRAFTS/COOKING

*"Balloon animals"*

*"Open craft time"*

*"Candle making"*

*"Having healthy cooking classes and changing your diet would be interesting as well."*

## EDUCATIONAL

*"Anything that focuses on children who need a little extra help in everything they do."*

*"School tutoring."*

*"Stem course for middle school an h.s. Level students."*

*"Book Clubs, in particular author appearances and book signings. Some of this may come under the heading of the library facilities; however, I think that the Park District could also be involved in some type of program in this area, also."*

*"Maybe have police and fire day at the parks. More transparency with Mayor, police, fire, community and park Representatives."*

## MUSIC

*"Guitar lessons"*

*"Music classes"*

*"More summer concerts"*

*"More free concerts in parks not just at Village Hall. Christian Artists would be nice!"*

## DANCE

*"Chicago Stepping"*

*"Dancing classes - ballroom, waltz, etc."*

*"Line dancing" (two mentions)*

*"Toddler Dance (tap, ballet, etc.)"*

## CULTURAL

*Visits to...*

*"Cantigny"*

*"Lizzadro Museum"*

*"Morton Arboretum"*

*"Local historical museums"*

*"Tours during the day"*

*Or "If not visits, speakers?"*

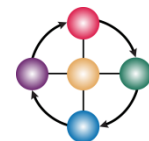


**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q22. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47

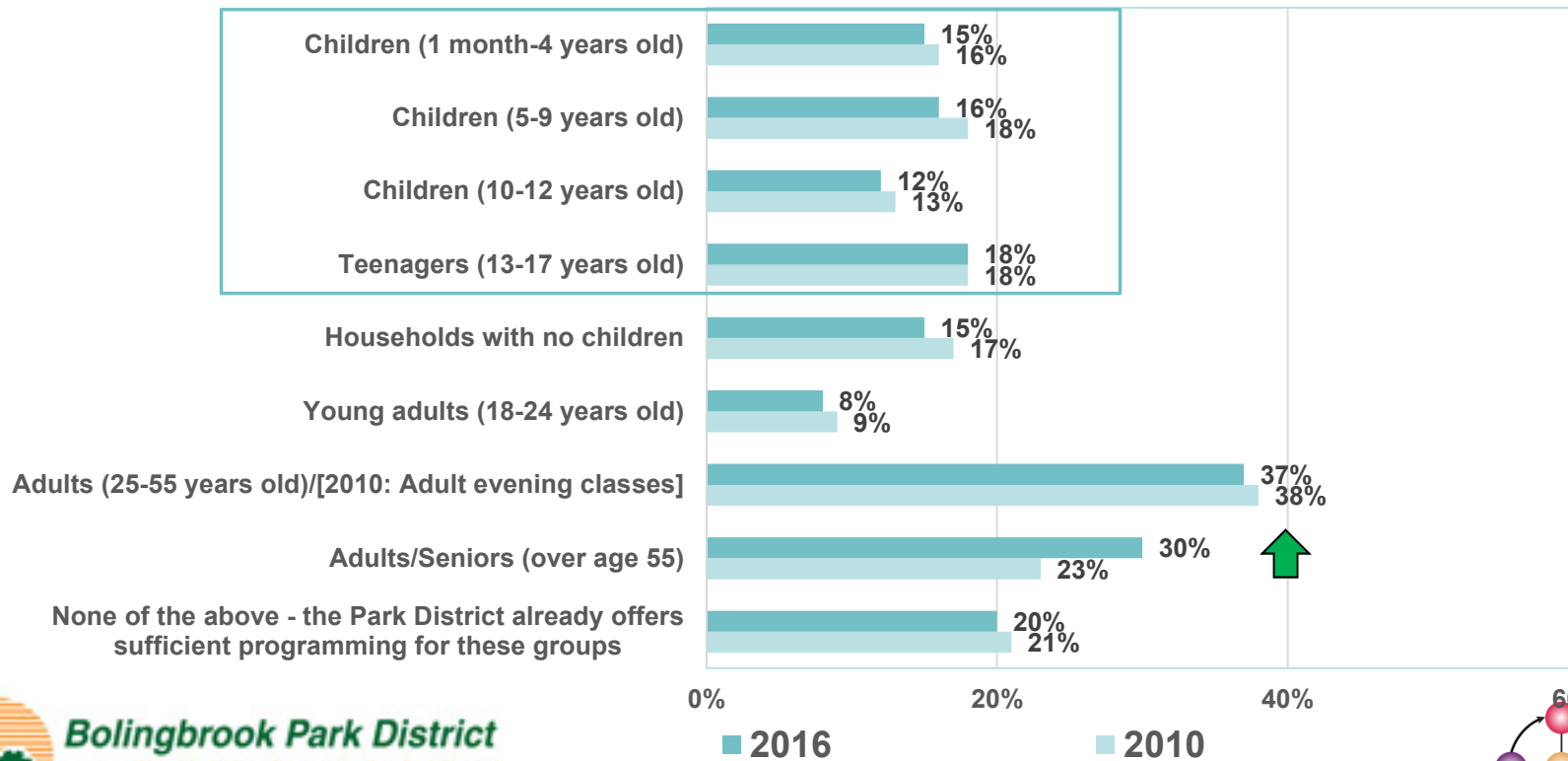


# About 1 in 3 residents continue to want more adult programs; 3 in 10 want more senior programming.



- 1 in 5 residents believes BPD already offers adequate programming across age groups.
- Fewer than 1 in 5 households with children of any age are interested in more programming for children, about the same as 2010.
- Fewer than 1 in 10 young adults wants more BPD programming.
- **Significantly** more residents are looking for senior programming in 2016.

**Additional Programming Needs by Age Group  
2016 vs 2010**

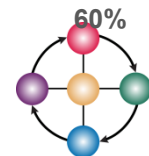


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q23. For which, if any, of the following groups would you like the Bolingbrook Park District to offer additional programming?  
Please check all that apply.

Sample Size: 2016 Total N=439



# Adding more programming weekday evenings will have the greatest impact on registration.



- Sunday afternoon programming may also lead to an increase in registrations.
- Weekdays at lunchtime and early morning or late evening on Sunday are least appealing times for additional programming.

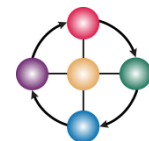
Time of Day	Weekday			Saturday			Sunday		
	Definitely	Probably	No Impact/ Not Sure	Definitely	Probably	No Impact/ Not Sure	Definitely	Probably	No Impact/ Not Sure
<b>Early Morning 5-8 a.m.</b>	8%	12%	80%	11%	13%	76%	8%	9%	<b>82%</b>
<b>Mid-Morning 9-11 a.m.</b>	7%	16%	77%	16%	33%	51%	11%	20%	69%
<b>Lunch Time 11 a.m.-1 p.m.</b>	5%	10%	<b>85%</b>	13%	23%	64%	10%	18%	71%
<b>Afternoon 2-4 p.m.</b>	6%	15%	79%	13%	24%	64%	<b>12%</b>	<b>21%</b>	67%
<b>Early evening 5-7 p.m.</b>	<b>20%</b>	<b>31%</b>	49%	11%	17%	71%	9%	17%	74%
<b>Late evening 8-10 p.m.</b>	<b>17%</b>	<b>25%</b>	58%	8%	12%	80%	6%	9%	<b>86%</b>



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q40/41/42. How much impact would each of the following time frames for classes or programs have on the frequency with which you or members of your household register for Bolingbrook Park District programs during the WEEKDAY (Monday-Friday)/Saturdays/Sundays? Please select one response for each time. Sample Size: 2016 Total N=439

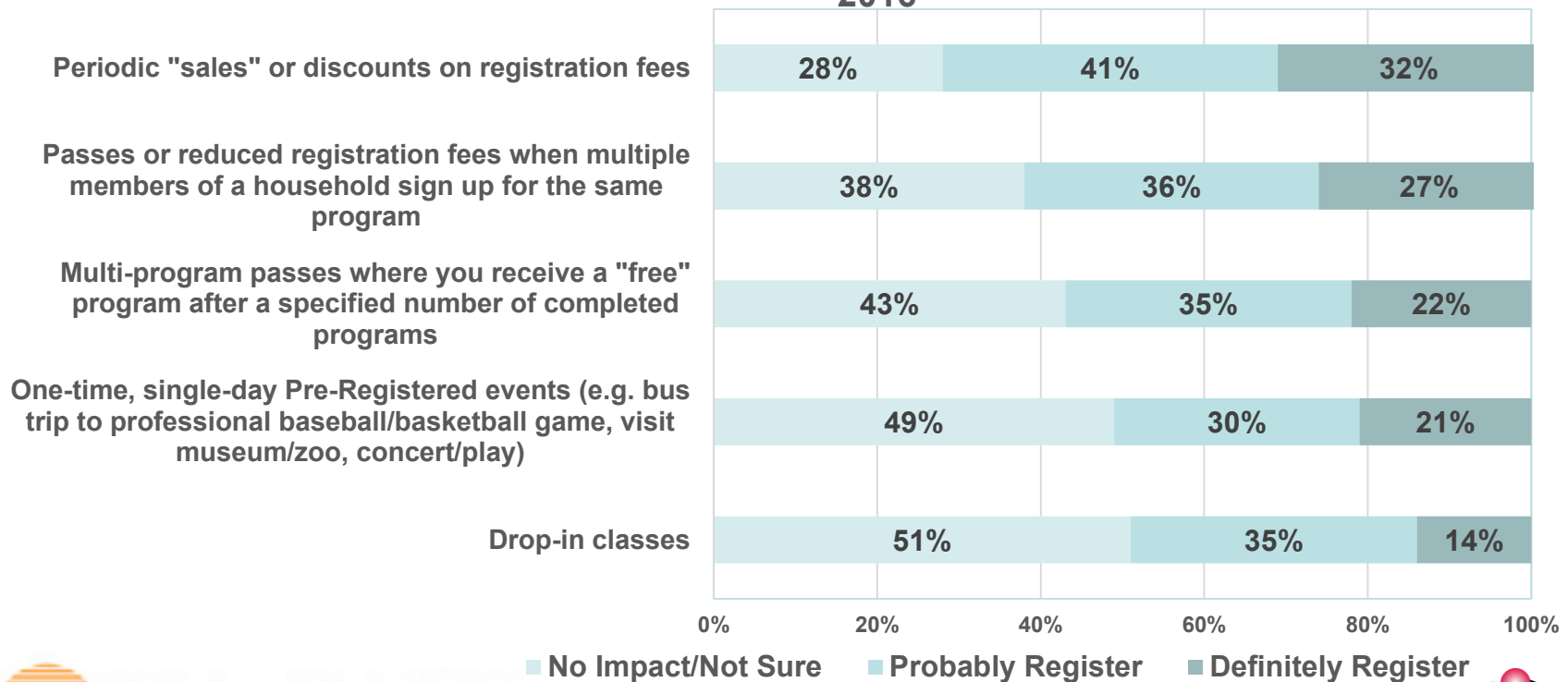


# Periodic sales and multiple-family member discounts have the most impact on registering for more BPD programs.



- For about half of more of these residents, loyalty programs (get a “free” program after completing a specified number of programs), one-time events and drop-in classes all hold some appeal.

**Impact of “specials” on frequency of registering for BPD Programs  
2016**



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q24. How much impact would each of the following have on the frequency with which you or members of your household register for Bolingbrook Park District programs?

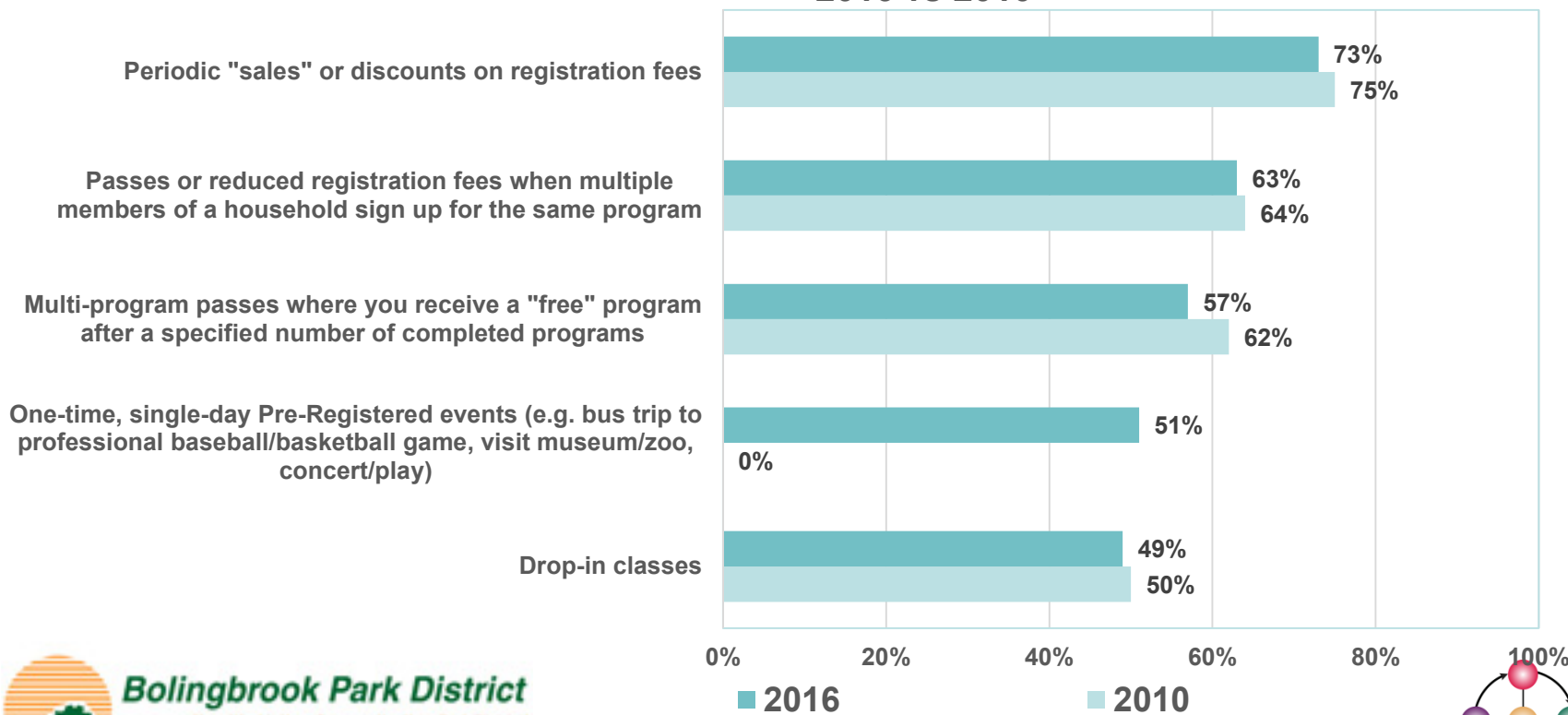
Sample Size: 2016 Total N=439



# Special pricing/programming has about the same impact in 2016 as it did in 2010, with one possible exception.

- There is somewhat less interest in multi-program passes (loyalty programs) this year compared to 2010.

Percent “Definitely” and “Probably” Register More  
2016 vs 2010



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q24. How much impact would each of the following have on the frequency with which you or members of your household register for Bolingbrook Park District programs?

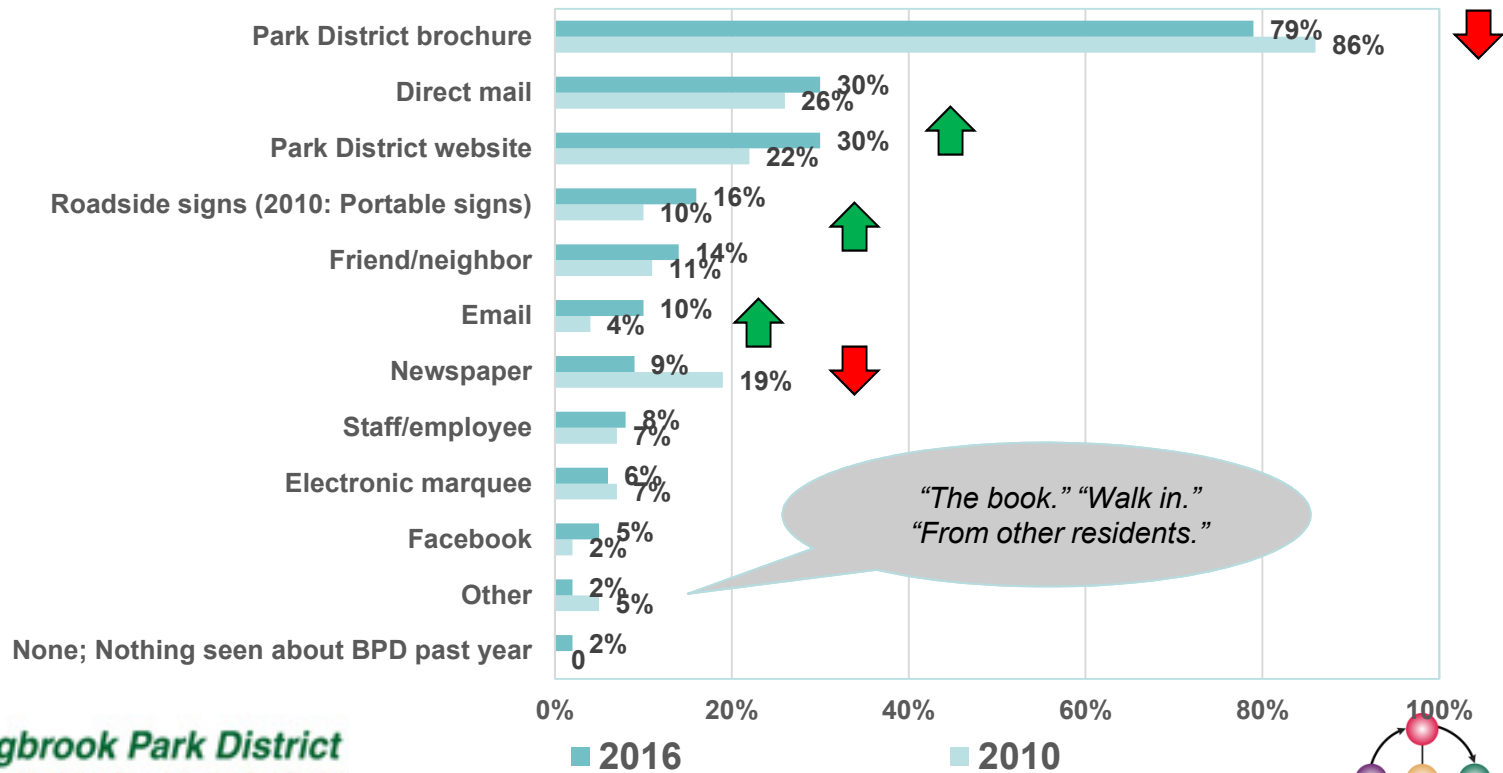
Sample Size: 2016 Total N=439



# The BPD brochure continues to be the most frequently identified source for information about programming, although awareness dropped since 2010.

- **Significantly** more residents learned about BPD through the website, roadside signs, and email, compared to 2010. Somewhat more are learning about BPD through direct mail.
- No one mentioned Instagram or Twitter, asked for the first time this year.
- **Significantly** fewer residents learned about BPD through the brochure or newspaper.

### How Residents Learn about BPD Programs 2016 vs 2010



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q25. How did you learn about Park District programs during the past year? Please check all that apply. Please specify the other ways you learned about Park District programs.

Sample Size: 2016 Total N=437



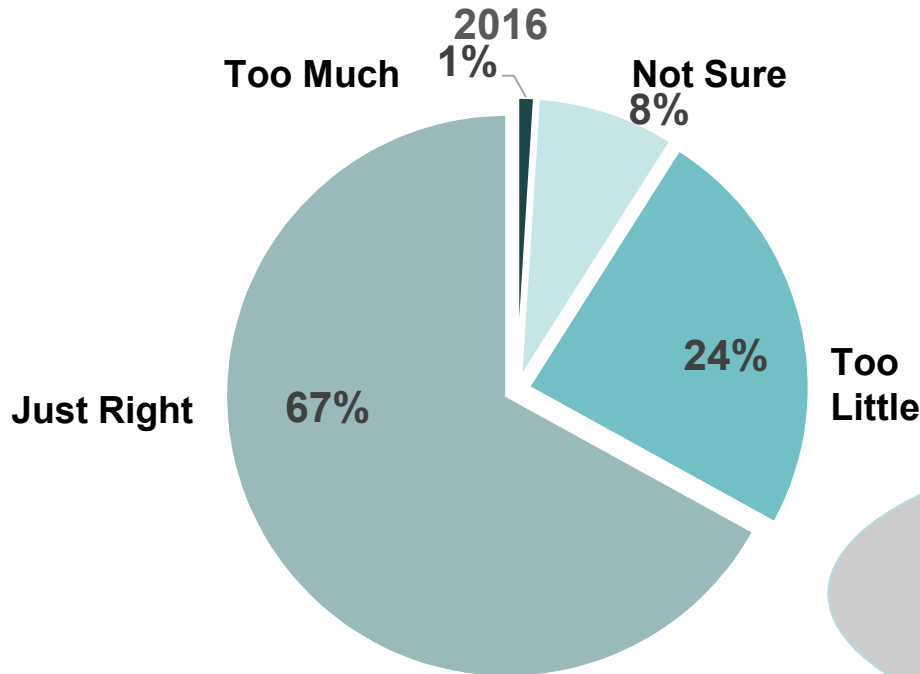
# 2 of 3 residents say the frequency of BPD communication is "about right," down just a bit from 2010.



- Almost 1 in 4 residents believe there is "too little" communication from BPD, somewhat more than observed in 2010.

*"Current level is fine. Brochure frequency is good, and posting on website."*

**Frequency of BPD Communication**



Frequency of BPD Communication	2016	2010
Too much	1%	2%
Just right	67%	69%
Too little	24%	20%
Not Sure	8%	9%

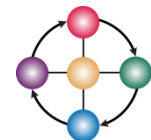
*"John Case comes to Sr. meetings usually twice a year to promote the Silver Sneakers program. We do need involvement with the Sr. Olympics so participating seniors can do their track and field, basketball free throw, shuffleboard, and other events offered. Even if it was one or two sessions held the end of Aug. or Beginning of Sept. each year."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q26. Is the frequency of communications you receive from the Bolingbrook Park District...? Sample Size: 2016 Total N=437  
 Q27. Please specify the other communication methods you would like to see the Park District use. Sample Size: 2016 Total N=2

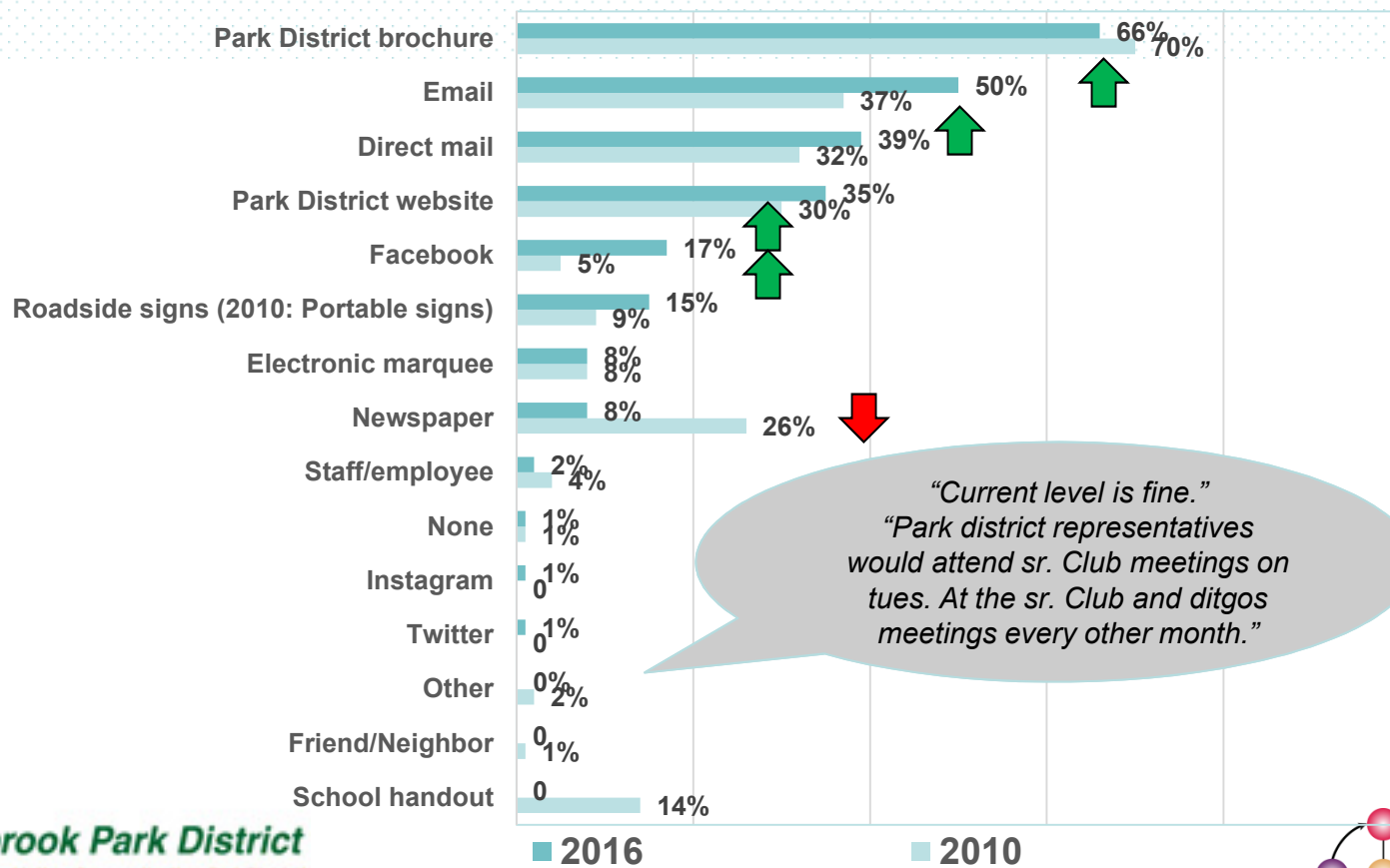




# The BPD brochure continues to be the preferred source for information about programming, but preference is declining.

- Preference for the newspaper as a source of BPD information dropped *significantly* since 2010.
- Preference for electronic messaging (Email, website, Facebook), direct mail and roadside signs, are all increasing.

Preferred Ways to Learn about BPD Programs  
2016 vs 2010



“Current level is fine.”  
“Park district representatives would attend sr. Club meetings on tues. At the sr. Club and ditgos meetings every other month.”



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q45. From which of the following communication methods would you most like to receive Park District information in the future?  
Please select up to 3 communication methods. Sample Size: 2016 Total N=435

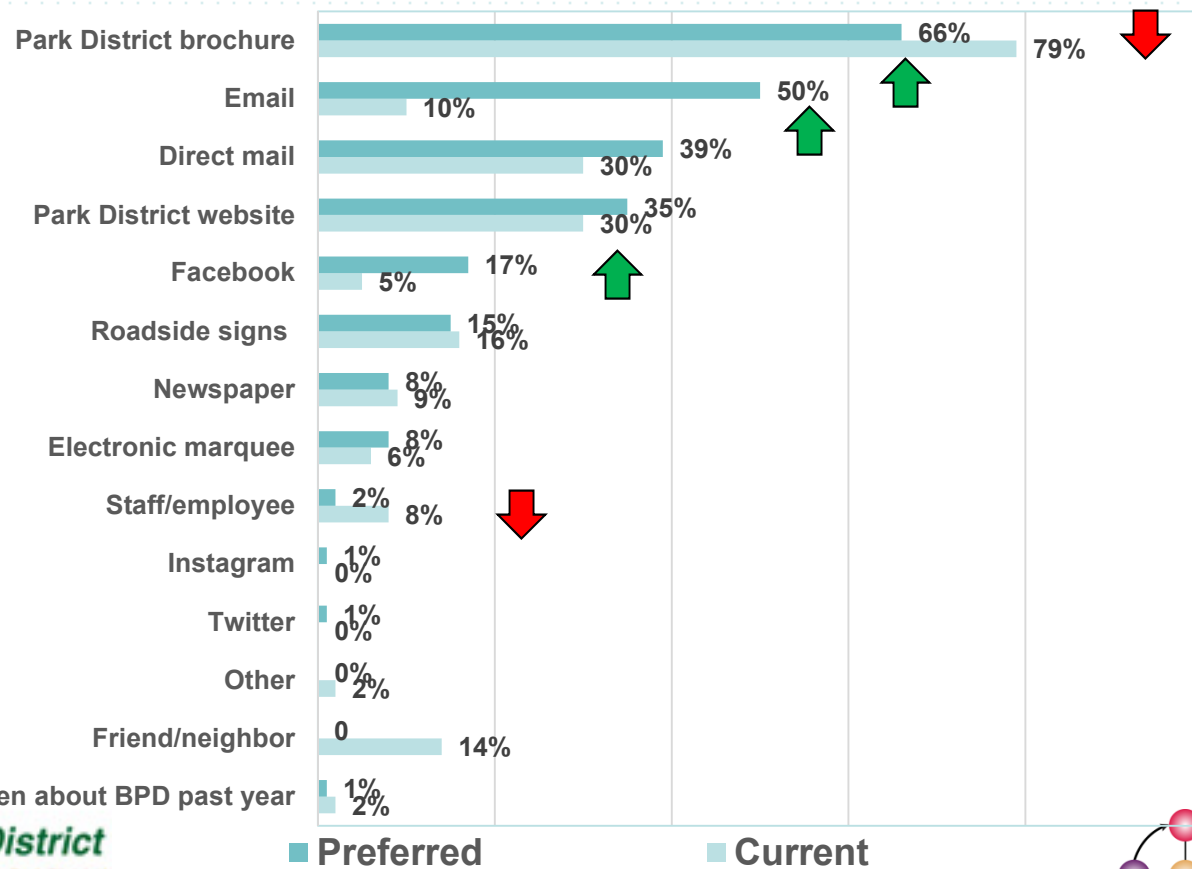




# There is a disconnect between how residents get information from BPD and how they would prefer to get it.

- **Significantly** more residents want to get informed via email, direct mail, and Facebook. Slightly more want to get their information from the BPD website.
- **Significantly** fewer residents want to get the information from the PD brochure or directly from BPD staff or employees.

Current vs. Preferred Ways to Learn about BPD Programs  
2016



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q25. How did you learn about Park District programs during the past year? Please check all that apply. Sample Size: 2016 Total N=437 Q45. From which of the following communication methods would you most like to receive Park District information in the future? Please select up to 3 communication methods. Sample Size: 2016 Total N=435

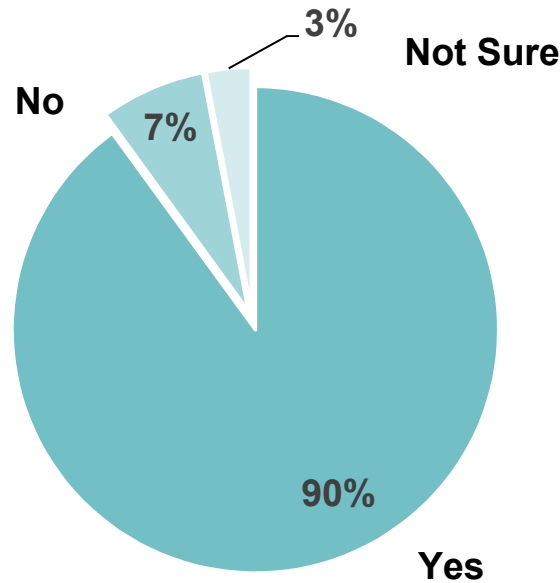


9 out of 10 residents surveyed agree BPD Parks/Facilities should go smokeless and tobacco-free.



- About 1 in 10 residents are against or unsure if BPD should go smokeless/tobacco-free.

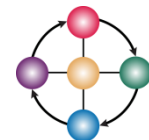
Should BPD Parks/Facilities go Smokeless/Tobacco-Free?  
2016



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q43. Would you support Bolingbrook Park District making our parks and facilities smokeless and Tobacco-Free?  
Sample Size: 2016 Total N=437

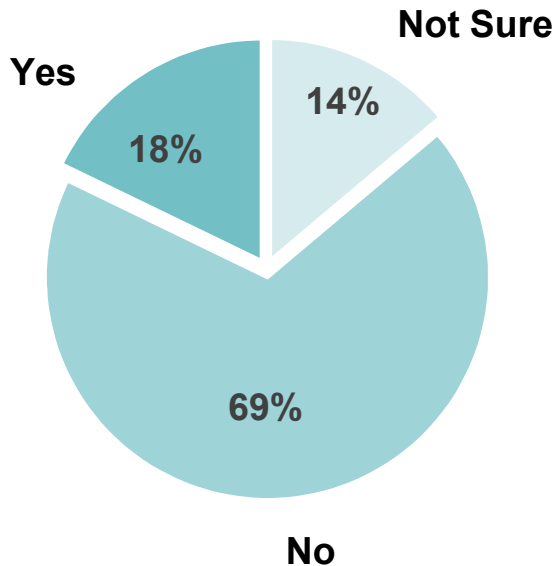


Lack of a family changing room keeps fewer than 1 in 5 residents from using Bolingbrook Recreation & Aquatic Center (BRAC). It may inhibit another 14% of households.



- Almost 7 in 10 residents say they are not impacted by a lack of family changing room at BRAC, while 14% are not sure if there is an impact on their household.

Is lack of a family changing room causing you/your family to use BRAC less often?  
2016



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q44. Is the lack of a family changing room at the Bolingbrook Recreation & Aquatic Complex causing you or a member of your household to use that facility less often than you would like?

Sample Size: 2016 Total N=437

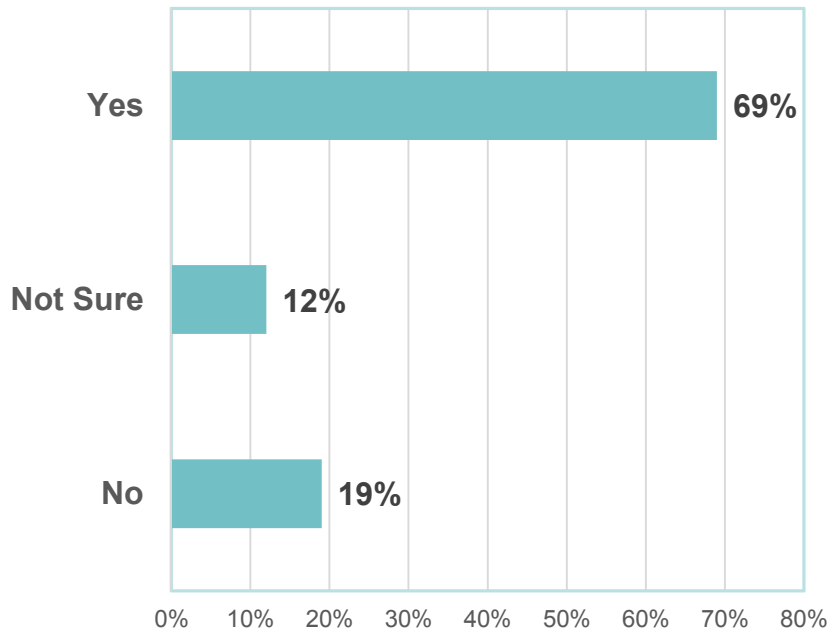


# Residents are more than three times as likely to provide an email address as a mobile phone number for BPD program alerts.

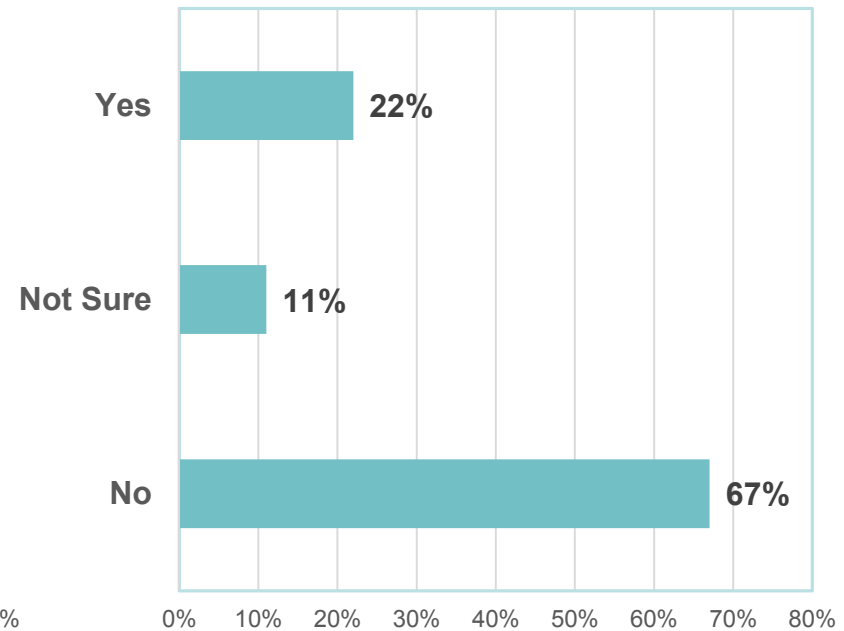


- 2 of 3 residents are willing to provide an email to BPD in order to get alerts about programs that may be of interest.
- About 1 in 5 are willing to provide a mobile phone number for text alerts.

Willing to provide Email to BPD  
2016



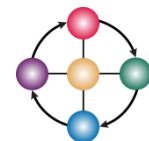
Willing to provide Mobile Phone to BPD  
2016



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q46. Would you be willing to provide the BPD with a current email address so that could get email alerts about upcoming PD programs of interest? Q47. What about mobile text? Would you be willing to provide BPD with a mobile phone number so that you could get text alerts of upcoming PD programs of interest? Sample Size: 2016 Total N=436

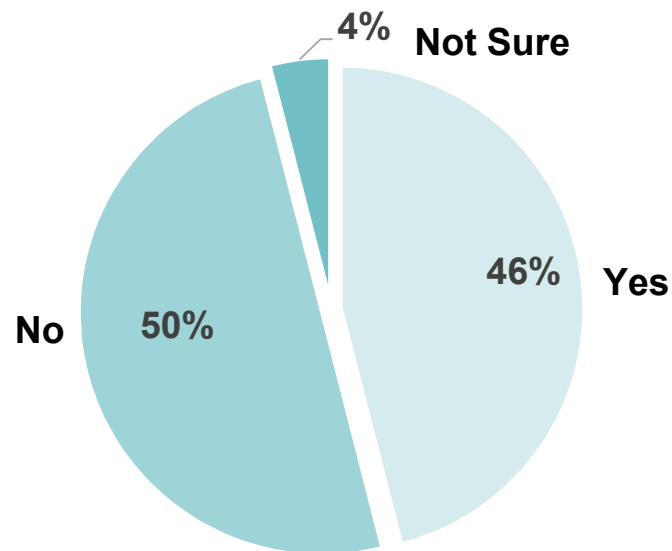


# Fewer than half of Bolingbrook residents surveyed are aware that BPD is separate entity from the Village.



- Half were not aware of this distinction. Another 4% were uncertain.

Aware BPD is separate entity from Village of Bolingbrook  
2016



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q48. Are you aware the Bolingbrook Park District is a separate entity from the Village of Bolingbrook?  
Sample Size: 2016 Total N=436

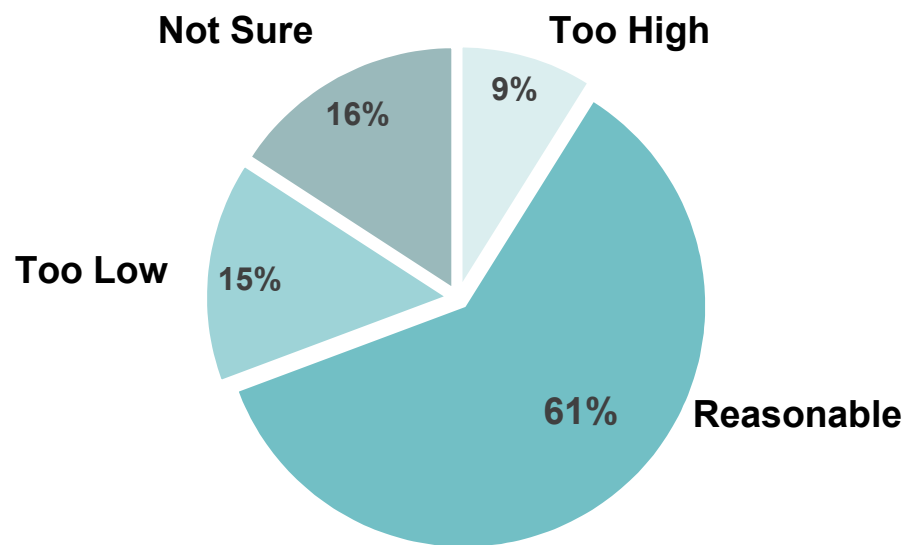


6 out of 10 residents believe the amount of their property taxes going to support BPD is reasonable, about the same as 6 years ago.



- Fewer than 1 in 10 say the tax support for the Park District is “too high” and 15% say it is “too low.”

Amount of Property Tax to Support BPD is...  
2016



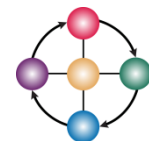
9 cents of tax dollar contributed to BPD is...	2016	2010
Too high	9%	8%
Reasonable	61%	62%
Too low	15%	14%
Not Sure	16%	16%



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q28. For every dollar you pay in property taxes, about 9 cents is paid to the Park District. Do you think this amount is...?  
Sample Size: 2016 Total N=436

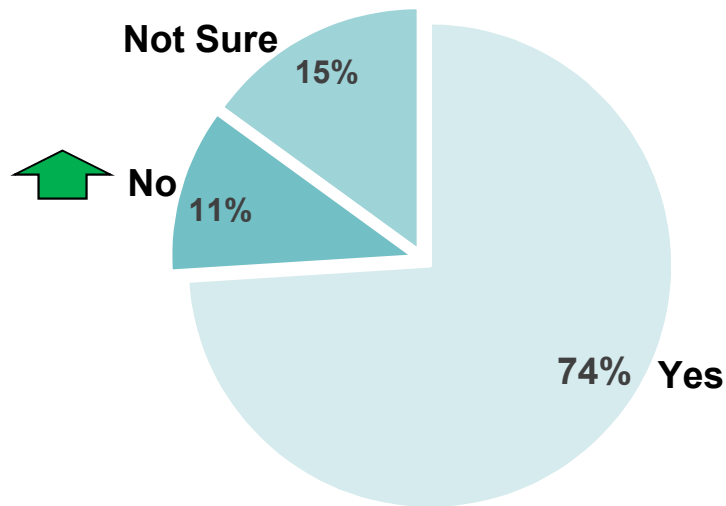


About 3 in 4 residents believe BPD facilities and programs are a good value for what is provided, down from 2010.



- More than 1 in 10 say BPD is not a good value for what they get, a *significant* increase from 6% in 2010.
- 15% are unsure of the value of BPD’s facilities and programs.

Are PD programs and facilities a good value?  
2016



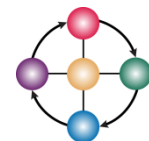
Are BPD programs/ facilities a good value?	2016	2010
Yes	74%	77%
No	11%	6%
Not Sure	15%	17%



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q29. For what is provided, do you feel Bolingbrook Park District programs and facilities are a good value?  
Sample Size: 2016 Total N=436





# About 1 in 6 survey participants are interested in volunteering for the BPD.

- As many are unsure as say “no” to volunteering, probably because they don’t know what it entails.
- Respondents tell us they would like to volunteer in the following ways...
  - Providing greeting and general assistance at special events, sporting events/runs, child care, senior care, chaperone trips, customer service desk. Provide help where it is needed most.
  - Teaching (e.g., school work assistance, resume-writing and interview prep, computer training, baking/cooking, ESL, etc.).
  - Clean up the parks, with seniors and children.
  - Coaching and mentoring baseball, volleyball, basketball, etc.
  - Where there is need

Interested in volunteering for the BPD?	2016
Yes	17%
No	43%
Not Sure	41%

“Anything to do with outdoor.”  
 “Community outreach/awareness, oversee/facilitate adult gaming group or toddler groups.”  
 “Help people around, help with activities.”

“I prefer to volunteer for specific events or projects, as opposed to open-ended commitments that tend to grow into a second job..”

“Group clean up of local pond or rivers”  
 “Work outdoors helping to beautify and clean up the parks.”



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q30. Would you be interested in volunteering for the Bolingbrook Park District? Q49. What kinds of things would you like to do as a volunteer for the BPD? See Appendix for complete list of open-ended responses.

Sample Size: 2016 Total N=435



If money were no object, residents want to see updated/expanded facilities, more/different programs and free or reduced fees....



## FACILITIES

*"I think it is important to keep the facilities in top-notch condition."*

*"Build an indoor walking track open to public for walking at anytime."*

*"Better family changing rooms and/or more private changing spaces."*

*"Finish paving and linking the paths down Lily Cache Creek and the DuPage River so it is a viable long bike and running path, instead of disjointed little ones."*

*"Maintain the neighborhood playgrounds better. Fix broken equipment and keep them clean."*

*"A facility or some class offerings closer to the Northeast portion of Bolingbrook."*

*"Expanding swimming facilities."*

*"A more updated locker room."*

## PROGRAMS

*"Offer before and after care for school aged children."*

*"More educational opportunities, for example language or math supplements in evenings or on weekends."*

*"Larger variety of teen programs."*

*"Offer more senior programs."*

*"Get better bands to music on the hill."*

## FREE/REDUCED FEES

*"Free sports sign up for kids."*

*"More free summer admissions to pool."*

*"Family (or seasonal) pass with unlimited access to all district activities, events and amenities -- that would be innovative."*

*"Lower membership cost."*

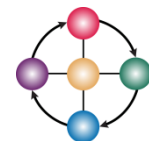
*"Offer free classes once a month in all areas of interests."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q50. If money was no object, what single thing could the BPD do or offer to better serve you/your household?  
Sample Size: 2016 Total N=xxx



# If the BPD needed to cut costs, most cannot name a program or facility to eliminate.

## CAN'T THINK WHAT TO CUT...

*"Sorry can't answer without seeing them all."*

*"Difficult to answer this question without more information. Programs offered are good, you should look for ways to economize."*

*"None. The park district holds a lot of families together."*

*"Not sure. All the programs are very needed."*

*"Not sure. There are a lot of programs and events. I wouldn't know which one to cut. Probably the least used program."*

*"I would hate to think that any of the programs would need to be cut."*

*"I'm not really willing to cut any programs. If they don't fill they cut themselves."*

## CUT FACILITIES...

*The fitness center (LifeStyles), Boughton Ridge, pool (Aquatic Center, Pelican Harbor) are called out specifically.*

*"Maybe have shorter hours on some things so that staff would not have to work long hours?????"*

## CUT PROGRAMS...

*Various sports (soccer, cricket, tennis, volleyball) mentioned.*

*Children's events and programs (day care, Week of the Young Child).*

*Various specified and unspecified programs, classes and events (concerts, dance, painting)*

*"Some of the free events...would benefit from a registration fee. Charge families \$1 per kid and...get revenue."*

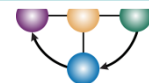
*"Brochures- while informative and convenient, information can be found online."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q51. If the BPD needed to cut costs, what facility program or event could you/your household do without?  
Sample Size: 2016 Total N=xxx



# Appendix



# Additional Detail

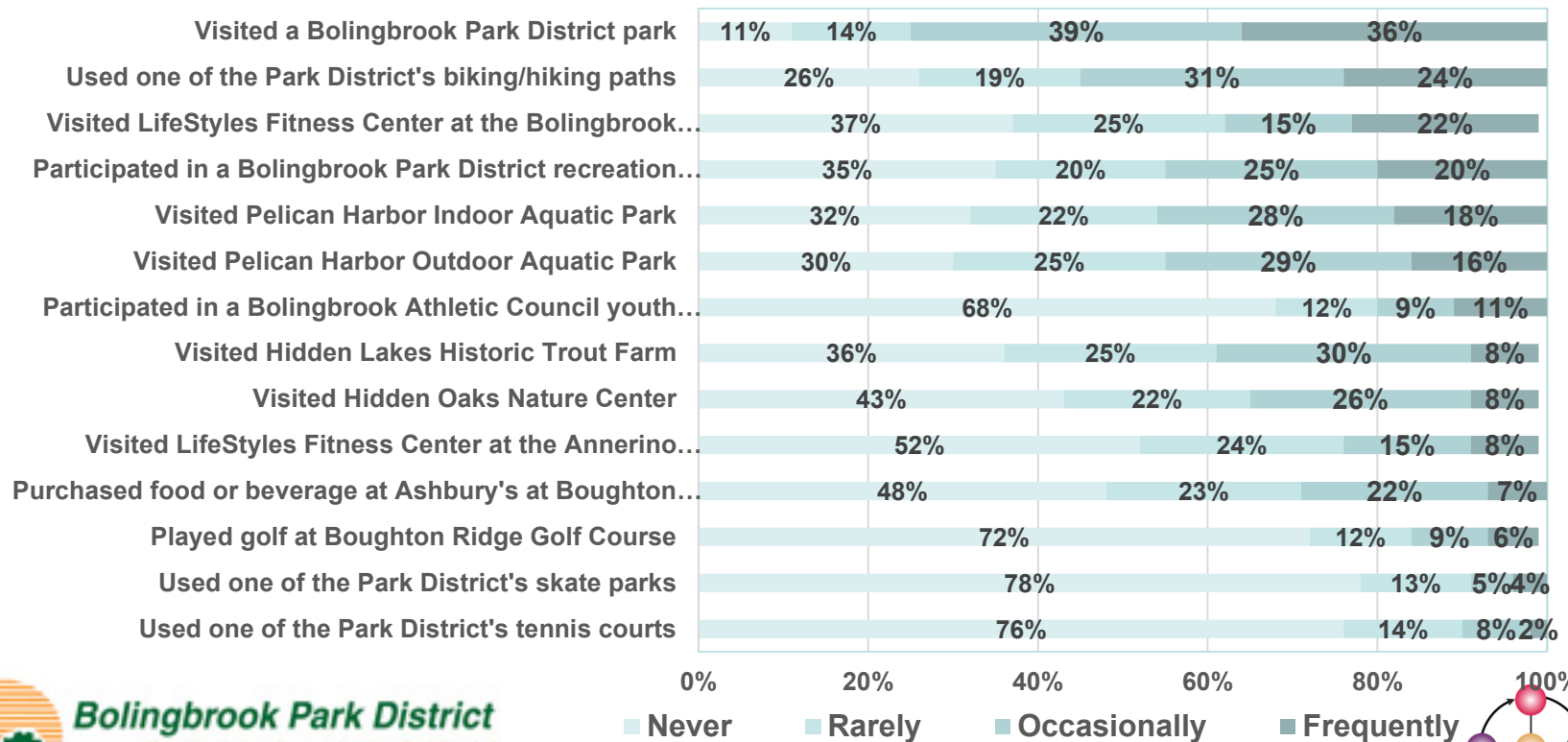


# Additional Detail on Usage of BPD park facilities.



- Visiting a BPD park is the most frequently reported activity
- At least 1 in 5 residents report frequent visits to the PD biking and hiking paths, LifeStyles Fitness Center and participation in BPD recreation programs.
- Fewer than 1 in 10 are frequent users of tennis courts, skate parks, Boughton Ridge Golf Course, Ashbury's, LifeStyles Fitness Center, Hidden Oaks and Hidden Lakes.

**Frequency of Usage of BPD Facilities  
2016**



**Bolingbrook Park District**

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Q10. During the past year, how frequently have you or a member of your household...?  
Sample Size: 2016 Total N=530

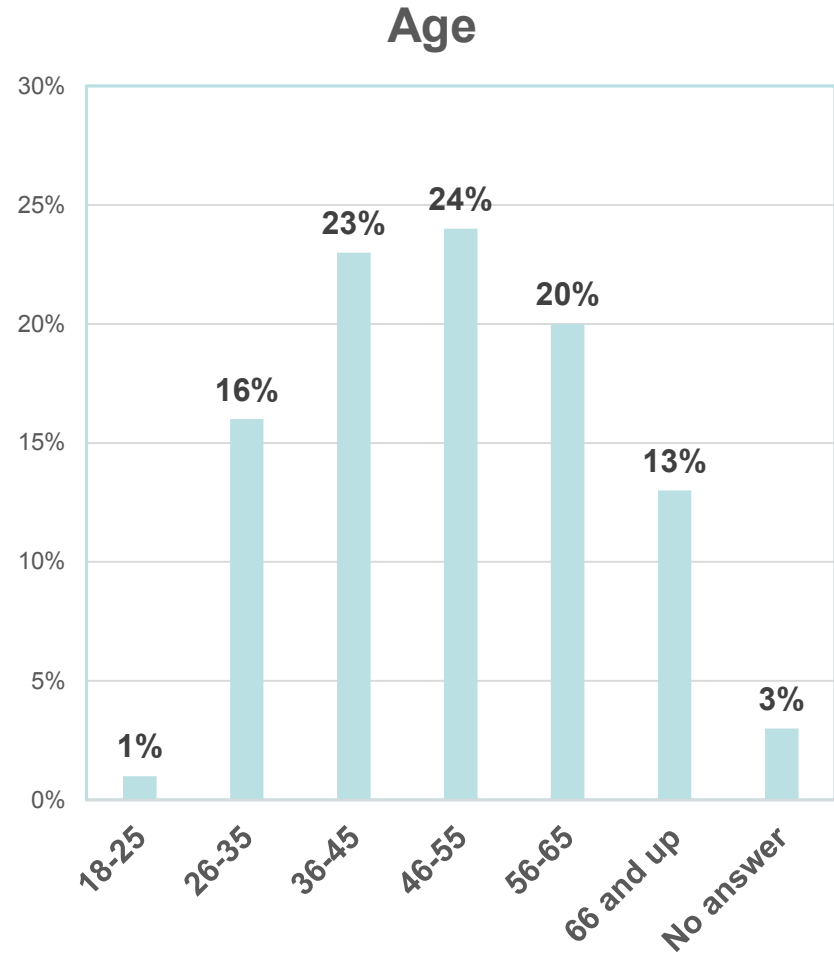
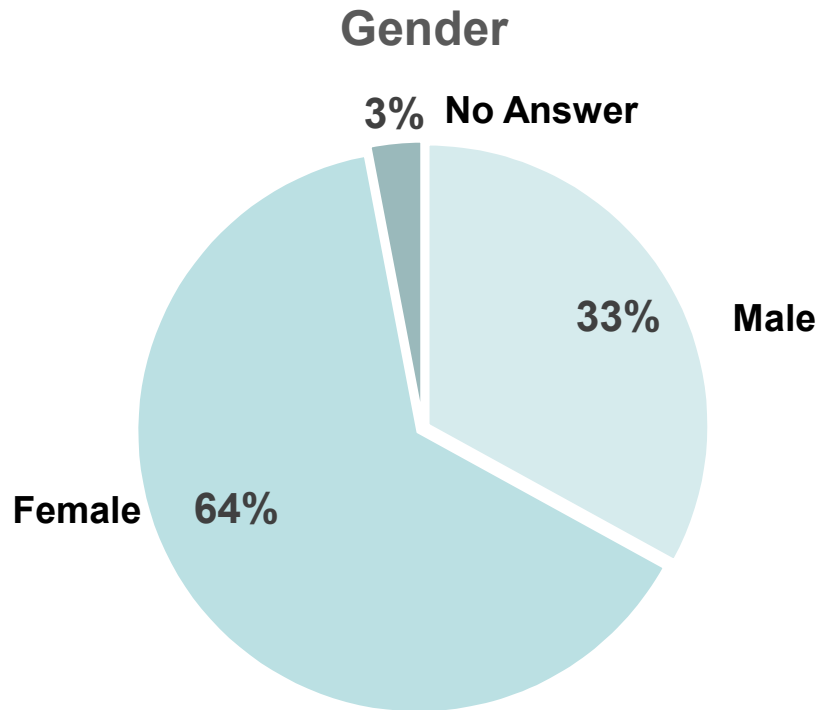


# Demographics





2 out of 3 survey responses came from females.  
Average respondent is 47 years old.



**Bolingbrook Park District**

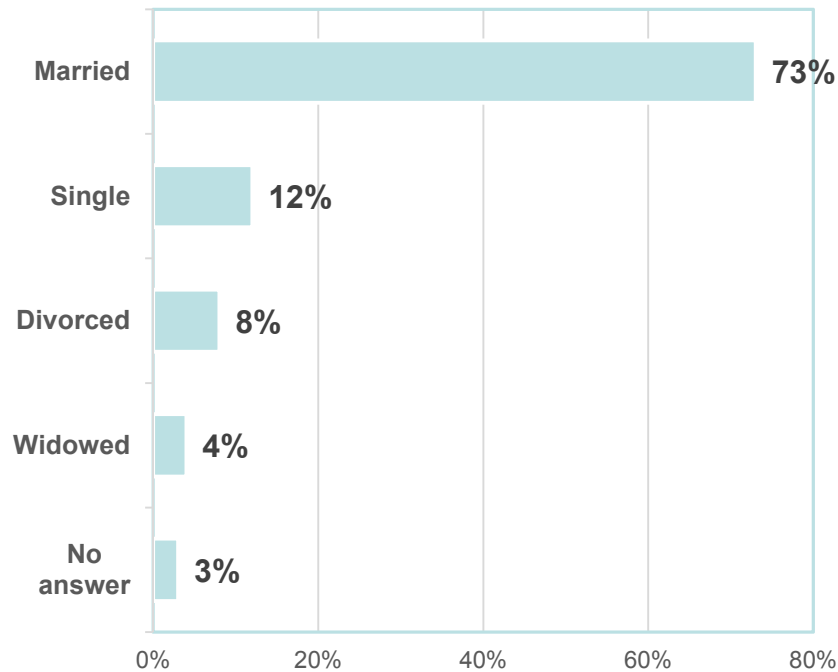
Your World. Your Community. Your Park District!

QC1. Are you...male, female, decline to answer. QC2. Into which of the following age groups do you fall?  
Sample Size: 2016 Total N=433

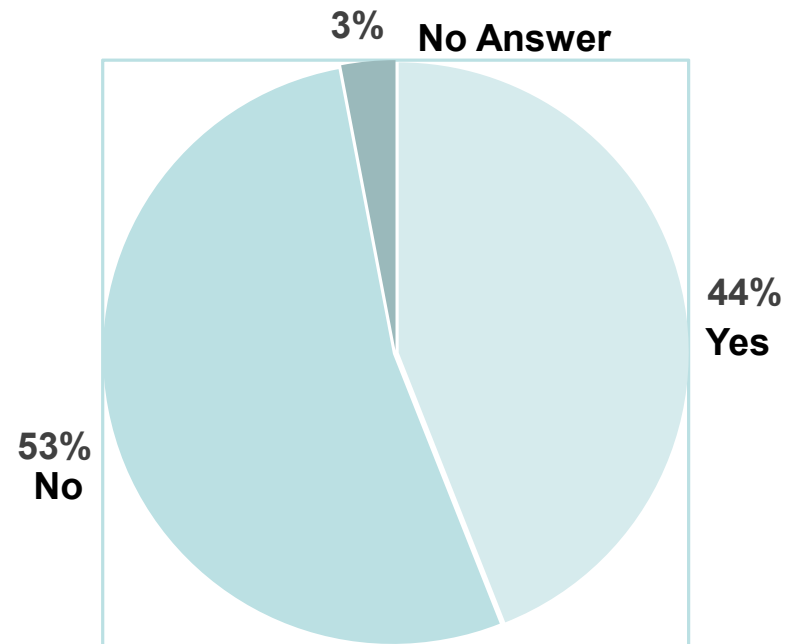


Almost 3 in 4 residents are married and 44% report children under 18 living in the household.

### Marital Status



### Children under 18 in Household



**Bolingbrook Park District**

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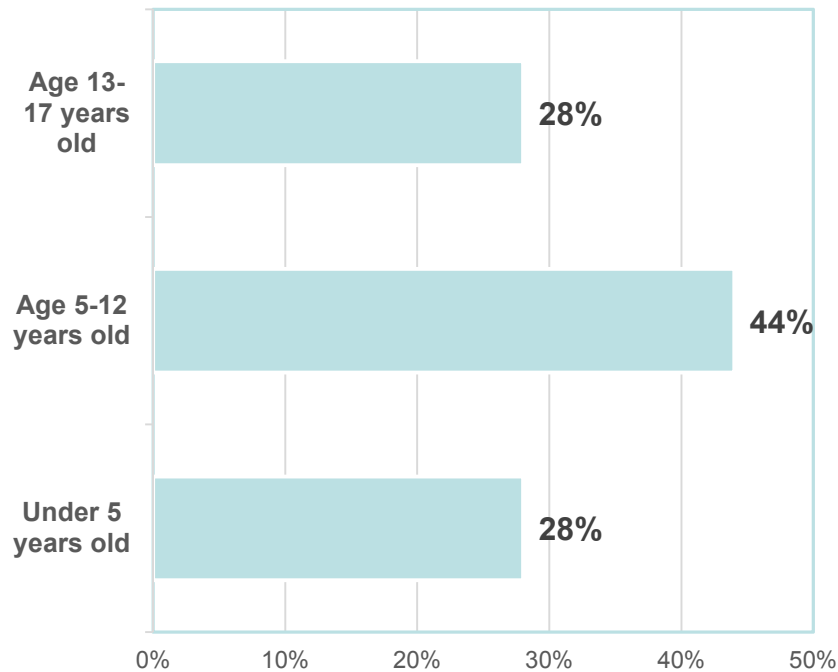
QC3. Are you...single, married, divorced, or widowed, decline to answer. QC4. Do you currently have children under the age of 18 living in your household?

Sample Size: 2016 Total N=433

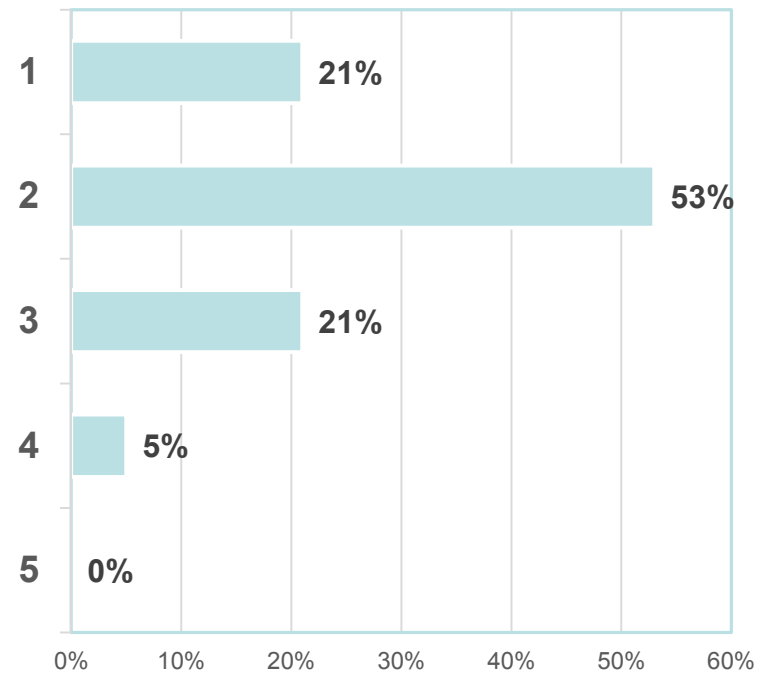


44% of children in surveyed households are age 5-12.  
Average 2.1 children under 18 in Bolingbrook households.

**Age of Children in Household**



**Number of Children in Household**

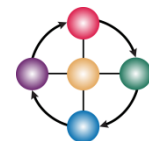


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

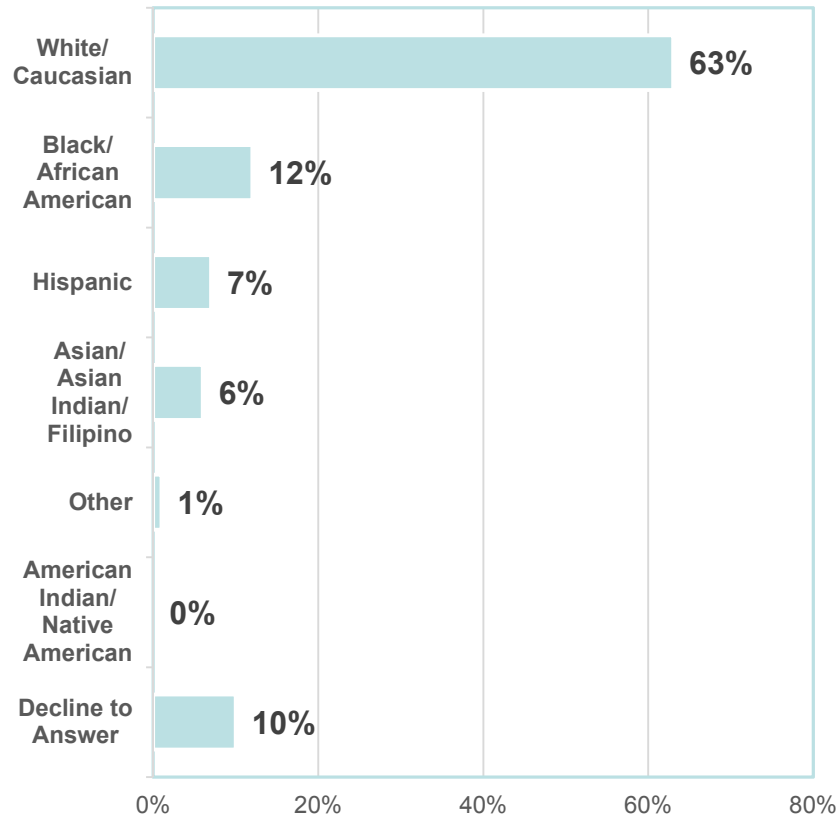
QC5. How many children live in your household who are (age groups)?

Sample Size: 2016 Total N=101 families responded representing 215 children under age 18.

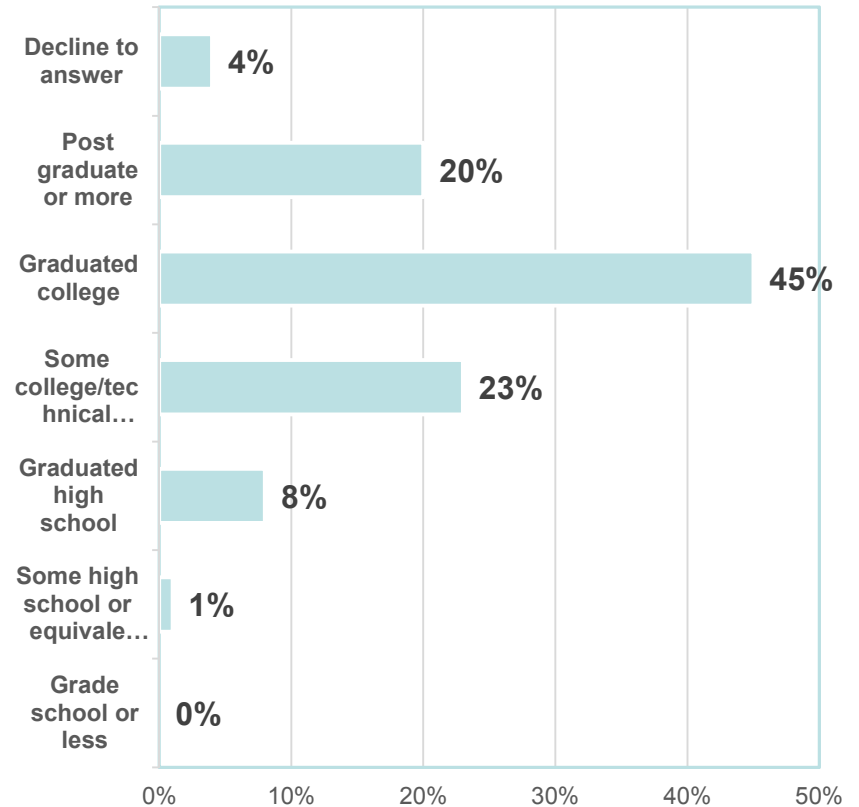


63% of Bolingbrook residents surveyed are White and 88% report at least some college education.

### Race/Ethnicity



### Education



**Bolingbrook Park District**

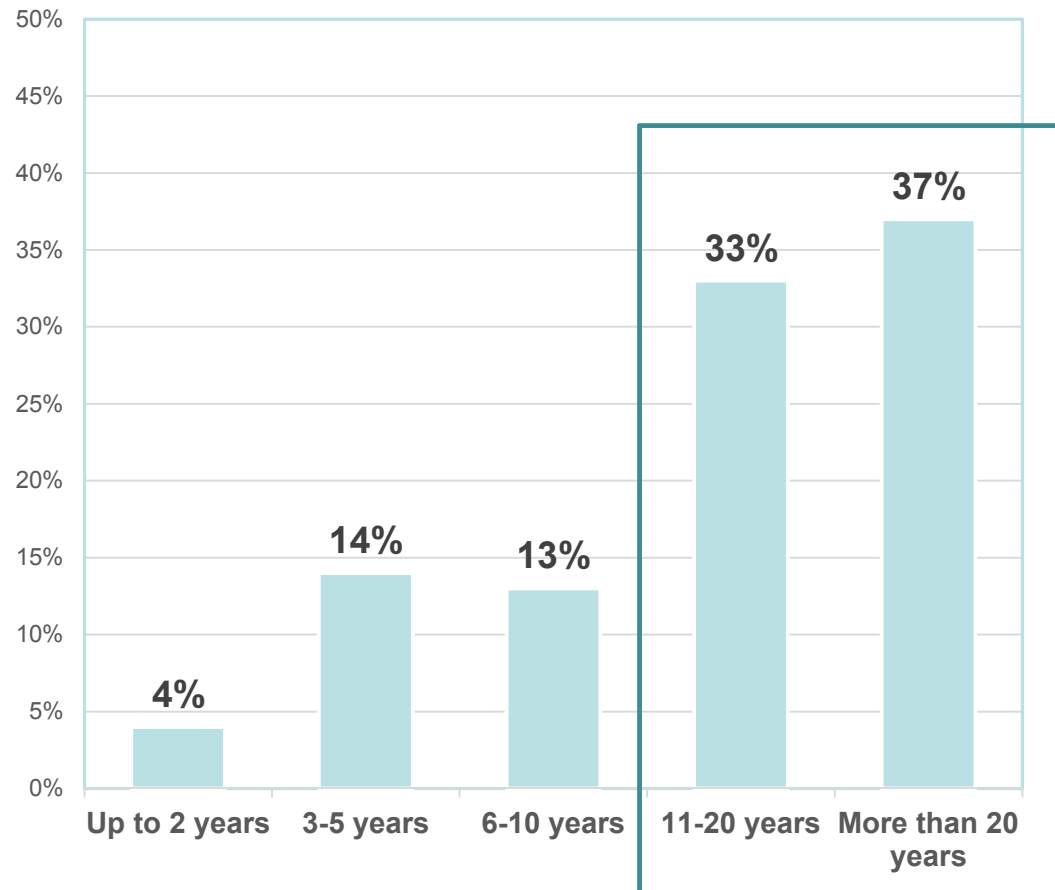
Your World. Your Community. Your Park District!

QC6. What do you consider to be your race or ethnicity? QC7. What was the last grade of school you completed?  
 Sample Size: 2016 Total N=430



7 in 10 residents surveyed report living in Bolingbrook more than 10 years. This may not be representative of village residency.

**Years Living in Bolingbrook**



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

QC9. How many years have you lived in Bolingbrook?

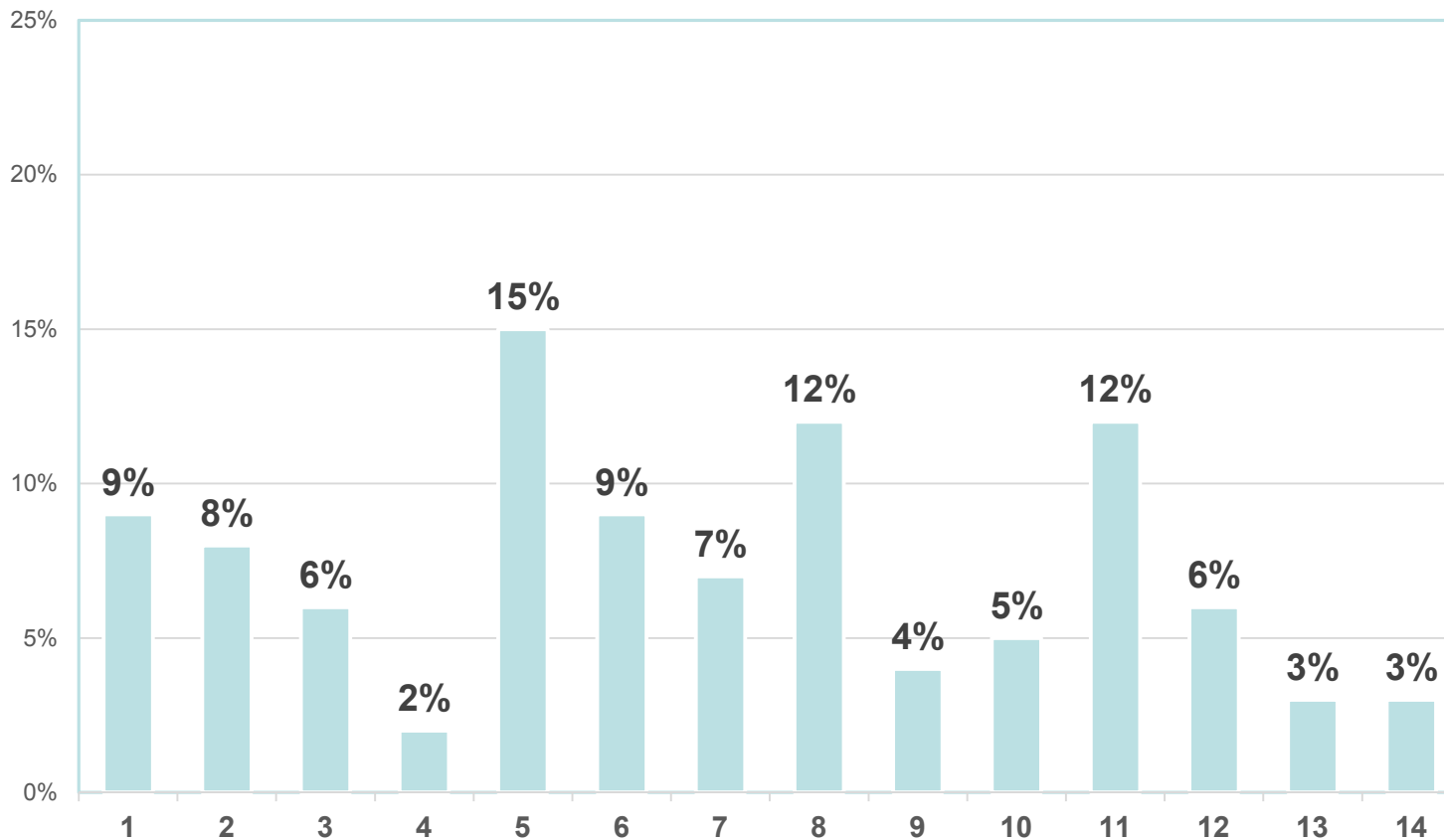
Sample Size: 2016 Total N=101, NOTE: Respondents were required to type in a number, reducing response.



Bolingbrook residents from areas 5, 8, and 11 are most represented in the survey. Areas 4, 13, and 14 are least represented.

*NOTE from one respondent: "Horrible static-y hold message repeating over and over again while I waited on hold for the longest time, to report that map does not show up on survey and to ask which # I should choose so that I can complete the survey."*

### Distribution of Survey Respondents among Areas of Bolingbrook



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

QC8. Referring to the map, in which area of Bolingbrook do you live?

Sample Size: 2016 Total N=101, NOTE: Respondents were required to type in a number, reducing response.



# Verbatim Responses





# Positive experiences contributing to overall satisfaction are related to facilities and programs they use and like.



*“Love the new equipment at the BRAC!”*  
*“Holiday lights were taken off on time.”*  
*“I have used their facilities and see what they offer.”*  
*“Lots of parks nearby. Nice indoor facilities.”*  
*“Good quality classes for a very reasonable fee, nice waterpark.”*  
*“Great fitness center & group exercise classes.”*  
*“Incredible facilities (quantity, well maintained, variety of purposes), number of well-kept parks, HUGE book of activities that comes out every quarter.”*  
*“Wide variety of programs, reasonable prices, parks within walking distance to almost every home, nice rec center.”*  
*“Attentive, variety of programs, facilities well taken care of.”*  
*“Facilities and staff are great.”*  
*“Facilities are kept clean and in good working order. Staff members are very polite.”*  
*“Good programs, polite efficient staff, grounds and facilities very well kept.”*  
*“Great parks, customer care employees, fitness center, fitness instructors, great fitness classes and programs for the children and special needs people.”*  
*“Happy with staff organizing/leading activities. Clean facilities. Convenience.”*  
*“I love the facility and I like that the Customer Care Team and it's Managers are very helpful.”*

*“Personal service, quantity of events and activities, the number of facilities.”*  
*“State of the art programs and instruction, caring staff, top notch facilities... Everything exceeds expectations of a community program.”*  
*“They are willing to help individuals with specific needs and the facilities are kept clean. The programs that are offered are excellent.”*  
*“Very Clean! Helpful staff.”*  
*“Our most recent dealing with the park district is with the community garden, they were very helpful and courteous.”*  
*“I golf all the time at Boughton Ridge.”*  
*“Member of the gym and aquatic center.”*  
*“Pelican Swim Team. Bolingbrook Soccer team. Pelican Harbor. Lifestyles Fitness.”*  
*“I have a daughter who does LCSRA programs I would rate those very high. We love the programs.”*  
*“A lot of good programs for small children.”*  
*“All of the activities have always lived up to the potential of fun!”*  
*“All the sports that are available, my kids have played t-ball coach pitch, basketball and soccer.”*  
*“As a participant in programs over the years, and now as an employee. Very happy-*  
*“Children class availability, facility availability.”*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on “overall satisfaction”?

Sample Size: 2016 Total N=457



# Positive experiences contributing to overall satisfaction are related to facilities and programs they use and like. (cont.)



*"DanceForce, BCB and BSC. Also both my kids went to Stepping Stones Preschool. Nothing but great great things and positivity."*

*"Day camp, have both attended and thrown birthday parties or events, visits to multiple park's, activates set indoors, all seasons pool visits, fishing at the ponds, sporting events and activities."*

*"Dining at Ashbury's the food is crazy delicious & also attending Zumba classes on Saturday morning at 8am at the BRAC."*

*"Friendly staff with registration, preschool was great, parks are wonderful."*

*"I have held a gym membership, rented space, taken classes, had birthday parties and participated in programs at the Park District and never had a bad experience."*

*"I have lived in the district for 23 years and the variety of services is unsurpassed. We have been involved with sports, day camp, pool use, renting the facility for group functions, specialized programming when requested, large community events like Summer's last Blast, and bringing the fun to residents (climbing wall etc.). The district management remembers that they are there to serve the community and have never acted like they are doing me a favor. They add new programs all the time when interest is expressed (cricket fields, Power Dance, boxing) and they serve EVERYONE, not just those under high school age."*

*"I have spent many days at the outdoor pool, my children grew up going to MANY park district classes, my children had games and practices at the BRAC for volleyball and basketball...the list goes on and on."*

*"I have participated in many of their exercise classes, racquetball leagues, and trips. The staff is very dedicated as are the instructors. I have also worked closely with the JBSRA and find that that is a wonderful organization and offers many activities. I also know that the Park District has won many awards. I frequent Boughton Ridge golf course and Ashbury's. The golf course is well maintained and the food and beverages at Ashbury's is very good. I have also taken my family and grandchildren to Pelican Harbor on many occasions and that is a really good water park. I have also gone to Hidden Lakes with my grandchildren on many occasions. All of my experiences have been excellent."*

*"I Have used/attended several facilities ( water park, Annerino Center. Numerous playgrounds, parks, etc. and have always been satisfied with the upkeep of the facilities and have always had good interactions with the personnel who work for the park district."*

*"I love the variety of classes, locations, and absolutely the staff, specially the prek teachers."*

*"Kids participates in dance classes, I regularly use their fitness facilities."*

*"Lifestyles fitness and park facilities."*

*"Lifestyles. Have had children enrolled in classes."*

*"Lots of things to do - a great park district makes a big difference in the community. I love how my kids can have experience with different interests at a reasonable cost."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457

## Positive experiences contributing to overall satisfaction are related to facilities and programs they use and like. (cont.)



*"Many, Sports summer programs for kids. Child care before school."*

*"My teenage daughters were involved for many years in the preschool classes, dance, gymnastics, and various art and cooking classes. More recently, my oldest daughter and I were members of the Lifestyles gym at Annerino."*

*"Nothing but good experiences."*

*"Preschool, classes, t-ball, and pool."*

*"Preschool, gymnastics, puddle jumpers, soccer."*

*"Program choices."*

*"Reach after school child care, gymnastics classes, pelican harbor pool parties."*

*"Some good for example pretty school, taekwondo, Wednesdays music on the hill."*

*"The amount of classes and athletic activities for the kids is great!"*

*"The park district has a good number of amenities for our family (basketball, swimming, fitness center)."*

*"The parks, indoor play ground, pools."*

*"The pools, classes and fitness center."*

*"They have a large variety of classes offered at many different times."*

*"Variety of offerings. Growth of gymnastics and Dance Force."*

*"Was a gym and aquatic member. Have participated in some of their seasonal programs for family and children. Utilize some of the parks and participate in some of the free events. All of these experiences have been mostly positive."*

*"Variety of programs, awesome park systems, Hidden Oaks Nature Center."*

*"Pool and swimming programs are excellent."*

*"Positive experiences at Pelican Harbour."*

*"Good lap swim at indoor pool AND THE SUMMER CONCERTS."*

*"Have taken numerous grandchildren to Park District pre-school classes, over the years, and have interacted with the staff, and was impressed with all of the program."*

*"We participate in pre-school for my daughter, and she enjoys the program very much. Her teachers are attentive."*

*"When my son was 5 I wanted to enroll him in some kind of school program being that he is from October I had to wait till this year for him to enter regular kindergarten. But the Bolingbrook Park district helped us out in getting him to the preschool program you guys offer! The experience was great! The school and staff was really good! He was enrolled in the seedlings program."*

*"Good programs offered, good facilities, friendly staff."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457



# Silver Sneakers programs and friendly staff contributed to positive experiences. Some have limited experience.



*"I am a senior and really appreciate the programs made available to Silver Sneaker Members - there is quite a variety available and the hours are good both am and evenings - they were very helpful when I first registered for the programs available at Bolingbrook Park District."*

*"Silver sneaker program."*

*"Silver Sneakers. Open Volleyball for seniors."*

*"Silver Sneakers benefits from the classes."*

*"My son played soccer, which is fine. Thanks!"*

*"Fitness center personnel friendly & helpful."*

*"Knowledgeable employees, get quick answers and emails."*

*"My latest contact has been with the great cooperation from the PD on the 50th anniversary."*

*"No special experiences, just over all curiosity from staff."*

*"Overall throughout the years everyone I have encountered, other than one person, has always been polite, courteous and professional."*

*"The staff for the most part, are honest, helpful."*

*"They are very people friendly and take care of the residents!"*

*"We are very impressed with all of the service offered, as well as the excellent attitude of all of your staff members."*

*"Work out /interaction w/ staff they have a great attitude, one thing I like is the warm hello and goodbye."*

*"My only real experience is with the gym facilities and associated buildings. The Annerino facility and the remodel project was surprisingly not what I expected. Eliminating the sauna was a let down considering now neither facility now has this amenity."*

*"Don't use the facilities but once or twice a year."*

*"I would like to see more programs offered through the park district for kids extra curricular activities like Chess, Archery, Skateboarding, Fencing etc. Being a Bolingbrook resident, we find ourselves using Naperville Park District even though we end up paying more. Also, the program options are very limited."*

*"Most of the programs they have are during the daytime when parents are working and is not conducive to enrolling my child for those programs."*

*"We have lived in Bolingbrook for about 1 year, 9 months, and have only been to a few of the parks."*

*"I was a former member of your health club."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457





## Some had mixed or poor experiences leading to less positive ratings.

*"The aquatics staff and department is very unorganized, the instructors think it's time to hangout with friends rather than focus on their lessons and students. That makes water safety not a top priority as I observed when my children were enrolled. I decided to pull them out after a few incidents involving inept instructors and not having made much progress after 2-3 swim lesson sessions."*

*"Aquatic pool is very cold and not very clean."*

*"I was at the Community Garden 2015 and it was not a very good experience. Soil was muddied (not drained, low area) , to much leaves that was not composted. I will try this year. Hope is better than last year."*

*"I was at the Community Garden 2015 and it was not a very good experience. Soil was muddied (not drained, low area) , to much leaves that was not composted. I will try this year. Hope is better than last year."*

*"Rude, disrespectful, sloppy staff."*

*"Some bad things are customer service skills are rude at the front desk, and the man who runs the fitness center is a horrible person."*

*"The Nature center and programs there are fabulous; however so many of the events become overcrowded and the staff becomes overwhelmed. It is also difficult to get information/register on the website and the staff at the park district can be unhelpful."*

*"We enrolled our son in Preschool from 2014 to 2015. After having a couple of behavioral issues, and not immediately discussing with either parent, we were called and told that they would be placing him with an assistant to make sure he does what he needs to. My son is no longer enrolled there - and STILL talks about how awful Jimmy, the assistant was. I saw him in action, and he didn't speak to my child, or myself when spoken to. I think it traumatized him more than anything. My son is now enrolled at a different preschool, and is flourishing there. While he initially had similar behavioral issues, the staff there worked with him, and made him feel part of the class instead of singling him out like Bolingbrook did. I was in tears several times speaking with Miss Nicole about my son's issues. She lied to me and told me my husband was aware of the situation from the beginning, when we weren't informed about it until months into the program."*

*"Our other daughter has done Panther programs. We feel they are run very poorly and by coaches with NO experience in the field they are coaching. We are no longer using the park district for her sports. We even voiced the concerns to the director who NEVER returned our calls or email. So very dissatisfied. The below answers are based on our poor experiences."*

*"More Spanish speaking staff is needed. Staff needs to be more friendly."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457



## Mixed or poor experiences leading to less positive ratings. (cont.) Some have complaints about pricing/payments.



*"They are excellent in most areas, I would be happier if the Aquatic center enforced their own rules a little better, regarding hot tub, lap lanes, and proper swim attire."*

*"Mostly good, and mostly in the areas of taking my toddler to a variety of classes (swimming, gymnastics, soccer). Only complaint is that staff don't have a comprehensive knowledge of the systems or offerings. Swimming instructors and staff at desk in the swimming area aren't sure about how or when to register or how to adequately describe class levels. Leaves me to do a lot of guesswork. Still overall all I like what we get, I like the variety offered, both in number of classes and multiple times available for each class."*

*"The life style fitness desk staff. Very rude. Not willing to help patrons. Have been a Bolingbrook resident since 1987. Every single time we have a birthday party and have to reserve a room there is a huge issue. Either with the form. The questions on the form. The entire process is terrible. Then when the kids are finally able to enjoy their time there starts an entire other issue of group booking and payments and ages. We just have now chosen to celebrate our children's parties else where. The park district staff is as sweet as can be. The prices are very expensive. You have to see the community is a blue color working class people. With more and more single parents who really a break when it comes to active member of the community and participate in the district's programs."*

*"I was a member of the Gym until it became too expensive. The equipment was kept in good order and I was always able to get use of the equipment quickly."*

*"Member cost too high."*

*"Needing a checking account for the fitness center makes it difficult for some people Also it is expensive for a park district facility."*

*"Like the facilities. Just wasn't told everything about a payment plan I signed up for."*

*"I don't like that they charge adults to sit and watch kids swim during the winter. I understand during the summer if you enter, but during the winter you should be able to come up with some sort of system that lets the staff know that you are just sitting on the side while a child swims."*

*"Programs and admissions seems to be a bit too high."*

*"Good classes and events, clean and varied facilities, nice staff, LCSRA. Free summer concerts are my fave. Sometimes I wish a few things cost less so I could sign up, but it's not the Park Dist.'s fault that I make."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q2. Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?

Sample Size: 2016 Total N=457



# Suggestions regarding BPD facilities including Ashbury's, Annerino and LifeStyles.



*"Ashbury's is the worst run restaurant & bar ever. If it was a business they would be out of business. I say lease it to a company to run it."*

*"Didn't like that Ashbury's changed the menu a while back. Haven't been back since. They tried to make it too fancy."*

*"I've only been to Ashbury's twice, and both times the service was really rude and I probably wouldn't go back."*

*"My experience at Ashbury's was the epitome of boring. The menu, the food, the ambiance, and the whole concept was bland. I'd have had more fun, and considered it a better value, by going to Steak 'n Shake. In a tiny town, I can see how Ashbury's would be a "place to be", but in Bolingbrook and just minutes from Francesca's, Portillo's, Beer Market, Cheddar's, Bucho's, Montana Grill, Bulldog, and Gordon Biersch, it feels more like the kind of place your great uncle would open for his buddies in his half-finished basement. I wouldn't go back, not because of any specific complaint, but because a late night stop at the Hardee's drive-thru would be infinitely more exciting. Harsh, I know, but you asked. Suggestion: Total makeover."*

*"We used to go to Ashbury's all the time. Since the staff turnover and the appearance changes we have not gone back. It used to be a very relaxed and neighborhood friendly place. Not anymore."*

*"All facilities in the park district should be non smoking. Ashbury's outside patio is a disaster when people are trying to have a meal or beverage with the number of people that are smoking outside."*

*"James at Annerino deserves recognition for his devotion to his duties and hard work ethic. Annerino work out room (treadmills) sometimes crowded at noon with BPD employees. Sometimes that room is quite cold as well."*

*"Lifestyles fitness center needs more stations of cleaning supplies to sanitize equipment."*

*"When LifeStyles says that it will give an orientation for new members there should be an established program for the orientation. When I joined the instructor just asked be what I wanted to know. I can't tell her what I don't know, after all isn't that the purpose of orientation. They should go over all the equipment and help you get started on equipment that is helpful to your goals."*

*"The Lifestyles gym facilities are very small and during peak times and working with my trainer the equipment availability can be limited."*

*"It seems that for the amount that we pay monthly for use of the park district facilities, those same facilities are constantly booked and/or unavailable for our family's use - due outside groups that reserve the facilities (I.e., gym) the park district has scheduled. It makes me feel that my monthly expense is undervalued as a member & resident."*

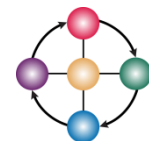
*"Would like to see additional parking at the Indian Boundary ball fields. Pelican Harbor is often too crowded with groups to be enjoyable so we don't go often."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
Sample Size: 2016 Total N=238



# Suggestions regarding BPD facilities... (cont.)



*"Stock more trout during trout seasons. They used to do it 3 or 4 times each spring and summer. And did not have to have Fishing Derbies just to stock. Been fishing there for 25 years."*

*"Mulch trees in community parks better, i.e.: Liberty park .*

*"I do feel that that the locker rooms really need updating. The showers need to have hotter water. Also please consider a spin dry wall mount unit for bathing suits. This would be such a great addition to the locker room for swimmers.."*

*"In peak hours please do not have maintenance vacuuming and cleaning health club area. People are tripping over cords and sometimes it is very difficult to be using a piece of equipment when someone is cleaning it. We have had to walk around a wet floor in the club. We've also not been able to use a certain area to work out because there was someone cleaning in the area that we wanted to use. This is all so inconvenient."*

*"Keep the equipment in the fitness centers updated and maintained. Last time I was there, I got on two treadmills; neither one worked. The third one that I tried worked. Since that wasn't a very good start, I pretty much gave up on the rest of the equipment, thinking that if that was the way the treadmills were maintained, the rest of the equipment couldn't have been maintained any better. Maybe I was wrong, but at that point, I wasn't interested in finding out."*

*"Need to spend more time cleaning off picnic tables, free from geese poop."*

*"The bathrooms need updating at both the BRAC and Annerino Center. More/bigger rental rooms for parties."*

*"The oak view school, park district play ground needs more wood chips it turns to mud when it rains. It also needs more swings, children love to swing the most."*

*"Upgrades to Annerino and BRAC fitness equipment. Enlarge Annerino and BRAC if possible to make room for more state of the art fitness equipment. Reorganize pool schedule to allow for more open lanes."*

*"For the most part we are very happy with our Park District and think it is superior to those park districts in surrounding towns! Some things like Ashbury's or Pelican Harbor I think prices could be better. The daily admission for residents at Pelican Harbor seems a bit high and Ashbury's food and service have always been good, but pricing seems high - maybe offer a resident discount of some sort - when an ID is supplied? The other areas are more on maintenance and just general upkeep. Most Naperville parks offer bathroom facilities - which is nice. Especially when you have young kids that have to go "now". Our that offer bathrooms aren't always kept up. LOVE the Wednesday concerts! :) Thank you!"*

*"ALL PARK DISTRICT GROUNDS SHOULD BE NON SMOKING!!!"*

*"I feel like Pelican Harbor is not as nice as it used to be. The cleanliness etc...."*

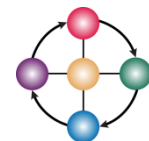
*"Keep Pelican Harbor very clean."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
Sample Size: 2016 Total N=238





# Suggestions regarding BPD facilities, pricing, and staff... (cont.)



*“Pelican Harbor's splash pad needs to be open and working the entire summer - and needs to open during Parent tot time in the summer. I was very disappointed by this last summer especially since the remodel I assumed would make it so it wouldn't have mechanical problems.”*

*“Pool too crowded, especially in the summer. Wonder what restrictions there are for children and toilet habits in the pool.”*

*“Bulldog field 1 need to be fixed. It's constantly under water. There should be lights on all 4 fields. Sometimes the soccer fields need to be mowed more often especially when there's games on the week ends.”*

*“Need better maintenance of bulldog park fields.”*

*“Lighted tennis courts and lighted sand volleyball courts.”*

*“Lower prices, the cost even for residents is ridiculous and older more sets staff mixed in with the younger kids that are working for only a check, an even mix and also better training so whoever you ask a question to has some knowledge to give you an answer.”*

*“Offer discounts to Bolingbrook tax payers.”*

*“Prices could be a bit lower.”*

*“Reduce the fee to purchase a membership. There are workout facilities that offer more and are cheaper to join, for example, Zip Fitness. Why does a Park District that is support by a large amount of tax dollars, cost more that a private business to use?”*

*“Senior golf rates should be lowered.”*

*“These are great facilities, but the cost of using them is VERY high. We have one of the highest property taxes in the entire country, and then you ALSO pay premium price to use tax-funded park services? The difference between residence and non-residence rates for many of the services offered is not much. Besides, both rates are too high, to begin with. Using the gym facilities is nearly as expensive as the commercial gyms! That's unconscionable!”*

*“I feel that a lot of the events offered are too pricey for me to consider bringing my three kids. Sometimes I feel there are free options locally that offer comparable events.”*

*“Enough with the statuary already. Try cutting the budget for a few years instead of finding wasteful ways to justify and increase it. A cost cutting with out cutting services, Tighten up on all the waste!”*

*“Improve the swim program to had better instructors, better instructor/student ratios and have separate locker facilities for kids and families.”*

*“More support needed for the swim lesson programs. Classes are too big, instructors don't work with the kids enough. They just go through the motions over and over each week without the support and individual attention the kids need to excel in that program. Instructors are not monitored enough.”*



Q9. What suggestions do you have for the Park District regarding any o the Park District facilities/staff above?  
Sample Size: 2016 Total N=238



# Suggestions regarding BPD staff... (cont.)



*"Focus on hiring mature, responsible, accountable swim instructors and supervisors who try to maintain customer satisfaction and make water safety top priority. When there is a complaint or issue of concern it should be addressed and resolve in a timely manner."*

*"Have the directors return calls to concerned and upset parents...it was like we didn't matter. very sad."*

*"My only issue has been with the staff while my children attended Seedlings preschool in 2014/2015. I would recommend qualified personnel work with children that may not be used to a classroom environment, instead of putting them in a situation where they are out of place. Building children's self esteem should be a priority, and a child should never feel singled out. I have been a member of the LifeStyles Fitness Center, and was impressed with the facilities. Block parties are handled very well too. I have moved out of Bolingbrook due to experiences with the School systems and found a better place to raise my family."*

*"Please keep your front desk staff informed."*

*"Preschool gymnastics classes need 2 teachers when there are 8 kids! 1 teacher is not enough to keep their eye on the kids for safety!"*

*"Staff is kind but I don't think are really good examples. I call for information about the indoor pool for the public and they didn't tell me there are classes. A girl life saver on the 4/8 @4pm was more interested looking one of her coworkers than the kids????"*

*"Learn to respect."*

*"Teenagers at the aquatic park often are not helpful and refer most questions/issues back to the main desk. Having an adult onsite at all times would be helpful. Also, more/better changing areas for very small children, including in the men's locker rooms. (I've never been in there but my husband says it's decent.) After swim classes with lots of infants/toddlers, there are very few places to safely change a small child who cannot stand/walk on their own. My only complaint about the available programs is that there aren't more things for kids 12-36 months. My son loved his gymnastics class but ended up hating swimming. Beyond that, it doesn't feel like there is much for kids his age."*

*"There should be continuity with swim instructors; it's hard for little ones to get comfortable trusting an instructor in the water when it's a different person every week. There's been a couple experiences with front desk staff where patrons were made to feel like a bother, rather than welcome."*

*"As noted previously Mr. John Chase needs to focus on his job rather than harass people to use lockers."*

*"Overall, my experience with the park district has been good. My daughter and son really enjoy the programs that the park district has to offer. The staff can sometimes be more personable in order to provide the most effective customer satisfaction. Also, I would like to see more programs offered during spring break for working-parent."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



## Suggestions regarding BPD staff. (cont.) Many suggest things are great as is.

*"Perhaps the staff can be a little more friendlier. There were times going into BRAC, where some of the staff seemed irritated by a simple question."*

*"Hire bilingual/bicultural employees at your front desks, I see too many elderly non English speakers struggling with their broken English, after all, there is so much diversity in Bolingbrook why not embrace it.. :)"*

*"Very satisfied with the staff."*

*"Evaluate staff responsibilities for overlap or duplication."*

*"Better training of staff, information on the website with ability to register for programs online, more hours information."*

*"As we are original settlers of the area, raised 8 kids here, participated as coaches, took classes....we are now 78 years old and our participation is a bit more limited. Our grandchildren and now, great grandchildren are reaping the benefits of our wonderful Park District and all it has to offer. Keep up the good work...and keep current on the changing programs that could benefit our residents."*

*"I have had very positive experiences. I cannot tell you how much I LOVE that the people that work at the aquatic center are diligent about checking that babies are wearing plastic pants over diapers."*

*"Continue with the great service we have always had."*

*"I think they do a great job."*

*"Keep up the good work- your efforts are noticed & appreciated. All staff I have ever encountered in 15 years have been pleasant, professional, & helpful."*

*"Keep up the good work. I love what you've done so far and look forward to your growth!"*

*"NICE JOB, EVERYONE!"*

*"Not many suggestions. I think that they do a great job."*

*"Nothing really. They should keep doing what they are doing."*

*"Of the interaction I've had, the only suggestion I can offer is to keep at it!"*

*"Silver Sneaker member so none really apply."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



# Suggestions regarding BPD programs and communication...

*"Would love more activities for people to bring their pets. I really love that Bolingbrook has a dog park for big and little dogs!!!! I would like to find out if there was some way to keep the geese out of the park on Thackeray dr by the soccer fields. Its disgusting walking in geese feces.."*

*"More programs geared towards the Hispanic community and entertainment for them and health screening and physical education. Spanish speaking staff to tend to the Hispanic needs. ."*

*"We would like to see some of the Bolingbrook free concerts be more "classical" in nature, instead of all rock and country music venues. We attend the Naperville Band Concerts every week and would also attend Bolingbrook if there were more variety in the musical selections available in Bolingbrook."*

*"have more classes offered at a facility closer to the north side of Bolingbrook".*

*"Allow residents to sign up for fitness classes without having to have a full fitness pass."*

*"More senior programs that are free or low costs."*

*"More adult fun, like couple night, dance night social night."*

*"please bring back the Bolingbrook American little league."*

*"Have more availability for afternoon or evening kids classes. Such as a Wednesday night karate classes, Wednesday night swim class."*

*"Offer a variety of programs such as Chess, Archery, fencing etc."*

*"Pool hours to be open earlier than noon. Park district classes have lunch passes to try out new activities. More yoga or barre classes for adults. Massage or spa center."*

*"Start a cycling club. Naperville has one. Joliet has one. There are enough cyclists here to support it."*

*"More youth programs after school including stem programs similar to Naperville park district."*

*"Find ways to spread awareness of what's going on. I was not aware that a lot of these facilities even existed, but maybe that's more my issue."*

*"More emails with updates of events that are happening. We have a young child and would love to know more about events coming up for kids besides on the reader boards."*

*"To remind the community of the various things that are offered by using a one page reminder every 6 months."*

*"You could stop sending out the catalog and just send flyers that take people to the web site. It can't be cheap to print and send them and we don't use them much."*

*"I know you put a lot of time and effort into the catalog you mail out several times a year, and its very nice but I think you would save a lot of money if you could research who to send it too. I hate to see it go to waste but I really don't need it anymore my kids are grown and I work too much, I may look at it but I just recycle it."*

*"Communicate programs widely so there is better enrollment from residents."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q9. What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
Sample Size: 2016 Total N=238





# Why using BPD more often...



*"My family has grown older and has more use of more of the activities it provides."*

*"I go to the park by my house on Thackeray Dr four times a week. I enjoy that park. I take my dogs there and walk thru the soccer fields and path. It's close to me so I use it more often than the dog park."*

*"I have become aware of more programs that are offered."*

*"I joined a women's golf league at Boughton Ridge."*

*"I sometimes work out at BRAC and my kids are enrolled in various programs."*

*"I switch my gym membership from X-Sport to the Park District."*

*"I'm currently introducing my son to a variety of sports and swimming classes."*

*"It is a one stop shop for me and my family. We can work out there, play basketball, visit the parks, attend classes, have parties, etc."*

*"It's close to my home. The program suited fits my schedule."*

*"Just because two of my three children are old enough to do more as far as sports go. My kids love to play at the park."*

*"Kids are older and able to do more."*

*"Life Styles attendance." "Using Lifestyles."*

*"More committed to exercising."*

*"More family programs and services, kids love recreational programs and want to come to the park district, staff is amazing!"*

*"My kids are older and involved in more activities and I am more familiar with the facilities and what you have to offer."*

*"My son is now able to do more at the park so we are going more frequently. I also took him to Hidden Oaks in the fall and he loved it! We plan to go there more often now that the weather is getting nicer. There just wasn't much for him to do at under 2 years old."*

*"Nice days it's fun to take walks and when friends are visiting with kids."*

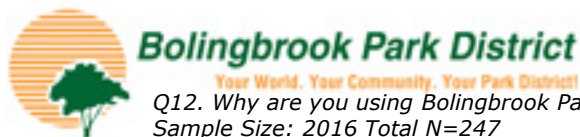
*"Our children have gotten older and are more involved in organized athletics, so we use the indoor (& outdoor) facilities more -- when they are available and mesh with our schedule/needs (rare)."*

*"Our kids are growing up and they are interested as well."*

*"Silver Sneakers exercise programs. Janet and the yoga teacher are really good."*

*"The weather has been better over all. Last winter was brutal, while this winter has been much milder and we have been outside more often, therefore we have been using the facilities and parks more often."*

*"Three of my children take classes or have practice multiple times per week."*



Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
Sample Size: 2016 Total N=247



# Why using BPD more often or more/less often... (cont.)



*"Working out at the fitness center more often and just recently began playing tennis on the outdoor courts."*

*"I am spending more time on my own fitness, as opposed to all the time spent on programs for my kids when they were younger."*

*"I am using the parks more often because my infant is now older (20 months) and I am able to leave the house! PRAISE GOD! We love the Indian Boundary park and all it has to offer! The only thing I would like to add is a bathroom near the playground there---my 3 year old can't make it to the out house or the (often locked) real bathroom house."*

*"Children programs." (two mentions)*

*"Convenience."*

*"Golf course is close to home, well maintained and easy to get a tee time."*

*"I stopped using my trainer."*

*"Location, staff, value, cleanliness."*

*"Have a membership to Lifestyles."*

*"Depends what is going on."*

*"Since all our children our now adults."*

*"Various reasons."*

*"Moved here mid-2015."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
Sample Size: 2016 Total N=247



# Why using BPD less often...



*"Because of bad customer service regarding swim lessons and instructors being careless."*

*"Because of our dissatisfaction with the programs for kids ..not qualified coaches.....our coach had NO experience and we had to have our daughter to to Club One to get re taught her sport....again we us LSCRA and they are GREAT."*

*"Child is older and needs have changed. There are limited BAC programs for girls."*

*"Class times don't work for me at this time."*

*"Due to children involved in athletics have been using facility less. Kids enjoy pool and I am trying to get back into classes."*

*"I used them quite frequently when my children were younger. They are now grown and I don't have much of a need anymore. My youngest is 22 years old now. When my children were younger and they all grew up in Bolingbrook and graduated from Bolingbrook High, We used the facilities and other areas mentioned almost daily, but for sure weekly. We took full advantage and enjoyed every moment but now there's less of a need as I said before, they are grown."*

*"Kids are getting older and have different interests. I still love the park district! Just less of a chance to use it. Staff is always friendly and helpful."*

*"When my children were younger, we used the park district facilities almost on a daily basis. Now that they are in college, we don't frequent them as often."*

*"Kids are getting older, more involved in school activities, change in job situation means less time for activities."*

*"Kids are getting older. Less programs for teens and up."*

*"Less because my kids are grown and they were the reason for my use."*

*"Less often, no kids in the house."*

*"My children are not involved in any programs now that they are older ."*

*"My children have grown up and I do not have a gym membership any longer."*

*"My kids are getting older."*

*"My son is not is preschool anymore."*

*"My son used to play sports. He truly loves basketball and aged out of the park district league (he is 9). I tried to get him in to the one for his age group and it was full. Left message for someone to see if there was a waitlist - NEVER heard back. Was very disappointed. Put him in program elsewhere - as this was disappointing. Also my daughter was trying to brush up on her Volleyball skills and attended some open VB nights - the woman at the desk regarding this questioned her age, after I discussed with Chris Corbett and he approved. She was very difficult and even called Chris at home. Since then have not been back. Glad to see a VB night for teens has been added. Did put her in an in-house league at Downers Grove Park District - was VERY pleased with it. They offered all age groups from 3rd grade through 8th grade or early High School."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
Sample Size: 2016 Total N=247



## Why using BPD less often... (cont.)



*"Disabilities and cost."*

*"Had a stroke and weaker, more expensive to take grandkids to swim and stuff rather than take them to Rockford."*

*"Hip replaced."*

*"I had knee surgery and just haven't gotten back into a routine of visiting the Annerino Center as often as I used to - Did attend Zumba classes 3x a week until an injury prevented me from continuing."*

*"Disabled but do like to go fishing when nice out."*

*"Not as active as I was. I'm disabled."*

*"Physical rehab."*

*"The pervious questions do not apply... . You do not consider the disabled and actually are short changing yourselves in this assessment."*

*"The weather and the kids going to Plainfield schools."*

*"Moved to other side of Bolingbrook. Live near Plainfield end of Bolingbrook."*

*"Moved out of the town. Was dissatisfied with the way the school treated my son."*

*"I don't feel it serves my Community in spite of having a large population of Hispanics in the area ."*

*"Not currently taking swim classes, which both my children were over 12 months ago."*

*"In the bad weather months I can not get to the pool. Maybe a van could be provided to seniors to get a ride to the pool, then I would go."*

*"I haven't gotten back to the pool yet."*

*"Trojan season has not started."*

*"The timings of the programs offered during the week do not match up with our work schedules."*

*"Other time commitments have interrupted my free time to take part in the Park District's offerings."*

*"Not enough time."*

*"Less often."*

*"Time and costs."*

*"Time availability."*

*"Too busy and going back to school for nursing."*

*"Travel."*

*"Very busy schedule."*

*"Working a lot."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
Sample Size: 2016 Total N=247





# Why using BPD less often... (cont.)



*"My softball team is no longer going to play in Bolingbrook."*

*"I was in Silver Sneakers but unfortunately it conflicted with my work schedule."*

*"Job relocation out of state, but I miss their programs, personal and facilities ."*

*"Less often only because we now have a home gym. But we still enjoy the parks, aquatic center, events and programs."*

*"Other than walking paths, I do not swim, golf, etc."*

*"The park district doesn't offer younger seniors that are of interest. I think seniors are ignored in Bolingbrook."*

*"Lack of respect."*

*"Some areas do not feel safe."*

*"Due to infrequent cleaning of park facilities."*

*"The price for programs."*

*"My youngest is older this year and I'm home and not working."*

*"Expensive."*

*"I'm old.....cant afford to golf...lower rates for seniors."*

*"Mostly cost."*

*"I play golf at Boughton Ridge because I am in the golf league. If I was not in the golf league I would play else where because the overall price for a round of golf for the type of course offered is more than a private course with a better course. As to the price of a gym membership, please read my previous comment. A lot of tax money is being spent on things that are to expensive or not being greatly used."*

*"Prices too high."*

*"The cost is prohibitive at a time when the economy is lousy, cost of living is rising and taxes are at an all-time high! We're simply cutting back on park district facilities even though we need it now more than ever. The truth is that we just can't afford it."*

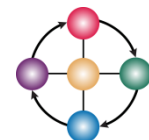
*"The fitness center costs are not competitive. By direct comparison it is roughly 3 times more expensive than chain fitness center and with less amenities. The main reason I have kept membership is because it is less crowded. However upon further reflection I will be cancelling membership."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q12. Why are you using Bolingbrook Park District facilities and programs (more often) (less often) than 12 months ago?  
Sample Size: 2016 Total N=247



# Suggestions for BPD regarding programs...



*"I wish there were a couple more Zumba classes offered. They tend to be extremely crowded."*

*"Lower the ratio of students to instructor for little kids swimming classes and actually teach them a bit more"*

*"Keep making programs accessible to families :) 🍷"*

*"Many of the programs seem to be geared toward younger families with children, not middle age empty nesters. Also, the locations are not as convenient for those living on the far west side of Bolingbrook; many of the activities take place on the east side of town."*

*"I wish there were more weekend programs for younger children during the non-summer seasons."*

*"More availability for after school kids programs."*

*"Not offering some of the kids classes so close to 4pm especially, but maybe closer to 5."*

*"We are on the far west side of town, on Plainfield border, so everything is a bit of a drive. As I said previously, our kids are getting older and interests have changed. We were in Danceforce for several years and had a great time, but my daughter wanted a more competitive atmosphere so we changed to a higher caliber company. But - I am so fortunate that she was able to find that she really loved dance at the park district. My son has taken swimming and other activities and had great experiences. They were both at the BRAC indoor pool a few weeks ago and had fun with friends."*

*"More homeschool classes reasonably priced."*

*"A lot of the programs are redundant and should be reviewed from a cost cutting, cost efficiency basis."*

*"Swim class student/teacher ratios are much too high. The kids spend majority of class sitting on the wall waiting for their 2 minutes in the water with the teacher. Spoken with many parents about this over the years and they all share the same sentiment."*

*"Swim class student/teacher ratios are much too high. The kids spend majority of class sitting on the wall waiting for their 2 minutes in the water with the teacher. Spoken with many parents about this over the years and they all share the same sentiment."*

*"Be aware of kids in Plainfield and Naperville schools who live within park district boundaries. There are classes my kids haven't been able to take because we just can't get there in time after school."*

*"I have not signed up for a class in a while. Anyone who works until 5 and away from Bolingbrook is not likely to be able to get to a class until 7."*

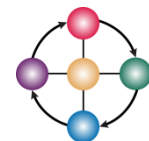
*"I understand it is very difficult to offer a particular program at a particular day or time but it would be nice to have a selection to choose from. I also understand that day/time is dependent on number of participants. I think right now that the Park District overall has done a great job with their programming."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



# Suggestions for BPD regarding programs...



*"More classes on Saturday and Sunday afternoons, including late afternoon/evening if possible."*

*"Need more group classes on weekends. Sunday afternoons."*

*"More nights/weekend options would be great."*

*"More time/date for activities."*

*"Would like to see more exercise classes around 5:30pm."*

*"Would like more offering over the weekend. Better balance for working parents. Alternative would be an afterschool program allowing for kids to access program with sign in at local schools."*

*"Not everybody is a stay at home parent. There are not enough activities available for kids or adults after work hours."*

*"The days/times are not conducive to working parents. There are many things I see in the program book that my kids are interested in, but then see the day is during the week and the time is during "normal" business hours. As working parents the scheduled does not fit and therefore cannot include my children in these programs. There are only so many things you can offer or sign up for on weekends."*

*"Times of day, particularly for infant/toddler programs should take into account typical nap time(s) for this age group. Lunch time/early afternoon programs are not usable for a lot of parents. Classes that start earlier in the morning (7:30-8:30) would be nice. I had a hard time with some classes because they were only offered on Wednesday and/or Thursday, which are days I was at the office."*

*"Too many classes that I want to do with my 4 year old are only offered during work hours. I am a working mom and can't take her to a 10AM gymnastics class. We do the Saturdays, but then our Saturdays are taken up."*

*"We are excited to take baby swimming classes soon but are struggling to make the times due to work conflicts. It does seem like there are several options though."*

*"You do a good job. I might be interested in a yoga if it was offered everyday of the week at 8:30 am."*

*"A wider variety of classes for adults."*

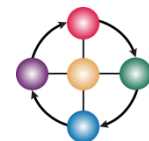
*"Often too many programs are offered and registration is spread out resulting in classes being cancelled. It would be better if the day before registration closes that parents of low enrollment classes were contacted to see if they wanted to enroll in another class. For example - I enrolled my child in Lacrosse for young kids, not enough parents signed up. However, I found out another class for Intro to Sports was only 1 child short of the enrollment requirements. I would have moved her into that class if anyone had notified me. Instead both classes were cancelled."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



# Suggestions for BPD regarding senior programs and staffing...

*"Hoping you could offer yoga programs for seniors during the afternoon. Not just early am or evening. My husband would appreciate towel service for when he comes to play basketball."*

*"More senior programs. A warm pool for arthritis programs and exercise would be nice."*

*"Offer some programs to seniors that you offer to others, such learning to play the piano. The current age group ends at 17! How about art classes!"*

*"Bigger room for Silver Sneakers. Wish so much junk wasn't shoved into that room willy-nilly. Never know what junk will be in there from day to day."*

*"I really enjoy the Silver sneaker classes as do many people. Even though the Park District has added more classes they are still very crowded! They are trying to fix this bit I would like to see a few more afternoon classes be available."*

*"Perhaps offer some programs like Silver sneakers at alternative times. Evening might be good for those that still work during the daytime."*

*"Some silver sneaker classes should be offered in the evening also since some seniors still work full time. Some of the more popular classes like Zumba should be offered in a larger room because it's too crowded. Some evening classes should begin at 6:15 or 6:30 so attendees can eat dinner afterwards before 8 or 8:30."*

*"I have trouble getting to some places. Better basketball times for seniors."*

*"Offer programs for older people in the evening who work."*

*"Just in my experience the one year my son went to the Seedlings Preschool program, I feel that the staff wasn't qualified to care for children that again, were not used to a classroom environment and needed a little help. I feel focus should be in how to make these children feel more comfortable, while it was decided to bring in a unqualified person. I was assured he was qualified because he worked at the Park District for 10 years, however, I do not believe he had good experience at dealing with children, or people. The classroom was very nice, and I liked that they got out every day weather permitting. However, I would not recommend that anyone send their children there based on my experience."*

*"Just keep the front desk informed. They have never been able to answer a question that I've had in regards to a program. Registration is also a time consuming event."*

*"Maybe have more qualified coaches for Coach Pitch."*

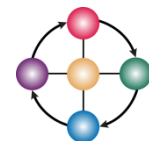
*"More staff for gymnastics classes."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178





# Suggestions about BPD costs...



*"All is good. A little expensive, but I understand why."*

*"If possible provide financial assistance to residents who qualify on a tax return proof basis"*

*"Bringing down costs on special rec programs."*

*"Cheaper programs, our family works 3 jobs and cost is an issue."*

*"Community members should get more of a discount."*

*"Cost! Cost! Cost! Find a way to reduce the fees/fares charged for the programs. Frankly, I don't know why a modest village such as ours is maintaining 3 or 4 golf clubs. One of them, the Bolingbrook Golf Club, is so audaciously ostentatious you'd think it's Donald Trump's Mara Lago! Those tax-payer subsidized luxury Golf Clubs should be sold to private owners for a handsome profit and the proceeds should be used to lower taxes across the board and reduce the fees on activities that the vast majority of tax payers really need, such as BRAC, Annerino and similar modest/sensible facilities."*

*"Decrease prices. Make it easier to get your park district card that."*

*"Every summer I have some family visiting from out of town. Would love to take them to the pools but the one day passes are very expensive for a family of six."*

*"Fees should never reduced. Not just for the "poor" but for normal every day people."*

*"Prices for programs and events are too high, especially for families with more than one child."*

*"Greater discount for residents and/or sibling discounts for programs."*

*"Senior discount?"*

*"Some cost are a little higher for some people with two or more children and this the reason some parents don't have participation in some park districts facilities."*

*"Some of the programs are a bit costly."*

*"We pay taxes yet the fees charged for many things are way too high."*

*"Lower golf rates for seniors."*

*"The cost and schedule no always is good for me."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



# Suggestions about BPD facilities, membership and registration...

*"Would really like a few more amenities in the women's locker room at the Aquatic Center. Showers are marginal; hair dryers needed. I don't expect towels like a high end spa but would like constant hot water as well as a dial on each shower so that you don't have to punch it to keep it going! I'm a senior."*

*"Cleanliness is lacking. People washing their feet in the sinks and leaving a mess!! With so many people using the facilities, they must be cleaned properly several times a day."*

*"Just to do the best to keep the parks clean and safe. That is very important to my family! Also make more pet friendly parks."*

*"Locker rooms should be cleaner and be updated to look more modern."*

*"No suggestions, just a comment. I know you're short-staffed sometimes, but surely your people must want to keep their facilities clean??"*

*"Update facilities. Not just equipment but actual facilities. Locker room, tiles, plumbing fixtures are really dated."*

*"I wish I didn't have to commit to a year membership at the Life Styles fitness center. I wish I could get a 3 or 6 month membership. Also my 14 year old son is very interested in having a place to work out. I wish he could join and not have to have me there with him."*

*"Offer the option of rollover park district membership. It is very frustrating to have to renew in person each year. Particularly if a spouse can't register for the other."*

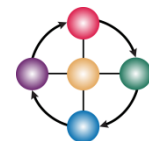
*"Should have volunteer medical information on pass. A dot or something linking back to user information."*

*"Online registration is confusing and not user-friendly. You need to update your website to make it easier to find registration and information about programs and schedules. There should be a big button on the home page that says "ONLINE REGISTRATION". I love using online tools but I end up going "old school" with the park district program guides and going in person to BRAC front desk to sign up for things because I can't stand the online registration. This takes much more time than necessary."*

*"To have registration online then bring in document for residency verification."*

*"With registering on the computer, the system could be more user friendly. Their has been several times were I had to call the park district to assist me signing up for a class due to the registration code not making."*

*"It should be easier to get a login for online registration."*



Many have no suggestions for BPD as all is good. Some have no knowledge of BPD and cannot offer an opinion.



*"I truly believe the Park District is addressing the needs of our Village, and cannot suggest anything that would impact me as an individual. The programs offered cover a wide range of ages and activities and our neighbors who participate in some of the programs speak highly of what is offered to them. Being an original "settler" all I can say is "Keep up the good work." You are amazing in what you have accomplished in such a short time span with the funds you work with. The parks are beautiful, a long way away from the dirt fields they used to be. Great job Bolingbrook!"*

*"Keep up the good work." (two comments)*

*"Can't really rate these items properly, as I have not participated in anything, probably, in the the last three years."*

*"I have not even looked at possible programs for the past year so have no suggestions."*

*"I haven't signed up for a program before so I have no prior knowledge or experience."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q15. What suggestions do you have for the Park District regarding any of the above areas?  
Sample Size: 2016 Total N=178



# Obstacles to more BPD participation...



*"As stated before, our age and some medical conditions are the only things preventing us from participating in some of the activities. At our age, we focus more now on our grandchildren, great grandchildren, and on our own personal hobbies. Fishing for my husband and enjoying my own garden and craft room. That is where our time is now spent. Closer to family and closer to home and time commitments for our own hobbies."*

*"Children are away at school and everyone else works full time."*

*"Family with disability's are limited. We don't always want "special" just the space. The train of thought that prior users take precedence. Even though we all pay taxes and the fees."*

*"No knowledge of programs for children with developmental delays."*

*"I really don't have any obstacles other than my physical ability to do the exercises in the program I attended last year. I do have an exercise program, designed for me by my physical therapist, that I do at home so I don't need to get o*

*"Not an obstacle, children grown. I am a senior."*

*"Kids are in college."*

*"Kids are older. My work schedule does not allow me to take classes*

*"Need more programs for seniors and additional sporting programs, I would like to see additional dance classes offered for couples and not just youth dancing classes. I am not interested in Hip Hop dancing, but ball room dancing would be wonderful!"*

*"There are five of us with varying schedules. Some simply work--a LOT. Some are in school and working. Shifting from the child-centered recreation to adult-centered recreation takes a while and we are almost there as our last one leaves high school. I really would like to be able to buy monthly passes for the fitness centers without a bigger commitment. I really prefer to work out outside, even if it means doing it on my own."*

*"Other activities get in the way. Sometimes, participation is not a priority."*

*"Busy."*

*"Our availability during the summer months do not match available programs of interest, which is why we are interested in duplicate classes to be available at different times of the year."*

*"Time." (two mentions)*

*"Time and lack of motivation."*

*"Time constraints, I work downtown Chicago usually get off at 8pm..that doesn't allow much time to work out afterwards. It would be hard to try and get it in the morning."*

*"We are very busy with school. Once the summer comes, we should be able to use the park district more often."*

*"Day of week of some activities."*

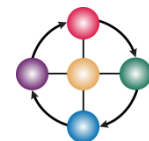


**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q18. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47





# Obstacles to more BPD participation...



*"I'm not aware of many of the services offered, though I haven't sought them out."*

*"Just have not made myself aware."*

*"Only familiar with one facility."*

*"We sometimes aren't aware of events until too late."*

*"Fees are fairly appropriate it is that I am overextended and need to pay down some debt. I do not think there is much on your part that will help in this situation."*

*"I think I would be more inclined to get a LifeStyles gym membership if I could sign up monthly or every 3 months instead of having to sign up for the entire year."*

*"Is too expensive some time the programs."*

*"Some of the program's fill up too quickly before I can register."*

*"Some programs are too basic."*

*"Not motivated enough."*

*"Self-motivation."*

*"Personal."*

*"N/A, None." (5 mentions)*

*"I already mentioned these in my other comments, icy water, girls in the same soccer team as boys, bad tennis courts etc."*

*"I had a workout membership at the Annerino Center several years ago but cancelled it and joined another facility in Bolingbrook. The reason I cancelled it is because I enjoyed going to the sauna after my workout and the park district closed the sauna without informing members that they were going to close it."*

*"Not enough programs offered."*

*"Pelican harbor would be nice to use because of its closeness to home, however it is too crowded and costly. Instead we choose to frequent Raging Waveswater Park because of these concerns."*

*"Poor experience at the Seedlings Preschool."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q18. Please specify the other obstacles preventing you or members of your household from participating in Park District programs more often.

Sample Size: 2016 Total N=47



# Kinds of things residents would like to do as a BPD volunteer: Provide Assistance—general and specific—where needed.

*"Anything I am capable of doing."*

*"Anything to do with outdoor."*

*"Aquatics indoor and outdoor park."*

*"Assist with organizations that need help."*

*"Bake sale."*

*"Chaperone trips."*

*"Community outreach/awareness, oversee/facilitate adult gaming group or toddler groups."*

*"Concessions."*

*"Encouraging attendance."*

*"Events, ambassador."*

*"Feed the homeless, volunteer at homeless or battered women's shelter."*

*"General co-ordination, assistance with setting up programs."*

*"Greet, help in any way."*

*"Help people around, help with activities."*

*"Help with special events."*

*"Help with various activities around town, such as the local parks."*

*"Help with young adults programs."*

*"Work at the customer service desk."*

*"Helping in what you need."*

*"I'm open. Date and times determine if I could do it."*

*"HMMM. I am willing to do a lot-work at events, crowd control, youth programs, etc. I also have talents that might be useful, like serving/concessions for large crowds, sewing, gardening, painting (a room, not a picture) and a lot of experience with teens. However, I prefer to volunteer for specific events or projects, as opposed to open-ended commitments that tend to grow into a second job."*

*"I am a good assistant to a lead person. I am efficient and knowledgeable in an office environment. I like working with people."*

*"Parent associations, time."*

*"Possibly help to hand out brochures regarding special events @ door as people enter the recreation & Aquatic center."*

*"Registration or any office/admin related tasks."*

*"Special event check-in, beer or food server/ticket taker, event set-up."*

*"Summer Last Blast."*

*"Summer events, one day trips."*

*"Varies."*

*"Whatever is needed."*

*"Where the need it."*

*"Child Care, Volunteer for check in or registration at events."*

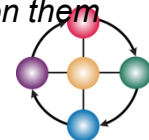
*"Visiting elderly homes in the area to check on them during the winter months."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q49. What kinds of things would you like to do as a volunteer for the BPD?  
Sample Size: 2016 Total N=62



# Kinds of things residents would like to do as a BPD volunteer: Teaching; Coaching/Sports; Clean up: and Not Sure/Help!

## TEACHING / CLASSES

*"Anything involving kids and education."*

*"I would like to Help people with home projects, offer advice to do-it-yourselfers, maybe even classes on woodworking."*

*"I'm in HR so I'd be a happy to work with the community regarding job search and resumes."*

*"Classes."*

*"Educational programs."*

*"ESL."*

*"Resume / Job Coaching / Interview prep."*

*"Schoolwork assistance."*

*"Teach a class, like gardening."*

*"Gardening."*

*"Teaching, administrator, manager."*

*"Perhaps even computer trainer."*

*"Baking and cooking."*

*"Cooking Classes."*

## COACHING / SPORTS

*"Soccer, organizing runs."*

*"Coach Basketball and Baseball."*

*"Coach for little league baseball games."*

*"Coach volleyball."*

*"Coaching, mentoring, etc."*

## CLEAN UP

*"Possibly clean outside if there is debris after an event."*

*Clean up in the parks. Collecting seeds from plants in the parks."*

*"Group clean up of local pond or rivers."*

*"Help clean up and help kids."*

*"Work outdoors helping to beautify and clean up the parks."*

*"Working with seniors, doing cleanups outdoors."*

## NOT SURE – WHAT DO YOU NEED?

*"Pretty good at a few things!. Where are your need?"*

*"Can't say...not sure what is available."*

*"I am not for sure--maybe work in the nursery!"*

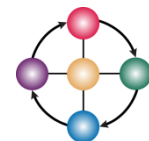
*"Not sure at this time, but would be interested in seeing a listing of opportunities that would be open."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q49. What kinds of things would you like to do as a volunteer for the BPD?  
Sample Size: 2016 Total N=62



If money were no object, residents want to see updated/expanded facilities, more/different programs and free or reduced fees....



#### FACILITIES

*“Better family changing rooms and/or more private changing spaces. I'm not comfortable changing in an open area with other people. And one counter in a women's changing area for babies is ridiculously inadequate.”*

*“Family changing room.”*

*“Cleaner parks and facilities.”*

*“Cleanliness of the aquatic center bathrooms....very dirty and the shows are very old. I hate taking my kids in there to change.”*

*“I think it is important to keep the facilities in top-notch condition.”*

*“Bring back a better sauna/whirlpool.”*

*“Build an indoor walking track open to public for walking at anytime.”*

*“Add a third softball field to Remington Sports Park.”*

*“Buy the undeveloped land that's South of Boughton and West of Falcon ridge Way and develop it into a lovely park & community garden plots or sports field/s to beautify BB, we do not need more ugly strip malls and fast food... , there are enough empty retail spaces that people can fill in BB if someone wants open another business.”*

*“Better food service.”*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q50. If money was no object, what single thing could the BPD do or offer to better serve you/your household?  
Sample Size: 2016 Total N=xxx

#### FACILITIES (cont.)

*“Connected bike paths.”*

*“Finish paving and linking the paths down Lily Cache Creek and the DuPage River so it is a viable long bike and running path, instead of disjointed little ones.”*

*“A facility or some class offerings closer to the Northeast portion of Bolingbrook.”*

*“Maintain the neighborhood playgrounds better. Fix broken equipment and keep them clean.”*

*“Make all park district facilities smoke free.”*

*“A more updated locker room.”*

*“Build a facility within a mile or two of my home on the northeast corner of Bolingbrook.”*

*“Expanding swimming facilities.”*

*“Extend pool hours.”*

*“Have a big indoor sports complex. Where Lacrosse, softball and other sports could be played. Many other towns have big indoor facilities. We are lacking in this area.”*

*“Have gymnastics facilities and rock walls at both facilities so that the entire Bolingbrook community could use them rather than have to cross town to avail themselves of both.”*

*“Have multiple parks/areas like that at Hidden Oaks. Expand Pelican Harbour.”*

*“Improvements to the pool facility. Add an outdoor pool with lanes. Add lacrosse league, improve the Trojans program.”*



# If money were no object, residents want to see updated/expanded facilities, more/different programs and free or reduced fees....



## FACILITIES (cont.)

*"Indoor facilities open late and more lighted areas in the outdoor parks."*

*"Larger workout facilities."*

*"Make the indoor water park bigger and better.. More slides for the kiddos, an indoor spray area would be nice. Indoor Concession stand, why not?"*

*"Update and modernize facilities to better serve community. Maybe take a poll as to what needs and services are requested more."*

*"Would love a disc golf course."*

*"Nicer facilities and better programs."*

## PROGRAMS

*"Add lacrosse league, improve the Trojans program."*

*"Adult athletic leagues."*

*"Soccer."*

*"Sports."*

*"Smaller class sizes."*

*"Not every disabled adult has mental disabilities. You forget that... You plan very stereotypically."*

*"Get better bands to music on the hill."*

*"Have a couple of firework shows during the summer."*

*"More childcare options."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q50. If money was no object, what single thing could the BPD do or offer to better serve you/your household?  
Sample Size: 2016 Total N=xxx

## PROGRAMS (cont.)

*"More children's events for children of very young age 2-5 years old."*

*"More home school events."*

*"Offer before and after care for school aged children."*

*"Evening classes."*

*"Have more craft-type classes for adults each season."*

*"Include jazzercise as an option."*

*"More educational opportunities, for example language or math supplements in evenings or on weekends."*

*"After school stem course in conjunction with school district. For working parents a closer cooperation with the school district for optional enrichment programs would be desirable."*

*"Also - keep in mind that not all Bolingbrook residents are in the same school district. Having programs that."*

*"More craft shows."*

*"More group events similar to Group On."*

*"More planned single day trips/events."*

*"More programs for single adults."*

*"Have more Family Oriented activities."*

*"Offer more senior programs."*

*"Senior activities."*

*"No Answer I just participate in Silver Sneaker Programs."*

*"Cater more to the diverse community in the area."*

*"Larger variety of teen programs."*





# If money were no object, residents want to see updated/expanded facilities, more/different programs and free or reduced fees....



## COST

*"Reduce programs for everyone so staff and taxes can be reduced. Too many programs are offered to pacify to many special interests which adversely impacts those who pay for them."*

*"Free classes!"*

*"Free trips."*

*"Free sports sign up for kids and family who can't afford the high cost, and want to play any sport. With a no hassle policy sign up."*

*"Make EVERYTHING free (just take fees out of our taxes). But I know that's not really feasible."*

*"More free summer admissions to pool." "Pelican passes."*

*"Offer free classes once a month in all areas of interests."*

*"Offer more programs for less money."*

*"Classes for multiple kids at lower costs."*

*"Family (or seasonal) pass with unlimited access to all district activities, events and amenities -- that would be innovative."*

*"Lower membership cost."*

*"Lower the cost of fitness centers."*

*"Lower the fees for fishing at hidden lakes trout farm. I stopped going/buying a license because of the high cost."*

## COST (cont.)

*"Money is always on object to me."*

*"Tax paying property owners get free / greatly reduced membership fees, etc."*

*"Have free or small fee for vans to pickup and returns seniors to the pool, concerts at village hall facility, etc., not sure."*

*"Reduce programs for everyone so staff and taxes can be reduced. Too many programs are offered to pacify to many special interests which adversely impacts those who pay for them."*

## NO COMMENT

Many had no suggestions for changes or were "not really sure" what to suggest.

*"I feel they do a fine jobs overall."*

*"Have no complaints. All is good."*

*"Satisfied for what we receive."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q50. If money was no object, what single thing could the BPD do or offer to better serve you/your household?  
Sample Size: 2016 Total N=xxx



# If the BPD needed to cut costs, most cannot name a program or facility to eliminate.

N/A – Can't name anything to eliminate

*"None." "No comment." "No suggestions." "No opinion."*

*"None. The park district holds a lot of families together."*

*"Not an option to cut any programs."*

*"Difficult to answer this question without more information. Programs offered are good, you should look for ways to economize."*

*"Don't know. I would have see which one is signed up more frequently." "I don't know." "Don't know."*

*"Not sure." (19 mentions)*

*"I'm not sure at this time." "I'm not really sure."*

*"Not sure all the programs are very needed."*

*"Not sure, all good programs."*

*"Not sure how to answer."*

*"Not sure of the full range of programs. So I cannot answer."*

*"I'm not sure I have not seen all programs. Sorry can't answer without seeing them all."*

*"Not sure, maybe a park that doesn't have much activity."*

*"Only use softball fields so not sure."*

*"Keep the programs for kids and youth, esp. athletic. Everything else is good but less important."*

N/A (cont.)

*"Not sure. There are a lot of programs and events. I wouldn't know which one to cut. Probably the least used program."*

*"Not sure. Loved the room at BRAC that had the tubes/slides for the kids (the playland type area) was sorry to see that taken out. So not sure what other areas could go. I think we have a great park district."*

*"Not sure. Would need more info here. Based on the services I use, don't cut anything."*

*"Not sure...I don't pay attention to the programs that don't interest me. I would say to definitely keep the early childhood programs - those are great!"*

*"Not the one in front of bj ward elementary and not the pelican harbor."*

*"Uncertain - what applies to one family may not be what applies to another."*

*"Can't think of any."*

*"I can't think of anything we can do without."*

*"I would hate to think that any of the programs would need to be cut."*

*"I would not want them to cut any programs. They are doing a fine job."*

*"I'm not really willing to cut any programs. If they don't fill they cut themselves."*



Q51. If the BPD needed to cut costs, what facility program or event could you/your household do without?  
Sample Size: 2016 Total N=xxx



# If the BPD needed to cut costs, some programs and facilities are identified for elimination.

## PROGRAMS

*"Brochures- while informative and convenient, information can be found online."*

*"I'm not sure at this point. Outdoor athletics, maybe?"*

*Not sure, sports." "Cricket." "SRA, Tennis." "Volleyball." "Soccer."*

*"Also some of the free events, like the one in summer, and winter would benefit from a registration fee. Charge families \$1 per kid and not only will you get revenue but could make the programs more exciting. Just a thought."*

*"Children's events."*

*"Daycare."*

*"I don't know that we use enough park district programs yet for me to answer. Maybe fewer adult programs and a little more activities that kids & parents could do together? Shift the responsibility for senior programs/activities to the senior center?"*

*"Week of the young child."*

*"Painting class."*

*"Dance." "Gymnastics."*

*"The concerts."*

*"We could live without most of the events that are currently free."*

## PROGRAMS (cont.)

*"Bus trips to shopping malls or casinos. "*

*"Day trips/outings."*

*"Any of the various classes."*

*"I am not interested in many programs so most of them could be cut. I prefer to think of the park district's primary function as taking care of our village parks and not providing programs."*

*"I would suggest least attended/utilized."*

*"We could do without all programs that cost taxes. Only keep the necessities."*

*"Wife and I are retired so there are many events that don't concern us. Obviously any of these events that don't concern us we could do without.."*

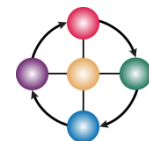
*"Reduce the number of small participation /no participation programs and redundant programs. Enforce existing rules for guests at Pelican Harbor and other facilities. Require "residents" to show property tax bill annually or current address at each visit, Electric bill, gas bill; I see lots of cheating going on."*



**Bolingbrook Park District**

*Your World. Your Community. Your Park District!*

Q51. If the BPD needed to cut costs, what facility program or event could you/your household do without?  
Sample Size: 2016 Total N=xxx





# If the BPD needed to cut costs, some programs and facilities are identified for elimination.



## FACILITIES

*"Cut all."*

*"Fitness center because it's expensive compared to other gyms."*

*"Lifestyles." "The jyms."*

*"The fitness center is too expensive for the majority of families with one income, so either get rid of it or make it more affordable."*

*"Workout facilities. We belong to a private one."*

*"Ashbury's"*

*"Ashbury golf course." "Boughton Ridge." "Golf." "Golf courses." "The Golf course."*

*"Golf courses--they're incompatible with the economic realities of the vast majority of Bolingbrook residents. I don't know anyone who thinks of moving to Bolingbrook so they can spend their time golfing! I bet that if they have such time, they'd want to live in Kenilworth!"*

## FACILITIES (cont.)

*"Aquatic center." (two mentions) "Pool."*

*"Pelican harbor water park."*

*Maybe have shorter hours on some things so that staff would not have to work long hours?????"*

*"Nature center."*

*"The teeny little parks that are a lot or 3 wide and are not big enough to do anything in."*

*"Less gym reservations for outside groups.."*

*"The rental Hall."*

*"Indoor facilities."*

*"Not sure. Maybe Dratherage Center."*

*"Since I don't use anything now, wouldn't make a difference what was cut. However, anything with a high insurance cost might be a candidate."*



**Bolingbrook Park District**

Your World. Your Community. Your Park District!

Q51. If the BPD needed to cut costs, what facility program or event could you/your household do without?  
Sample Size: 2016 Total N=xxx



# Questionnaire



# Questionnaire



## Community Wide Survey Quantitative Questionnaire – Final (April 5, 2016)

The Bolingbrook Park District is committed to continuous improvement and wishes to find out as objectively as possible how it is currently viewed by you and how it might improve in the future. Park District personnel will use the survey results to develop action plans to better meet your needs. Unless you indicate otherwise, your name will not be linked to your specific comments. First . . .

### BROAD MEASURES

- Considering everything you know or have heard about Bolingbrook Park District facilities, programs, and staff, how would you rate your *overall satisfaction* with the Bolingbrook Park District?
 

Very <u>Dissatisfied</u>										Very <u>Satisfied</u>	Not <u>Sure</u>
1	2	3	4	5	6	7	8	9	10	98	98
- Specifically, what kinds of experiences have you had with the Bolingbrook Park District that makes you rate them as you did on "overall satisfaction"?  
[COMMENT BOX]
- Considering everything, how likely are you to use Bolingbrook Park District facilities and programs in the future?
 

Very <u>Unlikely</u>										Very <u>Likely</u>	Not <u>Sure</u>
1	2	3	4	5	6	7	8	9	10	98	98
- How likely is it that you would recommend Bolingbrook Park District facilities and programs to another Bolingbrook resident?
 

Very <u>Unlikely</u>										Very <u>Likely</u>	Not <u>Sure</u>
1	2	3	4	5	6	7	8	9	10	98	98
- How satisfied are you with the value you receive for your tax dollars and any additional money you spend on Bolingbrook Park District facilities and programs?
 

Very <u>Dissatisfied</u>										Very <u>Satisfied</u>	Not <u>Sure</u>
1	2	3	4	5	6	7	8	9	10	98	98

### AWARENESS OF PARK DISTRICT PROGRAMS AND FACILITIES

- Are you aware that the Bolingbrook Park District . . . [RANDOMIZE A-D AND E-G]
 

<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
1	2	98

  - Offers free summer outdoor family concerts held Wednesday evenings at the Village of Bolingbrook's Performing Arts Center?
  - Offers a free block party package including a trackless train and portable climbing wall?
  - Has a financial assistance program to help those in need of financial assistance to participate in Park District programs?
  - Holds free family events including Summer's Last Blast, Week of the Young Child, Winterfest, Earth Aid, Movies in the Park, and Visit Your Local parks.

Also, are you aware that . . .
- Lily Cache Special Recreation Association (LCSRA) provides programs for individuals with disabilities?



### OVERALL EXPERIENCE WITH PARK DISTRICT FACILITIES/STAFF

- Please rate your overall experience with these Park District facilities/staff. [RANDOMIZE A-L]
 

	Very <u>Dissatisfied</u>										Very <u>Satisfied</u>	Not <u>Sure/No</u>
	1	2	3	4	5	6	7	8	9	10	98	Experience 98

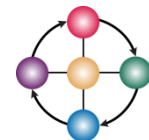
  - Parks/Picnic areas
  - Competitive athletic fields (non-neighborhood fields)
  - Recreation programs
  - Bolingbrook Recreation & Aquatic Complex
  - Annerino Community Center
  - LifeStyles Fitness Center
  - Pelican Harbor Indoor/Outdoor Aquatic Park
  - Boughton Ridge Golf Course
  - Ashbury's at Boughton Ridge
  - Hidden Lakes Historic Trout Farm
  - Hidden Oaks Nature Center
  - Park District staff
  - What suggestions do you have for the Park District regarding any of the Park District facilities/staff above?  
[COMMENT BOX]

### USAGE OF FACILITIES AND PROGRAMS

- During the past year, how frequently have you or a member of your household . . . [RANDOMIZE A-L]
 

	<u>Frequently</u>	<u>Occasionally</u>	<u>Rarely</u>	<u>Never</u>
--	-------------------	---------------------	---------------	--------------

  - Participated in a Bolingbrook Park District recreation program
  - Participated in a Bolingbrook Athletic Council youth sports program
  - Visited a Bolingbrook Park District park
  - Visited Pelican Harbor Indoor Aquatic Park
  - Visited Pelican Harbor Outdoor Aquatic Park
  - Visited LifeStyles Fitness Center at the Annerino Community Center
  - Visited LifeStyles Fitness Center at the Bolingbrook Recreation & Aquatic Complex
  - Played golf at Boughton Ridge Golf Course
  - Purchased food or beverage at Ashbury's at Boughton Ridge
  - Visited Hidden Lakes Historic Trout Farm
  - Visited Hidden Oaks Nature Center
  - Used one of the Park District's biking/hiking paths
  - Used one of the Park District's skate parks
  - Used one of the Park District's tennis courts
- In general, are you currently using Bolingbrook Parks and District facilities and programs . . .
  - More often,
  - Less often, or
  - At about the same frequency as you did 12 months ago? – [SKIP TO Q12]
- Why are you using Bolingbrook Park District facilities and programs (*more often*) (*less often*) than 12 months ago?  
[COMMENT BOX]





# Questionnaire (cont.)



22. For which, if any, of the following groups would you like the Bolingbrook Park District to offer additional programming? *Please check all that apply.*

- 1 Children (1 month-4 years old)
- 2 Children (5-9 years old)
- 3 Children (10-12 years old)
- 4 Teenagers (13-17 years old)
- 5 Young adults (18-24 years old)
- 6 Adults (25-55 years old)
- 7 Adults/Seniors (over age 55)
- 8 Households with no children

**97 None of the above – the Park District already offers sufficient programming for these groups**

23. How much impact would each of the following have on the frequency with which you or members of your household register for Bolingbrook Park District programs? *[RANDOMIZE A-D]*

Definitely Would Register For <b>More Programs</b>	Probably Would Register For <b>More Programs</b>	Would Have <b>No Impact</b>	<b>Not Sure</b>
3	2	1	8

- a. Drop-in classes or activities
- b. Multi-program passes where you receive a "free" program after a specified number of completed programs
- c. Periodic "sales" or discounts on registration fees
- d. Passes or reduced registration fees when multiple members of a household sign up for the same program
- e. One-time, single-day Pre-Registered events (e.g., bus trip to professional baseball/basketball game, visit museum/zoo, concert/play)

24. How much impact would each of the following days and time frames for classes or programs have on the frequency with which you or members of your household register for Bolingbrook Park District programs? Please select one response for each day/time. *[RANDOMIZE A-D]*

Definitely Would Register For <b>More Programs</b>	Probably Would Register For <b>More Programs</b>	Would Have <b>No Impact</b>	<b>Not Sure</b>
3	2	1	8

	Weekday (Monday – Friday)	Saturday	Sunday
Early morning (5:00-8:00 a.m.)	3...2...1...8	3...2...1...8	3...2...1...8
Mid-morning (9:00-11:00 a.m.)	3...2...1...8	3...2...1...8	3...2...1...8
Lunch time (11:00-1:00 p.m.)	3...2...1...8	3...2...1...8	3...2...1...8
Afternoon (2:00-4:00 p.m.)	3...2...1...8	3...2...1...8	3...2...1...8
Early evening (5:00-7:00 p.m.)	3...2...1...8	3...2...1...8	3...2...1...8
Late evening (8:00-10:00 p.m.)	3...2...1...8	3...2...1...8	3...2...1...8

## INTEREST IN FACILITY ENHANCEMENTS

25. Would you support Bolingbrook Park District making our parks and facilities smokeless and Tobacco Free?

- 1 Yes
- 2 No
- 8 Not sure

26. Is the lack of a family changing room at some Bolingbrook Park District facilities causing you or a member of your household to use those facilities less often than you would like?

- 1 Yes
- 2 No
- 3 Not sure

## PREFERRED COMMUNICATION METHODS

27. How did you learn about Park District programs during the past year? *[Randomize.] Please check all that apply.*

- 1 Roadside signs
- 2 Newspaper
- 3 Park District brochure
- 4 Staff/employee
- 5 Email
- 6 Park District website
- 7 Friend/neighbor
- 8 Direct mail
- 9 Facebook
- 10 Twitter
- 11 Instagram
- 12 Electronic marquee
- 96 Other
- 97 None; Have not seen anything about Bolingbrook Park District programs in the past year

28. *[IF "OTHER" IN Q27] Please specify the other ways you learned about Park District programs.*

[COMMENT BOX]

29. Is the frequency of communications you receive from the Bolingbrook Park District . . .

- 1 Too little,
- 2 Too much, or
- 3 Just right?
- 8 Not sure

30. From which of the following communication methods would you most like to receive Park District information in the future? *Please select up to 3 communication methods.* *[Not randomized...that's OK!]*

- 1 Roadside signs
- 2 Newspaper
- 3 Park District brochure
- 4 Staff/employee
- 5 Email
- 6 Park District website
- 7 Direct mail
- 8 Facebook
- 9 Twitter
- 10 Instagram
- 11 Electronic marquee
- 96 Other
- 97 None

31. *[IF "OTHER" IN Q30] Please specify the other communication methods you would like to see the Park District use.*

[COMMENT BOX]

32. Would you be willing to provide the Bolingbrook Park District with a current email address so that you could get email alerts about upcoming Park District programs of interest?

- 1 Yes
- 2 No
- 8 Not sure

33. What about text alerts? Would you be willing to provide the Bolingbrook Park District with a mobile phone number so that you could get text alerts about upcoming Park District programs of interest?

- 1 Yes
- 2 No
- 8 Not sure



# Questionnaire (cont.)



## VALUE OF PARK DISTRICT PROGRAMS

34. For every dollar you pay in property taxes, about 9 cents is paid to the Park District. Do you think this amount is . . .
- 3 Too high,
  - 2 Reasonable, or
  - 1 Too low?
  - 8 Not sure
35. For what is provided, do you feel Bolingbrook Park District programs and facilities are a good value?
- 1 Yes
  - 2 No
  - 8 Not sure
36. Are you aware the Bolingbrook Park District is a separate entity from the Village of Bolingbrook?
- 1 Yes
  - 2 No
  - 8 Not sure

## VOLUNTEERING WITH BOLINGBROOK PARK DISTRICT

37. Would you be interested in volunteering for the Bolingbrook Park District?
- 1 Yes
  - 2 No [SKIP TO Q39]
  - 8 Not sure [SKIP TO Q39]
38. What kinds of things would you like to do as a volunteer for the Bolingbrook Park District?
- [COMMENT BOX]

## HOW CAN THE PARK DISTRICT BEST SERVE YOUR NEEDS

39. If money was no object, What single thing could the Bolingbrook Park District do or offer to better serve you and/or your household?
- [COMMENT BOX]
40. If the Bolingbrook Park District needed to cut costs, what facility, program or event could you and/or your household do without?
- [COMMENT BOX]

## CLASSIFICATION INFORMATION

For classification purposes . . .

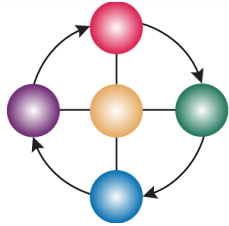
- C1. Are you:
- 1 Male
  - 2 Female
  - 9 Decline to answer
- C2. Into which of the following age groups do you fall:
- 1 18-25
  - 2 26-35
  - 3 36-45
  - 4 46-55
  - 5 56-65
  - 6 66 and up
  - 9 Decline to answer

- C3. Are you:
- 1 Single,
  - 2 Married,
  - 3 Divorced, or
  - 4 Widowed?
  - 9 Decline to answer
- C4. Do you currently have children under the age of 18 living in your household?
- 1 Yes
  - 2 No – [SKIP TO C6]
  - 9 Decline to answer – [SKIP TO C6]
- C5. How many children live in your household who are . . .
- 1 Less than 5 years old \_\_\_\_\_
  - 2 5-12 years old \_\_\_\_\_
  - 3 13-17 years old \_\_\_\_\_
  - 9 Decline to answer
- C6. What do you consider to be your race or ethnicity?
- 1 White/Caucasian
  - 2 Hispanic
  - 3 Black/African American
  - 4 Asian/Asian Indian/Filipino
  - 5 American Indian/Native American
  - 6 Other
  - 9 Decline to answer
- C7. What was the last grade of school you completed?
- 1 Grade school or less
  - 2 Some high school or equivalent (e.g., GED)
  - 3 Graduated high school
  - 4 Some college/technical school
  - 5 Graduated college
  - 6 Post graduate or more
  - 9 Decline to answer
- C8. Referring to the map, in which area of Bolingbrook do you live?
- 1   2   3   4   5   6   7   8   9   10   11   12   13   14
- [INSERT MAP OF BOLINGBROOK]
- C9. How many years have you lived in Bolingbrook?
- \_\_\_\_\_ years

You have completed the survey. Again, the Bolingbrook Park District is committed to acting upon the results of the research and doing all it can to offer Bolingbrook residents like yourself the best facilities and programs possible. Thank you very much for your time and input!

If you have any specific questions, please feel free to call us at (630) 739-0272.





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**Questions? Need more information? Contact...**

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**research is to see what everybody else has seen  
... and to think what nobody else has thought**

— albert szent-györgi, vitamin c researcher