

# **Community Recreation Needs Assessment**

**For**

**The Cary Park District**



## **Survey Results and Summary**

**Written by:**

**Laura L. Payne, Ph.D.**

**Christian Mangun, Ph.D.**

University of Illinois at Urbana-Champaign

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## **Introduction and Methodology**

In June 2005 the Cary Park District worked with Pivot Recreation Resources and the University of Illinois at Urbana-Champaign to develop and implement a community recreation needs assessment study. An eight-page questionnaire with open and closed-ended questions was developed to examine:

1. attitudes toward the park district
2. use of park district facilities, parks and programs
3. satisfaction with parks, facilities and programs
4. effectiveness of staff
5. preferences for amenities in a proposed community recreation center
6. attitudes toward funding options for a proposed community recreation center
7. and selected demographics

A random sample of 800 households was generated electronically from the park district's database. The questionnaires were mailed first class on October 5<sup>th</sup> and a postage paid business reply envelope was included in the survey packet to facilitate their return. A second survey was mailed to non-respondents and was distributed November 5<sup>th</sup>.

The final sample size was 761 since there were 39 surveys returned due to invalid addresses. Overall, a total of 244 questionnaires were returned, yielding a 32% response rate. A typical response rate for direct mailed surveys is 20 to 35%. Results for the closed and open-ended questions are summarized in the following pages.

## Section One: Survey Results

### 1. How often have you used any of the following parks and facilities in the last 12 months?

Respondents indicated modest use of Cary parks and recreational facilities (Table 1). Overall, the Community Center and the Community Center Pool were the most frequently visited facilities with 12.3% and 14.8% of respondents respectively who visited these areas once per week or more. About 12.2% of the sample reported using Kaper Park once per week or more, 11.3% visited Lions Park, and 7.3% visited Cary-Grove Park once per week or more. On the other hand, over 75 to 96% of respondents indicated they never visit the majority of the other facilities. Additional parks not utilized in this survey (such as Bristol, Fox Trails, etc.) were visited by only a handful of respondents.

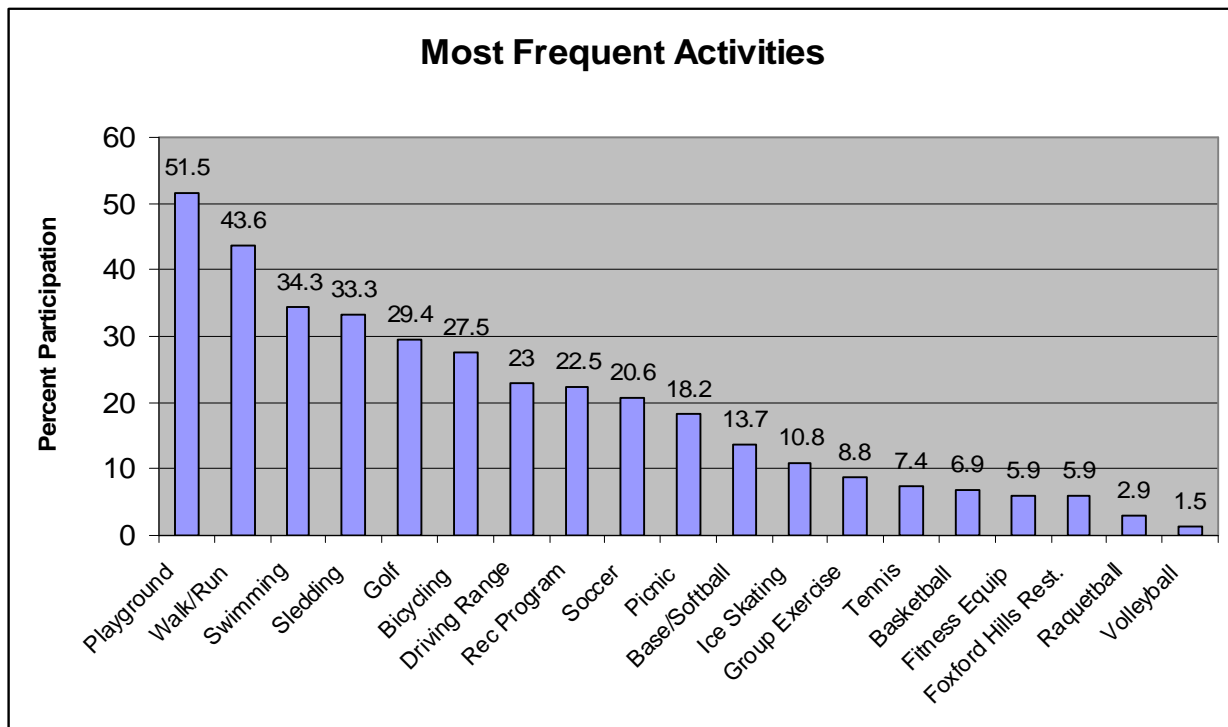
**Table 1: Use of Parks and Facilities**

Park Name	4+ Days/ Week N (%)	2-3 Days/ Week N (%)	1 Day/ Week N (%)	1-3 Time/ Month N (%)	< Once / Month N (%)	Never N (%)
Cambria Park	.5%(1)	1.4%(3)	1.4%(3)	5.2%(11)	7.1%(15)	84.4%(178)
Candlewood Park	0	0	.5%(1)	1%(2)	3.4%(7)	95.2%(197)
Cary – Grove Park	0	2.9%(6)	4.4%(9)	6.3%(13)	12.2%(25)	74.1%(152)
Cary Veterans Park	0	0	1%(2)	5.8%(12)	18.4%(38)	74.8%(154)
Cimarron Park	0	2.3%(5)	2.8%(6)	6.1%(13)	16.4%(35)	72.3%(154)
Greenfields Park	0	1.9%(4)	1%(2)	4.3%(9)	11.5%(24)	81.3%(169)
Hillside Prairie Park	.5%(1)	0	.5%(1)	2%(4)	5.5%(11)	91.5%(184)
Hoffman Park	1.9%(4)	1.9%(4)	1.9%(4)	8.2%(17)	11.1%(23)	75%(156)
Jaycee Park	0	.5%(1)	1%(2)	4.4%(9)	15%(31)	79.1%(163)
Kaper Park	1%(2)	6.8%(14)	4.4%(9)	9.8%(20)	7.3%(15)	70.7%(145)
Lions Park	2.7%(6)	3.6%(8)	5%(11)	17.7%(39)	30.5%(67)	40.5%(89)
New Haven Park	0	2%(4)	2%(4)	3.9%(8)	3.9%(8)	88.3%(181)
Sands Main Street Prairie	0	0	1%(2)	1.5%(3)	3%(6)	94.6%(192)
Water Tower Prairie Park	0	.5%(1)	.5%(1)	.5%(1)	4.5%(9)	94%(189)
Community Center	1.4%(3)	3.8%(8)	7.1%(15)	7.6%(16)	21.4%(45)	58.6%(123)
Community Center Pool	4.3%(9)	5.7%(12)	4.8%(10)	8.6%(18)	15.2%(32)	61.4%(129)
Foxford Hills Golf Club	.9%(2)	.5%(1)	1.9%(4)	6.6%(14)	22.6%(48)	67.5%(143)
Preschool	0	.5%(1)	1.5%(3)	1%(2)	1%(2)	96(194)
Kraus Senior Center	0	.5%(1)	1.5%(3)	3.4%(7)	5.9%(12)	88.8%(182)

**2. When you use the facility above, what activities do you usually do? Please check all that apply.**

Respondents were asked to check from a list of activities they engage in when using a Cary park and/or recreation facility (Table 2). In regards to parks, 51.5% reported use of playgrounds, 43.6% for walking/running, 33.3% engage in sledding, 27.5% bicycle, 20.6% play soccer, 18.2% have picnics, 13.7% play baseball or softball, 10.8% ice skate, 7.4% play tennis, 6.9% engage in basketball, and less than 5% utilize the parks for racquetball and volleyball. In addition, other activities included 34.3% for swimming facilities, 29.4% playing golf and 23% using the driving range, 22.5% attend recreational programs, 8.8% engage in group exercise and 5.9% made use of the fitness equipment, and finally 5.9% dine in the Foxford Hills Restaurant. Note that other activities written in by the respondents basically fit into the given activity list so no additional information was gained.

**Table 2: Activity Participation**



**3a. Please evaluate the overall quality (i.e., service, quality of facility, cleanliness, upkeep) of the following Cary Park District facilities and parks. Please check your level of agreement with each facility or park.**

Respondents were asked to rate the condition (i.e., cleanliness, upkeep) of park district facilities (Table 3). Foxford Hills Golf Club was rated highly with 15.2% of respondents who stated the facility condition was excellent and 18.5% indicated it was good. Only 4.3% of respondents reported that the facility was fair or below. This trend was consistent for Cary-Grove Park where approximately 27% of respondents stated the park was in excellent or good condition and only 2.4% reported it as fair. By far, the most utilized park was Lions and it received over 50% stating the condition was good or better while 10% thought the park was only in fair condition. Candlewood Park, Hillside Prairie Park, Sands Main Street Prairie, Water Tower Prairie Park, and the Preschool had the least amount of complaints, with less than 2% of the sample stating the facilities were fair or poor. The Community Center and the Center Pool had the highest ratings for conditions fair or worse, 15% and 18.4%, respectively. Finally, it should be noted that a large proportion of the sample indicated they have not used most of the other facilities.

**Table 3: Conditions of Park District Facilities**

Facility	Excellent	Good	Fair	Poor	Have Not Used
Cambria Park	6.2% (13)	9.6% (20)	2.9% (6)	0% (0)	81.3% (170)
Candlewood Park	1.9% (4)	4.8% (10)	1% (2)	0% (0)	92.3% (192)
Cary – Grove Park	12.5% (26)	14.4% (30)	2.4% (5)	0% (0)	70.7% (147)
Cary Veterans Park	6.3% (13)	14.1% (29)	3.4% (7)	2.4% (5)	73.8% (152)
Cimarron Park	8.1% (17)	18% (38)	3.3% (7)	0% (0)	70.6% (149)
Greenfields Park	4.3% (9)	14.3% (30)	4.3% (9)	0% (0)	77.1% (162)
Hillside Prairie Park	2.9% (6)	6.4% (13)	1% (2)	0% (0)	89.7% (183)
Hoffman Park	6.8% (14)	15% (31)	4.4% (9)	0% (0)	73.3% (151)
Jaycee Park	5.7% (12)	14.4% (30)	4.8% (10)	0% (0)	75.1% (157)
Kaper Park	5.8% (12)	18% (37)	4.4% (9)	1.5% (3)	70.4% (145)
Lions Park	10% (22)	41.6% (91)	10% (22)	.5% (1)	37.9% (83)
New Haven Park	2.9% (6)	7.3% (15)	1.9% (4)	0% (0)	87.9% (181)
Sands Main Street Prairie	2.5% (5)	4.4% (9)	0% (0)	0% (0)	93.1 (190)
Water Tower Prairie Park	2.9% (6)	3.9% (8)	1% (2)	0% (0)	92.2% (190)
Community Center	6.1% (13)	25.4% (54)	13.1% (28)	1.9% (4)	53.5% (114)
Community Center Pool	6.2% (13)	22.3% (47)	13.7% (29)	4.7% (10)	53.1% (112)
Foxford Hills Golf Club	15.2% (32)	18.5% (39)	3.8% (8)	.5% (1)	62.1% (131)
Preschool	2.4% (5)	4.8% (10)	1.4% (3)	.5% (1)	90.9% (189)
Kraus Senior Center	3.9% (8)	7.2% (15)	1.9% (4)	1% (2)	86% (178)

**3b. If you rated a park or facility as excellent or poor in question 3a. above, please explain why you rated it as you did.**

*Foxford Hills Golf Course:*

- Ø Foxford Hills is a very good golf course with fine people running it. It's clean! The pool is an embarrassment to the community and needs to be renovated. Club House needs upgrading.
- Ø Foxford is a great facility. The Cary pool is an embarrassment to taxpayers and parents. It needs attention, as does the entire community center complex.
- Ø Need a marked driving range with yard indicators.
- Ø I think the golf course is an excellent amenity for the community.
- Ø Foxford Hills is well maintained and groomed.
- Ø Very challenging and well-maintained golf course.
- Ø Golf club was well maintained.
- Ø Being fairly new, Foxford Hills Golf Club is in very nice shape and being very well kept.
- Ø Foxford Hills Golf Club – excellent, because it is well kept and the workers are nice.
- Ø Sell the golf course.
- Ø Good design.
- Ø Foxford Hills – unfriendly, please sell.
- Ø Great greens and fairway – well maintained!

*Pool:*

- Ø We rated community center pool excellent because it's a lot of fun swimming there.
- Ø Community pool too small, not enough chairs, locker rooms dirty, concession is always out of food.
- Ø The swimming pool is outdated and not as safe as a zero depth pool – you'd get more people with a more updated pool/park.
- Ø Pool very small.

- Ø The pool is small, my kids were quickly bored – they wanted to move back to Schaumburg.
- Ø The pool is outdated, too small, overcrowded.
- Ø The community center and pool is adequate, nothing special.
- Ø Pool – too small – too congested, we just don't go.
- Ø Cary maintains all the above. I've used in excellent condition. My son used the pool for many years and learned to swim there.
- Ø The Cary pool is not a good pool – need a new pool and facility very dated.
- Ø The pool center is old.
- Ø It is too small and crowded. Another pool is needed.
- Ø The pool needs to be nicer. The snack bar needs more adult choices. There needs to be umbrellas. The hours need to be longer. They should continue into September. The fees should be higher so we can have a nicer facility.
- Ø Pool – used by campers all day in summer. This is overcrowded and unfair to community taxpayers. They should not have daily usage until 3:00 pm.

*Cleanliness:*

- Ø Parks are always clean.
- Ø C-G Park, it's new, well maintained and has bathrooms which are open (unlike Lions Park- they are always locked).
- Ø Hoffman Park is cleaned regularly and monitored by personnel.
- Ø Very clean and well kept by the park district.
- Ø Ease of use – cleanliness – friendliness of attendants.
- Ø Clean, well maintained.
- Ø Very clean, courteous, friendly, good service. If the bathrooms are clean, maybe the kitchen is too.
- Ø Grass/grounds well maintained. No visible trash.
- Ø Always clean and well kept, full-time people who worked there very friendly and helpful.

- Ø Clean, safe, nice landscaping, clean bathrooms.
- Ø Well-kept. Excellent for the purpose. We had a neighborhood party.
- Ø Great playgrounds, clean, nice.
- Ø Cambria is different than other parks (variety) and newer (bright paint, etc.). Same with Cary – Grove Park.
- Ø Clean and well kept.
- Ø Excellent because they're clean, well kept and support activities. My husband and I enjoy.
- Ø Parks I have been to are in excellent condition and very clean!
- Ø Clean and crisp looking.
- Ø Clean/fun.
- Ø Clean, well kept, beautiful, enjoyable for people to use.
- Ø Always clean and maintained, safe and fun for many ages.
- Ø Bathrooms, well kept playground, clean fields, safe.
- Ø Both Cambria and New Haven never have trash laying around and the swings/jungle gyms are clean.
- Ø No litter, grass cut, equipment in good condition.
- Ø Parks are always kept clean. Fun for my grandchildren.
- Ø No litter, playground equipment is in good shape.

*Miscellaneous:*

- Ø Minimal equipment.
- Ø New facility.
- Ø Need a regular gymnasium.
- Ø Great facilities.

- Ø Tennis courts in extremely poor condition. Lots of garbage laying around too.
- Ø Our family loves the ice-skating and warming house.
- Ø Tennis courts at park are in terrible condition and not maintained at all.
- Ø I feel that the geese pose a problem with their poop everywhere. Tons. It's also a health hazard.
- Ø The weeds/dandelions in the springtime are a disgrace. The soccer fields at Kaper and lower Kaper should be in better condition after what I've seen in other communities.
- Ø Timbertown is full of graffiti. Now that my child can read I'm apprehensive about taking my kids there.
- Ø They are all in excellent shape.
- Ø Cambria Park is fairly new so the playground equipment is still in great condition and newest designs.
- Ø Lions Park has an excellent area down a hill that is perfect to let my dog off the leash. She can run free without any danger of automobiles.
- Ø Bicycle paths at Hoffman Park were well marked and easy to traverse.
- Ø Water Tower is in excellent shape – but needs more groomed trails!
- Ø Cary Grove: new and like the different climbing things.
- Ø Kaper: big and lots to do there.
- Ø Cary – Grove Park is new and the fields are in great shape.
- Ø The weight room is good however the “hot tub” only seems to work two months out of year (when it is time to renew membership). Need to close for good and add more space for weights.
- Ø Hoffman has great bike trails.
- Ø Kaper Park lack of parking/wash rooms.
- Ø Course sold resident's card for \$25.00 then sold “2 for 1 coupons” outside of Cary. Out of towners got a better deal than Cary residents!
- Ø Cary Veterans Park is neglected and in dire need of new equipment.

- Ø Cary – Grove Park is brand new.
- Ø Cary Park District preschool is overcrowded, unclean, unorganized and not very safe.

**4. In the past 12 months have you or anyone in your family participated in any of the following programs? How satisfied were you with park district programs?**

Rate of program participation among the sample was relatively low and ranged from 39.6% for special events to only 1% for teen programs (Table 3). Thus, except for special events, a large number of respondents (50 to 92.6%) indicated they had no opinion regarding their satisfaction with park district programs. The majority of respondents (39.6%) have attended a special event and over 75% indicated a satisfaction level of excellent to good. Elementary school programs were used by 11.2% of the sample, and of those who rated satisfaction, most (32.6%) reported that the programs were good, and 13% indicated they were excellent. The next highest attended programs were for Youth at 9.3% with a satisfaction rating of over 30% for good and above. The other programs had attendance of less than 9% of the respondents; however the overall satisfaction levels for these programs was fairly high with only a few program areas given poor ratings.

**Table 4: Program Participation and Satisfaction**

	% Attend	Overall Program Satisfaction				
		Excellent	Good	Fair	Poor	No Opinion
a. Attended a special event (e.g., Summer Concerts, Roktoberfest)	39.6%	21.0%	54.4%	9.5%	1.0%	17.1%
b. Preschool Programs	3.8%	5.7%	17.1%	0.0%	2.9%	74.3%
c. Extended Time Program	5.6%	2.6%	25.6%	0.0%	2.6%	69.2%
d. Early Childhood Program, Ages 5 Years and Under	8.8%	23.3%	16.3%	4.7%	0.0%	55.8%
e. Elementary School Programs, Ages 6-10	11.2%	13.0%	32.6%	4.3%	0.0%	50.0%
f. Youth Programs, Ages 11-13	9.3%	11.9%	19.0%	11.9%	0.0%	57.1%
g. Teen Programs, Ages 14-18	5.6%	5.7%	20.0%	5.7%	0.0%	68.6%
h. Young Adult Programs, Ages 19-24	1.0%	3.7%	0.0%	3.7%	0.0%	92.6%
Ø Adult Programs:						
o Ages 25-49	7.4%	11.8%	29.4%	0.0%	0.0%	58.8%
o Ages 50-64	3.4%	13.8%	10.3%	0.0%	0.0%	75.9%
o Ages 65 and Over	2.0%	8.3%	4.2%	0.0%	0.0%	87.5%

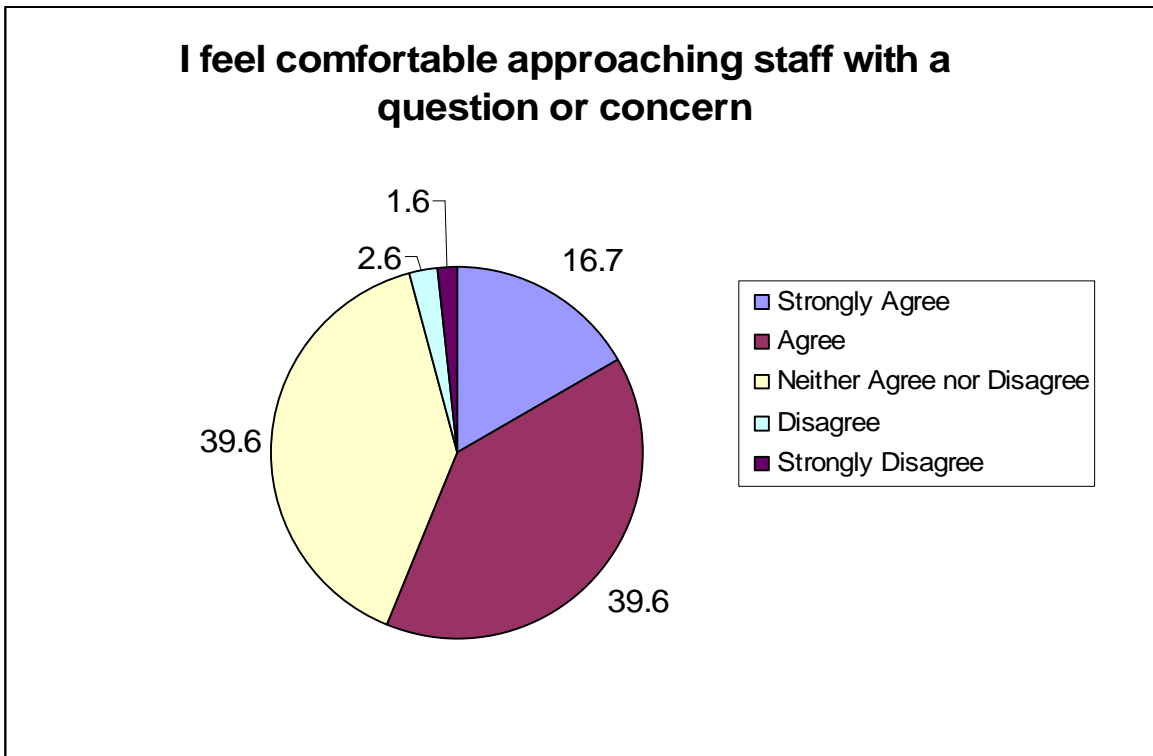
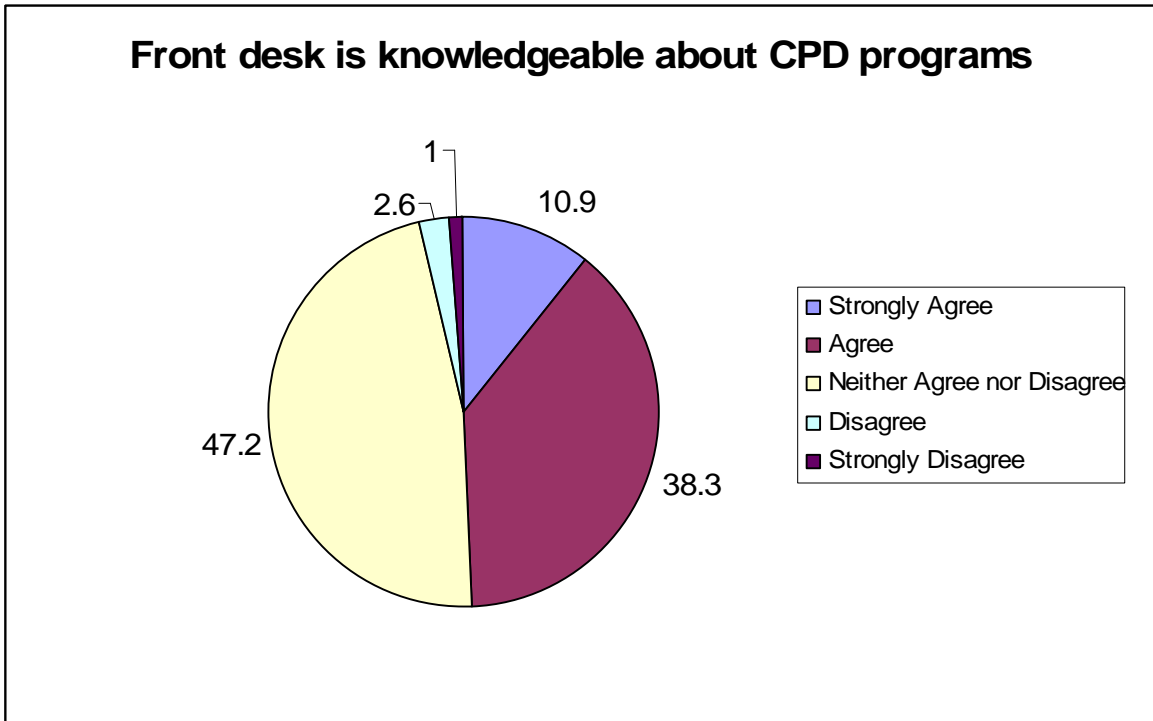
**5. The next set of questions focus on the atmosphere at the park district and your opinions of the staff in general. (Check the number that indicates how much you agree or disagree with EACH statement)**

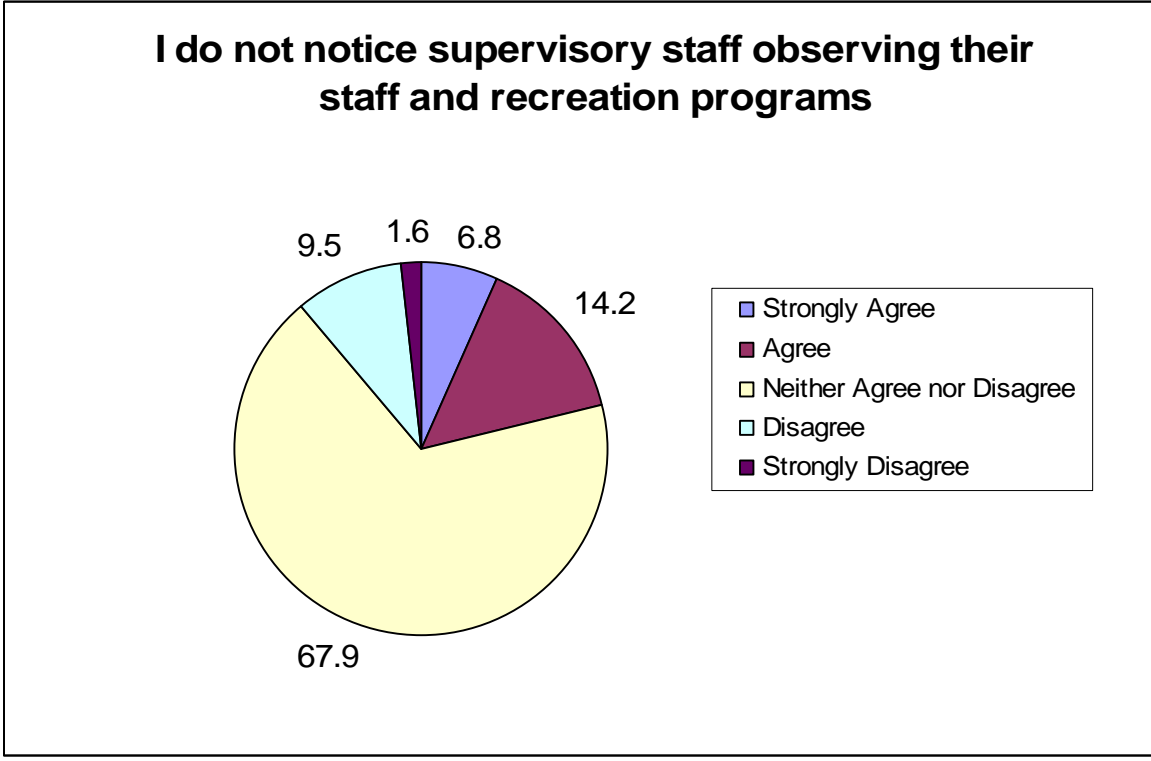
The first question asked the respondents whether the front desk staff is knowledgeable about Park District programs, services, policies, and procedures. A large number (49.2%) of respondents indicated they agree or strongly agree with this statement while an approximate equal number neither agree nor disagree. Only a relatively small percent of those surveyed indicated they disagree or strongly disagree with this statement.

The second question asked respondents to give an opinion on whether they feel comfortable approaching the staff with a question or concern. A similar trend was noted as above with the majority (56.3%) stating they agree or strongly agree with this statement while only a small proportion (4.2%) disagree or strongly disagree.

The final question asked if the respondents did not notice the supervisory staff dropping in to observe their staff and recreation programs in action. A majority of the respondents (67.9%) indicated they neither agree nor disagree with this statement. Out of the remaining sample, the respondents indicated that this statement is true 21% of the time and only disagree in 11.1% of the cases. This means that the staff, in the majority of cases, has not been noticed taking the above mentioned actions.

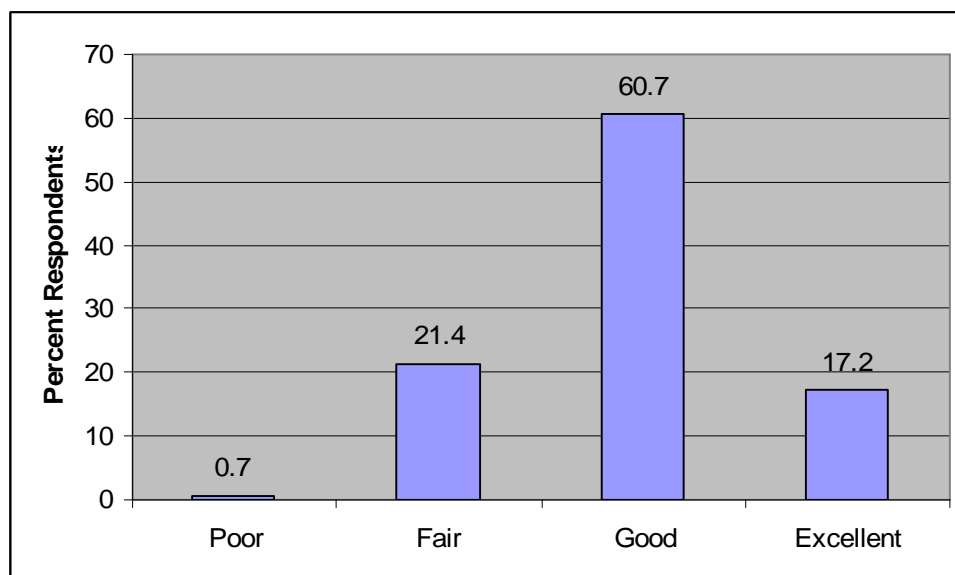
**Table 5: Opinions regarding Park District staff**





**6. To what degree does the full time professional staff meet your expectations for quality Service? Please circle the answer that best matches your opinion.**

Overall, respondents evaluated the full time professional staff favorably (Table 6) with the majority (77.9%) having a good or excellent experience. Approximately 20% of the respondents had only a fair rating for the quality of the service received from the staff with a negligible number rating the staff as poor.

**Table 6: Satisfaction with Park District Staff**

**7. We would like to know your opinion concerning several different recreational issues and opportunities offered by the Cary Park District (CPD). (Check the box that indicates how much you agree or disagree with EACH statement).**

Respondents were asked to rate 11 statements in terms of how much they agreed or disagreed with each statement, in which 1=strongly agree, 2=agree, 3=neither agree or disagree, 4=disagree, and 5=strongly disagree (Table 7). Overall, respondents agreed that recreation programs, facilities & parks areas were important to the quality of life in Cary but were somewhat divided on most other issues regarding the quality of recreational opportunities and how these needs are met.

The results were mixed regarding satisfaction with the variety of programs offered ( $m=2.79$ ). While on average, individuals neither agreed nor disagreed with the statement "I am satisfied with the recreational opportunities offered by the CPD," the standard deviation was 0.98 indicating the sample was divided on this issue. Half of respondents were satisfied with the variety and the other half was not satisfied. This same trend was also seen with regards to the responsiveness of the CPD to the needs of the community. There was a perception that there are enough parks available to residents ( $m=2.25$ ). Attitudes toward having enough open space were mixed, with a moderate mean score of 2.75 but a large standard deviation of 1.21. This indicates while much of the sample is satisfied with the current amount of open space, a fair proportion of the sample tends to believe more open space should be preserved. Moreover, respondents tended to agree that it is important to have a park within walking distance of their home ( $m=2.20$ ). The remaining issues were mostly split with respondents neither agreeing nor disagreeing. Again, this indicates the sample is split on these issues, with about half supporting the statements. However, it should be noted that a slight majority of respondents would be willing to support new CPD activities through participation fees.

**Table 7: Opinions about the Cary Park District**

<b>Statement</b>	<b>Mean</b>	<b>Standard Deviation</b>
I am satisfied with the recreational opportunities offered by the CPD.	2.79	.98
Recreation programs, facilities & park areas are <u>not</u> important to my quality of life.	3.82	1.12
The CPD is responsive to the recreational & park needs of the community.	2.69	.89
The CPD does <u>not</u> have effective promotional strategies to “get the word out” about programs, activities and events.	3.23	.91
CPD resources (e.g. facilities, programs) are distributed fairly among the segments of the population (i.e., younger, older, families, single) served by the park district.	2.73	.87
CPD programs and services are a good value for the money.	2.67	.89
There are enough parks available to residents of the CPD.	2.25	.86
It is important that I have a park within walking distance of my home.	2.20	1.00
I am willing to support new CPD activities and programs through participation fees.	2.50	1.00
The CPD needs to continue to purchase additional open space whenever possible.	2.75	1.21
The number and distribution of athletic field space among local youth sport organizations needs to occur in a more equitable manner.	2.69	.81

1=Strongly agree, 2=Agree, 3=Neither agree/disagree, 4=Disagree, 5=Strongly disagree

**8. Below is a list of facilities commonly offered by park and recreation agencies. For each type of facility listed, please rate how interested you and your family would be in adding such facilities to the Cary Park District.**

Overall the highest interests for additional facilities as indicated by the survey were for an Indoor Aquatics Center with Leisure and Competition Pool (44.6% very interested), a multi-purpose Recreation Center (36.7%), and an outdoor Leisure Pool (35.7%). The facilities which drew a large amount of no interest from respondents were additional softball or baseball diamonds, football fields, and batting cages. The following facilities have a divided interest from the public: dog park, skate park, and miniature golf course.

**Table 8: Interest in adding new facilities**

How interested are you in the following?	Not at all Interested	Somewhat Interested	Very Interested
Dog Park	55.2% (127)	23.5% (54)	21.3% (49)
Skate Park	57.8% (133)	28.7% (66)	13.5% (31)
Additional Softball Diamonds	73.1% (166)	18.1% (41)	8.8% (20)
Additional Baseball Diamonds	63% (143)	25.1% (57)	11.9% (27)
Batting Cages	60.2% (136)	24.3% (55)	15.5% (35)
Outdoor Leisure Pool	34.3% (79)	30% (69)	35.7% (82)
Indoor Aquatics Center with Leisure and Competition Pool	31.3% (73)	24% (56)	44.6% (104)
Miniature Golf Course	38.9% (89)	43.7% (100)	17.5% (40)
Football Fields	69.9% (158)	21.7% (49)	8.4% (19)
Multi-purpose Recreation Center	25.7% (58)	37.6% (85)	36.7% (83)

**9a. How much would you support the development of a multi-purpose recreation center built by the Cary Park District to serve youth, teens, adults, families and seniors?**

A majority of respondents (71.9%) either support or strongly support the creation of a multi-purpose recreation center built by the Cary Park District to serve youth, teens, adults, families and seniors. For this question, a small amount (13.8%) held no opinion while a similar number (14.2%) was either opposed or strongly opposed to the idea of a new center.

**Table 9: Support for a Multi-Purpose Recreational Center**

Strongly Oppose	Oppose	Support	Strongly Support	No Opinion
7.3% (17)	6.9% (16)	42.2% (98)	29.7% (69)	13.8% (32)

**9b. How often would you use a multi-purpose recreation center built by the Cary Park District?**

If a multi-purpose recreation center were built, the majority of constituents (59.1%) would use the facility often or sometimes. For this question, a number of respondents were not sure (15.7%) of facility usage while 12.8% would rarely and 12.3% would never utilize a facility of this nature.

**Table 10: Frequency of use for Multi-Purpose Recreation Center**

<b>Often</b>	<b>Sometimes</b>	<b>Rarely</b>	<b>Never</b>	<b>Not Sure</b>
23.4% (55)	35.7% (84)	12.8% (30)	12.3% (29)	15.7% (37)

**9c. Below is a list of some amenities and features that could be included in a recreation center. Please select five of the items and rank them in order of importance from 1 to 5 where 1= the most important to you and your family.**

The three most important features that were selected by the respondents were walking/running track (m=2.48), an indoor leisure pool (m=2.50), and an indoor athletic space (m=2.69) as shown in Table 11. The three least desirable features that were indicated by the survey were group exercise rooms (m=3.42), dance studios (m=3.52), and free weights (m=3.61).

**Table 11: Opinions about amenities for Multi-Purpose Recreation Center**

<b>Possible Features</b>	<b>Total Number Answered</b>	<b>Mean</b>
Walking/Running Track	153	2.48
Indoor Leisure Pool	139	2.50
Indoor Athletic Space	109	2.69
Indoor Competition Pool	79	2.82
Pre-school Areas	34	3.0
Older Adult Activities	44	3.05
Cardiovascular Fitness Machines	142	3.24
Group Exercise Rooms	83	3.42
Dance Studios	29	3.52
Free Weights	70	3.61

**10. We would like your opinion about funding options for new park district facilities. (Please check the box that indicates how much you agree or disagree with EACH statement).**

Overall, a majority of the respondents (69.7%) indicate they would be opposed or strongly opposed to an increase in personal property tax to supply additional funding for new park district facilities (Table 12). A relatively small number (13.7%) had no opinion and only 16.7% either supported or strongly supported this option. On the other hand, a majority of those surveyed (59.5%) said they would support or strongly support a move by the CPD to sell part of an existing park to generate funds for the use in developing new facilities based upon the needs expressed by Cary residents. In addition, 19.8% had no opinion and a total of 20.7% of the respondents were either opposed or strongly opposed for this proposed funding strategy.

**Table 12: Opinions about funding options**

<b>Proposed Funding Strategy</b>	<b>Strongly Support (N) %</b>	<b>Support (N) %</b>	<b>No Opinion (N) %</b>	<b>Oppose (N) %</b>	<b>Strongly Oppose (N) %</b>
An increase in personal property tax.	(3) 1.3%	(36) 15.4%	(32) 13.7%	(68) 29.1%	(95) 40.6%
Sell part of an existing park to generate funds for use in developing new facilities based upon needs expressed by Cary residents.	(67) 28.9%	(71) 30.6%	(46) 19.8%	(22) 9.5%	(26) 11.2%

### 11. Overall, how satisfied are you with the quality of the recreation programs offered by the Park District?

The majority of respondents (66.4%) indicate a satisfaction level of excellent or good with the quality of the recreation programs offered by CPD (Table 13). A relatively small number (4.3%) said the quality of recreation programs was poor while 29.3% rated the quality as fair.

**Table 13: Satisfaction with quality of recreation programs**

<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>
8.2%	58.2%	29.3%	4.3%
(17)	(121)	(61)	(9)

### 12. What new programs need to be added to the Cary Park District?

*Youth:*

- Ø More for children under 5.
- Ø Infant/toddler programs at other times besides naptime ( i.e. 9:15 and 9:30 a.m.) Start time 11:00 or 11:30.
- Ø More room in existing programs for kids under 3! They fill too quickly!
- Ø Year round pool with youth swimming lessons.
- Ø Youth Golf program.
- Ø The village needs a youth baseball complex.
- Ø More teens and preteens programs.
- Ø More youth programs.

- Ø Programs/activities for the 8-15 year olds.
- Ø More Pre-K classes on weekends. There are a lot of new families in Cary. Jr. High School and High School kids have many other options inside and outside CPD.
- Ø More pre-school programs on weekends.
- Ø More options for teens and young adults.
- Ø Youth sport training, “speed training, agilities, strength training.”
- Ø More of a variety for preschool age sports.
- Ø More programs for teenagers.
- Ø Instead of Saturday, more evening dance for grade school/preteen.

*Adults and Seniors:*

- Ø More programs for adults only, not paid for by our property taxes.
- Ø Very little offered for community adults – no early and no late.
- Ø More adult activities (basketball, etc.)
- Ø Adult dance classes.
- Ø More programs for adults.
- Ø Adult tennis program.
- Ø Pool, recreation for kids – rock climbing, gymnastics room.
- Ø Classes for people 45-60 even 4pm 4:30 classes and not in a racquetball court.
- Ø More senior activities at Krauss and singles groups. Cary Community Dances.
- Ø Senior Bridge. Senior Dance (not ballroom).
- Ø Tier price for seniors on various programs.

*Facilities and Pool:*

- Ø A new competition swimming pool is desperately needed in this area both for young children and the entire high school district.

- Ø Year-round swimming.
- Ø Pool, recreation for kids – rock climbing, gymnastics room.
- Ø Equipment is old. Need new facilities all together – new pool, gym, etc.
- Ø Need a full field house gym with six basketball courts.
- Ø Year round pool and swim teams.
- Ø New pool, extended hours recreation center.
- Ø Aquatic center.
- Ø Availability of indoor gyms/fields.
- Ø (More) own tennis courts and program.
- Ø Indoor Pool.
- Ø Indoor recreational center.
- Ø Better fitness facilities.
- Ø Aquatic center.
- Ø Fishing for kids, indoor pool or aquatic center.
- Ø Outdoor pool/indoor pool center.
- Ø Indoor pool/ running track/ tennis court.
- Ø I do not use – pool is old and center needs updating.

*Miscellaneous:*

- Ø Park near my house in River Orchard.
- Ø Miniature golf.
- Ø Knitting.
- Ø Focus on servicing citizens.

- Ø ESC programs for the diverse population.
- Ø Scuba diving classes.
- Ø Musical theater.
- Ø Yoga – pilates.
- Ø Advertisement – I've lived here over a year and I'm not sure what CPD has to offer.
- Ø Really do not use them.
- Ø Okay as is. Very good actually.
- Ø Lacrosse.
- Ø Ice fishing at lakes.
- Ø Hockey.
- Ø Better interactive online parks map.
- Ø No opinion.
- Ø No comment.
- Ø Diet/nutrition seminars, particularly for weight loss.
- Ø Not a program – but I would like to see the CPD hire a security person to monitor the parks at night – as the police are unable to visit them regularly but a CPD employee could make the rounds.
- Ø I am a golfer and am dissatisfied that the course does not have memberships. Taxpayers have to pay for a discount card that is not worth much. So I play my golf elsewhere even though I love the Foxford Hills course. I would like the course to add memberships to have a better benefit for taxpayers.
- Ø Better benefits at Foxford Hills Golf Club for residents and seniors.
- Ø I'd love to see some financial programs! Also, dance lessons! And bowling!
- Ø More music and art, gardening, pet care, lawn maintenance, and bike safety.
- Ø CPR and Babysitting, home safety (Cary Fire Department) and personal safety (Cary Police Department).

- Ø Better Art Programs – new teachers: Co-operative areas that can be use that can be used by the schools and school areas that can be used by the community. Update the Stale Park District
- Ø More drama and art.
- Ø Resident rates for golf at Foxford Hills.
- Ø Couples golf league.
- Ø More dance, volleyball, girl football, baking, indoor swimming lessons, sport teams.
- Ø A better camp program.

**13. What does the Park District need to focus on in the future that will satisfy the park and recreation needs of your family?**

*Pool:*

- Ø A better pool facility.
- Ø Indoor Pool/ facility.
- Ø Improved swimming facility.
- Ø New pool.
- Ø Indoor pool.
- Ø Better pool.
- Ø Larger pool!
- Ø Larger outdoor pool.
- Ø New pool.
- Ø We need an aquatic center – better/bigger pool.
- Ø We would like a new community aqua center; Cary has outgrown its community pool.
- Ø Indoor pool.
- Ø Indoor facilities expanded and indoor pool.

- Ø Outdoor aquatic center. Indoor pool.
- Ø An indoor pool for health and recreation.
- Ø Indoor pool.
- Ø A new pool and family recreation center.
- Ø Swimming Pools.
- Ø Summer pool/water park.
- Ø New pool and more varied time offerings.
- Ø Indoor/outdoor swimming facility.
- Ø Better pool.
- Ø Better swimming facility - If can't get an indoor aquatic center, we at least need another outdoor pool.
- Ø Indoor/outdoor pool.
- Ø Better aquatic facility and tennis courts.
- Ø New swimming pool facility, develop Hoffman property.
- Ø Bigger aquatic center. The existing pool is too small for Cary.
- Ø I would like to see a new and improved swimming pool and larger playground for kids.
- Ø Fox River access/ beach – indoor water park.
- Ø The current swim facilities in our area are completely inadequate for the amount of elementary and high school students who wish to participate in competitive swim programs.

*Foxford Hills Golf Course:*

- Ø Golf memberships.
- Ø Sell golf course.
- Ø Stop spending our tax dollars on golf courses.

- Ø Much better golf course pricing for residents. I will NOT buy an activity pass or discount card! I spent over \$2k on golf this summer, only eight dollars of it at Fox Ford Hills.
- Ø I lost all respect for the park district when they purchased Foxford Hills. I will stop by there when I am riding my bike. There are very few cars in the lot with Cary stickers. As a city how can we afford to own a golf course but not have band in our schools? Why are there no bathrooms at Kaper Park?

*Bike Paths and Hiking Trails:*

- Ø Bike trails.
- Ø Bike and walking trails.
- Ø More bike trails – make them longer.
- Ø Bike paths maintained/expanded.
- Ø Bicycle paths, hiking paths. We see a new Cary-Grove Park with a pathway along 3 Oaks Road but no safety lighting! We see people walking in the dark – an invitation for trouble.
- Ø Running paths throughout the town.
- Ø More bicycle paths.

*Facilities:*

- Ø Dog park.
- Ø Dog park area.
- Ø Plan the ponds so we can skate, build a sledding hill.
- Ø There are too many playgrounds. There is a huge demand for a skate park.
- Ø Updating facilities.
- Ø Pool, indoor track, youth programs included with babysitting.
- Ø Need an indoor pool and gymnasium, multipurpose center to all be rented out for revenue for park.
- Ø It's the facilities that are lacking- pool, tennis court, and park near our neighborhood.
- Ø A park for skateboarders, inline skating, bicycles.

- Ø Better community center/pool.
- Ø Aquatics, dog park, rock climbing.
- Ø Get some baseball fields in the town.
- Ø More baseball/softball fields for area youth to play pick-up games and practice with CYB teams.
- Ø Build a multi-purpose recreation center.
- Ø New facilities to compete with other townships nearby.
- Ø Frisbee golf course.
- Ø They need to increase the size of the fitness center.
- Ø More athletic fields and tennis courts.
- Ø Dog Park or set aside an area for this purpose at one of the many parks in Cary.
- Ø Roller blade Park or something for dogs; or dance classes.
- Ø Young adult/ teen facilities/ activities (skate park).

*Adults and Seniors:*

- Ø More senior citizen activities. More evening activities – is now too limited for people who can't/don't dance.
- Ø More senior – you've got us baby boomers coming!
- Ø Senior activities such as those found at Dell Webb.
- Ø More senior programs.
- Ø Senior programs.
- Ø Tier price for seniors.
- Ø Please keep in mind the many active senior citizens in Cary and Fox River Grove! (myself included.) There's a nice bowling ally in F.R.G. I'd love to see one in Cary too.
- Ø Adult activities.

- Ø More for couples without kids 40+ age.
- Ø Programs for people in their 30-40.

*Miscellaneous:*

- Ø Doing quite fine now.
- Ø Be holistic.
- Ø No opinion.
- Ø Send your surveys out more than one day before they're due back.
- Ø Less soccer fields! Not all of our kids play soccer.
- Ø Our children are now college-aged so we really don't use park district facilities.
- Ø Hold fundraisers at the Park Area, not door to door.
- Ø Too late for our family.
- Ø More class availability for working moms – more evening classes.
- Ø Location – it is too far for kids to walk or ride bikes.
- Ø Maintenance and upkeep.
- Ø Develop Hoffman Park without destroying the natural areas.
- Ø Lower prices!
- Ø Good Balance – it's not all about sports but also the Arts – some indoor, some outdoor. Less emphasis on the “community swing set.”
- Ø Less land, more services. Take care of what you already have.
- Ø Nothing. We are senior citizens who have joined a great health club.
- Ø My son had such a bad experience at 3 ½ years old with the soccer program. He is terrified of any sports. Need to have better staff to run programs.
- Ø Something or someplace for local teens.
- Ø Keep up with growing community and their needs.

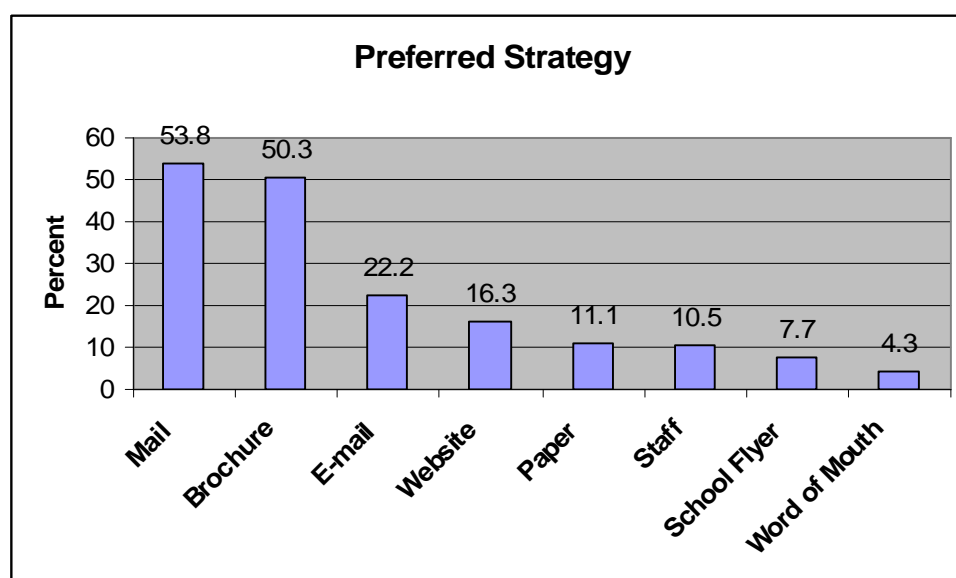
- Ø Keeping costs to the community down, we are so overtaxed in this area it is ridiculous.
- Ø Larger/centralized location.
- Ø More preschool programs on weekends (for dual working families.)
- Ø Developing Hoffman Parks with activities that coincide with retaining open spaces not large recreation center!
- Ø Provide place for teens to gather in productive activities.
- Ø Communication – the web site has no info.
- Ø My kids are young. I expect my use of the parks to increase. I will be looking for activities for kids to keep active, involved and out of trouble.
- Ø Continued successive classes; Art- basic, intermediate and advanced levels. Dance- basic, intermediate and advanced levels.
- Ø I would love it to be like the Palatine YMCA, they have many options there.
- Ø Stop spending money!!
- Ø Better hours for programs seems all Pre-K are M-F during the week. Not everyone is a stay at home mom.
- Ø Continue to buy open lands.
- Ø Providing postage-paid envelope (as promised on page 2) to improve response rate.
- Ø The amount of children and young families in the area! Property taxes are too high already.
- Ø Better (more reliable) staff.
- Ø Cleaner parks, clean bathrooms in the parks.
- Ø Singles and seniors. You're doing a great job for kids and adults.
- Ø Be more of a presence in community, parks more cared for – soccer field better shape.
- Ø Fix some of your current programs. Tee-ball is a joke. The pool is terrible.
- Ø Does anyone at the CPD realize it costs residents more to use facilities than non-residents?

- Ø I stopped using the park district programs- they would cancel due to lack of enrollment or couldn't get in for the time/day we needed, so we found other means of accomplishing our needs.
- Ø More group/family activities.
- Ø Entire family activities.
- Ø Providing cheap activities for family fun.
- Ø Things should be affordable for large families, too.
- Ø More room in existing programs for kids under 3! They fill too quickly!
- Ø More summer band shell programs in Lions Park.

**14. What is your preferred method of keeping informed of the Cary Park District Programs, Services and Facilities? Please rank order your preferences with 1 being the most desired method of information?**

According to the respondents, the preferred methods of keeping informed about CPD programs are by mail (53.8%) and brochures (50.3%) as indicated in Table 14. Computer usage through e-mail and the website scored next with 22.2% and 16.3%, respectively. Finally, the least desired methods for communication of CPD programs were the newspaper (11.1%), Park District staff (10.5%), a school flyer (7.7%), and word of mouth (4.3%).

**Table 14: Preferred method for keeping informed about CPD programs**



**15. On the following scale, how do you think the park district is performing?**

Overall, the majority (71.5%) of those surveyed found the performance of CPD to be excellent or good (Table 15). About a quarter of the respondents indicated a fair performance and only small percentage (2.8%) indicated a poor rating for CPD performance.

**Table 15: Rate the performance of CPD**

Excellent	Good	Fair	Poor
8.9%	62.6%	25.7%	2.8%
(19)	(134)	(55)	(6)

## 16. Household Information:

Over two-thirds (67.8%) of the sample was female and the mean age was 47 years with a standard deviation of 11.9. On average, respondents have lived 11 years (SD=9.7) within the boundaries of the Cary Park District. In regards to household composition (Table 16), the largest segments of the population are between the ages of 41 to 45 year olds (32.6%) and 13 to 18 year olds (32.2%). The segments with the smallest populations are between the ages of 26 to 32 years (8.7%) and age 71 and older (6.5%).

Gender:        Males:        32.2% (n=77)  
                   Females:      67.8% (n=162)

Age:            Mean: 47.0    Standard Deviation: 11.9

Length of Residency:

Mean: 11.0 years                      Standard Deviation: 9.7 years

**Table 16: Household Composition (Percentage)**

Age Range	No One	1-2 People	3 or More
0 to 6 years	76.5	22.2	1.3
7 to 12 years	71.7	27.0	1.3
13 to 18 years	67.8	29.1	3.1
19 to 25 years	80.0	18.7	1.3
26 to 32 years	91.3	8.7	0.0
33 to 40 years	72.2	27.8	0.0
41 to 45 years	67.4	32.6	0.0
46 to 50 years	81.3	18.7	0.0
51 to 60 years	73.0	27.0	0.0
61 to 70 years	89.6	10.4	0.0
71 and older	93.5	6.5	0.0

## Section Two: Conclusions and Recommendations

### Summary of Key Conclusions and Recommendations

- **Parks and Facilities Usage:** The majority of parks (12 out of 19) are never utilized by over 75% of the respondents. This correlates well with the fact that a large number of respondents indicated that they have not used these facilities when asked about the conditions of park district facilities. It appears that the respondents are not familiar with the extensive park system or what activities are available. Thus, the CPD might consider improving marketing efforts to better promote these parks and their amenities.
- **Activities:** Using the playground and walking/running were the most popular outdoor activities; each was participated in by over 40% of the respondents. Swimming was also a well-liked activity with a 34.3% participation rate indicated by those surveyed (it would be expected this number would climb significantly if a pool were available year round). On the other hand, less than 6% of respondents participated in racquetball or volleyball, utilized fitness equipment, and dined at the Foxford Hills Restaurant. Considering the low participation rates, the CPD might not want to invest any additional resources into these activities without modifying the physical facilities that support them.
- **Condition of Park Facilities:** Overall, the respondents indicated the majority of the parks were of good or excellent quality through both the survey questions and open-ended feedback (Foxford Hills Golf Course was especially singled out for praise). However, the two exceptions were the Community Center and the Center Pool with ratings of 15% and 18.4%, respectively, of fair or poor. Examination of open-ended feedback indicated that respondents were unhappy with the current size and upkeep of the pool. For example, respondents stated:
  - “The pool is an embarrassment to the community and needs to be renovated.”
  - “The pool is outdated, too small, overcrowded.”
  - “Community pool too small, not enough chairs, locker rooms dirty, concession is always out of food.”
- **Satisfaction with Programs:** Special events organized by CPD attracted the highest proportion of the respondents. Approximately 40% of the respondents attended special events and over 75% of these people were satisfied with the experience. Overall, the majority of respondents indicate they are satisfied with the quality of the recreation programs offered by CPD. However, relatively few respondents participated in preschool, young adult, and adult (ages 50-64 and ages over 65) programs. Since the quality of these programs seems satisfactory with those who participated, additional information would be helpful to determine whether these programs should be scaled back due to lack of interest or whether they need to be better tailored to fit the needs of the community. In addition, examination of open-ended comments indicates that there are not enough programs available for youth, adults, and seniors.

- Satisfaction with Staff: Overall, the respondents are satisfied with the performance of the staff in reference to being knowledgeable and friendly.
- Overall Attitudes toward Park District: Overall, respondents valued the importance of recreation programs, facilities and parks to their quality of life. They are satisfied with the number of parks available to residents and most respondents tended to agree that it is important to have a park within walking distance of their home. Opinions about most other issues are rather mixed, including marketing strategies, responsiveness, distribution of resources, allocation of space, etc. Thus, the park district may want to invest more resources into improving these areas of operation. And it should be noted that a slight majority of respondents would be willing to support new CPD activities through participation fees.
- Addition of New Facilities: Overall, the highest interest for additional facilities as indicated by respondents was for an Indoor Aquatics Center with Leisure and Competition Pool, a multi-purpose Recreation Center, and an outdoor Leisure Pool. The facilities which drew little interest from the public were additional softball/baseball diamonds, football fields, and batting cages.
- Multi-Purpose Recreation Center: A majority of the respondents (71.9%) support the development of a multi-purpose recreation center. Over half of the public would obtain good usage from such a facility with the three most important features needed being walking/running track, indoor leisure pool, and an indoor athletic space.
- Funding Options: Overall, the respondents would like to see the CPD generate funds by selling part of an existing park rather than an increase in personal property taxes.
- Future Needs: From examination of open-ended feedback, a large number of respondents suggested expanding the pool facilities including increased size for both an indoor/outdoor pool. Several respondents were interested in seeing additional bike and walking/hiking trails in the CPD. Finally, there were additional comments to increase the number of programs available to adults and seniors.
- Marketing: Mailings and the seasonal brochure appeared to be the most effective channel to reach residents. Over 50% of the respondents collected information about park programs through these methods. E-mail and the website did not appear to be utilized as often while methods such as the newspaper, school flyer, and word of mouth were relatively ineffective. Note that negative public perception could be addressed by keeping the community better informed. For example, there were several disapproving comments about the golf course but if the public knew that usage fees cover most of the maintenance expenses and not their tax dollars (assuming that is the case), they would find the situation more tenable.