



Engage • Enhance • Enrich

**St. Charles Park District
5-Year Comprehensive Master Plan**

2024 Community Survey Results

Conducted by **aQityRESEARCH**



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These results are based on a random sample survey of n=413 residents within the St. Charles Park District (SCPD) boundaries.

Survey responses were collected between November 14, 2024 and January 5, 2025. Invitations were sent by USPS and email to sampled households; all invitations included options to complete the survey by mail, online, or phone. Most respondents completed the online version.



The respondent sample was weighted to match current US Census data for St. Charles by region, gender, age, race/ethnicity, and percentage of households with children. Assuming no sample bias, the margin of error is +/- 4.8% (at the 95% confidence level) *.

In the report, statistically meaningful differences (at the 95% confidence level) are identified. If a demographic difference is not reported, it means that the response from that segment was statistically comparable to the overall response.

- When relevant, results from similar questions in aQity’s 2021 community-wide survey for the SCPD are reported to show shifts in opinion over time.
- A separate “public” 2024 survey was conducted after the random survey, which generated an additional n=30 responses. The results from the public survey are included in the appendix, alongside the random survey results for comparison.

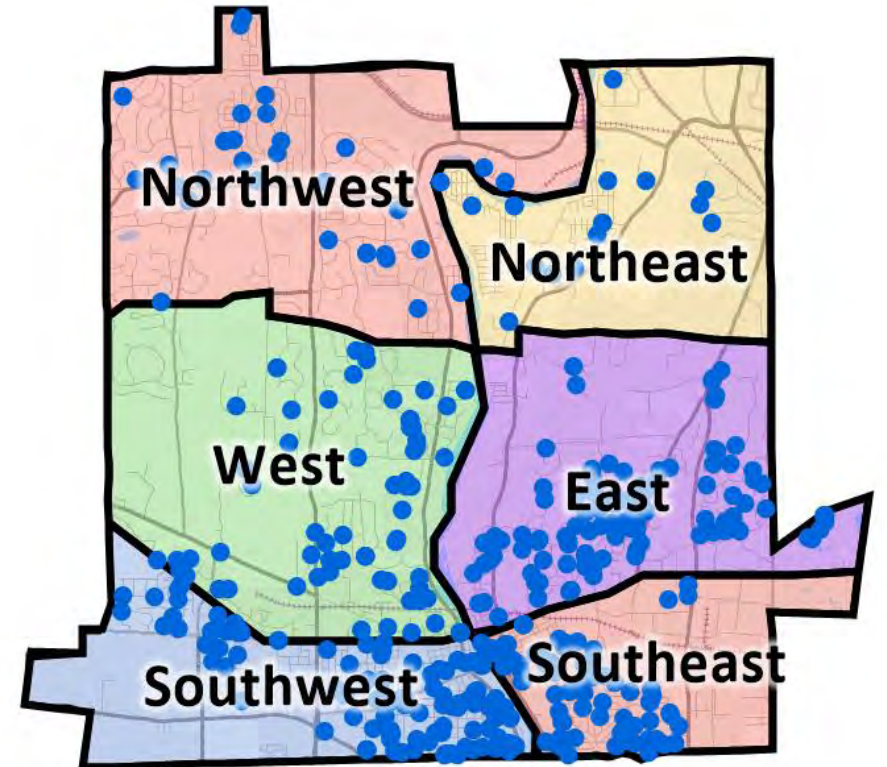
* In addition to sampling error, question wording, respondent error, and practical difficulties in conducting surveys may introduce error or bias in any opinion poll.
NOTE: %s shown in the report may not always add to 100% due to rounding.



Age *	
Under 35	22%
35-44	17%
45-54	19%
55-64	21%
65+	21%
Gender *	
Male	47%
Female	51%
Other/prefer to self-describe	2%
Race (multiple responses) *	
African American/Black	4%
White	87%
Asian	7%
Other/Multi-racial	10%
Hispanic/Latino Ethnicity *	
% Yes	7%

Length of Residence in SCPD	
Less than 5 years	21%
5 to 10 yrs.	16%
11 to 20 yrs.	26%
21 to 34 yrs.	21%
35+ yrs.	16%
Children in Household Under Age 18?*	
Yes	38%
No	62%
Region (see map) *	
Northwest (NW)	16%
West (W)	14%
Southwest (SW)	26%
Northeast (NE)	7%
East (E)	20%
Southeast (SE)	18%

Distribution of 2024 Survey Respondents by Region





Executive Summary: Key Findings



The SCPD Continues to Receive the Highest Communitywide Esteem and Satisfaction Scores that aQity Research has Seen Among Park Agencies

- On a series of 0-10 scales, residents give the District very positive scores in terms of: <pp. 11-12>
 - Overall esteem, with 94% having favorable opinions (including a majority – 54% – offering ratings of 9+), vs. only 2% dissatisfied.
 - Its average esteem rating of 8.4 has held steady since the 2021 SCPD survey and is at least 0.3 points higher than the next highest score among nearby agencies (Geneva PD at 8.1).
 - Perceived value **given the District's 8%** share of property taxes, with 84% giving positive scores (0-10 scale) vs. 7% giving poor value ratings. <pp. 26-27>
 - The average 7.7 value rating is slightly below the 2021 high mark (8.0) but again remains at least 0.3 points higher than other local agencies (and 1.7 points higher than countywide average benchmarks).
 - Overall experience at District parks and facilities, averaging between 8.7 and 9.1 across all attributes (virtually identical to the 8.9 to 9.1 range in 2021). <pp. 34-37>
 - Residents are especially satisfied with safety at SCPD locations (9.1 average score, no change over time). Only 12% express specific safety concerns, as often about physical safety (e.g., risk of injury due to crowded parking areas/paths, unsmooth surfaces, traffic) as crime-related safety.
- Based on open-ended feedback, residents feel that the District's top strengths lie within its: <pp. 13-17>
 - Programs and activities (60%), especially the variety and good youth programs
 - The parks, trails and open spaces (42%), focused mostly on clean and well-kept parks and paths
 - SCPD facilities (27%), most often District pools/Otter Cove, and Pottawatomie Golf Course
 - Overall administration and management (27%), especially the friendly and helpful staff.



While Satisfaction is Strong, A Few Clear Gaps and Opportunities Exist

- Regarding dislikes or improvements sought, the top open-ended suggestions center around: <pp. 18-22>
 - District management/admin issues (28%), most often the costs/fees associated with programs and memberships, registration issues, and/or those seeking more or better communication about District offerings
 - **“Nothing/Can’t think of any dislikes or weaknesses” (cited by 26% as the #2 response)**
 - Program-related issues (21%), such as better/expanded scheduling (especially for working adults), more community or social events, and more program variety (again, especially for adults)
 - Suggestions/complaints about SCPD facilities or parks are cited least often (16% and 14%, respectively).
- Virtually all report recent household visits to SCPD parks/open spaces (most often Pottawatomie Park and the PCC, Mt. St. Mary Park, Delnor Woods Park, James O. Breen Community Park, Hickory Knolls Discovery Center, and Otter Cove Aquatic Park). <pp. 29-33>
 - Across the board, awareness is generally higher since 2021 with most of the key District parks and facilities tested. Many facilities also register increased usage since then, especially PCC and Otter Cove.
- The relatively few dislikes offered for SCPD locations are very scattered. A few examples include updates sought at specific locations (e.g., Norris Center, East Side Sports complex), and road improvements at James O. Breen Park, among others. <pg. 39>
- Virtually all (93%) feel that their needs and interests are included and represented in District programs and offerings. The 7% who disagree echo some of the previous dislikes: <pp. 23-25>
 - Most often more programming for adults and/or seniors, and better scheduling (non-work hours)
 - Reduced fees
 - A few seek more options for those with special needs, or for specific ethnic/cultural groups (n=3 each).



Most Facilities Registering Highest Demand or Interest Are Deemed Readily Available, But a Few "Gaps" Remain

- From a list of indoor and outdoor amenities/facilities, public demand is highest for natural open spaces (cited by 59% overall – most of whom report that this need is already mostly/completely being met).

<pp. 41-45>

Nearly half (46% for each) also express a need or interest in:

- An indoor walking and/or outdoor flushable toilets (the two biggest unmet needs or "gaps" to consider)
- A fitness center/exercise studio (considered already available – no "gap").

Roughly a third likewise seek each of the following:

- Indoor multi-use sport courts or an indoor pool (both of which are seen as lacking to meet their demand)
- Outdoor tennis/pickleball courts (sufficient supply/availability currently).

- When choosing a #1 priority for the SCPD to consider or pursue, most residents focus on natural areas, outdoor flushable toilets, and an indoor walking track as their top need.

<pp. 46-47>

- Consistent with other findings, the biggest demand for recreational programming – and the biggest current gaps – center around activities for adults ages 50+, and sports/athletics for residents ages 16 and older (again, including adults).

<pp. 49-56>

- Residents interested in non-sports activities for ages 50+ feel relatively satisfied with current offerings.
- The biggest programming gaps center around sports for both the 16+ age group and active adults ages 50+, along with non-sports for ages 16+. Each of these register as top priorities for the SCPD to address.
- By comparison, those interested in youth programming for children under 5 or ages 5-10 feel these needs are being met (slightly less so among those seeking activities for the 11-15 age group).



Maintaining Current SCPD Assets Remains the Top Priority, Followed by More Trail Connectivity

- From a list of potential facility and capital improvements, taking care of existing parks and facilities remains most important (8.3 average 0-10 rating, slightly lower than the 8.8 average in the 2021 survey). <pp. 58-60>
- Providing or improving trail connections ranks second overall (7.2 average score), followed by expanding indoor recreational space (6.6). Residents are more divided on the importance of:
 - Land acquisition for more open space and recreation (6.3 average, virtually no change over time)
 - Restoring aging hardscape features at Pottawatomie Park (6.2)
 - Creating safe spaces to assist those with sensory sensitivities (6.0).

Residents are least concerned/interested in renovating the Refreshment Stand and miniature golf course at Pottawatomie Park (5.0 average), and a majority are opposed to providing Wi-Fi in the most widely-used SCPD parks (3.9 average).

- A general willingness-to-**pay question shows strong support to address residents' demand for** key indoor features -- adding a walking track, multi-use gym courts and a fitness area, and expanded space for early childhood activities, the Adult Activity Center, and the St. Charles Dance Academy -- especially when told that the cost would be covered by replacing bonds set to retire in a few years (meaning little or no increase in District property taxes). <pp. 61-62>

- Overall support (85%) includes 46% who are "strongly" in favor, vs. only 4% strongly opposed.

The Printed Seasonal Guide Is Still the Go-To Source for SCPD Info

- Consistent with 2021 survey results, the printed SCPD seasonal guide remains the most preferred source for District information, followed closely by District website features. <pp. 65-68>
 - Other digital channels (SCPD e-newsletter, social media) are used by 26% and 20%, respectively.





I. Overall Esteem and Opinions of the SCPD

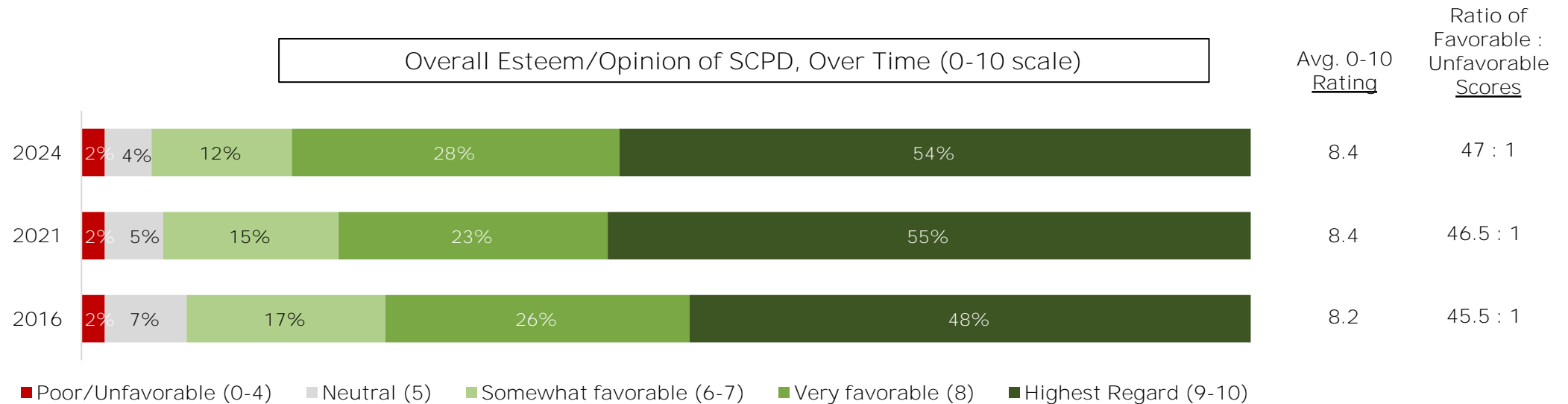


The District continues to receive very positive overall esteem ratings, essentially consistent over time. Virtually all (94%) maintain a positive overall opinion of the SCPD (scores of 6+ on a 0-10 scale), including a majority (54%) who hold it in the highest regard (scores of 9+).

By comparison, only 2% have a negative opinion of the District, and the remaining 4% are neutral.

The average rating of 8.4 is consistent with SCPD’s very strong 2021 score and is consistently high across all subgroups.

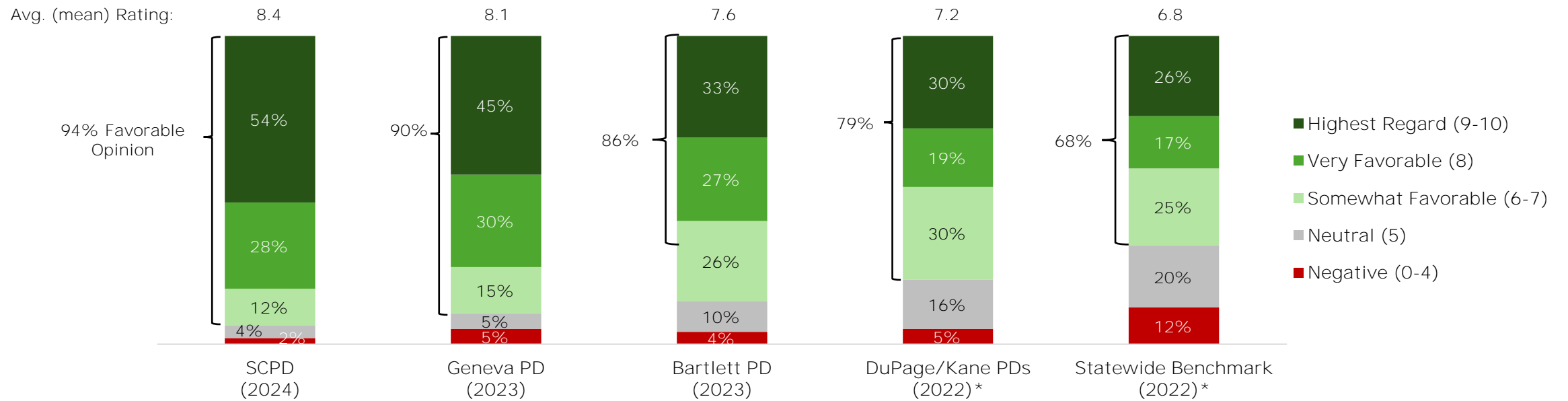
- No segment rates the SCPD below an 8.2 on average (non-District passholders, vs. an 8.6 average from passholders).
- While not statistically meaningful, favorable opinions increase the longer one lives in the District. Slightly lower scores tend to come from those who moved here less than 5 years ago (8.2 average) or 5 to 20 years ago (8.3), vs. higher scores from residents of 21-34 years (8.7) and 35+ years (8.6).





The SCPD's overall esteem rating continues to outperform those from nearby districts, along with recent regional and statewide benchmarks for parks agencies.

SCPD Overall Esteem vs. Relevant Benchmarks



* These regional and statewide comparisons come from aQity's 2022 statewide survey conducted for the Illinois Association of Park Districts, which included over 2,000 respondents statewide.



When asked (in an open-ended format) what they like most about the SCPD or to identify its biggest strengths, 60% cite the District programs and activities.

- Most often, they appreciate the wide range and variety of activities, programs for youth, community events, quality programs, and the range of options for all ages.

District parks and open areas ranks second at 42%. These residents especially value the upkeep of the parks, the walking paths and trails, and the number of park locations.

Roughly one out of four (27%) include SCPD facilities among its top strengths, usually citing:

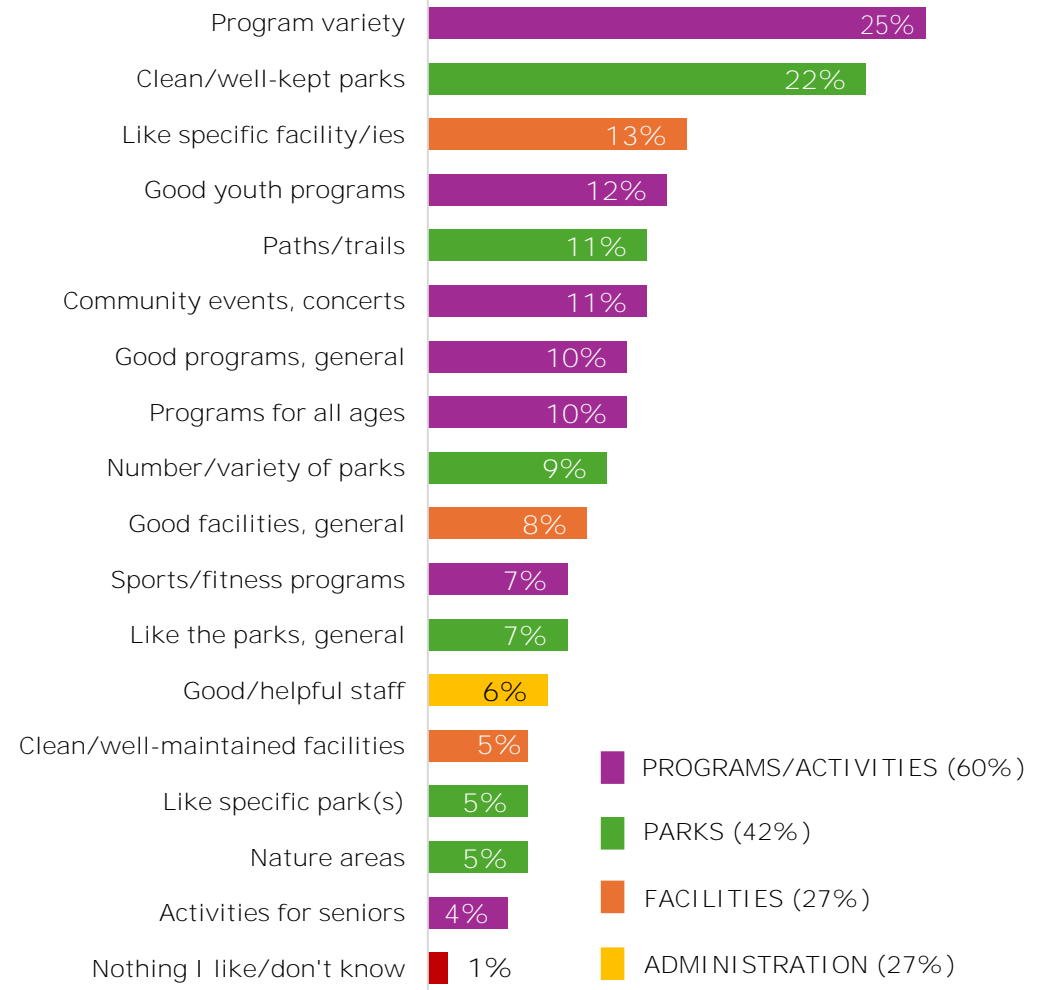
- The swimming facilities in general, or Otter Cove specifically
- Pottawatomie Golf Course.

As many (27%) mention the management and administration of District sites, usually identifying friendly and helpful staff.

- Several other comments fall into this category, such as pricing/affordable programs, accessible locations, general safety, and general maintenance (3% each).

Examples of the verbatim responses are on the next pages.

Positives for SCPD (Top multiple open-ended responses)





PROGRAMS/ACTIVITIES – NET 60%

"The district offers many options, Baker Station, holiday events (Xmas letters, Easter egg hunt), kid activities, summer camp. We also enjoy the nature center and hiking trails."

"I love the quality and quantities of activities like Qigong."

"They have many activity offerings in numerous categories."

"I like the variety of offerings for all ages, and it's not just athletic activities for high performance athletes. Big variety is important. Love the farm outings and opportunities as well as the equine."

"I love the variety of programs available and the resources that the park district provides for residents."

"Opportunities for young children and adolescents."

"The variety of courses for kids... Example: we are going to the gingerbread making house with kids..."

"Provides high quality programming for children, such as dance classes. Provides a wide variety of activities, from indoor spaces, plus pools, riverfront, golf, etc."

"I don't have children, but it seems like there are a lot of programs geared toward children that seem to be popular."

"Events at the Pottawatomie Park. Concert in the park. St Mary Park walking and events."

"Thursday evening, concerts in the park."

"Offers lots of programs, especially appreciate the free events."

"...special events (Santa reads to kids, son-mom dance, nerf parties)."

"Classes, especially aquatics and nature. Programs for families, and seniors."

"Wide range of activities for all age levels and interests. I like the unique experiences offered through the Park District - Amazing Race, Pickle Fest, kayak lessons on the river. It has provided us with multiple opportunities to experience St. Charles in a variety of ways."

"Preschool was good. Seem to have a good variety of activities."

"Programs for ALL ages are offered and with living here for 25 years we have used a lot from when our daughters were young to now."



PROGRAMS/ACTIVITIES – NET 60% (cont'd)

"I was in a lot of the youth sports and summer programs. It was all great."

"What doesn't it do? Swimming, golf, crafts, the Pottawatomie concessions, the bicycle paths, the hiking trails, river boat ride, the sheltered pavilion with its little tower that went up in the nineties, the many children's programs during the year. The list goes on...."

"Fitness classes, activities..."

"Sports programs, adults and teens (yoga)."

"The variety of programs for senior citizens."

"As a senior citizen I especially enjoy being able to take the trips that are planned."

"I joined the senior programs in March and am very pleased with what is offered!"

PARKS – NET 42%

"Clean, well-maintained, simple parks without too much clutter/structures, not too much pavement, tree labels."

"The preserves and trails are well maintained. Many options to explore."

"All outdoor areas (preserves and parks, playgrounds, etc.) are always well-cared for."

"I live by Pottawatomie, and it's very well taken care of."

"Walkable trails, many playground options that are always clean."

"I love all of the paths around local parks that are convenient for walking. I also appreciate the convenient placement of trash cans in parks."

"Walking and bike trails."

"I like the prevalence of our parks, and they are all well maintained."

"Many neighborhood parks, well-maintained."

"Lots of small and mid-sized parks."



PARKS – NET 42% (cont'd)

"Parks are wonderful -- well kept & safe."

"I like all the parks and natural areas. They are well-kept and maintained and upgraded as needed."

"I like Pottawatomie Park. I believe that park is lovely, well equipped and well-maintained. I like the James O. Breen dog park and Otter Cove is a gem."

"Pottawatomie Park and Golf Course is beautiful and very well-maintained."

"Hickory Knolls is the best place in the area -- have enjoyed everything about it since my granddaughter was a very little girl."

FACILITIES – NET 27%

"Norris Rec Center swimming pool and workout equipment."

"Great public pools."

"I love to pools. Otter Cove is great. I love the Baker Station program, both during the school year and the summer camp program. Though it is a bit pricey."

"I'm most familiar with Swanson Pool -- very well-maintained facility."

"Golf course, pools, mini golf, activity center, parks throughout the city."

"Pottawatomie Golf Course and all the parks are very well-kept."

"I love that there's a sensory/natural area at Hickory Knolls."

"Great facilities and playgrounds for kids."

"The facilities and variety of options are amazing, and very convenient."

"Good facilities and parks. Pottawatomie Golf and the outdoor pickleball facilities are nice. Looking forward to the improvements at Fox Chase Park."

"Great facilities in the parks to spend time with grandkids, plus Pottawatomie Golf Course. It's well-maintained..."



ADMINISTRATION – NET 27%

"Personnel is always helpful! Especially the front desk at Pottawatomie."

"The staff members I have encountered have always been very dedicated. The ones who maintain the parks are extremely conscientious and care about our parks."

"The staff is consistently helpful and cordial."

"Everyone is happy to see you -- they look at you and talk to you face-to-face."

"Organized. Many activities for kids."

"The Park District stands out as best planned and developed."

"Well-kept sites, trails."

"Seeks to include persons of many abilities and age groups in its activities."

"They are well-kept, well managed and easily accessible."

"Great communication of Park District activities -- park maintenance is super!"

"I do like the mailing that describes what is available."

"Convenient locations reasonable prices."

"Cost of programs are usually fair."

"Well-maintained, safe, easy access."

"The parks and trails are well kept and safe."



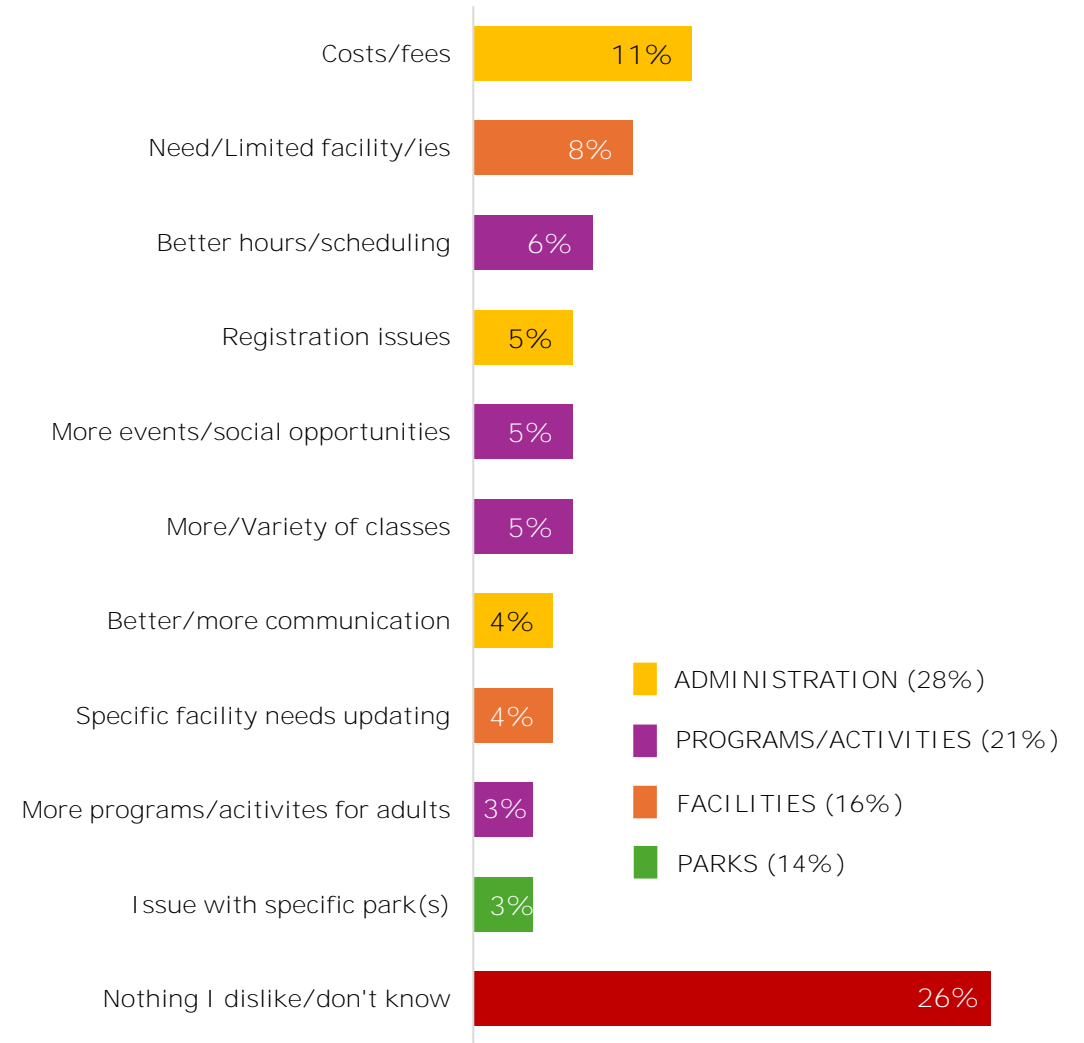
Dislikes/Improvements Sought from the SCPD

When asked what they dislike most about the SCPD or what improvements they would like to see, the top response categories are:

- Administrative-related (28%), most often centered around costs and fees (cited by 11% as the most frequent specific topic), registration issues, and request for more communication and outreach
- **“Nothing I dislike/don’t know of anything”, cited by 26% overall**
- Program-related (21%) comments, most often from those seeking more options scheduled after the workday or on weekends (for adult programs), more community events/activities, and a wider range of programs for various age groups
- Facilities (16%), with requests for an indoor track and/or more pickleball courts topping the list
- Park-related comments (least often at 14%), generally focusing on better upkeep and landscaping, more amenities, etc. at a variety of specific parks.

The next few pages provide sample verbatims across these topics.

Dislikes/Improvements Sought for SCPD (Top multiple open-ended responses)





ADMINISTRATION – NET 28%

"The things to register for are expensive. From sports, to seasonal classes, to one-time events."

"Trips are very expensive -- could reduce the price for seniors."

"Some of your day trips that are going to the same places are higher than the Geneva & Batavia Park Districts. Why?"

"High cost for activities. Tennis lessons for kids were much higher than at surrounding towns."

"Costs can be prohibitive for some."

"(There are) costs for everything except playgrounds."

"PLEASE stop charging residents (and especially St. Charles not-for-profit groups) fees to use Park District spaces. Our taxes should be enough to cover costs of rentals."

"Programs fill up too quickly -- hard to register."

"(Make it) easier to book things online such as tennis court time."

"Website is awful. Hard to sign up for programs that I want to take my Geneva grandchildren to."

"The online sign up. The website is very confusing when you go to sign up for things. The search feature is not user-friendly. You can enter key words to do a search and not find your results. Online registering is awful."

"I do not care for the sign-up process for activities. Signing up for pickleball was a problem because the website kicked me out, forced me to call to work out whatever issue there was. By the time I called, and nobody answered, I did not get to sign up. The process should work in a way that as soon as someone clicks to enroll, they have their spot vs. getting a spot when payment is confirmed."

"Could have better communication of news or initiatives."

"Need to be a bit more proactive with communicating to the seniors."

"The brochure is overwhelming. Could it also be arranged by dates or without all the ads throughout?"

"By the time the magazine arrives, many classes are already filled!"

"We have gotten very short notices on Park District classes being canceled several times now. Less than a week before the start date sometimes."



PROGRAMS/ACTIVITIES – NET 21%

"More evening exercise classes would be nice for working people."

"Activities for adults are always during working hours which makes it impossible to do."

"I dislike how much the before school care charges as D303 made it impossible for dual working households to not get before school care now that they moved start time to 9 -- the same time of which nearly all companies require butts at desks..."

"Would like more daytime workout options weekly."

"There could be more times for kids' programs."

"More preteen/young teen activities especially after school. It's hard for 11-14 year-olds finding consistent after school care but legally they can't be home alone for the 5-6 hours families need."

"More community events, concerts, social gatherings."

"Since our local community has many advanced recreational activities nearby, it would be nice to collaborate with local organizations to help step up and provide greater offerings."

"The river could be utilized for greater entertainment opportunities."

"Maybe more lecture/lunch programs."

"Bring back the chair yoga class. Some of the equipment is lacking."

"I'd appreciate additional yoga classes. Currently there is only one option; in the past, there were several."

"Need more adult classes: dance, workout, weightlifting."

"Instead of 'fun & games' it should offer some exciting useful things like woodworking, leather craft, stamp collecting, model airplanes, etc.! These develop many useful real-life skills."

"Need more adult sports options, currently the focus is on little kids."

"It's focused heavily of children young children. That was wonderful when I had young children. Now I'm an older adult. I'd like to see more adult programming."

"Not a lot of selection if any for my age (late 40's) and nothing in my interests. I have interests in the metaphysical, perfumes, candles and possibly learning how to sew."



FACILITIES – NET 16%

"I play pickleball. There's always a need for more courts. I know that there are a couple new outdoor courts opening at Primrose, but I don't think that's going to satisfy demand. As for indoor, very, very limited choices. Just Pottawatomie and infrequently Haines."

"Need floor hockey rink, more pickleball courts, better pool."

"I don't like that there isn't an indoor track available for walking on a regular basis. I am paying non-resident fees to use the Geneva Park District indoor track in the winter."

"The district could use a facility in the northwest area. Everything is in the south or east. Need more indoor pickleball."

"We need a gym facility on the west side. Currently I take my son to Sunset in Geneva to workout and that just seems wrong somehow. Norris is too far for us."

"No real indoor walking track; we drive to Bartlet to walk. Indoor pool is too cold for seniors."

"The new pickleball courts are beautiful on the east side. But they get crowded so more outdoor courts would help. Also, the indoor courts are too small and crowded unless you go to Norris Center. We can't afford Norris Center. The leagues sell out instantaneously."

"There is not a field house for multiple sports along with an indoor walking track."

"Availability of shelters is limited."

"Some things are not getting updating/repairs that need it, such as Riverview mini golf -- needs some TLC or updating with brick edging. The basketball court at Timber Trails Park needs repair and updates, the bike trail through Timber Trails needs more patching or replacement. Also new park signs should say no motorized vehicles - not to see the website for more info. I have personally witnessed motorcycles and gas-powered dirt bikes being used on the bike trail through Timber Trails Park on several occasions going fast. Very scary for walkers."

"A modern-day rec center for our great community would be great. The Norris Center is 25 years in the making for an update. All surrounding communities have new modern rec centers."

"Expanding the recreation space, especially for the dance program which has grown."

"Langum pickleball courts are dangerous because the court needs to be refinished. I would completely redo that surface and make 4 pickleball courts."

"The Norris Center fitness facility is small with old elliptical machines and well-used treadmills. The location's parking lot can be hard to access when the high school had swim meets and when school is letting out. A new facility in a better location is needed. Also, different memberships should be available for users which only use the fitness room and not the pool or tennis courts. I found it cheaper to get an out-of-district membership in West Chicago then to use the Norris Center. The facility in West Chicago is also a park district-owned facility. It is much nicer to use with a large fitness room that has floor to ceiling windows and newer equipment."



PARKS – NET 14%

*"Recently the gardens seen to have fallen to the wayside for the Park District. Specifically at the Primrose location, other initiatives seen to have taken priority at the detriment to the gardeners. Renovations to the parking lot in particular appear to be reducing existing parking used by gardeners, making it more difficult **to access and move supplies.**"*

"Would like to see more amenities at St. Mary as you see at Pottawatomie Park. Volleyball, exercise station, concession stand. Love the improved bathrooms! Huge grassy area in the middle. Maybe build a place for a farmers' market like they did in Wheaton."

*"Was highly displeased by their attempt to change Timber Trail area from a natural setting. Was excited when you bought the Sportsplex, had hoped it would become a community fitness center but other than limited walking hours I haven't seen that option. I get a sense that rather than improve on current offerings, the focus is **to claim more natural space into managed parks.**"*

"Fix up St. Mary Park – mowing."

"I wish the park on the East side of Saint Charles on South Tyler was nicer for the kids in the area. I asked about it a few years ago and did not get a nice reply back. It is a much lesser park than other ones that kids have access to."

"Weeds growing in the parks."

"Few trash cans in some parks."

"It would be nice to see the existing natural areas at parks better maintained."

"I think some of the neighborhood parks that are owned by the Park District could be updated."

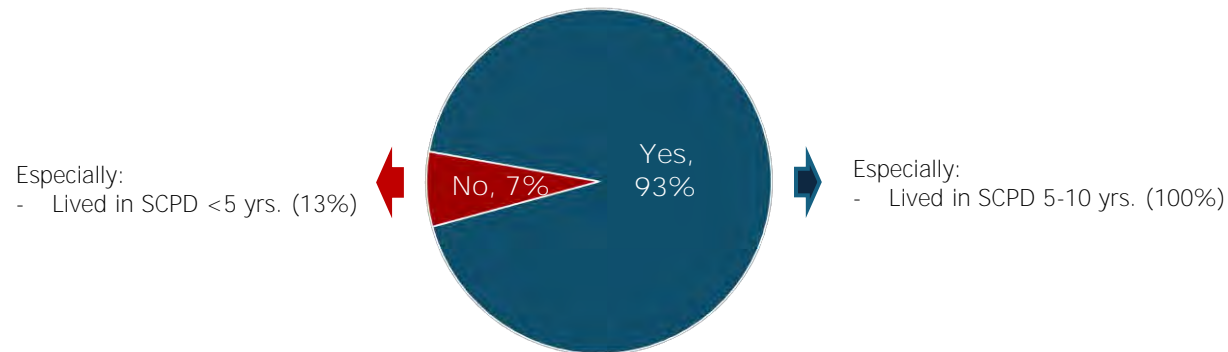


Virtually all survey respondents feel that their household and its recreational needs are included and represented by the SCPD (93%). At least 87% of all subgroups and regions agree, with the newest residents (fewer than 5 years in the District) disagreeing at 13% (vs. 8% overall).

For those who disagree, the open-ended reasons are somewhat scattered (see-next two pages). The top reasons for not feeling included or represented are:

- Lack of programming/activities for seniors (n=5) and/or for adults in general (n=4)
- Scheduling conflicts and/or limited program availability (n=4)
- High fees or difficulty for financially-challenged residents (n=3)
- Lack of youth activities/options (n=3)
- Facility-related feedback and/or upkeep issues (n=3)
- Limited options for those with special needs (n=3)
- Ethnic/cultural/language reasons (n=3).

Q6. St. Charles Park District is committed to creating an environment that respects and celebrates the differences of all community members by providing access and opportunities to everyone, regardless of social, financial, ethnic background, gender, age, sexual orientation, or physical ability. Do you feel that your household is properly represented and included within the Park District and its offerings?





Verbatim Responses: Reasons for not feeling included/represented

"Not enough for seniors."

"I don't think all seniors have enough programs."

"Senior programs have been left behind. Trips; there could be more. Senior Center doesn't offer much. I went in one day, only one table of cards going and people weren't receptive to teaching the game."

"More things for seniors."

"More adult sports."

"I don't think any of the programs you have represent anyone. There are so few areas for scheduled programs for adults. We get displaced by children's programs. The preschool needs to be in a separate location to maximize health opportunities."

"There are certainly some things that members of my household enjoy from the Park District. My dissatisfaction lies in the amount of park district resources devoted to a very specific group in the community, namely individuals and families interested in sports. The SCPD disproportionately allocates resources to sports and activities for children. There is very little programming offered for adults."

"I don't have children... I wish there were more...adult dance classes (tap, ballet) offered as well as pickleball. Pickleball is always full. Again, very difficult to register and classes are full."

"Not providing adequate indoor accessible pickleball that appeals to retirees. Hours and courts are limited. Norris Center is expensive, and hours are limited. Seniors pay taxes too, not just families with kids."

"All activities are while I work."

"I am a senior and like pickleball; not enough times to sign up for."

"Need more events for seniors that are not early in the morning."

"The pool was always too expensive for us, and I imagine other families too. The pool is more aimed at young kids than teens and adults."

"No programs for lower-income families. How does a child learn to swim or anything else?"

"More programs for the elderly at a modest price could be offered. I truly enjoyed the day trip to Starved Rock. Going with a group of retired people was most enjoyable."



Verbatim Responses: Reasons for not feeling included/represented (cont'd)

"Most of the park district resources and buildings are targeted to seniors. I am a senior and I do not think there is enough building space and time dedicated to families. We need to be targeting more resources to attract young families to our community."

"More groups for babies and new moms while on leave to make connections. I also would like our park that is walking distance be as nice as others. Our park is so sad compared to other park district parks."

"Because all the indoor open spaces have been taken up for pickleball so little kids don't have enough places to play October to April when it's cold/wet outside. Offer free open gyms. Invest in an indoor park for the community. Think more about 1-5 year-olds, not enough free play areas for them."

"We value native plantings and design, there is too much focus on manicured hedges and non-diverse, non-native perennial ground cover. More eco-friendly buildings, spotlight on how to use eco-friendly and sustainable environmental practices in our own yards and neighborhoods would be helpful. It feels sterile."

"There has been little progress in making parks more connected and accessible by foot and bicycle year-round. Little coordination between the Park District and the city, and county forest preserve district."

"I think the Park District is making changes to be more inclusive. Increasing adaptive equipment at all local parks is an area of improvement and possible more inclusive classes for children with disabilities to join. I know the Park District pairs with FVSRA to provide inclusion aid, but when your child gets older and isn't able to do the teen programs, it gets a little tricky."

"My child is 12 with autism and ADHD. Our family would benefit from higher supervision activities until a later age. Most high supervision programs age out at 5th grade. My child doesn't have any behavior problems, but our family would benefit simply from having more programs with higher supervision until age 14 or 15 when she is hopefully mature enough to stay alone. I have heard this concern from other parents in the community with kids with similar needs. Kids who don't need a 1-on-1 from FVSRA but would benefit from more structure in the middle school age range."

"Because I am unable to walk more than a few yards, everything that I cannot see from the car is useless for me."

"Thank you for seeking feedback on representation and inclusion. The park district does a wonderful job showcasing families and individuals enjoying activities, but I would love to see more diversity reflected in the imagery, including a wider variety of family structures and ethnicities. I believe this could further demonstrate the park district's commitment to celebrating the diversity of our community."

"I wish there was bilingual (English/Spanish) staff for the preschools. Otherwise, I feel well enough represented."

"Not enough south Asian representation. I do understand, though, if the population is too small, it will be hard to justify. Not a huge issue for me personally."

"Offer real life skills, not just PLAY. Don't ask for a tax increase! Make do with what you have and even reduce the horrible tax burden! I know that government needs more money, but I do too!"

"I think people should stop putting people into categories altogether. That in itself is segregation. At no point should anyone have to share a personal space such as a bathroom with someone of the opposite sex no matter what they believe they are. It puts people in a potentially dangerous situation."

"I stopped going to East Side pool since rules are not enforced. Kids running wild, lifeguards not enforcing rules, restroom and changing room are filthy. Girls left used sanitary products on benches, on the floor, etc. I just got tired of it all and stopped going. It was nicer when I was a young mom bringing a child. Not as nice now."



When informed that 8% of property taxes goes to the SCPD, nearly nine out of ten residents (84%) continue to rate it a good or better value given the programs, parks, facilities and services that the District offers.

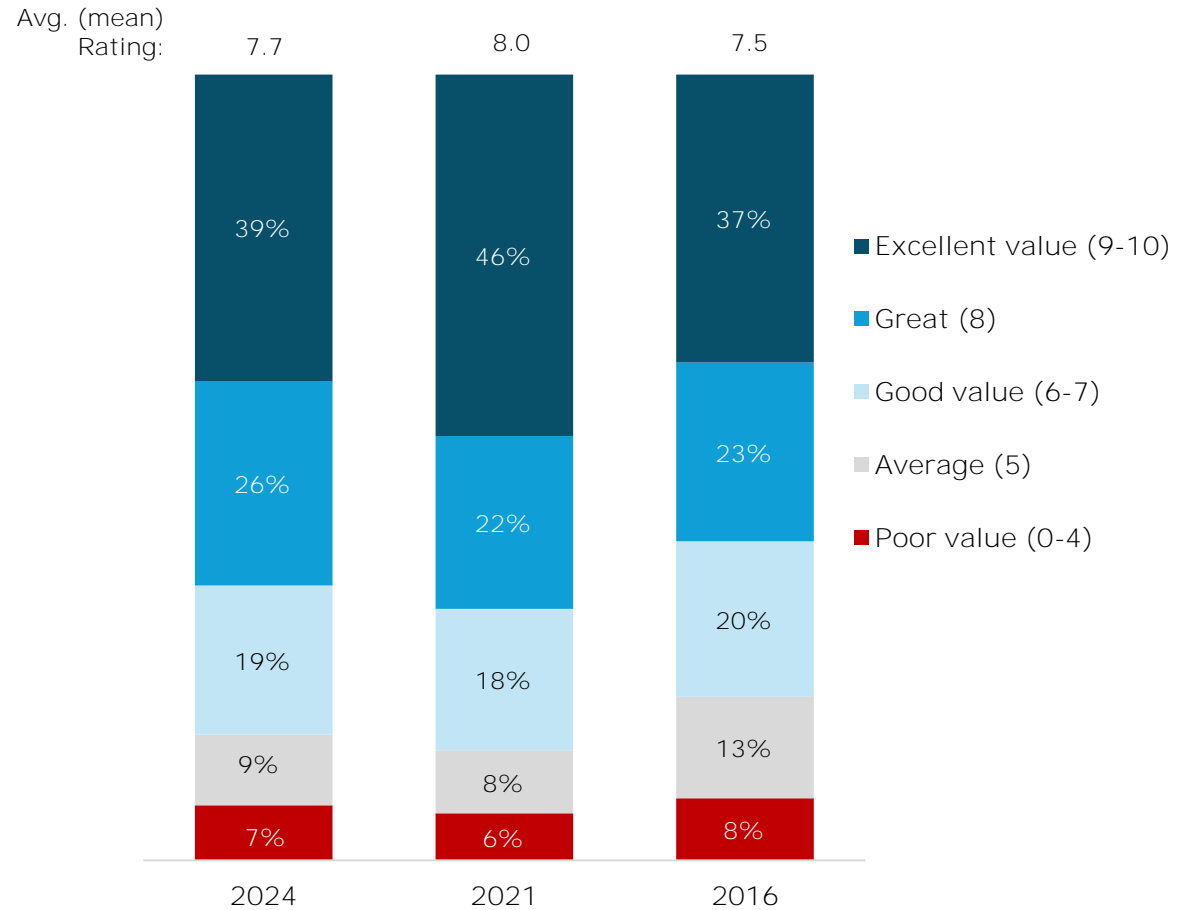
- The remaining respondents rate the District either an average (9%) or poor value overall (7% -- generally consistent over time).

The average rating is currently 7.7 (considered **“good” to “great” overall**), which is slightly lower than the 2021 results but higher than the 2016 survey.

This strong average rating is generally consistent across all subgroups.

- Slightly higher value scores tend to come from SW residents (8.2 on average), with slightly lower but still positive scores from the NE and NW areas (6.9 each).

SCPD Perceived Value Relative to Property Tax Share, Over Time

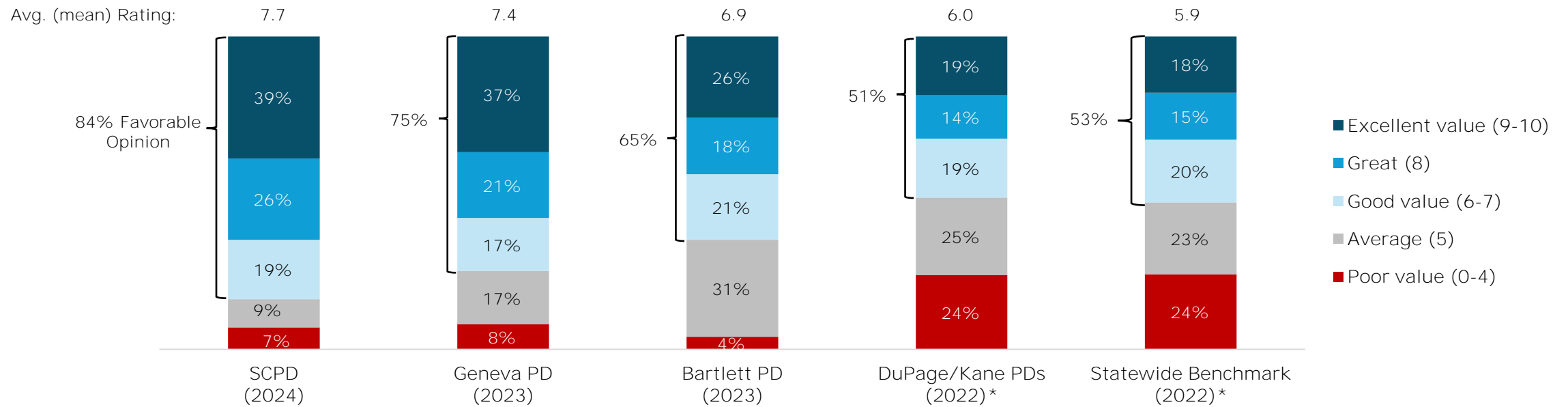


Q18. About 8% of your property taxes goes to the St. Charles Park District. Given the programs, parks, facilities and services provided by the District, rate the overall value that the District represents given its share of property taxes.



As with the SCPD's overall esteem ratings, its value scores likewise outperform nearby and regional agency benchmarks.

SCPD Perceived Value Relative to Property Tax Share, vs. Relevant Benchmarks



* These regional and statewide comparisons come from aQity's 2022 statewide survey conducted for the Illinois Association of Park Districts, which included over 2,000 respondents statewide. The statewide benchmark used a 5% share in the question wording. The share of property taxes was 5.9% in the Bartlett PD survey, and 6% for the Geneva PD.

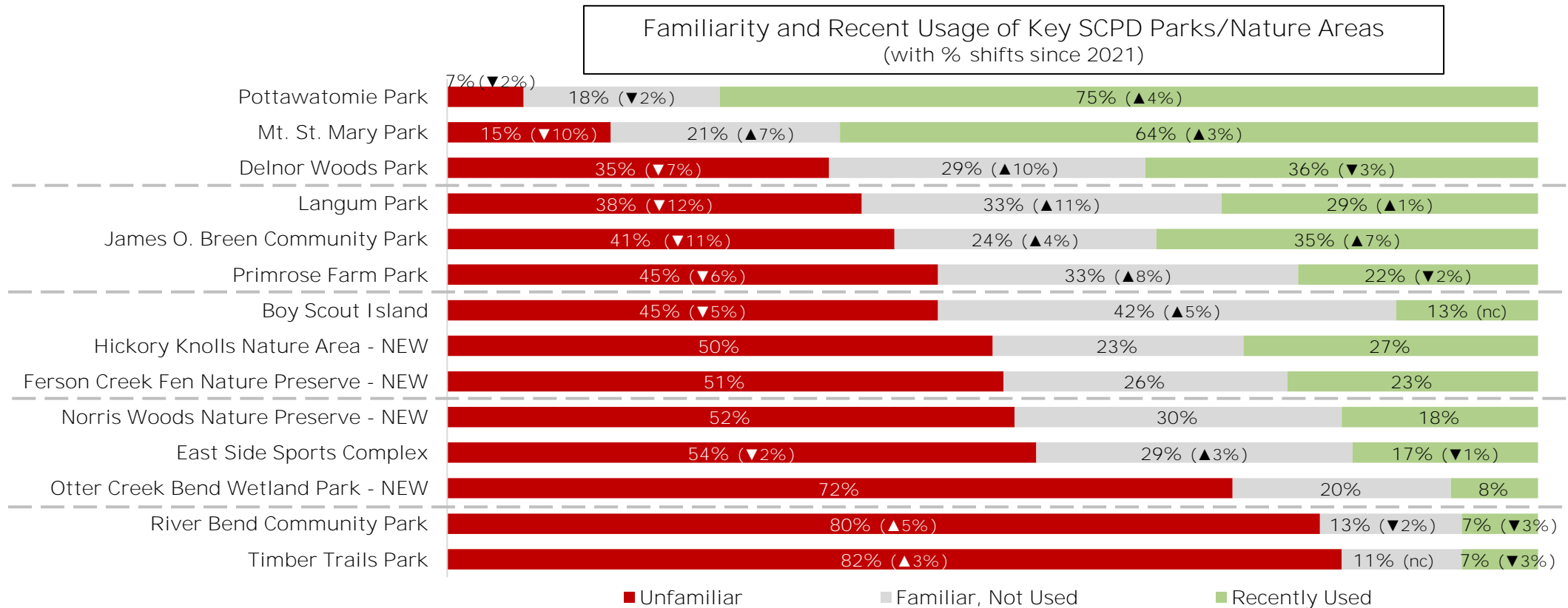


II. Recent SCPD Park and Facility Usage, Satisfaction



Residents continue to be most familiar with, and most likely to report recent visits to, Pottawatomie and Mt. St. Mary’s Parks. Compared to the 2021 communitywide SCPD survey results, awareness and usage of each is now even higher.

Awareness is likewise up for Delnor Woods, Langum Park and Primrose Farm Park (though not usage), while James O. Breen Community Park has seen higher usage corresponding with greater awareness. The remaining parks tested generally show smaller shifts in awareness/usage over time.



Q7. Please indicate which St. Charles Park District facilities or parks you or any other members are familiar with or have visited in the past 12 months.

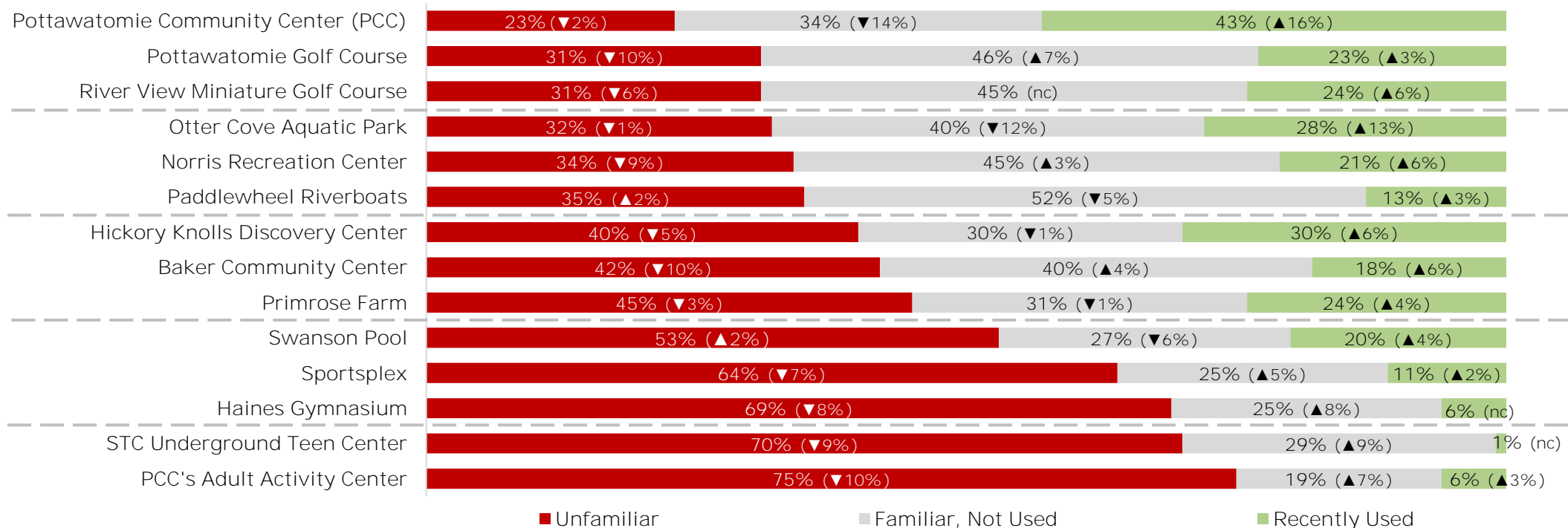
▲ / ▼ = % increase or decrease since 2021 SCPD survey, with "nc" = no change



Among SCPD facilities, awareness and recent usage are consistently higher for most of those tested (vs. 2021 responses). The PCC has especially seen a big increase in self-reported usage (though awareness has shifted little – indicating that its high familiarity has begun to translate into greater usage of late).

Note that some of the more specialized facilities (Pottawatomie Golf Course, Sportsplex, STC Teen Center, PCC Adult Activity Center) have seen improved awareness which has not yet resulted into significantly higher usage.

Familiarity and Recent Usage* of Key SCPD Facilities
(with % shifts since 2021)



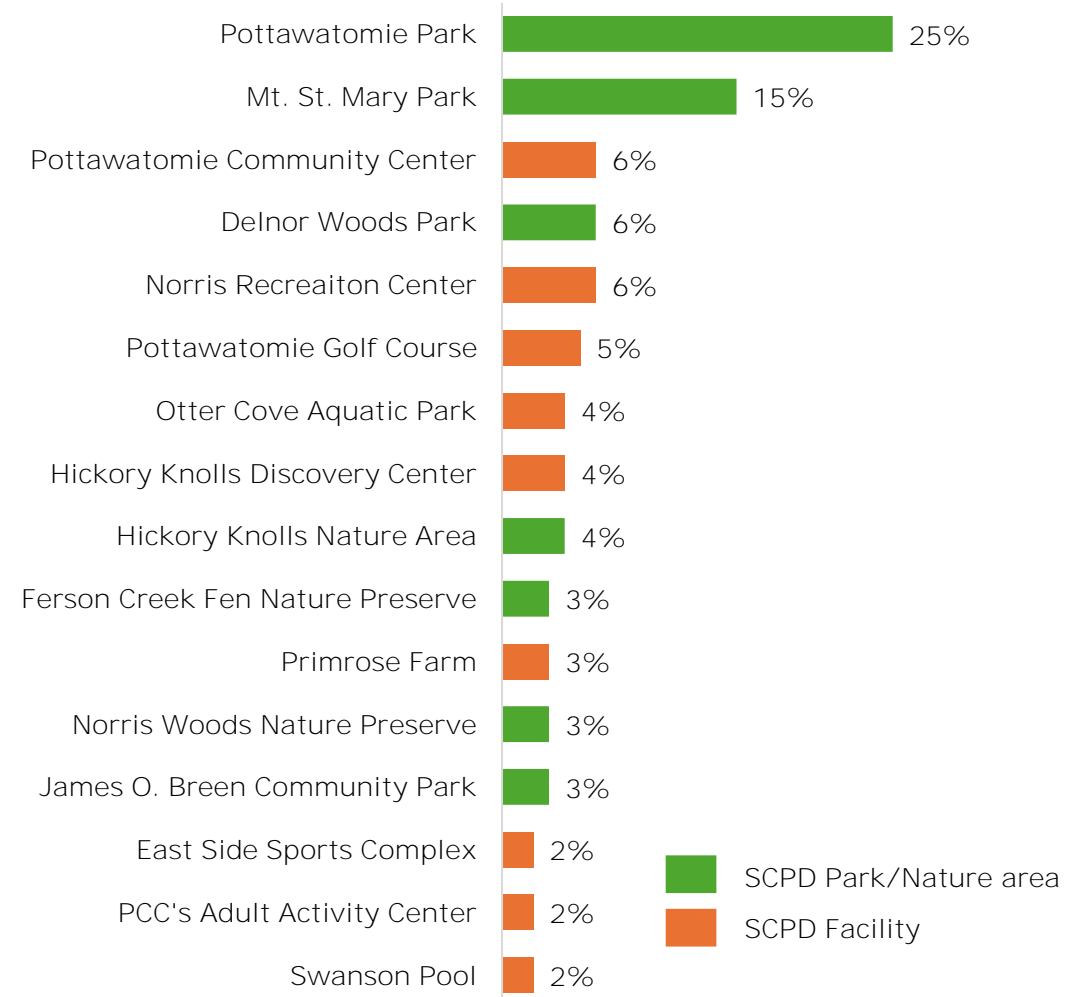


By far, Pottawatomie Park and Mt. St. Mary Park stand out as the top two SCPD locations used or visited most often.

Among the top facilities, the PCC, Norris Recreation Center, Pottawatomie Golf Course, Otter Cove Aquatic Park, and Hickory Knolls Discovery Center receive equal responses in the 4% to 6% range.

- The top responses are generally consistent with the 2021 survey results, which included a different (smaller) list SCPD locations.

Favorite SCPD Facility/Park Natural Area (top responses)

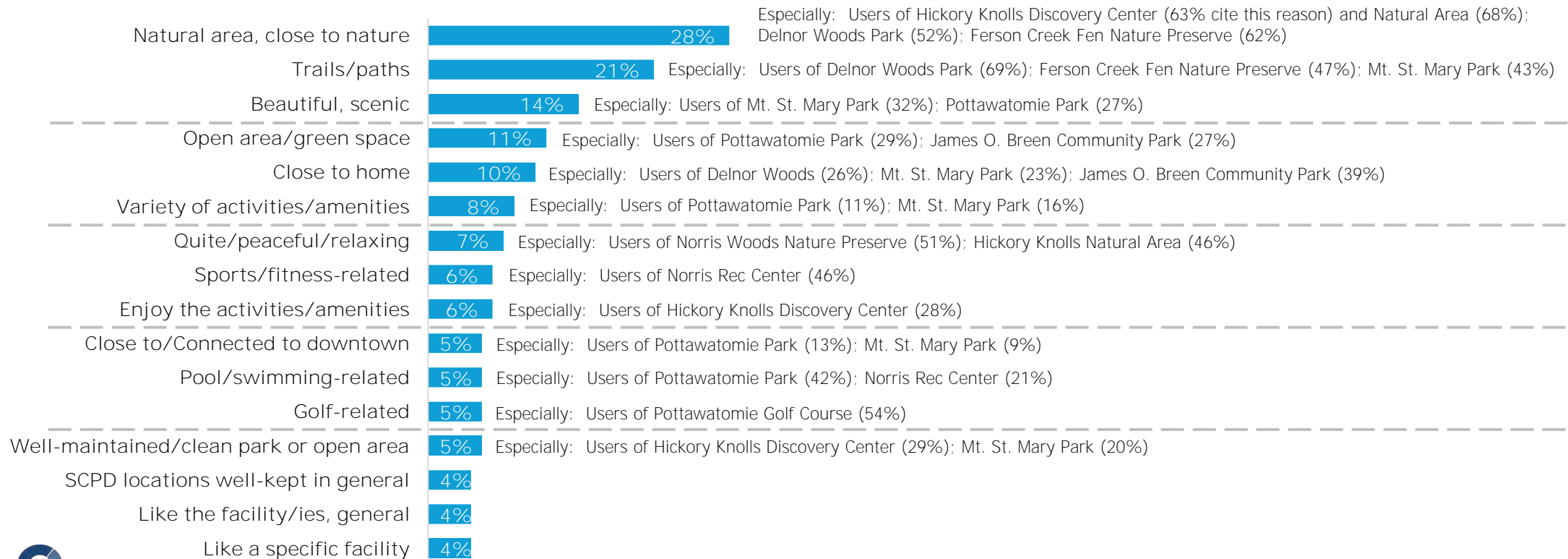




When asked the reasons for selecting their favorite SCPD location, residents most often cite the natural settings, access to trails, attractive scenery, and appreciation for open/green spaces (followed closely to proximity to their home).

Many of these pertain largely to Delnor Woods, Mt. St. Mary Park, and James O. Breen Community Park, while Pottawatomie Park tends to be preferred more for its amenities (Otter Cove, the Golf Course) and connection to the downtown area.

Reasons for Favorite SCPD Facility/Park Natural Area (top responses)





When comparing self-reported visits to SCPD locations by region (place of residence), the most highly-used parks and facilities tend to draw proportionately from all parts of St. Charles.

By comparison:

- Otter Cove Aquatic Park tends to attract a slightly higher percentage of residents in the NE region, as does Riverview Miniature Golf Course and Pottawatomie Golf Course.
- NW residents are more likely than average to reporting going to Swanson Pool (along with Riverview Miniature Golf Course).
- The regional differences are especially strong for Baker Community Center (with 44% of its self-reported visitors coming for the SW region), and Langum Park (with over a third living in the SE area).

Significant Differences: SCPD Location/Site Usage by Region (top responses)

SCPD Parks and Facilities Recently Visited/Used (top responses)	Un-weighted n of cases	Region					
		NW	W	SW	NE	E	SE
Overall (row) % of Respondents		16%	14%	26%	7%	20%	18%
Pottawatomie Park	310	17%	13%	24%	7%	20%	19%
Mt. St. Mary Park	275	15%	17%	30%	7%	13%	18%
Pottawatomie Community Center/PCC	206	14%	15%	29%	9%	16%	17%
Delnor Woods Park	155	14%	11%	27%	3%	21%	24%
James O. Breen Community Park	134	19%	14%	27%	3%	22%	15%
Hickory Knolls Discovery Center	121	17%	12%	28%	8%	12%	23%
Otter Cove Aquatic Park	123	22%	20%	15%	12%	16%	15%
Langum Park	113	14%	11%	23%	2%	15%	36%
Norris Recreation Center	111	22%	15%	17%	3%	27%	17%
Swanson Pool	111	23%	12%	17%	9%	19%	21%
Hickory Knolls Nature Area	110	15%	11%	34%	8%	13%	18%
Baker Community Center	108	8%	15%	44%	1%	16%	17%
River View Miniature Golf Course	100	23%	10%	24%	17%	13%	13%
Pottawatomie Golf Course	88	16%	16%	22%	13%	15%	18%
Primrose Farm	86	19%	16%	22%	9%	12%	22%
Norris Woods Nature Preserve	83	16%	14%	27%	3%	19%	20%
Ferson Creek Fen Nature Preserve	82	14%	19%	31%	3%	11%	21%
Primrose Farm Park	80	17%	17%	28%	10%	13%	15%



Satisfaction with SCPD parks and facilities – among recent users – remains extremely strong overall, albeit slightly lower than its highest scores from 2021. Still, at least 65% are completely satisfied with each attribute, vs. no more than 3% dissatisfied. Safety continues to receive the highest overall ratings.





These strong satisfaction scores are generally consistent among all subgroups of recent users. No segment gives average ratings below an 8.4 (still very positive).

- The newest residents to the District (past five years) tend to give slightly lower than average scores. Younger adults (ages 35 to 44) and those in the E region are slightly less satisfied with accessibility to SCPD locations, while the oldest adults and SE residents are most satisfied.

Significant Differences: Satisfaction with SCPD Parks and Facilities

	Avg. 0-10 Satisfaction Score	Lower Than Avg. Ratings	Higher Than Avg. Ratings
Overall experience	8.8		- Lived in SCPD 5-10 yrs. (9.2)
Overall cleanliness/maintenance/upkeep	8.7	- Lived in SCPD <5 yrs. (8.5), 11-20 yrs. (8.5)	- Lived in SCPD 5-10 yrs. (9.1), 21-34 yrs. (9.0)
Overall access	8.8	- Ages 35-44 (8.6) - E region (8.5) - Lived in SCPD <5 yrs. (8.4)	- Ages 65+ (9.1) - SE region (9.1) - Lived in SCPD 21-34 yrs. (9.1)
Overall safety	9.1	- Lived in SCPD <5 yrs. (8.8)	- Lived in SCPD 5-10 yrs. (9.5)



Follow-up questions on safety at SCPD sites indicate that 12% overall express some safety concerns, over a range of issues (slightly more often regarding parking lots and physical safety on trails, less often regarding personal safety or security concerns due to foliage or obscure sightlines).

- Still, at least 78% of all subgroups express no safety concerns at all, reflecting their strong satisfaction with personal safety when using SCPD parks and facilities (see previous two pages).
- Verbatim comments (next two pages) show a variety of locations register some safety concerns, most often the widely-used assets of Mt. St. Mary Park, Delnor Woods, Pottawatomie Park, and James O. Breen Community Park (with a blend of concerns over potential injury along with personal safety/security).

Q. Thinking about the Park District parks, natural areas and/or facilities that you visit regularly, please indicate below if you have every been concerned with your personal safety at these locations with regard to:





Verbatim Responses: Safety Concerns at Specific SCPD Locations and Reasons

Mt. St. Mary Park (n=7)

"Mt. St. Mary Park. In some places the path could be improved."

"St. Mary Park has some uneven surfaces."

"St. Mary Park. The west side of the circular trail is not plowed after snow falls and becomes icy. It then turns to ice and can stay that way for weeks."

"Mt. St. Mary -- loud, dangerous driving."

"Path around Mt. St. Mary."

"Mt. St. Mary's (concerns due to unrestrained pets)."

"Mt. Saint Mary."

Delnor Woods (n=4)

"Delnor Woods, only because I'm usually alone. No incidents, I just try to be vigilant when alone as a female."

"Delnor Woods."

"I've heard of multiple car break-ins at Delnor Woods."

"Delnor Park. My daughter was bulgarized!! Police report."

Pottawatomie Park/Trail (n=4)

"Pottawattamie Park has far too many bicycles racing along the river path, and you can't always see or hear them coming so it's hard to stay out of their way."

"Pottawatomie - people do not walk their bikes around the turn under the railway bridge."

"I am thinking more of the Fox River trail that encompasses parks like Potawatomie and Mt. St. Mary."

"Pottawatomie river trail where it narrows, especially when crowded with people walking."

Trails/Walkways, General (n=4)

"The brick sidewalk is uneven in some areas."

"The ground seems to often be uneven. The walking path is not smooth and can be hard to walk on at times."

"I thinking about Fox River bluff which now I believe is Kane County. The wooden planks on the bridge are slippery when wet."

"Trails."

Parking Lots, General (n=4)

"Parking lots in secluded areas with no regular cross street visibility."

"Some of the parking lots are small and congested."

"PCC – there was a very suspicious van parked (for weeks) by the Native American statue. Although it was not directly on the lot, it was very close. It had writing all over it inviting individuals to knock. Was concerning that it was allowed in a park with children."

"Having kids, pretty much all parking lots. Some of them can be tight and/or no dedicated space to walk."

James O. Breen Park (n=4)

"James O. Breen in the evening."

"The Breen garden park next to the IYC has a lot of trees surrounding the property. I hope the facility never has escapees. I would not feel safe walking the adjacent trails in the property..."

"James O. Breen." (2 responses)



Verbatim Responses: Safety Concerns at Specific SCPD Locations and Reasons (cont'd)

Timber Trails/Timber Creek Woods (n=3)

"Timber Trails with the deteriorating bike path in areas. It is uneven in areas and can twist an ankle. Also, when the motorized dirt bikes or motorcycles come through."

"Timber Trails and various other bike paths are in need of repaving, not sure if that is a county project though."

"Timber Creek woods parking lot and park. It is in the worst location (industrial business zone) and had some of the best natural plantings and prairie. It is a scary place to park unless I have someone with me."

Norris Woods (n=3)

"Norris Woods." (2 responses)

"The woods behind the Q-center."

Riverside Park (n=2)

"At Riverside Park there are blind curves when biking ."

"Riverside Park."

Otter Creek Bend Wetland (n=2)

"Otter Creek (concerns due to unrestrained pets)."

"Otter Creek Bend Wetland."

Other Comments/Safety Concerns (scattered or general responses)

"Hickory Knolls." (2 responses)

"PCC." (2 responses)

"Primrose Farms."

"No lights at night."

"Majestic Oak Wetlands -- In summer, I walk with a large dog."

"Langdon tennis courts have some serious cracks."

"Ferson Creek Fen."

"Cars speeding near nature areas & parking lots."

"Norris Rec Center."

"Belgium Park connector trail to Timber."

"Baker Field Park (courts too close to our home)."

"East Side Sports Center (concerns due to unrestrained pets)."

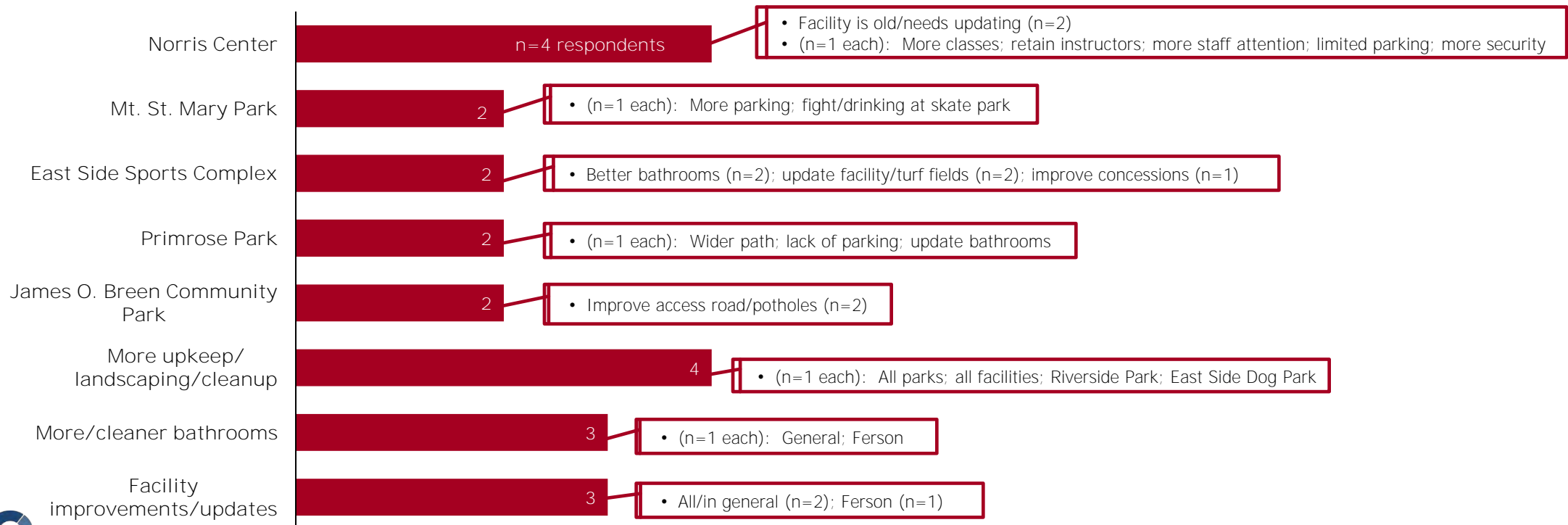
"Dog park -- from people, not dogs."



Among the relatively few who gave lower satisfaction ratings on any park/facility attribute (not just safety), a wide range of reasons for those lower scores are given.

- Most often (n=4 cases each), lower scores are given for the Norris Center (needs updating, along with other concerns/suggestions), or generally better maintenance of various assets (either all parks and facilities, or Riverside and East Side Dog Parks specifically).

Top Reasons for Dissatisfaction: SCPD PARKS/FACILITIES (base n=24 respondents)





III. Needs Assessment: Amenities and Facilities



From a list of possible outdoor and indoor amenities or features, a majority of respondents express demand for natural areas (59%) as the top need or interest in their household.

- Interest in natural areas is especially strong among women (66%, vs. a slight majority of men at 53% -- see next page).

Nearly half of all respondents (46%) likewise express a need or interest in:

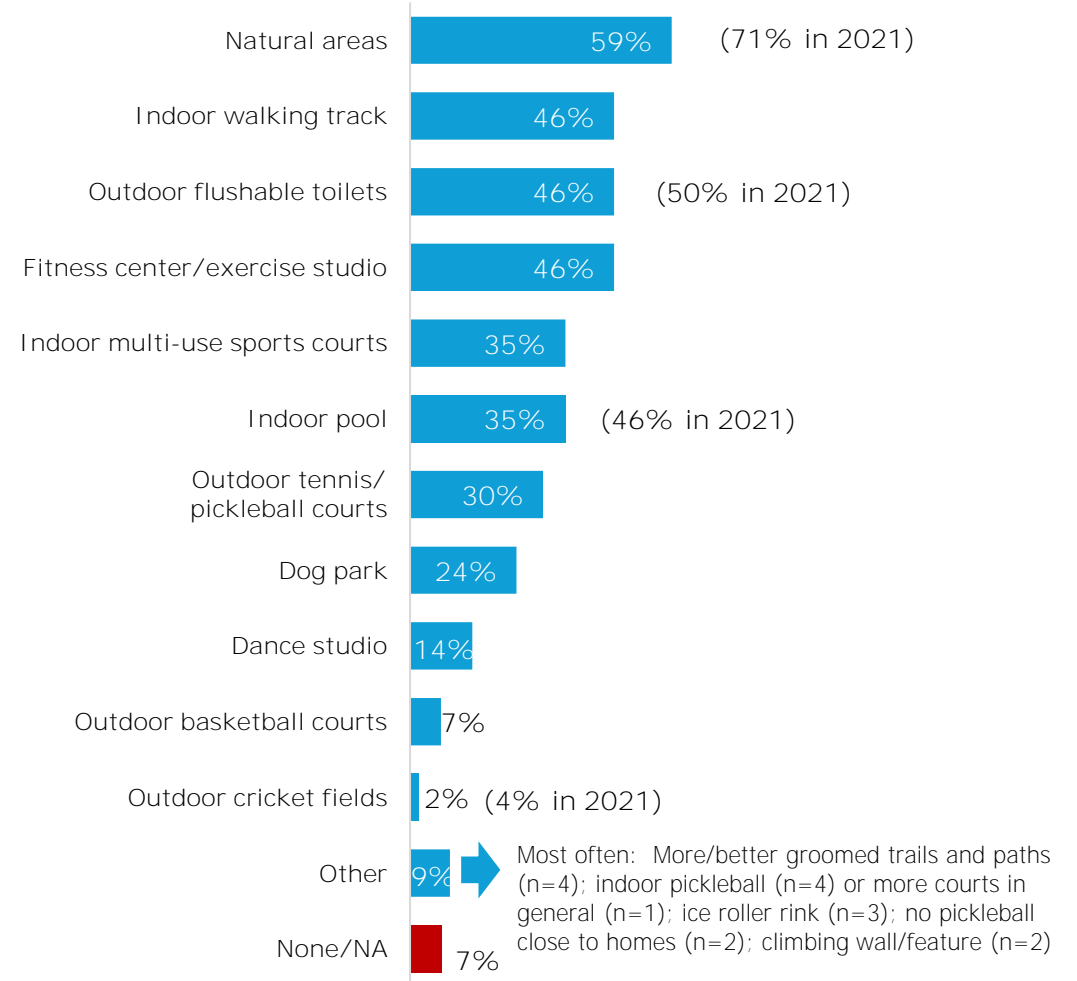
- An indoor track (again, especially among women and residents in the W region)
- Outdoor flushable toilets (consistent demand among all subgroups)
- A fitness facility/exercise studio (mostly women along with current SCPD passholders).

Roughly a third seek indoor multi-use courts, an indoor pool, and/or outdoor tennis and pickleball courts (30% to 35% each).

- The multi-use indoor courts and an indoor pool both appeal to roughly half of those reporting children under age 18 in the household. Newer residents (moved here in the past five years) also tend to seek an indoor pool more than average.

One in four (24%) express a need for a dog park. The remaining options garner less than 15% need or demand overall.

Level of Demand/Interest: Amenities/Facilities





Significant Differences: Demand/Interest in Amenities/Facilities

	Overall	Most Likely to Express Interest/Use
Natural areas	58%	- Women (66%, vs. 53% of men)
Indoor walking track	46%	- Women (57%, vs. 35% of men) - W region (60%)
Outdoor flushable toilets	46%	< no statistically meaningful differences >
Fitness center/exercise studio	46%	- Women (54%, vs. 39% of men) - SCPD passholders (56%, vs. 38% of non-passholders)
Indoor multi-use sports courts	35%	- Ages 45-54 (53%) - Households with children (49%, vs. 33% of those without children) - Lived in SCPD 11-20 yrs. (47%) - SCPD passholders (45%, vs. 27% of non-passholders)
Indoor pool	35%	- Households with children (52%, vs. 25% of those without children) - Lived in SCPD <5 yrs. (49%)
Outdoor tennis/pickleball courts	30%	- Ages 45-54 (51%) - White adults (33%, vs. 6% of non-white adults) - Lived in SCPD 5-10 yrs. (40%) - SCPD passholders (43%, vs. 20% of non-passholders)
Dog park	24%	- Households without children (31%, vs. 17% of those with children) - White adults (26%, vs. 8% of non-white adults) - Lived in SCPD 5-10 yrs. (40%)



Significant Differences: Demand/Interest in **Amenities/Facilities (cont'd)**

	Overall	Most Likely to Express Interest/Use
Dance studio	14%	<ul style="list-style-type: none"> - Women (22%, vs. 6% of men) - Ages 35-44 (33%) - SE region (25%) - SCPD passholders (21%, vs. 9% of non-passholders)
Outdoor basketball courts	7%	< no statistically meaningful differences >
Outdoor cricket courts	2%	<ul style="list-style-type: none"> - Ages 35-44 (8%) - Households with children (5%, vs. 0% of those without children)
None/NA	7%	<ul style="list-style-type: none"> - Ages 65+ (13%)



Respondents who report use or interest in each type of indoor facility were also asked how well those interests are currently being met on a 1-5 scale, either by SCPD or any other source/provider.

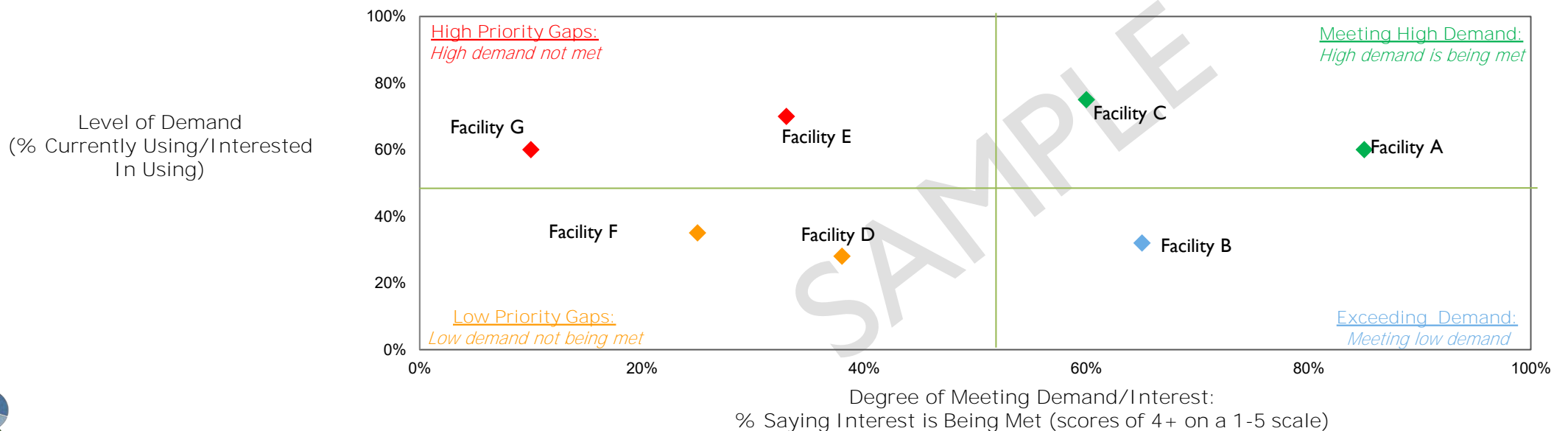
- A score of "4" means their interests are mostly met, and a "5" means they are completely met.

The results are reported on the following pages using a scatter plot that shows both:

- Overall demand for each facility (vertical axis) based on the % who indicate usage or interest
- **And the % with scores of "4" or "5" who report that this "interest" is currently being met (horizontal axis) using the 1-5 scale.**

In the example below, facilities A and C in the upper right quadrant are in high demand and sufficient supply, while facilities E and G (upper left) represent opportunity (high demand not currently being met).

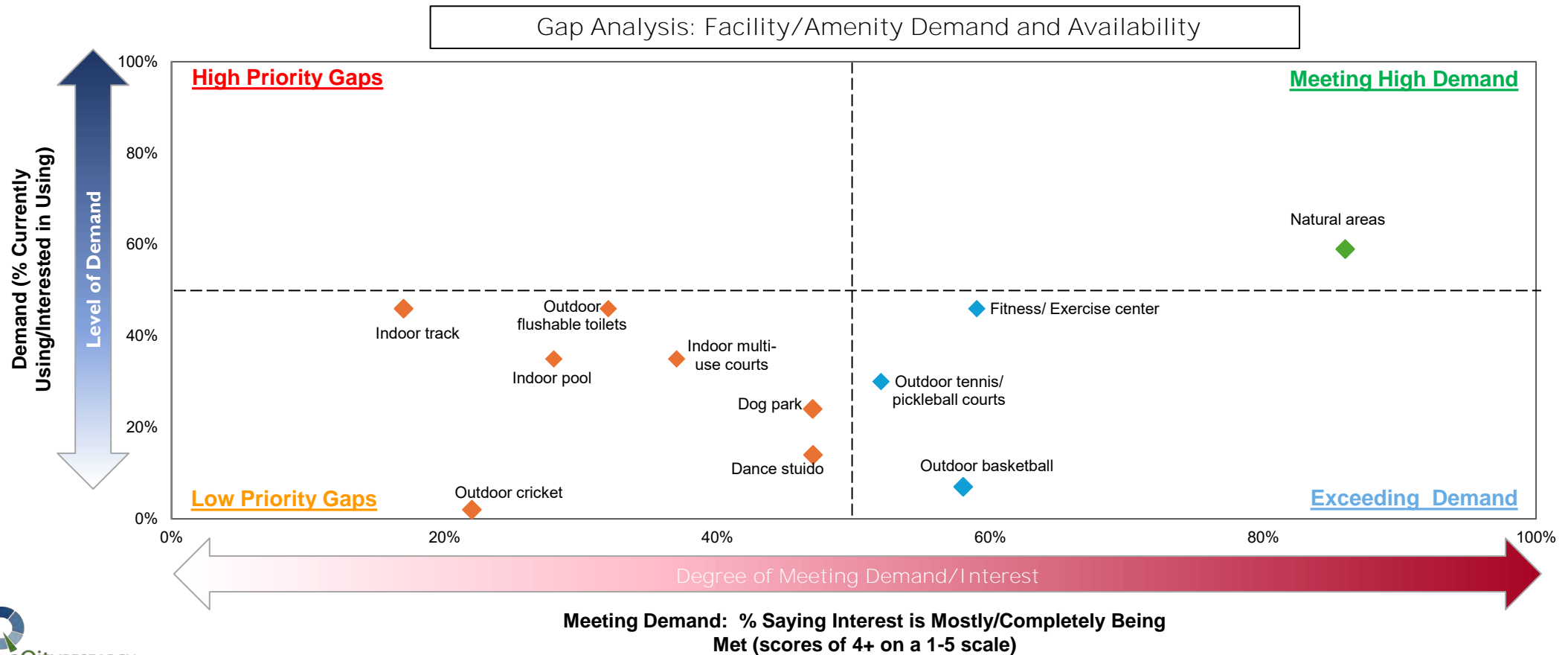
- Facilities to the bottom (B, D, and F) are in lower demand.





From the gap analysis for the facilities and amenities tested, the vast majority of residents interested in natural areas feel that their need is already mostly or completely being met. Similarly, fitness facilities, outdoor tennis and pickleball courts, and outdoor basketball courts are considered readily available by most who are interested in each.

The remaining features tested represent unmet needs or "gaps", especially higher-demand items like an indoor track, outdoor flushable toilets, an indoor pool, and indoor multi-use sport courts.





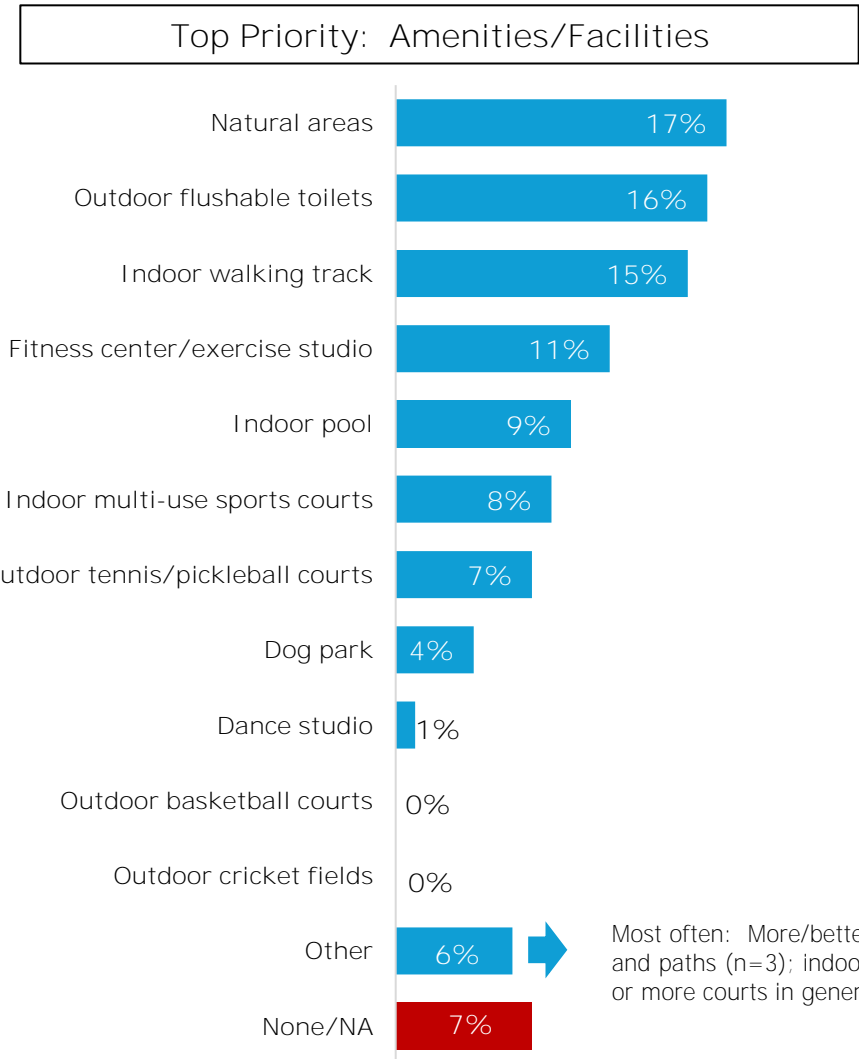
Focusing on the one item that residents feel should be the SCPD’s #1 priority or improvement, natural space remains the top choice (cited by 17%) but is closely followed by:

- Outdoor flushable toilets (16%), especially among those under age 35 and somewhat newer St. Charles residents and respondents in the E region (see next page)
- An indoor walking track (15%), with stronger support from women
- Both of these represented two of the biggest gaps in the previous analysis.

Roughly one in ten feel that the District’s top priority should be:

- A fitness facility or exercise studio (11%) – already considered readily available
- **An indoor pool (9%), another unmet need or “gap (especially important to those with children under 18).**

The remaining features are identified less often as the top priority for the District. Note that 7% consider none of these as priorities or needs (most likely the oldest residents age 65+).





Significant Differences: Top Priority for Amenities/Facilities

	Overall	Most Likely to Express Interest/Use
Natural areas	17%	< no statistically meaningful differences >
Outdoor flushable toilets	16%	<ul style="list-style-type: none"> - Under age 35 (30%) - E region (26%) - Lived in SCPD 5-10 yrs. (35%)
Indoor walking track	15%	<ul style="list-style-type: none"> - Women (20%, vs. 9% of men) - White adults (17%, vs. 3% of non-white adults)
Fitness center/exercise studio	11%	<ul style="list-style-type: none"> - NE region (26% of n=18) - Non-white adults (28%, vs. 8% of white adults)
Indoor pool	9%	<ul style="list-style-type: none"> - Have children in household (17%, vs. 4% of those without children)
Indoor multi-use sports court	8%	<ul style="list-style-type: none"> - E region (15%) - Lived in SCPD 11-20 yrs. (16%)
Outdoor tennis/pickleball courts	7%	<ul style="list-style-type: none"> - Women (10%, vs. 3% of men) - Ages 35-44 (12%) - Lived in SCPD 21-34 yrs. (14%) - SCPD passholders (10%, vs. 4% of non-passholders)
Dog park	4%	<ul style="list-style-type: none"> - No children in household (8%, vs. 1% of those with children)
Dance studio	1%	< no statistically meaningful differences >
Outdoor basketball courts	<1%	< no statistically meaningful differences >
Outdoor cricket fields	0%	< no statistically meaningful differences >
None/NA	7%	<ul style="list-style-type: none"> - Ages 65+ (16%)



IV. Needs Assessment: Age-Based Program Options



Age-based program options that garner the highest levels of interest or demand center around activities for adults ages 50+ (both sports and non-sports options), followed closely by programs for all adults and older teens.

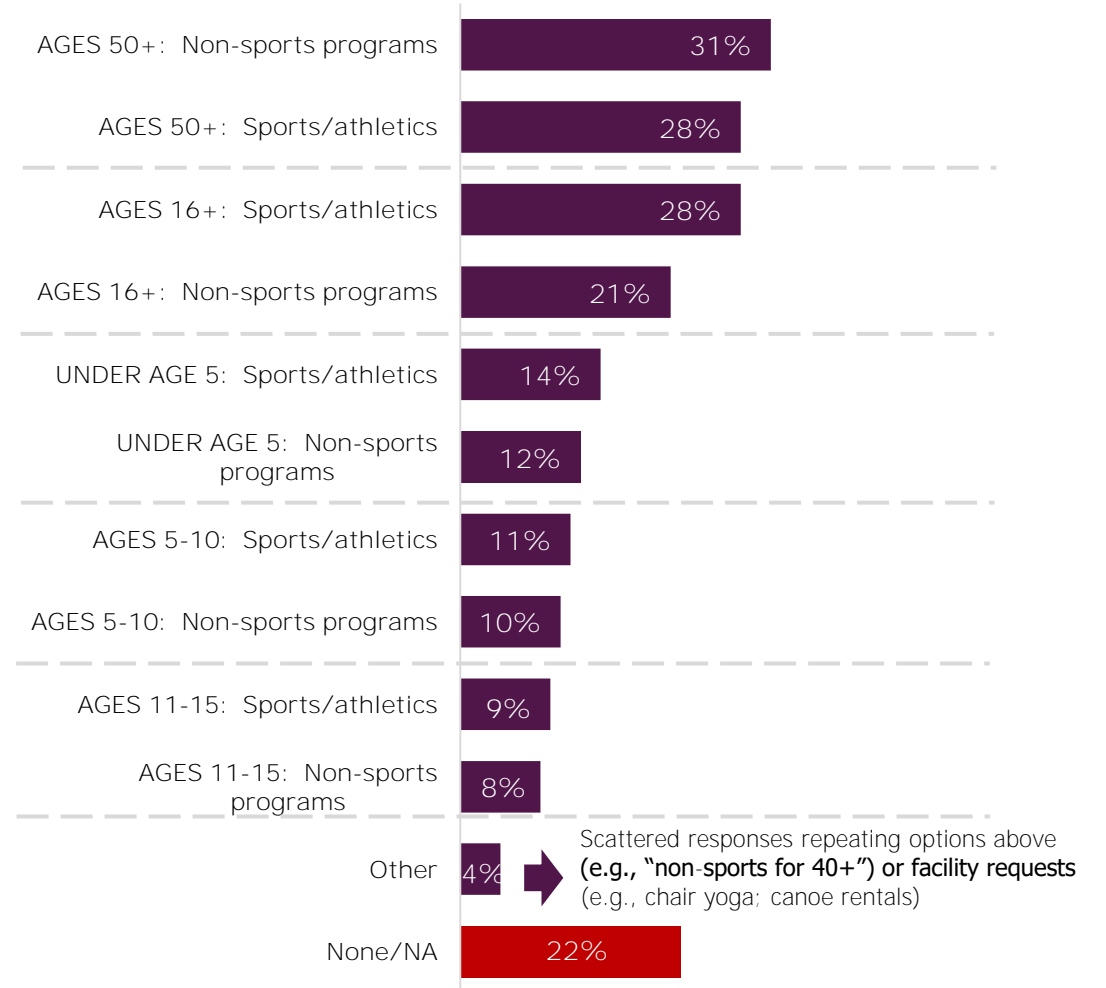
- As expected, adults ages 55+ tend to be most interested in non-sports programs (especially ages 65+ -- see next page) and sports activities (especially ages 55-64) for the 50+ age group. The most long-term St. Charles residents likewise express the greatest interest in these options.
- For programs targeting all ages 16 and older, interest in sports and athletics is highest among those under 35, while ages 45-54 tend to be most interested in non-sports programs.

Interest in the remaining options is likewise driven by one’s age and the presence of children in the household.

- Programs for children under age 5 mostly appeal to residents under age 35 who have children. None-white residents in this group are especially interested in sports/athletics for preschoolers.
- Slightly older residents ages 35-44 with children tend to be most interested in activities for children ages 5 to 10, and ages 11 to 15. Consistently, households in the NE region likewise tend to seek these offerings.

Most respondents (78%) identified at last one program area of interest, but the remaining 22% express no interest in any option (especially residents ages 65+).

Level of Demand/Interest: Age-Based Program Options





Significant Differences: Demand/Interest in Age-Based Programs

	Overall	Most Likely to Express Interest/Use
AGES 50+: Non-sports programs	31%	<ul style="list-style-type: none"> - Ages 55-64 (50%), 65+ (58%) - Lived in SCPD 21-34 yrs. (44%), 35+ yrs. (55%) - No children in household (39%, vs. 7% of those with children)
AGES 50+: Sports/athletics	28%	<ul style="list-style-type: none"> - Ages 55-64 (63%), 65+ (42%) - Lived in SCPD 21-34 yrs. (52%), 35+ yrs. (43%) - No children in household (44%, vs. 7% of those with children)
AGES 16+: Sports/athletics	28%	<ul style="list-style-type: none"> - Under age 35 (51%) - Lived in SCPD 11-20 yrs. (38%) - Households with children (46%, vs. 19% of those without children) - SCPD passholders (37%, vs. 22% of non-passholders)
AGES 16+: Non-sports programs	21%	<ul style="list-style-type: none"> - Ages 45-54 (37%) - NE region (45%) - Households with children (29%, vs. 18% of those without children) - SCPD passholders (28%, vs. 16% of those without children)
UNDER AGE 5: Sports/athletics	14%	<ul style="list-style-type: none"> - Under age 35 (41%) - Lived in SCPD <5 yrs. (36%) - Households with children (34%, vs. 3% of those without children) - Non-white adults (33%, vs. 11% of white adults)
UNDER AGE 5: Non-sports programs	12%	<ul style="list-style-type: none"> - Under age 35 (38%) - NE region (23%) - Lived in SCPD < 5 yrs. (30%) - Households with children (38%, vs. 1% of those without children)



Significant Differences: Demand/Interest in Age-Based Programs (cont'd)

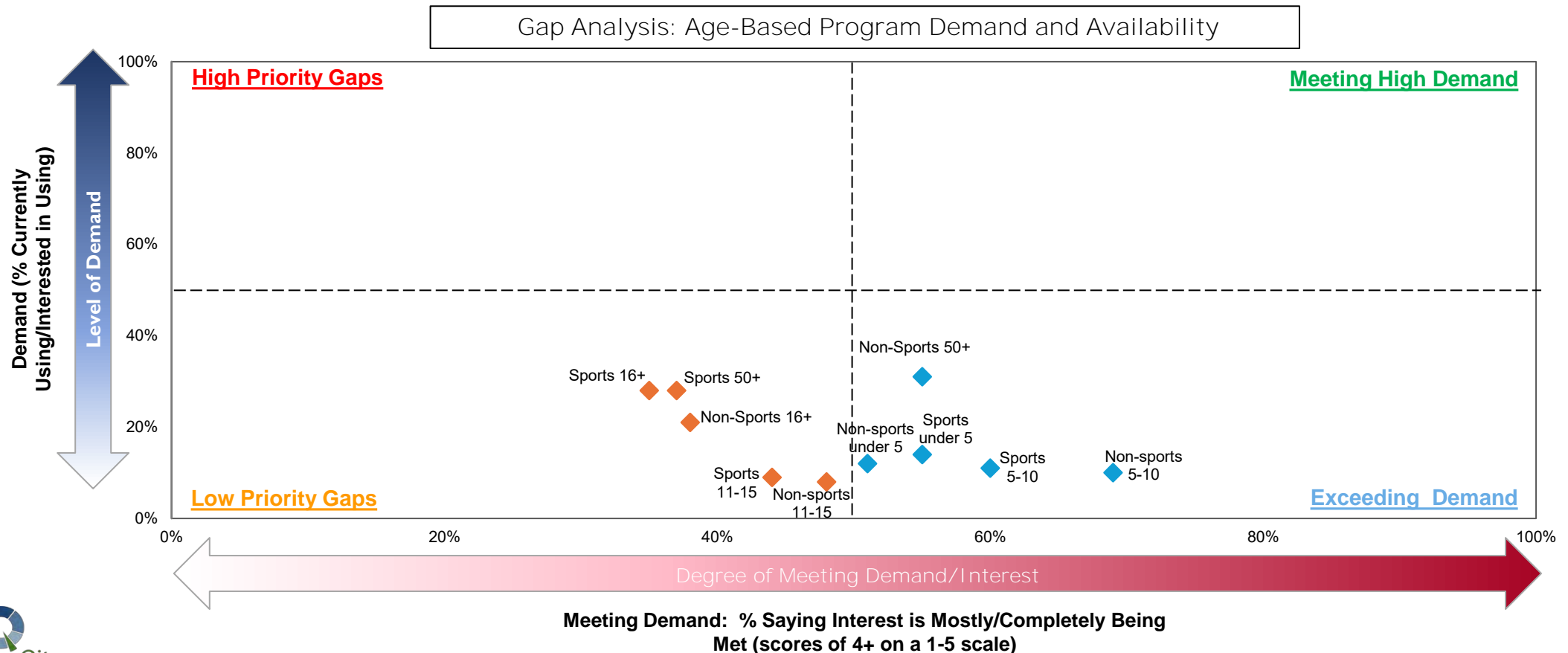
	Overall	Most Likely to Express Interest/Use
AGES 5-10: Sports/athletics	11%	<ul style="list-style-type: none"> - Ages 35-44 (46%) - NW (25%) and NE regions (32%) - Households with children (35%, vs. 2% of those without children)
AGES 5-10: Non-sports programs	10%	<ul style="list-style-type: none"> - Ages 35-44 (39%) - NE region (32%) - Households with children (34%, vs. 0% of those without children) - SCPED passholders (20%, vs. 3% of non-passholders)
AGES 11-15: Sports/athletics	9%	<ul style="list-style-type: none"> - Ages 35-44 (26%) - NE region (23%) - Households with children (29%, vs. 1% of those without children) - SCPD passholders (15%, vs. 5% of non-passholders)
AGES 11-15: Non-sports programs	8%	<ul style="list-style-type: none"> - Ages 35-44 (20%) - NE region (23%) - Households with children (25%, vs. 0% of those without children)
None	22%	<ul style="list-style-type: none"> - Ages 65+ (30%) - Non-SCPD passholders (31%, vs. 12% of passholders)



Residents seeking youth programs for ages 10 and under generally feel that these activities are already accessible. At least half report that their youth programming needs are being addressed either by the SCPD or other providers.

By comparison, most adult program options (with the exception of non-sports activities for ages 50+) represent gaps, or are not readily available currently. This is especially true for younger and older adults seeking sports and athletics.

- To a lesser degree, youth programs for the 11 to 15 age group (both sports and non-sports) likewise represent potential opportunities to address.





When asked which program area should be the SCPD’s top priority, the most frequent response (27%) is “none”, indicating roughly one in four residents are not interested nor seeking such activities.

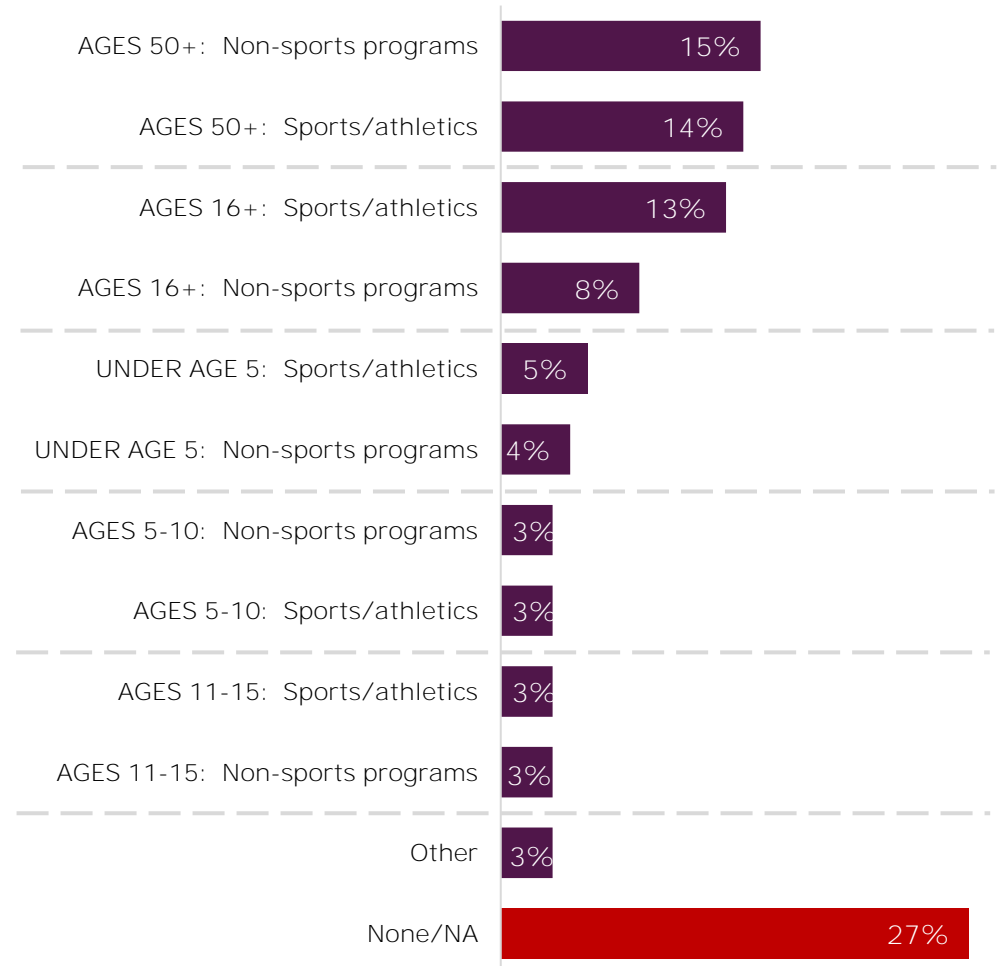
- At least a third of residents over age 65, and non-SCPD passholders, express this lack of interest (see next two pages).

Of the remaining respondents, roughly equal numbers feel that the District’s #1 priority should be:

- Non-sports activities for ages 50+ (especially those age 55+ and residents in the SW region)
- Sports programs for that age group, appealing to a slightly younger segment (ages 55-64)
- Sports options for older teens and all adults ages 16+ (especially the youngest residents under age 35).

No more than 8% feel that any of the remaining options are a priority – virtually all of which focus on youth activities which are seen as already being met.

Top Priority: Age-Based Programs





Significant Differences: Top Priority for Age-Based Programs

	Overall	Most Likely to Express Interest/Use
AGES 50+: Non-sports programs	15%	<ul style="list-style-type: none"> - Ages 55-64 (24%), 65+ (31%) - SW region (25%) - Lived in SCPD 35+ yrs. (35%)
AGES 50+: Sports/athletics	14%	<ul style="list-style-type: none"> - Ages 55-64 (34%) - Lived in SCPD 21-34 yrs. (32%) - No children in household (24%, vs. 3% of those with children)
AGES 16+: Sports/athletics	13%	<ul style="list-style-type: none"> - Under age 35 (28%) - E region (27%)
AGES 16+: Non-sports programs	8%	< no statistically meaningful differences >
UNDER AGE 5: Sports/athletics	5%	<ul style="list-style-type: none"> - Under age 35 (18%) - E region (11%) - Lived in SPCD <5 yrs. (14%) - Non-white adults (13%, vs. 3% of white adults)
UNDER AGE 5: Non-sports programs	4%	<ul style="list-style-type: none"> - Lived in SCPD <5 yrs. (15%) - Households with children (13%, vs. 0% of those without children)
AGES 5-10: Non-sports programs	3%	<ul style="list-style-type: none"> - Ages 35-44 (12%) - Households with children (10%, vs. 0% of those without children) - SCPD passholders (6%, vs. 1% of non-passholders)
AGES 5-10: Sports/athletics	3%	<ul style="list-style-type: none"> - Ages 35-44 (17%) - Households with children (10%, vs. 0% of those without children) - SCPD passholders (5%, vs. 1% of non-passholders)



Significant Differences: Top Priority for Age-**Based Programs (cont'd)**

	Overall	Most Likely to Express Interest/Use
AGES 11-15: Sports/athletics	3%	- Households with children (9%, vs. 0% of those without children)
AGES 11-15: Non-sports programs	3%	< no statistically meaningful differences >
None/NA	27%	<ul style="list-style-type: none"> - Ages 65+ (41%) - No children household (34%, vs. 12% of those with children) - Non-SCPD passholders (36%, vs. 18% of passholders)



For the top priorities of programming for older ages (ages 50+) and older teens/all adults (ages 16+), a wide range of specific suggestions are offered for each category.

Note that some popular suggestions such as yoga and walking/running groups or programs are included as **examples of both "sport" and "non-sport" activities.**

Pickleball is the top suggestion among sports for the 50+ age group. However, for the 16+ sports options, tennis and soccer are the top requests, with pickleball a distant third (tied with volleyball).

Nature-related activities are suggested by 17% of those seeking non-sports programs for ages 16+, and by 11% seeking options for ages 50+.

- Educational classes or events also have similar overlap (18% and 19%, respectively) across these age categories.
- The remaining priorities for ages 15 and under had too few cases to break out suggested responses. Those comments can be found in the full data file.

Top Suggested Activities for #1 Priority Program Group

Top Program Priorities (top responses, smaller n of cases per category)	AGES 50+: Non-sports programs (n=74 responding)	<ul style="list-style-type: none"> ▪ More for seniors, general (20%) ▪ Educational classes (19%) ▪ Fitness/exercise (18%) ▪ Walking/running (15%) ▪ Nature-related (11%) ▪ Social activities/events to meet people (8%) ▪ Trips (7%) ▪ Arts/crafts (6%)
	AGES 50+: Sports/athletics (n=60 responding)	<ul style="list-style-type: none"> ▪ Pickleball (28%) ▪ Fitness/exercise (13%) ▪ Basketball (12%) ▪ Yoga (10%) ▪ Volleyball (9%) ▪ Walking/running (8%) ▪ Baseball/softball (4%) ▪ Swimming/aquatics (4%)
	AGES 16+: Sports/athletics (n=27 responding)	<ul style="list-style-type: none"> ▪ Tennis (26%) ▪ Soccer (20%) ▪ Pickleball (17%) ▪ Volleyball (17%) ▪ Fitness/exercise (7%) ▪ Yoga (6%)
	AGES 16+: Non-sports programs (n=25 responding)	<ul style="list-style-type: none"> ▪ Social activities/events to meet people (40%) ▪ Arts/crafts (28%) ▪ Educational classes (18%) ▪ Nature-related (17%) ▪ Better hours – evenings/weekends (16%) ▪ Book club (15%) ▪ Food/cooking (9%) ▪ Music/dance (6%) ▪ Walking/running (4%)



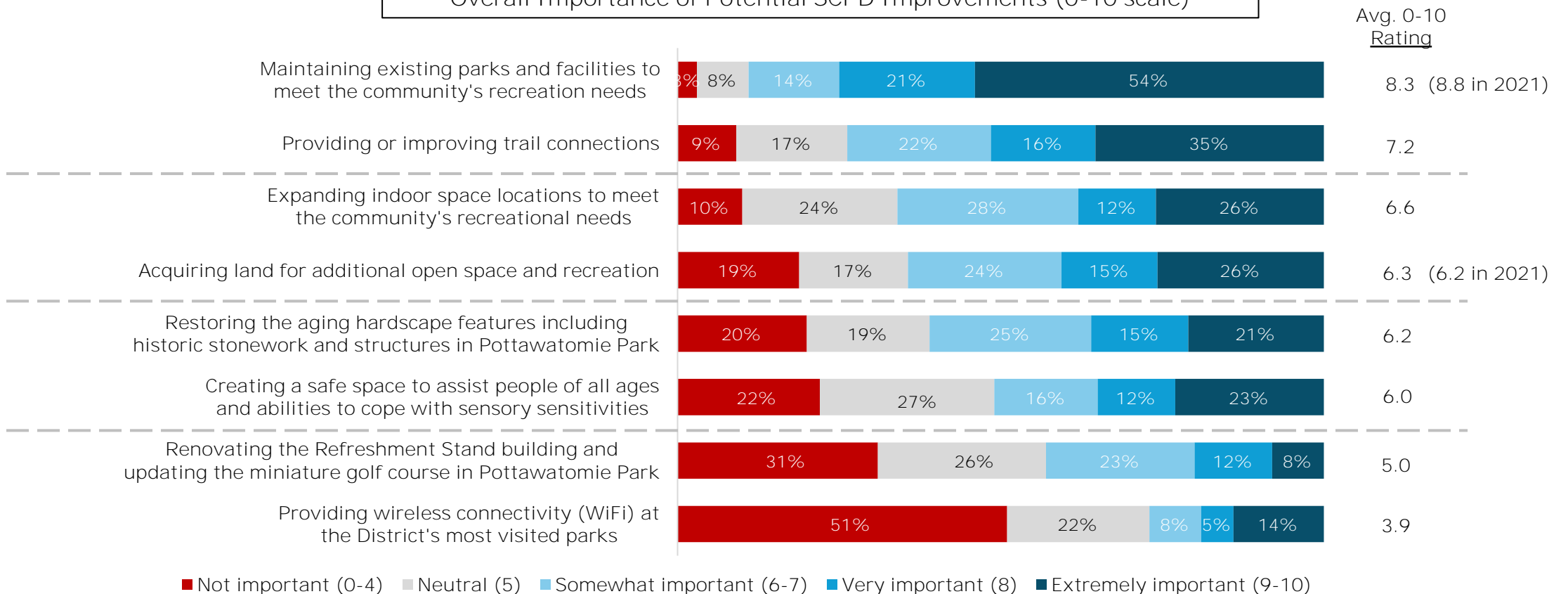
V. Importance/Support for Potential SCPD Initiatives



Importance Ratings for Potential SCPD Improvements

Residents continue to place the highest priority on having the SCPD maintain its existing parks and facilities over pursuing improvements or new amenities. Beyond that, they place the highest importance on added or improved trails and/or more **indoor program space to address residents' recreational needs**. **Wi-Fi** access at SCPD sites is clearly deemed least important.

Overall Importance of Potential SCPD Improvements (0-10 scale)





The differences below indicate that all residents are equally interested in the District maintaining existing assets as a top priority, along with acquiring open space for future options.

Significant Differences: Importance Ratings for Potential Improvements

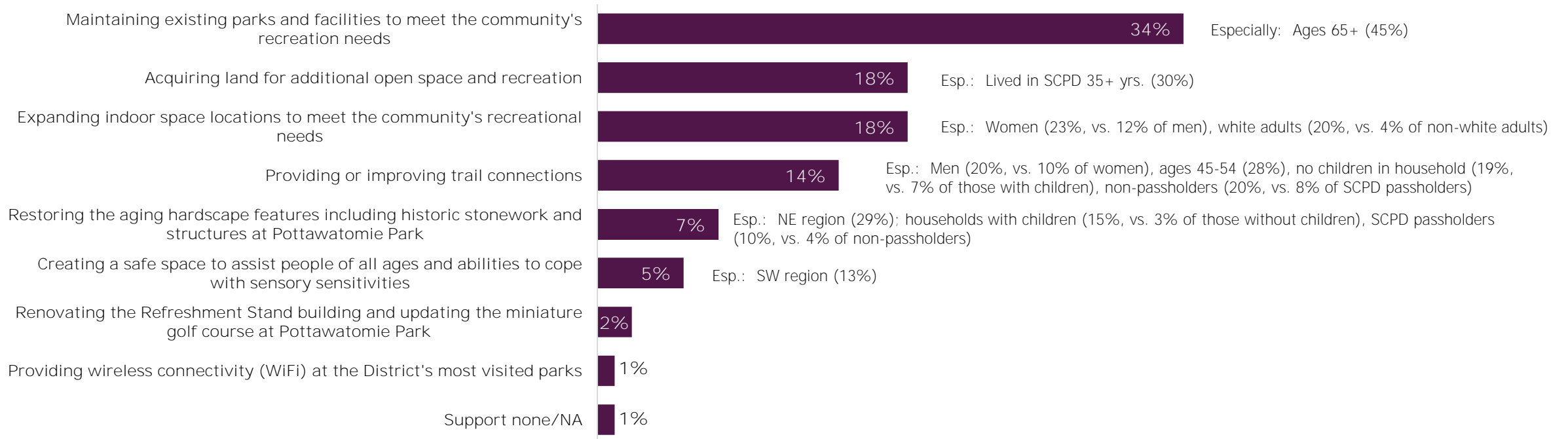
	Avg. 0-10 Importance Score	Lower Than Avg. Ratings	Higher Than Avg. Ratings
Maintaining existing parks and facilities to meet the community's recreation needs	8.3	<i>< no statistically meaningful differences ></i>	
Providing or improving trail connections	7.2	- Ages 65+ (6.3)	- Ages 55-64 (7.6)
Expanding indoor space locations to meet the community's recreational needs	6.6	- Men (5.9) - SE region (6.0) - Non-passholders (7.3)	- Women (7.3) - NW region (7.8) - SCPD passholders (7.3)
Acquiring land for additional open space and recreation	6.3	<i>< no statistically meaningful differences ></i>	
Restoring the aging hardscape features including historic stonework and structures at Pottawatomie Park	6.2	- Ages 35-44 (5.6) - Non-passholders (5.9)	- Ages 55-64 (6.9) - SCPD passholders (6.6)
Creating a safe space to assist people of all ages and abilities to cope with sensory sensitivities	6.0	- Men (5.4) - Ages 45-54 (5.4) - NE region (5.3)	- Women (6.6) - Under age 35 (7.5) - Lived in SCPD <5 yrs. (6.9) - NW region (6.9)
Renovating the Refreshment Stand building and updating the miniature golf course in Pottawatomie Park	5.0	- Ages 45-54 (4.3) - NW region (4.2) - Lived in SCPD <5 yrs. (4.5) - Households without children (4.6) - Non-passholders (4.4)	- Under age 35 (5.9) - NE region (6.7) - Lived in SCPD 11-20 yrs. (5.7) - Households with children (5.5) - SCPD passholders (5.5)
Providing wireless connectivity (Wi-Fi) at the District's most visited parks	3.9	- Ages 35-44 (2.6) - SE region (2.7) - White adults (3.6)	- Ages 55-64 (4.8) - E region (5.4) - Non-white adults (6.0)



When asked which option is most important, continuing to maintain existing parks and facilities remains to top choice by far (especially among the oldest residents). Both land acquisition and expanded indoor space rank as a distant second (tied), with long-term residents favoring acquiring new properties, and women more supportive of added indoor facilities.

More or improved trail connections rank 4th overall, generating higher response among men and non-SCPD passholders.

Top Priority: Potential SCPD Improvements

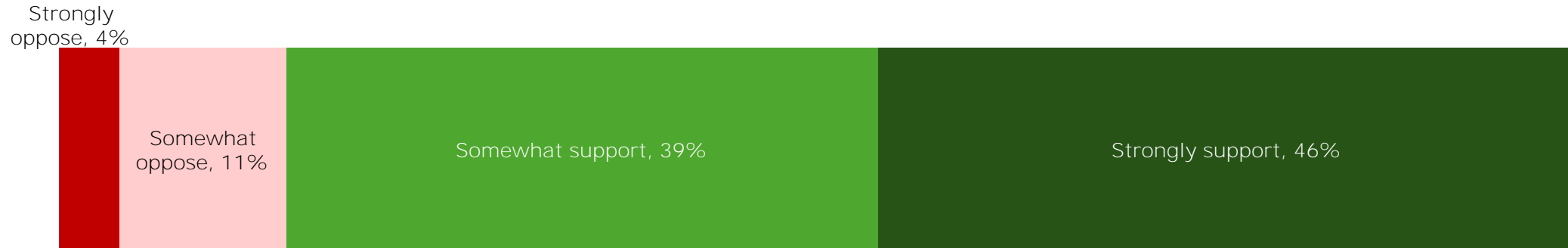




In a broad willingness-to-pay question, a clear majority of residents express support for added indoor features which **include many of the amenities represented as “gaps” or priorities, including an indoor track, multi-purpose indoor sports courts**, along with expanded space for early childhood, dance, and active adult programming.

Nearly half (46%) overall strongly support this option, vs. only 4% who are strongly opposed.

Willingness-to-Pay: Potential Indoor Recreation Improvements



Q20. The Park District is considering various options to meet the community's demand for indoor recreational space, which may include a year-round walking track, gymnasium with multi-use courts, fitness area, or expanded programming space for early childhood activities, the St. Charles Dance Academy, and the Adult Activity Center. The cost for these improvements would be covered by issuing new bonds to replace existing bonds set to retire in a few years, meaning little or no increase in Park District property taxes. Would you oppose or support this initiative?



The strongest supporters tend to be women, the newest residents to the community, and SCPD passholders. Men emerge both as not strong supporters and opponents (but still more likely to support).

The relatively few strong opponents tend to be in the SE region and are somewhat longer-term residents.

Significant Differences: Willingness-to-Pay for Indoor Recreational Improvements

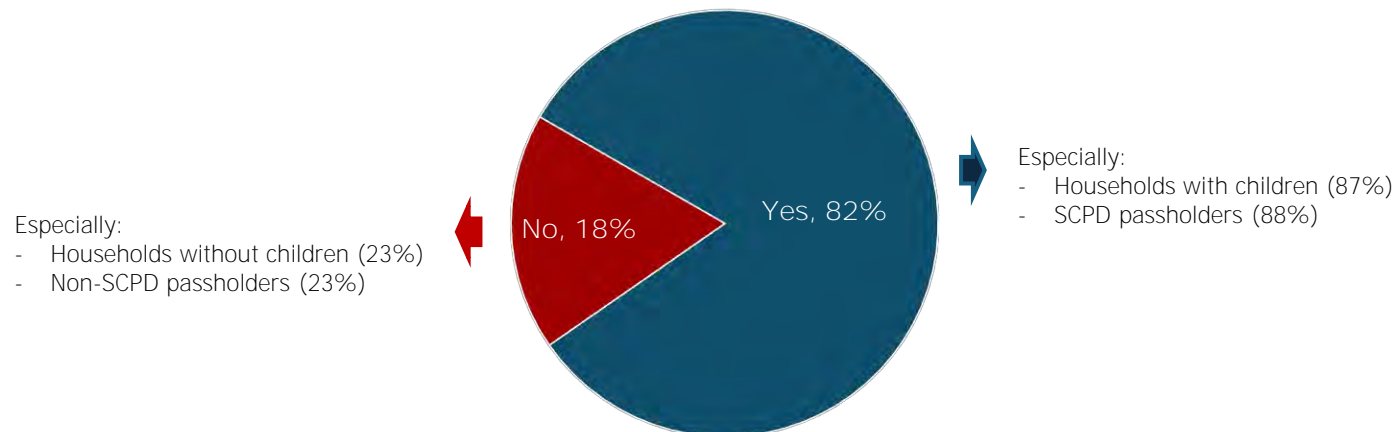
	Most Likely to Be Opposed		Most Likely to Support	
A year-round walking track, gymnasium with multi-use courts, fitness area, or expanded programming space for early childhood activities, the St. Charles Dance Academy, and the Adult Activity Center.	<u>Overall Opposed (15%)</u> - Men (22%) - Households without children (17%)		<u>Overall Support (85%)</u> - Women (92%) - Households with children (92%)	
	<u>Strongly Opposed (4%)</u> - SE region (11%) - Lived in SCPD 21-34 yrs. (8%)	<u>Opposed (11%)</u> - Men (17%)	<u>Support (39%)</u> - Men (48%, vs. 28% of women) - Non-SCPD passholders (50%)	<u>Strongly Support (46%)</u> - Women (63%, vs. 29% of men) - Lived in SCPD <5 yrs. (62%) - SCPD passholders (60%, vs. 35% of non-passholders)



In the 2021 survey, just over three-**fourths of respondents said they would be either “very” (51%) or “somewhat” willing (27%)** to comply with a carry-in/carry-out garbage policy if implemented.

Since starting this policy in selected SCPD locations, a slightly higher number (82%) now express support for extending this practice into more District parks. At least 75% of all subgroups voice support, especially those with children and current District passholders.

Q22. The Park District recently implemented a “carry-in/carry-out” program, which reduces the number of garbage cans at James O. Breen Community Park, Primrose Farm Park and Ferson Creek Park, asking park visitors to remove their own garbage and recyclables instead of leaving them behind. The goal is to minimize wildlife activity (raccoons, rodents, etc.), improve park beautification, and reduce maintenance time and overall operation costs. Would you support the Park District continuing this initiative at more parks?





VI. Sources of SCPD Information



The printed SCPD seasonal activity guide remains the top source of District information at 77% (down slightly from 82% in 2021).

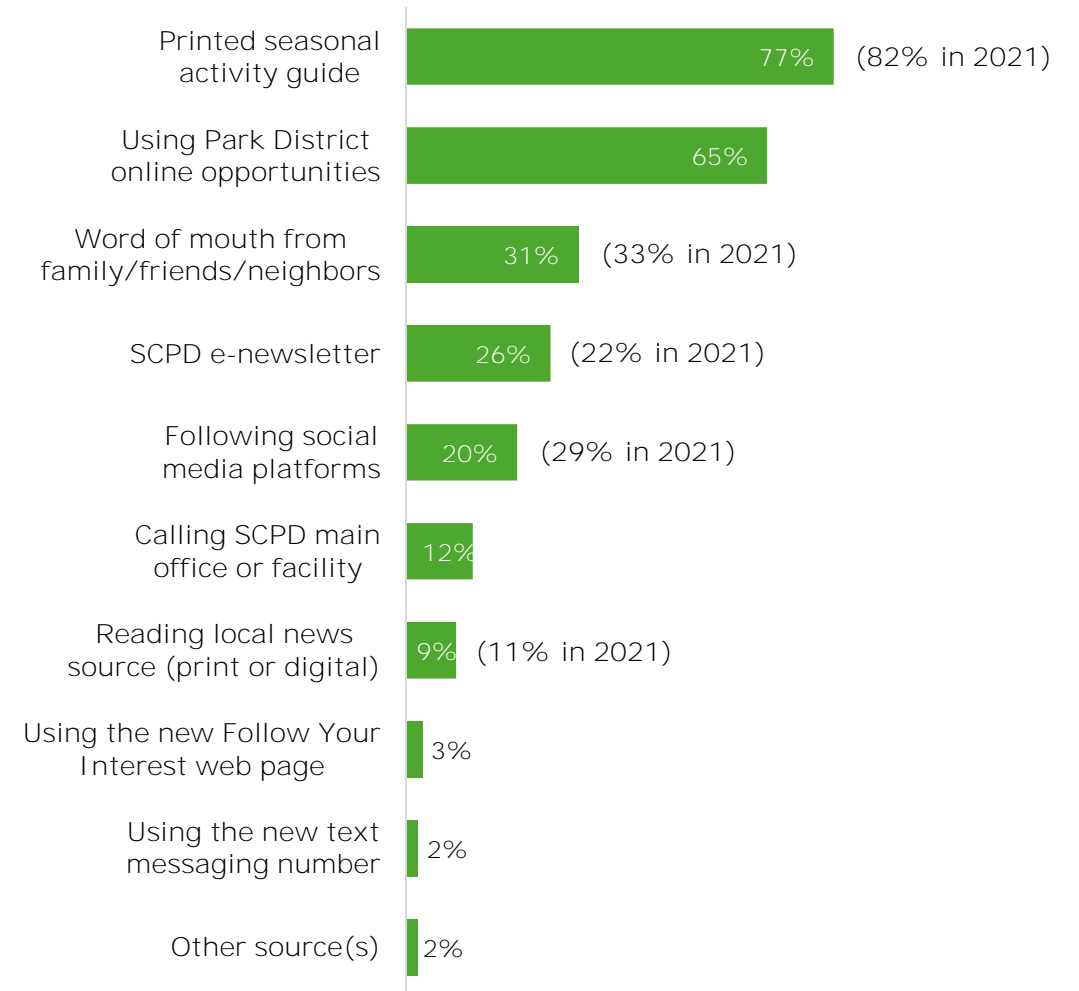
The District website and online options ranks a close second, used by 65% overall.

About a third (31%) continue to rely on word of mouth when learning about District opportunities, followed closely by the SCPD e-newsletter (26%, up slightly since 2021).

Social media is cited by 20% overall (down from 29% in the previous survey).

- In general, the top SCPD-provided sources are cited most often by those with children and SCPD passholders (see next page).

Sources for SCPD Information





Significant Differences: Sources for SCPD Information (top responses)

	Overall	Most Likely to Cite as an SCPD Information Source
Printed seasonal activity guide	77%	<ul style="list-style-type: none"> - Women (83%, vs. 70% of men) - NE region (94%) - Lived in SCPD 35+ yrs. (87%) - Households with children (86%, vs. 71% of those without children) - SCPD passholders (89%, vs. 66% of non-passholders)
Using Park District online opportunities	65%	<ul style="list-style-type: none"> - Households with children (79%, vs. 67% of those without children) - SCPD passholders (74%, vs. 60% of non-passholders)
Word of mouth from family/friends/neighbors	31%	<ul style="list-style-type: none"> - Ages 65+ (39%) - SW region (40%) - Non-white adults (52%, vs. 27% of white adults)
SCPD e-newsletter	26%	<ul style="list-style-type: none"> - Ages 65+ (35%) - SE region (39%) - SCPD passholders (36%, vs. 16% of non-passholders)
Following social media platforms	20%	<ul style="list-style-type: none"> - Women (25%, vs. 16% of men) - Under age 35 (35%) - Lived in SCPD <5 yrs. (38%) - Households with children (35%, vs. 17% of those without children)
Calling SCPD main office or facility	12%	<ul style="list-style-type: none"> - Ages 65+ (25%)
Reading local news source (print or digital)	9%	<ul style="list-style-type: none"> - Ages 55-64 (19%), 65+ (23%) - Lived in SCPD 35+ yrs. (23%) - No children in household (15%, vs. 3% of those with children)
Using the new Follow Your Interest web page	3%	<ul style="list-style-type: none"> - NE region (25% of n=18) - Households with children (8%, vs. 2% of those without children) - Non-white adults (12%, vs. 2% of white adults)
Using the new text messaging number	2%	< no statistically meaningful differences >

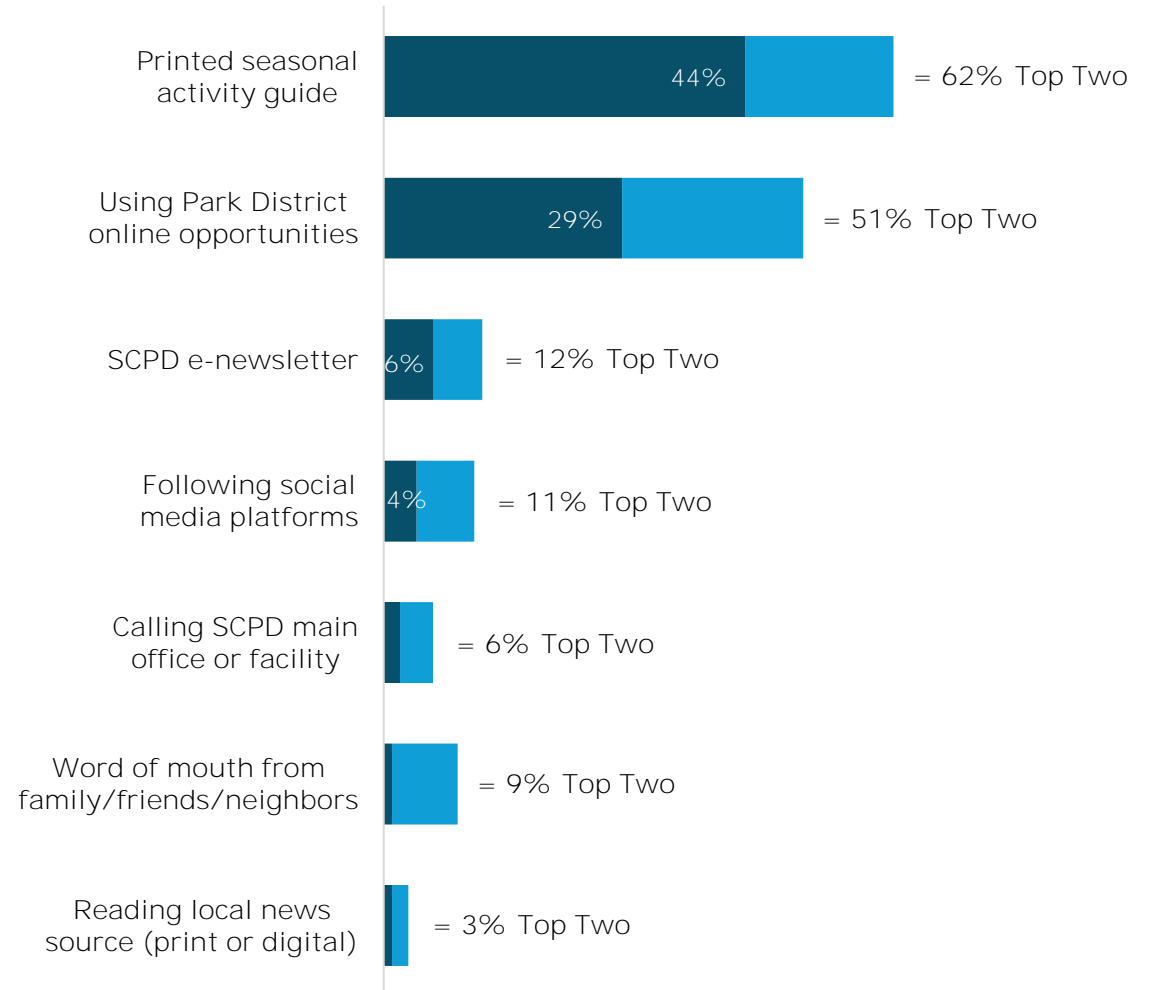


In terms of the #1 preferred source for learning about SCPD facilities, programs, etc., the printed seasonal guide and the District website features are clearly the dominant choices.

A majority of all respondent subgroups include either or both among their Top 2 sources.

- Both are favored most among residents with children under 18 at home (see next page). While SCPD passholders also tend to rely most on the printed seasonal guide (73%), a majority (55%) of non-passholders also do so.
- **Men are more likely to include the District's e-newsletter** as one of their preferred sources, while women favor social media more than average.
- Social media tends to be a top choice among the youngest and newest District residents, along with women and those with children.
- The oldest residents (ages 65+) are more likely than average to prefer calling the District staff or getting their information via word-of-mouth or local newspapers or news websites.

Preferred Top Two Sources for SCPD Information
(top responses*)





Significant Differences: Preferred Top 2 Sources for SCPD Information

	Overall Top 2 Percent	Most Likely to Include Among Top 2 Sources
Printed seasonal activity guide	62%	<ul style="list-style-type: none"> - W (75%) and NE (89% of n=18) regions - Children in household (75%, vs. 56% of those without children) - SCPD passholders (73%, vs. 55% of non-passholders)
Using Park District online opportunities	51%	<ul style="list-style-type: none"> - Under age 35 (72%) - Children in household (64%, vs. 51% of those with children)
SCPD e-newsletter	12%	<ul style="list-style-type: none"> - Men (17%, vs. 9% of women) - SE region (24%)
Following social media platforms	11%	<ul style="list-style-type: none"> - Women (15%, vs. 7% of men) - Under age 35 (30%) - Lived in SCPD <5 yrs. (28%) - Children in household (20%, vs. 10% of those with children)
Calling SCPD main office or facility	6%	<ul style="list-style-type: none"> - Ages 65+ (13%) - No children in household (9%, vs. 1% of those with children)
Word of mouth from family/friends/neighbors	9%	<ul style="list-style-type: none"> - Ages 65+ (15%) - Lived in SCPD 35+ yrs. (20%)
Reading local news source (print or digital)	3%	<ul style="list-style-type: none"> - Ages 65+ (11%)



APPENDICES



Engage • Enhance • Enrich
St. Charles Park District
5-Year Comprehensive Master Plan

2024 TOPLINE REPORT

STATISTICALLY VALID SURVEY: Based on n=413 cases

PUBLIC SURVEY: Based on n=30 cases

Note: Due to rounding, percentages may not sum or total 100% (+/- 1%)

Q1. Please select your gender.

	Stat. valid	Public
<i>Unweighted Total</i>	410	30
Male	47%	23%
Female	51%	77%
Prefer to self-describe	2%	-

Q2. How many years have you lived in the St. Charles Park District boundaries (St. Charles, South Elgin or Wayne)?

	Stat. valid	Public
<i>Unweighted Total</i>	412	30
Less than 5 years	21%	23%
5-10 years	16%	23%
11-20 years	26%	27%
21-34 years	21%	13%
35+ years	16%	13%
Mean	18.68	15.57
Median	16.00	11.50

Q3. Please give your overall opinion of the St. Charles Park District.

	Stat. valid	Public
<i>Unweighted Total</i>	401	30
Highest regard (9-10)	54%	53%
Great (8)	28%	17%
Good (6-7)	12%	13%
Neutral (5)	4%	10%
Poor (0-4)	2%	7%
Mean	8.42	7.83
Median	9.00	9.00
Unfamiliar	3%	-

Q4. What do you like most about the St. Charles Park District, or what does it do particularly well?

Coding is in progress; open-end results to be included in full analysis

Q5. What do you dislike most about the St. Charles Park District, or what do you think it could do better?

Coding is in progress; open-end results to be included in full analysis

Q6A. St. Charles Park District is committed to creating an environment that respects and celebrates the differences of all community members by providing access and opportunities to everyone. Do you feel properly represented?

	Stat. valid	Public
<i>Unweighted Total</i>	399	30
Yes	93%	87%
No	7%	13%

Q6B. Why don't you feel properly represented or included?

Coding is in progress; open-end results to be included in full analysis

Q7. What St. Charles Park District facilities/parks do you know of or are familiar with?

	Stat. valid	Public
<i>Unweighted Total</i>	413	30
Pottawatomie Park	93%	97%
Mount St. Mary Park	85%	97%
Pottawatomie Community Center	77%	87%
River View Miniature Golf Course	69%	77%
Pottawatomie Golf Course	69%	73%
Otter Cove Aquatic Park	68%	80%
Norris Recreation Center	66%	77%
Delnor Woods Park	65%	80%
Paddlewheel Riverboats	65%	70%
Langum Park	62%	83%
Hickory Knolls Discovery Center	60%	80%
Baker Community Center	58%	87%
James O. Breen Community Park	59%	60%
Primrose Farm	55%	77%

Primrose Farm Park	55%	73%
Boy Scout Island	55%	63%
Hickory Knolls Natural Area	50%	70%
Ferson Creek Fen Nature Preserve	49%	63%
Norris Woods Nature Preserve	48%	67%
Swanson Pool	47%	73%
East Side Sports Complex	46%	70%
Sportsplex	36%	63%
Haines Gymnasium	31%	37%
STC Underground Teen Center	30%	47%
Otter Creek Bend Wetland Park	28%	37%
PCC's Adult Activity Center	25%	20%
River Bend Community Park	20%	30%
Other	5%	3%
None of the above	*%	-



Q8A. Which Park District facility, park, or natural areas is your favorite?

	Stat. valid	Public
<i>Unweighted Total</i>	395	30
Pottawatomie Park	25%	20%
Mount St. Mary Park	15%	30%
Pottawatomie Community Center	6%	7%
Delnor Woods Park	6%	-
Pottawatomie Golf Course	5%	10%
Norris Recreation Center	6%	-
Otter Cove Aquatic Park	4%	-
Hickory Knolls Discovery Center	4%	-
Hickory Knolls Natural Area	4%	-
Primrose Farm	3%	3%
Norris Woods Nature Preserve	3%	3%
Ferson Creek Fen Nature Preserve	3%	-

James O. Breen Community Park	3%	-
East Side Sports Complex	2%	3%
PCC's Adult Activity Center	2%	3%
Swanson Pool	2%	3%
Baker Community Center	*%	10%
River View Miniature Golf Course	1%	3%
Paddlewheel Riverboats	1%	-
Langum Park	1%	-
Boy Scout Island	*%	3%
Sportsplex	1%	-
Primrose Farm Park	1%	-
River Bend Community Park	*%	-
Otter Creek Bend Wetland Park	*%	-
Timber Trails Park	*%	-
Other	2%	-

Q8B. Why is this Park District facility, park, or natural area your favorite?

Coding is in progress; open-end results to be included in full analysis

Q9. Which of those facilities, parks, or natural areas have you or a household member visited in the past 12 months?

	Stat. valid	Public
<i>Unweighted Total</i>	411	30
Pottawatomie Park	75%	83%
Mount St. Mary Park	64%	80%
Pottawatomie Community Center (PCC)	43%	57%
Delnor Woods Park	36%	53%
James O. Breen Community Park	35%	40%
Hickory Knolls Discovery Center	30%	40%
Langum Park	29%	33%
Otter Cove Aquatic Park	28%	40%
Hickory Knolls Natural Area	27%	23%
Primrose Farm	24%	37%
River View Miniature Golf Course	24%	47%
Pottawatomie Golf Course	23%	33%
Ferson Creek Fen Nature Preserve	23%	27%

Primrose Farm Park	22%	30%
Norris Recreation Center	21%	20%
Swanson Pool	20%	37%
Baker Community Center	18%	43%
Norris Woods Nature Preserve	18%	27%
East Side Sports Complex	17%	13%
Paddlewheel Riverboats	13%	17%
Boy Scout Island	13%	7%
Sportsplex	11%	17%
Otter Creek Bend Wetland Park	8%	3%
River Bend Community Park	7%	7%
Timber Trails Park	7%	3%
Haines Gymnasium	6%	10%
PCC's Adult Activity Center	6%	7%
STC Underground Teen Center	1%	7%
Other	5%	3%
None of the above	4%	-

Q10. Rate your satisfaction with aspects of the facilities/parks you recently visited:

A. Overall satisfaction

	Stat. valid	Public
<i>Unweighted Total</i>	404	30
Completely satisfied (9-10)	68%	73%
Very satisfied (8)	21%	10%
Somewhat satisfied (6-7)	8%	3%
Neutral (5)	3%	10%
Dissatisfied (0-4)	1%	3%
Mean	8.81	8.53
Median	9.00	9.00

C. Access (parking, paths, entrance/exits)

	Stat. valid	Public
<i>Unweighted Total</i>	403	30
Completely satisfied (9-10)	66%	70%
Very satisfied (8)	21%	13%
Somewhat satisfied (6-7)	8%	10%
Neutral (5)	4%	3%
Dissatisfied (0-4)	1%	3%
Mean	8.79	8.60
Median	9.00	9.00

B. Cleanliness, maintenance, upkeep

	Stat. valid	Public
<i>Unweighted Total</i>	399	29
Completely satisfied (9-10)	65%	66%
Very satisfied (8)	24%	17%
Somewhat satisfied (6-7)	7%	7%
Neutral (5)	2%	7%
Dissatisfied (0-4)	3%	3%
Mean	8.75	8.59
Median	9.00	9.00

D. Safety

	Stat. valid	Public
<i>Unweighted Total</i>	403	28
Completely satisfied (9-10)	74%	71%
Very satisfied (8)	19%	21%
Somewhat satisfied (6-7)	4%	4%
Neutral (5)	2%	4%
Dissatisfied (0-4)	1%	-
Mean	9.07	8.93
Median	9.00	9.00

Q11. If you are dissatisfied with any facility or park, which location(s) and why?

Coding is in progress; open-end results to be included in full analysis

Q12. What personal safety concerns have you had?

	Stat. valid	Public
<i>Unweighted Total</i>	402	30
Limited sightlines	2%	3%
Heavy foliage	3%	7%
Parking Lots	5%	3%
Physical safety on trails/path surfaces (fall/trip risk)	5%	13%
None of the above	88%	77%

Q13. At Which Park District location(s) have you had personal safety concerns?

Coding is in progress; open-end results to be included in full analysis



Q14A. Do you or any household members use or have a need or interest in the following amenities?

	Stat. valid	Public			
<i>Unweighted Total</i>	413	30	Outdoor tennis/pickleball courts	30%	40%
Natural areas	59%	67%	Dog park	24%	20%
Indoor walking track	46%	60%	Dance studio	14%	20%
Fitness center/exercise studio	46%	60%	Outdoor basketball courts	7%	7%
Outdoor flushable toilets	46%	43%	Outdoor cricket fields	2%	-
Indoor pool	35%	43%	Other	9%	20%
Indoor multiuse sport courts	35%	30%	None of the above	7%	3%

Q14B. How well are those needs or interests are being met, whether they are provided by the Park District or any other source?

MEANS	Stat. valid	Public	TOP 2 BOX	Stat. valid	Public
<i>Unweighted Total</i>	366	29	<i>Unweighted Total</i>	366	29
Natural areas	4.38	4.30	Natural areas	86%	95%
Fitness center/exercise studio	3.65	3.50	Fitness center/exercise studio	59%	50%
Outdoor basketball courts	3.56	3.00	Outdoor tennis/pickleball courts	52%	50%
Outdoor tennis/pickleball courts	3.40	3.42	Outdoor flushable toilets	32%	31%
Dog park	3.35	3.67	Indoor multiuse sport courts	37%	44%
Dance studio	3.34	3.00	Dog park	47%	50%
Indoor multiuse sport courts	3.22	3.67	Indoor pool	28%	15%
Outdoor flushable toilets	3.04	3.38	Indoor walking track	17%	22%
Indoor pool	2.75	2.46	Dance studio	47%	17%
Indoor walking track	2.31	2.22	Outdoor basketball courts	58%	-
Outdoor cricket fields	1.66	-	Outdoor cricket fields	22%	-
Other	2.46	1.83	Other	30%	-

Q15. Which amenity do you think should be the top priority for the Park District to provide, add, or improve?

	Stat. valid	Public			
<i>Unweighted Total</i>	382	29	Indoor multiuse sport courts	8%	7%
Natural areas	17%	21%	Outdoor tennis/pickleball courts	7%	-
Indoor walking track	15%	24%	Dog park	4%	7%
Outdoor flushable toilets	16%	3%	Dance studio	1%	-
Fitness center/exercise studio	11%	14%	Outdoor basketball courts	*%	-
Indoor pool	9%	10%	Other	6%	14%
			None of the above	7%	-

Q16A. If you or any household member uses or has a need or interest in the following recreational activities by age group

	Stat. valid	Public
<i>Unweighted Total</i>	412	30
Non-sports programs, ages 50+	31%	33%
Sports/athletics, ages 16+	28%	27%
Sports/athletics, ages 50+	28%	23%
Non-sports programs, ages 16+	21%	27%
Sports/athletics, ages under 5	14%	3%
Sports/athletics, ages 5-10	11%	27%
Non-sports programs, ages 5-10	10%	33%
Non-sports programs, ages under 5	12%	7%
Sports/athletics, ages 11-15	9%	7%
Non-sports programs, ages 11-15	8%	10%
Other	4%	-
None of the above	22%	13%

Q16B. - How well are those needs or interests are being met, whether they are provided by the Park District or any other source?

MEANS	Stat. valid	Public	TOP 2 BOX	Stat. valid	Public
<i>Unweighted Total</i>	301	26	<i>Unweighted Total</i>	301	26
Non-sports programs, ages 5-10	3.87	3.30	Non-sports programs, ages 50+	55%	30%
Sports/athletics, ages 5-10	3.78	3.62	Sports/athletics, ages 50+	37%	14%
Non-sports programs, ages under 5	3.61	4.00	Sports/athletics, ages 16+	35%	12%
Sports/athletics, ages under 5	3.48	3.00	Non-sports programs, ages 16+	38%	25%
Non-sports programs, ages 50+	3.50	3.10	Non-sports programs, ages 5-10	69%	30%
Sports/athletics, ages 11-15	3.26	3.50	Sports/athletics, ages 5-10	60%	50%
Non-sports programs, ages 11-15	3.26	3.33	Sports/athletics, ages under 5	55%	-
Sports/athletics, ages 50+	3.18	3.00	Non-sports programs, ages under 5	51%	100%
Sports/athletics, ages 16+	3.06	3.12	Sports/athletics, ages 11-15	44%	50%
Non-sports programs, ages 16+	2.98	3.38	Non-sports programs, ages 11-15	48%	33%
Other	2.09	-	Other	4%	-



Q17. Which recreational activity do you think should be the top priority for the Park District to provide, add, or improve?

	Stat. valid	Public
<i>Unweighted Total</i>	413	26
Non-sports programs, ages 50+	15%	35%
Sports/athletics, ages 50+	14%	12%
Sports/athletics, ages 16+	13%	8%
Non-sports programs, ages 16+	8%	12%
Sports/athletics, ages under 5	5%	-
Non-sports programs, ages under 5	4%	4%
Non-sports programs, ages 5-10	3%	12%
Sports/athletics, ages 5-10	3%	12%
Non-sports programs, ages 11-15	3%	8%
Sports/athletics, ages 11-15	3%	-
Other	3%	-
None of the above	27%	-

Q18. What specific program(s) or event(s) would you like the Park District to offer for the top priority for the Park District to provide, add or improve?

Coding is in progress; open-end results to be included in full analysis

Q19. Rate the overall value that the District represents, given its 8% share of property taxes.

	Stat. valid	Public
<i>Unweighted Total</i>	408	30
Excellent value (9-10)	39%	40%
Great value (8)	26%	27%
Good value (6-7)	19%	7%
Average value (5)	9%	17%
Poor value (0-4)	7%	10%
Mean	7.65	7.33
Median	8.00	8.00

Q20. Rate the importance of each goal or initiative, considering that it may result in higher costs or property taxes.

A. Acquiring land for additional open space and recreation

	Stat. valid	Public
<i>Unweighted Total</i>	401	30
Extremely important (9-10)	26%	37%
Very important (8)	15%	10%
Somewhat important (6-7)	24%	7%
Neutral (5)	17%	23%
Unimportant (0-4)	19%	23%
Mean	6.35	6.30
Median	6.00	7.00

B. Creating a safe space to assist people of all ages and abilities cope with sensory sensitivities

	Stat. valid	Public
<i>Unweighted Total</i>	399	29
Extremely important (9-10)	23%	31%
Very important (8)	12%	7%
Somewhat important (6-7)	16%	10%
Neutral (5)	27%	24%
Unimportant (0-4)	22%	28%
Mean	5.98	5.69
Median	6.00	5.00

C. Maintaining existing parks and facilities to meet the community's recreation needs

	Stat. valid	Public
<i>Unweighted Total</i>	404	30
Extremely important (9-10)	54%	57%
Very important (8)	21%	10%
Somewhat important (6-7)	14%	20%
Neutral (5)	8%	7%
Unimportant (0-4)	3%	7%
Mean	8.26	8.17
Median	9.00	9.00

D. Providing or improving trail connections

	Stat. valid	Public
<i>Unweighted Total</i>	399	30
Extremely important (9-10)	35%	37%
Very important (8)	16%	10%
Somewhat important (6-7)	22%	23%
Neutral (5)	17%	17%
Unimportant (0-4)	9%	13%
Mean	7.16	7.03
Median	8.00	7.00

E. Providing wireless connectivity (free Wi-Fi) at the District's most visited parks

	Stat. valid	Public
<i>Unweighted Total</i>	400	30
Extremely important (9-10)	14%	17%
Very important (8)	5%	3%
Somewhat important (6-7)	8%	17%
Neutral (5)	22%	20%
Unimportant (0-4)	51%	43%
Mean	3.95	4.20
Median	4.00	5.00

F. Renovating the Refreshment Stand building and updating the miniature golf course in Pottawatomie Park

	Stat. valid	Public
<i>Unweighted Total</i>	402	30
Extremely important (9-10)	8%	17%
Very important (8)	12%	10%
Somewhat important (6-7)	23%	27%
Neutral (5)	26%	20%
Unimportant (0-4)	31%	27%
Mean	4.96	5.33
Median	5.00	6.00



[CONT'D] Q20. Rate the importance of each goal or initiative, considering that it may result in higher costs or property taxes.

G. Restoring the aging hardscape features including historic stonework and structures in Pottawatomie Park

	Stat. valid	Public
<i>Unweighted Total</i>	401	30
Extremely important (9-10)	21%	27%
Very important (8)	15%	10%
Somewhat important (6-7)	25%	27%
Neutral (5)	19%	27%
Unimportant (0-4)	20%	10%
Mean	6.24	6.47
Median	6.00	6.50

H. Expanding indoor space locations to meet the community's recreational needs

	Stat. valid	Public
<i>Unweighted Total</i>	402	29
Extremely important (9-10)	26%	24%
Very important (8)	12%	17%
Somewhat important (6-7)	28%	24%
Neutral (5)	24%	7%
Unimportant (0-4)	10%	28%
Mean	6.63	6.00
Median	7.00	6.00

Q21. Thinking of all the potential initiatives, which is the one that you think should be the top priority for the Park District?

	Stat. valid	Public
<i>Unweighted Total</i>	393	30
Maintaining existing parks and facilities to meet the community's recreation needs	34%	33%
Expanding indoor space locations to meet the community's recreational needs	18%	20%
Acquiring land for additional open space and recreation	18%	13%
Providing or improving trail connections	14%	13%
Restoring the aging hardscape features including historic stonework and structures in Pottawatomie Park	7%	3%
Creating a safe space to assist people of all ages and abilities cope with sensory sensitivities	5%	10%
Renovating the Refreshment Stand building and updating the miniature golf course in Pottawatomie Park	2%	-
Providing wireless connectivity (free Wi-Fi) at the District's most visited parks	1%	3%
None of the above	1%	3%

Q22. The Park District is considering various options to meet the community's demand for indoor recreational space. Would you oppose or support this initiative?

	Stat. valid	Public
<i>Unweighted Total</i>	409	30
SUPPORT	85%	87%
OPPOSE	15%	13%
Strongly support	46%	63%
Somewhat support	39%	23%
Somewhat oppose	11%	3%
Strongly oppose	4%	10%

Q23. The Park District recently implemented a "carry-in/carry-out" program. Would you support the Park District continuing this initiative at more parks?

	Stat. valid	Public
<i>Unweighted Total</i>	407	30
Yes	82%	80%
No	18%	20%

Q24. When you seek information about the Park District and its programs, parks, facilities or services, from what sources do you get that information?

	Stat. valid	Public
<i>Unweighted Total</i>	410	30
Referencing the Park District's printed seasonal activity guide	77%	73%
Using the Park District online opportunities	65%	67%
Relying on word of mouth from family, friends or neighbors	31%	20%
Receiving a Park District e-newsletter	26%	37%
Following social media platforms	20%	27%
Calling the St. Charles Park District main office or one of its facilities	12%	7%
Reading a local news source (print or online)	9%	-
Using the new Follow Your Interest webpage	3%	3%
Using the new text messaging number	2%	10%
Other	2%	-
None of the above	-	3%



Q25. Rank your most preferred sources of information.

#1 Most Preferred	Stat. valid	Public
<i>Unweighted Total</i>	413	30
Referencing the Park District's printed seasonal activity guide	44%	43%
Calling the St. Charles Park District main office or a facility	2%	-
Using the Park District online opportunities	29%	23%
Receiving a Park District e-newsletter	6%	7%
Using the new text messaging number	*%	-
Using the new Follow Your Interest webpage	*%	-
Following social media platforms	4%	10%
Relying on word of mouth from family, friends or neighbors	1%	-
Reading a local news source	1%	-
Other	2%	-

Top 2 Preferences	Stat. valid	Public
<i>Unweighted Total</i>	413	30
Referencing the Park District's printed seasonal activity guide	62%	63%
Calling the St. Charles Park District main office or a facility	6%	-
Using the Park District online opportunities	51%	50%
Receiving a Park District e-newsletter	12%	13%
Using the new text messaging number	*%	-
Using the new Follow Your Interest webpage	1%	-
Following social media platforms	11%	17%
Relying on word of mouth	9%	3%
Reading a local news source	3%	-
Other	2%	-

Q26. In what year were you born? (Age shown below)

	Stat. valid	Public
<i>Unweighted Total</i>	401	30
Under 35	22%	-
35 to 44	17%	33%
45 to 54	19%	23%
55 to 64	21%	13%
Over 65	21%	30%
Mean	50.86	54.73
Median	51.00	51.50

Q27. Including yourself, how many people live in your household?

	Stat. valid	Public
<i>Unweighted Total</i>	407	30
One (I live alone)	21%	7%
Two	33%	50%
Three	20%	3%
Four	16%	30%
Five or more	10%	10%
Mean	2.60	2.90
Median	2.00	2.00

Q28. How many household members are under age 18?

	Stat. valid	Public
<i>Unweighted Total</i>	320	28
None	62%	61%
One	13%	7%
Two	17%	25%
Three or more	8%	7%
Mean	1.90	2.09
Median	2.00	2.00

Q29. Are you or any household member currently a pass holder of a St. Charles Park District facility or a registered Park District program participant?

	Stat. valid	Public
<i>Unweighted Total</i>	408	30
Yes	45%	43%
No	55%	57%

Q30. Which of the following identifies your ethnicity?

	Stat. valid	Public
<i>Unweighted Total</i>	405	30
White	87%	100%
Asian	7%	3%
Black/African American	4%	0%
Middle Eastern or North African	2%	0%
American Indian or Alaska Native	1%	0%
Other	7%	0%

Q31. Are you of Hispanic, Latino, or Spanish origin?

	Stat. valid	Public
<i>Unweighted Total</i>	400	30
Yes	7%	7%
No	93%	93%

Q32. In which region do you live?

	Stat. valid	Public
<i>Unweighted Total</i>	413	*
A Northwest	16%	*
B West	14%	*
C Southwest	26%	*
D Northeast	7%	*
E East	20%	*
F Southeast	18%	*

* Region determined based on address; unavailable for public survey participants