

# COMMUNITY SURVEY FOR THE GLEN ELLYN PARK DISTRICT

NOVEMBER 2021

**aQity Research & Insights**

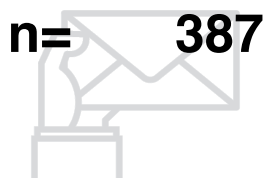
Evanston, IL

# Table of Contents

<b>SECTION</b>	<b>PAGE</b>
Methods	3
Sample Demographics	4
Executive Summary: Key Findings	6
Detailed Findings:	
I. Overall Opinions	18
II. Glen Ellyn Park District (GEPD) Facility and Park Usage	39
III. Levels of Interest and Unmet Needs: Outdoor Amenities/Facilities	53
IV. Levels of Interest and Unmet Needs: Indoor Amenities/Facilities	60
V. GEPD Programs/Events	68
VI. Support Level for Potential GEPD Initiatives/Improvements	79
VII. Final Suggestions/Priorities for GEPD	87
Appendices:	89
Differences on Support/Opposition for Potential GEPD Initiatives	90
Postcard Invitation	92
Topline Report	93

## Research Methods

- These findings are based on a random sample of n=499 Glen Ellyn households.
- Data collection was between September 7 and October 12, 2021. The printed survey and/or postcard invitations for the online survey option were sent by USPS to a random sample of over 12,857 Glen Ellyn households. All mailings included options to complete the survey by mail, online, or phone.



**RE  
112**

- This respondent sample was weighted to match updated US Census data for Glen Ellyn (by region, gender, age, ethnicity, and percentage of households with children). Assuming no sample bias, the margin of error is +/- 4.4% (at the 95% confidence level) \*.
- Throughout the report, statistically meaningful differences (at the 95% confidence level) are identified. If responses from a demographic group are not reported, this means that the response from that segment was generally in line with the overall response.

## Methods: Sample Demographics

### Gender\*

Male	48%
Female	52%
Prefer to self-describe	-

### Age\*

<35	11%
35-44	22%
45-54	21%
55-64	20%
65+	26%
Mean (years)	53

### Children in Household\*

Yes	39%
No	61%

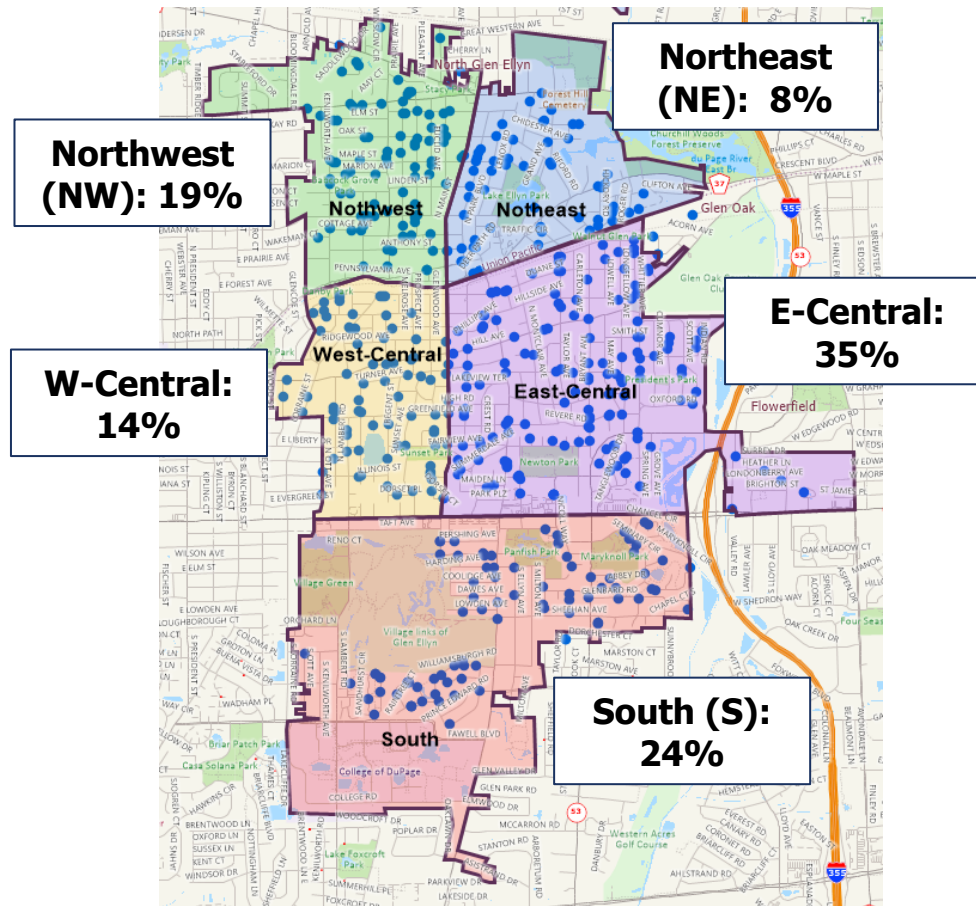
### Length of Residence in Glen Ellyn

< 5 yrs.	18%
5-9 yrs.	20%
10-19 yrs.	17%
20-29 yrs.	15%
30+ yrs.	30%
Mean (years)	20

### Ethnicity\*

White/Caucasian (non-Hispanic)	90%
Other (Asian, Hispanic, Black/ African American)	10%

**Methods: Sample Demographics \***



# Executive Summary: Key Findings

## Overall Opinions

### Glen Ellyn Residents Hold the GEPD in Very High Esteem

- On a zero through ten rating scale, the GEPD averages a very positive score of 8.1, which is higher than esteem ratings for all other local agencies tested. < pg. 19 >
  - The DuPage County Forest Preserve District ranks second in overall ratings (average 7.6), followed by Glenbard Township High School District 87 (7.4)
  - All other local agencies have lower (yet still favorable) scores averaging between 6.5 and 7.0.
- Overall, 90% have a favorable opinion of the GEPD (including nearly half – 42% -- who give scores of 9 or 10). By contrast, only 4% have a negative opinion, and another 6% are neutral.
  - Its ratio of favorable to unfavorable ratings is better than 22:1.
  - All subgroups in the community give favorable ratings (at least 7.4 or higher). The highest scores tend to come from households with children and residents in the W-Central region. < pg. 20 >
- The District's ratings are slightly better than the benchmark for all DuPage County park agencies (7.7 average) and are far higher than the statewide benchmark (7.2). < pg. 21 >

## Overall Opinions – Cont'd

Similarly, the District is Considered a "Very Good" Overall Value

- On average, residents estimate that about 7% of their property taxes go to the GEPD (nearly double its actual 4% share of property taxes). < pp. 35-36>
- When informed that it receives 4%, residents on average rate the District a "very good" value overall (average 8.0 on a 0-10 scale).
  - A clear majority (82%) rate it at least a good value, include 48% who say it is an excellent value (scores of 9 or 10).
  - Five percent feel it is a poor value, and the rest (13%) rate it "average".
- The GEPD's value scores exceed benchmarks for DuPage County districts (averaging 7.4), and the statewide scores (6.7). < pg. 37>
  - This is largely due to a higher percent of "very good" ratings for the District (score of 8 on a 0-10 scale).
- The highest ratings come from households with children, adults aged 35-44, and residents in the NE, NW and W-Central regions. < pg. 38>
- Lower than average value ratings (but still positive) tend to come from residents in the S region, older adults (ages 55+), and households without children.
  - Still, these scores still average 7.2 or higher (considered a "good" overall value).
  - Only the few who have not used any GEPD parks, trails, playgrounds or nature areas, nor attended none of the District's programs or events in the past 2 to 3 years (n=30) give "average" value ratings (5.5).



## Overall Opinions: Perceived Strengths and Weaknesses (open-ended)

### GEPD Programs and Events Are Considered its Biggest Strengths, Followed by Parks/Trails and its Facilities

- When asked what they like most about the Glen Ellyn Park District and what represents its strengths, nearly nine in ten offered a response (88%), most often its programs and events (cited by 58%, especially the variety of activities, good youth programs specifically, quality of programs and events in general, and offering programs for all ages). < pp. 22 - 27 >
- Three out of ten (31%) cite the District's parks and trails, most often their level of maintenance, variety and number of parks, greenspace and nature areas, and child-friendly parks and playgrounds.
- About as many (29%) like the GEPD's facilities, most often Ackerman Sports & Fitness Center and Sunset Pool.
- Another 23% cite the GEPD staff and management (knowledgeable, helpful, good outreach, inclusive, organized).

### One Third Could Not Identify Any Weaknesses or Improvement Needs for the District

- In a separate question, 34% either were unfamiliar with any needed improvements (21%) or have no dislikes for the GEPD (13%). The rest most often suggested: < pp. 28-34 >
  - Staff/Administrative improvements (31%), most often more staff and/or better instructors, more communication and outreach, more equitable opportunities/resources through the community (especially in the S region), perceived waste, and COVID-related protocols.
  - Program/Event suggestions (28%), most often more and better youth programs (8%) as well as more for seniors (4%) or adults in general (4%).
  - Building/Facility comments (27%), mostly the need for an indoor pool (9%), upgrades at Sunset Pool (5%), or comments related to Ackerman Sports & Fitness Center (upkeep, improvements, better enforcement of COVID measures).

## Recent Visits And Satisfaction with GEPD Parks, Playgrounds and Nature Areas

**Overall, 93% of Respondents Report Visits to GEPD Parks, Playgrounds, and Nature Areas in the Past 12 Months**

- At least half of all respondents said that they or someone in their household in the past year have been to or visited: < pg. 40>
  - Lake Ellyn Park (79% of all residents)
  - Ackerman Park (63%)
  - Newton Park (51%)
  - Maryknoll Park (50%)
- Nearly half have also been to Sunset Park (44%).
- Other parks, trails, and/or facilities are cited by about a third (31%) of respondents or fewer (most often Main Street Park and Prairie Path Park).

**Recent Users/Visitors Are Extremely Satisfied with These GEPD Parks, Playgrounds and Nature Areas**

- When recent visitors rate their satisfaction with these locations, at least nine out of ten are satisfied with the: < pp. 43 - 44>
  - Overall experience (94% satisfied, including 59% completely satisfied)
  - Safety (94%, including 66% completely satisfied – the highest response)
  - Accessibility (94%, with 61% completely satisfied)
  - Cleanliness and upkeep (94%, with 60% completely satisfied)
  - Amenities provided (91%, including 56% completely satisfied).
- Any specific concerns or complaints – usually at the most visited locations -- mostly center around: < pg. 45>
  - More trash/recycling bins needed (in general and at Newton and Lake Ellyn Parks)
  - Better maintenance/upkeep (especially at Lake Ellyn Park)
  - More parking (mostly at Ackerman Park)
  - More updates needed (especially at Panfish Playground)

## Recent Visits And Satisfaction with GEPD Indoor and Outdoor Facilities

Similarly, Nearly 9 Out of 10 Respondents Report Visits/Using GEPD Facilities in the Past 24 Months

- Overall, 86% said that in the past two years, someone in their household has been to a District facility (indoor or outdoor). Most often they have visited/used: < pg. 46>
  - Ackerman Sports & Fitness Center (58% of all residents)
  - Lake Ellyn Boathouse (48%)
  - Sunset Pool (40%)
  - Holes & Knolls Miniature Golf (34%)
  - Main Street Recreation Center (29%)
- About one in four have also been to the athletic fields at Newton Park, the soccer fields at Ackerman Park, the Spring Avenue Rec Center, Maryknoll Splash Park, or GEPD tennis courts throughout the community.

As With the Parks and Playgrounds, Satisfaction with GEPD Facilities is Extremely Positive

- High satisfaction scores for the facilities are in line with those for the District's parks, playgrounds and nature areas. Among recent facility users, virtually everyone is at least somewhat satisfied with the: < pp. 49  
-50>
  - Overall experience (96% satisfied, including 58% completely satisfied)
  - Safety (97%, including 68% completely satisfied – the highest response)
  - Accessibility (96%, with 61% completely satisfied)
  - Cleanliness and upkeep (95%, with 57% completely satisfied)
  - Service experience with GEPD staff (90%, including 59% completely satisfied).
- Relatively few (12%) offer concerns or criticisms about these facilities, most often: < pg. 51>
  - Need more parking (in general, and at Ackerman Sports & Fitness Center)
  - More updates (especially Sunset Pool, Main Street Rec Center)
  - More/better maintenance (throughout facilities in general – very scattered response)

## Interest and Unmet Needs: Specific Outdoor Facility/Amenities Assessment

**From a List of Outdoor Facilities, Demand is Highest for Outdoor Pools/Water Parks and Picnic Areas, But Those Needs are Currently Being Met**

- Most residents express a need or interest in outdoor swimming pools/water parks (58%), and nearly half (46%) are also interested in picnic shelters/areas. < pp. 54-56>
  - Nearly three in ten express an interest in/need for a refrigerated outdoor ice rink (29%) or outdoor tennis courts (28%).
  - One in five have a need for outdoor basketball or pickleball courts (20% and 18%, respectively).
  - All other outdoor facilities tested generate less interest.
- The two top priorities -- outdoor pools/water parks and picnic shelters/areas -- are already seen as sufficiently available relative to their levels of demand. < pp. 57-58>
- In addition, those interested in tennis courts, basketball courts, and a skateboard park (lowest level of demand) usually report that those amenities are already in place.
- The areas representing a “gap” (meaning relatively higher demand that is not being met) include a refrigerated outdoor ice rink, pickleball courts, volleyball courts, and community garden plots.
  - Of these, only a refrigerated ice rank emerges among the top priorities for the GEPD (with 22% saying it should be one of three most important improvements that the District should consider/pursue).

## Interest and Unmet Needs: Specific Indoor Facility/Amenities Assessment

### Interest/Demand for Indoor Facilities Centers Mostly on an Indoor Pool and Fitness/Exercise Facilities

- Of these top two priorities, an indoor pool represents a clear “gap” between its level of high demand vs. the relatively small percent who feel this type of facility is currently available in the community. < pp. 61-64 >
  - By comparison, those interested in fitness/exercise facilities clearly feel that this need is already being met.
  - Interest in an indoor pool is especially high among households with children, residents ages 35-44, those in the NW region, and who have lived in the community 5-19 years.
- About one in four are interested in a facility for active older adults (24%), which also represents a “gap” (as only about 30% of these respondents feel this need is being met currently).
- Nearly as many are also interested or express a need for:
  - Indoor athletic turf fields: Cited by 21% (most of whom feel this need is being met)
  - Indoor basketball/volleyball courts: 21% (also meeting demand)
  - A gymnastics studio: 18% (mostly not being met, representing a “gap”)
  - Indoor tennis courts: 15% (similar demand as a gymnastics studio, but currently less available – a bigger “gap”).
- In terms of priorities, an indoor pool and fitness/exercise facilities rank highest, followed by an active older adult center. < pg. 65 >

## GEPD Programs and Events

### Satisfaction is Especially Strong for GEPD Programs and Events

- Nearly half (48%) report someone in their household participating in a District program in the past two years, and two-thirds (66%) said someone has attended a GEPD event in the past three years. < pp. 69, 72>
- The top decision driver for program participation is clearly proximity of the program or facility, followed by perceived quality of the experience. Most remaining decision factors are generally tied for third (e.g., program variety, having friends participate as well, quality of instructors/coaches, fees). < pp. 69-71>
- Satisfaction with these programs is likewise strong, with 95% expressing at least some satisfaction (including 45% completely satisfied).
  - Only three percent are dissatisfied and offer suggestions, mostly around better or more coaches/instructors, more yoga classes, and more consistency across programs (quality, curriculum, etc.).
- Those attending GEPD events in the past three years usually cite the July 4<sup>th</sup> activities (35% of all residents), Lake Ellyn Cardboard Regatta (28%), and Jazz in the Park (20%). < pg. 72>
  - Touch-A-Truck, Movies in the Parks, Glow in the Park Lantern Walk, and Freedom Four 4-Mile Run were each cited by 12% to 15% overall.
- Satisfaction with these events in general is especially high, with an average 0-10 rating of 8.4. < pp. 74-75>
  - 93% are at least somewhat satisfied, including 55% completely satisfied.
  - Only 3% offer suggestions for improvement, mostly around more communication and promotion of events, more for older households (non-child residents), and more availability (shorter lines, more open registration).

## Support/Opposition for Potential GEPD Initiatives

**Knowing that Improvements Could Mean Higher Fees or Taxes, a Majority Supports Several Potential GEPD Initiatives**

- Residents clearly favor upgrades to existing parks the most, including playgrounds and amenities (82% overall support, including 29% strong support).
- Nearly as many (74% overall) would likewise support upgrades to Sunset Pool (including the infrastructure and adding features like a splash pad and/or moving water vortex). Nearly a third overall (31%) strongly supports this improvement.
- Many other potential improvements received 2:1 support overall, including:
  - Acquiring more land for parks, open space and facilities (66% support, including 26% strong support)
  - Improving Churchill Park with trail connectivity, interpretive signage, and pavilion improvements (65%, including 20% strong support)
  - Developing the Lenox Road property (north of St. Charles Rd.) with community gardens, pickleball courts, a dog park, and connectivity to Ackerman Woods and Park (65%, including 22% strong).
- Residents are more divided on:
  - Renovating Village Green Park and the baseball complex (53% support, 47% oppose)
  - Adding an indoor tennis and pickleball facility at Ackerman Sports & Fitness Center (52% support, 48% oppose).
- Residents are least supportive of a gymnastics studio at Ackerman Sports & Fitness Center (44% support, 56% oppose).

< pp. 80-82 >

## Willingness-to-Pay: Property Tax Increase To Cover Proposed Improvements

**Respondents Express a Willingness to Pay Up to \$80 More Per Year (on average)\* in Property Taxes to More Quickly Implement These Improvements**

- Overall, 71% said they would be willing to pay this additional amount to move forward with the improvements tested. < pg. 85>
  - Half of this support is “strong” (36%), with as many residents expressing “not strong” support (35%).
- Similarly, those unwilling to paying more (29%) are divided between being “strongly” (13%) or “not strongly” (16%) opposed.
- Supporters are most likely to include adults ages 35-44, have children in the household, and are among the most recent residents in Glen Ellyn. < pg. 86>
- Opponents are more likely to include both the youngest (under age 35) and oldest adults (ages 65+), do not have any children in the household currently, and those who have lived in the community 20+ years.
  - However, even among these segments, a majority (at least 60%) express support for this question.
  - The only exception is the relatively few (n=30) non-users or participants of GEPD parks, facilities, programs, or events (64% opposed).



## Final Suggestions

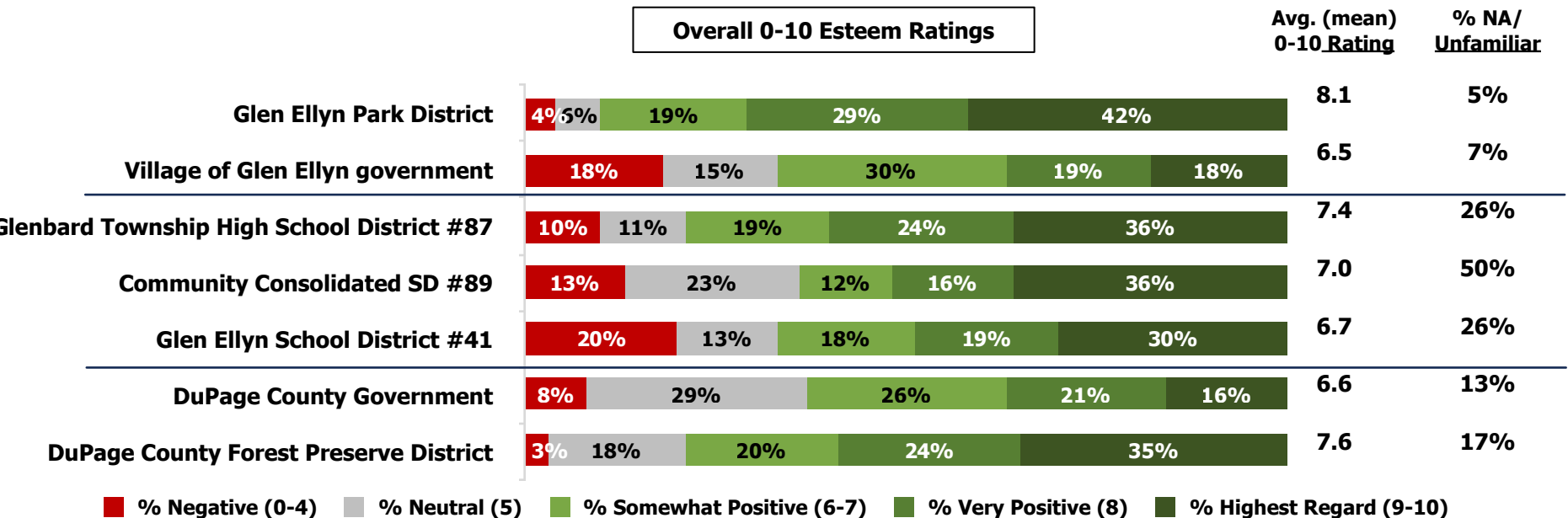
**In a Final Open-Ended Question, Residents Repeat a Range of Priorities or Opportunities for the GEPD Going Forward**

- Topping the list are suggestions for GEPD staff and management (cited by 25%), most often: < pg. 88 >
- More or better communications about District programs, events, news, facilities, etc. (8%)
  - Serving the entire community (5%, again with responses from the S region)
  - Lower taxes/less spending (4%)
- Nearly as many (23%) echo needs for facility improvements, most often:
- An indoor pool (9%)
  - Sunset Pool (5% -- including upgrades, longer season/hours, etc.)
- Eighteen percent suggest program improvements, usually:
- More for youth (5%)
  - More evening and weekend offerings (4%)
  - More for adults in general (3%) and seniors specifically (2%)
- Improve parks/trails/playgrounds (14%), most often:
- More trail connectivity (4%)
  - More open space (3%)

# I. Overall Opinions

**The Glen Ellyn Park District (GEPD) receives the highest overall esteem scores among local agencies, with 90% rating it favorably (vs. only 4% offering negative opinions).**

- On a 0-10 scale, its average 8.1 rating is very positive and is at least a half point higher than the averages for other agencies. The DuPage County Forest Preserve District and Glenbard Township High School District 87 receive the next highest scores (averages of 7.6 and 7.4 respectively).
  - However, the GEPD is better known than these other agencies, with only 5% unfamiliar (vs. 17% and 26% respectively for these other two agencies).
- All local agencies receive favorable ratings overall (averaging 6.5 or higher, considered at least somewhat favorable).



**Each agency tends to get higher or lower than average ratings from specific segments. The Park District does especially well among households with children, and residents in the W-Central region.**

- However, even those giving the GEPD lower than average scores (households without children, NE residents) still offer very positive scores.
- In fact, all agencies receive at least somewhat positive ratings from all segments in the community, even those giving lower than average scores.

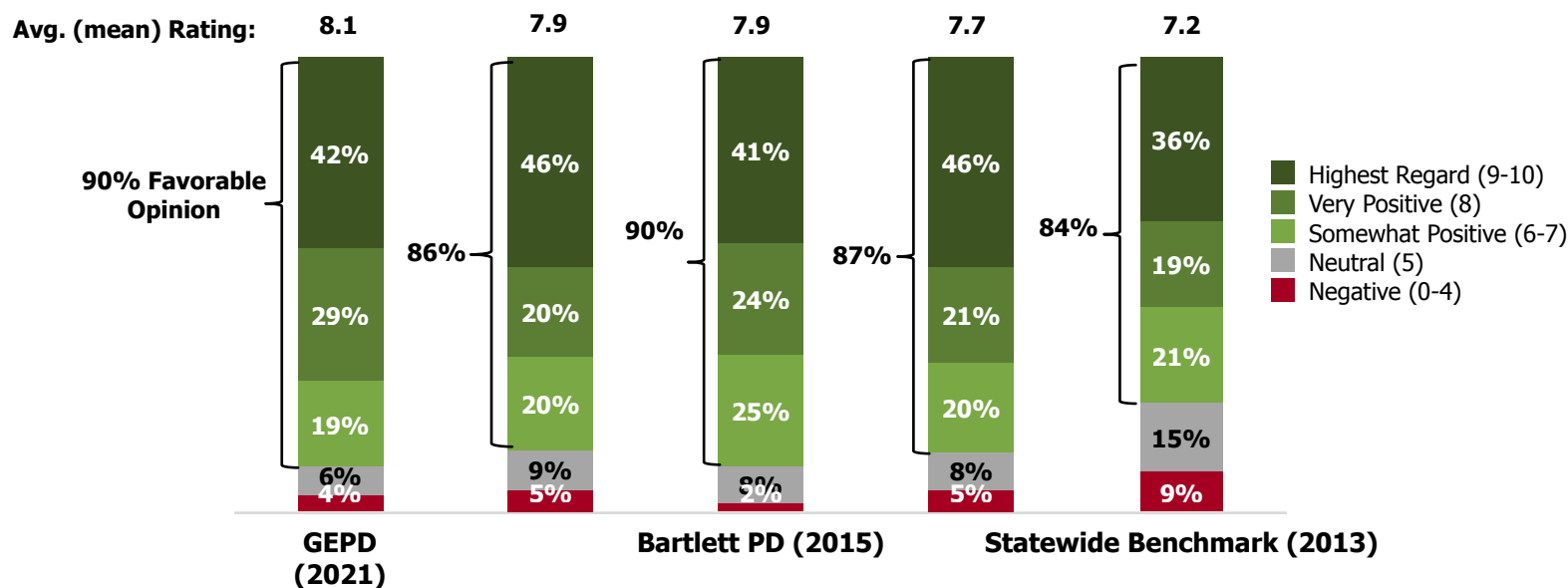
**Differences by Subgroups: Overall Esteem Ratings**

	<b>Overall Avg. Rating (0-10)</b>	<b>Lower Esteem</b>	<b>Higher Esteem</b>
<b>Glen Ellyn Park District</b>	<b>8.1</b>	- NE region (7.4) - No children in household (7.9)	- W-Central region (8.4) - Children in household (8.3)
<b>Village of Glen Ellyn government</b>	<b>6.5</b>	- Ages 45-54 (6.0) - Lived in Glen Ellyn 20-29 yrs. (5.8)	- Ages 65+ (6.7) - Lived in Glen Ellyn < 5 yrs. (7.0), 5-9 yrs. (6.9)
<b>Glenbard Twp. High School #87</b>	<b>7.4</b>	< no meaningful differences >	
<b>Community Consolidated SD #89</b>	<b>7.0</b>	- Women (6.6) - NE region (5.9)	- Men (7.5) - S region (7.6)
<b>Glen Ellyn SD #41</b>	<b>6.7</b>	- Ages 55-64 (6.0) - South region (5.8)	- Ages 35-44 (7.1), 65+ (7.2)
<b>DuPage County government</b>	<b>6.6</b>	< no meaningful differences >	
<b>DuPage County Forest Preserve District</b>	<b>7.6</b>	- Lived in Glen Ellyn 20-29 yrs. (7.0)	- Lived in Glen Ellyn <10 yrs. (7.8)

## Residents' esteem for the GEPD surpasses that of other nearby park district agencies, all of which perform better than the statewide benchmark.

- The 90% who are favorable toward the GEPD is comparable to several local agencies/benchmarks. The GEPD's scores are boosted by a high percentage giving an esteem score of '8' (considered very positive).

**GEPD Overall Esteem vs. Relevant Benchmarks**



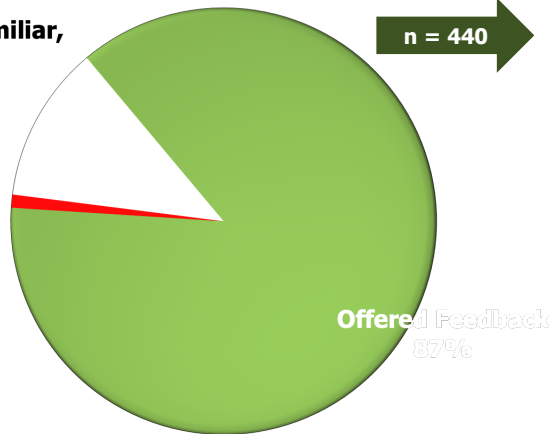
**In an open-ended format, nearly nine out of ten residents offered positive feedback with most citing the GEPD's programs and events, followed by parks and trails.**

- Most often, the Park District's programs and events are the top strength (58%), especially the variety of activities and programs as well as youth programs.
- This is followed by comments about parks and trails (31%, most often the maintenance and variety of local of parks), and the District's buildings and facilities (29%, most often Ackerman Sports & Fitness Center, facilities in general, and Sunset Pool).

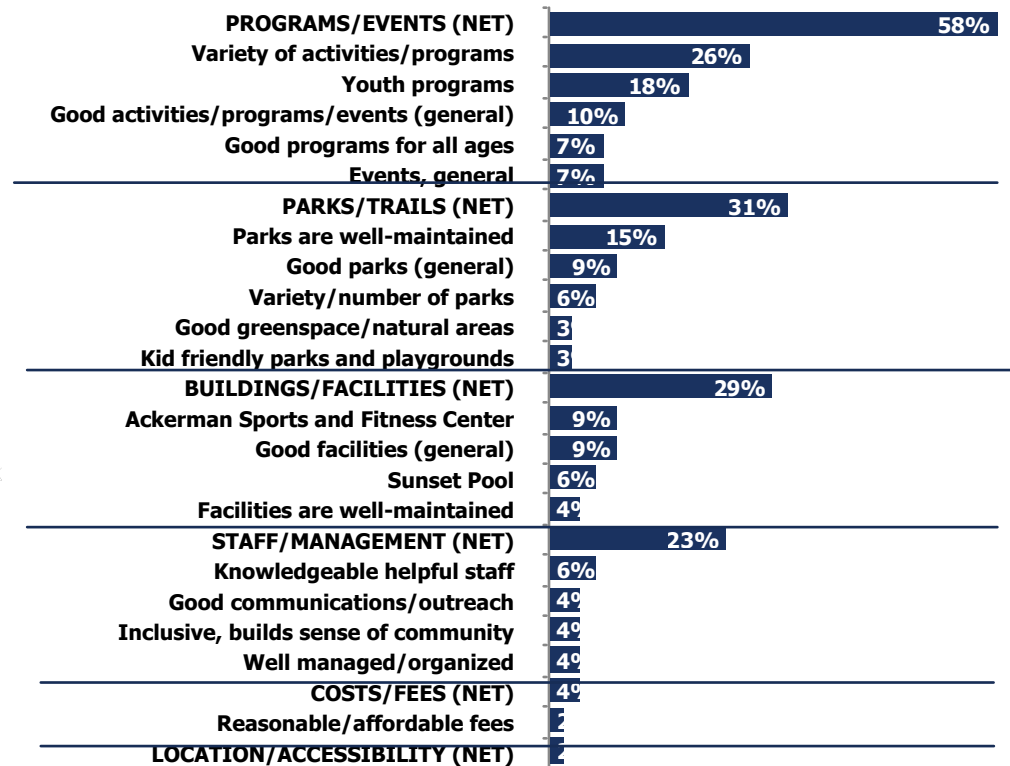
**Feedback on Strengths**

No Feedback/ Not Familiar,  
12%

Nothing I Like/ No Positives  
1%



**Top Strengths (open-ended)**





## Sample Verbatims: Strengths

### **Programs/Events (58%):**

"Programming offered is great with lots of variety."

"The amount of activities - huge variety."

"All the fun various programs and activities."

"Lots of programming for a variety of interests."

"Good mix of programming, nice parks and facilities."

"Lots of activities offered, programs are well-run, staff is professional and caring, facilities are convenient and well-maintained."

"I like the variety of classes and camps offered for my young children. Coach Corey keeps us coming back every season."

"They offer a lot of programming and support for those who need it."

"There's a good mix of programs for kids and adults."

"Wide variety of programming for all ages, especially outdoors programming."

"Variety of activities, Cruisin Adventure Camp, Camp Caravan, communication is above average."

"The programs it offers and special events."

"Provides programming for all ages and stages of life."

"I love the variety of activities for all ages. Especially, young children."

The park district resources, programs and facilities are all excellent. My 3rd and 2nd graders are taking advantage and it is impacting their lives in a positive matter - this is why I came to Glen Ellyn and have no issue paying high taxes even when I didn't have children."

"We like the broad variety of offerings of kid's sports and creativity of classes and experiences."

"They offer a good amount of offerings with the limited staff and support they have. Great special events for families and youth."

"Youth activities are well-run and have a variety of options."

"Leagues for the kids (sports), special classes for seniors."

"Youth sports for all in non-competitive setting very inclusive. Fields well maintained and updated."

"I like the preschool classes from age 2-5 and programming for young children."

"Love their programming: preschool, kindergarten enrichment, programming for kids and families. We have participated in countless classes and events, and they have been wonderful. Also, sports, leagues, teams. I very much appreciated the way the park district followed professional and government guidance as far as Covid. It gave me much confidence that I could trust the protocols put in place. Thank you!!"

"I thought the preschool program was terrific. Both of my children attended, and the teachers were amazing."

"Lots of activities and opportunities for kids. Community events for family. Well-run and well-regarded."

"Seasonal events are great! Variety of classes is nice."

"Community events and communications about them. GEPD consistently offers a wide range of events and activities, geared toward people of different ages and family structures. There seems to be a lot of thought put into providing 'something for everyone.' And that's the foundation for creating and sustaining a fully dimensional, connected community. A real reality. Apart, importantly apart, from social media."

"Great community events, programs for everyone including people with disabilities, beautiful open space."

"Decent programs at Lake Ellyn such as the Thirsty Thursday On The Deck. Fourth of July."



## Sample Verbatims: Strengths (cont'd)

### **Parks/Trails (31%):**

"Parks are well-maintained and clean."

"Well-maintained parks - its responsiveness to problems. One to do with playground equipment; the other, bocce ball courts. Mr. Harris responded quickly."

"The grounds are very well kept at Newton Park."

"Offers well-maintained parks for use by public."

"Parks are well kept -- up-to-date -- useful"

"The GE Park District takes very good care of its parks. I live across the street from one of them, and it is beautifully maintained. The improvements to Lake Ellyn have been wonderful! And the offerings of activities for all age groups and families is outstanding. Our Sunset Pool is a real treasure."

"Maintains the parks to a high standard."

"The parks are always kept in good condition and clean. The maintenance of parks is noteworthy. I love spending time in Glen Ellyn Parks."

"I love the variety of parks from small to large."

"There are a lot of parks in the town, and many are well-maintained. I enjoy walking and riding (biking) around our many parks including the Prairie Path, which cuts right through the center of town, the Great Western Trail, Churchill Woods, and many others. I was glad that you completed the walking/biking path around Ackerman. There are so many great attributes to our parks."

"I like that there are lots of parks!"

"The amount of parks and green space available is very much appreciated. I also am thankful for the maintenance of those parks - updating them as needed and having fun events at them too. They also have a variety of activities for all ages."

"Parks and green spaces developed and maintained by GEPD are wonderful places to visit, play, relax, etc..."

"Nice parks, especially Lake Ellyn."

"Common areas in the parks are clean and well-maintained. I frequent Churchill Park and appreciate the wood-chipped nature trails and natural areas. Also like the buffer zones between the mowed area and wild area. I have seen over 100 different species of birds in that park, and it's because of the environment that the ecologist has developed."

"The Lambert Road garden plots. The open spaces throughout the town, and we can always use more of them."

"LOVE the focus on natural areas. Please continue to lead and expand in this area."

"Provides lots of green spaces that are well kept-up."

"The work done to raise awareness of the natural beauty of Glen Ellyn. Bringing more native plants into Glen Ellyn and having the native plant sale. Work to preserve old growth trees!"

"The parks are well constructed, beautiful, and well-maintained. There are also many of them, which is really nice. Lake Ellyn is an absolute gem."

"The parks - particularly Lake Ellyn Park and the restoration of the land and Boathouse."

"Provides great children's parks and great walking paths."

"Walking trails; children's playgrounds -- including big children -- skateboard area."

"Provides parks for kids."

## Sample Verbatims: Strengths (cont'd)

### **Buildings/Facilities (29%):**

"Enjoy Ackerman exercise facility. Park district is well run & offers a nice variety of programs"

"The Ackerman facility is lovely. Classes are great. Instructors listen to client's opinion."

"The Ackerman Fitness Center is incredibly welcoming and has a wide variety of activities for seniors."

"I like the Ackerman site where you can use machines, walk inside in winter months, and have courts for pickleball."

"Ackerman is clean and well-maintained. Nice walking track. Equipment well-maintained."

"I am also impressed with the health facility at Ackerman in terms of the facility itself and the costs. I don't yet belong, but I intend too soon."

"I like the Ackerman Center, the fitness center and fact that they have personal trainers."

"I like Ackerman Fitness Center. It is clean. Staff is friendly. There are many options for classes & equipment."

"Ackerman has been a real asset to community. The classes offered, plus facility benefit all."

"Lots of parks and facilities, with good variety, from Ackerman to Lake Ellyn Park to Platform tennis to Sunset Pool to skatepark."

"I have enjoyed fitness classes at Ackerman. Sunset Pool was a family favorite."

"It has great facilities. I use Ackerman and Sunset Pool frequently."

"Love the Spring Ave Dog park and the Sunset Pool."

"I am impressed by the cleanness of Ackerman Park Facility. They also try to provide services for seniors who often are overlooked. I appreciate what is done for the seniors for activity and exercise program. Even more would be appreciated like meditation yoga for seniors."

"Nice facilities, well-maintained in general."

"Facilities are very good. Maintenance and capital investment/re-investment are good."

"Sunset Pool, when it's open -- staff worked hard to accommodate lap swimmer."

"The pool is well-kept."

"We have gotten great use out of the pool. We enjoyed park programs as the kids were growing up."

"Sunset Pool--I like that they have at least 1 lap lane available all the time for adults, but on busy days, I wish there were more."

"I am a fan of Sunset Pool and have purchased a season pass for many years."

"Number of facilities available."

"Nicely maintained facilities."

"Maintenance is high quality in all their facilities."

"Nice facilities overall & generally well-maintained. Responsive, qualified staff"

"The facilities are kept well and well spread through the community."

"Over the years, they have championed some great projects like Ackerman and the Paddle Courts."

"Really liked the platform tennis and now pickleball. Need inside pickleball courts for winter."

"I have played tennis at the clay courts for 50 years -awesome- there are very few public clay courts in Illinois!"

"I love the boat house. Sports are great. The pool is clean. The parks are beautiful."

## Sample Verbatims: Strengths (cont'd)

### **Staff/Management (23%):**

"The staff is fantastic. It is very easy to make changes to registrations. Website is good."

"It is relatively uncomplicated to get in touch with the proper staff member who manages an activity or program when I have a question or need more details."

"Responsiveness and helpfulness of staff."

"Everyone I've interacted with has been impressive. Very responsive, customer-focused, and on-point. Brad Thomas especially. The Gators Swim Program blew us away - a lot of that has to do with the culture, again the people were amazing with the kids and the energy and enthusiasm were second to none. We've signed up for a number of other sports (basketball, volleyball, flag football,...) and everything was run well, with no real issues."

"Dave Harris does a great job, fiscally responsible, cleaned up board with great current members. Current board is doing a great job."

"GEPD provides a good service to residents and seems to largely operate in line with what residents expect and need."

"Communicating programs and events to the public."

"Clear communication, friendly staff, and adherence to safety precautions."

"Communicates and Publicizes well. Does a good job running park district and traveling programs. Special events are well organized and attractive."

"They are very accommodating to the community. They are aware of what programs should be run and try and make it welcoming for all."

"Community-oriented. Protects and maintains green space. Provides sports and recreational activities for all ages and interests. Initiates events to bring community together."

"Great people who work hard, have positive energy, and clearly have their constituent's best interest at heart."

"Creates a sense of community. Plans programs for people of all interests and ages."

"Inclusiveness."

"Wide breadth of offerings, clear communication, handled Covid particularly well"

### **Costs/Fees (4%):**

"Senior rates; collaborating with other park districts."

"Provides discounted membership at Ackerman Sport Center."

"Affordable activities."

"Cost effective programs, nice facilities."

"Seems to have a variety of activities which are relatively affordable."

### **Location/Availability (2%):**

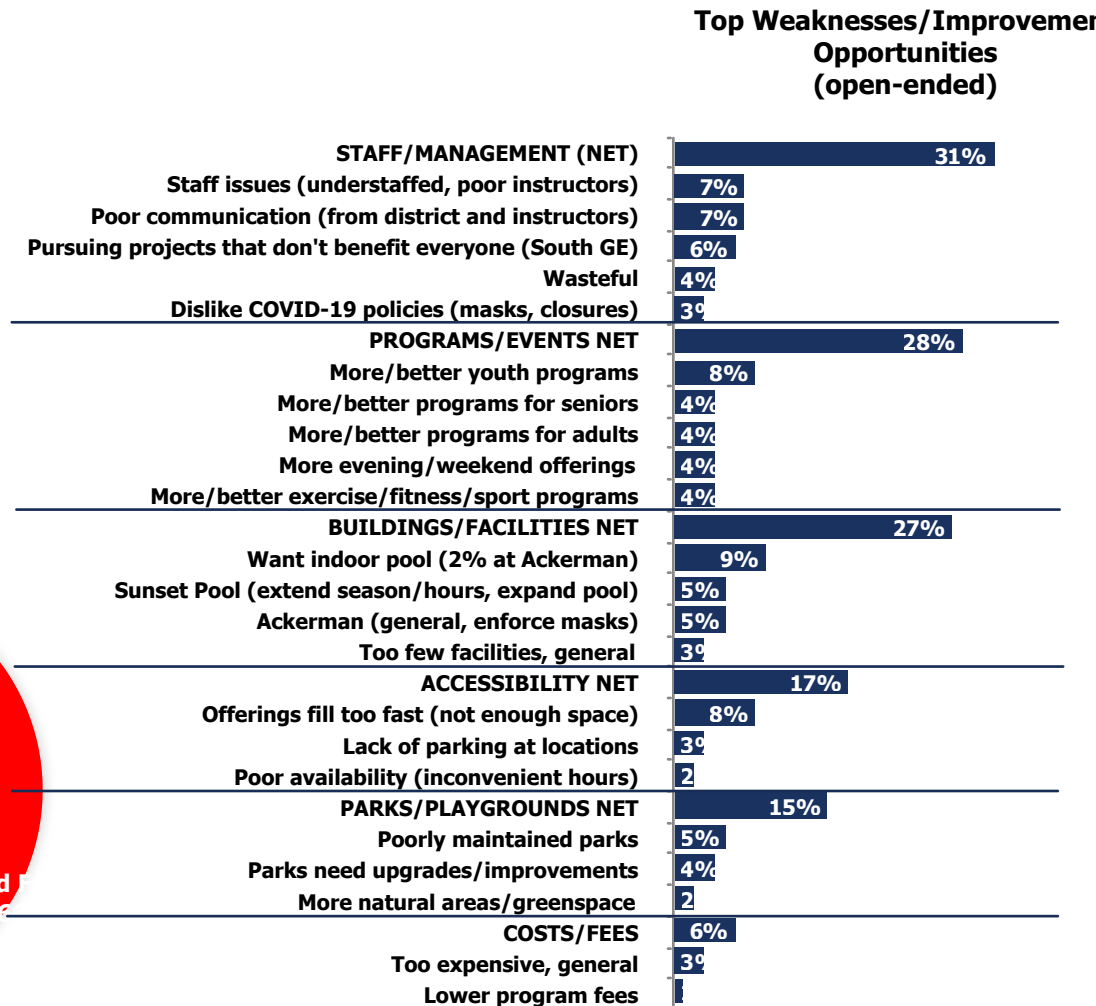
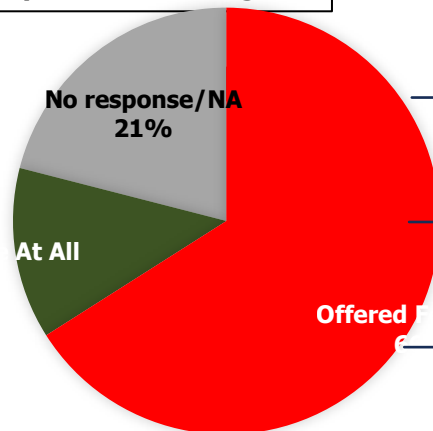
"The parks are clean and there is easy access to them."

"Accessibility, multiple sites, facilities, youth programming"

**In a separate open-ended question, a third (34%) could not offer any dislikes or improvements they want to see from the GEPD (including 13% who said there is nothing they dislike about the District).**

- Those offering feedback are most evenly divided between suggestions for:
  - Administrative/management improvements (31%, most often staffing issues, better communication, and offering more to those in the South part of town).
  - Programs and events (28%, most often more/better youth programs). Other suggestions for more offerings for adults, seniors, or specific times/types of programs are cited less often.
  - Facility issues (27%, usually an indoor pool, improvements and/or more hours at Sunset Pool, or comments about Ackerman Sports & Fitness Center).

**Weaknesses/Improvements Sought**





## Sample Verbatims: Weaknesses/Improvements

### Staff/Management (31%):

"My biggest frustration has always been with the level of coaching in various programs. I coached both boys and girls in basketball, soccer and baseball. It always seems to be difficult to get enough volunteers to take on the responsibilities necessary to run and coach a good solid program for everyone."

"The coaching for children's sport leagues are mostly volunteer & they have no specific sport or coaching experience. It would be better for everyone if the park district had skilled coaches for the kids. The sports leagues are also very disorganized. As a volunteer coach I strongly disliked the experience for my children and myself. I was disheartened by the lack of care from the park district employees & other volunteers. There was a lack of effort to make things better organized or coached. This results in bad experiences for children and families. It is impossible & frustrating for families to plan around such disorganization. The kids end up not enjoying the sport because no one is teaching them properly."

"Swim lessons are fun, but the instruction was just ok - my kids have had a good time swimming but did not do as much skills work as I think they could have."

"Baseball and softball programs (rec and travel) are poorly run. Extremely poor communication. Total lack of quality control/supervision of coaches. The baseball/softball experience totally depends on what coaches you happen to get. Some coaches have admitted to not knowing the rules very well. Teaching of fundamentals is done very inconsistently with no standards or supervision from the program. Experiencing other programs sheds a lot of light on how poorly we are running our baseball and softball programs."

"Try to work better with your parent volunteers that help out with the sports programs you offer."

"Ensuring enough staff for events such as Camp Caravan."

"Recruit more volunteer coaches for various sports."

"Communication from Lakers coaches to parents is non-existent."

"Communicate and promote especially to those with no children at home (aged-out)."

"It seems that there are more parks and facilities of various uses and size north of Roosevelt. South of Glen Ellyn exists as well."

"Some of the spending has seemed frivolous and meeting few residents' needs. For example, the park across the street from train station with the ping pong table and the story boards, the floating islands, and historical signage in/around Lake Ellyn."

"Periodic tendency of the board to pursue projects that do not necessarily benefit residents, in order to create a new revenue source."

"Need to be more inclusive of residents south of Roosevelt. Most of the sports and events my children participate in don't have kids from district 89. Hold more events south of Roosevelt. Utilize the golf course if needed."

"There's too much money spent on things that either don't serve or benefit enough people, e.g. ice hockey rinks."

"Does not support residences 'south' of Roosevelt the same as 'old' Glen Ellyn."

"Spends way too much money on things other than parks for kids."

"How taxpayer \$\$ are spent. Not following proper approval from the village prior to doing things at Maryknoll and Ackerman. Spending \$\$ on things which only a small portion of the residents will use. Doing things and then asking for forgiveness from the village and residents who live near by."

"Build it, so we can tax it' attitude."

"The pool Covid rules were not needed."

"Not mandate the masks during group fitness classes. I have not been going and am considering canceling my membership and/or finding a membership elsewhere"

"Not finding a way to open the pool during COVID"

## Sample Verbatims: Weaknesses/Improvements (cont'd)

### **Programs/Events (28%):**

"Wish there was more programs/facilities for teens, i.e., a community center with games and hangout space."

"Classes or opportunities for the 11-to-15-years age range."

"More activities for middle-aged students and families."

"The sports teams are very inconsistent from one sport to the next and are needlessly confusing in trying to figure out next steps for your child. A summary on the website of the different pathways for each sport would be helpful for people going through this for the first time."

"Limited toddler classes which are available for a working parent schedule."

"Some of their athletic programs could be streamlined or explained better. i.e., youth soccer - what are the differences between each program, and what is a typical 'track' for a child entering a sport?"

"Lack of classes for kids during non-traditional working hours and hard for working parents to sign up kids for classes they may want - only offered during the week during working hours."

"Wish course materials and curriculum for youth programs had stronger substance."

"Our experience as two working parents is that there are tons of events and groups that are focused during the work week and any weekend availability gets booked immediately. My wife has been on the website in the middle of the night trying to get our three-year-old signed up for things as soon as they open and not been able to get through. While we understand that there is a lot of demand for during the week activities, we get frustrated that we haven't been able to partake because of limited weekend options."

"Sometimes it has been difficult to find a weekend class time for our kids."

"So much programming happens right after school which is near impossible for working parents. I've had to skip lots of opportunities for my kids because I can't get them someplace by 4pm."

"Wish there were more craft/art offerings for my 9-year-old who has interest in art."

"I would like to see more adult programs such as art/music/gardening classes."

"I haven't found myself using many of the programs since my children are older. So, I guess something more targeted to empty nesters (but not seniors)."

"I wish it offered more day trips for seniors and adults."

"Not enough programs or classes designed for seniors. They have very little available compared to our neighbors in Wheaton."

"Not many programs for active seniors. Once kids get into their tweens, not many programs for them."

"I specifically would like fitness classes for seniors (Silver Sneakers) to be offered later in the day or in the evening."

"We'd like more senior oriented programs."

"Would like more yoga classes."

"More options for pickleball beginners at Ackerman."

"I took the Pilates class Joan taught for several years until she was injured in surgery. The type of Pilates she taught is NOT available. It was a very popular class and very beneficial. I wish that type of class was still offered. There have been a few random Pilates offerings, but the content of the class is nothing like what we had with Joan."

"More variety of programming - instead of multiple classes that seem the same but aren't (various 'super sports' for example) include things like Little Medical school classes, science-based classes, offerings of popular programs for different ages, etc. Also, some of the programming times don't align with ages (lots of classes for 5-to-6-year-olds in the middle of the day (for example instead of after school or weekends))."

## Sample Verbatims: Weaknesses/Improvements (cont'd)

### **Buildings/Facilities (27%):**

"Lack of year-round aquatic facilities."

"Need an indoor pool facility."

"I would LOVE to have an indoor pool that can be used year-round."

"No swimming facility indoors."

"THAT IT DOES NOT HAVE A POOL."

"An indoor community swimming pool for the winter months is really needed."

"No indoor pool. What a shame for a town as wealthy as Glen Ellyn."

"No indoor swimming pool at Ackerman. We really need one!"

"Could improve the swimming pool."

"Improve the pool or have an indoor pool."

"Sunset Pool - the hours and closing within the posted hours without proper notice - (weather permitting)."

"Pool availability could be longer, figure out how to staff without students when they are in school."

"Could make pool available during second half of August and start of September. Consider staffing with adults?"

"Longer season at Sunset Pool."

"More times for adults to use Sunset Pool."

"Wish there was a better pool option. We get a membership to Rice pool in Wheaton because we find it to be a better pool for our family."

"Improve the Sunset Pool hours of operation during the later August days. Allow for open swim till September 1, 7 days a week instead of only evening hours.

Have a pool put inside Ackerman."

"Continued improved facilities - indoor track, indoor pool, additional indoor basketball courts."

"Some parks and facilities are outdated or limited in number (one pool for the entire town, limited lit tennis courts)."

"I think some of the facilities could be updated."

"Physical improvements to older facilities"

"Need permanent public performing space."

"They need to establish a Senior Center where people can go and meet other seniors and play cards or pool or bingo."

"A waterpark for kids with slides."

"Why doesn't Glen Ellyn (a wealthy community) have a beautiful skatepark like in St. Charles II. Wheaton skatepark is small, Villa Park, is built nice but too small, Elmhurst is designed for bikes. Northbrook is okay, but too far away. With skateboarding in the Olympics, you should build structures that people of all ages can learn on, instead of small stuff for little kids. Look at the skatepark in Des Moines, Iowa for instance."

"Not much to say here but court time during basketball season has always been problematic."

"Better baseball/softball fields."

"More lighted Pickleball courts."

"Glen Ellyn Park District need to pay attention to the Clay Court in the Ellyn Park. The courts should be redone to improve the safety of the players on those courts."

"Would love to see the Boathouse/lake become even further used/developed (boat rentals, boathouse cafe) at least on certain days."



## Sample Verbatims: Weaknesses/Improvements (cont'd)

### **Accessibility (17%):**

"Things fill up and can be expensive for families."

"Sometimes popular events fill up very quickly, maybe, if possible, add another time or day so that more people can participate. Overall, we like the park district a lot :)"

"If I had to pick, it's the sign-up process for the Summer Activities - Gators to be specific. In my opinion, this process was a bit too stressful for rec-league youth sports. We were able to eventually get into an expanded group (10-year-old girls), but our blood pressure definitely was on the rise the morning of sign ups."

"Enrollment is crazy. If you don't log on it right at 9 am when it starts you won't get into some of the popular programs. Soccer, Gymnastics, Saturday programs in general, etc. Not really the park district's fault, think it is a testament to how great the park district is, and the community wants to participate."

"Registering for kid's classes is a mad scramble with online wait rooms and wait lists registering for special events- there are never enough open spots. Example- Christmas Donuts with Santa, Mom Prom, Polar Express when the train was available. Always wait lists and stressful registering."

"Some programs fill up too quickly."

"Registration is stressful as everything gets filled within the first few minutes. I wish there were more sections of classes to assist with this issue."

"More capacity and parking at pool, Ackerman, longer pool season and hours."

"Parking at Ackerman, Sunset Pool amenities."

"Parking around Lake Ellyn."

"Amount of parking available."

"We live in Foxcroft subdivision and except for walking paths at Lake Foxcroft, OCCASIONALLY using pickleball at Village Green, or bocce ball at Maryknoll -- we get no value from our park district taxes. Ackerman may be very nice, but not really a good location for residents of the SOUTH of Glen Ellyn. Even when children were young, GEPD provided very little for us. The Golf Course should be in Park District."

"Ackerman is too far away, and Spring Ave doesn't compare."

"Events in a variety of locations so it appeals to the whole village. Too many events at Lake Ellyn that is not easy for all residents to get to."

### **Parks/Playgrounds (15%):**

"Glen Oak Park needs to be updated. The playground is not safe and not kept to Glen Ellyn Park District standards. Either remove or update, but it should not be left in its current format."

"We need more garbage cans in the parks. Many have been removed in the last few years and never replaced. Being specific: Newton Park, Sunset Pool/Park area, Manor Woods area."

"Not enough attention to smaller Parks, like Panfish Park which needs more upkeep and improvements."

"Better maintenance of existing parks. You have way too many special events. And from my vantage point, you seem wholly understaffed to take care of the properties you already have."

"Lake Ellyn park on the north side is completely unusable and quite unsightly. There are plenty of other locations around town to house that mess. The south side of the park looks great and is very usable to the public. PLEASE clean up the north side so that it looks like it belongs in the jewel of the community."

"Remove the ugly weeds at the northwest corner of Lake Ellyn park."

"Lack of greenery downtown especially with removal of trees proposed by the comprehensive plan suggestions. There seems to be a disregard for not maximizing trees and open green space through downtown area."

## Sample Verbatims: Weaknesses/Improvements (cont'd)

### **Costs/Fees (6%):**

"High cost, communication around COVID changes and protocols could have been better."

"Living in unincorporated Glen Ellyn, fees are too high for seniors; more senior programs would be nice."

"Considering the high property taxes in Glen Ellyn, they need to make things more affordable for residents."

"Your fees are totally out of line with the neighboring park districts. It's almost always more economical to pay out of area rates vs. Glen Ellyn park district rates except for Ackerman."

"Costs are high. They keep me from involving my kids to the extent that I'd like to."

"It seems like everything except access to parks is fee based."

"Cost of programs was huge, even when my children were young, shorter Sunset Pool seasons than Wheaton and Lombard, Senior programs limited to daytime (i.e., Pickleball—a sport lots of active working people would like to play in the evenings)."

"Lower fee for dog park."

"Costs for swim passes are too high. I think they could come down some."

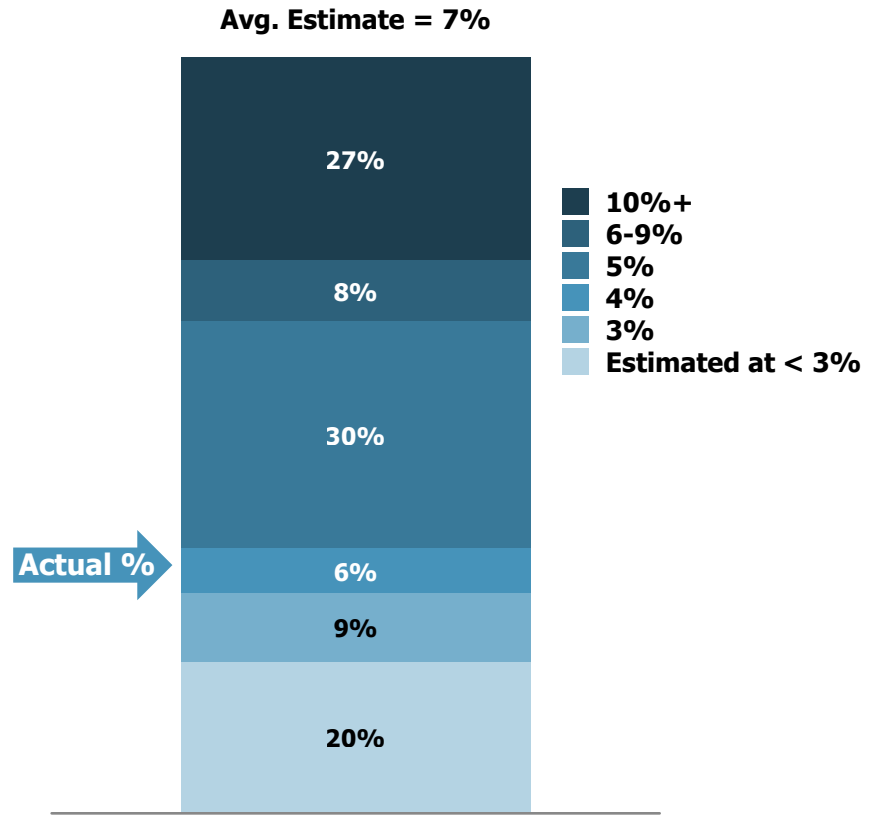
"I have always felt that there should be no charge for residents to use the Sunset Park Pool. Glen Ellyn taxpayers pay for the park district through property taxes, and the pool has been paid, or is being paid for, through multiple bond issues. To pay for pool usage for the short pool season seems like double taxation to me. Being charged for classes and activities is fine - those are individual choices. But the pool, ahh, that is the rub."

"Price programs with seniors in mind."

**Residents generally overestimate the portion of their property taxes that goes to the GEPD. On average, they think the District represents 7% of their property tax bill (nearly double its actual 4% share).**

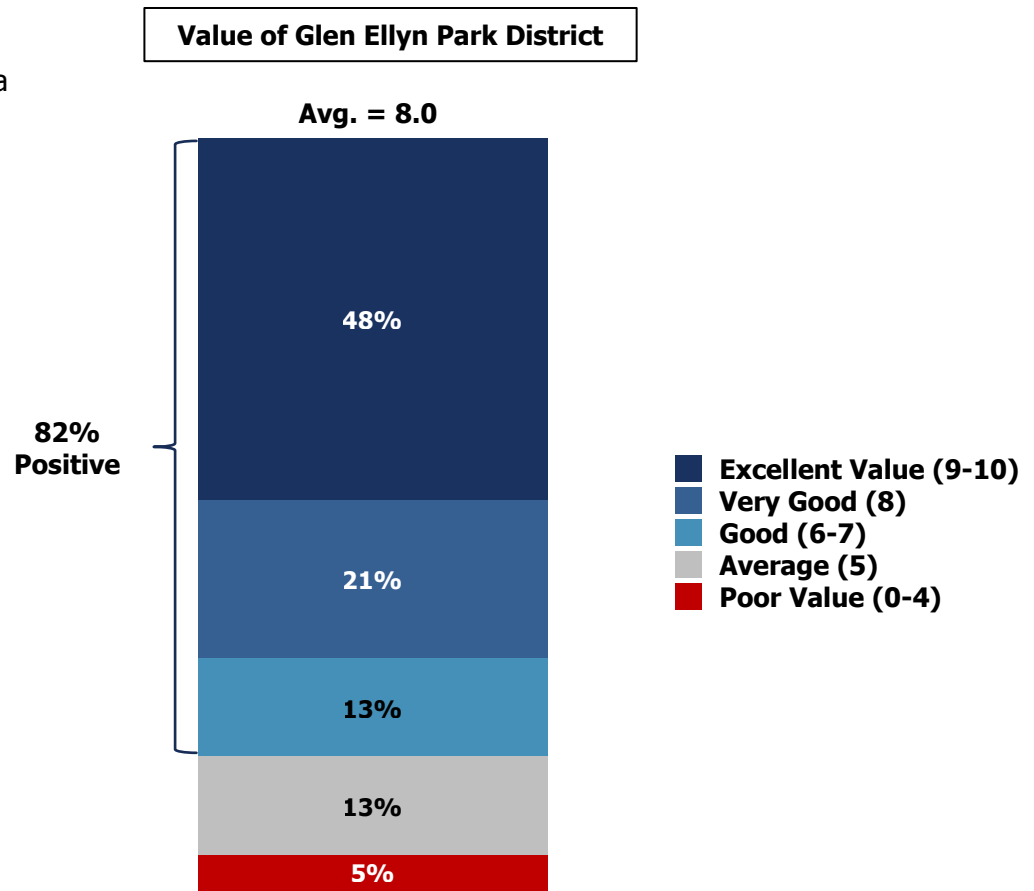
- Less than half (45%) are within a percent of the correct amount (estimating between 3% and 5% of their property taxes going to the GEPD).
- On average, women tend to estimate a higher share to the District (avg. 8.1%) than men (average 5.7%).

**Estimated % of Property Taxes Going to Glen Ellyn Park District (n=470)**



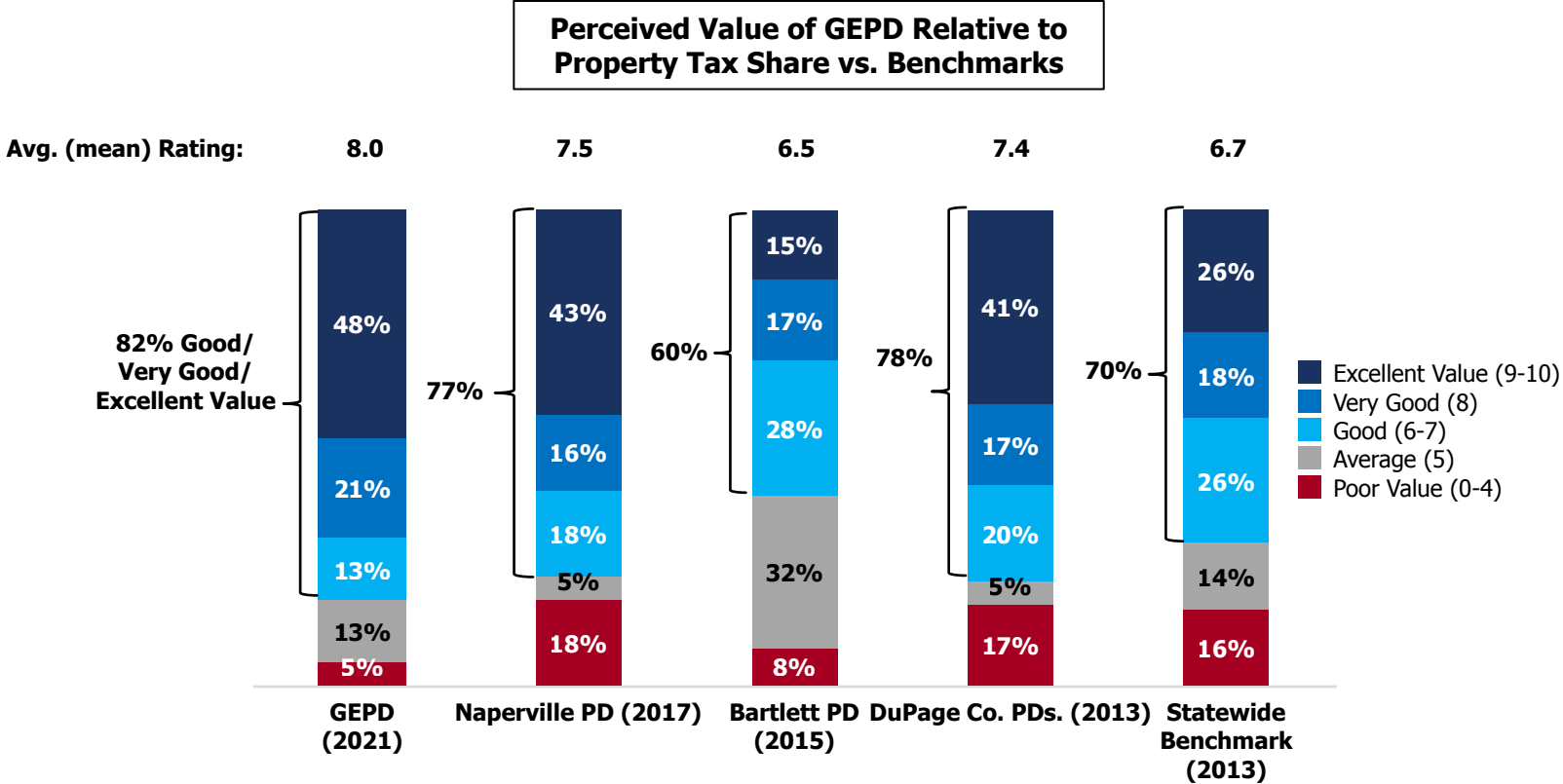
**When informed that the Park District share of local property taxes is actually 4%, most residents feel that it represents a good or better value overall. In fact, nearly half (48%) feel that GEPD represents an excellent value.**

- Among the remaining residents, 13% feel the District represents an “average” value (neutral score on a 0-10 scale), and 5% overall feel it is a poor value.



**Perceived value of GEPD’s share of property taxes is consistently higher than nearby and statewide benchmarks.**

➤ It also has the lowest level of “poor” value ratings.

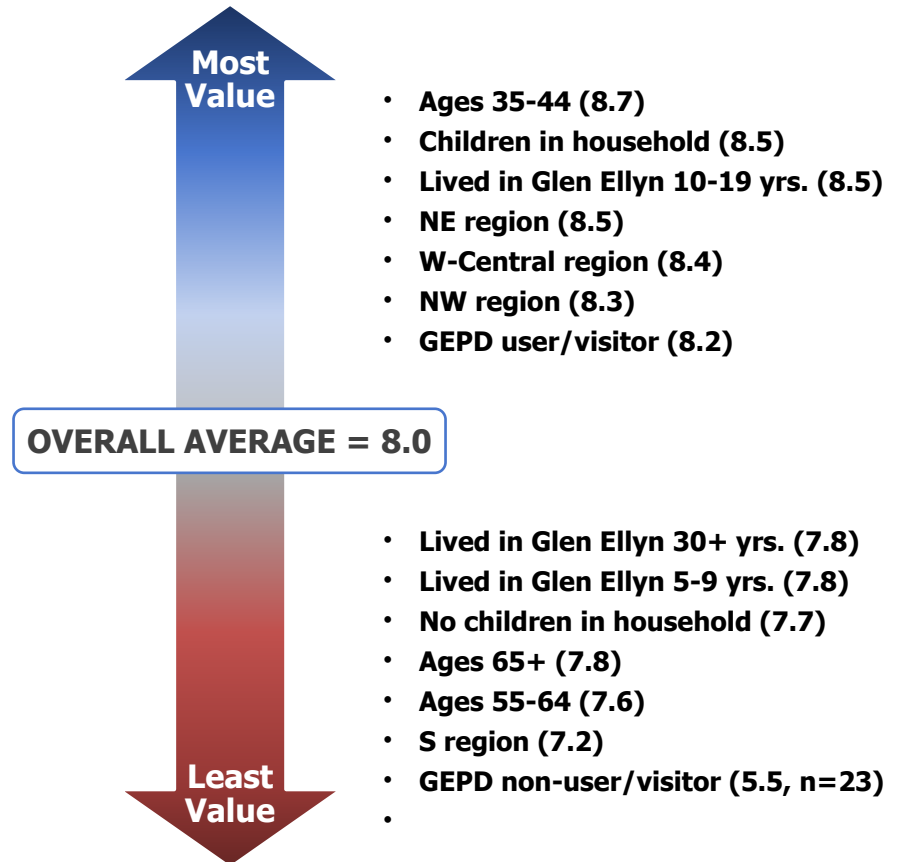


Q28. As you may know, about 4% of your property taxes does to the Glen Ellyn Park District. Given the programs, parks, facilities, and services provided by the Park District, rate the overall value that the Park District represents given its share of property taxes.

**When rating the GEPD’s overall value, residents divide mostly by age, length of residence, whether or not they have children at home, and region.**

- Younger adults (ages 35 to 44) and those with children tend to give the District its highest value ratings overall.
  - It also scores higher on value among those in the northern regions and the W-Central area.
- Lower than average value scores (but still positive on average) tend to come from older residents, those without children in the household, and households in the South region.
  - Note that while non-users/visitors to Park District facilities, parks or programs give the lowest value ratings, they are still at least neutral/somewhat positive (5.5 on a 0-10 scale).

**Significant Differences: Value of Property Taxes to GEPD**



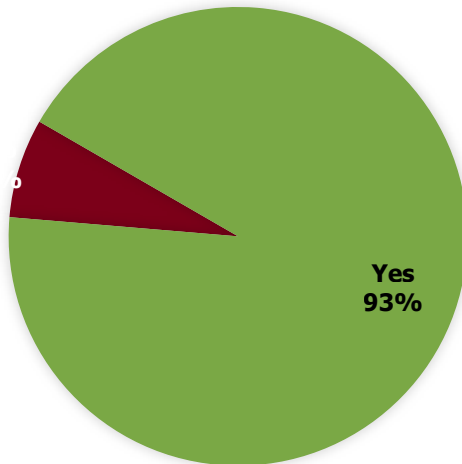
Q28. As you may know, about 4% of your property taxes does to the Glen Ellyn Park District. Given the programs, parks, facilities, and services provided by the Park District, rate the overall value that the Park District represents given its share of property taxes.

## II. GEPD Park and Facility Usage

## Virtually all households (93%) report visiting or using a GEPD park, playground or nature area in the past year.

- Over half report visiting Lake Ellyn, Ackerman, Newton, and/or Maryknoll Parks in the past twelve months. Sunset Park ranks next (visited by 44% of all survey respondents), followed by Main Street Park.

**Used or Visited a GEPD Park/  
Playground/Nature Area in Past  
12 Months?**



n = 455

Visited or Used Park/Playground/ Nature Area in Past 12 Months	% Reporting (n=455)	% All Respondents (n=493)
Lake Ellyn Park	86%	79%
Ackerman Park	67%	63%
Newton Park	55%	51%
Maryknoll Park	54%	50%
Sunset Park	48%	44%
Main Street Park	34%	31%
Prairie Path Park	29%	27%
Churchill Park	25%	23%
Panfish Playground	25%	23%
Village Green Park	23%	21%
Babcock Grove Park	15%	14%
Danby Park	13%	12%
Glen Ellyn Manor Park	12%	11%
Lake Foxcroft Park	10%	9%
Stacy Park	10%	9%
Walnut Glen Park	10%	9%
Glen Oak Park	9%	8%
George Ball Park	8%	8%
Marie Ulhorn/Presidents Park	8%	8%
Co-Op Park	5%	5%
Other GEPD parks/playgrounds/nature areas (<5% each, most often: Pfuetze, Surrey, Spalding, Frank Johnson, and Greenbriar Parks)	13%	11%



The table below shows the regions from which each park “draws”. For example, visitors to Newton Park disproportionately come from the E-Central region, while Churchill Park draws an especially large proportion from the NW users.

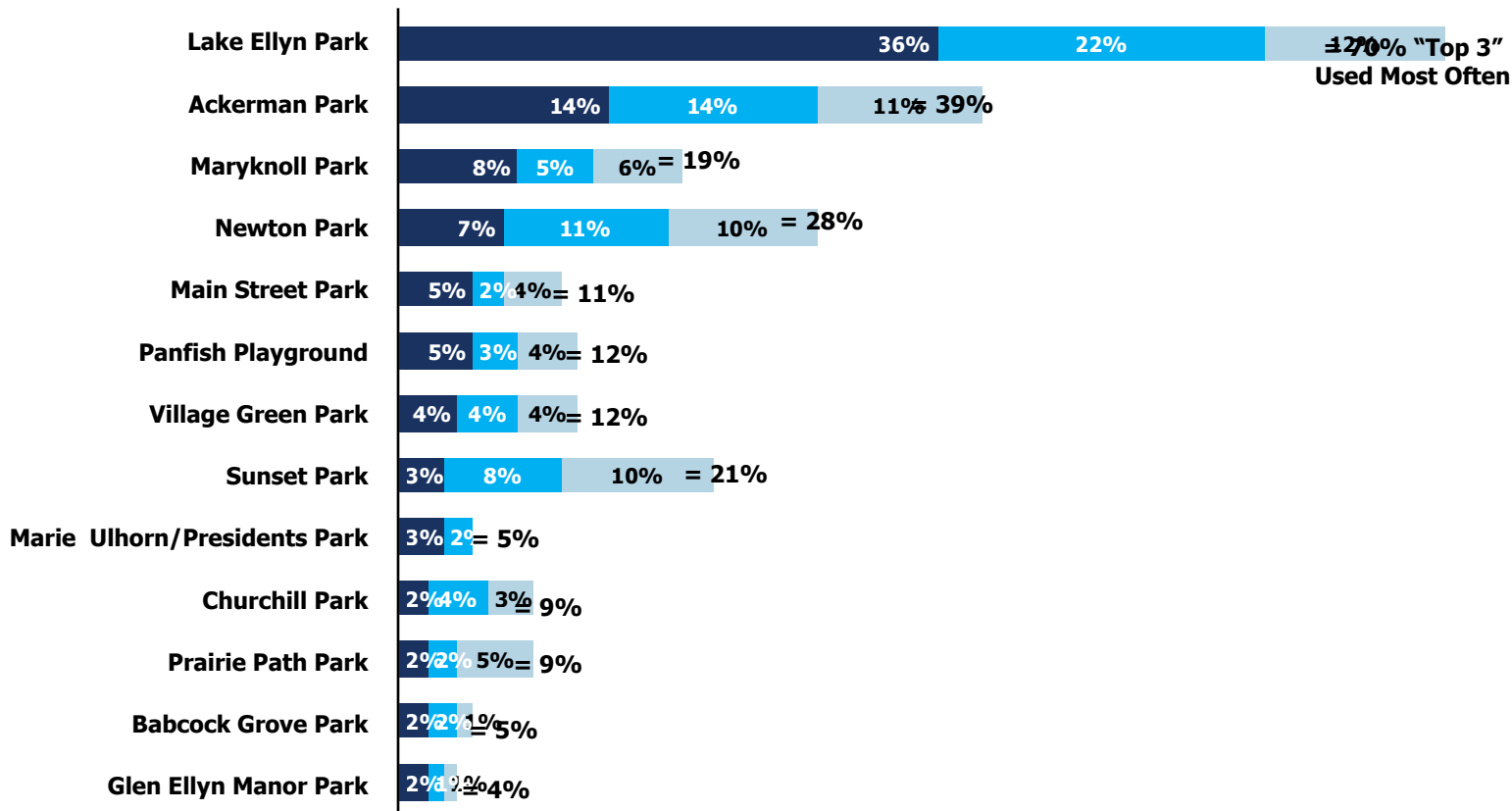
➤ Many parks tend to attract visitors from throughout the village, reflecting the overall regional distribution of Glen Ellyn residents (specifically Ackerman, Maryknoll Parks.)

	Total n of cases	NW	NE	W-Central	E-Central	S	
<b>Overall (row) % of Park Users/Visitors by Region (n=499)</b>	(499)	19%	8%	14%	35%	24%	=100%
<b>Lake Ellyn Park</b>	(395)	21%	11%	14%	37%	17%	=100%
<b>Ackerman Park</b>	(300)	22%	11%	14%	34%	19%	=100%
<b>Maryknoll Park</b>	(243)	18%	11%	12%	37%	22%	=100%
<b>Newton Park</b>	(258)	16%	8%	17%	45%	14%	=100%
<b>Sunset Park</b>	(203)	17%	4%	21%	42%	16%	=100%
<b>Main Street Park</b>	(156)	23%	4%	19%	36%	18%	=100%
<b>Prairie Path Park</b>	(129)	27%	12%	13%	36%	12%	=100%
<b>Village Green Park</b>	(121)	28%	12%	13%	30%	25%	=100%
<b>Churchill Park</b>	(111)	33%	9%	13%	25%	20%	=100%
<b>Panfish Playground</b>	(103)	7%	2%	12%	27%	52%	=100%
<b>Babcock Grove Park</b>	(60)	57%	7%	8%	18%	10%	=100%
<b>Lake Foxcroft Park</b>	(55)	19%	9%	17%	12%	43%	=100%
	(52)	24%	7%	26%	21%	13%	=100%

**When asked to identify their most visited GEPD parks, playgrounds or nature areas, Lake Ellyn is by far the most popular destination, followed by Ackerman, Newton, and Sunset Park (top-3 responses).**

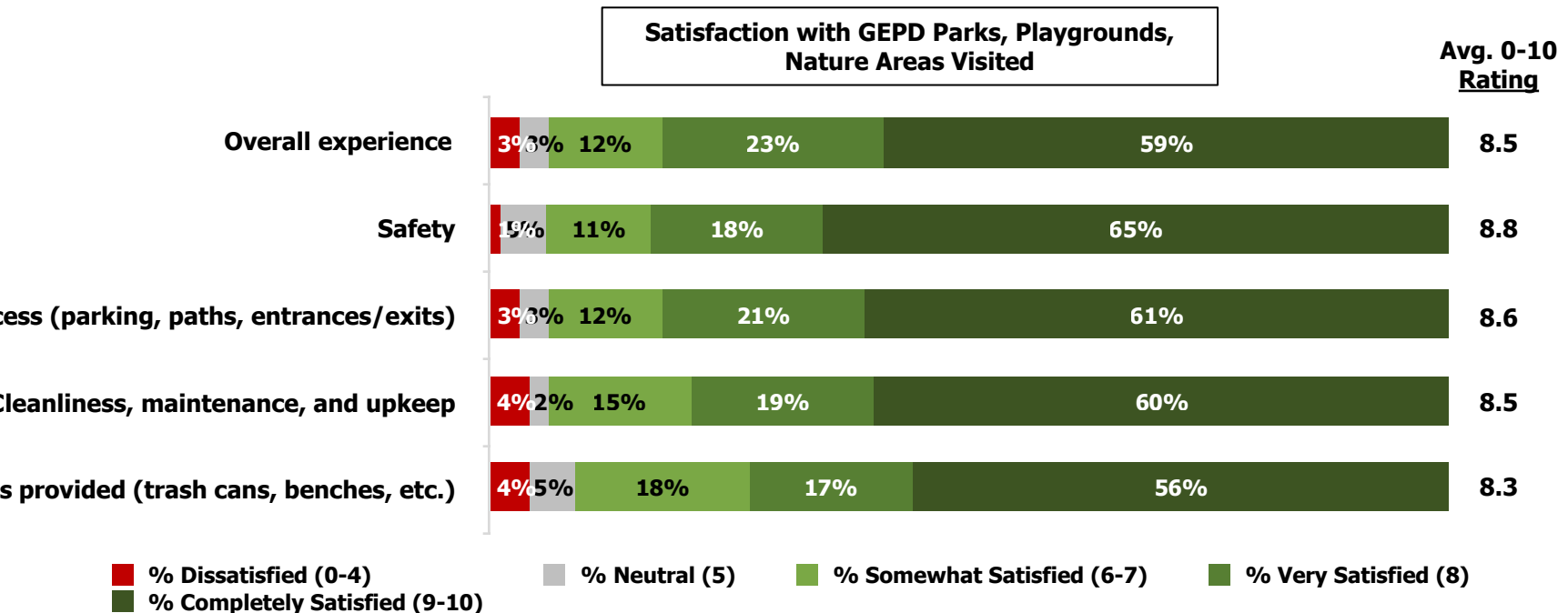
➤ Note that while Maryknoll ranks high in top/#1 responses, it receives fewer 2<sup>nd</sup> or 3<sup>rd</sup> selection by comparison.

**Top Three Visited GEPD Parks/Playgrounds/Nature Areas in Past Year  
(n=434)**



**Among all GEPD park, playground and nature area visitors, satisfaction is very high with the overall experience and specific attributes across these locations.**

- At least 56% are completely satisfied with all aspects of these destinations, and 91%+ are at least somewhat satisfied.
- Safety receives the highest ratings (8.8 average overall on a 0-10 satisfaction scale). Amenities at these locations receive slightly lower scores in general (but still, only 4% are dissatisfied).



## All subgroups give positive ratings to GEPD parks across these attributes.

- Note that the oldest residents (ages 65+) tend to be the most satisfied, but the next age cohort of 55- to 64-year-olds tend to be less satisfied than average (though still favorable).
- W-Central residents likewise tend to be most satisfied, while those in the South region often give lower scores on average.

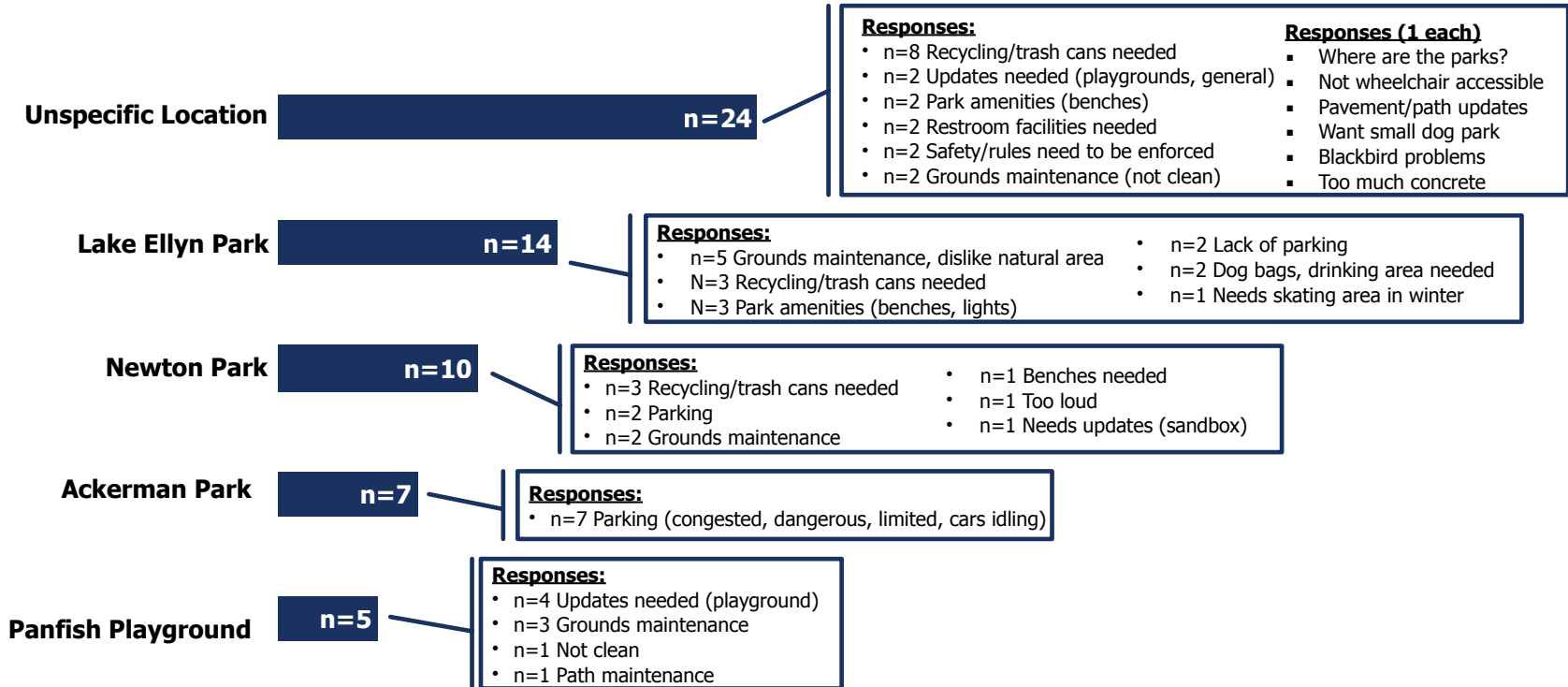
### Differences by Subgroups: Satisfaction with GEPD Parks, Playgrounds and Nature Areas

	Overall Avg. Rating (0-10)	Lower Satisfaction	Higher Satisfaction
<b>Overall Experience</b>	<b>8.5</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (8.1)</li> <li>- S region (7.8)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.1)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 65+ (8.8)</li> <li>- W-Central (8.9), NW (8.7) and E-Central (8.7) regions</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (8.9), 10-19 yrs. (8.7)</li> </ul>
<b>Safety</b>	<b>8.7</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (8.3)</li> <li>- S region (8.3)</li> <li>- Lived in Glen Ellyn 30+ yrs. (8.5)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 35-44 (8.9), 65+ (8.9)</li> <li>- NE (9.1) and W-Central (9.0)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (9.0)</li> </ul>
<b>Overall access (parking, paths, entrances/exits)</b>	<b>8.6</b>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn 5-9 yrs. (8.4), 20-29 yrs. (8.4)</li> </ul>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn &lt;5 yrs. (9.1)</li> </ul>
<b>Overall Cleanliness, Maintenance and Upkeep</b>	<b>8.5</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (8.0)</li> <li>- S region (8.1)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.1)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 65+ (8.8)</li> <li>- W-Central region (9.0)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (8.8)</li> </ul>
<b>Amenities Provided (trash cans, benches, etc.)</b>	<b>8.3</b>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn 5-9 yrs. (7.8)</li> </ul>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn &lt; 5 yrs. (8.7)</li> </ul>

**Residents who are less satisfied (16% or n=79 giving ratings of “6” or lower on a 0-10 scale on any attribute) cite a wide range of specific issues and concerns.**

- Most comments are not specific to any facility or park/trail and cover a wide range of general concerns (e.g., need for more trash cans, general updates or more amenities and restrooms, etc.).
- The most-visited parks generate the most comments. All include similar issues (e.g., better maintenance, more trash cans, updates, etc.), but lack of parking is especially cited for Ackerman Park.

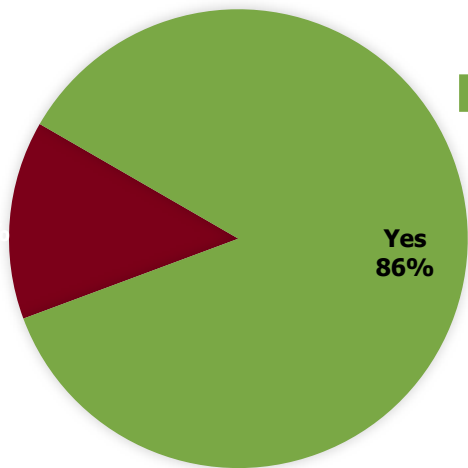
**Reasons for Dissatisfaction with Parks, Playgrounds, or Nature areas  
(top responses, unweighted n of cases)**



**Similarly, nearly nine out of ten residents report visits to a GEPD facility in the past two years (before and during COVID).**

- Most often they report going to Ackerman Sports and Fitness Center, followed by the Lake Ellyn Boathouse. Over a third have also been to Sunset Pool and/or Holes & Knolls Miniature Golf in the past two years.

**Used or Visited a GEPD Outdoor or Indoor Facility in Past 24 Months?**



**n = 427** →

Visited or Used GEPD Outdoor/Indoor Facility in Past 24 Months	% Reporting (n=427)	% All Respondents (n=491)
Ackerman Sports & Fitness Center	68%	58%
Lake Ellyn Boathouse	56%	48%
Sunset Pool	47%	40%
Holes & Knolls Miniature Golf	40%	34%
Main Street Recreation Center	34%	29%
Newton Park athletic fields	30%	25%
Ackerman Park soccer fields	29%	25%
Spring Avenue Recreation Center	28%	24%
Maryknoll Splash Park	27%	23%
Park District outdoor tennis courts	27%	23%
Spring Avenue Dog Park	17%	14%
Ackerman Park softball fields	14%	12%
Platform tennis center	13%	11%
Village Green baseball fields	13%	11%
Newton Park Skate Park	8%	7%
Park District outdoor basketball courts	8%	7%
Village Green pickleball courts	8%	7%
Spring Avenue Fitness Center	6%	5%
Village Green community garden plots	3%	3%

**The GEPD facilities visited tend to attract users from all neighborhoods (generally in line with the overall regional distribution of residents).**

- The only differences are for:
  - Ackerman Sports & Fitness Center (drawing disproportionately from the NW, less from the S region)
  - Lake Ellyn Boathouse (again more than average from the NW as well as NE region)
  - Spring Avenue Dog Park and Newton Park Skate Park (both drawing mostly from E-Central households).

	Total n of cases	NW	NE	W-Central	E-Central	S	
<b>Overall (row) % of Facility Users/Visitors by Region (n=499)</b>	(499)	19%	8%	14%	35%	24%	=100%
<b>Ackerman Sports &amp; Fitness Center</b>	(293)	24%	10%	15%	34%	17%	=100%
<b>Lake Ellyn Boathouse</b>	(245)	24%	14%	13%	32%	17%	=100%
<b>Sunset Pool</b>	(195)	20%	8%	16%	38%	18%	=100%
<b>Holes &amp; Knolls Miniature Golf</b>	(181)	19%	9%	14%	33%	25%	=100%
<b>Main Street Recreation Center</b>	(146)	22%	7%	19%	32%	20%	=100%
<b>Newton Park athletic fields</b>	(130)	14%	11%	15%	37%	23%	=100%
<b>Ackerman park soccer fields</b>	(125)	17%	10%	19%	27%	27%	=100%
<b>Spring Avenue Recreation Center</b>	(114)	13%	5%	17%	44%	21%	=100%
<b>Park District outdoor tennis courts</b>	(113)	16%	14%	20%	37%	13%	=100%
<b>Maryknoll Splash Park</b>	(109)	17%	11%	16%	26%	30%	=100%
<b>Village Green baseball fields</b>	(64)	17%	18%	10%	36%	19%	=100%
<b>Spring Avenue Dog Park</b>	(63)	12%	5%	7%	62%	15%	=100%
	(10)	17%	10%	10%	30%	33%	=100%

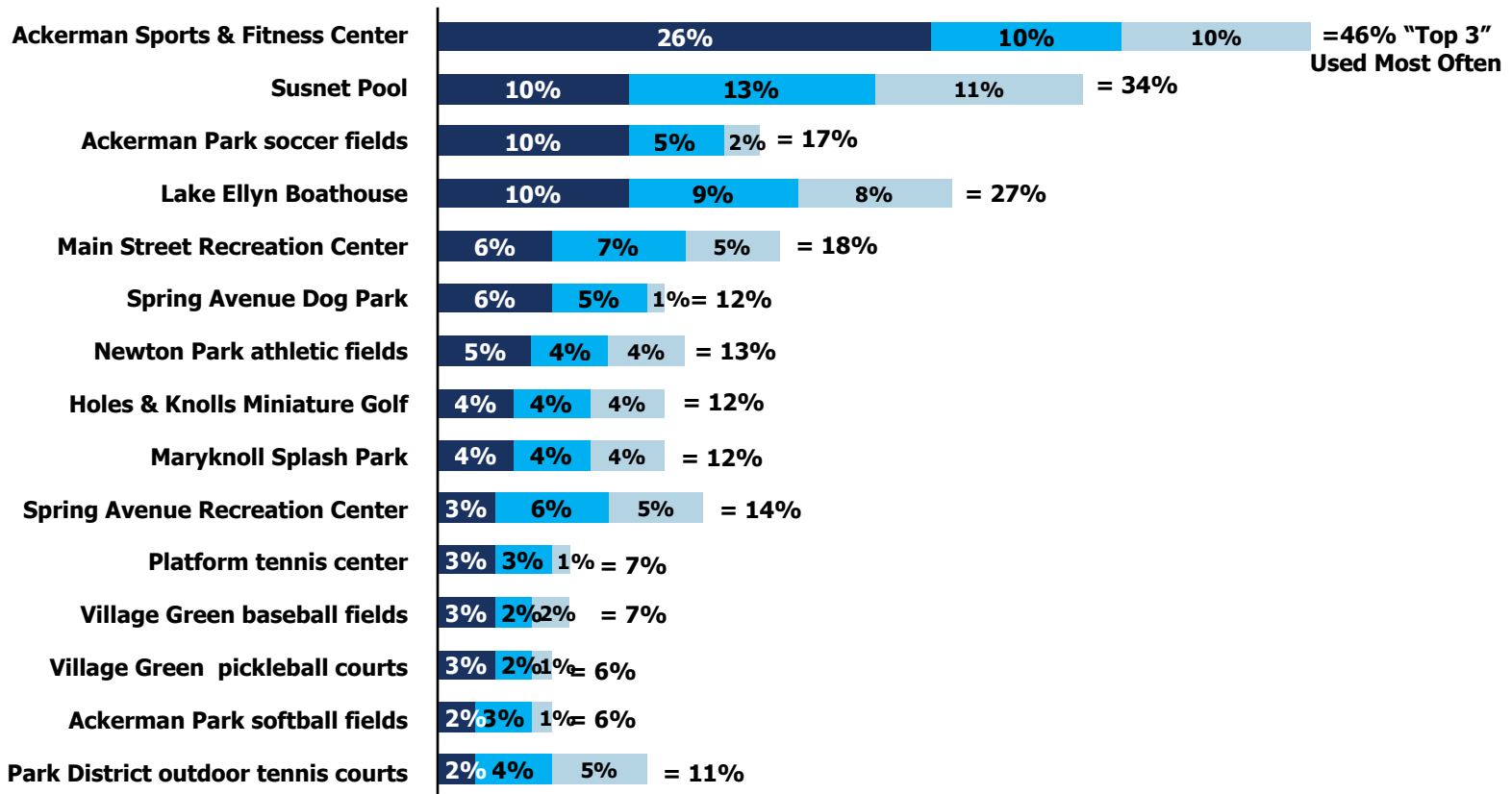
○ = Higher than average response by region (95% level)

Q8. Please rate your overall satisfaction with the Glen Ellyn Park District parks, playgrounds, or nature areas that you have recently visited. NOTE: Facilities with <30 unweighted cases are not shown

## Ackerman Sports & Fitness Center is clearly the top choice in terms of frequently visited facilities, followed by Sunset Pool and Lake Ellyn Boathouse.

- All others are cited by no more than 17% overall among their top-3 destinations.

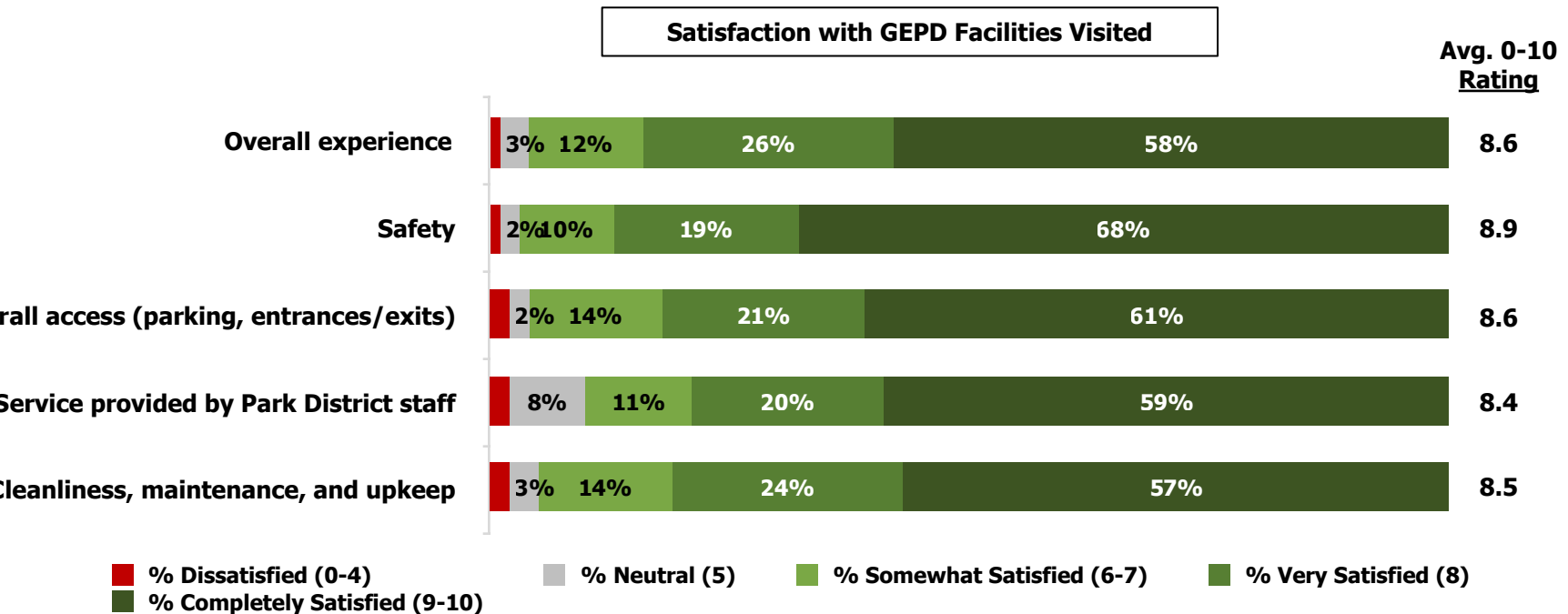
### Top Three Visited GEPD Facilities in Past Two Years (n=407)





**As with parks/playgrounds and nature areas, residents who report visiting a GEPD facility in the past year are clearly very satisfied across the board.**

- A majority are again completely satisfied with each attribute for these facilities, with safety still registering the highest scores overall.
- Note that no more than 2% are dissatisfied with any aspect of District facilities.



## All subgroups give positive ratings to GEPD facilities across these attributes.

- Again, the oldest respondents (ages 65+) tend to give higher than average satisfaction scores, with 55- to 64-year-olds giving lower (but still favorable) ratings. Those who most recently moved to Glen Ellyn are also especially satisfied with District facilities.
- Those in the two Central regions tend to be more satisfied than average, while NE and South residents give lower scores most often.

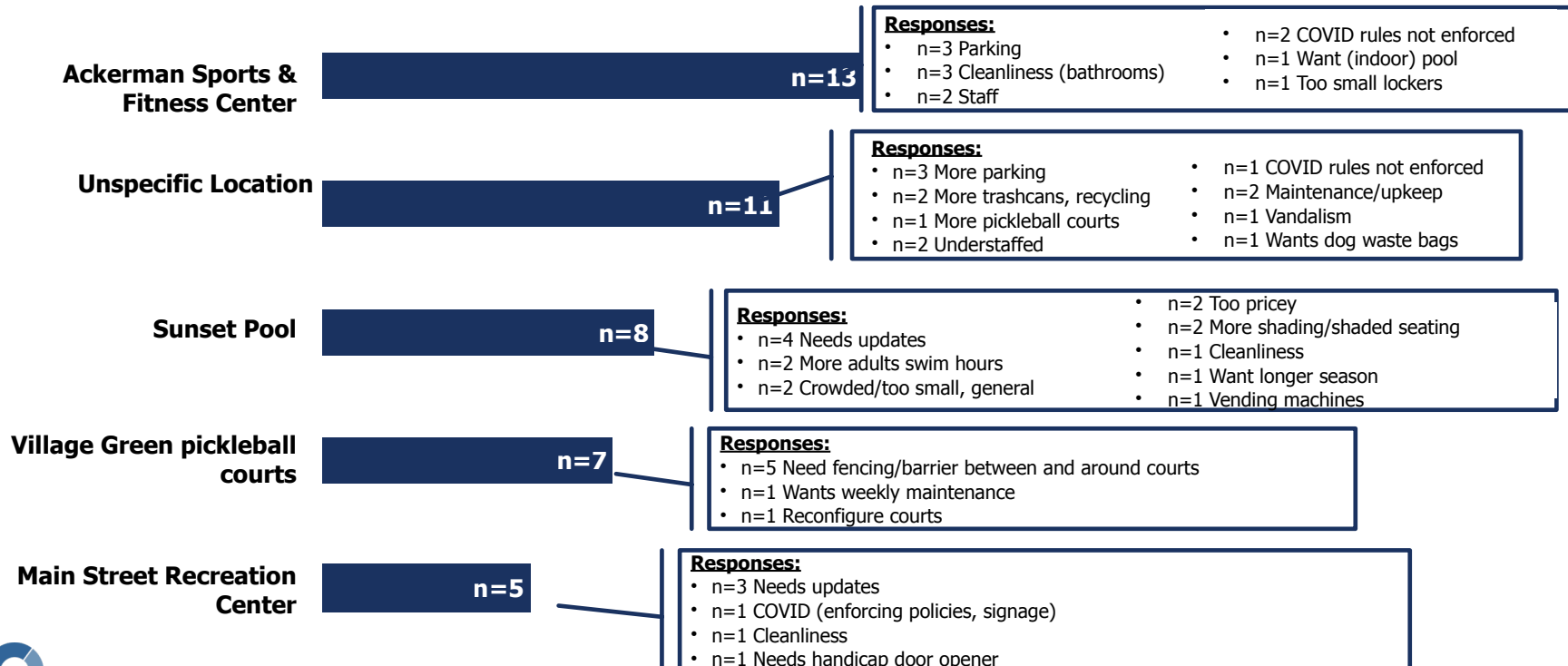
### Differences by Subgroups: Satisfaction with GEPD Facilities

	Overall Avg. Rating (0-10)	Lower Satisfaction	Higher Satisfaction
<b>Overall Experience</b>	<b>8.6</b>	<ul style="list-style-type: none"> <li>- &lt; ages 35 (8.3), ages 55-64 (8.3)</li> <li>- S region (8.2)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.3)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 65+ (8.9)</li> <li>- NW (8.9), W-Central (8.9) and E-Central regions (8.7)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (8.9), 30+ yrs. (8.9)</li> </ul>
<b>Safety</b>	<b>8.9</b>	<ul style="list-style-type: none"> <li>- NE (8.7) and S regions (8.5)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.5)</li> </ul>	<ul style="list-style-type: none"> <li>- NW (9.0), W-Central (9.2) and E-Central regions (9.0)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (9.3), 10-19 yrs. (9.2)</li> </ul>
<b>Overall access (parking, entrances/exits)</b>	<b>8.6</b>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn 5-9 yrs. (8.3)</li> </ul>	<ul style="list-style-type: none"> <li>- Lived in Glen Ellyn &lt;5 yrs. (9.2)</li> </ul>
<b>Service provided by Park District staff</b>	<b>8.4</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (7.6)</li> <li>- NE (7.9) and S regions (7.9)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.1)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 35-44 (8.6), 65+ (8.8)</li> <li>- W-Central (8.7) and E-Central regions (8.7)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (8.8), 10-19 yrs. (8.8)</li> </ul>
<b>Overall Cleanliness, Maintenance and Upkeep</b>	<b>8.5</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (8.2)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (8.2), 20-29 yrs. (8.2)</li> </ul>	<ul style="list-style-type: none"> <li>- Ages 65+ (8.8)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (8.8)</li> </ul>

**Residents who are less satisfied with GEPD facilities (12% or n=58 giving a “6” or lower on a 0-10 scale on any attribute) were asked what they would like to see improved.**

- These respondents give a variety of suggestions, most often:
  - More parking (both in general and at the Ackerman Sports & Fitness Center specifically)
  - More upkeep and maintenance (again at Ackerman Sports & Fitness Center along with other facilities in general)
  - Specific upgrades, especially at the Village Green pickleball courts (fencing), and general updates at Sunset Pool and the Main Street Rec Center.

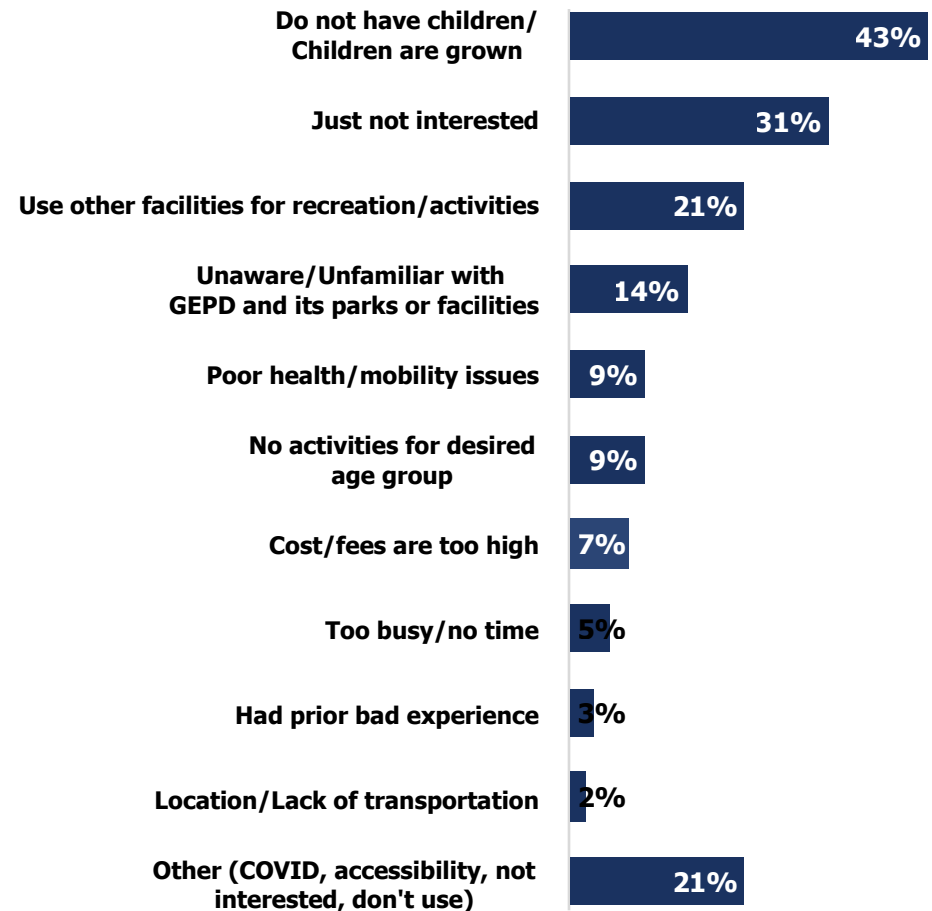
**Reasons for Dissatisfaction with Outdoor or Indoor Facilities (top responses, unweighted n of cases)**



**Among non-users/non-visitors to GEPD parks, playgrounds, nature areas, or facilities, the top reasons for non-usage are not having children in the household, followed by a general lack of interest.**

- This indicates that many non-users view the District as applying mostly to children or younger families and may not be aware of what the GEPD offers to older adults and non-parents.
- In fact, a lack of awareness of GEPD offerings ranked fourth among reasons for non-visits/non-usage.
- One in five report using other facilities for sports, fitness, or recreation (aside from the GEPD).

**Top Reasons for Non-Usage/Non-Visits to GEPD Parks and Facilities (n=63)**

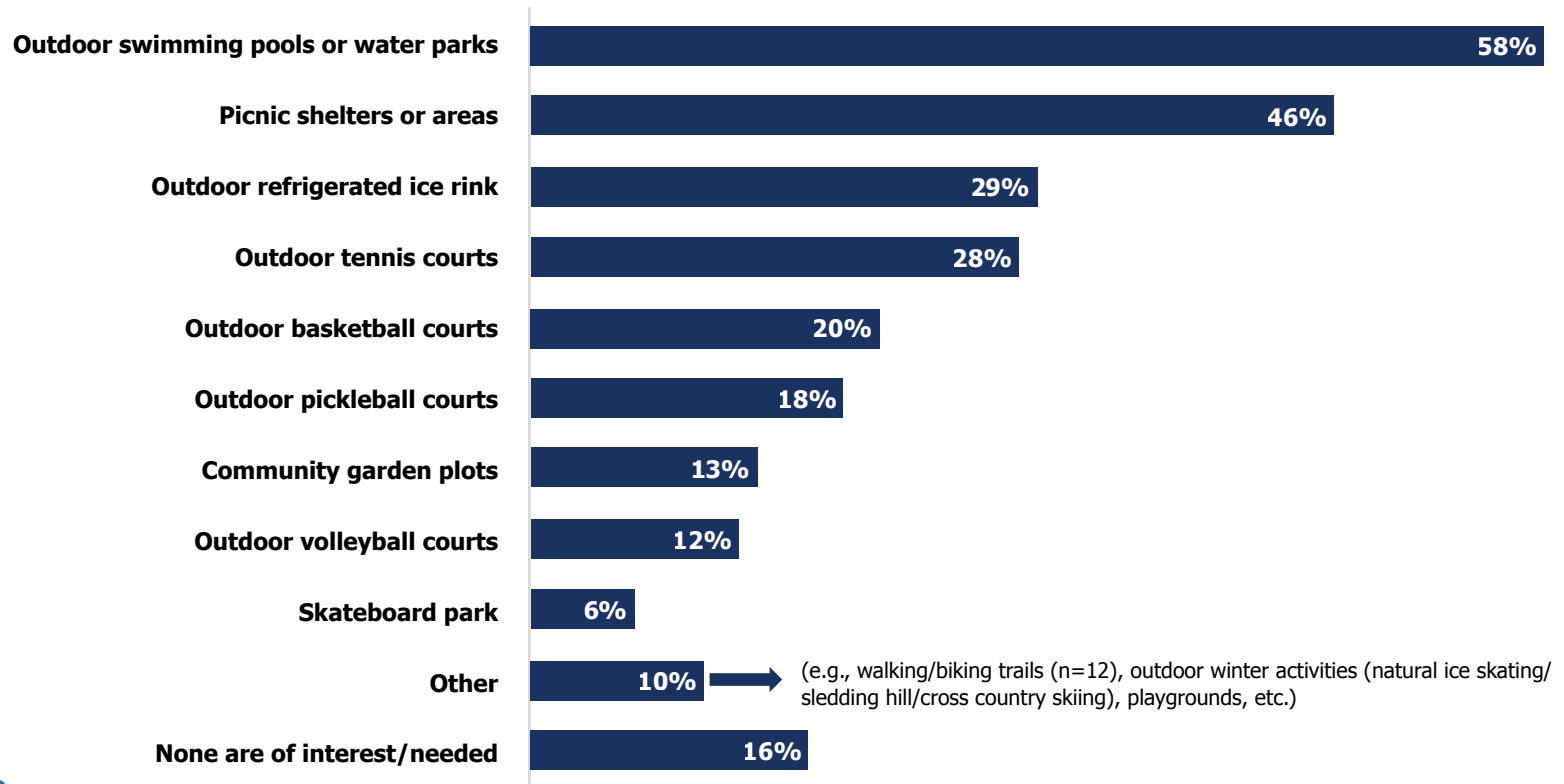


### III. Levels of Interest and Unmet Needs: Outdoor Amenities/Facilities

**From a list of outdoor amenities, most residents express strongest demand or interest in outdoor swimming pools or water parks, followed by picnic areas.**

- At least one in five (20%+) are interested in an outdoor refrigerated ice rink, and outdoor tennis and basketball courts.
- Nearly as many (16% overall) express no interest or need in these options.

**Outdoor Amenities/Facilities of Interest/Need Among Residents (% "Yes")  
(n=489)**



**In general, households with children, younger adults, and the newest Glen Ellyn residents tend to express greater interest or need for most of these outdoor facilities.**

- The oldest respondents are more likely to express interest in community garden plots. They also tend to report that none of the facilities tested are needed (see next page).

	Overall (n=489)	Most Likely to Express Interest/Need/Use
<b>Outdoor swimming pools or water parks</b>	<b>58%</b>	<ul style="list-style-type: none"> <li>- Women (65%, vs. 52% of men)</li> <li>- Under age 45 (85%)</li> <li>- Children in household (82%, vs. 43% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (72%), 5-9 yrs. (81%)</li> </ul>
<b>Picnic shelters or areas</b>	<b>46%</b>	<ul style="list-style-type: none"> <li>- Under age 35 (74%)</li> <li>- Recent GEPD users/visitors (48%)</li> </ul>
<b>Outdoor refrigerated ice rink</b>	<b>29%</b>	<ul style="list-style-type: none"> <li>- Women (35%, vs. 25% of men)</li> <li>- Under age 35 (43%), 35-44 (46%), 45-54 (39%)</li> <li>- Children in household (51%, vs. 15% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (37%), 5-9 yrs. (46%), 10-19 yrs. (32%)</li> </ul>
<b>Outdoor tennis courts</b>	<b>28%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (48%), 45-54 (44%)</li> <li>- NE (45%) and E-Central regions (32%)</li> <li>- Children in household (45%, vs. 17% of those without children)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (36%), 10-19 yrs. (46%)</li> </ul>
<b>Outdoor basketball courts</b>	<b>20%</b>	<ul style="list-style-type: none"> <li>- Under age 45 (31%), 45-54 (24%)</li> <li>- Children in household (34%, vs. 11% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (31%), 5-9 yrs. (34%)</li> </ul>
<b>Outdoor pickleball courts</b>	<b>18%</b>	<ul style="list-style-type: none"> <li>- Ages 45-54 (25%)</li> <li>- Recent GEPD users/visitors (19%)</li> </ul>
<b>Community garden plots</b>	<b>13%</b>	<ul style="list-style-type: none"> <li>- Ages 65+ (17%)</li> <li>- White residents (14%, vs. 2% of non-white residents)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (16%), 30+ yrs. (19%)</li> </ul>
<b>Outdoor volleyball courts</b>	<b>12%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (20%)</li> <li>- NE region (20%)</li> <li>- Children in household (23%, vs. 6% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (25%), 10-19 yrs. (21%)</li> </ul>

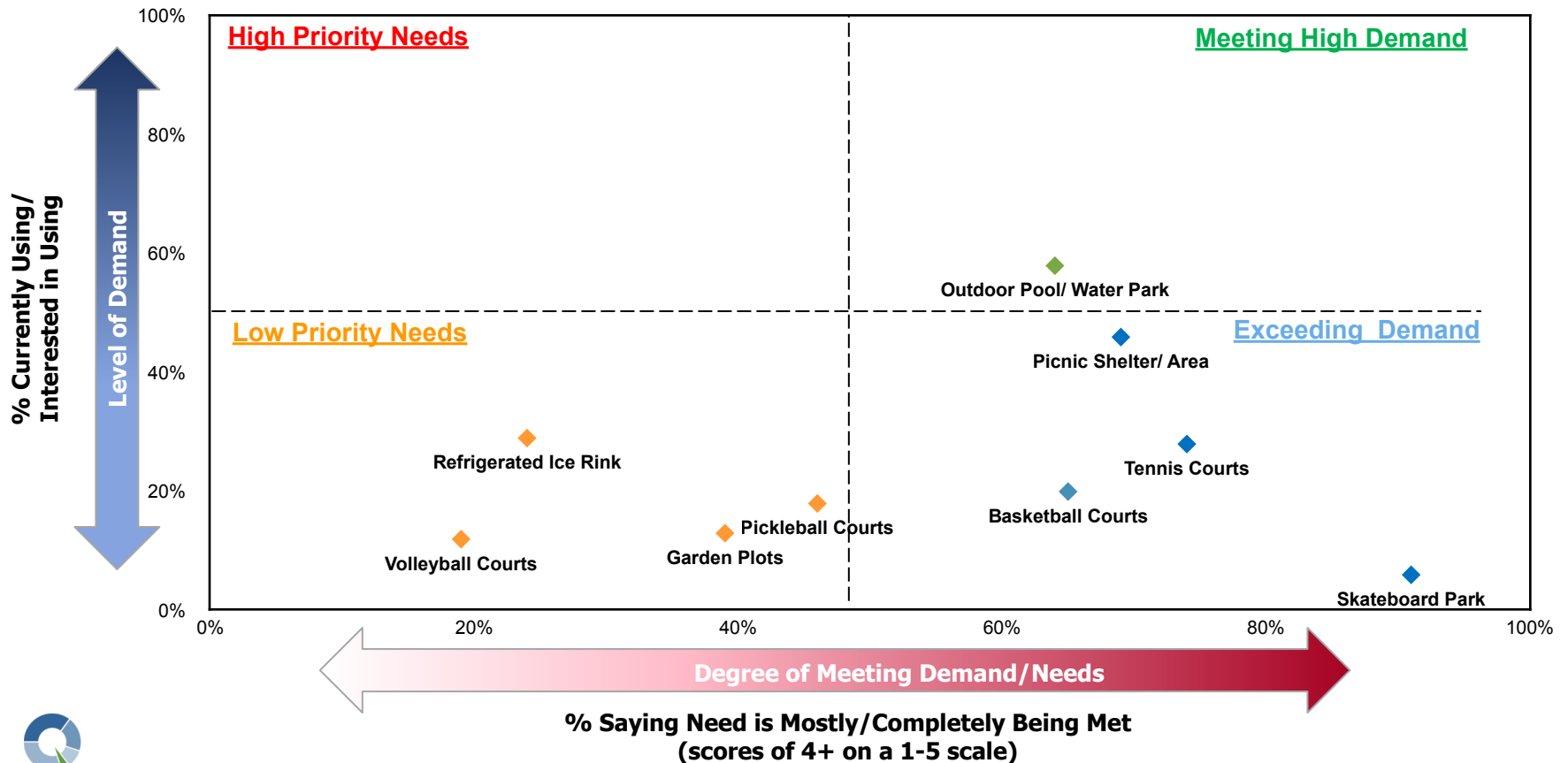
## Need/Interest for Outdoor facilities (cont'd)

	Overall (n=489)	Most Likely to Express Interest/Need/Use
<b>Skateboard Park</b>	<b>6%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (12%)</li> <li>- E-Central region (9%)</li> <li>- Children in household (11%, vs. 2% of those without children)</li> </ul>
<b>None</b>	<b>16%</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (23%), 65+ (31%)</li> <li>- No children in household (24%, vs. 5% of those with children)</li> <li>- Lived in Glen Ellyn 30+ yrs. (23%)</li> <li>- Non-GEPD users/visitors (72%, vs. 13% of recent users/visitors)</li> </ul>



Quadrant analysis shows that the amenities in highest demand – outdoor pool/water park and picnic shelters/areas – are already seen as mostly available to those interested (highest degree of “mostly meeting” or “completely meeting” demand on the horizontal axis).

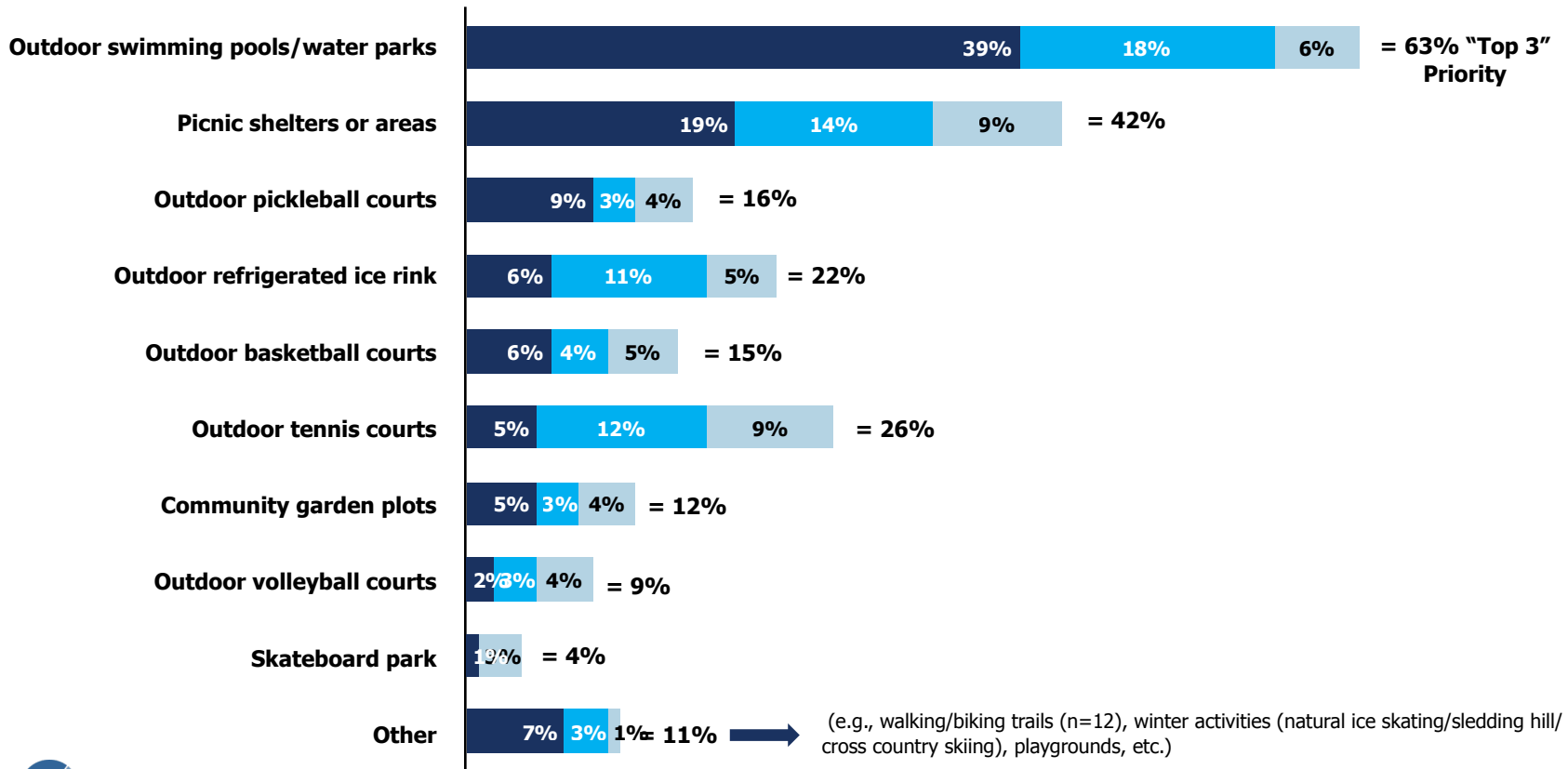
- Demand and interest in outdoor tennis courts, basketball courts, and a skateboard park are also seen as sufficiently addressed.
- The biggest “gaps” that represent opportunities for the District include a refrigerated ice rink, followed by lower-interest facilities (volleyball courts, pickleball courts, garden plots).



**As a follow-up question, when asked to identify the single top outdoor facility priority for the GEPD, outdoor pools/water parks clearly remain the top response, followed again by picnic facilities.**

- Outdoor tennis courts and a refrigerated ice rink are considered top-three priorities to roughly one out of four residents (most often their second choice).

**Top Priority For GEPD To Provide/Add/Improve: Outdoor Amenities/Facilities (n=372)**



**Younger adults (ages 35-44), newer residents, and households with children are especially likely to include an outdoor pool or waterpark as a top priority, while picnic shelters draw the attention of both the youngest and oldest respondents.**

- More middle-aged residents (ages 45-54) tend to be most interested in a refrigerated ice rink and (along with those age 65+) outdoor pickleball courts. Garden plots also generate the most interest among ages 65+, as well as among non-GEPD users/visitors.

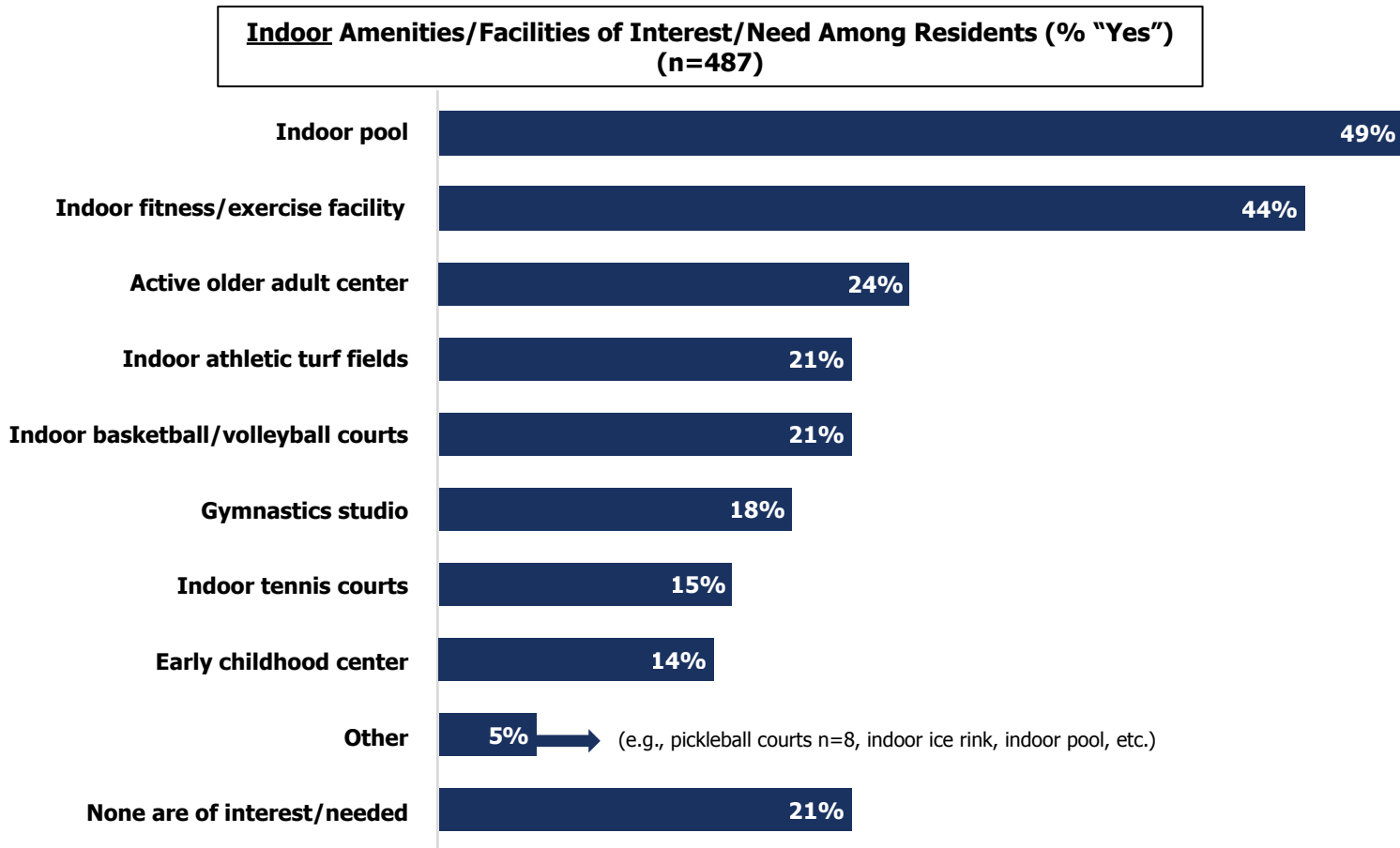
**Differences by Subgroups: Top Priorities**

	Top 3 Ranking	Most Likely to Include as Top 3 Priority
<b>Outdoor swimming pools or water parks</b>	<b>63%</b>	- Ages 35-44 (82%) - Children in household (75%, vs. 52% of those without children) - Lived in Glen Ellyn <5 yrs. (80%), 5-9 yrs. (83%)
<b>Picnic shelters or areas</b>	<b>42%</b>	- Under age 35 (68%), 65+ (51%) - NW region (61%)
<b>Outdoor tennis courts</b>	<b>26%</b>	- Ages 35-54 (39%) - Children in household (35%, vs. 19% of those without children) - Lived in Glen Ellyn 5-9 yrs. (33%), 10-19 yrs. (40%)
<b>Outdoor refrigerated ice rink</b>	<b>22%</b>	- Women (30%, vs. 15% of men) - Ages 45-54 (33%) - Children in household (34%, vs. 13% of those without children)
<b>Outdoor pickleball courts</b>	<b>16%</b>	- Ages 45-54 (24%), 65+ (21%) - Lived in Glen Ellyn 10-19 yrs. (23%)
<b>Outdoor basketball courts</b>	<b>15%</b>	- Children in household (22%, vs. 9% of those without children) - Lived in Glen Ellyn 5-9 yrs. (24%)
<b>Community garden plots</b>	<b>12%</b>	- Ages 65+ (23%) - Lived in Glen Ellyn 30+ yrs. (20%) - Non-GEPD users/visitors (89%, vs. 11% of recent users/visitors)
<b>Outdoor volleyball courts</b>	<b>9%</b>	- NE region (21%) - Lived in Glen Ellyn <5 yrs. (20%), 10-19 yrs. (17%)
<b>Skateboard park</b>	<b>4%</b>	- Ages 35-44 (10%)

## IV. Levels of Interest and Unmet Needs: Indoor Amenities/Facilities

**In a similar question about indoor facilities, nearly half of residents express interest or demand for an indoor pool (49%) and indoor fitness/exercise facilities (44%). The other indoor facilities tested generate about half as much interest (or less).**

- About one in five express a need or interest in an active older adult center, indoor turf fields, indoor basketball and volleyball courts, and a gymnastics studio. One in five (21%) express no interest in any of the indoor facilities tested.



**Support for an indoor pool is strongest among ages 35-44, those who moved to Glen Ellyn 5 to 19 years ago, and who have children. Women and NW residents also tend to be more in favor of this facility.**

- Demand for an indoor fitness/exercise facility is generally consistent among all subgroups (few meaningful differences).
- Not surprisingly, older adults (ages 55+) tend to express the greatest demand for an active older adult center. The remaining facilities tested are again consistently in highest demand among younger residents (under age 45), newer residents, and those with children.
- Those reporting no interest or need for any of these facilities tend to be the longest-term residents, are ages 55-64, and report no children in the household (see next page).

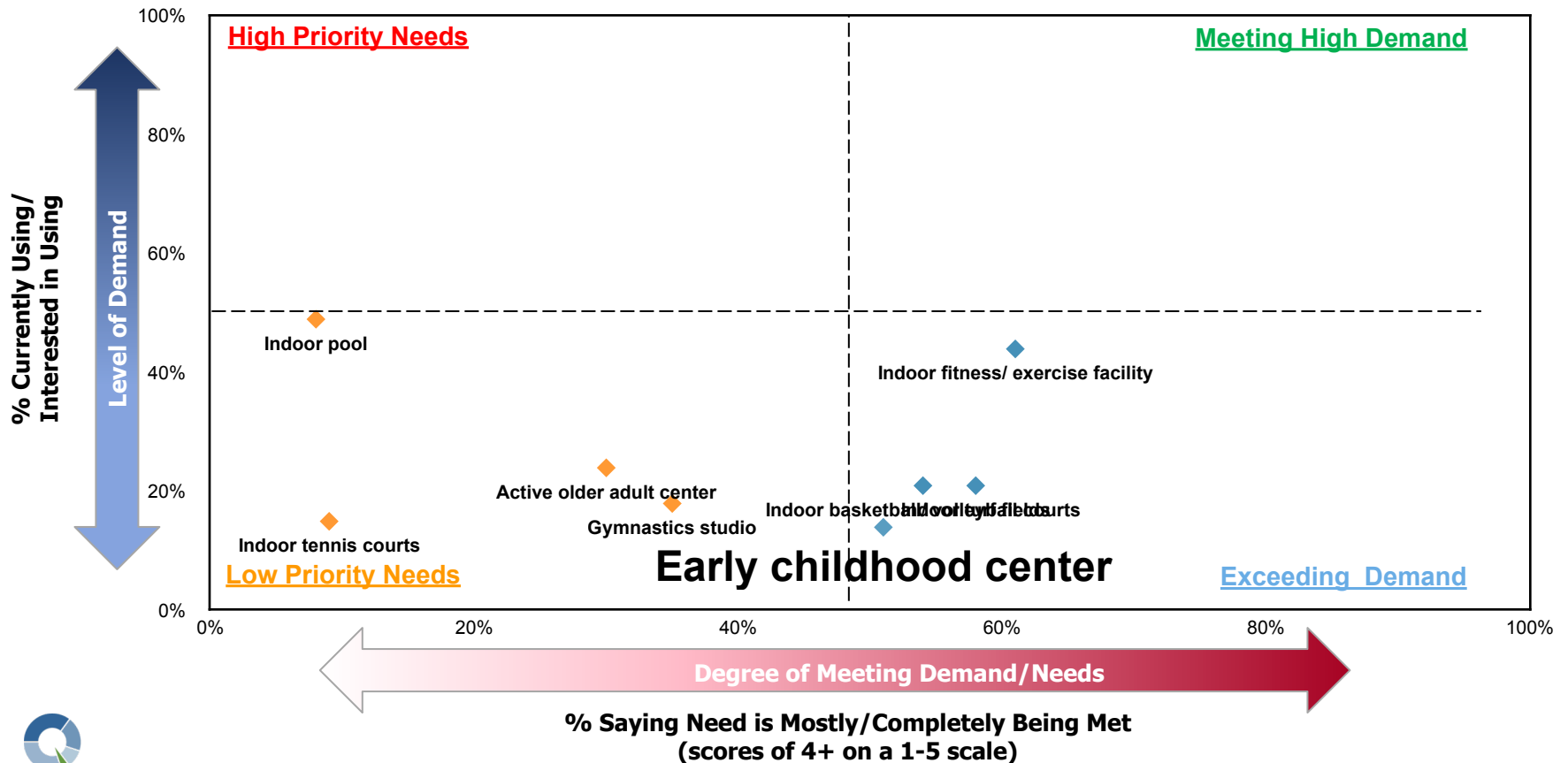
	Overall (n=487)	Most Likely to Express Interest/Need/Use
<b>Indoor pool</b>	<b>49%</b>	<ul style="list-style-type: none"> <li>- Women (55%, vs. 43% of men)</li> <li>- Ages 35-44 (70%), 45-54 (54%)</li> <li>- NW region (59%)</li> <li>- Children in household (64%, vs. 39% of those without children)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (70%), 10-19 yrs. (60%)</li> <li>- Recent GEPD users/visitors (52%, vs. 3% of non-users/visitors)</li> </ul>
<b>Indoor fitness/exercise facility</b>	<b>44%</b>	<ul style="list-style-type: none"> <li>- Recent GEPD users/visitors (46%, vs. 10% of non-users/visitors)</li> </ul>
<b>Active older adult center</b>	<b>24%</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (27%), 65+ (53%)</li> <li>- No children in household (36%, vs. 4% of those with children)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (32%), 30+ yrs. (45%)</li> </ul>
<b>Indoor athletic turf fields</b>	<b>21%</b>	<ul style="list-style-type: none"> <li>- Under age 45 (38%), 45-54 (25%)</li> <li>- Children in household (37%, vs. 10% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (25%), 5-9 yrs. (45%), 10-19 yrs. (29%)</li> </ul>
<b>Indoor basketball/volleyball courts</b>	<b>21%</b>	<ul style="list-style-type: none"> <li>- Under age 35 (31%), 35-44 (39%)</li> <li>- Children in household (36%, vs. 11% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (27%), 5-9 yrs. (41%), 10-19 yrs. (24%)</li> </ul>
<b>Gymnastics studio</b>	<b>18%</b>	<ul style="list-style-type: none"> <li>- Women (22%, vs. 15% of men)</li> <li>- Under age 35 (38%), 35-44 (46%)</li> <li>- Children in household (38%, vs. 5% of those without children)</li> <li>- Lived in Glen Ellyn &lt;10 yrs. (36%)</li> </ul>

## Need/Interest for Indoor Facilities (cont'd)

	Overall (n=487)	Most Likely to Express Interest/Need/Use
<b>Indoor tennis courts</b>	<b>15%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (30%)</li> <li>- NE (31%)</li> <li>- Children in household (30%, vs. 6% of those without children)</li> <li>- Lived in Glen Ellyn 5-19 yrs. (26%)</li> </ul>
<b>Early childhood center</b>	<b>14%</b>	<ul style="list-style-type: none"> <li>- Women (18%, vs. 11% of men)</li> <li>- Under age 35 (44%), 35-44 (31%)</li> <li>- Children in household (27%, vs. 6% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (36%), 5-9 yrs. (23%)</li> </ul>
<b>None</b>	<b>21%</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (31%)</li> <li>- No children in household (26%, vs. 12% of those with children)</li> <li>- Lived in Glen Ellyn 30+ yrs. (26%)</li> <li>- Non-GEPD users/visitors (87%, vs. 16% of recent users/visitors)</li> </ul>

Quadrant analysis shows that among the indoor facilities tested, the biggest “gap” is for an indoor pool (nearly a “high priority” need). This is followed by smaller gaps for an active older adult center, indoor tennis courts, and a gymnastics studio.

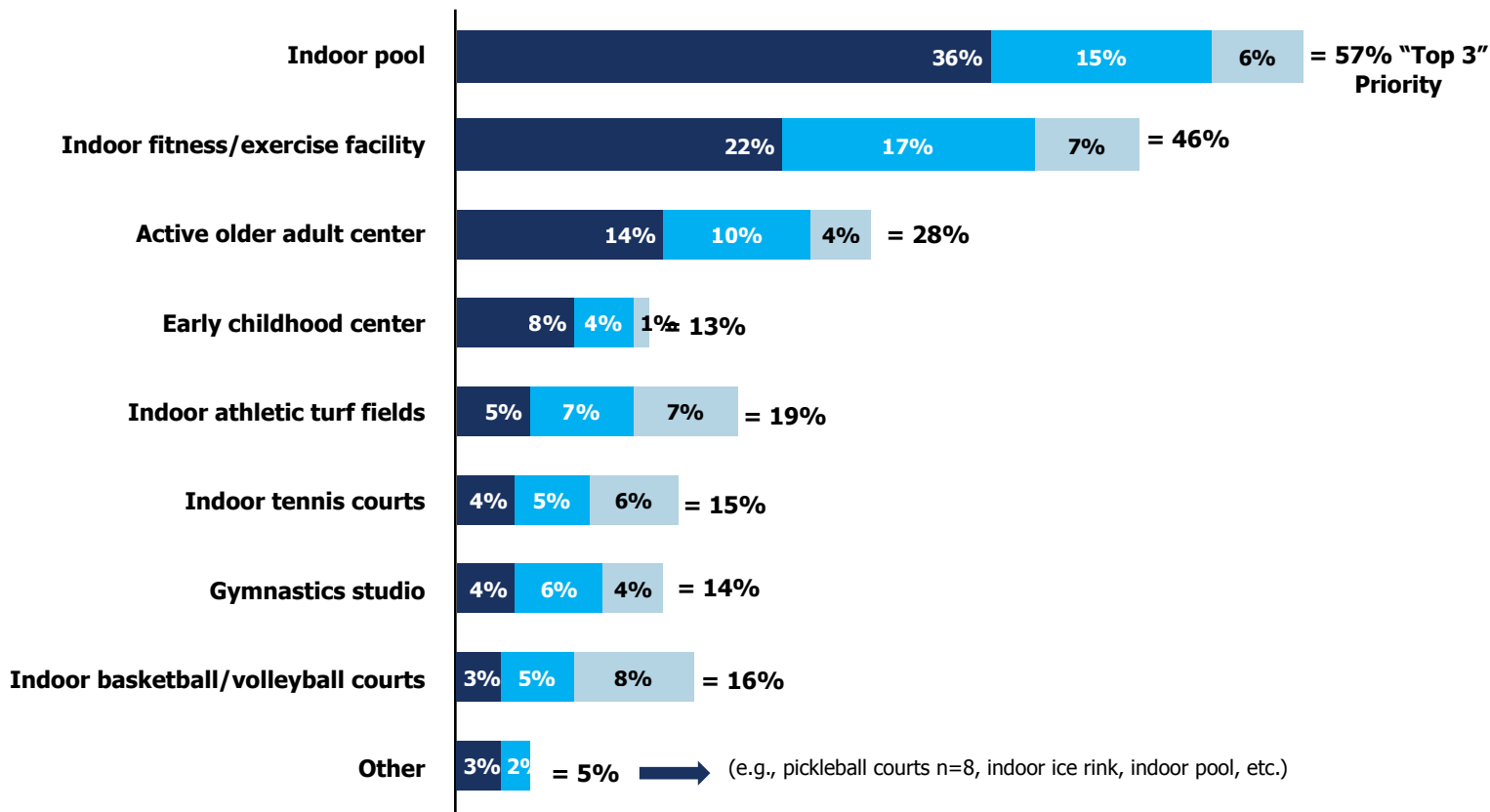
- Among the remaining indoor facilities tested, a majority of those interested in each feel that their need is mostly or completely being met.





In the follow-up question, an indoor pool remains the #1 and top-3 priority, followed closely by an indoor fitness/exercise facility. An active older adult center ranks third overall.

Top Priority For GEPD To Provide/Add/Improve: Indoor Amenities/Facilities  
(n=361)



**At least two-thirds of households with children, ages 35-44, and NW residents include an indoor pool as a top priority. An indoor fitness and exercise facility is especially important to the youngest and oldest adults, along with the newest and most long-term residents.**

- The vast majority of adults ages 65+ include an active older adult center as a top priority, as do a third of those aged 55-64.
- The remaining indoor facilities tend to be important to adults under age 55. NE residents also express higher-than-average interest in indoor turf fields and tennis courts (see below and next page).

**Differences by Subgroups: Top Priorities**

	Top 3 Ranking	Most Likely to Include as Top 3 Priority
<b>Indoor Pool</b>	<b>57%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (77%)</li> <li>- NW region (70%)</li> <li>- Households with children (68%, vs. 48% of those without children)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (78%), 10-19 yrs. (70%)</li> </ul>
<b>Indoor fitness/exercise facility</b>	<b>46%</b>	<ul style="list-style-type: none"> <li>- Under 35 (59%), 55-64 (53%), 65+ (63%)</li> <li>- Households without children (59%, vs. 30% of those with children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (61%), 30+ yrs. (52%)</li> </ul>
<b>Active older adult center</b>	<b>28%</b>	<ul style="list-style-type: none"> <li>- Ages 55-64 (32%), 65+ (70%)</li> <li>- Households without children (46%, vs. 4% of those with children)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (34%), 60+ yrs. (60%)</li> </ul>
<b>Indoor athletic turf fields</b>	<b>19%</b>	<ul style="list-style-type: none"> <li>- Under age 35 (39%), 35-44 (29%), 45-54 (24%)</li> <li>- NE region (35%)</li> <li>- Households with children (29%, vs. 11% of those without children)</li> <li>- Lived in Glen Ellyn &lt;9 yrs. (32%), 10-19 yrs. (23%)</li> </ul>
<b>Indoor basketball/volleyball courts</b>	<b>16%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (28%), 45-54 (19%)</li> <li>- Households with children (26%, vs. 8% of those without children)</li> <li>- Lived in Glen Ellyn &lt;9 yrs. (22%), 10-19 yrs. (20%)</li> </ul>

## Meaningful Differences: Top-Three Indoor Priorities (cont'd)

### Differences by Subgroups: Top Priorities

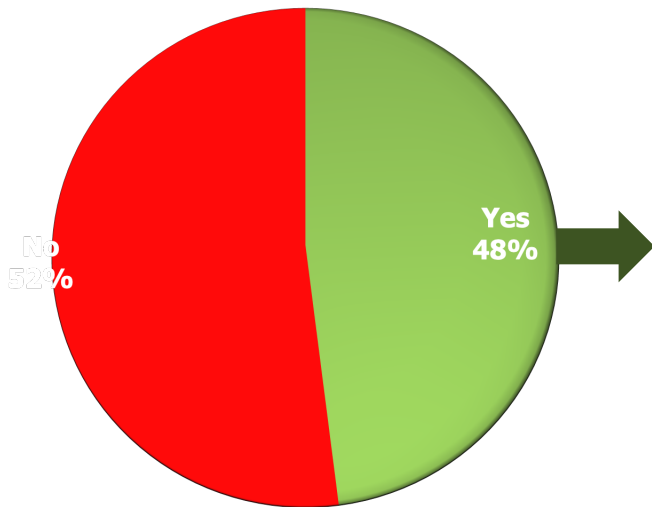
	Top 3 Ranking	Most Likely to Include as Top 3 Priority
<b>Indoor tennis courts</b>	<b>15%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (26%), 45-54 (21%)</li> <li>- NE region (35%)</li> <li>- Women (20%, vs. 9% of men)</li> <li>- Households with children (26%, vs. 6% of those without children)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (30%)</li> </ul>
<b>Gymnastics studio</b>	<b>14%</b>	<ul style="list-style-type: none"> <li>- Ages 35-44 (37%)</li> <li>- Households with children (29%, vs. 3% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (32%), 5-9 yrs. (23%)</li> </ul>
<b>Early childhood center</b>	<b>13%</b>	<ul style="list-style-type: none"> <li>- Under age 35 (37%), 35-44 (23%)</li> <li>- Households with children (21%, vs. 7% of those without children)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (44%)</li> </ul>

# V. GEPD Programs/Events

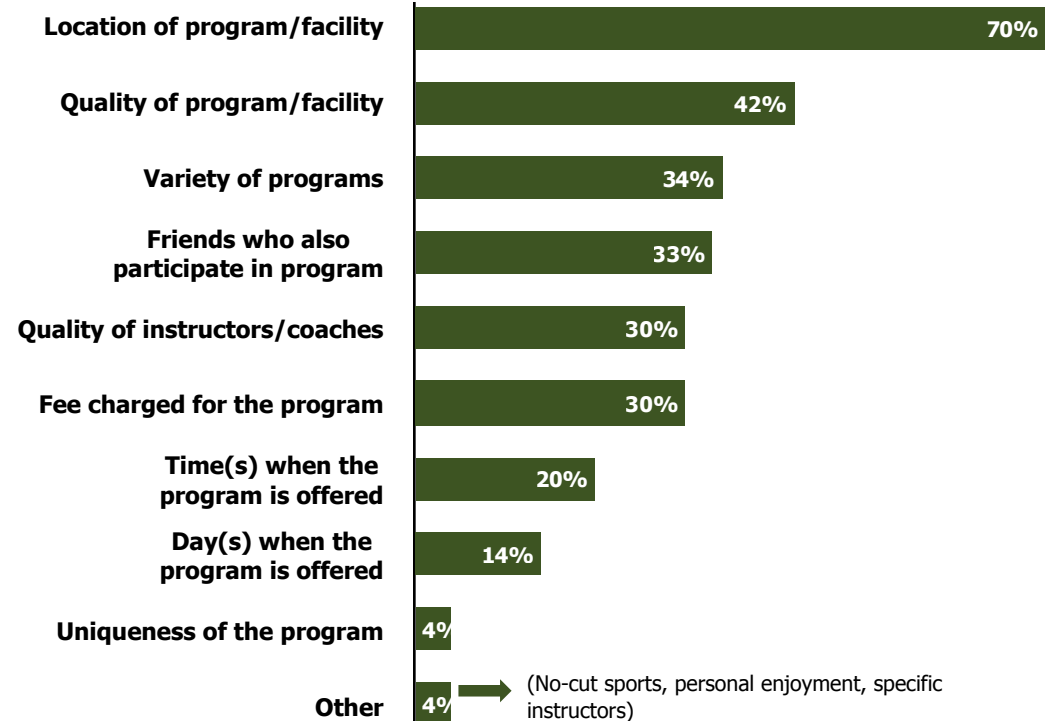
Nearly half of respondents report a household member who participated in a District program in the past two years. For those residents, the location of the program or facility is by far the biggest factor that determines one's decision to participate.

- Self-reported participation is highest among those ages 35-44 (84% "yes"), 45-54 (55%), and households with children (82% yes, vs. 26% of those without children).
- Other decision factors include the perceived quality of the program, variety of offerings, and whether friends are joining.

**Household Member Participate in GEPD Recreation/Athletic Program in Past 24 Months? (n=485)**



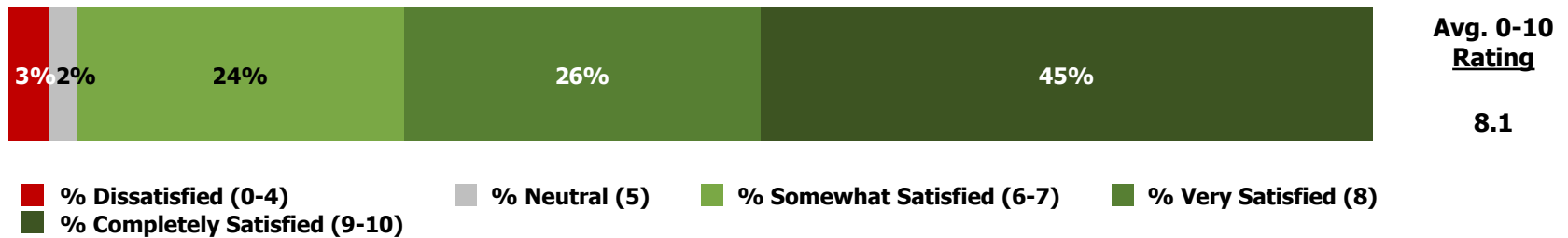
**Top Reasons for Participating in GEPD Recreation/Athletic Programs (top 3 responses, n=245)**



**Recent program participants likewise give equally favorable satisfaction ratings with these experiences, closely aligning with satisfaction scores for GEPD parks, playgrounds, nature areas, and facilities.**

- Nearly half of program participants (45%) are completely satisfied, and 95% overall are at least somewhat satisfied.
- Only 3% had a negative experience.
- These responses are consistent across all subgroups (no meaningful differences on the average rating of 8.1).

**Satisfaction with GEPD Recreation/Athletics Programs  
(n=245)**



**The relatively few residents who are less satisfied with GEPD programs (3% or n=15 giving ratings of “6” or lower on a 0-10 scale) cite a variety of issues and concerns.**

- Nearly half (n=6 of 15) are unhappy with the coaches or program leaders. About half as many seek more yoga programs, or greater consistency in program quality and offerings.
- Aside from those requests, the remaining comments are very scattered.

**Reasons for Dissatisfaction with Park District programs  
(top responses, unweighted n of cases)**

**Programs, general**

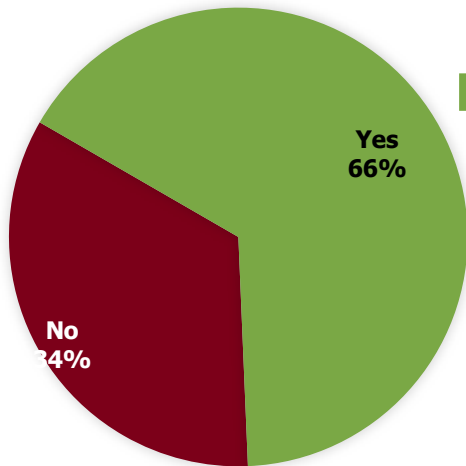


- Responses:**
- n=6 Coaches (want professionals, more)
  - n=3 Want yoga classes
  - n=3 Consistency (curriculum, substance, teaching fundamentals)
  - n=2 Communication
  - n=1 More senior trips, get-togethers
  - n=1 Few spots on youth sports
  - n=1 Programs not accessible
  - n=1 Wants Mahjong course
  - n=1 Should not require masks
  - n=1 Not enough for women
  - n=1 “Fraternity” atmosphere

**About two-thirds of the respondents report attending a GEPD event in the past three years, most often the 4<sup>th</sup> of July activities and the Lake Ellyn Cardboard Regatta.**

- One in five respondents overall (20%) report attending a Jazz in the Park performance, and nearly as many have also participated in or attended Touch-A-Truck, Movies in the Parks, Glow in the Park Lantern Walk, or the Freedom Four 4-Mile Run.

**Attended/Participated in GEPD Events in Past 3 Years?**



**n = 331** →

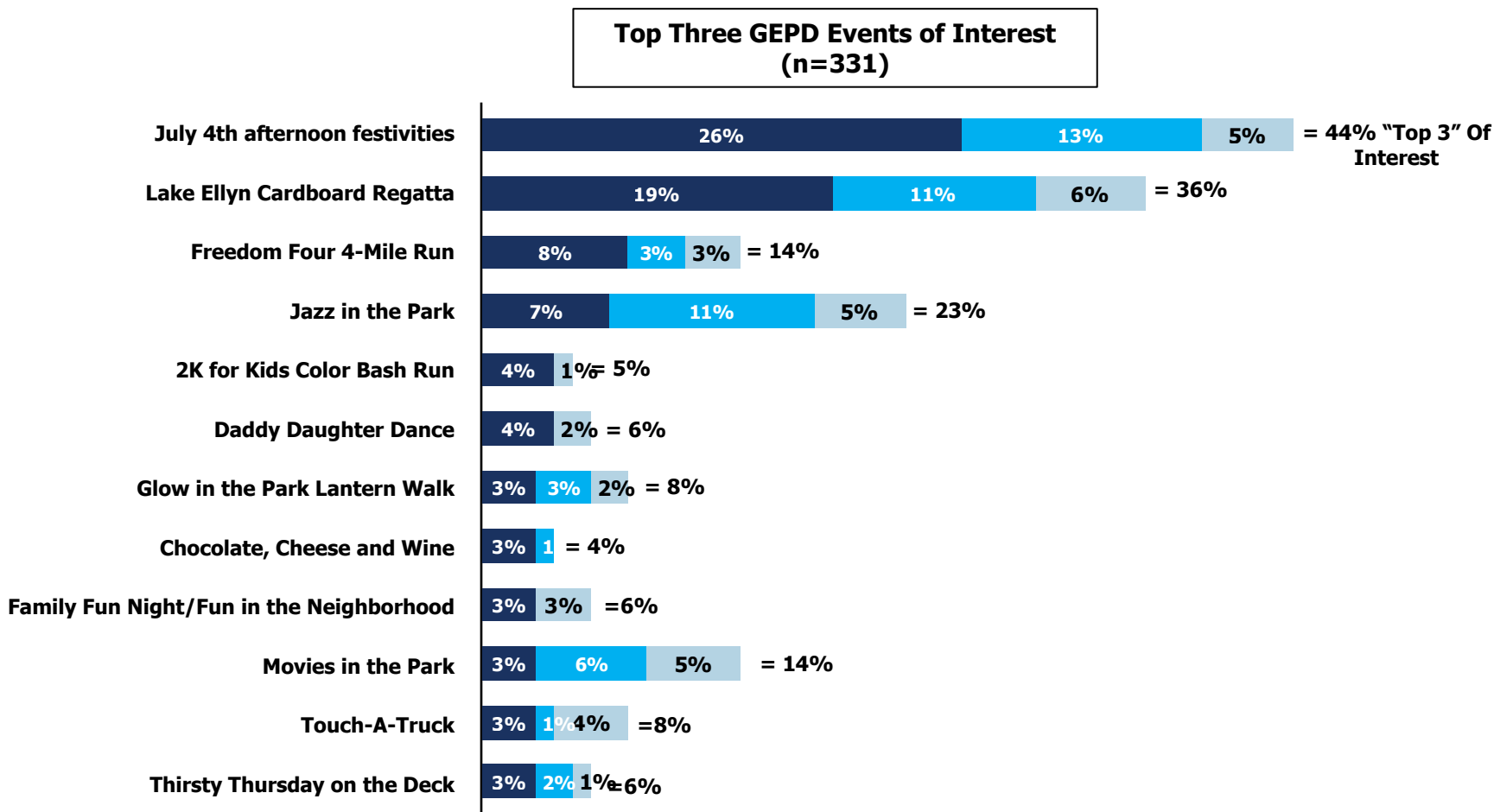
Attended/Participated in GEPD Event in Past 3 Years	% Reporting (n=331)	% All Respondents (n=488)
July 4 <sup>th</sup> afternoon activities	53%	35%
Lake Ellyn Cardboard Regatta	43%	28%
Jazz in the Park	31%	20%
Touch-A-Truck	23%	15%
Movies in the Parks	21%	14%
Glow in the Park Lantern Walk	19%	13%
Freedom Four 4-Mile Run	19%	12%
Family Fun Night/Fun in the Neighborhood	11%	8%
Daddy Daughter Dance	10%	6%
Eggstra-Ordinary Egg Hunt	10%	6%
Thirsty Thursday on the Deck	10%	6%
Turkey Trot 5-Mile Run	10%	6%
Earth Day	9%	6%
Boo Bash	8%	5%
Pumpkin Flotilla Fest	7%	5%
Pumpkins on Main	7%	4%
2K for Kids Color Bash Run	6%	4%
Chocolate, Cheese and Wine	6%	4%
Mother/Daughter Princess Tea	6%	4%
Polar Express Storytime Train	6%	4%
Prom with Mom	6%	4%
Other GEPD events (<5% each, most often: Back to School Bash, Donuts with Santa, Fall Fete, Ackerman Woods Spook Trail, Flashlight Egg Hunt, You've Been Grinched, Candy Cane Hunt, Teen Splash Bash at Sunset Pool, Tween Night at Ackerman SFC, Cape Firbin' Derby, Bike Races, Monday Miles)	40%	28%

Q23. Please indicate if you or any household member has participated or attended any of the following Glen Ellyn Park District events in the last **36 months/three years**.



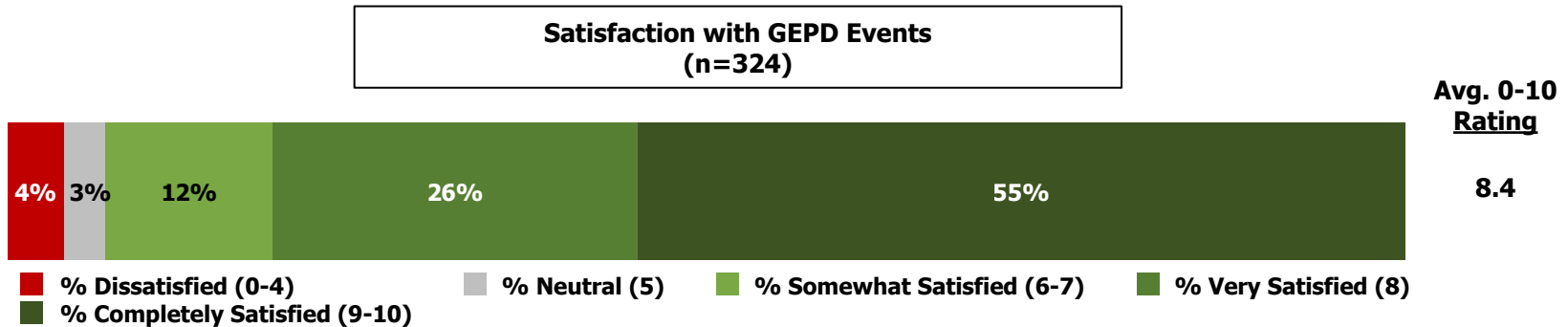
**These same events (4<sup>th</sup> of July activities, Cardboard Regatta, Jazz in the Park, Movies in the Park) rank among the top three GEPD events of terms of overall interest.**

- Note that a number of these events include at least some #1 top rankings, indicating clear interest across the wide variety of activities offered.



## District events garner even higher satisfaction scores than GEPD programs, parks and facilities.

- Most event attendees are completely satisfied, and 93% overall are at least somewhat satisfied.



- Even those who give lower than average satisfaction are still at least very satisfied overall (7.9 or higher averages on a 0-10 scale).

	Overall Avg. Rating (0-10)	Lower Satisfaction	Higher Satisfaction
<b>Overall Event Satisfaction</b>	<b>8.4</b>	<ul style="list-style-type: none"> <li>- Women (8.1)</li> <li>- Ages 55+ (8.1)</li> <li>- No children in household (8.0)</li> <li>- Lived in Glen Ellyn 30+ yrs. (7.9)</li> </ul>	<ul style="list-style-type: none"> <li>- Men (8.7)</li> <li>- Ages 35-44 (8.9)</li> <li>- Children in household (8.7)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (9.0), 5-9 yrs. (8.6)</li> </ul>

**Residents less satisfied with GEPD events (3% or n=17 giving ratings of "6" or lower on a 0-10 scale on any attribute) likewise offer varied suggestions for improvement.**

- Most often, they seek better communication and marketing of these events (n=3), and as many feel that events are too focused on children or younger families and want more adult-themed activities.
- The popularity of these events registers a couple of complaints about long lines, or difficulty registering for some events (n=2 cases each).

**Reasons for Dissatisfaction with Park District events  
(top responses, unweighted n of cases)**

Events, general



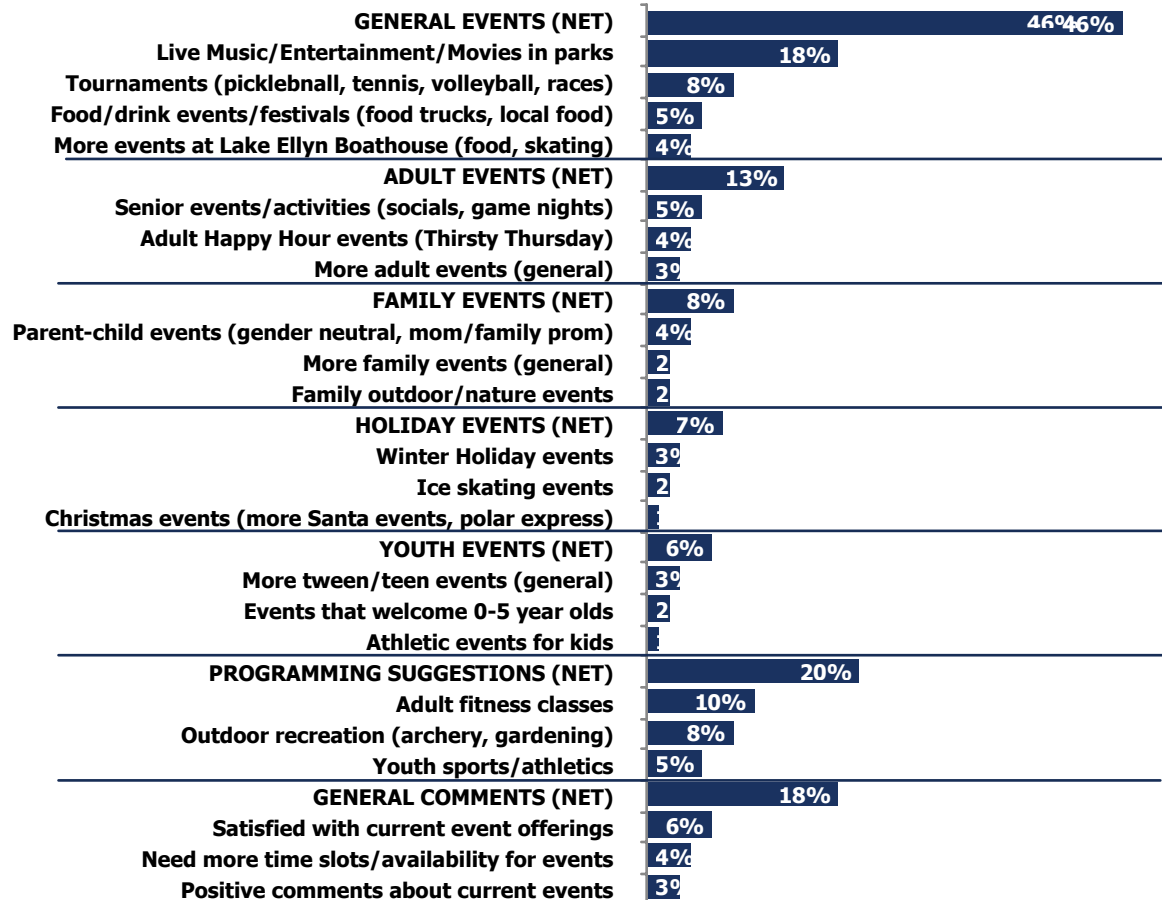
**Responses:**

- n=3 More advertisement, communication
- n=3 too family/(young) children focused\*
- n=2 Long lines, waiting time
- n=2 Not enough spots (popular events)
- n=1 Not many people (in age group)
- n=1 Staff (seems annoyed)
- n=1 Not enough for seniors
- n=1 Want greener events
- n=1 Too expensive
- n=1 Not wheelchair accessible
- n=1 More firework (stands)

**Open-ended suggestions for potential GEPD events usually focus on community activities, most often live entertainment, tournaments, food-related activities, or specifically events at the Boathouse.**

- The rest offered a wide range of suggestions, often seeking more activities for adults (senior events, happy hours, adult fitness classes), followed by more activities for families and children (including holiday events).
- A sample of these suggestions is provided on the next two pages. The full set of verbatim comments is included in the respondent data file (provided separately).

**Top Event Suggestions**  
(multiple open-ended responses, n=236)



## Sample Verbatims: Event Suggestions

"More things for those over 55 on the weekends."

"Craft classes, financial workshops, Martial arts, exercise for seniors"

"Speakers and books on relevant topics . Cooking demos . Container gardening. Dog training."

"Bingo at night. Las Vegas night."

"More food trucks!"

"More holiday events. We were unable to attend the boo bash or any Christmas related events as there were not enough spots available."

"I would like there to be more opportunity to join in on some of the events that sell out so quickly. We have not been able to do most of the holiday events because they go so quick. Would love to see more holiday offerings. Would also love more sibling offerings for young kids. I have a three-and a six-year-old and they are never able to do events together."

"Events that are popular should have additional time slots or alternate days so more people can participate."

"The Santa on the Stoop was awesome last year. Great job! 2K-Color-race was another amazing event and was very organized."

"The fun fests and movie nights are really fun and would be nice to have a couple more so that we can attend a couple more despite a busy schedule."

"Fishing contest on Lake Ellyn."

"Especially with the pandemic continuing, outdoor activities are key. I especially like music events outdoors."

"Bags tournament."

"Glen Ellyn cookout."

"Encourage and help getting block parties happening again. Builds communities one block at a time!"

"More parent-child programs would be great. We love the Daddy-Daughter event! And more events on the lake."

"I dislike Daddy/Daughter or Mom Prom where mom brings son or dad brings daughter. I have 2 daughters and miss out on fun dances with them. A family prom or dance event is nicer at Valentines Day. Bigger breakfasts with Santa and outdoor Santa events in Lake Ellyn would be nice. Having Disney characters in the park, or other large carnival type events at Lake Ellyn would be fun. Preschool field trips would be great."

"More family fun events."

"Family fitness activities or events."

"Add more under age five events or lower the age requirements to three years old. There are many events that I know my four-year-old could handle but I wasn't able to sign them up because it was for five years old or older."

"Tween social events."

## Sample Verbatims: Event Suggestions (cont'd)

"More events for adults to gather and be active."

"Events for young adults."

"Adult events, not family events, adult events."

"Senior concerts, coordination with downtown street closure events."

"Parents night out - more often, different activities. One day trials of different activities - like tennis or basketball so kids can get a feel for it. Horse back riding for younger kids."

"Senior bridge games, more trips like the Wheaton Park District has."

"Restorative yoga for seniors or mediation yoga for seniors. Jazzercise!"

"Host regional volleyballs events for high schoolers."

"Jazz in the park more often than just three times in the summer."

"I would be interested in more concerts in the parks. I also have been happy about the collaboration with Glen Ellyn Public Library for Story Time in the parks."

"An actual Taste of Glen Ellyn that offers only food from actual Glen Ellyn restaurants. It would be a huge draw to the area and showcase our great restaurants. At the least, this name should NOT be used for carnival food. People from out-of-town expect a nice tasting event and get funnel cakes instead."

"More tween/teen centered ideas. Flashlight egg hunt would be perfect for the 13-to-15-year-olds but can't ALSO include the young kids. Teens don't want little kids there too."

"Fall Festival in one of the larger parks. Christmas/Holiday Festival at Newton Park. Earth Day Festival celebrating nature, trees and promoting environmentalism."

"Sand volleyball tournament, other ways besides running to get everyone out and moving."

"Summer races at Newton."

"More paddle or pickle tournaments."

"More family bicycle events."

"Concerts in the park."

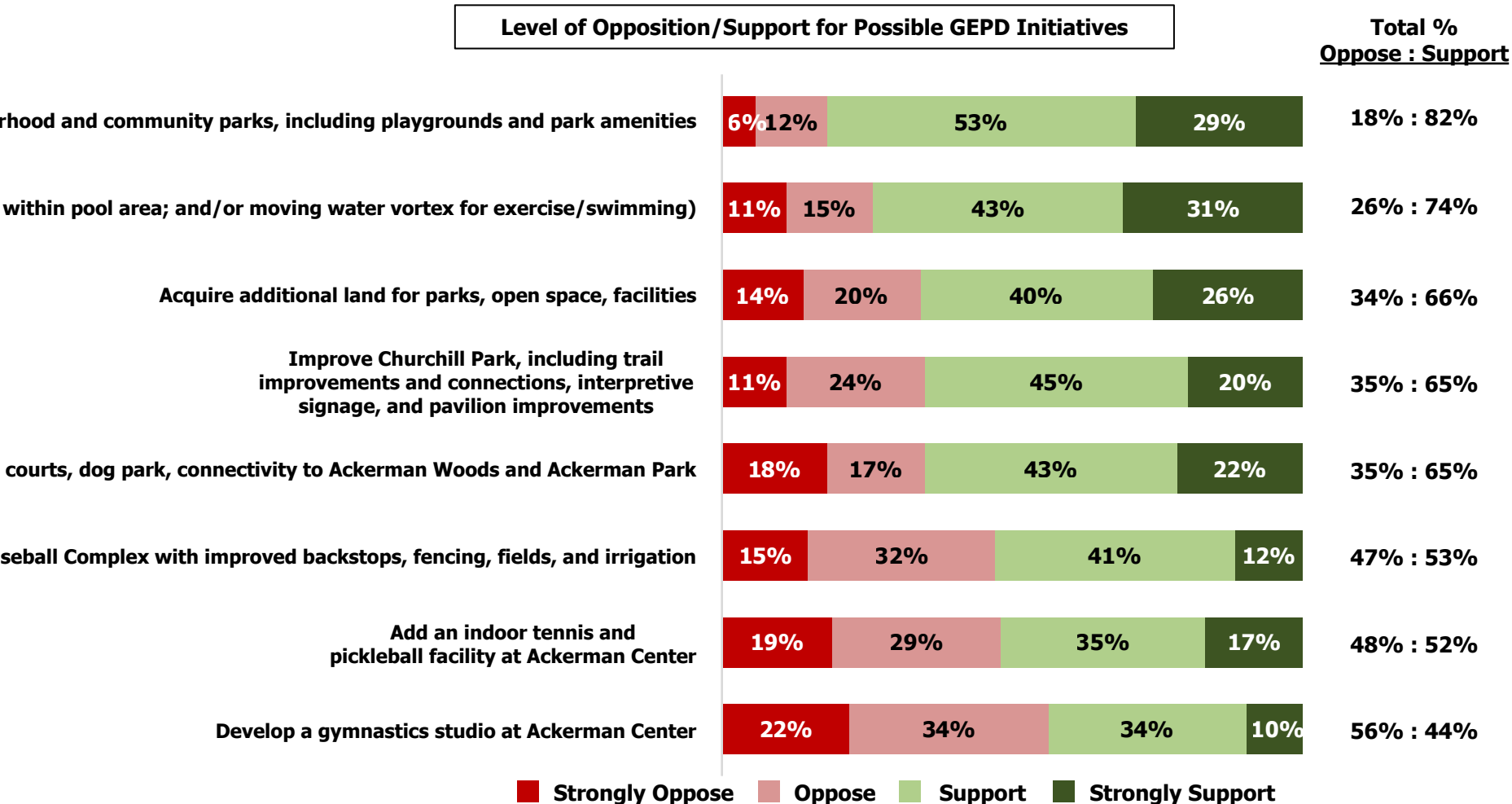
"Activities at Newton Park, i.e.: movies, outdoor exercise classes for older adults."

"More food trucks!"

"Vegan festival."

## VI. Support Levels for Potential GEPD Initiatives/Improvements

Large majorities (74+%) are willing to pay higher taxes or fees for the GEPD to upgrade existing parks/playgrounds/amenities, and update or renovate Sunset Pool. About two-thirds also favor more land acquisition, and improvements to Churchill Park and the Lenox Road site.





**Households with children and newer local residents are most in favor of improved parks and playgrounds, and Sunset Pool upgrades. In fact, most segments voice majority support for these two initiatives; no more than 42% are opposed (expect for the few non-GEPD users).**

- Similarly, those with children and more recent residents tend to favor indoor tennis and pickleball courts, and/or a gymnastics studio, at Ackerman Sports & Fitness Center (see next page).
- By comparison, those without children and older/long-term residents tend to oppose most of these initiatives, with the exception of renovations to Village Green Park and the baseball complex (see next page), which is also supported more often by men and W-Central residents.

	Total Oppose	Total Support
<b>Upgrade Existing Parks/Playgrounds/Amenities</b>	<p><b>18% Overall</b></p> <ul style="list-style-type: none"> <li>- Under age 35 (42%), 65+ (23%)</li> <li>- No children in household (25%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (31%), 30+ yrs. (24%)</li> </ul>	<p><b>82% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (94%), 45-54 (89%)</li> <li>- Children in household (92%)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (91%), 10-19 yrs. (89%)</li> </ul>
<b>Upgrade/Renovate Sunset Pool</b>	<p><b>26% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 45-64 (32%)</li> <li>- S region (37%)</li> <li>- No children in household (35%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (40%), 30+ yrs. (35%)</li> <li>- Non-GEPD users/visitors (74%)</li> </ul>	<p><b>74% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (89%)</li> <li>- W-Central region (85%)</li> <li>- Children in household (87%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (89%), 5-9 yrs. (84%)</li> </ul>
<b>Acquire Additional Land</b>	<p><b>34% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 55-64 (43%), 65+ (45%)</li> <li>- Lived in Glen Ellyn 20+ yrs. (44%)</li> </ul>	<p><b>66% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (77%), 45-54 (74%)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (83%)</li> </ul>
<b>Improve Churchill Park</b>	<p><b>35% Overall</b></p> <p>&lt; no meaningful differences &gt;</p>	<p><b>65% Overall</b></p> <p>&lt; no meaningful differences &gt;</p>

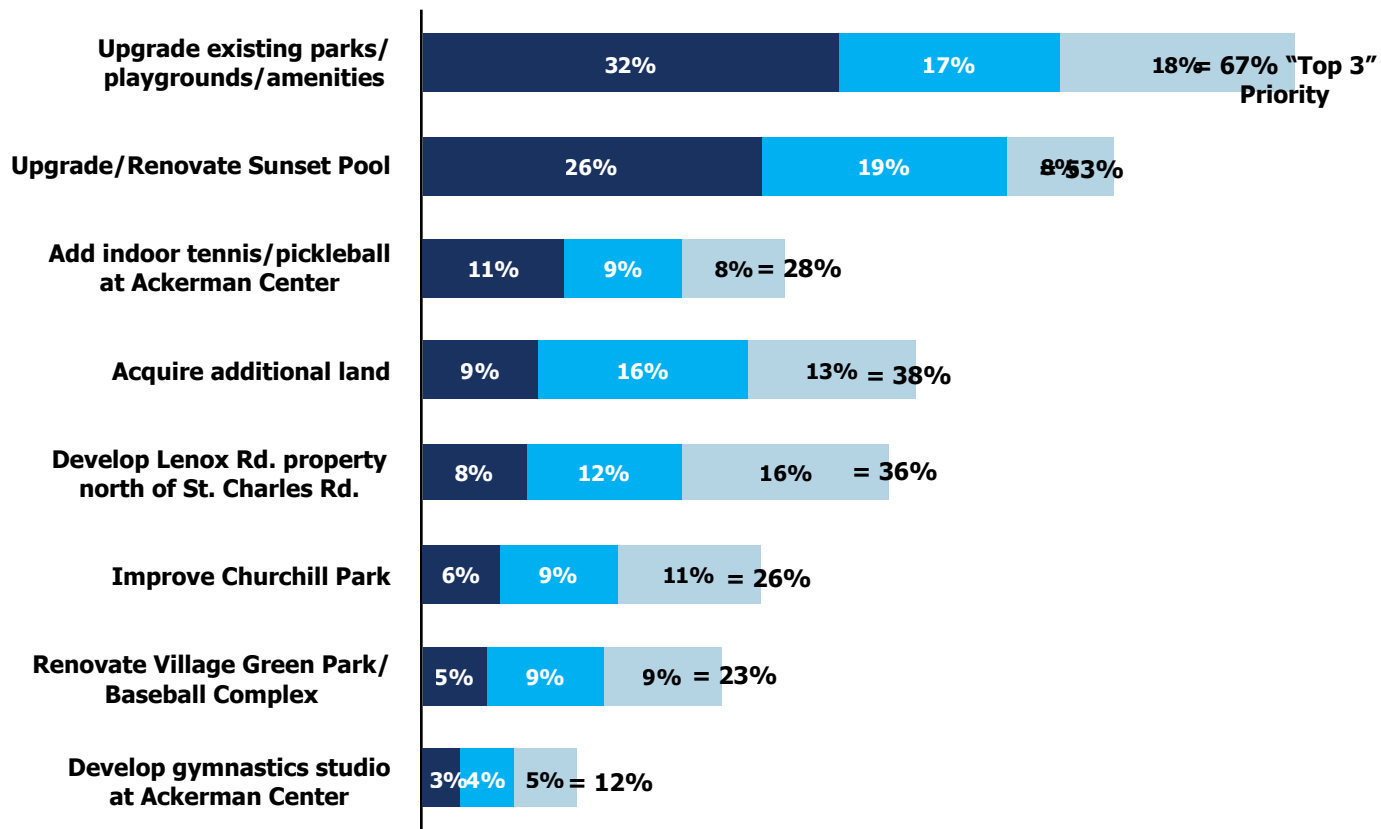
**Note that below and on the previous page, residents in different parts of the community tend to favor (or oppose) specific projects.**

- For example, those in the NW region overwhelmingly support developing the Lenox Road property (81%), but a majority of these residents (53%) oppose upgrades to Village Green Park or the baseball complex.
- Differences between strong and not strong supporters/opponents to each proposal are provided in the Appendix (pp. 90-91).

	Total Oppose	Total Support
<b>Develop Lenox Rd. Property North of St. Charles Rd.</b>	<b>35% Overall</b> - W-Central (46%) and S regions (46%) - Lived in Glen Ellyn 30+ yrs. (44%)	<b>65% Overall</b> - NW region (81%) - Lived in Glen Ellyn 10-19 yrs. (75%)
<b>Renovate Village Green Park/Baseball Complex</b>	<b>47% Overall</b> - Women (51%) - Ages 45-54 (52%), 55-64 (55%) - NW (53%), NE (55%) and E-Central regions (52%)	<b>53% Overall</b> - Men (60%) - Ages 65+ (65%) - W-Central region (69%)
<b>Add Indoor Tennis/Pickleball Facility at Ackerman Center</b>	<b>48% Overall</b> - Men (53%) - Ages 55-64 (55%) - S region (64%) - No children in household (53%) - Non-GEPD users/visitors (80%)	<b>52% Overall</b> - Women (59%) - Ages 35-44 (65%) - NW (59%), NE (58%) and W-Central regions (59%) - Children in household (60%)
<b>Develop Gymnastics Studio at Ackerman Center</b>	<b>56% Overall</b> - Ages 55-64 (71%) - White residents (58%) - No children in household (65%) - Lived in Glen Ellyn 20-29 yrs. (71%), 30+ yrs. (68%)	<b>44% Overall</b> - Ages 35-44 (57%) - Non-white residents (77%) - Children in household (57%) - Lived in Glen Ellyn <5 yrs. (61%), 5-9 yrs. (58%)

**When ranking their top three priorities, improving existing properties tops the list, followed by renovations to Sunset Pool. Over a third also include new land acquisition and developing the Lenox Road property among their top three priorities.**

**Top Priority/Initiative For GEPD Even if it Increases Costs/Taxes  
(n=431)**



**Among these priorities, younger adults and those with children tend to favor upgrades to existing locations, renovations to Sunset Pool, and a gymnastics studio (though this ranks lowest overall).**

- By comparison, middle-age and older residents (and sometimes those without children) tend to favor improvements to the Lenox Road property, Churchill Park, and Village Green Park and baseball complex.

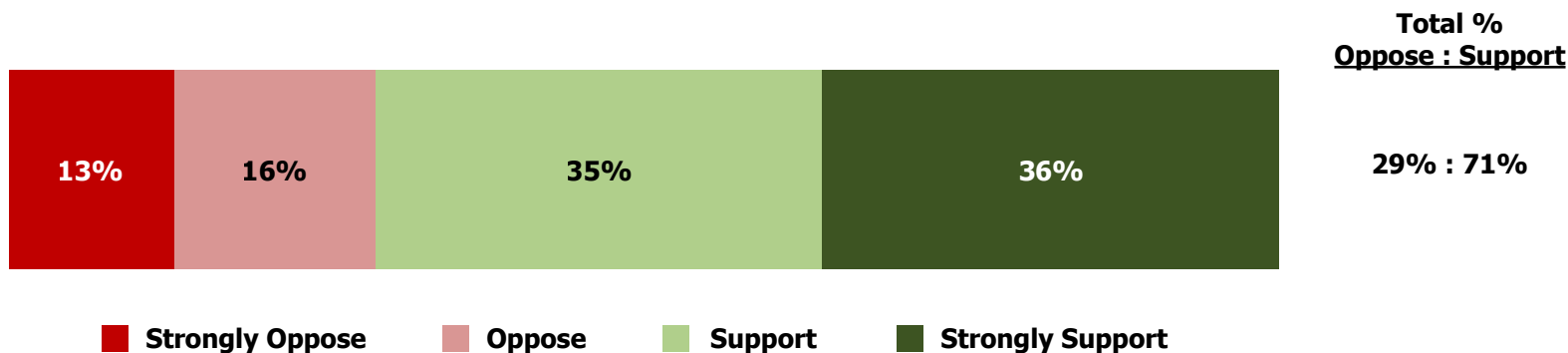
**Differences by Subgroups: Top GEPD Initiatives/Priorities**

	Top 3 Ranking	Most Likely to Include as Top 3 Priority
<b>Upgrade existing parks/playgrounds/amenities</b>	<b>67%</b>	<ul style="list-style-type: none"> <li>- W-Central (75%) and S regions (82%)</li> <li>- Children in household (76%)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (86%)</li> </ul>
<b>Upgrade/Renovate Sunset Pool</b>	<b>53%</b>	<ul style="list-style-type: none"> <li>- Women (60%, vs. 46% of men)</li> <li>- Ages 35-44 (65%)</li> <li>- W-Central (74%) and E-Central regions (62%)</li> <li>- Children in household (69%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (67%), 5-9 yrs. (63%)</li> </ul>
<b>Acquire additional land</b>	<b>38%</b>	< no meaningful differences >
<b>Develop Lenox Rd. property north of St. Charles Rd.</b>	<b>36%</b>	<ul style="list-style-type: none"> <li>- Ages 45-54 (48%), 55-64 (49%)</li> <li>- NW (60%) and NE regions (57%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (52%)</li> </ul>
<b>Add indoor tennis/pickleball at Ackerman Center</b>	<b>28%</b>	<ul style="list-style-type: none"> <li>- Women (33%, vs. 21% of men)</li> <li>- NW (35%) and NE regions (40%)</li> </ul>
<b>Improve Churchill Park</b>	<b>26%</b>	<ul style="list-style-type: none"> <li>- Ages 45-54 (29%), 55-64 (37%)</li> <li>- NW (37%) and E-Central regions (31%)</li> <li>- No children in household (38%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (30%), 30+ yrs. (40%)</li> </ul>
<b>Renovate Village Green Park/Baseball Complex</b>	<b>23%</b>	<ul style="list-style-type: none"> <li>- Men (32%, vs. 16% of women)</li> <li>- Ages 65+ (29%)</li> <li>- Lived in Glen Ellyn 30+ yrs. (31%)</li> </ul>
<b>Develop gymnastics studio at Ackerman Center</b>	<b>12%</b>	<ul style="list-style-type: none"> <li>- Households with children (18%)</li> </ul>

**In a separate question, seven out of ten residents express a willingness to pay up to \$80 more in annual property taxes (for a median home value of \$500K) if it meant that the GEPD could move forward on these improvements more quickly.**

**Q. The Glen Ellyn Park District tax rate is one of the lowest for any park district in DuPage County. This low tax rate means most of the improvements in the question above need to be delayed for several years or not implemented at all.**

**Would you oppose or support a property tax increase to help expedite or implement these improvements if the increase were less than \$80 per year for 15 years for a home with a median value of \$500,000? (n=481)**



**Note that both the youngest and the oldest residents – those least likely to have children in the household – tend to be opposed, while residents ages 35-44 and those with children are overwhelming in support of a potential tax increase for these improvements.**

- The newest residents to Glen Ellyn are likewise more likely to be in favor.
- Even among the segments who express stronger-than-average opposition, no more than 40% feel this way (except for the small number of non-GEPD users/visitors). In other words, 60%+ of these segments still express a willingness to pay.

	Total Oppose*	Total Support
<b>Property Tax Increase to Expedite/ Implement These Improvements (less than \$80 more per year for a \$500K home)</b>	<p><b>29% Overall</b></p> <ul style="list-style-type: none"> <li>- Under age 35 (35%), 45-54 (32%), 65+ (35%)</li> <li>- No children in household (36%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (39%), 30+ yrs. (40%)</li> <li>- Non-GEPD users/visitors (64%)</li> </ul>	<p><b>71% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (92%)</li> <li>- Children in household (83%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (84%)</li> <li>- GEPD user/visitor (73%)</li> </ul>

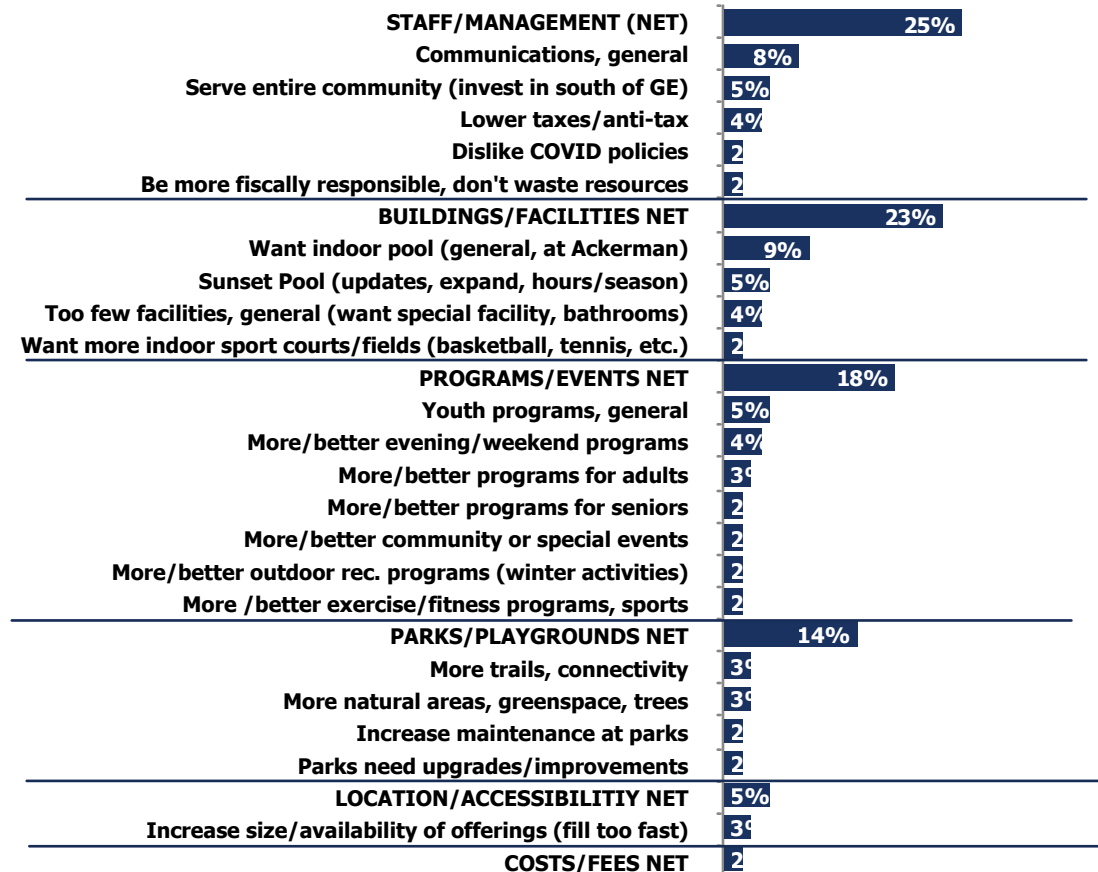
	Strongly Oppose	Oppose	Support	Strongly Support
<b>Property Tax Increase to Expedite/ Implement These Improvements (less than \$80 more per year for a \$500K home)</b>	<p><b>13% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 55-64 (18%), 65+ (17%)</li> <li>- No children in household (17%)</li> <li>- Lived in Glen Ellyn 30+ yrs. (22%)</li> </ul>	<p><b>16% Overall</b></p> <ul style="list-style-type: none"> <li>- Under age 35 (35%)</li> </ul>	<p><b>35% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 65+ (44%)</li> <li>- E-Central (37%) and S regions (41%)</li> <li>- No children in household (40%)</li> </ul>	<p><b>36% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (62%), 45-54 (42%)</li> <li>- NE (48%) and W-Central regions (50%)</li> <li>- Children in household (56%)</li> </ul>

## VII. Final Suggestions/Priorities for GEPD

**In a final open-ended question, residents were asked to identify one thing that the GEPD could do to best serve them or their household going forward.**

- Roughly one in four mention either:
  - Better management or staff improvements (25%), especially more communication, equal opportunities throughout the village, and limiting property taxes.
  - Improved or new facilities (23%), most often an indoor pool, upgrades at Sunset Pool, or more facility options (citing a variety of uses).
- One in five (18%) suggest program improvements, spread across a wide range of opportunities for different age groups or scheduling preferences.
- Fewer (14%) seek park or trail improvements (usually more trail connectivity, more open space, and/or better maintenance/upgrades).
- The remaining suggestions register far less response (including only 2% citing anything about GEPD fees).

**Top Request/Priority for GEPD  
(multiple open-ended responses, n=401)**





Appendices:

- Differences on Support/Opposition (Strong and Not Strong) for Potential GEPD Initiatives
- Postcard and Topline Report

	<b>Strongly Oppose</b>	<b>Oppose</b>	<b>Support</b>	<b>Strongly Support</b>
<b>Upgrade Existing Parks/ Playgrounds/Amenities</b>	<p><b>6% Overall</b></p> <ul style="list-style-type: none"> <li>- E-Central region (10%)</li> <li>- No children in household (9%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (16%)</li> </ul>	<p><b>12% Overall</b></p> <ul style="list-style-type: none"> <li>- Under age 35 (31%), 65+ (19%)</li> <li>- No children in household (16%)</li> </ul>	<p><b>53% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 45-54 (69%), 55+ (57%)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (68%)</li> </ul>	<p><b>29% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (42%)</li> <li>- Children in household (42%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (37%), 5-9 yrs. (46%)</li> </ul>
<b>Upgrade/Renovate Sunset Pool</b>	<p><b>11% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 65+ (14%)</li> <li>- No children in household (17%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (22%), 30+ yrs. (16%)</li> </ul>	<p><b>15% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 45+ (22%)</li> <li>- S region (25%)</li> <li>- No children in household (19%)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (20%), 30+ yrs. (18%)</li> </ul>	<p><b>43% Overall</b></p> <ul style="list-style-type: none"> <li>- Lived in Glen Ellyn 30+ yrs. (50%)</li> </ul>	<p><b>31% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (41%)</li> <li>- E-Central region (37%)</li> <li>- Children in household (47%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (38%), 5-9 yrs. (43%), 10-19 yrs. (41%)</li> </ul>
<b>Acquire Additional Land</b>	<p><b>14% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 65+ (18%)</li> <li>- No children in household (18%)</li> <li>- Lived in Glen Ellyn 30+ yrs. (25%)</li> </ul>	<p><b>20% Overall</b></p> <p><b>&lt; no meaningful differences &gt; \</b></p>	<p><b>40% Overall</b></p> <ul style="list-style-type: none"> <li>- Under age 35 (59%), 35-44 (44%), 45-54 (48%)</li> </ul>	<p><b>26% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (33%), 55-64 (34%)</li> </ul>
<b>Improve Churchill Park</b>	<p><b>11% Overall</b></p> <p><b>&lt; no meaningful differences &gt;</b></p>	<p><b>24% Overall</b></p> <ul style="list-style-type: none"> <li>- NE (35%) and E-Central region (30%)</li> </ul>	<p><b>45% Overall</b></p> <ul style="list-style-type: none"> <li>- W-Central region (59%)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (56%)</li> </ul>	<p><b>20% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 55-64 (28%)</li> <li>- White adults (22%)</li> <li>- No children in household (24%)</li> </ul>

	<b>Strongly Oppose</b>	<b>Oppose</b>	<b>Support</b>	<b>Strongly Support</b>
<b>Develop Lenox Rd. Property North of St. Charles Rd.</b>	<p><b>18% Overall</b></p> <ul style="list-style-type: none"> <li>- S region (31%)</li> <li>- Lived in Glen Ellyn 30+ yrs. (27%)</li> </ul>	<p><b>17% Overall</b></p> <ul style="list-style-type: none"> <li>- Children in household (25%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (28%)</li> </ul>	<p><b>43% Overall</b></p> <ul style="list-style-type: none"> <li>- E-Central region (49%)</li> </ul>	<p><b>22% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 45-54 (31%)</li> <li>- NW (31%) and NE (40%) regions</li> </ul>
<b>Renovate Village Green Park/ Baseball Complex</b>	<p><b>15% Overall</b></p> <p><b>&lt; no meaningful differences &gt;</b></p>	<p><b>32% Overall</b></p> <ul style="list-style-type: none"> <li>- White adults (34%)</li> <li>- NW (39%), NE (40%) and E-Central regions (38%)</li> </ul>	<p><b>41% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 65+ (55%)</li> </ul>	<p><b>12% Overall</b></p> <ul style="list-style-type: none"> <li>- W-Central region (22%)</li> </ul>
<b>Add Indoor Tennis/Pickleball Facility at Ackerman Center</b>	<p><b>19% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 55-64 (29%)</li> <li>- No children in household (24%)</li> <li>- Lived in Glen Ellyn 30+ yrs. (30%)</li> </ul>	<p><b>29% Overall</b></p> <ul style="list-style-type: none"> <li>- Lived in Glen Ellyn &lt;5 yrs. (45%)</li> </ul>	<p><b>35% Overall</b></p> <ul style="list-style-type: none"> <li>- E-Central region (40%)</li> </ul>	<p><b>17% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 35-44 (29%)</li> <li>- NE region (31%)</li> <li>- Children in household (25%)</li> <li>- Lived in Glen Ellyn 10-19 yrs. (27%)</li> </ul>
<b>Develop Gymnastics Studio at Ackerman Center</b>	<p><b>22% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 55-64 (36%)</li> <li>- No children in household (30%)</li> <li>- Lived in Glen Ellyn 20-29 yrs. (31%), 30+ yrs. (38%)</li> </ul>	<p><b>34% Overall</b></p> <ul style="list-style-type: none"> <li>- White adults (37%)</li> <li>- NW (41%) and E-Central regions (39%)</li> </ul>	<p><b>34% Overall</b></p> <ul style="list-style-type: none"> <li>- Ages 65+ (39%)</li> <li>- S region (43%) and NE region (47%)</li> <li>- Lived in Glen Ellyn 5-9 yrs. (48%)</li> </ul>	<p><b>10% Overall</b></p> <ul style="list-style-type: none"> <li>- Women (15%, vs. 5% of men)</li> <li>- Ages 35-44 (21%)</li> <li>- Children in household (17%)</li> <li>- Lived in Glen Ellyn &lt;5 yrs. (22%), 10-19 yrs. (15%)</li> </ul>

aQity Research & Insights Inc.  
1330-B Sherman Avenue  
Evanston, IL 60201



GLEN ELLYN  
PARK DISTRICT  
Established in 1919

Take Our Survey &  
Make Your Voice Heard!

[Last Name] Household  
or Current Resident  
[Address1]  
[Address2]  
[City/State/Zip]

### The Glen Ellyn Park District wants to hear from YOU!

You are invited to take a **brief, confidential** online survey for the Glen Ellyn Park District. Your responses will help the Park District better understand how it can serve you better.

**Whether you use the Park District's facilities and parks or not, this is your opportunity to share your opinions and be heard!**

Your household was randomly selected from all households in the District, and the feedback you provide is completely anonymous and will be grouped with everyone else who participates.

We ask that an adult in your household take a few minutes to complete the online survey in the next few days. The survey is very easy to complete, and many find it informative. Simply go to the website below and enter the following password (which is only used to prevent repeat respondents):

Survey Website: [www.arisurvey.com/s3/GEPD](http://www.arisurvey.com/s3/GEPD)

Password: <PIN>

**Your opinions are very important! Thank you for sharing them.**

aQity Research & Insights, Inc., an independent research firm in Evanston, has been asked by the Glen Ellyn Park District to conduct this survey. If you have questions or technical issues, or if you prefer to complete the survey by paper questionnaire or phone, contact us at [aqity@aqityresearch.com](mailto:aqity@aqityresearch.com) or toll-free at 866-900-8555.

**2021 Glen Ellyn Park District Community Survey**

**–Initial Topline Results–**

(n= 499 surveys; completed between September 07 and October 12, 2021)

1. How many years have you lived in Glen Ellyn? If less than one year, enter zero.

(total reporting n= 494)

Less than 5 years	18%
5 - 9 years	20
10 - 19 years	17
20 - 29 years	15
30+ years	30
<b>Mean (average)</b>	<b>20 years</b>

2. Please give your overall opinion of the following local agencies, using a 0 to 10 scale. If you are not familiar enough with any agency to offer an opinion, please mark "Unfamiliar".

<b>Glen Ellyn Park District (n=470*)</b>	
Extremely favorable (9-10)	42%
Very favorable (8)	29
Somewhat favorable (6-7)	19
Neutral (5)	6
Unfavorable (0-4)	4
<b>Mean (average)</b>	<b>8.1</b>
% Unfamiliar/ NA **	5%
<b>Village of Glen Ellyn government (n=459*)</b>	
Extremely favorable (9-10)	18%
Very favorable (8)	19
Somewhat favorable (6-7)	30
Neutral (5)	15
Unfavorable (0-4)	18
<b>Mean (average)</b>	<b>6.5</b>
% Unfamiliar/ NA **	7%
<b>DuPage County government (n=432*)</b>	
Extremely favorable (9-10)	16%
Very favorable (8)	21
Somewhat favorable (6-7)	26
Neutral (5)	29
Unfavorable (0-4)	8
<b>Mean (average)</b>	<b>6.6</b>
% Unfamiliar/ NA **	13%

WEIGHTED TOPLINE RESULTS: 10/18/2021

<b>DuPage County Forest Preserve District (n=410*)</b>	
Extremely favorable (9-10)	35%
Very favorable (8)	24
Somewhat favorable (6-7)	20
Neutral (5)	18
Unfavorable (0-4)	3
<b>Mean (average)</b>	<b>7.6</b>
% Unfamiliar/ NA **	17%
<b>Glen Ellyn School District 41 (n=384*)</b>	
Extremely favorable (9-10)	30%
Very favorable (8)	19
Somewhat favorable (6-7)	18
Neutral (5)	13
Unfavorable (0-4)	20
<b>Mean (average)</b>	<b>6.7</b>
% Unfamiliar/ NA **	22%
<b>Community Consolidated School District 89 (n=247*)</b>	
Extremely favorable (9-10)	36%
Very favorable (8)	16
Somewhat favorable (6-7)	12
Neutral (5)	23
Unfavorable (0-4)	13
<b>Mean (average)</b>	<b>7.0</b>
% Unfamiliar/ NA **	50%
<b>Glenbard Township High School District 87 (n=364*)</b>	
Extremely favorable (9-10)	36%
Very favorable (8)	24
Somewhat favorable (6-7)	19
Neutral (5)	11
Unfavorable (0-4)	10
<b>Mean (average)</b>	<b>7.4</b>
% Unfamiliar/ NA **	26%

\*Percentages for esteem scores based on n of cases familiar enough to offer a rating  
 \*\*Percent based on total of all responses (familiar and unfamiliar with each agency)

3. What do you like most about the Glen Ellyn Park District, or what does it do particularly well? Please be specific.

*Results included in the final report.*

4. What do you dislike most about the Glen Ellyn Park District or what could it do better or improve most? Please be specific.

*Results included in the final report.*

WEIGHTED TOPLINE RESULTS: 10/18/2021

5. Without checking any reference information, about what percent of your property taxes do you think goes to Glen Ellyn Park District? Please provide your best estimate. (total reporting n= 470)

<3%	20%
3%	9
4%	6
5%	30
6-9%	8
10+%	27
<b>Mean (average)</b>	<b>7%</b>
<b>Median (midpoint)</b>	<b>5%</b>

6. Please indicate the Park District parks, playgrounds, and nature areas you or household members visited in the last **12 months/past year**.\* (total reporting n=493)

	Visited in the past 12 months
Lake Ellyn Park	79%
Ackerman Park	63%
Newton Park	51%
Maryknoll Park	50%
Sunset Park	44%
Main Street Park	31%
Prairie Path Park	27%
Churchill Park	23%
Panfish Playground	23%
Village Green Park	21%
Babcock Grove Park	14%
Danby Park	12%
Glen Ellyn Manor Park	11%
Lake Foxcroft Park	9%
Stacy Park	9%
Walnut Glen Park	9%
Glen Oak Park	8%
George Ball Park	8%
Marie Ulhorn/Presidents Park	8%
Co-Op Park	5%
Pfuetze Park	3%
Surrey Park	3%
Spalding Park	3%
Frank Johnson Park	1%
Greenbriar Park	1%
None of the above	7%

\*Based on multiple responses (% selected)

3

WEIGHTED TOPLINE RESULTS: 10/18/2021

7. Please rank the three parks, playgrounds, or nature areas that you use most often. (total reporting n=434)

	#1	Top 2*	Top 3*
Lake Ellyn Park	36%	58%	70%
Ackerman Park	14	28%	39%
Maryknoll Park	8	13%	19%
Newton Park	7	18%	28%
Main Street Park	5	7%	11%
Panfish Playground	5	8%	12%
Village Green Park	4	8%	12%
Marie Ulhorn/Presidents Park	3	5%	5%
Sunset Park	3	11%	21%
Babcock Grove Park	2	4%	5%
Churchill Park	2	6%	9%
Glen Ellyn Manor Park	2	3%	4%
Prairie Path Park	2	4%	9%
Co-Op Park	1	1%	2%
Danby Park	1	1%	1%
George Ball Park	1	1%	3%
Glen Oak Park	1	3%	4%
Lake Foxcroft Park	1	2%	4%
Walnut Glen Park	1	4%	4%
Spalding Park	<1	<1%	<1%
Stacy Park	<1	1%	3%
Frank Johnson Park	0	0%	0%
Greenbriar Park	0	0%	0%
Pfuetze Park	0	0%	0%
Surrey Park	0	<1%	<1%

\*Based on multiple responses (% selected)

4

WEIGHTED TOPLINE RESULTS: 10/18/2021

8. Please rate your **overall** satisfaction with the Glen Ellyn Park District parks, playgrounds, or nature areas that you have recently visited.

(total reporting n=448)

A. Overall experience	
Extremely satisfied (9-10)	59%
Very satisfied (8)	23
Somewhat satisfied (6-7)	12
Neither satisfied nor dissatisfied (5)	3
Dissatisfied (0-4)	3
<b>Mean (average)</b>	<b>8.5</b>
B. Cleanliness, maintenance, and upkeep	
Extremely satisfied (9-10)	60%
Very satisfied (8)	19
Somewhat satisfied (6-7)	15
Neither satisfied nor dissatisfied (5)	2
Dissatisfied (0-4)	4
<b>Mean (average)</b>	<b>8.5</b>
C. Access (parking, paths, entrances/exits)	
Extremely satisfied (9-10)	61%
Very satisfied (8)	21
Somewhat satisfied (6-7)	12
Neither satisfied nor dissatisfied (5)	3
Dissatisfied (0-4)	3
<b>Mean (average)</b>	<b>8.6</b>
D. Safety	
Extremely satisfied (9-10)	66%
Very satisfied (8)	18
Somewhat satisfied (6-7)	11
Neither satisfied nor dissatisfied (5)	4
Dissatisfied (0-4)	1
<b>Mean (average)</b>	<b>8.8</b>
E. Amenities provided (trash cans, benches, etc.)	
Extremely satisfied (9-10)	56%
Very satisfied (8)	17
Somewhat satisfied (6-7)	18
Neither satisfied nor dissatisfied (5)	5
Dissatisfied (0-4)	4
<b>Mean (average)</b>	<b>8.3</b>

9. If you were dissatisfied with any park, playground, or nature area, please indicate which one(s) and why.

*Results included in the final report.*

WEIGHTED TOPLINE RESULTS: 10/18/2021

10. Below, please indicate which Glen Ellyn Park District outdoor and/or indoor facilities you or any household member have visited in the last **24 months/two years**.\*  
(total reporting n= 491)

OUTDOOR FACILITIES	Visited in the past 24 months
Ackerman Sports & Fitness Center	58%
Lake Ellyn Boathouse	48%
Sunset Pool	40%
Holes & Knolls Miniature Golf	34%
Main Street Recreation Center	29%
Newton Park athletic fields	25%
Ackerman Park soccer fields	25%
Spring Avenue Recreation Center	24%
Maryknoll Splash Park	23%
Park District outdoor tennis courts	23%
Spring Avenue Dog Park	14%
Ackerman Park softball fields	12%
Platform tennis center	11%
Village Green baseball fields	11%
Newton Park Skate Park	7%
Park District outdoor basketball courts	7%
Village Green pickleball courts	7%
Spring Avenue Fitness Center	5%
Village Green community garden plots	3%
None of the above	14%

\*Based on multiple responses (% selected)

11. Please rank the three Park District facilities you use most often.  
(total reporting n= 407)

	#1	Top 2*	Top 3*
Ackerman Sports & Fitness Center	26%	36%	46%
Sunset Pool	10	23%	34%
Ackerman Park soccer fields	10	15%	17%
Lake Ellyn Boathouse	10	19%	27%
Main Street Recreation Center	6	13%	18%
Spring Avenue Dog Park	6	11%	12%
Newton Park athletic fields	5	9%	13%
Holes & Knolls Miniature Golf	4	8%	12%
Maryknoll Splash Park	4	8%	12%
Spring Avenue Recreation Center	3	9%	14%
Platform tennis center	3	6%	7%
Village Green baseball fields	3	5%	7%
Village Green pickleball courts	3	5%	6%
Ackerman Park softball fields	2	5%	6%
Park District outdoor tennis courts	2	6%	11%
Newton Park Skate Park	<1	1%	1%
Spring Avenue Fitness Center	1	1%	2%
Village Green community garden plots	1	2%	2%
Park District outdoor basketball courts	0	<1	1%

\*Based on multiple responses (% selected)

WEIGHTED TOPLINE RESULTS: 10/18/2021

12. Please rate your overall satisfaction with the Glen Ellyn facilities that you have recently visited.  
(total reporting n= 425)

A. Overall experience	
Extremely satisfied (9-10)	58%
Very satisfied (8)	26
Somewhat satisfied (6-7)	12
Neither satisfied nor dissatisfied (5)	3
Dissatisfied (0-4)	<1
<b>Mean (average)</b>	<b>8.6</b>
B. Cleanliness, maintenance, and upkeep	
Extremely satisfied (9-10)	57%
Very satisfied (8)	24
Somewhat satisfied (6-7)	14
Neither satisfied nor dissatisfied (5)	3
Dissatisfied (0-4)	2
<b>Mean (average)</b>	<b>8.5</b>
C. Access (parking, paths, entrances/exits)	
Extremely satisfied (9-10)	61%
Very satisfied (8)	21
Somewhat satisfied (6-7)	14
Neither satisfied nor dissatisfied (5)	2
Dissatisfied (0-4)	2
<b>Mean (average)</b>	<b>8.6</b>
D. Safety	
Extremely satisfied (9-10)	68%
Very satisfied (8)	19
Somewhat satisfied (6-7)	10
Neither satisfied nor dissatisfied (5)	2
Dissatisfied (0-4)	1
<b>Mean (average)</b>	<b>8.9</b>
E. Service provided by Park District staff	
Extremely satisfied (9-10)	59%
Very satisfied (8)	20
Somewhat satisfied (6-7)	11
Neither satisfied nor dissatisfied (5)	8
Dissatisfied (0-4)	2
<b>Mean (average)</b>	<b>8.4</b>

13. If you were dissatisfied with any Park District facility, please indicate which one(s) and why.  
*Results included in the final report.*

WEIGHTED TOPLINE RESULTS: 10/18/2021

14. If you have not visited a Park District park, playground, nature area, or facility recently, why not? \* *Select all that apply.*  
(total reporting n= 63)

Do not have children or children are grown	43%
Just not interested	31%
Use other facilities for recreation/activities	21%
Unaware of/Unfamiliar with the Park District and/or its parks and facilities	14%
Poor health, mobility issues	9%
No facilities or activities offered for desired age group	9%
Cost/Fees are too high	7%
Too busy/don't have time	5%
Had a bad experience	3%
Location issues, lack of transportation	2%
Do not feel safe going to the parks in general	1%
Inconvenient scheduling/hours of operation	<1%
Unable to find childcare to participate	0%
Poor quality/condition of the park facilities	0%
Other, please specify (COVID, accessibility, not interested/don't use)	21%

\*Based on multiple responses (% selected)

15A. Please indicate if you or any household member uses or has a need or interest in the following outdoor park amenities or facilities.\*

(total reporting n= 489)

Outdoor swimming pools or water parks	58%
Picnic shelters or areas	46%
Outdoor refrigerated ice rink	29%
Outdoor tennis courts	28%
Outdoor basketball courts	20%
Outdoor pickleball courts	18%
Community garden plots	13%
Outdoor volleyball courts	12%
Skateboard park	6%
Other, please specify (Walking/biking trails, sledding hill, playgrounds, performance space)	10%

\*Based on multiple responses (% selected)



WEIGHTED TOPLINE RESULTS: 10/18/2021

15B. On a scale of 1 to 5, please indicate how well each need or interest is being met – whether provided by the Park District or any other source.

A. Outdoor basketball courts (n=82)	
Completely met (5)	31%
Mostly met (4)	34
Average (3)	25
Barely met (2)	10
Not at all met (1)	0
<b>Mean (average)</b>	<b>3.9</b>
B. Community garden plots (n=53)	
Completely met (5)	18%
Mostly met (4)	21
Average (3)	29
Barely met (2)	17
Not at all met (1)	15
<b>Mean (average)</b>	<b>3.4</b>
C. Outdoor swimming pools or water parks (n= 255)	
Completely met (5)	28%
Mostly met (4)	36%
Average (3)	25%
Barely met (2)	7%
Not at all met (1)	4%
<b>Mean (average)</b>	<b>3.8</b>
D. Picnic shelters or areas (n=201)	
Completely met (5)	34%
Mostly met (4)	35
Average (3)	22
Barely met (2)	5
Not at all met (1)	4
<b>Mean (average)</b>	<b>3.9</b>
E. Skateboard park (n= 25)	
Completely met (5)	n=13
Mostly met (4)	8
Average (3)	3
Barely met (2)	1
Not at all met (1)	0
<b>Mean (average)</b>	<b>4.4</b>
F. Outdoor tennis courts (n= 134)	
Completely met (5)	42%
Mostly met (4)	32%
Average (3)	20%
Barely met (2)	6%
Not at all met (1)	0
<b>Mean (average)</b>	<b>4.1</b>

WEIGHTED TOPLINE RESULTS: 10/18/2021

G. Outdoor pickleball courts (n= 82)	
Completely met (5)	16%
Mostly met (4)	30
Average (3)	33
Barely met (2)	16
Not at all met (1)	5
<b>Mean (average)</b>	<b>3.4</b>
H. Outdoor volleyball courts (n=48 )	
Completely met (5)	n=6
Mostly met (4)	6
Average (3)	8
Barely met (2)	15
Not at all met (1)	13
<b>Mean (average)</b>	<b>2.5</b>
I. Outdoor refrigerated ice rink (n= 129)	
Completely met (5)	10%
Mostly met (4)	14%
Average (3)	32%
Barely met (2)	15%
Not at all met (1)	29%
<b>Mean (average)</b>	<b>2.6</b>
J. Other, please specify (n=40)	
Completely met (5)	n=9
Mostly met (4)	4
Average (3)	9
Barely met (2)	7
Not at all met (1)	11
<b>Mean (average)</b>	<b>3.0</b>

16. Please rank the top three outdoor recreational opportunities that you think should be priorities for the Park District to provide, add or improve.  
(total reporting n= 372)

	#1	Top 2*	Top 3*
Outdoor swimming pools or water parks	39%	57%	63%
Picnic shelters or areas	20	33%	42%
Outdoor pickleball courts	9	12%	16%
Outdoor basketball courts	6	10%	15%
Outdoor refrigerated ice rink	6	17%	22%
Community garden plots	5	8%	12%
Outdoor tennis courts	5	17%	26%
Outdoor volleyball courts	2	5%	9%
Skateboard Park	1	1%	4%
Other, please specify (Walking/biking trails, sledding hill, playgrounds, performance space)	7	10%	11%

\*Based on multiple responses (% selected)

WEIGHTED TOPLINE RESULTS: 10/18/2021

17A. Please indicate if you or any household member uses or has a need or interest in the following **indoor** amenities or facilities.\*

(total reporting n= 487)

Indoor pool	49%
Indoor fitness / exercise facility	44%
Active older adult center	24%
Indoor athletic turf fields	21%
Indoor basketball / volleyball courts	21%
Gymnastics studio	18%
Indoor tennis courts	15%
Early childhood center	14%
Other, please specify (Indoor Pickleball Courts, indoor ice rink)	5%

\*Based on multiple responses (% selected)

17B. On a scale of 1 to 5, please indicate how well each need or interest is being met – **whether provided by the Park District or any other source.**

A. Gymnastics studio (n=71)	
Completely met (5)	20%
Mostly met (4)	15
Average (3)	38
Barely met (2)	15
Not at all met (1)	12
Mean (average)	3.2
B. Early childhood center (n= 51)	
Completely met (5)	17%
Mostly met (4)	34
Average (3)	23
Barely met (2)	11
Not at all met (1)	15
Mean (average)	3.3
C. Active older adult center (n=127)	
Completely met (5)	13%
Mostly met (4)	17
Average (3)	33
Barely met (2)	19
Not at all met (1)	18
Mean (average)	2.9
D. Indoor tennis courts (n= 78)	
Completely met (5)	<1%
Mostly met (4)	9
Average (3)	18
Barely met (2)	8
Not at all met (1)	65
Mean (average)	1.7

11

WEIGHTED TOPLINE RESULTS: 10/18/2021

E. Indoor fitness / exercise facility (n= 199)	
Completely met (5)	30%
Mostly met (4)	31
Average (3)	25
Barely met (2)	7
Not at all met (1)	7
Mean (average)	3.7
F. Indoor athletic turf fields (n= 83)	
Completely met (5)	25%
Mostly met (4)	33
Average (3)	24
Barely met (2)	16
Not at all met (1)	2
Mean (average)	3.6
G. Indoor basketball / volleyball courts (n= 89)	
Completely met (5)	18%
Mostly met (4)	36
Average (3)	37
Barely met (2)	7
Not at all met (1)	2
Mean (average)	3.6
H. Indoor pool (n= 224)	
Completely met (5)	3%
Mostly met (4)	5
Average (3)	10
Barely met (2)	13
Not at all met (1)	69
Mean (average)	1.6
I. Other, please specify (n= 15)	
Completely met (5)	n=1
Mostly met (4)	n=2
Average (3)	n=2
Barely met (2)	n=4
Not at all met (1)	n=6
Mean (average)	2.1

18. Please rank the top three indoor recreational opportunities that you think should be priorities for the Park District to provide, add or improve. (total reporting n= 361)

	#1	Top 2*	Top 3*
Indoor pool	36%	51%	57%
Indoor fitness / exercise facility	22	39%	46%
Active older adult center	14	24%	28%
Early childhood center	8	12%	13%
Indoor athletic turf fields	6	12%	19%
Gymnastics studio	4	10%	14%
Indoor tennis courts	4	9%	15%
Indoor basketball / volleyball courts	3	8%	16%
Other, please specify (Indoor Pickleball Courts, indoor ice rink)	3	5%	5%

\*Based on multiple responses (% selected)

12

WEIGHTED TOPLINE RESULTS: 10/18/2021

19. In the past 24 months, have you or any household member participated in Glen Ellyn Park District recreation/athletics programs?  
(total reporting n= 485)

Yes	48%
No	52%

20. Please indicate the three primary reasons why your household participates in Glen Ellyn Park District recreation or athletics programs. Select up to three.\*

(total reporting n= 229)

Location of the program/facility	70%
Quality of the program/facility	42%
Variety of programs	34%
Friends who also participate in the program	33%
Quality of instructors/coaches	30%
Fee charged for the program	30%
Time(s) when the program is offered	20%
Day(s) when the program is offered	14%
Uniqueness of the program	4%
Other, please specify (No-cut sports, personal enjoyment, instructors)	4%

\*Based on multiple responses (% selected)

21. Please rate your **overall** satisfaction with the Glen Ellyn Park District recreation and athletics programs.  
(total reporting n= 245)

Extremely satisfied (9-10)	45%
Very satisfied (8)	26
Somewhat satisfied (6-7)	24
Neither satisfied nor dissatisfied (5)	2
Dissatisfied (0-4)	3
Mean (average)	8.1

22. If you were dissatisfied with any Park District program, please indicate which one(s) and why.

*Results included in the final report.*

WEIGHTED TOPLINE RESULTS: 10/18/2021

23. Please indicate if you or any household member has participated or attended any of the following Glen Ellyn Park District **events** in the last 36 months/three years.\*

(total reporting n= 488)

July 4 <sup>th</sup> Afternoon Festivities	35%
Lake Ellyn Cardboard Regatta	28%
Jazz in the Park	20%
Touch-A-Truck	15%
Movies in the Parks	14%
Glow in the Park Lantern Walk	13%
Freedom Four 4-Mile Run	12%
Family Fun Night or Fun in the Neighborhood	8%
Daddy Daughter Dance	6%
Eggstra-ordinary Egg Hunt	6%
Thirsty Thursday on the Deck	6%
Turkey Trot 5-Mile Run	6%
Earth Day	6%
Boo Bash	5%
Pumpkin Flotilla Fest	5%
Pumpkins on Main	4%
2K for Kids Color Bash Run	4%
Chocolate, Cheese and Wine	4%
Mother/Daughter Princess Tea	4%
Polar Express Storytime Train	4%
Prom with Mom	4%
Back to School Bash at Sunset Pool	3%
Donuts with Santa	3%
Fall Fete: Whiskey, Wine, and Whimsy	3%
Ackerman Woods Spook Trail	3%
Flashlight Egg Hunt	2%
You've Been Grinched	2%
Teen Splash Bash at Sunset Pool	2%
Candy Cane Hunt	2%
Tween Night at Ackerman SFC	2%
Kid's Night Out at Ackerman SFC	2%
Gone Fishin' Derby	2%
Bike Rodeo	1%
Monday Miles	1%
Disc Golf Ace Race	0%
None of the above	34%

\*Based on multiple responses (% selected)

WEIGHTED TOPLINE RESULTS: 10/18/2021

24. Please rank the top three Park District events that are most important or of greatest interest to you and your household.  
(total reporting n= 311)

	#1	Top 2*	Top 3*
July 4 <sup>th</sup> Afternoon Festivities	26%	39%	44%
Lake Ellyn Cardboard Regatta	19%	30%	36%
Freedom Four 4-Mile Run	8%	11%	14%
Jazz in the Park	7%	18%	23%
2K for Kids Color Bash Run	4%	4%	5%
Daddy Daughter Dance	4%	4%	6%
Glow in the Park Lantern Walk	3%	6%	8%
Chocolate, Cheese and Wine	3%	4%	4%
Family Fun Night or Fun in the Neighborhood	3%	3%	6%
Movies in the Parks	3%	9%	14%
Touch-A-Truck	3%	4%	8%
Thirsty Thursday on the Deck	3%	5%	6%
Eggstra-ordinary Egg Hunt	2%	3%	4%
Pumpkin Flotilla Fest	2%	3%	4%
Earth Day	2%	4%	5%
Turkey Trot 5-Mile Run	1%	5%	6%
Teen Splash Bash at Sunset Pool	1%	2%	3%
You've Been Grinched	1%	2%	2%
Donuts with Santa	1%	2%	3%
Boo Bash	1%	1%	4%
Monday Miles	1%	1%	1%
Mother/Daughter Princess Tea	1%	1%	2%
Pumpkins on Main	<1%	1%	1%
Ackerman Woods Spook Trail	<1%	2%	2%
Fall Fete: Whiskey, Wine, and Whimsy	<1%	1%	1%
Flashlight Egg Hunt	<1%	1%	2%
Kid's Night Out at Ackerman SFC	<1%	1%	1%
Polar Express Storytime Train	<1%	2%	4%
Tween Night at Ackerman SFC	<1%	1%	2%
Back to School Bash at Sunset Pool	0%	1%	2%
Bike Rodeo	0%	0%	0%
Candy Cane Hunt	0%	0%	<1%
Disc Golf Ace Race	0%	0%	0%
Gone Fishin' Derby	0%	<1%	<1%
Prom with Mom	0%	2%	2%

\*Based on multiple responses (% selected)

WEIGHTED TOPLINE RESULTS: 10/18/2021

25. Please rate your **overall** satisfaction with the Glen Ellyn Park District events.  
(total reporting n= 324)

Extremely satisfied (9-10)	55%
Very satisfied (8)	26
Somewhat satisfied (6-7)	12
Neither satisfied nor dissatisfied (5)	3
Dissatisfied (0-4)	4
Mean (average)	8.4

26. If you were dissatisfied with any Park District event please indicate which one(s) and why.

*Results included in the final report.*

27. What type of new event(s) would you like the Park District to offer, or existing events to provide more often?

*Results included in the final report.*

28. As you may know, **about 4%** of your property taxes goes to the Glen Ellyn Park District. Given the programs, parks, facilities, and services provided by the Park District, rate the overall **value** that the Park District represents given its share of property taxes.

(total reporting n= 479)

Excellent value (9-10)	48%
Great value (8)	21
Good value (6-7)	13
Average value (5)	13
Poor value (0-4)	5
Mean (average)	8.0

WEIGHTED TOPLINE RESULTS: 10/18/2021

29. Below are potential Glen Ellyn Park District initiatives. Knowing that these could mean higher user fees or increased taxes, please indicate whether you oppose or support each. (total reporting n= 456)

<b>A. Upgrade existing neighborhood and community parks, including playgrounds and park amenities</b>	
Strongly support	29%
Somewhat support	53
Somewhat oppose	12
Strongly oppose	6
<b>B. Upgrade and renovate Sunset Pool, including its infrastructure (pipes, mechanics, etc.), adding a separate splash pad within the pool area, and/or a moving water vortex for exercise and swimming</b>	
Strongly support	31%
Somewhat support	43
Somewhat oppose	15
Strongly oppose	11
<b>C. Add an indoor tennis and pickleball facility at the Ackerman Center</b>	
Strongly support	17%
Somewhat support	35
Somewhat oppose	29
Strongly oppose	19
<b>D. Develop a gymnastics studio at the Ackerman Center</b>	
Strongly support	10%
Somewhat support	34
Somewhat oppose	34
Strongly oppose	22
<b>E. Acquire additional land for parks, open space, facilities</b>	
Strongly support	26%
Somewhat support	40
Somewhat oppose	20
Strongly oppose	14
<b>F. Improve Churchill Park, including trail improvements and connections, interpretive signage, and pavilion improvements</b>	
Strongly support	20%
Somewhat support	45
Somewhat oppose	24
Strongly oppose	11
<b>G. Develop the Lenox Road property just north of St. Charles Road to include community gardens, pickleball courts, dog park, connectivity to Ackerman Woods and Ackerman Park</b>	
Strongly support	22%
Somewhat support	43
Somewhat oppose	17
Strongly oppose	18

WEIGHTED TOPLINE RESULTS: 10/18/2021

**H. Renovate the Village Green Park and Baseball Complex with improved backstops, fencing, fields, and irrigation**

Strongly support	12%
Somewhat support	41
Somewhat oppose	32
Strongly oppose	15

30. Please rank the top three improvements that you think should be priorities for the Park District, even if it means higher costs or taxes. (total reporting n= 431)

	#1	Top 2*	Top 3*
Upgrade existing neighborhood and community parks, including playgrounds and park amenities	32%	49%	67%
Upgrade and renovate Sunset Pool, including its infrastructure (pipes, mechanics, etc.), adding a separate splash pad within the pool area, and/or a moving water vortex for exercise and swimming	26	45%	53%
Add an indoor tennis and pickleball facility at the Ackerman Center	11	20%	28%
Acquire additional land for parks, open space, facilities	9	25%	38%
Develop the Lenox Road property just north of St. Charles Road to include community gardens, pickleball courts, dog park, connectivity to Ackerman Woods and Ackerman Park	8	20%	36%
Improve Churchill Park, including trail improvements and connections, interpretive signage, and pavilion improvements	6	15%	26%
Renovate the Village Green Park and Baseball Complex with improved backstops, fencing, fields, and irrigation	5	14%	23%
Develop a gymnastics studio at the Ackerman Center	3	7%	12%

\*Based on multiple responses (% selected)

WEIGHTED TOPLINE RESULTS: 10/18/2021

31. The Glen Ellyn Park District tax rate is **one of the lowest for any park district in DuPage County**. This low tax rate means most of the improvements in the question above need to be delayed for several years or not implemented at all.

Would you oppose or support a property tax increase to help expedite or implement these improvements **if the increase were less than \$80 per year for 15 years for a home with a median value of \$500,000?**

(total reporting n= 481)

<b>Strongly support</b>	36%
<b>Somewhat support</b>	35
<b>Somewhat oppose</b>	16
<b>Strongly oppose</b>	13

32. What one thing could the Glen Ellyn Park District do to better serve you and your household? Please be specific.

*Results included in the final report.*

### DEMOGRAPHICS

33. What is your age? (In what year were you born?)

(total reporting n= 472)

<b>Under 35</b>	11%
<b>35 - 44</b>	22
<b>45 - 54</b>	21
<b>55 - 64</b>	20
<b>65+</b>	26
<b>Mean (average)</b>	<b>53 years</b>

34. Please note how you describe your gender.

(total reporting n= 477)

<b>Male</b>	48%
<b>Female</b>	52
<b>Prefer to self-describe</b>	0%

19

WEIGHTED TOPLINE RESULTS: 10/18/2021

35&36&37. Including yourself, how many people...  
(total reporting n= 483 – row %s)

	0	1	2	3+
<b>... live in your household?</b>	-	15%	36	49
<b>... are under age 18?</b>	61%	14	19	6
<b>... are age 65 or older?</b>	65%	16	0	0

38. Do you own or rent your current residence?  
(total reporting n= 489)

<b>Own</b>	95%
<b>Rent</b>	5%

39. & 40. Which of the following best describes you/your ethnicity?

(total reporting n= 466)

<b>White/Caucasian (non-hispanic)</b>	90%
<b>Other (Asian, Black/African American, Hispanic, etc.)</b>	10%

20