

Glencoe Community Survey 2014			
		<i>National Average</i>	<i>Glencoe 2014</i>
How would you rate the quality of all the parks/facilities you've visited?			
	Excellent	34%	32%
	Good	54%	63%
	Fair	11%	5%
	Poor	1%	1%
Has your household participated in City/County/Park District recreation programs during the past year?			
	Yes	35%	43%
	No	65%	57%
How would you rate the quality of all the recreation programs you've participated in?			
	Excellent	35%	32%
	Good	53%	56%
	Fair	10%	7%
	Poor	2%	2%
	Don't Know	1%	2%

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Ways respondents learn about recreation programs and activities			
Park District Brochure		63%	87%^
From friends and neighbors		41%	42%
City Website		20%	50%
Newspaper articles/advertisements		39%	33%
Flyers/posters at Parks/Rec. facilities		18%	20%
Social media		6%	7%
Flyers distributed at school		17%	15%
Conversations with Parks/Rec staff		6%	8%
E-mail reminders		7%	31%
Park District Signage		17%	31%
Promotions at Park District		9%	9%
Reasons that Prevent Respondent Households From Using Programs or Facilities More Often			
Facilities do not have the right equipment		7%	17%
Use facilities of other agencies		15%	19%
Programs times are not convenient		16%	20%
Program or facility not offered		14%	48%
Use services of other agencies		8%	9%
Fees are too high		13%	14%
Lack of quality programs		7%	15%
Registration process is difficult		3%	3%
Facilities are not well maintained		6%	3%
Lack of parking		5%	4%
Poor customer service by staff		3%	2%
Class full		4%	6%
Facility operating hours are not convenient		6%	8%
Too busy		33%	26%
Participate with friends elsewhere		13%	21%
Level of Satisfaction with the Overall Value Households Receive from the Parks and Recreation Department			
Very Satisfied		27%	35%
Somewhat Satisfied		34%	32%
Neutral		20%	19%
Somewhat Dissatisfied		6%	8%
Very Dissatisfied		3%	3%
Don't Know		11%	3%