Survey Results

• Administered by Leisure Vision
• Random Sample of 2,000 households
• Goal of 300; 441 returned
• 95% level of confidence and precision rate of +/- precision rate of 4%
Q1. Households that Have a Need for OUTDOOR Parks and Recreation Facilities

by percentage of respondents (multiple choices could be made)

- Walking and biking trails: 82%
- Glencoe Beach swimming area: 72%
- Playgrounds: 57%
- Takiff Community Center: 56%
- Watts Recreation Ice Center: 50%
- Tennis courts: 40%
- Sledding hill at Watts Park: 37%
- Park restrooms: 33%
- Picnic areas: 30%
- Baseball fields: 27%
- Soccer fields: 26%
- Disc golf course at Watts Park: 24%
- Basketball courts: 21%
- Gazebo at Kalk Park: 19%
- Glencoe Beach boating areas: 17%
- Skate park at Takiff Community Center: 9%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q1a. Estimated Number of Households in Glencoe that Have a Need for Parks and Recreation Facilities

by number of households based on 3,013 households in Glencoe Village

- Walking and biking trails: 2,468
- Glencoe Beach swimming area: 2,178
- Playgrounds: 1,702
- Takiff Community Center: 1,675
- Watts Recreation Ice Center: 1,510
- Tennis courts: 1,190
- Sledding hill at Watts Park: 1,127
- Park restrooms: 1,085
- Picnic areas: 895
- Baseball fields: 820
- Soccer fields: 786
- Disc golf course at Watts Park: 723
- Basketball courts: 630
- Gazebo at Kalk Park: 572
- Glencoe Beach boating areas: 512
- Skate park at Takiff Community Center: 274

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q1b. How Respondent Households Rate the Condition of the Parks and Recreation Facilities in Glencoe Village

by percentage of households that have a need for programs

<table>
<thead>
<tr>
<th>Facility</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glencoe Beach swimming area</td>
<td>48%</td>
<td>46%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Playgrounds</td>
<td>49%</td>
<td>44%</td>
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<td>5%</td>
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<tr>
<td>Takiff Community Center</td>
<td>49%</td>
<td>44%</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Gazebo at Kalk Park</td>
<td>28%</td>
<td>64%</td>
<td>26%</td>
<td>8%</td>
</tr>
<tr>
<td>Glencoe Beach boating areas</td>
<td>24%</td>
<td>64%</td>
<td>13%</td>
<td>13%</td>
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<tr>
<td>Walking and biking trails</td>
<td>31%</td>
<td>55%</td>
<td>12%</td>
<td>1%</td>
</tr>
<tr>
<td>Disc golf course at Watts Park</td>
<td>20%</td>
<td>66%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Picnic areas</td>
<td>23%</td>
<td>60%</td>
<td>16%</td>
<td>1%</td>
</tr>
<tr>
<td>Watts Recreation Ice Center</td>
<td>30%</td>
<td>51%</td>
<td>15%</td>
<td>4%</td>
</tr>
<tr>
<td>Baseball fields</td>
<td>30%</td>
<td>49%</td>
<td>21%</td>
<td>1%</td>
</tr>
<tr>
<td>Tennis courts</td>
<td>19%</td>
<td>59%</td>
<td>17%</td>
<td>6%</td>
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<tr>
<td>Soccer fields</td>
<td>10%</td>
<td>66%</td>
<td>19%</td>
<td>5%</td>
</tr>
<tr>
<td>Basketball courts</td>
<td>13%</td>
<td>59%</td>
<td>23%</td>
<td>4%</td>
</tr>
<tr>
<td>Skate park at Takiff Community Center</td>
<td>16%</td>
<td>53%</td>
<td>26%</td>
<td>5%</td>
</tr>
<tr>
<td>Park restrooms</td>
<td>10%</td>
<td>52%</td>
<td>25%</td>
<td>14%</td>
</tr>
<tr>
<td>Sledding hill at Watts Park</td>
<td>13%</td>
<td>46%</td>
<td>34%</td>
<td>8%</td>
</tr>
</tbody>
</table>

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q2. Parks and Facilities Respondent Households Think Should be Improved by Glencoe Park District Over the Next Two Years

by percentage of respondents who selected the item as one of their three choices

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q3. How Respondent Households Rate the Overall Condition of ALL the Glencoe Park District Parks and Outdoor Facilities they Have Used

by percentage of respondents who have used parks and facilities

- Excellent: 32%
- Good: 63%
- Fair: 5%
- Poor: 1%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q4. Number of Times Respondent Households Have Used Facilities During the Past 12 Months
by percentage of households that have a need for programs

- Glencoe Swimming Beach: 46% (1-9 times), 21% (10-24), 7% (25-49), 4% (50+), 22% (Never)
- Takiff Community Center: 31% (1-9 times), 12% (10-24), 9% (25-49), 14% (50+), 34% (Never)
- Watts Ice Rink: 36% (1-9 times), 12% (10-24), 4% (25-49), 46% (50+), 46% (Never)
- Watts Recreation Center: 31% (1-9 times), 10% (10-24), 5% (25-49), 46% (50+), 52% (Never)
- Glencoe Boating Beach: 12% (1-9 times), 5% (10-24), 2% (25-49), 1% (50+), 79% (Never)
- Takiff Skate Park: 8% (1-9 times), 2% (10-24), 1% (25-49), 1% (50+), 91% (Never)

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q5. Have Respondent Households Participated in Recreation Programs Offered by the Glencoe Park District During the Past 12 Months

by percentage of respondents who have used the facilities in the past 12 months

Yes 43%

No 57%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q6. Primary Reasons Why Respondent Households Have Participated in Glencoe Park District Programs or Activities

by percentage of respondents (multiple choices could be made)

- Location of the program facility: 68%
- Interest in program area: 59%
- Friends participate in the program: 44%
- Times the program is offered: 32%
- Quality of instructors: 26%
- Fees charged for the class: 22%
- Quality of the program facility: 19%
- Dates the program is offered: 13%
- Other: 6%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q7. How Respondent Households Rate the Overall Quality of Programs they Have Participated in

by percentage of respondents who have participated in programs

- Excellent: 33%
- Good: 58%
- Fair: 8%
- Poor: 2%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q8. Households that Have a Need for Parks and Recreation Facilities
by percentage of respondents (multiple choices could be made)

- Walking and biking trails: 85%
- Nature trails: 71%
- Small neighborhood parks: 65%
- Large community parks: 64%
- Playgrounds: 54%
- Indoor fitness and exercise facilities: 52%
- Outdoor ice-skating: 47%
- Outdoor tennis courts: 43%
- Picnic areas and shelters: 41%
- Community gardens: 39%
- Dog park: 33%
- Water splash pads/Spray ground: 30%
- Outdoor basketball courts: 25%
- Indoor basketball courts: 25%
- Soccer fields: 23%
- Baseball fields: 21%
- Paddle tennis: 20%
- Lighted athletic fields: 18%
- Outdoor sand volleyball courts: 17%
- Softball fields: 10%
- Skate park: 10%
- Lacrosse field: 9%
- Artificial turf field: 9%
- Indoor volleyball courts: 7%
- Football fields: 7%
- Other: 9%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q8a. Estimated Number of Households in Glencoe Village that Have a Need for Parks and Recreation Facilities

by number of households based on 3,013 households in Glencoe Village

- Walking and biking trails: 2,570
- Nature trails: 2,130
- Small neighborhood parks: 1,946
- Large community parks: 1,934
- Playgrounds: 1,618
- Indoor fitness and exercise facilities: 1,558
- Outdoor ice-skating: 1,428
- Outdoor tennis courts: 1,284
- Picnic areas and shelters: 1,223
- Community gardens: 1,169
- Dog park: 997
- Water splash pads/Spray ground: 910
- Outdoor basketball courts: 750
- Indoor basketball courts: 744
- Soccer fields: 696
- Baseball fields: 636
- Paddle tennis: 588
- Lighted athletic fields: 545
- Outdoor sand volleyball courts: 518
- Softball fields: 313
- Skate park: 301
- Lacrosse field: 274
- Artificial turf field: 274
- Indoor volleyball courts: 211
- Football fields: 205
- Other: 274

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q8b. How Well Parks and Recreation Facilities in Glencoe Village Meet the Needs of Households

by percentage of households that have a need for programs

- Playgrounds: 55% meet needs, 34% partially meet needs, 8% do not meet needs
- Large community parks: 57% meet needs, 31% partially meet needs, 8% do not meet needs
- Outdoor ice-skating: 53% meet needs, 32% partially meet needs, 11% do not meet needs
- Walking and biking trails: 37% meet needs, 42% partially meet needs, 17% do not meet needs
- Soccer fields: 45% meet needs, 34% partially meet needs, 11% do not meet needs
- Small neighborhood parks: 48% meet needs, 31% partially meet needs, 15% do not meet needs
- Baseball fields: 37% meet needs, 41% partially meet needs, 15% do not meet needs
- Outdoor tennis courts: 42% meet needs, 36% partially meet needs, 16% do not meet needs
- Outdoor sand volleyball courts: 36% meet needs, 39% partially meet needs, 13% do not meet needs
- Skate park: 48% meet needs, 25% partially meet needs, 10% do not meet needs
- Picnic areas and shelters: 36% meet needs, 34% partially meet needs, 23% do not meet needs
- Outdoor basketball courts: 26% meet needs, 44% partially meet needs, 18% do not meet needs
- Softball fields: 39% meet needs, 29% partially meet needs, 20% do not meet needs
- Football fields: 36% meet needs, 32% partially meet needs, 20% do not meet needs
- Water splash pads/Spray grounds: 45% meet needs, 23% partially meet needs, 12% do not meet needs
- Indoor basketball courts: 32% meet needs, 35% partially meet needs, 15% do not meet needs
- Community gardens: 40% meet needs, 25% partially meet needs, 19% do not meet needs
- Nature trails: 27% meet needs, 37% partially meet needs, 22% do not meet needs
- Indoor volleyball courts: 30% meet needs, 25% partially meet needs, 13% do not meet needs
- Lighted athletic fields: 24% meet needs, 24% partially meet needs, 33% do not meet needs
- Lacrosse field: 11% meet needs, 20% partially meet needs, 26% do not meet needs
- Indoor fitness and exercise facilities: 7% meet needs, 20% partially meet needs, 26% do not meet needs
- Artificial turf field: 10% meet needs, 17% partially meet needs, 48% do not meet needs
- Dog park: 6% meet needs, 9% partially meet needs, 78% do not meet needs
- Paddle tennis: 4% meet needs, 12% partially meet needs, 74% do not meet needs
- Other: 3% meet needs, 3% partially meet needs, 83% do not meet needs

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q8c. Estimated Number of Households in Glencoe Village Whose Needs for Parks and Recreation Facilities Are Only Being 50% Met or Less

by number of households based on 3,013 households in Glencoe Village

Indoor fitness and exercise facilities: 1,256
Dog park: 900
Nature trails: 548
Walking and biking trails: 536
Paddle tennis: 423
Small neighborhood parks: 404
Community gardens: 366
Picnic areas and shelters: 296
Water splash pads/Spray ground: 285
Outdoor tennis courts: 281
Lighted athletic fields: 281
Other: 251
Indoor basketball courts: 251
Large community parks: 236
Artificial turf field: 230
Outdoor basketball courts: 227
Outdoor ice-skating: 218
Lacrosse field: 188
Playgrounds: 169
Soccer fields: 148
Baseball fields: 138
Outdoor sand volleyball courts: 130
Softball fields: 100
Skate park: 83
Indoor volleyball courts: 79
Football fields: 66

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q9. Parks and Recreation Facilities that Are Most Important to Households

by percentage of respondents who selected the item as one of their top three choices

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q10. Households that Have a Need for Parks and Recreation Programs
by percentage of respondents (multiple choices could be made)

- Adult fitness and wellness programs: 54%
- Adult general programs: 39%
- Youth athletic programs: 32%
- Aquatic programs: 28%
- Special events: 27%
- Youth sports leagues: 26%
- Youth enrichment programs: 25%
- Camp programs: 23%
- Environmental education/nature programs: 23%
- Birthday Parties: 21%
- Youth arts and crafts programs: 21%
- Adult sports leagues: 18%
- Dance programs: 18%
- Senior adult programs/trips: 17%
- Teen programs: 16%
- Preschool enrichment programs: 15%
- Gymnastics/tumbling programs: 15%
- Before and after school programs: 14%
- Martial arts programs: 11%
- Ceramics: 10%
- Daycare: 9%
- Other: 4%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q10a. Estimated Number of Households in Glencoe Village that Have a Need for Parks and Recreation Programs

by number of households based on 3,013 households in Glencoe Village

- Adult fitness and wellness programs: 1,618
- Adult general programs: 1,175
- Youth athletic programs: 955
- Aquatic programs: 847
- Special events: 807
- Youth sports leagues: 771
- Youth enrichment programs: 765
- Camp programs: 696
- Environmental education/nature programs: 696
- Birthday Parties: 636
- Youth arts and crafts programs: 621
- Adult sports leagues: 554
- Dance programs: 527
- Senior adult programs/trips: 518
- Teen programs: 467
- Preschool enrichment programs: 464
- Gymnastics/tumbling programs: 443
- Before and after school programs: 410
- Martial arts programs: 340
- Ceramics: 313
- Daycare: 274
- Other: 108

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q10b. How Well Parks and Recreation Programs in Glencoe Village Meet the Needs of Households

by percentage of households that have a need for programs

- Preschool enrichment programs: 42% meet needs, 33% partially meet needs, 15% somewhat meet needs, 5% do not meet needs
- Birthday Parties: 51% meet needs, 24% partially meet needs, 13% somewhat meet needs, 8% do not meet needs
- Camp programs: 40% meet needs, 29% partially meet needs, 18% somewhat meet needs, 7% do not meet needs
- Martial arts programs: 42% meet needs, 22% partially meet needs, 5% somewhat meet needs, 15% do not meet needs
- Youth athletic programs: 23% meet needs, 40% partially meet needs, 23% somewhat meet needs, 8% do not meet needs
- Daycare: 35% meet needs, 27% partially meet needs, 12% somewhat meet needs, 27% do not meet needs
- Before and after school programs: 40% meet needs, 21% partially meet needs, 23% somewhat meet needs, 10% do not meet needs
- Youth sports leagues: 24% meet needs, 36% partially meet needs, 22% somewhat meet needs, 10% do not meet needs
- Youth enrichment programs: 24% meet needs, 35% partially meet needs, 25% somewhat meet needs, 7% do not meet needs
- Special events: 27% meet needs, 27% partially meet needs, 24% somewhat meet needs, 16% do not meet needs
- Ceramics: 37% meet needs, 13% partially meet needs, 21% somewhat meet needs, 16% do not meet needs
- Youth arts and crafts programs: 17% meet needs, 26% partially meet needs, 25% somewhat meet needs, 24% do not meet needs
- Dance programs: 15% meet needs, 26% partially meet needs, 36% somewhat meet needs, 11% do not meet needs
- Adult sports leagues: 10% meet needs, 23% partially meet needs, 21% somewhat meet needs, 26% do not meet needs
- Teen programs: 13% meet needs, 20% partially meet needs, 29% somewhat meet needs, 27% do not meet needs
- Adult fitness and wellness programs: 8% meet needs, 13% partially meet needs, 21% somewhat meet needs, 37% do not meet needs
- Environmental education/nature programs: 5% meet needs, 12% partially meet needs, 34% somewhat meet needs, 18% do not meet needs
- Adult general programs: 5% meet needs, 10% partially meet needs, 39% somewhat meet needs, 19% do not meet needs
- Senior adult programs/trips: 6% meet needs, 8% partially meet needs, 28% somewhat meet needs, 43% do not meet needs
- Gymnastics/tumbling programs: 7% meet needs, 5% partially meet needs, 18% somewhat meet needs, 53% do not meet needs
- Aquatic programs: 2% meet needs, 14% partially meet needs, 18% somewhat meet needs, 65% do not meet needs
- Other: 8% meet needs, 8% partially meet needs, 83% somewhat meet needs

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
### Q10c. Estimated Number of Households in Glencoe Village Whose Needs for Parks and Recreation Programs Are Only Being 50% Met or Less

by number of households based on 3,013 households in Glencoe Village

<table>
<thead>
<tr>
<th>Program Type</th>
<th>Needs Met (%)</th>
<th>Households</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult fitness and wellness programs</td>
<td>50%</td>
<td>1,279</td>
</tr>
<tr>
<td>Adult general programs</td>
<td>50%</td>
<td>1,001</td>
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<tr>
<td>Aquatic programs</td>
<td>50%</td>
<td>816</td>
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<tr>
<td>Environmental education/nature programs</td>
<td>50%</td>
<td>577</td>
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<tr>
<td>Senior adult programs/trips</td>
<td>50%</td>
<td>450</td>
</tr>
<tr>
<td>Gymnastics/tumbling programs</td>
<td>50%</td>
<td>389</td>
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<tr>
<td>Adult sports leagues</td>
<td>50%</td>
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<tr>
<td>Special events</td>
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<td>Youth athletic programs</td>
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<tr>
<td>Youth arts and crafts programs</td>
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<tr>
<td>Teen programs</td>
<td>50%</td>
<td>317</td>
</tr>
<tr>
<td>Dance programs</td>
<td>50%</td>
<td>315</td>
</tr>
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<td>Youth enrichment programs</td>
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<tr>
<td>Youth sports leagues</td>
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<td>Camp programs</td>
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<tr>
<td>Birthday Parties</td>
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<td>160</td>
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<tr>
<td>Before and after school programs</td>
<td>50%</td>
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<tr>
<td>Ceramics</td>
<td>50%</td>
<td>157</td>
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<tr>
<td>Martial arts programs</td>
<td>50%</td>
<td>125</td>
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<tr>
<td>Preschool enrichment programs</td>
<td>50%</td>
<td>116</td>
</tr>
<tr>
<td>Daycare</td>
<td>50%</td>
<td>105</td>
</tr>
<tr>
<td>Other</td>
<td>50%</td>
<td>99</td>
</tr>
</tbody>
</table>

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q11. Parks and Recreation Programs that Are Most Important to Households

by percentage of respondents who selected the item as one of their top three choices

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q12. Parks and Recreation Programs that Respondent Households Currently Participated in the Most Often

by percentage of respondents who selected the item as one of their top three choices

- Youth athletic programs: 16%
- Youth enrichment programs: 11%
- Youth sports leagues: 10%
- Camp programs: 10%
- Special events: 8%
- Preschool enrichment programs: 7%
- Before and after school programs: 5%
- Adult fitness and wellness programs: 4%
- Birthday parties: 4%
- Daycare: 3%
- Adult general programs: 3%
- Adult sports leagues: 3%
- Dance programs: 3%
- Aquatic programs: 2%
- Youth arts and crafts program: 2%
- Martial arts programs: 2%
- Ceramics: 2%
- Environmental education/nature programs: 1%
- Teen programs: 1%
- Gymnastics/tumbling programs: 1%
- Senior adult programs/trips: 0%
- Other: 1%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q13. Ways Respondent Households Learn About Glencoe Park District Programs and Activities

by percentage of respondents (multiple choices could be made)

- Park District Brochure: 87%
- Park District website: 50%
- From friends and neighbors: 42%
- Newspaper: 33%
- Park District signage: 31%
- E-blasts: 21%
- Materials at Park District facilities: 20%
- School flyers/newsletters: 15%
- Promotions at Park District: 9%
- Conversations with Park District staff: 8%
- Social media (i.e. Facebook/Twitter): 7%
- Other internet sites: 4%
- Other: 4%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q14. Ways Respondents Most Prefer to Receive Information About Glencoe Park District Programs and Activities

by percentage of respondents who selected the item as one of their top four choices

- Park District Brochure: Most Prefer (70%), 2nd Most Prefer (40%), 3rd Most Prefer (28%), None chosen (13%)
- Park District website: Most Prefer (34%), 2nd Most Prefer (28%), 3rd Most Prefer (18%), None chosen (14%)
- E-blasts: Most Prefer (26%), 2nd Most Prefer (18%), 3rd Most Prefer (13%), None chosen (12%)
- Newspaper: Most Prefer (24%), 2nd Most Prefer (18%), 3rd Most Prefer (16%), None chosen (16%)
- Park District signage: Most Prefer (12%), 2nd Most Prefer (14%), 3rd Most Prefer (13%), None chosen (12%)
- From friends and neighbors: Most Prefer (11%), 2nd Most Prefer (13%), 3rd Most Prefer (11%), None chosen (12%)
- School flyers/newsletters: Most Prefer (10%), 2nd Most Prefer (8%), 3rd Most Prefer (6%), None chosen (12%)
- Social media (i.e. Facebook/Twitter): Most Prefer (6%), 2nd Most Prefer (6%), 3rd Most Prefer (2%), None chosen (10%)
- Materials at Park District facilities: Most Prefer (6%), 2nd Most Prefer (6%), 3rd Most Prefer (2%), None chosen (10%)
- Other internet sites: Most Prefer (2%), 2nd Most Prefer (2%), 3rd Most Prefer (2%), None chosen (10%)
- Conversations with Park District staff: Most Prefer (2%), 2nd Most Prefer (2%), 3rd Most Prefer (2%), None chosen (10%)
- Promotions at Park District: Most Prefer (2%), 2nd Most Prefer (2%), 3rd Most Prefer (2%), None chosen (10%)
- Other: Most Prefer (3%), 2nd Most Prefer (2%), 3rd Most Prefer (2%), None chosen (10%)
- None chosen: Most Prefer (13%), 2nd Most Prefer (13%), 3rd Most Prefer (13%), None chosen (13%)

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of customer service for program registration</td>
<td>43%</td>
<td>29%</td>
<td>27%</td>
<td>27%</td>
<td>1%</td>
</tr>
<tr>
<td>Assistance for registration for programs</td>
<td>43%</td>
<td>27%</td>
<td>27%</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Quality of communications with program registration</td>
<td>32%</td>
<td>34%</td>
<td>29%</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Availability of info programs &amp; services on website</td>
<td>25%</td>
<td>41%</td>
<td>30%</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Ease of online registration process</td>
<td>26%</td>
<td>34%</td>
<td>33%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Ease of navigation through the website</td>
<td>20%</td>
<td>36%</td>
<td>35%</td>
<td>7%</td>
<td></td>
</tr>
<tr>
<td>Ease of use for mail-in/fax registration</td>
<td>20%</td>
<td>28%</td>
<td>48%</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q16. Reasons Why Respondent Households Do not Use Glencoe Park District Parks, Recreation Facilities and Programs More Often

by percentage of respondents (multiple choices could be made)

- Program or facility not offered: 48%
- Too busy: 26%
- Not interested: 22%
- Participate with friends elsewhere: 21%
- Use other park districts: 20%
- Program times are not convenient: 19%
- Facilities do not have the right equipment: 17%
- Lack of quality programs: 15%
- Fees are too high: 14%
- Use services of other agencies: 9%
- Facility operating hours not convenient: 8%
- Classes full: 6%
- Lack of adequate parking: 4%
- Registration for programs is difficult: 3%
- Facilities are not well-maintained: 3%
- Parks and fields not well-maintained: 3%
- Poor Customer service by staff: 2%
- Lack of transportation: 1%
- Other: 15%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q17. Respondent Level of Support for Glencoe Park District to Improve the Parks and Recreation System

by percentage of households that have a need for programs

- Preserve open space and natural areas: 79% Very Supportive, 15% Somewhat Supportive, 5% Not Supportive
- Develop new multi-purpose trails & connect existing trails: 60% Very Supportive, 21% Somewhat Supportive, 12% Not Supportive, 7% Not Supportive
- Upgrade park playgrounds & active areas: 43% Very Supportive, 31% Somewhat Supportive, 17% Not Sure, 9% Not Supportive
- Upgrade Park District athletic fields: 31% Very Supportive, 30% Somewhat Supportive, 26% Not Sure, 13% Not Supportive
- Develop a dog park: 31% Very Supportive, 20% Somewhat Supportive, 19% Not Sure, 30% Not Supportive
- Upgrade tennis courts: 21% Very Supportive, 30% Somewhat Supportive, 32% Not Sure, 17% Not Supportive
- Add outdoor fitness equipment: 20% Very Supportive, 27% Somewhat Supportive, 29% Not Sure, 24% Not Supportive
- Upgrade maintenance facility: 15% Very Supportive, 31% Somewhat Supportive, 40% Not Sure, 14% Not Supportive
- Develop additional basketball courts: 13% Very Supportive, 22% Somewhat Supportive, 36% Not Sure, 29% Not Supportive
- Develop new skate board trails: 4% Very Supportive, 11% Somewhat Supportive, 28% Not Sure, 57% Not Supportive
- Other: 76% Very Supportive, 3% Somewhat Supportive, 8% Not Sure, 10% Not Supportive

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q18. Actions to Improve the Parks and Recreation System
Respondents Are the Most Willing to Fund
by percentage of respondents who selected the item as one of their top three choices

- Preserve open space and natural areas: 53%
- Develop new multi-purpose trails/connect existing: 44%
- Upgrade park playgrounds and active areas: 27%
- Develop a dog park: 24%
- Upgrade Park District athletic fields: 14%
- Upgrade tennis courts: 11%
- Add outdoor fitness equipment: 10%
- Upgrade maintenance facility: 9%
- Develop additional basketball courts: 6%
- Develop new skate board trails: 1%
- Other: 13%
- None: 18%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q19. Respondent Level of Support for the Glencoe Park District to Improve the Recreation Centers

by percentage of households that have a need for programs

- Add an indoor fitness/exercise room to Takiff Community Center
  - Very Supportive: 41%
  - Somewhat Supportive: 24%
  - Not Sure: 17%
  - Not Supportive: 18%

- Enhance amenities at Glencoe Beach
  - Very Supportive: 32%
  - Somewhat Supportive: 29%
  - Not Sure: 21%
  - Not Supportive: 17%

- Upgrade Watts Recreation Ice Center
  - Very Supportive: 24%
  - Somewhat Supportive: 24%
  - Not Sure: 26%
  - Not Supportive: 25%

- Develop additional parking at the Takiff Community Center
  - Very Supportive: 18%
  - Somewhat Supportive: 25%
  - Not Sure: 27%
  - Not Supportive: 31%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q20. How Respondent Households Rate the Overall Value their Household Receive from the Glencoe Park District

by percentage of respondents (Without don’t know)

- Very Satisfied: 37%
- Somewhat Satisfied: 33%
- Neutral: 20%
- Somewhat Dissatisfied: 8%
- Very Dissatisfied: 3%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q21. Demographics: Ages of People in Household

by percentage of respondents

- Ages 15-19: 9%
- Ages 10-14: 9%
- Ages 20-24: 6%
- Ages 25-34: 3%
- Ages 35-44: 9%
- Ages 45-54: 19%
- Ages 55-64: 16%
- Ages 65+: 13%
- Ages 5-9: 9%
- Under age 5: 6%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q22. Demographics: Respondent Age

by percentage of respondents

- Under 35: 4%
- 35 to 44: 18%
- 45 to 54: 29%
- 55 to 64: 26%
- 65+: 23%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q23. Demographics: Respondent Gender

by percentage of respondents

Male
48%

Female
52%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Q25. Demographics: Years Lived in Glencoe

by percentage of respondents

- Under 5: 22%
- 5 to 14: 23%
- 15 to 24: 25%
- 25 to 34: 17%
- 35+: 14%

Source: Leisure Vision/ETC Institute for Glencoe Park District (July 2014)
Mission and Vision

• Enriching lives and creating memorable experiences by providing exceptional services, parks, programs, and facilities
• We are committed to become the most innovative, customer driven, and fiscally responsible park district for current and future generations
Values

• **Team Oriented**: We are empowered staff, communicating effectively in a collaborative and fun working environment.

• **Integrity**: We are trustworthy, demonstrate strong moral values and do what we say we are going to do.

• **Safety**: We will work toward reducing or eliminating risk from injury or harm and create a safe environment for our customers and staff.

• **Innovative**: We will continuously find better ways of doing things.

• **Responsiveness**: We will follow through and respond in a timely manner to our internal and external customers.
Next Steps

• Alternative Strategy meeting with the Consulting Team scheduled for September 2
<table>
<thead>
<tr>
<th>National Average</th>
<th>Glencoe 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How would you rate the quality of all the parks/facilities you’ve visited?</strong></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>34%</td>
</tr>
<tr>
<td>Good</td>
<td>54%</td>
</tr>
<tr>
<td>Fair</td>
<td>11%</td>
</tr>
<tr>
<td>Poor</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Has your household participated in City/County/Park District recreation programs during the past year?</strong></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>35%</td>
</tr>
<tr>
<td>No</td>
<td>65%</td>
</tr>
<tr>
<td><strong>How would you rate the quality of all the recreation programs you’ve participated in?</strong></td>
<td></td>
</tr>
<tr>
<td>Excellent</td>
<td>35%</td>
</tr>
<tr>
<td>Good</td>
<td>53%</td>
</tr>
<tr>
<td>Fair</td>
<td>10%</td>
</tr>
<tr>
<td>Poor</td>
<td>2%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>1%</td>
</tr>
<tr>
<td>Ways respondents learn about recreation programs and activities</td>
<td>National Average</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>Park District Brochure</td>
<td>63%</td>
</tr>
<tr>
<td>From friends and neighbors</td>
<td>41%</td>
</tr>
<tr>
<td>City Website</td>
<td>20%</td>
</tr>
<tr>
<td>Newspaper articles/advertisements</td>
<td>39%</td>
</tr>
<tr>
<td>Flyers/posters at Parks/Rec. facilities</td>
<td>18%</td>
</tr>
<tr>
<td>Social media</td>
<td>6%</td>
</tr>
<tr>
<td>Flyers distributed at school</td>
<td>17%</td>
</tr>
<tr>
<td>Conversations with Parks/Rec. staff</td>
<td>6%</td>
</tr>
<tr>
<td>E-mail reminders</td>
<td>7%</td>
</tr>
<tr>
<td>Park District Signage</td>
<td>17%</td>
</tr>
<tr>
<td>Promotions at Park District</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reasons that Prevent Respondent Households From Using Programs or Facilities More Often</th>
<th>National Average</th>
<th>Glencoe 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities do not have the right equipment</td>
<td>7%</td>
<td>17%</td>
</tr>
<tr>
<td>Use facilities of other agencies</td>
<td>15%</td>
<td>19%</td>
</tr>
<tr>
<td>Programs times are not convenient</td>
<td>16%</td>
<td>20%</td>
</tr>
<tr>
<td>Program or facility not offered</td>
<td>14%</td>
<td>48%</td>
</tr>
<tr>
<td>Use services of other agencies</td>
<td>8%</td>
<td>9%</td>
</tr>
<tr>
<td>Fees are too high</td>
<td>13%</td>
<td>14%</td>
</tr>
<tr>
<td>Lack of quality programs</td>
<td>7%</td>
<td>15%</td>
</tr>
<tr>
<td>Registration process is difficult</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Facilities are not well maintained</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Lack of parking</td>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>Poor customer service by staff</td>
<td>3%</td>
<td>2%</td>
</tr>
<tr>
<td>Class full</td>
<td>4%</td>
<td>6%</td>
</tr>
<tr>
<td>Facility operating hours are not convenient</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Too busy</td>
<td>33%</td>
<td>26%</td>
</tr>
<tr>
<td>Participate with friends elsewhere</td>
<td>13%</td>
<td>21%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level of Satisfaction with the Overall Value Households Receive from the Parks and Recreation Department</th>
<th>National Average</th>
<th>Glencoe 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>27%</td>
<td>35%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>34%</td>
<td>32%</td>
</tr>
<tr>
<td>Neutral</td>
<td>20%</td>
<td>19%</td>
</tr>
<tr>
<td>Somewhat Dissatisfied</td>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>11%</td>
<td>9%</td>
</tr>
</tbody>
</table>
### Park and Facility Priorities from 2014 Community Survey

<table>
<thead>
<tr>
<th>Park/Facility Amenities</th>
<th>Q 8 %</th>
<th>Q 8 Rank</th>
<th>Q8c. Number</th>
<th>Q10c. Rank</th>
<th>Q9 %</th>
<th>Q9 Rank</th>
<th>Total Rank Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walking and biking trails</td>
<td>85%</td>
<td>1</td>
<td>548</td>
<td>4</td>
<td>45%</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td>Fitness and exercise facilities</td>
<td>52%</td>
<td>6</td>
<td>1,256</td>
<td>1</td>
<td>21%</td>
<td>2</td>
<td>9</td>
</tr>
<tr>
<td>Nature Trails</td>
<td>71%</td>
<td>2</td>
<td>770</td>
<td>3</td>
<td>16%</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>Small neighborhood parks</td>
<td>65%</td>
<td>3</td>
<td>423</td>
<td>6</td>
<td>19%</td>
<td>3</td>
<td>12</td>
</tr>
<tr>
<td>Dog park</td>
<td>33%</td>
<td>11</td>
<td>900</td>
<td>2</td>
<td>19%</td>
<td>3</td>
<td>16</td>
</tr>
<tr>
<td>Outdoor tennis courts</td>
<td>43%</td>
<td>8</td>
<td>285</td>
<td>10</td>
<td>13%</td>
<td>7</td>
<td>25</td>
</tr>
<tr>
<td>Large community parks</td>
<td>64%</td>
<td>4</td>
<td>236</td>
<td>14</td>
<td>12%</td>
<td>8</td>
<td>26</td>
</tr>
<tr>
<td>Community gardens</td>
<td>39%</td>
<td>10</td>
<td>404</td>
<td>7</td>
<td>6%</td>
<td>11</td>
<td>28</td>
</tr>
<tr>
<td>Playgrounds</td>
<td>54%</td>
<td>5</td>
<td>169</td>
<td>19</td>
<td>18%</td>
<td>5</td>
<td>29</td>
</tr>
<tr>
<td>Outdoor ice-skating</td>
<td>47%</td>
<td>7</td>
<td>218</td>
<td>17</td>
<td>11%</td>
<td>9</td>
<td>33</td>
</tr>
<tr>
<td>Picnic areas and shelters</td>
<td>41%</td>
<td>9</td>
<td>366</td>
<td>8</td>
<td>4%</td>
<td>16</td>
<td>33</td>
</tr>
<tr>
<td>Water Splash pads/Spray ground</td>
<td>30%</td>
<td>12</td>
<td>296</td>
<td>9</td>
<td>5%</td>
<td>13</td>
<td>34</td>
</tr>
<tr>
<td>Indoor basektball courts</td>
<td>25%</td>
<td>13</td>
<td>251</td>
<td>12</td>
<td>5%</td>
<td>13</td>
<td>38</td>
</tr>
<tr>
<td>Paddle tennis</td>
<td>20%</td>
<td>17</td>
<td>536</td>
<td>5</td>
<td>4%</td>
<td>16</td>
<td>38</td>
</tr>
<tr>
<td>Other</td>
<td>9%</td>
<td>22</td>
<td>251</td>
<td>12</td>
<td>6%</td>
<td>11</td>
<td>45</td>
</tr>
<tr>
<td>Outdoor basketball courts</td>
<td>25%</td>
<td>13</td>
<td>227</td>
<td>16</td>
<td>4%</td>
<td>16</td>
<td>45</td>
</tr>
<tr>
<td>Baseball Fields</td>
<td>21%</td>
<td>16</td>
<td>138</td>
<td>21</td>
<td>7%</td>
<td>10</td>
<td>47</td>
</tr>
<tr>
<td>Soccer Fields</td>
<td>23%</td>
<td>15</td>
<td>148</td>
<td>20</td>
<td>5%</td>
<td>13</td>
<td>48</td>
</tr>
<tr>
<td>Lighted athletic fields</td>
<td>18%</td>
<td>18</td>
<td>281</td>
<td>11</td>
<td>2%</td>
<td>19</td>
<td>48</td>
</tr>
<tr>
<td>Lacross field</td>
<td>9%</td>
<td>22</td>
<td>188</td>
<td>18</td>
<td>2%</td>
<td>19</td>
<td>49</td>
</tr>
<tr>
<td>Artificial turf field</td>
<td>9%</td>
<td>22</td>
<td>230</td>
<td>15</td>
<td>1%</td>
<td>22</td>
<td>59</td>
</tr>
<tr>
<td>Outdoor sand volleyball courts</td>
<td>17%</td>
<td>19</td>
<td>130</td>
<td>22</td>
<td>1%</td>
<td>22</td>
<td>63</td>
</tr>
<tr>
<td>Softball fields</td>
<td>10%</td>
<td>20</td>
<td>100</td>
<td>23</td>
<td>1%</td>
<td>22</td>
<td>65</td>
</tr>
<tr>
<td>Skate park</td>
<td>10%</td>
<td>20</td>
<td>83</td>
<td>24</td>
<td>1%</td>
<td>22</td>
<td>66</td>
</tr>
<tr>
<td>Football fields</td>
<td>7%</td>
<td>25</td>
<td>66</td>
<td>26</td>
<td>2%</td>
<td>19</td>
<td>70</td>
</tr>
<tr>
<td>Indoor volleyball courts</td>
<td>7%</td>
<td>25</td>
<td>79</td>
<td>25</td>
<td>1%</td>
<td>22</td>
<td>72</td>
</tr>
</tbody>
</table>

Q8%  Estimated Number of Households in Glencoe That have a Need or Recreation Programs
Q8c. Estimated Number of Households in Glencoe Whose Needs for Recreation Programs Are Only Being 50% Met or Less
Q9%  Parks and Recreation Facilities that are Most Important to Households *

*By percentage of respondents who selected the item as one of their top three choices - 18% None Chosen
## Recreation Program Priorities from 2014 Community Survey

<table>
<thead>
<tr>
<th>Program</th>
<th>Q 10 %</th>
<th>Q 10 Rank</th>
<th>Q10c. Number</th>
<th>Q10c. Rank</th>
<th>Q11 %</th>
<th>Q11 Rank</th>
<th>Total Rank</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Fitness and wellness programs</td>
<td>54%</td>
<td>1</td>
<td>1,279</td>
<td>1</td>
<td>29%</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Adult general programs</td>
<td>39%</td>
<td>2</td>
<td>1,001</td>
<td>2</td>
<td>20%</td>
<td>2</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Youth athletic programs</td>
<td>32%</td>
<td>3</td>
<td>355</td>
<td>9</td>
<td>18%</td>
<td>3</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>Aquatic programs</td>
<td>28%</td>
<td>4</td>
<td>816</td>
<td>3</td>
<td>7%</td>
<td>9</td>
<td>16</td>
<td></td>
</tr>
<tr>
<td>Environmental education/nature programs</td>
<td>23%</td>
<td>8</td>
<td>577</td>
<td>4</td>
<td>7%</td>
<td>9</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td>Special Events</td>
<td>27%</td>
<td>5</td>
<td>372</td>
<td>8</td>
<td>7%</td>
<td>9</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Youth sports leagues</td>
<td>26%</td>
<td>6</td>
<td>311</td>
<td>14</td>
<td>11%</td>
<td>4</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Youth enrichment programs</td>
<td>25%</td>
<td>7</td>
<td>314</td>
<td>13</td>
<td>10%</td>
<td>5</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Senior adult programs/trips</td>
<td>17%</td>
<td>14</td>
<td>450</td>
<td>5</td>
<td>9%</td>
<td>6</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Camp programs</td>
<td>23%</td>
<td>8</td>
<td>218</td>
<td>15</td>
<td>9%</td>
<td>6</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Adult sports leagues</td>
<td>18%</td>
<td>12</td>
<td>375</td>
<td>7</td>
<td>6%</td>
<td>12</td>
<td>31</td>
<td></td>
</tr>
<tr>
<td>Youth arts and crafts programs</td>
<td>21%</td>
<td>10</td>
<td>352</td>
<td>10</td>
<td>4%</td>
<td>15</td>
<td>35</td>
<td></td>
</tr>
<tr>
<td>Dance programs</td>
<td>18%</td>
<td>12</td>
<td>315</td>
<td>12</td>
<td>6%</td>
<td>12</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>Teen Programs</td>
<td>16%</td>
<td>15</td>
<td>317</td>
<td>11</td>
<td>4%</td>
<td>15</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Gymnastics/tumbling programs</td>
<td>15%</td>
<td>16</td>
<td>389</td>
<td>6</td>
<td>3%</td>
<td>19</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Preschool enrichment programs</td>
<td>15%</td>
<td>16</td>
<td>116</td>
<td>20</td>
<td>8%</td>
<td>8</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>Before and after school programs</td>
<td>14%</td>
<td>18</td>
<td>158</td>
<td>17</td>
<td>6%</td>
<td>12</td>
<td>47</td>
<td></td>
</tr>
<tr>
<td>Birthday Parties</td>
<td>21%</td>
<td>10</td>
<td>160</td>
<td>16</td>
<td>2%</td>
<td>22</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>Martial arts programs</td>
<td>11%</td>
<td>19</td>
<td>125</td>
<td>19</td>
<td>4%</td>
<td>15</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>Daycare</td>
<td>9%</td>
<td>21</td>
<td>105</td>
<td>21</td>
<td>4%</td>
<td>15</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td>Ceramics</td>
<td>10%</td>
<td>20</td>
<td>157</td>
<td>18</td>
<td>3%</td>
<td>19</td>
<td>57</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
<td>22</td>
<td>99</td>
<td>22</td>
<td>3%</td>
<td>19</td>
<td>63</td>
<td></td>
</tr>
</tbody>
</table>

Q10%  Estimated Number of Households in Glencoe That Have a Need or Recreation Programs
Q10c. Estimated Number of Households in Glencoe Whose Needs for Recreation Programs Are Only Being 50% Met or Less
Q11%  Parks and Recreation Facilities that are Most Important to Households *

*By percentage of respondents who selected the item as one of their top three choices - 32% None Chosen
Mission, Vision, Values

GLENCOE PARK DISTRICT
agenda

MISSION
VISION
VALUES
Mission and Vision

• Enriching lives and creating memorable experiences by providing exceptional services, parks, programs, and facilities
• We are committed to become the most innovative, customer driven, and fiscally responsible park district for current and future generations
Values

- **Team Oriented**: We are empowered staff, communicating effectively in a collaborative and fun working environment.
- **Integrity**: We are trustworthy, demonstrate strong moral values and do what we say we are going to do.
- **Safety**: We will work toward reducing or eliminating risk from injury or harm and create a safe environment for our customers and staff.
- **Innovative**: We will continuously find better ways of doing things.
- **Responsiveness**: We will follow through and respond in a timely manner to our internal and external customers.
Mission Statement

- Describes the overall purpose of an organization: what we do, who we do it for, and how and why we do it. It also answers the question: what is our business?
- Sets the boundaries of the organization’s current activities.
- Is the starting point in developing a shared vision.
Vision Statement

• Describes an ideal future.
• Reflects the essence of an organization’s mission and values.
• Answers the question, what impact do we want to have on society?
• Unites an organization in a common, coherent strategic direction.
• Conveys a larger sense of organizational purpose, so that employees see themselves as “building a cathedral” rather than “laying stones.”
Organizational Values

• Values can either be internal to the organization or external to the organization. Values represent “the way we work together.”
Top Values

- **29** Communication
- **24** Accountability
- **23** Team-oriented
- **23** Cooperation
- **23** Responsibility
- **21** Honesty

- **26** Communication
- **13** Accountability
- **13** Team-oriented
- **11** Community
- **11** Honesty
- **11** Fun
- **11** Cooperation
VISION STATEMENT
We aspire to be a customer centered organization through innovation and sustainability.

MISSION STATEMENT
We provide experiences for the lifetime enjoyment of people who live and play in Elmhurst.

ELMHURST PARK DISTRICT
STRATEGIC PLAN
Deployment

- Recruitment and Hiring
- Orientation
- Training reinforcement
- Performance Appraisal
- Visual Management