

APPENDICES

APPENDIX A: OPEN-ENDED FEEDBACK

All the open-ended feedback was content analyzed and summarized below. Please note that this feedback is reported verbatim exactly as residents wrote it.

Open-Ended Feedback		
(Q-2b)	If you rated a park area or facility as fair or poor in question 2 above please explain why you rated it as you did.	
Pg. # and Figures	See page numbers 17-22 and figures 5-10 in the final report.	
Highlights from survey	The quality of DPPD facilities ranked as fair or poor ranged from only 4% to 16%. The quality of DPPD parks ranked as fair or poor ranged from only 2% to 18%.	
Category	# of Respondents	<u>Responses</u>
Facility Conditions	77	<p><u>Outdated</u></p> <p>Some of the equipment is very faded and old</p> <p>Age of facilities shows</p> <p>Another larger studio would be so beneficial for the park district recreational dance programs. Often the biggest thing that deters new families from enrolling in a dance studio is the actual facilities, appearance matters and to have the dance spaces upgraded to reflect the state of the art, professional training that the Des Plaines School of Dance offers would be amazing!</p> <p>The facilities are old and seem unmanaged</p> <p>Some of the equipment is old and needs replacing</p> <p>Some of the older facilities and parks just do not seem to get the same level of care or look outdated. Many have faded and chipping paint, which we often wonder about</p> <p>Outdated facility</p> <p>Just old and rundown. No bathroom except port a pot.</p> <p>The facilities are a little old</p>

		<p>Old facilities, poor environmental protection</p> <p>Because some of the facilities are old</p> <p>Mini golf has not changed since it opened. Needs new blood</p> <p>Outdated</p> <p>Equipment is broken or needs routine maintenance; poor event maintenance (events blocking sidewalks making it difficult for strollers to pass. All for the parties but better layouts needed sometimes)</p> <p>The facilities are old, and there is rubbish on the ground in some places in the park</p> <p>Because some of the facilities are old</p> <p>I think the utilities are old</p> <p>The facilities are not perfect</p> <p>Not a good environment</p> <p>The batting cages need to be updated. It is needed in the community, even family from EG comes to use them but they are always broken, not working properly</p> <p>It's very old, outdated</p> <p>Old equipment in some parks, administrative building is outdated considering its a school</p> <p>Arndt Park field house is super old, slightly musty, and the bathrooms are kind of yucky</p> <p>We love the batting cages at mountain view, but they are always broken. Always sticking, always taking tokens and pitches do not make it to line</p> <p>Run down and old</p> <p>Needs updates</p> <p>Not updated</p> <p>Equipment is getting old</p> <p>Administrative office could use an update, facility is dated</p> <p>Some of the shelters are in fair condition but old and need some upgrading. Fields in prairie Lakes need better</p>
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		<p>drainage, and specially lights. With that large facility we should add turf fields to improve the experience</p> <p>Not updated</p> <p>Broken old equipment, trash</p> <p>Old equipment/not updated</p> <p>Not updated enough</p> <p>Bathrooms, electrical, and overall appearance need updates</p> <p>The equipment ages over time</p> <p>The fieldhouse at Arndt Park needs updating. They should have available washrooms like West Park does. My kids like to go to different parks so if there's one with a washroom accessible or nearby it makes it much more convenient</p> <p>The administrative leisure center could use more air conditioning in their dance rooms</p> <p>Mystic waters had a few pieces of food on the floor and on the chairs</p> <p>Lighting</p> <p>The floorboards at the mini golf are in bad shape</p> <p>Cumberland terrace run down</p> <p>Mystic waters, the women's showers are not set up for a parent managing their kid alone. No hooks or ways to hang up bags and towels as kiddo is bathed unless one uses the lockers</p> <p>Dated and worn, some damaged</p> <p>Treatment of water at Lake Park needs to be completed to keep weeds in water under control. Des Plaines has a long history of sailing on the lake, which is at risk due to quality issues. Having a boating lake in the NW suburbs is rare and should be valued</p> <p>Arndt Park field house is horribly dated and the park itself needs more regular maintenance; Lake Park is lovely but needs a gate near the toddler area it is Way too close to the road to have an opening right next to that area without a</p>
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		<p>gate. The park is also great for bigger kids 6+ and babies but lacks much do for the 3-5 crowd.</p> <p>Fitness equipment needs drastic upgrades. Parks need more natural spaces</p> <p>Seminole needs to be tended to more often in the field and baseball field areas. Potawatomi is my son's favorite place to go and be old school kids, no real changes maybe just a spruce up</p> <p>The facilities are not properly maintained, and its equipment is aging</p> <p>Poor environment and sanitation</p> <p>I think equipment facilities need to be upgraded and maintained and protected in time.</p> <p>Not enough strength training equipment, too few quantities of machines/stations</p> <p>I think Keizer center can be upgraded and modernized</p> <p>Personal feeling can also be improved a bit, more human point</p> <p>Poor environment</p> <p>The site is not environmentally friendly</p> <p>Needs tending/updating</p> <p>Could use some updating</p> <p>They were a bit run down</p> <p>Sand box has bugs. Wasted grassy area could use more kid friendly equipment</p> <p>Grass is rough, no shelter from sun or rain, no seating, no designated event area</p> <p>Not enough flowers/bushes and too many weeds</p> <p>Graffiti, grass not cut, general neglect</p> <p>No bathroom or just port-a-potty</p> <p>Equipment achievement, poor environment.</p> <p>Looked used and shabby</p>
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	25	<p>Overall look of the place</p> <p>The flower gardens are not kept up</p> <p>It just doesn't feel so good, you know</p> <p><u>Cleanliness</u></p> <p>Air conditioning units/overall cleanliness in the dance studios</p> <p>Outdated and cleanliness</p> <p>Not clean</p> <p>Other local pools seem to be much better with cleanliness</p> <p>Mystic waters is dirty all the time</p> <p>Not as clean as some newer facilities</p> <p>Not clean and crowded</p> <p>Cleanliness is not in place</p> <p>The environment is very dirty</p> <p>Arndt Park is consistently dirty, Chippewa pool locker rooms (women's) is smelly and dirty</p> <p>I think the park's facilities need weekly maintenance and cleaning</p> <p>Too dirty</p> <p>Dirty and graffiti</p> <p>Mystic is trashed when camps arrive in the summer. Also sick of people trying to swim unclean or in street clothes</p> <p>Pool never cleaned bus in poll were go throw to get to pool and shower looks run down</p> <p>Rarely cleaned or maintenance kept up with</p> <p>Mystic Waters is a dump! Too many city people and creepy people walking around. It is always dirty</p> <p>Grounds were not maintained</p> <p>Very poor job with landscaping and ground maintenance. We have these beautiful parks and rather than landscaping, and just cut the lawn and move on. Often with two separate lawnmowers, set at two different heights</p>
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	25	<p>Cleanliness</p> <p>Needs updating or not kept clean</p> <p>Too much graffiti</p> <p>It's not hygienic. It doesn't appeal to me</p> <p>Green and small pieces (such as pavilions, fountains, public seats) improper maintenance</p> <p>Not very well maintained in terms of hygiene</p> <p>Trash and Litter</p> <p>Winnebago always has broken beer bottles and glass at the park. The sand box is very dirty and unkept</p> <p>There is often a small amount of rubbish</p> <p>Poor upkeep, lack of mowing, incomplete mowing, broken glass, and neglect</p> <p>Not very clean always a lot of garbage on the ground</p> <p>Garbage overflowing and bees everywhere because of it</p> <p>Willow Park is trashed by people. Garbage all over, sand box is disgusting from dogs using it as bathroom or people taking all the sand out</p> <p>Garbage is often an issue</p> <p>Garbage around. Weeds growing in baseball fields</p> <p>Garbage or graffiti</p> <p>Lots of garbage. No upkeep</p> <p>Trash is a constant problem</p> <p>Too much garbage sometimes</p> <p>Not well maintained. Grass, weeds, garbage!!!!</p> <p>Arndt Park is rough, needles had been found there, lots of garbage maybe police need to drive past more often. Could be a good community service area for kids</p> <p>It's too old, and there's always trash</p> <p>The trash can is a little dirty</p> <p>Public toilets are too full of garbage</p>
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7		<p>Lake Cleanliness</p> <p>The water at Lake Park was very poor for a good portion of the summer with Algae and other issues. It should be a priority to maintain this centerpiece to our city</p> <p>At Lake Park, there was a LOT of stinky pollution in the corner of the lake by the playground by the fishing pier for a LONG time</p> <p>I feel like the adventure park/place could be cleaned a little. Over the parks I've been to are nice Lake Opeka, the lake needs to be clean. People just litter too much</p> <p>Algae, walking path getting worn, goose poop, concrete breaking off into water</p> <p>Goose poop everywhere!</p> <p>The water is not very clean</p> <p>Lake Opeka is incredibly polluted, saw ducklings swimming in trash many times. Women's locker at prairie lakes athletic center has drain flies. Mystic waters washrooms are run down and dirty</p>

	27	<p><u><i>Parks/Playground</i></u></p> <p>Doesn't offer much to play with</p> <p>Broken playground sections or used and not up to date</p> <p>The parks need to be updated</p> <p>Old playground</p> <p>This park is very outdated, and the decorative pavers are very dangerous. My kids have gotten hurt on them many times when they were smaller. It's a shame we must drive to other parks</p> <p>West Park is old, and the leisure center needs updates</p> <p>Winnebago Park is falling apart and in very poor condition. The playground equipment is very outdated and most of the features in the playground don't work</p> <p>Not enough playground equipment</p> <p>Swings need update</p> <p>Had a bad experience at the Lake Park golf course</p> <p>I think the park areas can be more children friendly</p> <p>The publicity of the theme park is so small that its popularity is low</p> <p>The park service is lacking</p> <p>The park is not well planned</p> <p>Park in city construction has been an important part, is different from residential areas, is different from the functional area, the park is a place for the residents to relax, in this area, people should feel is wonderful city, city of light, joy and happiness in life</p> <p>The park is in a dilapidated condition</p> <p>Insufficient park environment</p> <p>I rated leisure center fair, cause it's dark and needs some improvements. I rated the other parks fair because they could use some better bathrooms</p> <p>Nothing to do at Powatomie Park</p>
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	5	<p>Arndt Park</p> <p>Older Arndt Park needs some updates</p> <p>Older Arndt Park is never as well kept up it seems - not sure why</p> <p>Arndt Park because of all the things that happened there (porta-potty fire/mischief)</p> <p>Arndt Park with all the mischievous behaviors</p> <p>Arndt Park but this park is getting redone this year</p>
	26	<p><u>Facilities</u></p> <p>The transportation is not convenient, and the facilities are not perfect</p> <p>Public fitness and recreational facilities for children are scarce</p> <p>Because the facilities and environment are not satisfactory</p> <p>Some of the facilities have been damaged</p> <p>I think the facilities are very good</p> <p>The park facilities are not complete and need to be improved</p>

		<p>I think the problem in the second park area or facilities should be increased more children amusement facilities</p> <p>The environment of the park is poor, and the facilities are not complete</p> <p>I think the park should add dog entertainment facilities</p> <p>No landscape or facilities - open field</p> <p>People's evaluation and opinions on the environment and facilities of Lincoln Cultural Park expected purpose: to understand the environmental problems of cultural park, and the shortcomings of facilities, as well as people's evaluation and opinions on the environment and facilities of cultural park</p> <p>Relatively complete facilities</p> <p>Need to do a lot more to promote the sailing facilities</p> <p>Insufficient facilities</p> <p>I take an Aquatic Exercise class. The pool area is wonderful however the water is ice cold, and the changing room is freezing</p> <p>Extremely poor management. No Rule enforcement, an accident waiting to happen, specifically pools</p> <p>I wanted to use the pool with my kids, but there is one person in the front desk that is rude maybe racist that prevents me to feel comfortable to access the pool</p> <p>There shouldn't be food allowed by the indoor pools</p> <p>I rated the fitness center fair because I think that more things could be added, such as more space and newer equipment. Better machines for the back muscles</p> <p>More individual changing areas are needed</p> <p>The golf course is crowded</p> <p>Prairie Lakes Soccer fields need lights, some turf, and better drainage. Games keep getting cancelled</p> <p>Could use lights on the field for soccer clubs to practice and play games</p> <p>Because the golf course charges are a bit expensive</p>
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	10	<p>The Mountain View center offers a lot, but the mini golf area needs a facelift. Maybe adding color or a new theme would bring more life to it and get more people to come out</p> <p>Mountain View mini golf - a bit run down in areas</p> <p><u>Safety</u></p> <p>Environmental health conditions are general, and public security conditions need to be improved</p> <p>Public lighting equipment, public firefighting equipment, fire stairs, passages are not obvious enough</p> <p>Environmental quality is poor, security is not good enough</p> <p>There are some safety concerns with the rides</p> <p>Not enough equipment updated play area, growing home community but not enough Space to play, road one-way drivers driving fast. Maybe fence in thru park for safety</p> <p>The only one was Arndt Park. Hard to take kids there when drug use is going on which was frequently. Hopefully, the pool and new field house will deter some of those activities. Also, the addition of lights will help. We live very close and used to take our kids there all the time. It was great! But now, after what has been going on there for many years, we do not dare take our grandkids:(... we SO hope to have the park back in all its new glory and Safe. The sled hill continues to be a big draw though it may need an ice rink and warming house with hot chocolate, coffee and snacks vending machines;))!</p> <p>Needs updated kids' equipment. They are too basic, and the kids outgrow them quick. And the lights at Willow Park are non-existent and, in the nights, you have folks who throw beer cans and cigarettes all over the place. Having lights might stop that. Also, a fence around the basketball courts might help with keeping the play contained and safe for everyone. Tennis courts lights haven't been fixed all year even after complaining about that</p> <p>Needs updates and make it safer. No retaining walls</p>
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	9	<p>Chippewa = strong showers, prairie lakes very low water pressure for showering. Can't get soap out of hair because of low pressure. Some parks not as safe as they use to be to walk at</p> <p>More safe facilities will allow the elderly and children to use them safely</p> <p><u><i>Air Conditioning</i></u></p> <p>Needs air conditioning and more dance space</p> <p>ALC needs updating and air conditioning in the dance rooms</p> <p>Needs air conditioning</p> <p>Administration and Leisure Center has bad HVAC. Always too hot in summertime during dance classes</p> <p>Leisure center building dance rooms and gym often have uncomfortable temperatures during the summer months even with the AC wall units. Mountain View batting cages are very frustrating because they get stuck and often are not in working service</p> <p>The AC units at the ALC do not work. I have personally danced there and my daughter dances 10-20 hours a week there. It's unbearable and I'm surprised more kids have not gotten sick. The AC in the dance rooms needs to be a priority. We also need additional dance rooms. Due to limited space, my daughter dances 5 hours after school on Tuesdays</p> <p>Leisure center needs more AC in the rooms as well as more dance rooms</p> <p>Needs a/c units that work</p>
	7	<p>ALC dance studios are dated, no A/C, overall quality of areas and facilities is very dated compared to surrounding suburbs</p> <p><u><i>Overcrowding</i></u></p> <p>The number is small, sometimes there are too many people to play, need to queue for a long time</p> <p>Some parts of the park area are too noisy</p> <p>Not enough to do. Too many people use other parks</p>

	15	<p>Too many people, too noisy</p> <p>Too many people went there</p> <p>Too many people</p> <p>There is too much movement in there</p> <p><u><i>Miscellaneous</i></u></p> <p>High cost</p> <p>Lack of activities/thing to do there</p> <p>Too small</p> <p>Because the experience is not good</p> <p>Do some competitive activities like scooters</p> <p>Add a few fun items, the price is right</p> <p>Environment is not good enough</p> <p>I don't like its layout very much</p> <p>I did not like the place that much, but it was decent, and I was kind of bored</p> <p>location and equipment</p> <p>bad environment</p> <p>It's boring there</p> <p>I'm not interested in them</p> <p>I do not think there is anything interesting there</p> <p>You removed the horseshoe pits</p>
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(Q-5)	Recently, Des Plaines Manor Park and Cumberland Terrace Park were connected by a bridge across Weller Creek. Cumberland Terrace Park's playground was updated, which provides an opportunity to re-design Des Plaines Manor Park. From the following list, <u>please check ALL the AMENITIES</u> that you would like to have in Des Plaines Manor Park.	
Pg. # and Figures	See page number 24 and figure 11 in the final report.	
Category	# of Respondents	<u>Responses</u>
Amenities at Manor Park & Cumberland Terrace Park	23	<u>Unfamiliar with Park(s)</u> I don't use that park Unfamiliar with Manor Park I don't use that park Don't use Don't know where this is Not familiar with the place to answer Do not use park doesn't matter to me Don't use Not familiar with the park I've never been to this park, I can't answer Don't use park Don't go to that park Have not used Do not visit this park. No opinion Do not use Don't know nothing about that area Not familiar with this location I am not familiar with this park Not near me No preferences

		<p>Don't even know where this is</p> <p>I never go there and don't feel I can make an assessment</p> <p>Most likely will not use</p> <p><u>Park Amenities</u></p> <p>Dog park</p> <p>Accessible paths for the disabled</p> <p>Hammock??</p> <p>Bike path connecting bridge to road</p> <p>More things for special needs kids</p> <p>Ball / Deck Hockey Rink with Sport Court Style Floor</p> <p>Gaga pit</p> <p>Zip line like Centennial Park</p> <p>Outdoor volleyball courts that are NOT sand!</p> <p>Soccer court</p> <p>Zip lines!</p> <p>Zipline</p> <p>Skateboard park</p> <p>Offer once again Safety town to teach kids about riding and walking near streets. It was an excellent program</p>
	14	
	4	<p><u>Exercise Equipment</u></p> <p>Parent workout equipment like at Centennial Park</p> <p>Built-in exercise equipment (like is available at a few other parks - every park would be better with those)</p> <p>Pull-up bar</p> <p>walking track</p>
	4	<p><u>Aquatic Amenities</u></p> <p>Rain garden</p> <p>Splash pad</p> <p>Aquatics</p>

	3	Sprinklers <u>Restrooms</u> Bathrooms Bathrooms!! Restrooms
	2	<u>Nature Focus</u> Bird blind for photographers Restore and re-wild Weller Creek and add a path along it
Q-6c_New Event	If you did not attend special events, what are the reasons why? Please <u>check all that apply</u> .	
Pg. # and Figures	See page numbers 28-29 and figures 15-16 in the final report.	
Highlights from survey	In evaluating the participation at DPPD special events 51% of respondents attended a special event in the last 12 months. Fall Fest and Live at the Lake Concert were the most attended special events and about half attended the Fall Fest.	
Category	# of Respondents	<u>Responses</u>
Suggested Programs	12	<u>Unsatisfied Organization/Instruction</u> Discipline during the event was not maintained well enough The group swimming lessons have instructors that just stand around in the water while others are doing all the work. The aquatic center lessons have no consistency in instructors and every lesson the "new" instructor must reassess the kids to help them moving forward Maybe more communication needed and a little more organization during evaluations. This is our first year participating in a Park District sport since Hot Shots years ago. Have just started AIM is only interested in the chosen kids Adequate instruction at best Camp wasn't super organized

		<p>We did not care for the preschool teachers at Creative Corners and took our child out of the class</p> <p>The schedule was not adhered to do kids were excited for an adventure, but they stayed in and played video games not what I paid for and kids were unhappy</p> <p>Summer camps like Arndt/west park sometimes lacked activities to do to keep kids entertained</p> <p>Quality of instruction was not what I was expecting</p> <p>Dance program Was run poorly; they didn't teach anything that was needed</p> <p>Many people make a bad environment</p>
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	6	<p><u>Costs</u></p> <p>The dance program, specifically Artistry in Motion, is ripping off people in the community that it's supposed to serve. We are charged \$100+ for each costume that actually only costs \$19 or \$22 and are of low quality from the sheen clothing website. Not even an actual dance costume company. And with having to buy 7-10 costumes each season that's A LOT of money. Where is the rest of the money going especially when we are also made to pay \$70 for gym shoes for 1 dance and \$50+ for gym shoes for another dance and told we also must buy costume accessories on our own? Why isn't the money left over from \$100+ we pay for the costume used to purchase the accessories or shoes? Where is that money going if it's not being used entirely for the costume and why aren't we shown receipts for the actual costs of ALL the costumes? Everything is a secret. We do all these fundraisers, and we are never even told how much was raised, nor where that money is going. Also, the cost of the classes is so high now that they are even higher than some private studios. This is supposed to be a park district program for the children of the community. It is not a private dance studio. And to charge private studio prices and not even get private studio level training is not right. The girls are not trained equally, and bad dance technique habits are left uncorrected. We are paying all this money and many girls aren't even improving. It's like this program has become only about the money and that's very sad and disappointing. With the amount of time and effort these girls put into the program, they deserve better. If things do not improve, we will be leaving the program</p> <p>The cost of the event is cheaper</p> <p>Ordinary; common</p> <p>Very boring, no interest</p> <p>It didn't give me a good experience</p> <p>I just don't like it personally</p>
	6	<p><u>Diversity for Age-Groups</u></p> <p>We need something for people in their 20s 30s</p> <p>Multi-age activities</p>

		<p>Parent child interaction-based programs</p> <p>Pro-teen reading program</p> <p>Elderly activities</p> <p>I hope to provide some entertainment such as extreme challenges, so that some adults can experience the limits and challenge the limits</p> <p><u>Satisfied</u></p> <p>Happy with all the park district does now. Not aware of new programs that you may be thinking of the activities cover a wider area</p> <p>The experience is good</p> <p>Wish more people joined</p> <p>The quality of the programs was fair. This was more than 12 months ago</p> <p>We try to go to outdoor events due to an at-risk child (for COVID-19), so please continue to have them. Thanks!</p>
	5	
	4	<p><u>Outdoor Activities</u></p> <p>Outdoor sport</p> <p>Outdoor yoga</p> <p>You can build a place where you can skate</p> <p>More indoor activities for children during the winter</p>
	4	<p><u>Special Events</u></p> <p>Pumpkin patch: fall fest, breakfast with Santa</p> <p>Outdoor and indoor musical events</p> <p>A flower contest</p> <p>Add more team events and family events</p>
	2	<p><u>Event Suggestions</u></p> <p>A co-sponsor event with Golf Maine Park District many of us had to utilize them this past year for summer camp since there were so many wait lists. They help portions of Des Plaines by North School area</p>

		It is taking too long (for ideal event planning?)
Q-6c_Other	If you did not attend special events, what are the reasons why? Please check all that apply.	
Pg. # and Figures	See page numbers 28-29 and figures 15-16 in the final report.	
Category	# of Respondents	
Open Feedback	7	<u>COVID-19</u> COVID-19. We have an at-risk child and still need to take precautions. We almost made it to the outdoor trunk or treat but sadly had to cancel as one family member tested positive for the first time right before it Health issues and COVID-19 issues. People are idiots COVID-19 pandemic Potential COVID-19 exposure COVID-19 concerns and I am a senior citizen COVID-19 Ongoing pandemic anxiety
	12	<u>Miscellaneous</u> Disabled Avoiding crowds Trunk or treat always same day at the one at DP Elks club Only recently moved back to DP I don't have kids Lack of time Lost interest in park district offerings Kind of boring Parking difficult Still new to this town

		Other nearby park districts have better events Would be great if there was a way to sign up and get reminders to and for various events
Q-11	If you rated any Des Plaines Park District (DPPD) programs described in questions 6 through 10 above as “fair” or “poor”, would you please let us know why you rated it as you did?	
Pg. # and Figures	See page numbers 30-35 and figures 17-24 in the final report.	
Highlights from survey	The School of Dance recital program had the most participants, at 96. School of dance was also rated “excellent” or “good” by 90.3% of respondents. Golf instruction (n=24) and adult leagues (n=67) were rated favorably, as over 94% of respondents rated them as “excellent” or “good.” Outdoor swim lessons were evaluated favorably, with over 90% (N=169) of respondents rating them as “excellent” or “good.”	
Category	# of Respondents	
Open Feedback	36	<u>Program Needs</u> Children's entertainment program Group drum lessons Lacrosse, wrestling classes A talent show for kids Art classes Basketball More adult art programs Additional lap swimming options during prime hours Outdoor activities Outdoor yoga Art and painting handicraft Do some competitive activities like scooters Free entertainment Painting by hand

		<p>Outdoor yoga</p> <p>I hope the Des Plaines Park District (DPPD) offers piano lessons</p> <p>I hope the Des Plaines Park District offers courses in guided engagement with nature</p> <p>TRX, Triathlon training, Deep Water Running class</p> <p>A wilderness survival project</p> <p>More operational classes</p> <p>A swim relay between families</p> <p>Bonfire party</p> <p>Programs for seniors</p> <p>Plans for outdoor activities</p> <p>Travel planning</p> <p>Reading activities</p> <p>There are more activities that families can do together</p> <p>Start some parties</p> <p>There are fewer programs available to teenagers</p> <p>Endurance training</p> <p>There are a lot of special needs kids. Especially with autism. There should be more programs for them!!!</p> <p>A wilderness survival project</p> <p>I hope the Des Plaines Park District can add new entertainment events such as rock climbing and fishing</p> <p>Plan for entertainment</p> <p>I hope to add some parent-child activities on the water</p> <p>Trips and tickets to concerts and sporting events and bridge tournaments</p>
	22	<p><u>Facility/Environment</u></p> <p>The public facilities are a bit inferior</p> <p>Old facilities, poor environmental protection</p>

21		<p>The facilities are a little old</p> <p>There are fewer plants</p> <p>Add a game entertainment item</p> <p>Sports facilities need to be increased, and greening continues to improve</p> <p>Rehabilitate park facilities</p> <p>I hope there are more rest areas</p> <p>Poor environment</p> <p>Set up smoke-free areas</p> <p>Some facilities are not perfect</p> <p>Too many kids in pool at once, lack of seating, some instructors seem lost</p> <p>I pay more attention to the facilities and environment of the park</p> <p>Crowding is one thing, facilities are important</p> <p>The safety and greening of facilities need to be improved and improved</p> <p>I feel that the facilities need to be further improved</p> <p>One is the kiosk: the scale should not be too large, the shape should be light, bright color, can choose two kinds of activity and fixed, in the square with prominent local characteristics</p> <p>Expand leisure areas</p> <p>Add a game entertainment item</p> <p>Fewer activity venues</p> <p>Insufficient space</p> <p><u>Program Quality</u></p> <p>Low quality class</p> <p>Programs need to be more robust. Seems like they are offered for the sake of offering. Quality need improvement</p> <p>No structure, no way to progress if rest of class wasn't ready</p>
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		<p>There are a lot of them that I haven't participated in, and they're only average</p> <p>Not enough challenge</p> <p>No innovation as last year</p> <p>More innovative activities</p> <p>Boring</p> <p>Ordinary</p> <p>Some projects are not so interesting</p> <p>It's not enough for me</p> <p>Improve the competition system</p> <p>Because some activities are not well planned</p> <p>The youth soccer program is completely unorganized and chaotic</p> <p>Not enough information early enough, poor competition, not enough kids</p> <p>Futsal was a joke last year</p> <p>Our experience was with younger ages, but we felt things weren't well balanced for teams and that made some kids lose interest because of lack of success</p> <p>I didn't like the basketball for little kids</p> <p>Discipline during the event was not maintained well enough</p> <p>Sports programs are adequate for younger kids but can't compete with neighboring suburbs for quality or competitive options</p> <p>I do not like that the kids at sports camp were indoors on electronics so much. I went to camp in the 80s and we were outside most of the time</p> <p><u><i>Instruction</i></u></p> <p>Water polo was a little rough because my daughter was the youngest participating, and there was very little instruction on what they were supposed to do</p> <p>Did not like instructor</p>
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		<p>It is mass chaos; instructors are constantly looking at the clock and not focusing on the kids. Instructors always look and act bored</p> <p>The instructors were kids, and most (not all) did not seem to have adequate training to teach the classes</p> <p>The instructor was not very good</p> <p>It really depends on the instructor of the week. Sometimes the instructor was not in the water, one did not speak loud enough, another did not know what time the class ended, and half the time was free swim</p> <p>Parents had to be in water with older children. Seemed I was instructing him more than the swim instructor</p> <p>While my sons had a good basketball instructor, other teams I could see did not. Some basketball coaches were entirely too harsh for the level of basketball being played. Also, the basketball instructors tend to not be welcoming to new families. They seem to only want to associate with families they have seen before, giving the team a “cliquey” feel</p> <p>Some hot shots coaches and swim instructors were not good handling little kids. Safety is a concern for little kids who cannot touch in the pool</p> <p>Too many kids in pool at once, lack of seating, some instructors seem lost</p> <p>Instructor not in sync with needs of class</p> <p>Too crowded, instructor was not friendly</p> <p>Swimming instructors does not care to teach kids. During classes, they talk to each other. They don't pay attention especially in levels 3, 4, & 5</p> <p>The swim lessons were middle grade because the instructors did not look like they had the appropriate training to teach classes. Not very skilled</p> <p>Outdoor lessons were a waste of money. On the days it was cold, the instructors did not even get in the water - they taught from the deck</p> <p>The primary swim teacher did a great job, but her assistant, a young girl was not very informative or attentive</p>
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	8	<p>I think there needs to be more leadership and instruction with the outdoor swim lessons for the instructors. I also think that there needs to be a restructure of the hotshot soccer. Sometimes the teams are so uneven it is hard for the kids who are outperformed. I wonder if it would be possible to assign times and combine the teams so that way, they can be evened out some</p> <p>Teachers and communication need some improvement at swim school. Our current swim teacher is amazing but there was a solid 4 months where my daughter had different teacher and they did not have her consistently in the right level class</p> <p>Swim lessons: children spend too much time on the alley</p> <p>Summer Camps - counselors for Camp Discovery are always on their cell phones during drop off/pickup and did not seem to engage with the children as expected. My child does not enjoy the soccer program because practice is before the game & does not allow for skills development or team building. Our coach did not participate in the soccer practices, just stood on the sideline, and watched the referee and other team's coach run practice</p> <p><u><i>Did Not Participate</i></u></p> <p>Because I have never been to one. I do not know</p> <p>Because I wasn't part of it</p> <p>Have never used</p> <p>I have watched but not participated in</p> <p>I haven't participated in it</p> <p>I didn't do any of those things</p> <p>I because I personally feel that water sports is risky, so I do not participate in any water sports</p> <p>Events were long ago when my children were little</p>
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	6	<p><u><i>Schedules and Communication</i></u></p> <p>Fair to Artistry in motion because although the program is great, but staff rarely replies to emails. They expects us to respect the schedule, but they do not stick to the schedule they put out. I wanted to sign up my daughter for a class, but it was changed 3 different times, the last time I was actually already enrolled in it but they did not bother to let anyone know there was a schedule change. I moved my work schedule, and the kids swim class and showed up to class only to find out that the class was moved. The instructor is nice in person and means well but she needs to respect schedules or may least let the parents know of the changes. Sending an email with the schedule does not alert us that a change has been made to something we already registered for. This is my first-time being part of artistry in motion, this has not been a great start. Plus also finding out all the hidden cost associated with the program, wow! It should be spelled out more clearly. Was not told rehearsal are additional to the cost of being part of AIM in addition to being enrolled in 2 classes, one of them is mandatory to be in the other class. Once again great program just better organization and better responses to the parents</p> <p>The private swim lessons never started on time and there was no apparent curriculum</p> <p>I have emailed the aquatics director multiple times with no response to an issue that happened</p> <p>Slightly unorganized, not great communication. A lot of last-minute changes, issues with student behavior and not being nice to peers</p> <p>I wanted to sign my son up for the show choir and there was no participation, so it was canceled. I was told they would advertise for it and possibly start it later, but that did not happen. I would like if more programs in the arts were offered</p> <p>There is extremely poor communication and responsiveness here. The instructors are great as well as volunteer coaches. The lead staff do not take care of these folks who really make their programs good. That is why I spend my money at other facilities like Mt Prospect and Rec Plex</p>
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	4	<p><u>Staff</u></p> <p>Unorganized, not relevant/current, unprofessional staff</p> <p>Bad attitude</p> <p>The camp counselors were unkind and would get angry at me if I picked my kids up after 5:30 even though camp ended at 6pm. At 5:15 they would begin calling my phone asking for my eta saying that they needed to go home. I do not get off work until 5pm so it was impossible for me to get my children before 5:30. So to be treated that way was frustrating and disappointing. My children did not enjoy themselves and would ask me once or twice a week if they could just stay home</p> <p>No sense of experience</p>
	4	<p><u>Disliked</u></p> <p>Feel no good</p> <p>Dislike</p> <p>It was not a very good experience for me</p> <p>It was meh</p>
	3	<p><u>Liked</u></p> <p>Good. Keep it up, please</p> <p>I have been using the lap pool at the Aquatic Center and really like how well-maintained it is, and how the scheduling system helps me avoid the busy times</p>
	2	<p>I'm pretty happy with the options currently in place</p> <p><u>Cost</u></p> <p>The tickets are too expensive</p> <p>The cost was very high for the kids to have very limited activities</p>

Q-13	Let us know what other programs you would like offered by the Des Plaines Park District (DPPD)?	
Category	# of Respondents	
Open feedback on programs	31	<p><u><i>Adult Programming</i></u></p> <p>Sports</p> <p>Tennis lessons</p> <p>Pickle Ball lessons for adults in the evening</p> <p>Adult sport teams for those out of high school or are on summer break from college or just for adults that miss sports</p> <p>Adult volleyball rec league. More nature trails and naturalized areas to walk</p> <p>Pickleball lessons for adults indoor and outdoor with some at 6 p.m. or later</p> <p>Indoor tennis, indoor pickleball, outdoor lap swim for adults!!</p> <p>Volleyball</p> <p>Expand the football field</p> <p>More competitive games such as basketball, badminton, and table tennis</p> <p>Rowing</p> <p>Hoping for more group sports</p> <p>Triathlon, table tennis facilities</p> <p>Pickleball Courts</p> <p>Rugby</p> <p>Football</p> <p>Frisbee</p> <p>More team activities</p> <p>Sports Option Dance</p> <p>Hold more golf tournaments</p>

	12	<p>Increase outdoor sports venues and hold more outdoor competitions</p> <p>Running techniques</p> <p>Baseball</p> <p>Indoor pickleball options for working people. Aqua aerobics/power aerobics more days/times for working people</p> <p>Badminton course</p> <p>More pickle ball courts and instruction</p> <p>Running club</p> <p>Intro to pickleball</p> <p>Ice skating or ice hockey (create winter rinks)</p> <p>Ice rink</p> <p>Indoor. Nighttime. Pickleball. There has to be courts for us who work mornings</p> <p>More 5K's</p> <p>Aquatic Programming</p> <p>Sailing classes</p> <p>Aquatic studies</p> <p>Swimming competition</p> <p>Swimming competition</p> <p>Cliff diving</p> <p>Aqua yoga</p> <p>Outdoor pool with proper lap lanes</p> <p>More indoor aquatic centers and more classes.</p> <p>More aquatic exercise programs</p> <p>Pools with deeper water that are not just for divers, but rather people that want to move legs without scrapping the bottom of pool. And not cramming people who can't swim as fast in a lane with lap swimmers who are faster</p>
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	20	<p>An Adult Swim period: I don't care where; I'd just like to be able to have pool time without screaming little kids</p> <p>Swimming, recreation, cycling</p> <p>Outdoor Programming</p> <p>Bring back the gun range that used to be on Rand Rd</p> <p>More golf in the dark</p> <p>Do more outdoor activities</p> <p>Archery, I like it very much</p> <p>Outdoor sport</p> <p>Outdoor activities</p> <p>Organize a rock-climbing outing together</p> <p>I hope to increase rock climbing, rope jumping and other activities, more lighting facilities, and the staff need to be enthusiastic</p> <p>You know, it could be something harmless, something exciting, something like a Sky bike</p> <p>Rock climbing and rope skipping</p> <p>Offer extreme sports courses and safety courses</p> <p>Outdoor sport fishing competition</p> <p>Capitalize on the Des Plaines River and surrounding forest preserves through easily accessible biking/walking paths and congregating areas like Busse Woods</p> <p>More nature-based activities</p> <p>Offers wilderness survival activities, parent-child relay activities and golf tournaments</p> <p>A facility like American Ninja on TV. Like an indoor obstacle course. Indoor and outdoor. Also like a nature center and park. Like Bison Park in Schaumburg</p> <p>Need and Outdoor Ball / Dek Hockey Rink</p> <p>More gardening and nature programs. Birding, pollinator garden development. How you can naturalize your home landscape</p>
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	11	<p>Paintball</p> <p>Community-based Habitat/Ecosystem Restoration Pros on park district and city lands</p> <p>Wellness Programming</p> <p>One thing always comes to mind that I wish the park district would help facilitate more and that is volunteer work or service pros. I want to see the park district reserve 50 or 100 volunteer spots at Bernie's book bank or feed my starving children or whatever and let the community come together with different not for profits and pack food or organize books or whatever with our neighbors, etc. I love service work and I love finding like-minded people in my community who also enjoy it. I think there is value in creating programming like this. Some can be open to families to register, while others might be more suited for adults only (like working at PADS at St. Mary's checking the homeless people in for the night or I think Bessy's table is also here in Des Plaines serving food to those in need). Or even running more collection drives that might help connect us as a community. Even just collecting for the food pantry but make a goal and one of those charts that shows our progress towards the goal with a final day where we meet somewhere and everything we've collected as a community is there and the food pantry reps are there to share how the food will be used. We would all get to feel that amazing feeling of working together and accomplishing something that will help those around us have a better quality of life and we are modeling service work for our kids, which is not happening often enough. Those are the kinds of moments I want to have with the people in my community and I think the park district could honestly make it happen</p> <p>Yoga classes</p> <p>Tai chi</p> <p>I would like and use expanded yoga meditation classes</p> <p>Outdoor yoga</p> <p>Get together from mom to do like a sip and paint or other fun activity</p> <p>Meditation courses</p>
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		<p>Wellness programs like yoga, mindfulness or any other technique related</p> <p>Yoga, pole dancing classes</p> <p>More options for group fitness (yoga, Pilates, barre, etc.) with expanded time options</p> <p>More lifelong learning programs. Increased Tai Chi instruction</p>
	12	<p>Physical Fitness</p> <p>Personal trainers</p> <p>Fitness programs</p> <p>Fitness exercise</p> <p>I would LOVE more evening (6pm & later) weekday fitness classes. It would be amazing to have strength focused classes also be offered in the evening. Right now it's limited and focused on yoga or Pilates. The day classes sound so exciting but are unavailable because I work during those hours. separates age-appropriate activities which is super handy!</p> <p>Social, physical education</p> <p>Can you add some other exercise equipment</p> <p>A course in physical fitness</p> <p>Personal training</p> <p>More exercise classes included with prairie lakes passed</p> <p>Indoor fitness</p> <p>Drop off childcare for fitness center</p> <p>Pilates</p>
	6	<p>Social Programming</p> <p>Book club</p> <p>Murder mystery, wine and paint for moms, nature classes</p> <p>A dating activity between men and women</p> <p>Organize a party every week</p>

		<p>More Polish based programs. There are so many Polish people living in DP, why not have programs that involve that culture</p> <p>Open mic nights, battle of the bands, more green space downtown</p>
	10	<p>Music, Dance, & Artistic Programming</p> <p>Adult Ballroom Dancing</p> <p>I wish there was the adult Acro class not on Fridays</p> <p>Dance performance</p> <p>The film and television play</p> <p>More dance learning</p> <p>Song competition training course</p> <p>Classical music teaching</p> <p>Line dancing</p> <p>Better dance program</p>
	11	<p>Adult ballet/barre classes, more evening adult classes (because I work)</p> <p>Miscellaneous</p> <p>Adult programs/ non-senior during evening hours/late afternoon</p> <p>Program that encourages 20 and 30 something year old's to join. I feel like most programs in general either only for children/teens or older adults</p> <p>Flower and bird race</p> <p>I hope the Des Plaines Park District (DPPD) offers billiards lessons</p> <p>Skating course</p> <p>More operational classes</p> <p>Table tennis competition</p> <p>Better get ready for the bumper car program</p> <p>More meaningful and learning lessons</p>

9	<p>Diversification of leisure activities</p> <p>Video gaming</p> <p><u><i>Children/Youth /Toddler Programming</i></u></p> <p>Sports Programming</p> <p>Kids gymnastics</p> <p>Volleyball open gym for kids and adults</p> <p>Gymnastics - beyond tumbling (and improved from what is currently offered as kid's gymnastics at Maine West, the class sizes are too big, and kids spend way too much time just sitting)</p> <p>Better golf program. Better baseball program. Baseball clinics would be great. Right now, you only offer t-ball. Nothing for kids that age out of t-ball has been offered. Please improve baseball program beyond t-ball</p> <p>Volleyball for 3-8th grade</p> <p>More team sports, such as football and baseball</p> <p>Baseball clinics</p> <p>Diving clinic</p> <p>Summer cheerleading</p>
10	<p>Toddler Programming</p> <p>More toddler programs</p> <p>More toddler events would be awesome too! RecPlex has a ton of children's activities and I wish we had the same offerings. Their catalog also has a page that separates age-appropriate activities which is super handy!</p> <p>Gymnastics for toddlers</p> <p>Programs for children ages 1 to 3 like an open gym class, or a music class, a circle time class. There are no activities available for children under three</p> <p>More activities for toddlers</p> <p>A music class for younger children (such as Kindermusik, which other park districts offer)</p>

		<p>More options for parent tot as well as summer programs that aren't camp such as Lego or robotics for kids</p> <p>More activities for toddlers. They need social interaction after a pandemic</p> <p>Toddler programs</p> <p>More holiday events and more children's events that working parents can bring them to, especially for under 3. Weekday mornings are not very helpful to the average working parent</p>
	3	<p>Social Programming</p> <p>Social skill building groups for grade school to middle school age kids. I am not sure how to phrase this better. Like a "friendship club" or something. Guided by a social worker. Help with some of the skills that were lost these past few years. This type of class may be outside the scope of the Park District, but why not think outside the box</p> <p>Social events, and kids' parties</p> <p>Whatever is good for the child's physical and mental development</p>
	5	<p>Entertainment, Dance, & Art Programming</p> <p>Children's entertainment program</p> <p>Art studio for kids (all ages) and music, theater for kids</p> <p>Theater for kids and adult, show choir</p> <p>Kids hand crafts like knitting or felting</p> <p>Dance classes in air-conditioned space</p>
	14	<p>Miscellaneous</p> <p>Children's recreation facilities and recreation facilities</p> <p>Just give the kids something they can use</p> <p>Children's happiness is the most important.</p> <p>A merry-go-round that children like to play with</p> <p>Nature play for kids</p>

		<p>The programs I have used with the DPPD have mainly been for my children and they've all been fantastic! I look forward to what the future has to offer</p> <p>I hope Des Plaines Park District (DPPD) provide lessons that guide children to get close to and think about nature</p> <p>More kid events</p> <p>We used the summer camps for years (btw, Arndt Park camp was the best kept secret), I have always appreciated that camps accommodated working parents and yet were still affordable. I love our pools and am so excited for the new south side pool plans!!! I wish PLAQ was around when my kids were little, we went to RecPlex for lessons, if they were little now, we would use PLAQ for lessons. We did get a year in with Warrior swim and that is a fantastic program too! Now my kids are in high school and work at the pools, and that has been a very positive experience! I, myself, love Lake Park and all the walking spaces at the parks. I love the Golf center and LPGC and use those frequently! Hey! Bring back the punch cards for golf!!! I loved those! My neighborhood parks Cherokee, Jaycee, and Kiwanis have all seen upgrades and I so appreciated the opportunity to weigh in on those renovations. DPPD is one of the first things I mention when talking to people about life in the DP! You guys do such a fantastic job! Thank you!!!!</p> <p>Hope to add water recreation</p> <p>Partner with library and app technology programs after classes</p> <p>More camp options needed in our area since YMCA in both Niles and Des Plaines closed. It was horrible finding summer camp options in entire area this past summer. Wait lists everywhere or completely full</p> <p>Reminder: federal law REQUIRES accessible playgrounds. We have none</p> <p>Childcare Department</p>
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	19	<p><u><i>Family Programming</i></u></p> <p>I think DPPD is missing a huge opportunity with art classes for children and family. My 7-year-old is constantly doing seasonal and annual art courses provided by MPPD and AHPD along with so many of her friends. It would be awesome to get something over here. Further, classes for "parent and me" for all ages is so incredibly rewarding and an easy feel good for the entire family. I would love to get my 3-year-old in some simple classes nearby to home too that he could attend after preschool</p> <p>Family exchange gathering</p> <p>Family Day Theme</p> <p>Yes, there are really four major educational courses, which are respectively free exploration course, professional customized course, enterprise customized series, and Educational Course series. These courses are suitable for enterprise, school, family, team, and individual exploration</p> <p>Our family is big fans of mystic waters and would hate to see it go, but also <u>super</u> interested in a multi sports complex to offer more opportunities for basketball/volleyball since space is always so limited at prairie lakes!</p> <p>One-off events are great, but many aren't toddler friendly; parents' night out; young adult programs like sip and paint, happy hour</p> <p>I'd like to add family games</p> <p>Monthly family night activities</p> <p>Outdoor spring or summer events, family friendly</p> <p>Indoor and outdoor movie nights for families - these events at our school and Lake Park are some of the most fun nights for our family and community. We'd love to see these at the various facilities and parks throughout the year, maybe by age group (preschool families, elementary-age, middle school night, etc.)!</p> <p>More mommy and me classes for toddlers and kids</p> <p>Mommy/daddy and me classes, more music/instrument classes</p>
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	15	<p>Baby and mom meet ups based on age</p> <p>Mom and tot classes for those under 2 y/o</p> <p>There are more activities that families can do together</p> <p>Please provide more inclusive, diverse, and accessible programs for families with disabled members. Thank you!</p> <p>It is hoped that the Des Plaines Park District can provide parent-child activities programs</p> <p>Weekend Disney movies in the park outside</p> <p>Have a park on other side of neighborhood of lake Opeka</p> <p><u><i>Teen Programming</i></u></p> <p>There are not a lot of activities for older teens through the park district</p> <p>My son is turning 13 and my younger one is 10 - a Teen Center or somewhere they can go to hang with friends would be amazing</p> <p>Zumba, volunteer opportunities for youth</p> <p>More youth special events</p> <p>Culinary Learning Program /Adolescent Health Literacy Program</p> <p>Inclusive youth sport options for the working parent. Also more programs for 2-3-year-olds</p> <p>Youth volleyball leagues, open volleyball times, dedicated outdoor volleyball court (like convert a tennis court w fence around) that isn't sand</p> <p>Youth track and field meet in summer, youth triathlon</p> <p>Really important is to offer a summer camp for 13 years and older. Bring back the camp run by Eric a couple years ago</p> <p>Youth baseball/softball</p> <p>Adult Photography, Teen/Youth Hip Hop Dance</p> <p>Accessibility by teens after school. Hours that allow working parents time to get things situated at home and then attend classes (aquatics specifically)</p>
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	13	<p>Marching band, basketball non-travel youth league</p> <p>More technology game rooms availability for young tweens to hang out with friends' indoor areas such as indoor soccer, basketball etc. to attract young crowds and keep them off the streets</p> <p>Video game area where you can play with your friends</p> <p><u>Arts and Cooking Programming</u></p> <p>Art, gardening, cooking</p> <p>I hope the Des Plaines Park District (DPPD) offers fine arts classes</p> <p>Barbecue instruction</p> <p>Barbecue parties, drinks, and other entertainment facilities</p> <p>Art program</p> <p>Adult beginners cooking class</p> <p>Art classes</p> <p>More opportunities outside of the workday for 3 and under. I cannot get my son into swim lessons because I cannot get to the pool before 4. I cannot sign him up for any activities either (except hot shot sports on sat mornings- which conflicts with my other son's activities). In the past, I've had to go to other park districts for activities for under 3. It would be great to have a music class, art class, or something that a 2-3-year-old can attend after 5 during the week. Or even putting him in a swim lesson class in the evening after 5 would be great!</p> <p>Cooking class</p> <p>Barbecue Competition</p> <p>Ceramics classes. Pottery classes</p> <p>Wood working shop/classes</p> <p>Painting by hand</p>
	8	<p><u>Senior Programming</u></p> <p>Mentioned in the last slide, but courses on preparing for retirement, photography classes, outdoor walking programs so we can stay fit, enjoy nature and be safe, online or hybrid</p>

		<p>options for craft classes. If YouTube can do it, why can't we? I have taken online Yoga courses in the last 12 months from a studio in Michigan! I would love to see a nature center. I visit the Mortem Arboretum, Crab Tree and the Chicago Botanical Gardens for walking and beauty. I believe we have good options for children and teens, and options for seniors. I think there are some family-related events. But unless I want to golf or take an in-person fitness class, there really isn't much for me who is somewhere in the middle. I do not have children and would love to see more reasons for me to enjoy Des Plaines. As it is, I find myself going outside of our town for enjoyment. All we have here are more and more condos</p> <p>More classes aimed at seniors at a more reasonable price</p> <p>I drive to wheeling park district 4 times a week for free silver sneaker classes. DP is too expensive</p> <p>Senior exercise</p> <p>Walking club for seniors</p> <p>Medicare Understanding (e.g., health insurance education)</p> <p>Building special activity centers for the elderly</p> <p>I am a Sr Citizen so I really limit things I can attend. Would like a concert or musical program</p> <p><u>Dog/Pet Programming</u></p> <p>Environmental protection course, animal introduction course</p> <p>I hope I can add a little more pet entertainment facilities for pet is also a member of a family, also want to add some more parking place, finally I wish you a happy life</p> <p>Increase the rock climbing, fishing, the dog park, water volleyball game</p> <p>Provide a pet park</p> <p>The dog competition</p> <p>The Dog Beauty Contest</p>
	6	
	12	<p><u>Miscellaneous</u></p> <p>Add some fountains</p>

		<p>Plans: Expand green areas, add recreational facilities</p> <p>Need elevator at Prairie Lakes walking track</p> <p>A bicycle pump track would be a great addition for all ages</p> <p>Hope DPPD can add more events</p> <p>Imagination Destination for STEAM & indoor ropes & rock-climbing course</p> <p>Earth friendly displays and habitats</p> <p>More affordable programs for low-income families and stronger scholarships that include pool pass</p> <p>Safety town. Using iPhone applications. Walking on indoor track at no charge. classes in the afternoons</p> <p>Parachuting</p> <p>Get the greening right</p> <p>None. Would like a neighborhood park in my area. We live directly south of Maine West and there is no playground except for Lake Park, which is not walking distance</p>
Q-15	What is your preferred method of keeping informed of Des Plaines Park District (DPPD) programs, services and facilities? Please <u>rank from 1 to 3 your preferences, with 1 being the most desired method of receiving information.</u>	
Pg. # and Figures	See page number 39 and figure 28 in the final report.	
Category	# of Respondents	
Open Feedback on staying informed	12	<p><u><i>Miscellaneous</i></u></p> <p>The Journal</p> <p>Instagram</p> <p>Flyers, banners</p> <p>Booklet in the library</p> <p>Text messages</p>

		<p>Public advertisements</p> <p>Word of mouth</p> <p>Texts about upcoming events or per identified interests</p> <p>Your app is awful, if it was redesigned and functioned like an app and not a web browser, the app would be a good option</p> <p>Signs posted around the neighborhoods...that's how I found out about this assessment</p> <p>Brochures placed at the DP Public Library</p> <p>Posts at Library</p>
Q-25	Please use the space below to share any additional feedback you have on Des Plaines Park District (DPPD) programs, services, facilities, parks, and staff. Thank you!	
Category	# of Respondents	
Open Feedback	45	<p><u>Des Plaines Parks & Facilities</u></p> <p><i>Suggestions</i></p> <p>I'm concerned with light pollution and do not want to see added lights. Not every park needs children's play equipment. I think DP has an excellent park district. Something to be proud of</p> <p>Please install sand box and sand digger at Woodlawn Park</p> <p>The park district keeps adding all these new services and areas, but general maintenance of existing parks and facilities is beyond bad</p> <p>Please make all parks and playgrounds handicap accessible. It is impossible to push a wheelchair or stroller through woodchips. We cannot visit most DP parks because they are not accessible</p> <p>I really enjoy our park district and some feedback is because of our schedules prohibiting us from participating. But I do feel like we are slightly in the shadow of our neighboring districts; a better schedule or one extra type of class or one extra something. We would love to stay here and support the</p>

		<p>community if all our needs could be met here. Thanks for doing this survey</p> <p>Hope that people in the community can maintain facilities in the park once a week</p> <p>Bluett Park playground renovation and basketball court have been well received. It would be nice to see some efforts put in to cleaning up the shrubs lining the park and cleaning out all the unwanted trees and vines that are taking over them. It is unsightly and becoming a nuisance for those who have houses backing up to the park. Also, some signage that is visible from both ends of the park clearly stating that all types of motorized vehicles are prohibited in the park as well as unleashed dogs. There has been no park district enforcement of any of these violations for several years</p> <p>The outdoor flower displays, natural plantings, lakes, and ponds seem to be deteriorating. We would like to see the parks improved in this area as that is what parks are mostly about for us</p> <p>Update your website - it is horrible and not user friendly! Check out the offerings at other local park districts to get ideas. Add lights to baseball and softball fields. Add at least one football field (Park Ridge has multiple!) Take over the softball and baseball programs in DP - they are so unorganized, and you are missing a big chunk of money that could be coming back to the park district!</p> <p>Thank you for collecting this feedback! I love my community, but there are less and less reasons to stay. I do like the upgrades made to several playgrounds in my area but would like to see more inclusion options - swings for those in wheelchairs, for example. I am an outdoor person who loves to hike, kayak, (cannot bike - knee problems), walk and relax in open spaces. I love trees and flowers and would love to see workshops on how to garden or design an outdoor space. Would also like to see home improvement sessions - how to fix this or upgrade that (small scale things). I hope this is helpful! I participated in Park District activities in past years and look forward to returning!</p> <p>There is no easy way for kids to get to some of these spaces, so the local park is all there is for them</p>
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		<p>Quit neglecting the southside parks</p> <p>More indoor play park area for long winter months like what YMCA had for children 5-15 age group. Could also benefit from game room for tween kids to hang out with friends getting them out of house and streets. Would enjoy tech open sessions that include engineering equipment for children to engage in building with instructor to facilitate learning in relaxed environment but not classes based. Open art facility with equipment available with instructor present to facilitate creativity but not class based for children. I was not happy to know that Des Plaines measure center closed game room</p> <p>We need improvement in programs for children under 3 and better times for children of parents who work. We end up paying for other park district programs who have better options. Also, the public times available for prairie lakes aquatic center are terrible. Please make it known when the public can use the facilities- we can't know when it's ok to go between parties, classes, etc. as this is not communicated</p> <p>Improve park facilities, service personnel management level</p> <p>The hope is that free hot water will be provided in the park</p> <p>The programs at the park district are ridiculously expensive. I literally cannot justify the cost</p> <p>Des Plaines Park District could do with improving park sanitation</p> <p>Please add more wildlife and pollinator habitat areas throughout the parks</p> <p>The park needs more work, but the rest is good</p> <p>Add an indoor playground (options like the ball factory are cost prohibitive at \$20 per child)</p> <p>An art studio would be great</p> <p>Would love to see a Nature Center and Nature play area!!! Would hate to lose Mystic Waters for another indoor space. The outdoors and Nature are so important. Any way we can spend time outdoors having fun and/or connecting to our natural world is a win for us. Thanks for allowing us to give feedback</p>
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		<p>Well-equipped facilities</p> <p>Build more parking Spaces</p> <p>A bigger parking lot is needed</p> <p>I want to keep Mystic Waters. Please don't replace it with an indoor sports complex</p> <p>I think an indoor multi-purpose facility is very important but not at the expense of Mystic Waters. Please find a way to expand Prairie Lakes or find another site for it with enough parking</p> <p>A parkour gym would be great!</p> <p>I would like to have art studio for kids (all ages) and theater studios for kids (all ages) not all the kids are "sport kids"</p> <p>Cleaner environment</p> <p>Repair facilities in time</p> <p>It would be perfect if there were more plants.</p> <p>Set up more smoking areas</p> <p>I think there should be more places where you can drink water for free</p> <p>Recreation facilities need more space</p> <p>Add an elevator to Prairie Lakes so seniors can utilize walking track without struggling with the stairs as they do now</p> <p>I think it is very perfect and the plan is very good. My whole family likes it very much. Only some facilities need to be repaired due to the high frequency of use, but there are no big problems in other facilities</p> <p>If asked to add a sports complex (not mystic waters replacement related) we would have ranked that #1</p> <p>We would love to see more turf and lighted soccer fields!</p> <p>Devote budget to landscaping</p> <p>Collaborate with school district 62 to build a field house by Chippewa middle school. The field house can be used by</p>
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	21	<p>the students during the day and the community in the evenings and weekends</p> <p>Security. Cameras</p> <p>Add pull-up bars at willow park, please</p> <p>I appreciate the reasonable prices for group fitness. I'd be very excited to see a nature center added in Des Plaines</p> <p><i>Priority to Residents</i></p> <p>And I have used all the Des Plaines programs for all my children as they grew up. As adults, we all continue to participate in programs that the Des Plaines Park district offers us</p> <p>The Park District itself is to be applauded for always striving to please the residents. So a huge thank you! (I realize you don't have any pull over the other issues, just venting, lol, again thank you!!</p> <p>The park is great</p> <p>We like to take a walk in the park after dinner. It makes me feel good</p> <p>The park service and facilities are excellent</p> <p>The park is large enough to satisfy the service, but no obvious shortcomings have been found for the time being</p> <p>I love the park district. Keep up the good work. Green spaces and recreational opportunities are very important to the quality of life</p> <p>We love all the river access and really appreciate continued maintenance of parks on the river, and most importantly, boat launches</p> <p>Whenever family visits the first thing we do is go to a park or Prairie Lakes center</p> <p>I think Des Plaines Park District does a decent job and offers a nice variety of amenities to the residents</p> <p>Our family used and enjoyed DP parks for any years</p> <p>Being 86 years old has cut back on my usage of facilities but over the 68 years I have lived in DP, my family has used</p>
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		<p>many of the facilities and I feel that we have one of the best Park Districts in our area if not the state</p> <p>We have used park district programs, classes, and facilities since we moved to Des Plaines 19 years ago. We have always been very impressed with how well the parks are kept up and updated. We find the classes to be hit or miss with the quality of their instructors. The facilities overall are exceptional for a town of our size</p> <p>Our family used the park district all the time when the kids were growing up. It is one of the reasons I tell young families to move to Des Plaines</p> <p>We have a very fine park district, and we applaud all the changes and improvements over the years. Keep it up!</p> <p>I am very satisfied with the program facilities in the park</p> <p>The recent changes and new people of the Park District over the years shows. Keep making it better, its going so well. Thank you to those who are working hard to offer fun to the kids of DP!!!</p> <p>Well run and great park district!</p> <p>Great Park District and facilities, well run</p> <p>I really appreciate our dance program and the amazing parks we have all over. Our festivals and family friendly events are a big deal to us, and we appreciate the hard work!</p> <p>Love with the park district does. very proud of it</p>
	3	<p><i>General Comments</i></p> <p>Des Plaines Park District due to global warming caused local water dry, affecting the ecological environment.</p> <p>Des Plaines has great parks, people just litter too much. I also want a better safer place for our wildlife. Meaning the birds, ducks, fishes, etc.</p> <p>Need a larger women's locker room in beautiful new aquatic center</p>
	44	<p><i>Programming</i></p> <p>More adult programs on the fitness plan during Sundays.</p>

		<p>The programs for kids need to be run better (organized, respond to emails, well planned) for us to consider utilizing them. There are too many bad experiences, so we have gone elsewhere</p> <p>Thank you for offering this survey! as a DP lifer, I am very happy here, and love the community, and commitment to growth... (except for all the too many condos and apartments;)... I'd love to see a bike shop again, and a Walmart, Trader Joes, Ikea, or something easily accessed by us south siders. However. I think if you live in the City of Des Plaines boundaries you should be able to register as a resident during the resident registration and not have to wait. There are programs that my kids miss out on regularly because we can't register during resident times. It's good to have some variety in their programs</p> <p>The hope is to increase family-centered programs</p> <p>Do not bring back pandemic mask, vaccine, or lockdown measures. They are extremely disruptive to family life and unfair to the children. Have some courage to say No to these things when coming from the county, state, or another authority</p> <p>More programs for young adults would be nice. a nature center is a great idea for Des Plaines, it'd be a place I'd visit frequently</p> <p>Grandchild for the summer so interested in summer programs</p> <p>There needs to be surveys like this at the end of programs/activities so you can rate the instructors. It's unfortunate when there is an instructor of your child's program who is ruining the program, and no one is aware or checking in on the program</p> <p>I like educational, Language, cultural programs. Have attended at Library, Prairie Lakes</p> <p>Need more walking paths. Daily trips. More interesting programs</p> <p>we pay taxes, the programs are expensive, programs are not designed for the working person</p>
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		<p>More special needs programs would be ideal</p> <p>I really love the cost of most of your programs (minus camps) because they tend to be cheaper than the surrounding areas, I just wish you offered more activities for smaller children</p> <p>Preschool programs have longer waitlist</p> <p>We moved to Des Plaines 4 years ago and work schedules prohibited our taking full advantage of programs, then COVID-19. We are just becoming members and look forward to taking advantage of programs</p> <p>Improve ALC by adding A/C. Improve baseball program</p> <p>Dance classes starting later in the day. As a household with both parents working M-F until 5, it's hard to join classes that start at or before 6pm. Saturday morning classes that start before noon would be nice too</p> <p>Extend hours of prairie lakes aquatic center to 10 pm from 930</p> <p>Services need to be strengthened</p> <p>There are more activities that families can do together</p> <p>Add more entertainment and sports</p> <p>Again, I used to take yoga for a long time and some other classes at Prairie Lakes. We've taken the dog to training classes used to have a gym pass workout pass and Prairie Lakes and I have slowed down somewhat and then COVID-19 killed everything, and people are idiots. It's a shame but are used to be a people person and people ruined it for me staunch Democrat with moderate lifestyle views. Thank you for everything you guys have done</p> <p>Would love to have an enclosed a dog park. Would also like to be on a mailing list to see/hear about local events</p> <p>Really disappointed in fee charging for using the indoor walking track</p> <p>Bigger reduced fees for senior residents</p> <p>More well-lit walking trails in highly used parks</p> <p>Keep the spin bikes/class in current room</p>
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		<p>I am disappointed that the PD has begun to charge for using the indoor track at Prairie Lakes. That is the activity that I am most likely to want to resume as COVID-19 dies down. To have to pay for that is unreasonable</p> <p>More focus needed on girls' softball, more and better field facilities</p> <p>I would like group fitness classes to be included with monthly membership like at the RecPlex and YMCA. Classes are good but I cannot afford them</p> <p>More volleyball open gyms</p> <p>I have sent a couple of emails to Prairie Lake Community Center directed but I never received any acknowledgment and/or feedback. I think that is not respectful because how I would know if someone even read my feedback. I would request to Prairie Lake community center to install security keypad to stretch room because it says member only. Currently there is none so anyone can come in. I also request to have better newer TRX in stretch room as current one does not stay up so I cannot workout properly. I heard there was new one, but someone took it. Lastly, I would like to see weightlifting class for women. I really like Des Plaines which is an active community. I go to Prairie Lake to train for long distance races. I hope with this survey our feedback will be considered for more improvements. Thank you</p> <p>We would love to see archery offered. Since the YMCA closed, the closest location for archery is now an indoor private facility in Palatine. Similarly indoor rock-climbing classes</p> <p>Include the aquatic center as part of Silver Sneakers</p> <p>Cooking classes for younger kids!</p> <p>More exercise classes included with passes would be awesome</p> <p>I hope that some public welfare activities will be more meaningful</p> <p>Hope to add some natural environment, so that children can better contact with nature</p>
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	33	<p>Excellent job w/the aquatics ctr. and Prairie Lakes landscape use. We also love Mystic Waters</p> <p>More toddler activities especially throughout the summer.</p> <p>I enjoy the 6 pickleball courts at Chippawa Park several times a week</p> <p>I wish we could have a special passage for senior citizens.</p> <p>A Dog park will be fabulous!!</p> <p>We need a dog park</p> <p><u><i>Staffing</i></u></p> <p>Encourage Aquatics Center staff to monitor small children in Wellness Pool</p> <p>The Prairie Lakes pool is a beautiful facility; however, the staff seems reluctant to enforce an entry or safety rules. Many people pay for only splash pad but use the pool. Swim school families that are "spectators" many use the pool without paying. Splash pad birthday parties end up in the wellness pool. Lap lane reservations are not enforced. It is discouraging as a patron that pays entry fee and follows the rules to see so many people just "doing as they please" and staff does nothing. The paying members are then left to fend for themselves. Kids running and jumping from the diving platforms. Hanging and pulling on the basketball hoops. It is a matter of time until there is a serious injury. It's like the wild west when trying to swim there</p> <p>Good. Thank you, all the staff</p> <p>I like the attitude of the staff</p> <p>I find the Des Plaines Park District plan, services, facilities, parks, and staff very friendly</p> <p>I think the Des Plaines Park District plan, the services, the facilities, the parks, and the staff are good. I love this place</p> <p>Very satisfied with the service, facilities, park, and staff</p> <p>We hope to increase the number of staff to keep the park clean</p>
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		<p>The Des Plaines Park District plan, the services, the facilities, the parks, and the staff are all very good. I usually go there with my family</p> <p>The implementation of complete staff working attitude is very good</p> <p>Thanks for all you do! We love seeing staff at school events and in the community</p> <p>Communication from the staff about sporting events has always been challenging and frustrating. Often evaluations are not written up in the bulletin or programs. Staff often seems to be lacking information</p> <p>The staff are so great in the prairie lakes aquatic center, If I were running that place, I would give everyone there a raise</p> <p>I think the DPPD is a horrible "partner" to both baseball and softball. Both leagues could use more help and less hurdles from the staff at DPPD</p> <p>The staff can be a little more</p> <p>Have more staff</p> <p>Staff is always friendly and very informative</p> <p>Their facilities are perfect. The staff are very friendly</p> <p>Staff is very nice. However, they turn a blind eye to people abusing the park district. It's frustrating to see people not pay or follow rules. Please enforce the rules!</p> <p>The staff were very kind and I loved it</p> <p>My feedback on the Des Plaines Park District plan, services, facilities, parks, and staff is that they are able to provide a better environment</p> <p>I am very satisfied with the Des Plaines Park District plan, services, facilities, parks, and staff. Thank you!</p> <p>Very satisfied with the service, facilities, park, and staff</p> <p>We loved Park It pre COVID-19 with the yard games, crafts, and fun park it staff like Cindy and McKenna!</p> <p>Very satisfied with the service, facilities, park, and staff</p>
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	28	<p>Strengthen staff service consciousness, increase various park facilities</p> <p>Plan: It can be implemented Service: Very good facilities: Basically, complete Park: Full of facilities Staff: Be kind and polite</p> <p>Coach Brian of the swim team is the best. Super communicator, very positive, so organized. We love him and wish all the park district was like that</p> <p>The park district is the best government agency in town. Great parks facilities and staff</p> <p>I have always had a wonderful experience at parks and interacting with staff. Thank you!</p> <p>Have always found DPPD people very friendly and helpful</p> <p>Instructors in archery class were disengaged/inattentive</p> <p>Great place to be when not crowded or complete at most! Very strict rules! Don't understand why lifeguards pace back and forth when you ask a question, they won't stop giving full attention to your guests, they keep walking to answer, the music is high, so you must follow her or his rhythm without hearing the answer! Just a good time and very safe! Elderly residents regardless of if not, the price should be lower!</p> <p><u>Positive Feedback</u></p> <p>Overall I'm very pleased and thank you for your efforts</p> <p>Oh, you guys are doing great</p> <p>Oh, thank you very much</p> <p>Thank you</p> <p>I'm satisfied with their services, programs, facilities</p> <p>Excellent in every way</p> <p>Nice and safe in every way. I love it</p> <p>Oh, you guys are doing great</p> <p>Oh, thank you very much. Your work is very good. No more feedback</p> <p>Very good</p>
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		<p>It's all good and I'm having a great time with the kids</p> <p>Overall good job!</p> <p>They have all been great!</p> <p>Satisfied with activities I frequent</p> <p>Love the DPPD. Keep up the good work</p> <p>Thanks for all your hard work!</p> <p>We really love everything we have participated in within the 1.5 years we've lived here! Thank you</p> <p>Love all the effort and variety of things offered! As a family with young kids, I love that there is many family-friendly events</p> <p>Oh, you guys are doing great</p> <p>I'm happy with the service they've got. It would be nice if everyone in the service had more smiles on their faces</p> <p>Oh, thank you very much. Your work is very good</p> <p>Your service is very good</p> <p>It's very good in every way</p> <p>I love it here</p> <p>Thanks for everything you guys do for the community!</p> <p>Thanks for doing all you do. We'd love to see more concerts-keep that going</p> <p>Satisfied with everything</p> <p>Our family loves Prairie lakes! I'm excited to see what improvements are headed our way</p> <p><u>Pools</u></p> <p>I appreciate natural or landscaped park settings to relax. A regular plain old pool is nice.</p> <p>Love the aquatic center's lap pool!</p>
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		<p>I hate that I can only access the wellness pool with my kids Friday, Saturday, and Sunday evenings. I wish there were more opportunities for kids to be able to use the pools without having to pay for swim lessons. I also think that the pool is very much labeled as an older person facility. The signs up at the pool that had things like "No splashing, No Toys" etc. really has a negative connotation. I also think the park district needs to do a better job putting together a calendar that has all the activities listed, open swim, parties, etc. I hate that I must call every time we want to go because I don't know if it is/isn't open. I would also love to have the option to fill out a survey after every program that we sign up for. It would be a great way to provide positive feedback and opportunities for improvement</p> <p>We buy pool passes every year for Mystic Waters and would hate to see it replaced</p> <p>I am very satisfied with our Parks. I go to Prairie Lakes most often and enjoy the low impact class. I also go to walk the upstairs track and weather permitting will walk outside. I've attended classes in both pools and had private sessions with Rose. I am grateful for services and the staff. Thank you</p> <p>As it is we have to go to surrounding suburbs for fine dining, entertainment and shopping you need to keep our pools open and functioning!!!</p> <p>Disappointed with the limiting hours for children at the pool in the recreational park. Especially during the holidays. Open swim time for the whole family on weeknights and all-day weekends are important and we have recently stopped going due to the restrictions and are considering not renewing our membership since it is going to waste</p> <p>Please don't close Chippewa pool until construction is completed at other pool</p> <p>We especially loved the programs offered when my children were preschool age. The same for the pools and swimming classes</p> <p>Please bring back adult swim at Chippewa or introduce it at the indoor pool. Some of us who work full time cannot make it in during the day to avoid lots of kids</p> <p>Please don't take away Mystic Waters!!!</p>
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	7	<p>My daughter wanted to do swim team this year and last and by the time it was our turn to register, it was filled</p> <p>Wish they had more smiles every time</p> <p>Outdoor lap swim for adults throughout the summer</p> <p><u><i>Miscellaneous</i></u></p> <p>Add more competitions with prizes</p> <p>My child loves the basketball court. He has made many friends there</p> <p>The survey is far too long and clumsy to navigate on an iPhone</p> <p>As said previously, treat us taxpayers with respect -- you do NOT have an unlimited budget -- seems your tax levy goes up EVERY year substantially</p> <p>I have played with the Des Plaines Concert Band for 30 years. The director & members are excellent. The park district does NOT do enough to publicize our concerts. Next one is Dec. 18, 2022</p> <p>Would love to see more businesses (i.e., shops, restaurants, bars, etc.) In downtown Des Plaines</p> <p>The focus of the design is to deal with the relationship between people and facilities, people and the environment, the pursuit of harmony between the three. The design should start from the study of people's behavior and needs, understand the characteristics of users' needs, and solicit their opinions and suggestions as the basis for design</p>
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