

# City of Chesterfield Community Interest and Opinion Survey

*...helping organizations make better decisions since 1982*

**Final  
Findings**

**Submitted to the Chesterfield Parks, Recreation, &  
Arts Department (Chesterfield, MO)**

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**November 2018**





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# City of Chesterfield Community Interest and Opinion Survey

## Executive Summary

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### Overview

ETC Institute administered a needs assessment survey for the Chesterfield Parks, Recreation & Arts Department during the fall of 2018. The survey was conducted to establish priorities for the future improvement of the City's Parks, Recreation, & Arts Department. The survey and its results will guide the City in making improvements to existing and future facilities, parks, programs, and services within the community. Data collected from the survey will aid in directing the future of the parks system, enriching the lives of its residents, and enhancing the community.

### Methodology

ETC Institute mailed a survey packet to a random sample of households in Chesterfield. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at [www.ChesterfieldSurvey.org](http://www.ChesterfieldSurvey.org).

Ten days after the surveys were mailed, ETC Institute sent emails and placed phone calls to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of Chesterfield from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 350 residents. The goal was exceeded with a total of 368 residents completing the survey. The overall results for the sample of 368 households have a precision of at least +/-5.09% at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 1)
- Priority Investment Rating (PIR) that identifies priorities for facilities and programs (Section 2)
- Benchmarking analysis comparing the City's results to national results (Section 3)
- Tabular data showing the overall results for all questions on the survey (Section 4)
- A copy of the survey instrument (Section 5)

The major findings of the survey are summarized on the following pages.

## Satisfaction with Parks and Recreation Services

The highest levels of satisfaction with various parks and recreation services, based on the combined percentages of “very satisfied” and “somewhat satisfied” responses among residents *who had an opinion*, were: maintenance of Chesterfield parks (93%), Chesterfield amphitheater performances (81%), number of Chesterfield parks (80%), and the quality of outdoor athletic fields (79%). The parks and recreation services that respondent households feel should receive the most attention over the next two years were: number of walking/biking trails (34%), maintenance of Chesterfield parks (21%), and number of Chesterfield parks (15%).

Overall, respondent households are highly satisfied with the overall value they receive from the Chesterfield Parks, Recreation, and Arts Department; forty-nine percent (49%) responded with they were “very satisfied” and 24% responded with they were “somewhat satisfied”.

## Use and Condition of City Parks/Facilities

**Use.** The two parks/facilities used most by respondent households, in the past 12 months, were the Chesterfield Amphitheater (62%) and Central Park (62%). The three parks/facilities that respondent households indicated they had used the most in the past year were: Central Park (51%), Chesterfield Amphitheater (44%), and Monarch Levee Trail (34%).

**Condition.** Of the respondents that had visited Chesterfield parks/facilities, the highest levels of satisfaction with the parks/facilities, based on the combined percentages of “excellent” and “good” responses among residents *who had an opinion*, were: Central Park (99%), Chesterfield Amphitheater (98%), and Veterans Honor Park (98%).

## Program Participation and Ratings

**Participation.** The top two recreation programs that respondent households indicated they have participated in during the past 12 months were: summer concert series (54%) and the 4<sup>th</sup> of July fireworks celebration (50%). Of the respondents that had participated in programs or activities during the past 12 months, the frequency in which they had participated were, twenty-one percent (21%) had participated in at least 1 program/activity, 38% had participated in between 2 to 3 programs/activities, 21% had participated in between 4 to 6 programs/activities, 5% had participated in between 7 to 10 programs/activities, and 3% had participated in 11 or more programs/activities during the past 12 months.

**Rating.** Of the percentage of households that had participated in programs/activities during the past 12 months, fifty-five percent (55%) of respondent households rated the quality of recreation programs/activities as “excellent” and 31% rated them as “good”. The highest rated reasons households participated in Chesterfield Parks, Recreation, and Arts programs/activities were because the location of program facility (68%) and the quality of program facility (46%).

## Organizations Used for Indoor and Outdoor Recreation

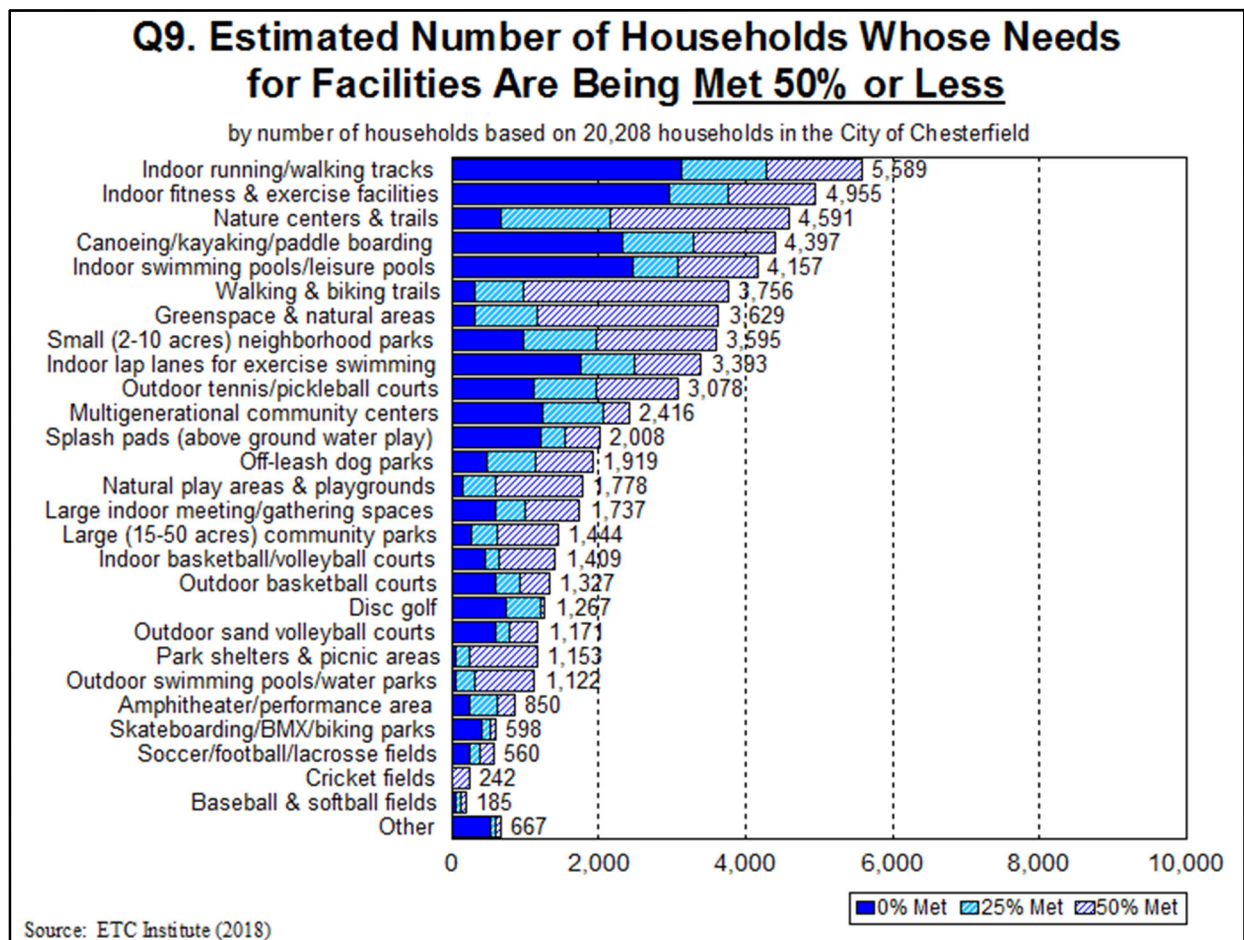
Respondents were asked from a list of 15 various organizations they or members of their household use for their indoor and outdoor recreation activity needs. The organizations that

were selected as being used most frequently were: St. Louis County Parks and Rec (42%), churches (31%), Missouri Dept of Natural Resources – Katy Trail (28%), and private fitness clubs (27%).

## Facility Needs and Priorities

**Facility Needs:** Respondents were asked to identify if their household had a need for 27 recreation facilities and amenities and rate how well their needs for each were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had the greatest “unmet” need for various facilities.

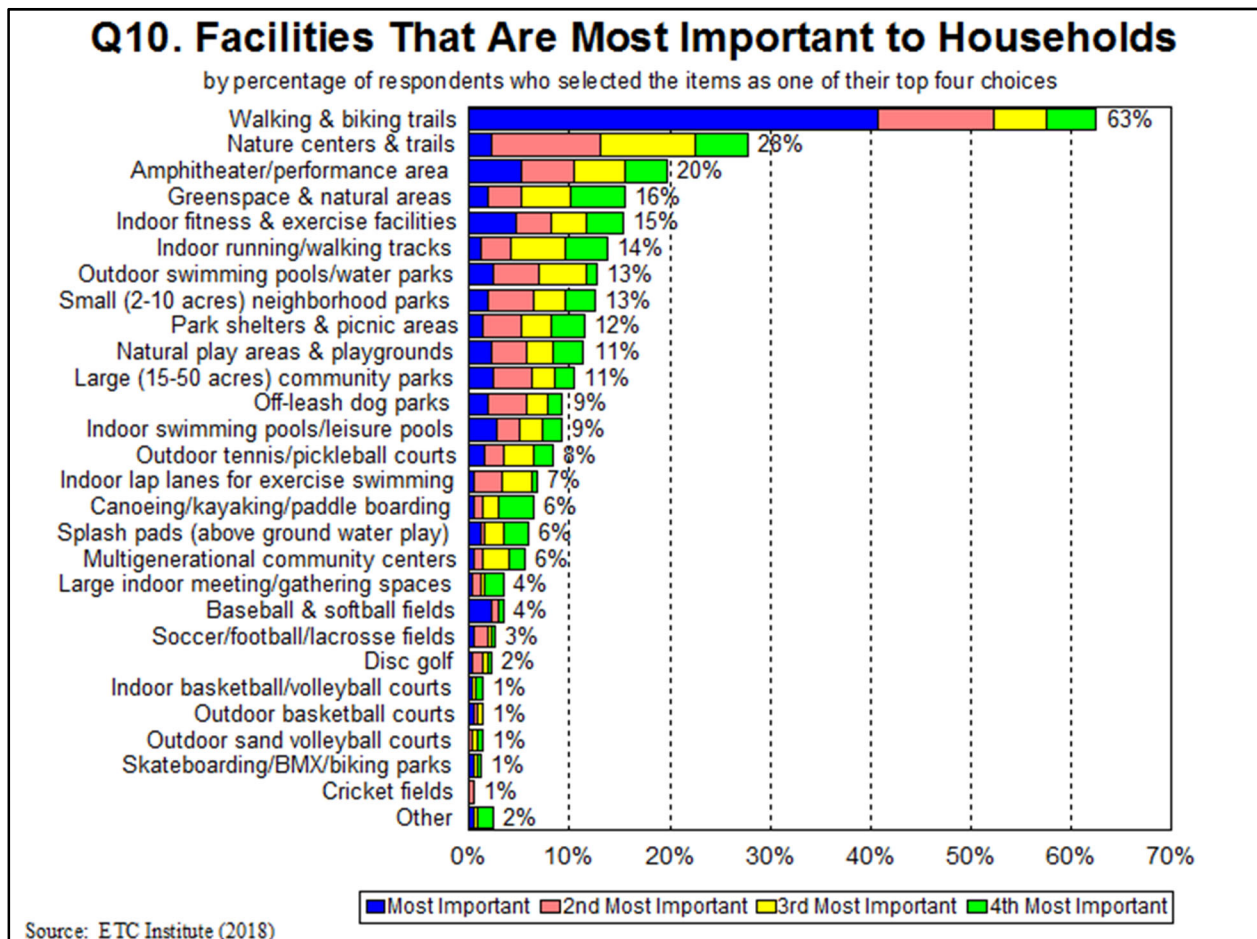
The top four recreation facilities with the highest percentage of households that indicated a need for the facility were: walking & biking trails (79%), nature centers and trails (57%), greenspace and natural areas (52%), and amphitheater/performance area (52%). ETC Institute estimates a total of 15,985 households out of the 20,208 households in Chesterfield have a need for walking and biking trails. ETC Institute also estimates a total of 5,589 households of the 20,208 households in Chesterfield have unmet needs for indoor running/walking tracks, an estimated total of 4,955 households of the 20,208 households in Chesterfield have unmet needs for indoor fitness and exercise facilities, and an estimated total of 4,591 households of the 20,208 households in Chesterfield have unmet needs for nature centers and trails. The estimated number of households that have unmet needs for each of the 27 facilities that were assessed is shown in the table below.



**Facility Importance:** In addition to assessing the needs for each facility, ETC Institute also assessed the importance that residents placed on each facility. Based on the sum of respondents’ top four choices, the four most important facilities to residents were:

1. walking and biking trails (63%),
2. nature centers and trails (28%),
3. amphitheater/performance area (20%), and
4. greenspace and natural areas (16%).

The percentage of residents who selected each facility as one of their top four choices is shown in the chart below.



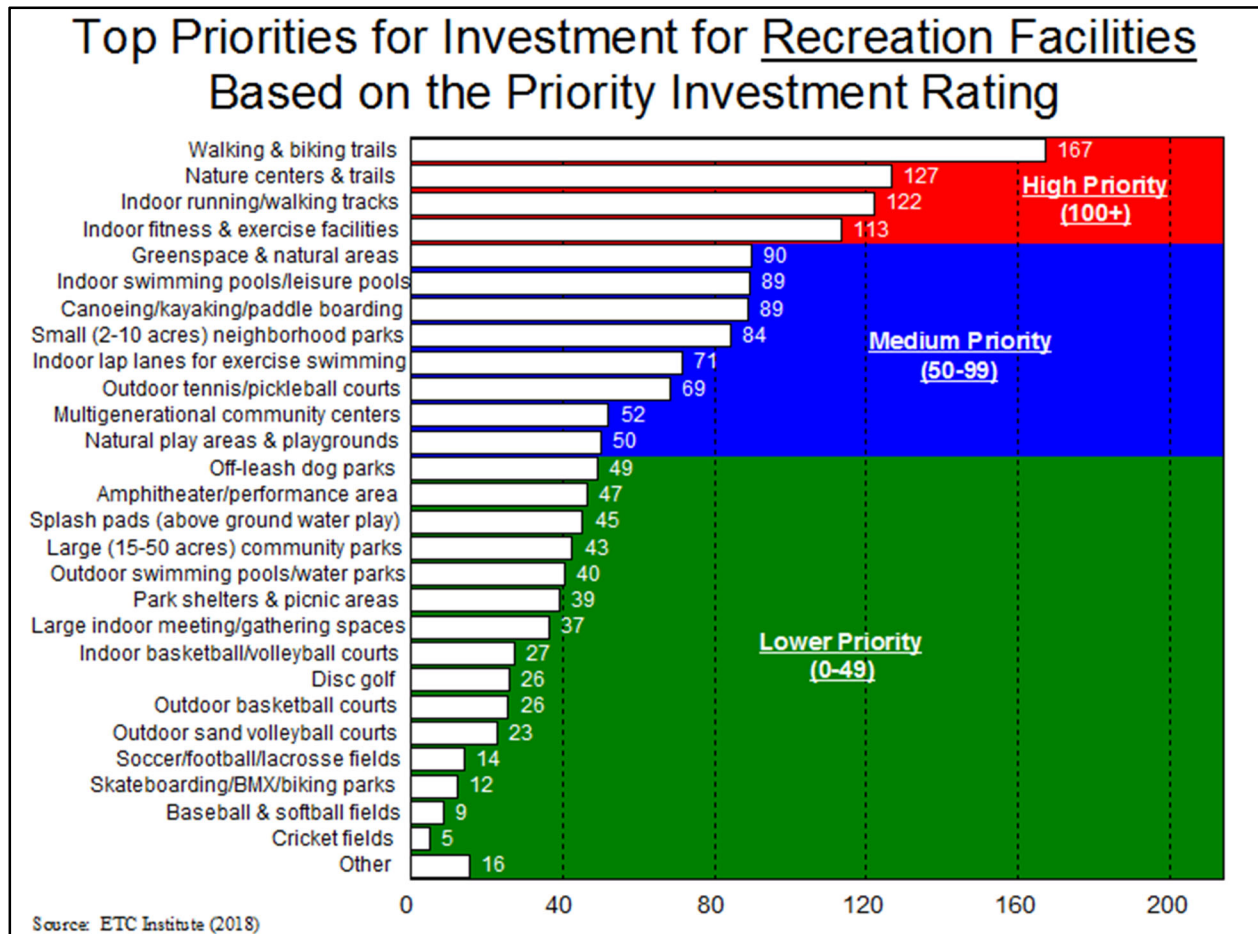
**Priorities for Facility Investments.** The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on Parks and Recreation investments. The **Priority Investment Rating (PIR)** equally weights (1) the importance that residents place on facilities and (2) how many residents have unmet needs for the facility. [Details regarding the methodology for this analysis are provided in Section 2 of this report.]



Based the **Priority Investment Rating (PIR)**, the following four facilities were rated as high priorities for investment:

- Walking and biking trails (PIR=167)
- Nature centers and trails (PIR=127)
- Indoor running/walking tracks (PIR=122)
- Indoor fitness and exercise facilities (PIR=113)

The following chart shows the **Priority Investment Rating (PIR)** for each of the 27 facilities/amenities that were assessed on the survey.

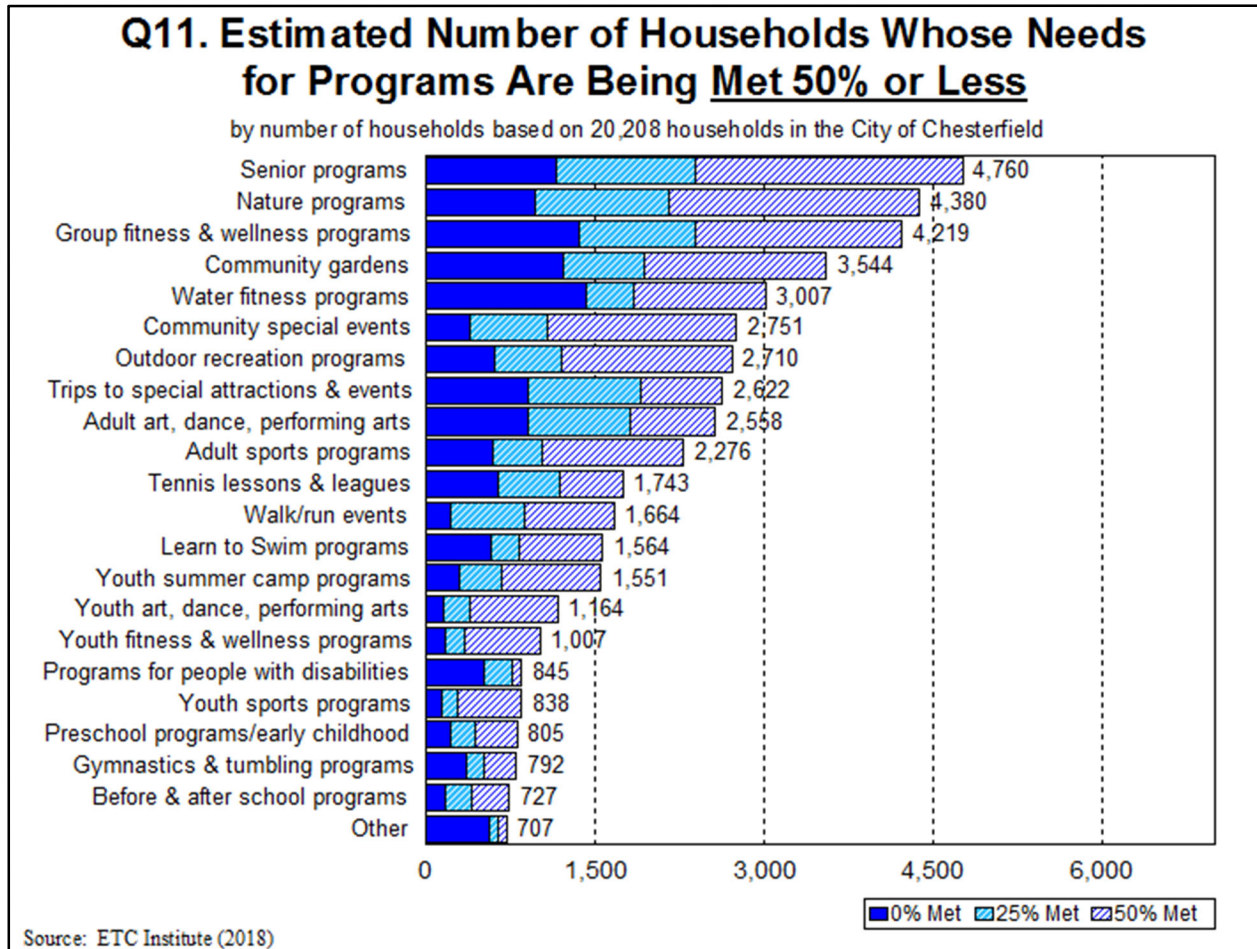


## Programming Needs and Priorities

**Programming Needs.** Respondents were also asked to identify if their household had a need for 21 recreational programs and rate how well their needs for each program were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had “unmet” needs for each program.

The four programs with the highest percentage of households that had needs were: community special events (39%), senior programs (34%), nature programs (32%), and walk/run events (32%). ETC Institute estimates a total of 7,861 households out of the 20,208 households in Chesterfield have a need for community special events. ETC Institute estimates a total of 4,760 households

out of the 20,208 households in Chesterfield have unmet needs for senior programs, an estimated total of 4,380 households out of the 20,208 households in Chesterfield have unmet needs for nature programs, and an estimated total of 4,219 households out of the 20,208 households in Chesterfield have unmet needs for group fitness and wellness programs. The estimated number of households that have unmet needs for each of the 21 programs that were assessed is shown in the chart below.

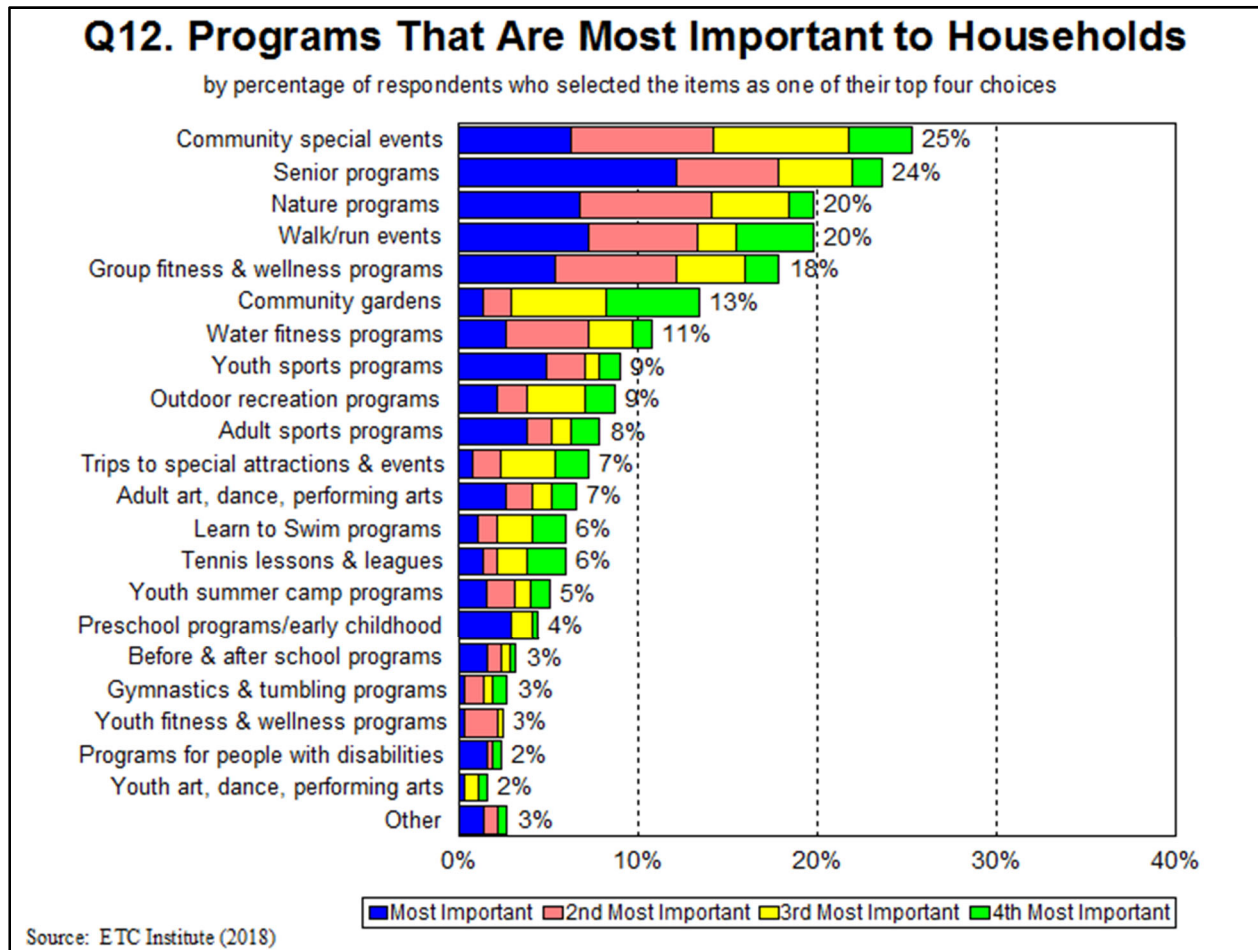


**Program Importance.** In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents placed on each program. Based on the sum of respondents’ top four choices, the four most important programs to residents were:

1. community special events (25%),
2. senior programs (24%),
3. nature programs (20%), and
4. walk/run events (20%).

The percentage of residents who selected each program as one of their top four choices is shown in the table at the top of the following page.

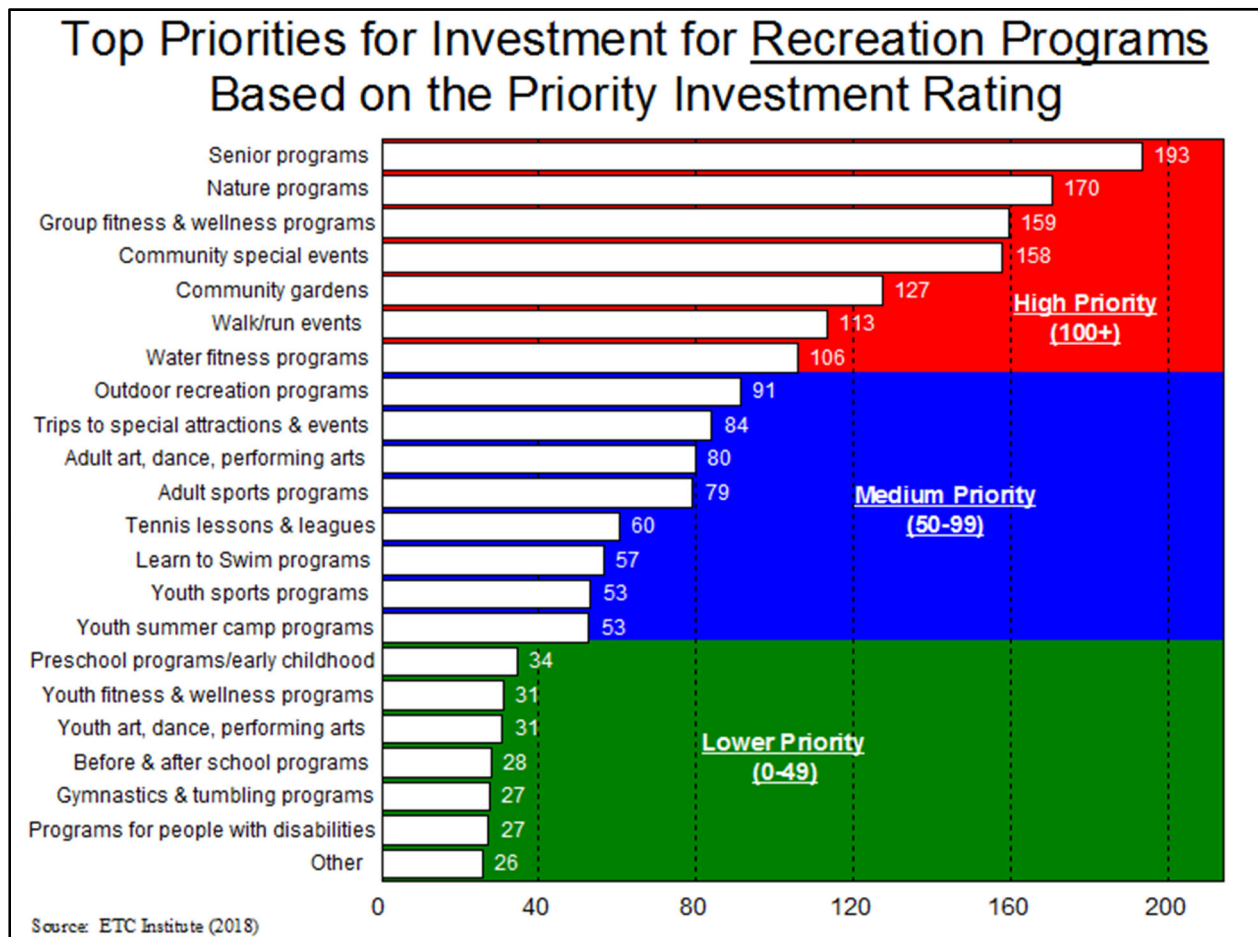




**Priorities for Programming Investments.** Based on the **Priority Investment Rating (PIR)**, which was described briefly on Page iv of this Executive Summary and is described in more detail in Section 2 of this report, the following seven programs were rated as “high priorities” for investment:

- Senior programs (PIR=193)
- Nature programs (PIR=170)
- Group fitness and wellness programs (PIR=159)
- Community special events (PIR=158)
- Community gardens (PIR=127)
- Walk/run events (PIR=113)
- Water fitness programs (PIR=106)

The chart at the top of the following page shows the **Priority Investment Rating (PIR)** for each of the 21 programs that were rated.



## Additional Findings

The highest rated methods in which respondents learn about programs and activities were: Parks, Recreation, and Arts guide (60%), word of mouth (45%), and Chesterfield City website (30%). The top three most preferred sources to receive information, as indicated by respondent households, were: Parks, Recreation, and Arts guide (52%), Chesterfield City website (25%), and Newspaper (22%).

Respondent households were given a list of 19 various reasons that prevent they or members of their household from using parks and recreation facilities or programs more often. The top four given reasons were: we are too busy (35%), I do not know what is being offered (23%), we are not interested (17%), and program times are not convenient (13%).

The highest level of support for various actions that the City of Chesterfield could take to improve the Parks, Recreation, and Arts system, based on the combined percentages of “very supportive” and “somewhat supportive” responses among residents *who had an opinion*, were: develop connection trails (85%), acquire property to develop new neighborhood and community parks (71%), and develop an indoor senior/recreation center (69%). The two actions that were most important to respondent households were: develop connection trails (56%) and develop an indoor senior/recreation center (37%).

## Recommendations

To ensure Chesterfield continues to meet the needs and expectations of the community, ETC Institute recommends that the Parks, Recreation, & Arts Department sustain and/or improve the performance in areas that were identified as “high priorities” by the **Priority Investment Rating (PIR)**. The facilities and programs with the highest PIR ratings are listed below.

### **Facility Priorities**

- Walking and biking trails (PIR=167)
- Nature centers and trails (PIR=127)
- Indoor running/walking tracks (PIR=122)
- Indoor fitness and exercise facilities (PIR=113)

### **Programming Priorities**

- Senior programs (PIR=193)
- Nature programs (PIR=170)
- Group fitness and wellness programs (PIR=159)
- Community special events (PIR=158)
- Community gardens (PIR=127)
- Walk/run events (PIR=113)
- Water fitness programs (PIR=106)

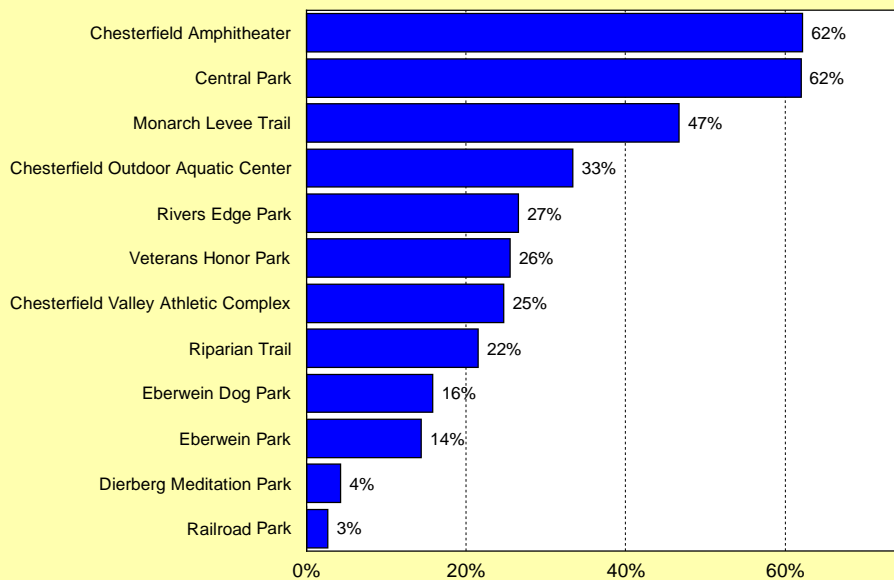
# Section 1

## *Charts and Graphs*

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### Q1. Parks or Facilities Respondent Households Have Used in the Past 12 Months

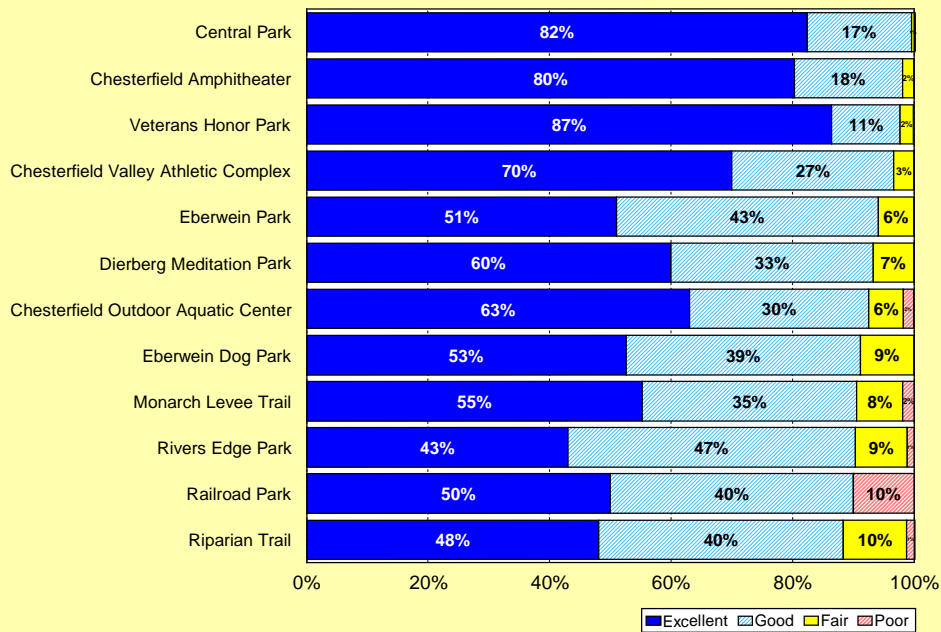
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q1. Condition of Parks or Facilities

by percentage of respondents who have used during the past 12 months

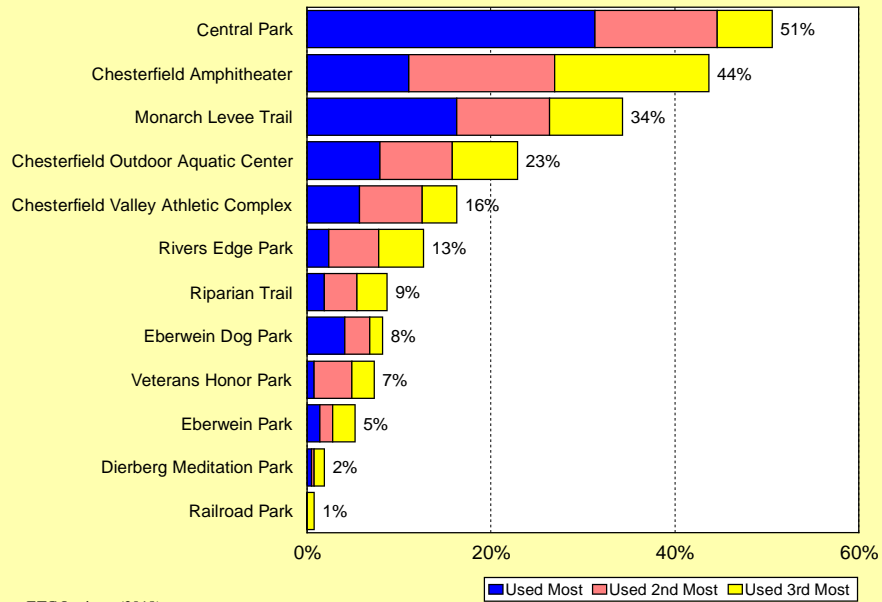


Source: ETC Institute (2018)



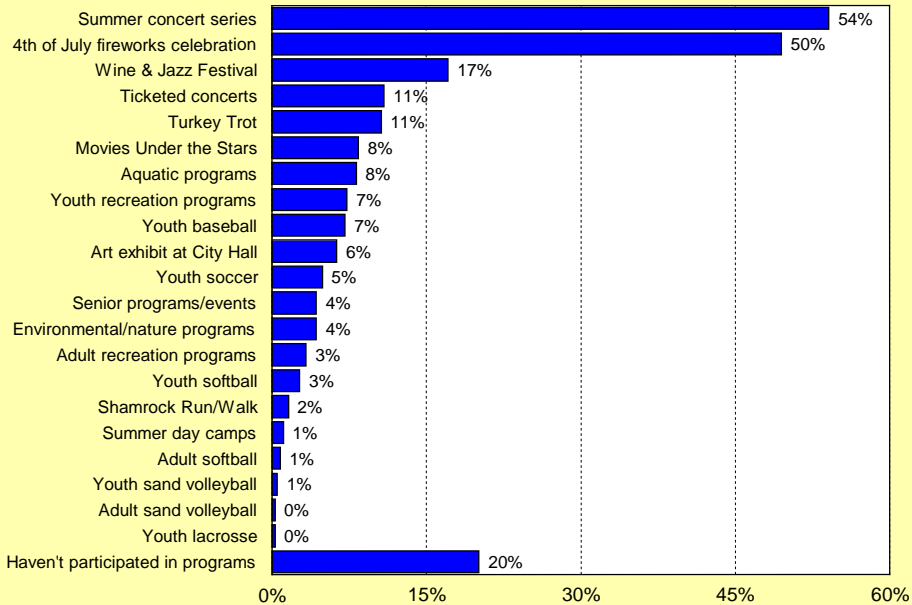
### Q2. Parks/Facilities Respondent Households Have Used Most During the Past Year

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



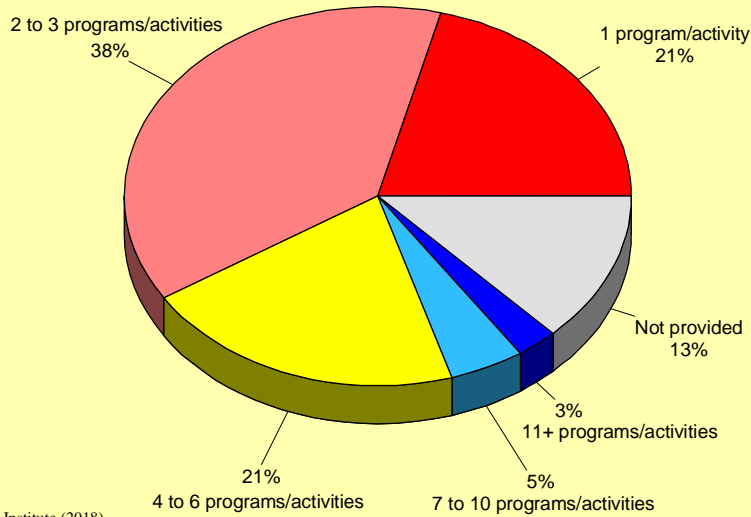
### Q3. Recreation Programs Respondent Households Have Participated in During the Past 12 Months

by percentage of respondents (multiple choices could be made)



**Q3a. How many different recreation programs or activities offered by Chesterfield Parks, Recreation, and Arts has your household participated in during the past 12 months?**

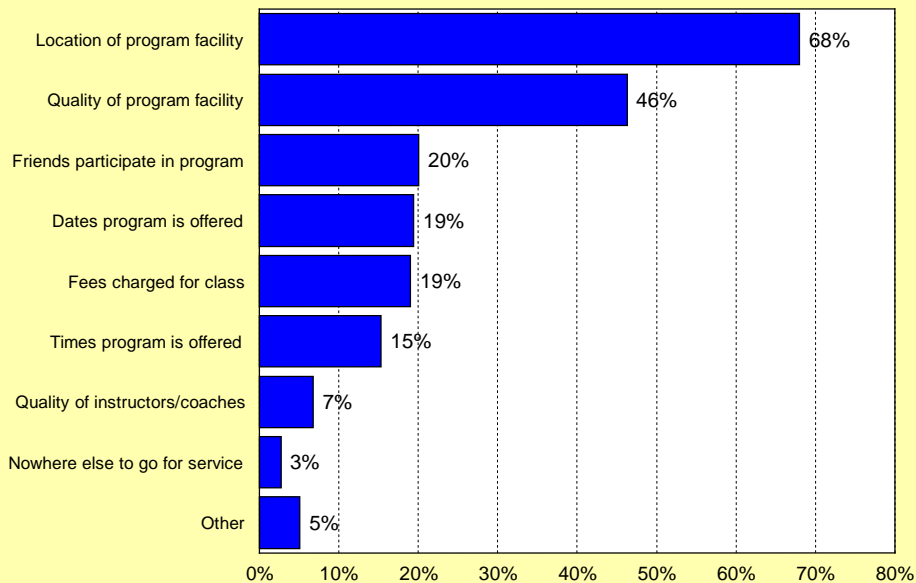
by percentage of households that have participated in programs in the past 12 months



Source: ETC Institute (2018)

**Q3b. Reasons Households Participate in Chesterfield Parks, Recreation, and Arts Programs/Activities**

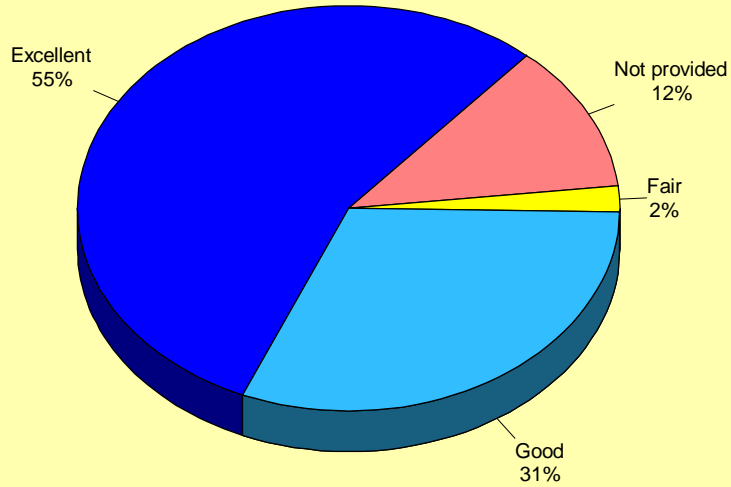
by percentage of households that have participated in programs in the past 12 months



Source: ETC Institute (2018)

### Q3c. How would you rate the overall quality of recreation programs/activities that you have participated in?

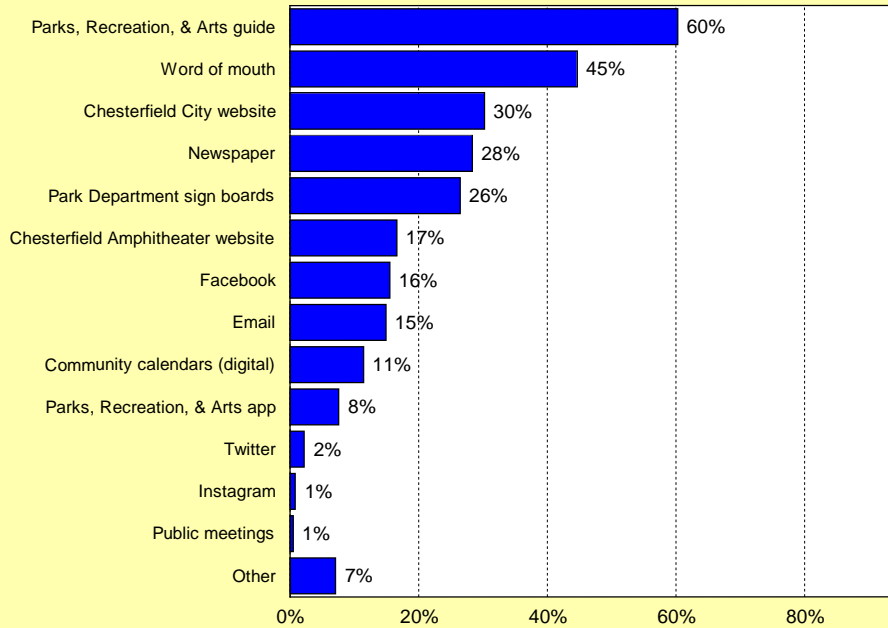
by percentage of households that have participated in programs in the past 12 months



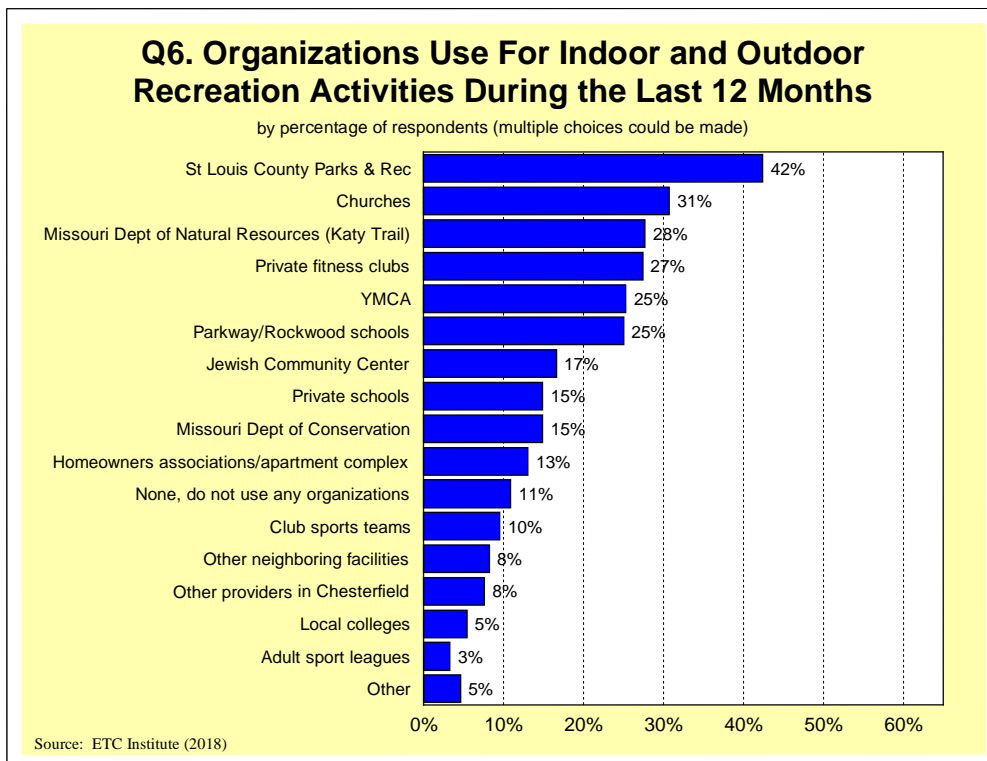
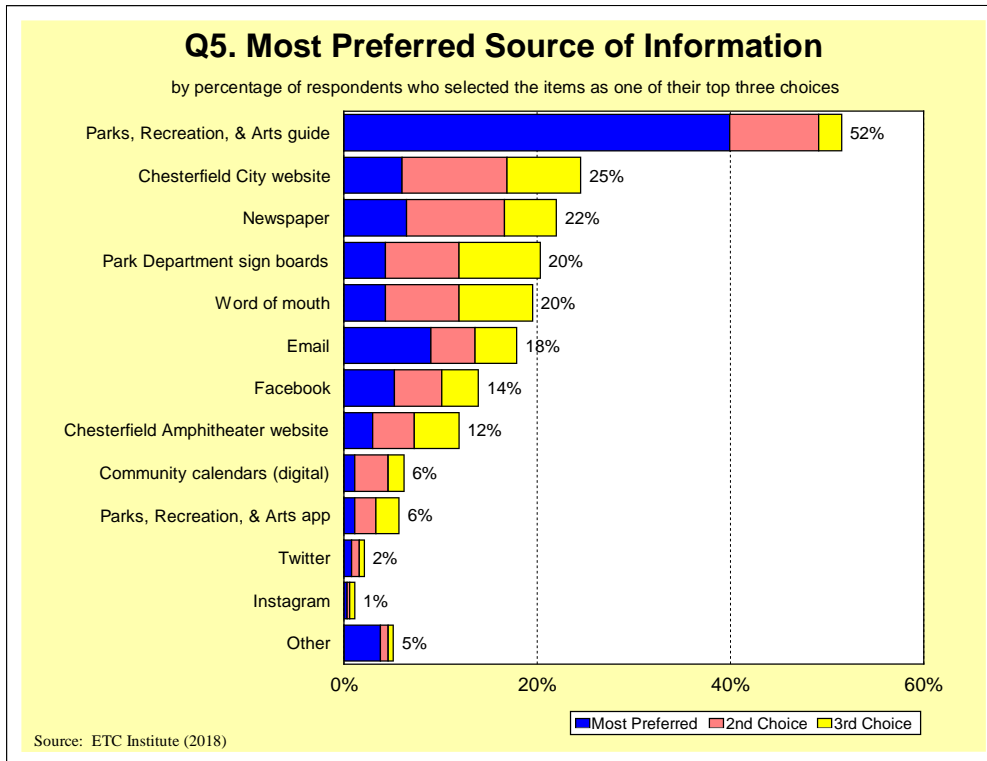
Source: ETC Institute (2018)

### Q4. Ways Respondents Learn About Programs and Activities

by percentage of respondents (multiple choices could be made)

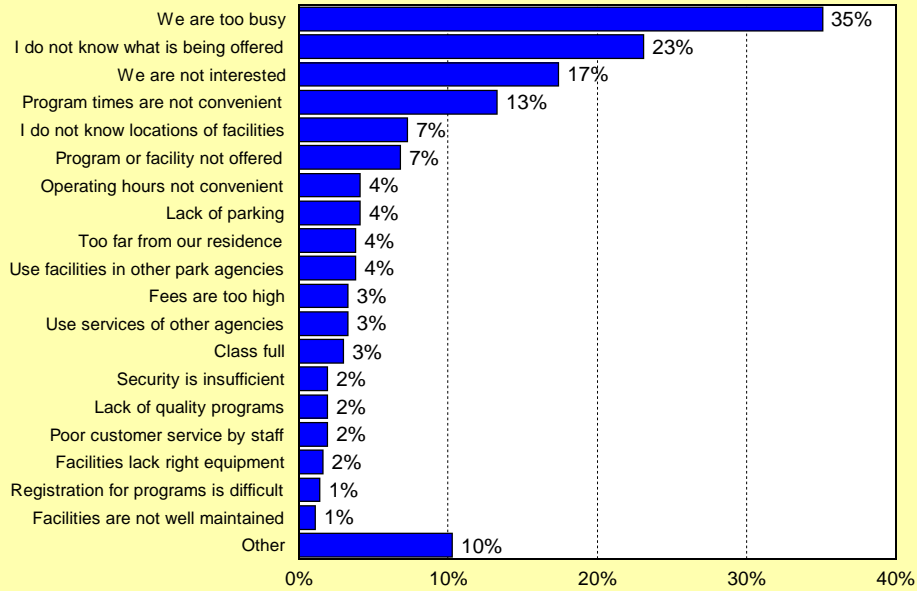


Source: ETC Institute (2018)



### Q7. Reasons Preventing Households From Using Parks, Recreation Facilities, or Programs More Often

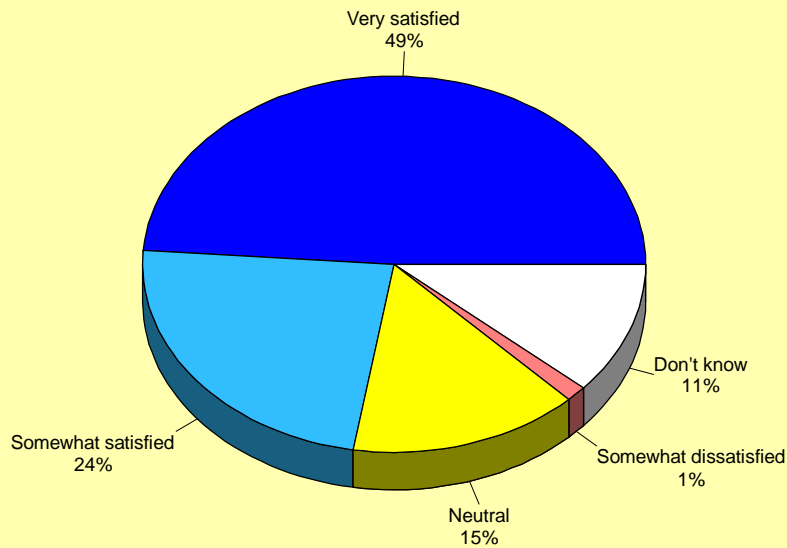
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q8. Satisfaction With Overall Value Household Receives From the Chesterfield Parks, Recreation, and Arts Department

by percentage of households

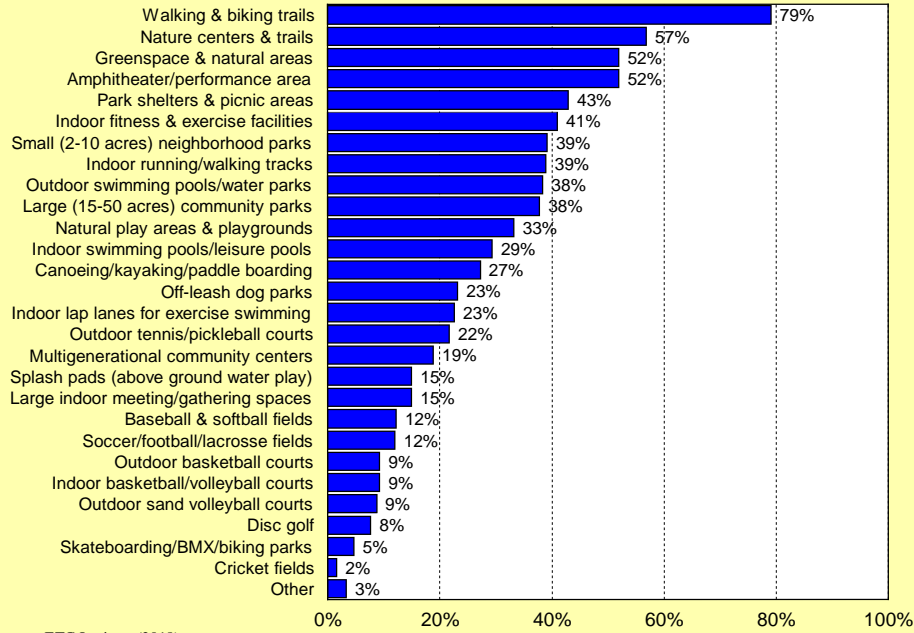


Source: ETC Institute (2018)



### Q9. Facilities That Respondent Households Have a Need For

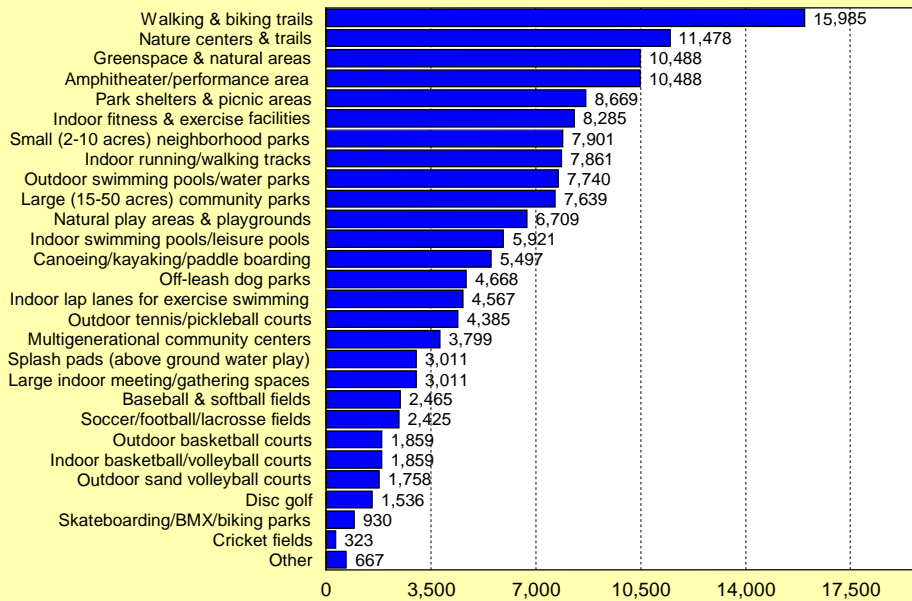
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

### Q9. Estimated Number of Households That Have a Need for Various Facilities

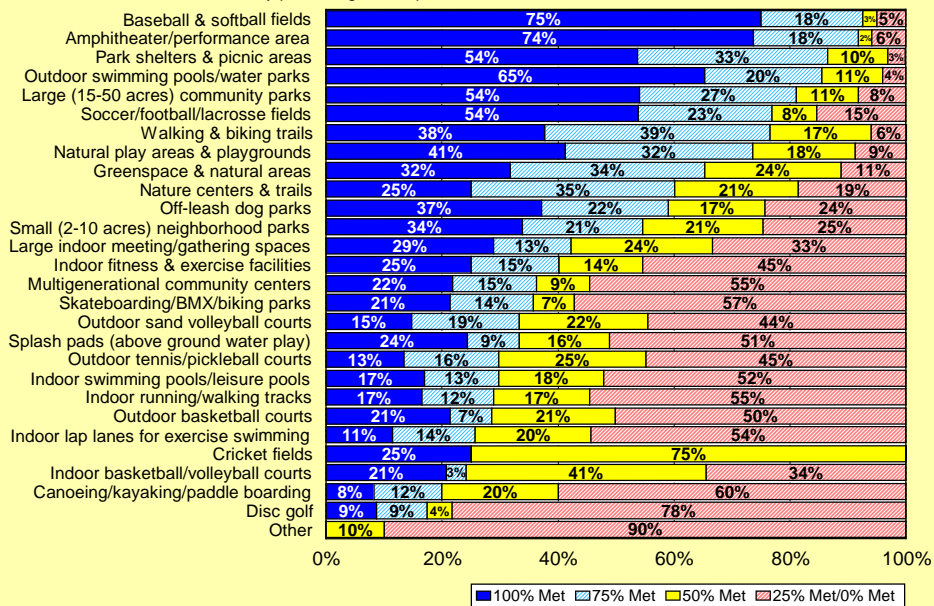
by number of households based on 20,208 households in the City of Chesterfield



Source: ETC Institute (2018)

### Q9. How Well Facilities Meet the Needs of Respondent Households

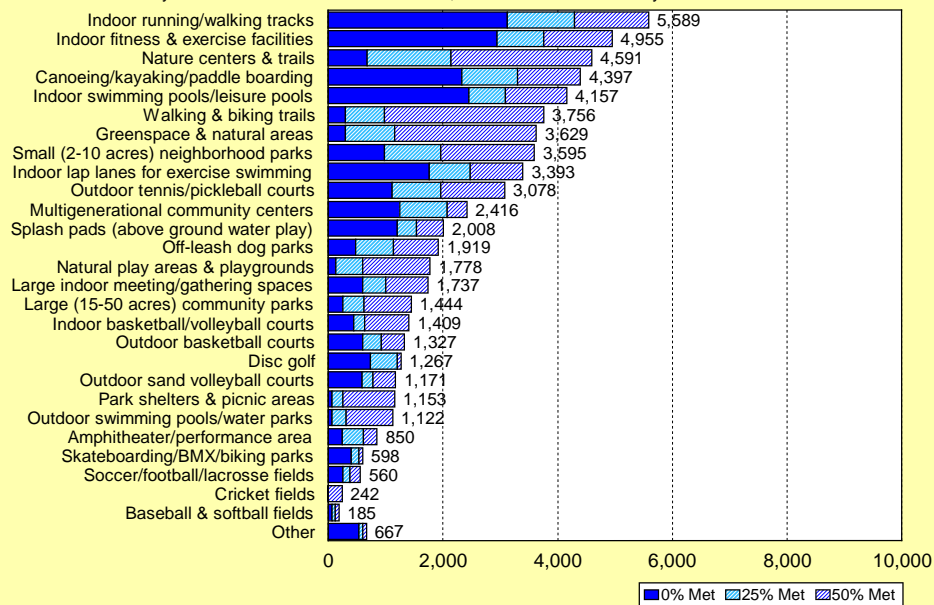
by percentage of respondents with a need for facilities



Source: ETC Institute (2018)

### Q9. Estimated Number of Households Whose Needs for Facilities Are Being Met 50% or Less

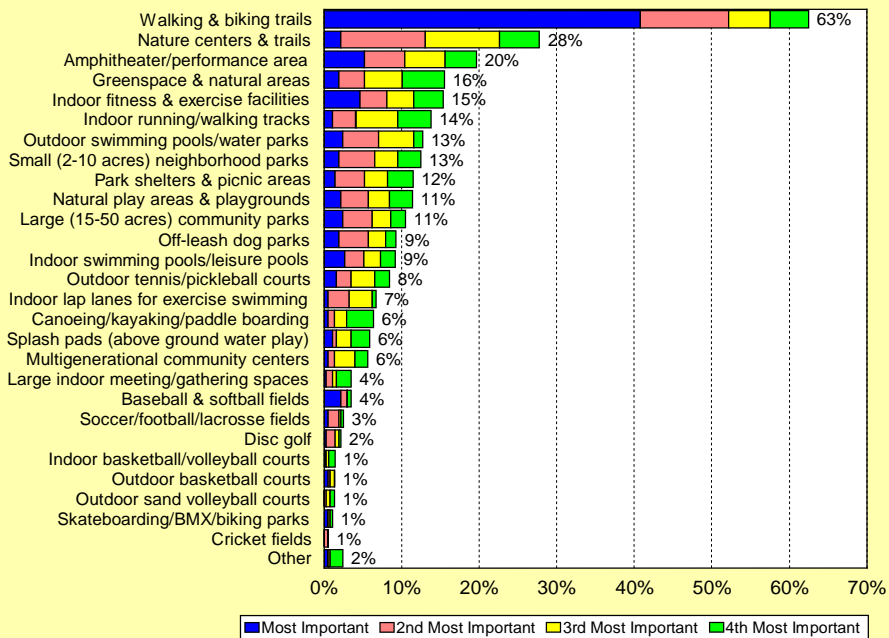
by number of households based on 20,208 households in the City of Chesterfield



Source: ETC Institute (2018)

### Q10. Facilities That Are Most Important to Households

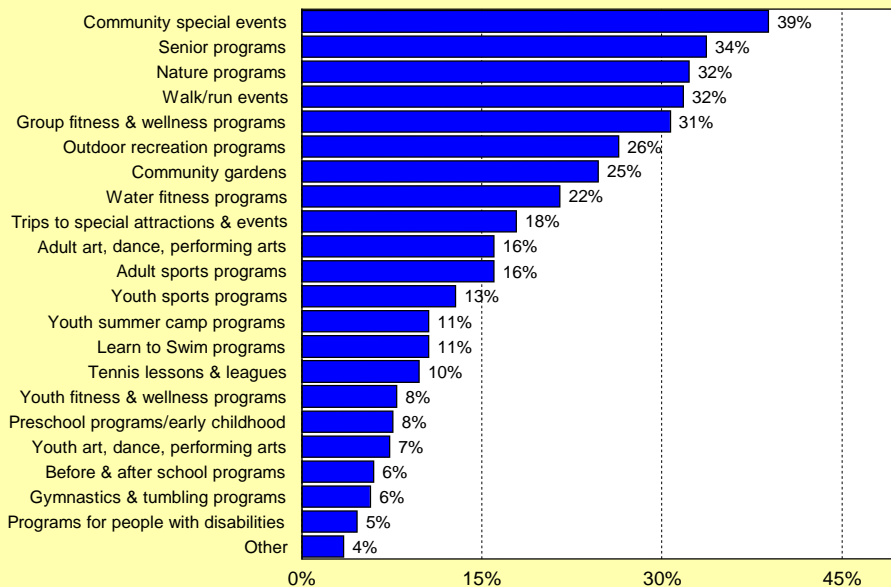
by percentage of respondents who selected the items as one of their top four choices



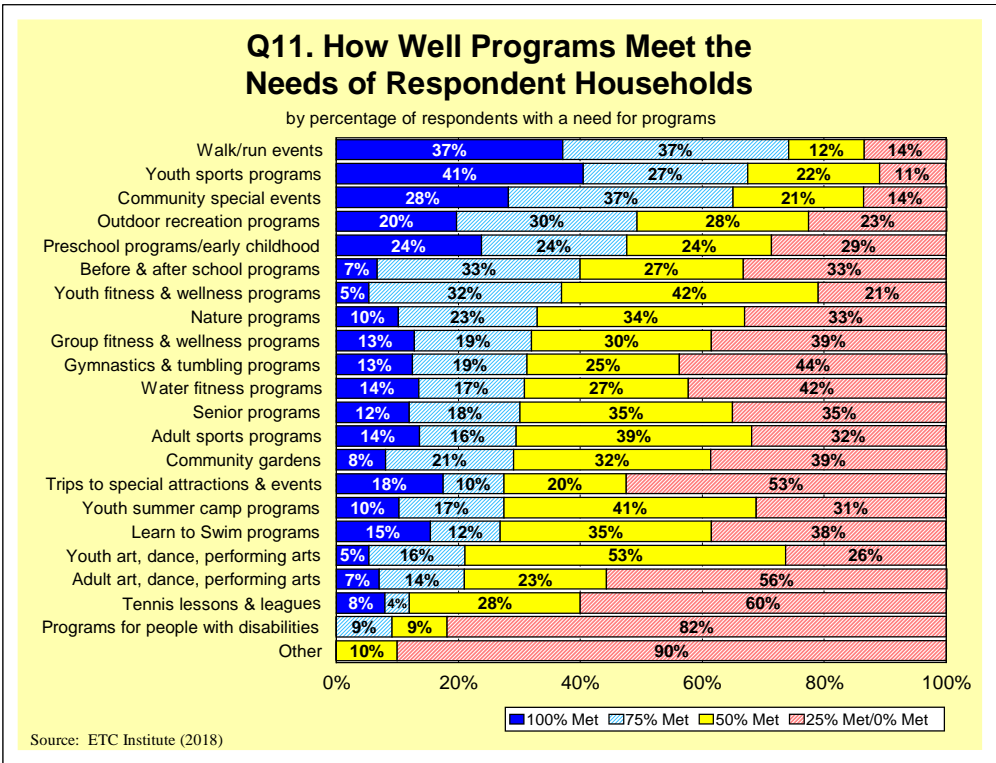
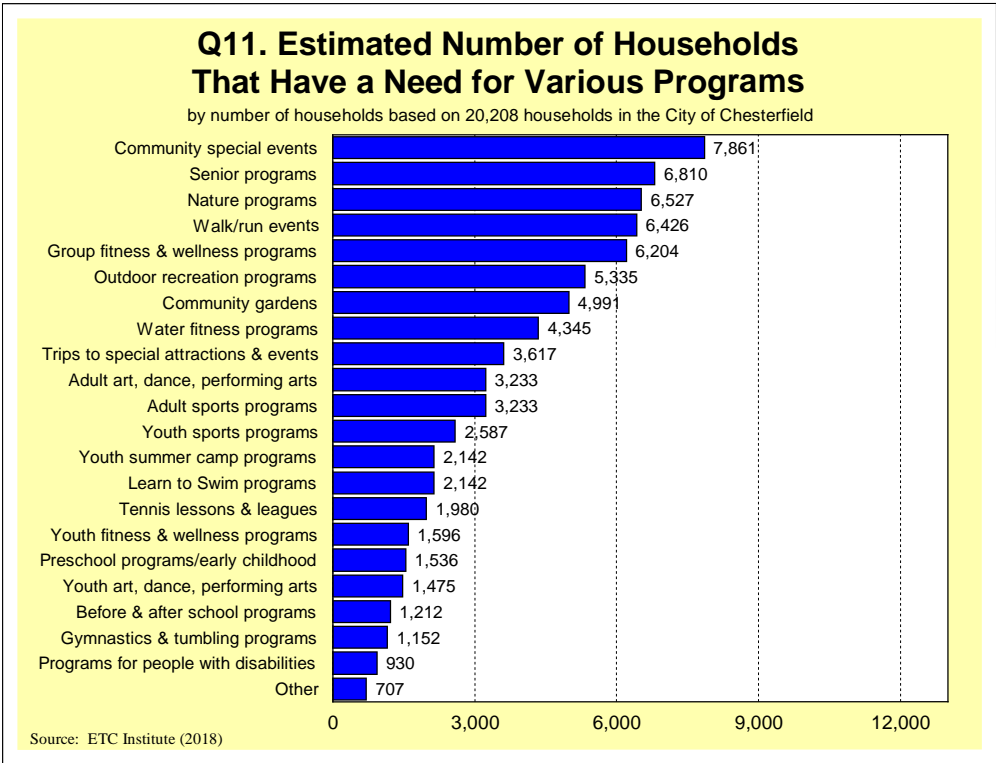
Source: ETC Institute (2018)

### Q11. Recreation Programs Respondent Households Have a Need For

by percentage of respondents (multiple choices could be made)

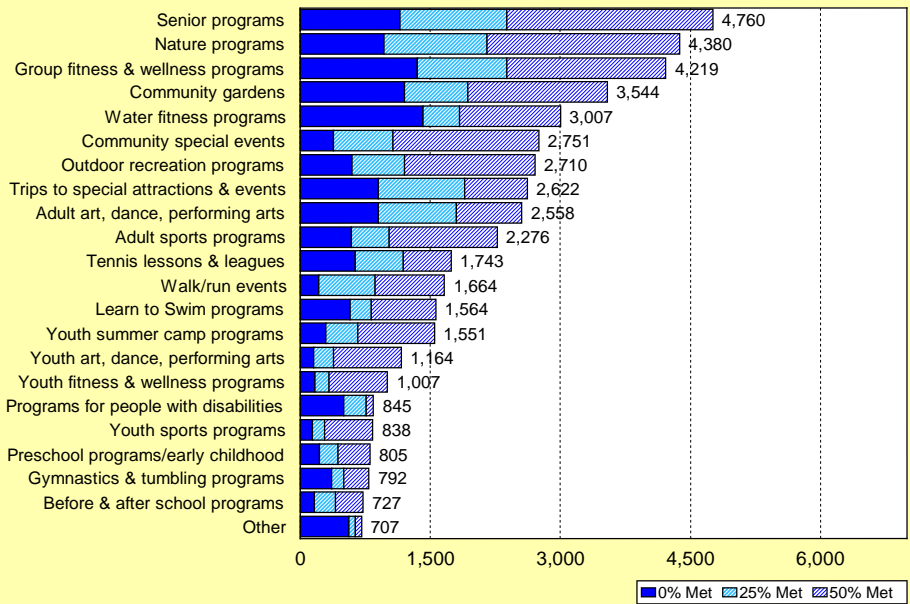


Source: ETC Institute (2018)



### Q11. Estimated Number of Households Whose Needs for Programs Are Being Met 50% or Less

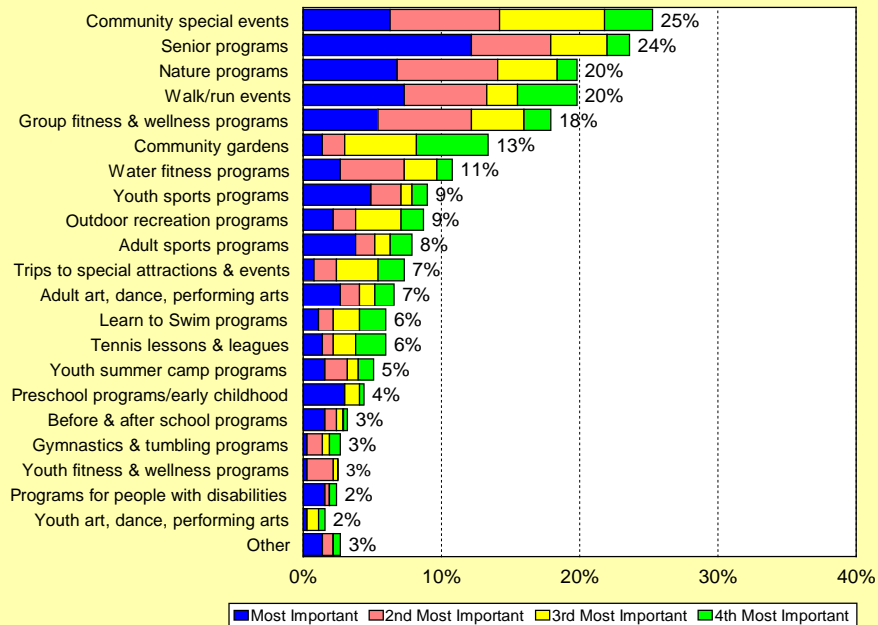
by number of households based on 20,208 households in the City of Chesterfield



Source: ETC Institute (2018)

### Q12. Programs That Are Most Important to Households

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

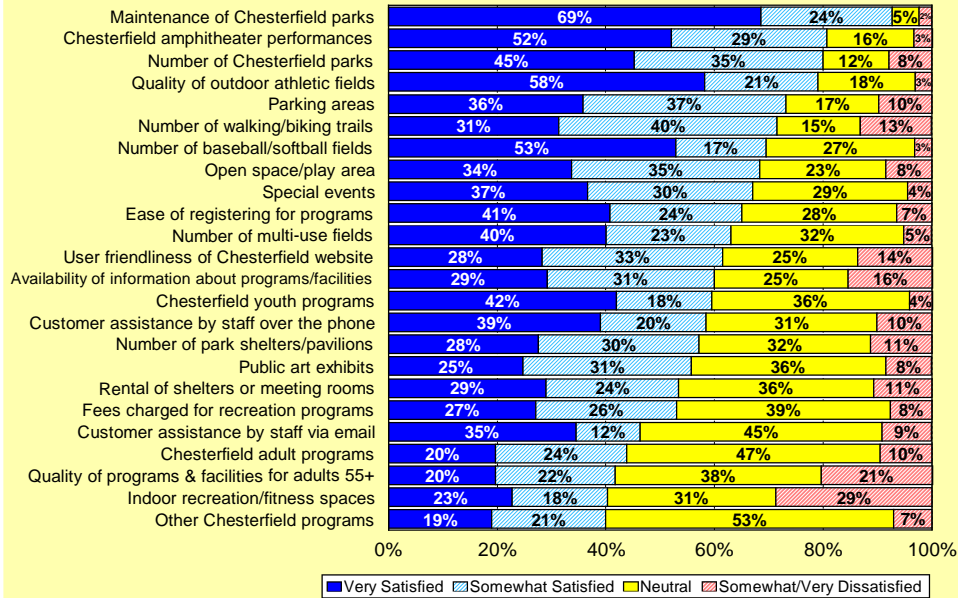


Source: ETC Institute (2018)



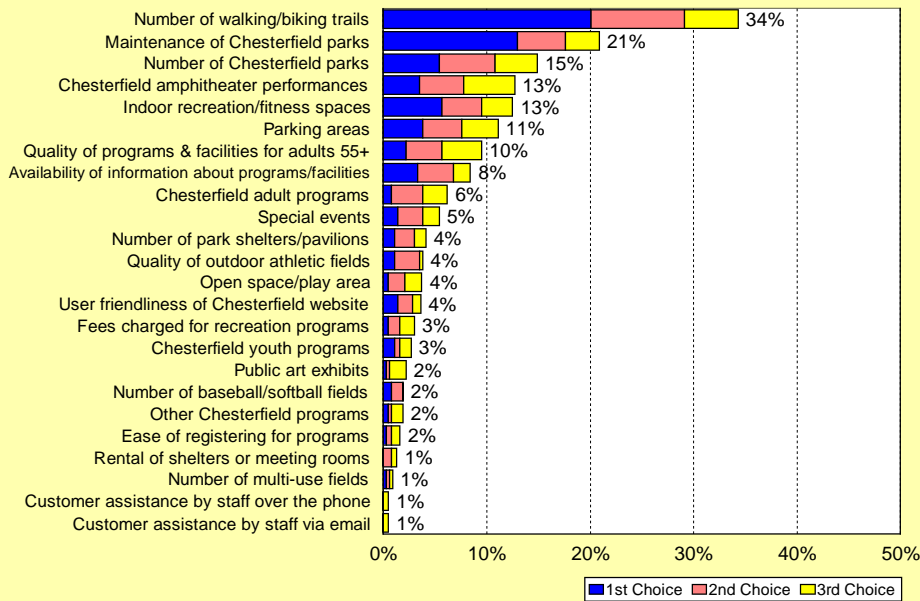
### Q13. Satisfaction With Services Provided by Chesterfield Parks, Recreation, and Arts Department

by percentage of households



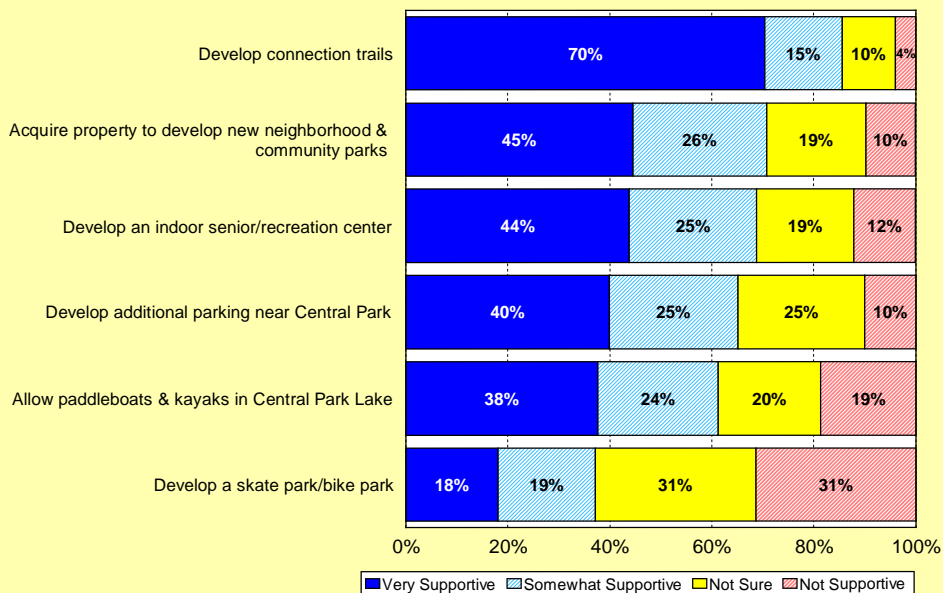
### Q14. Parks and Recreation Services Should Receive the Most Attention Over the Next Two Years

by percentage of respondent households that selected the item as one of their top three choices



### Q15. Level of Support of Having the City of Chesterfield Take Actions To Improve the Parks, Recreation, and Arts System

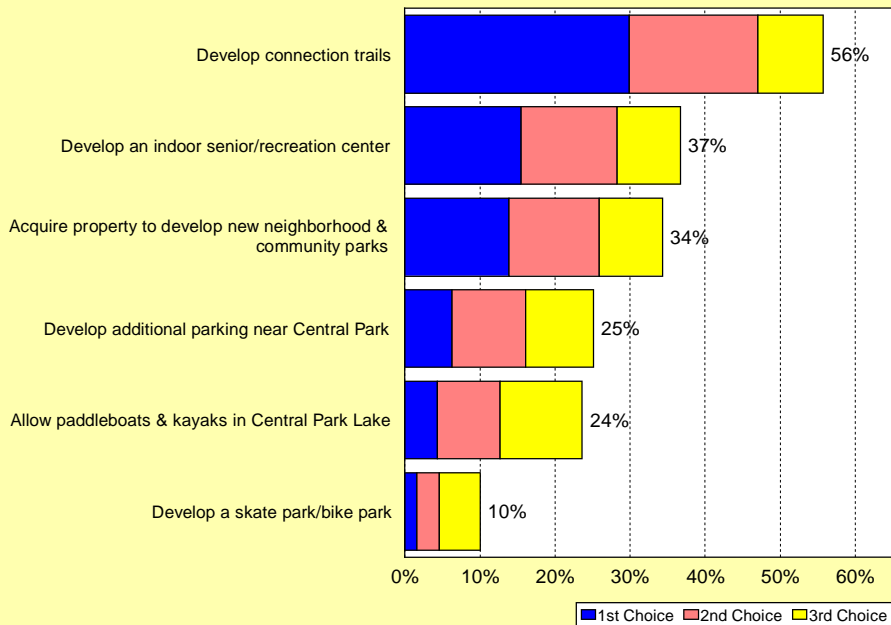
by percentage of households



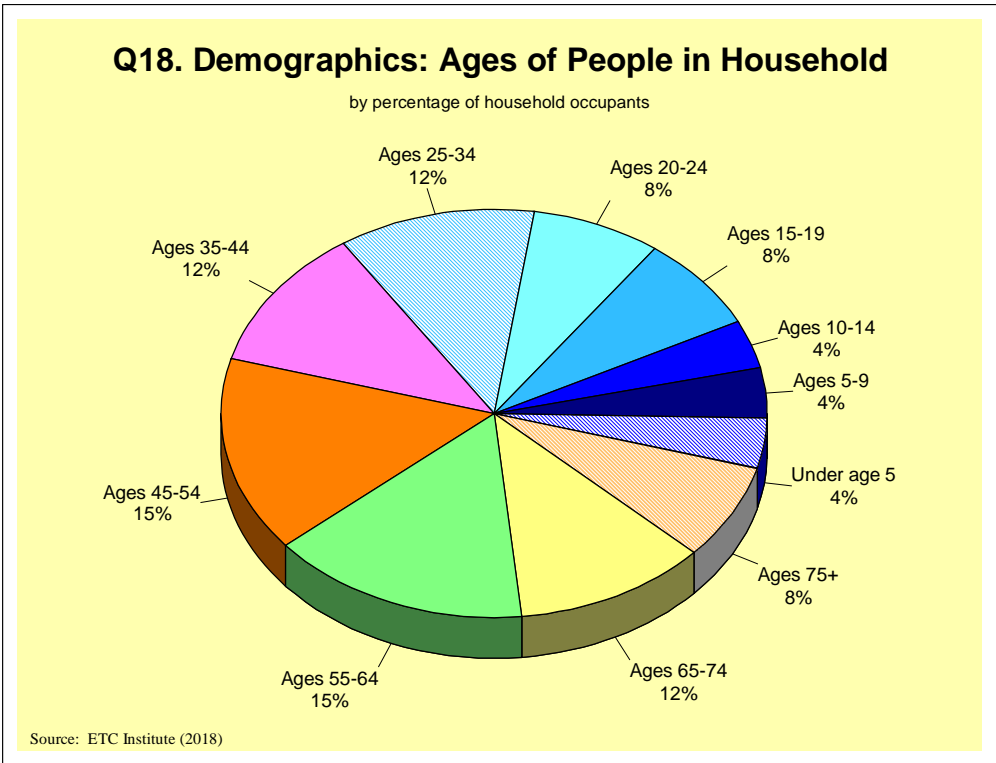
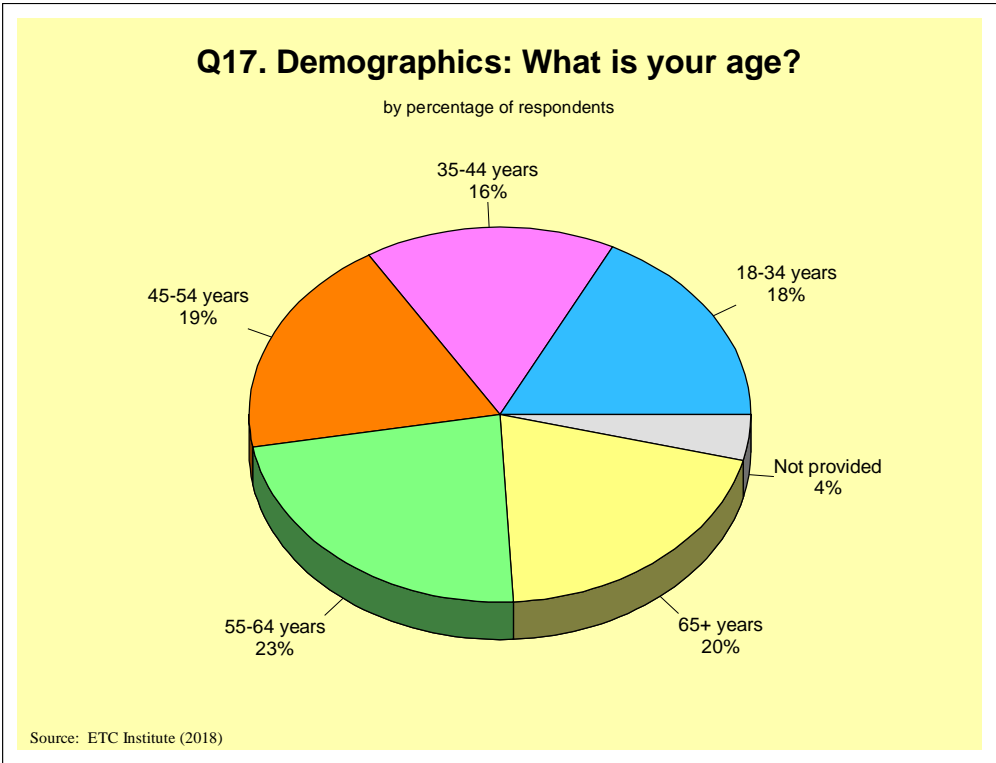
Source: ETC Institute (2018)

### Q16. Most Important Actions to Respondent Households

by percentage of respondent households that selected the item as one of their top three choices

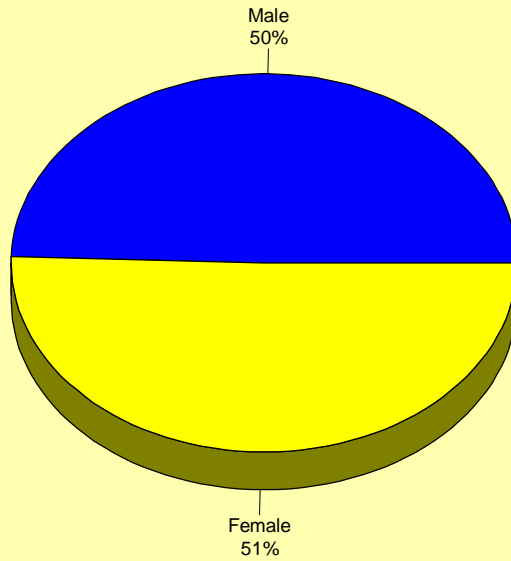


Source: ETC Institute (2018)



### Q19. Demographics: Your gender:

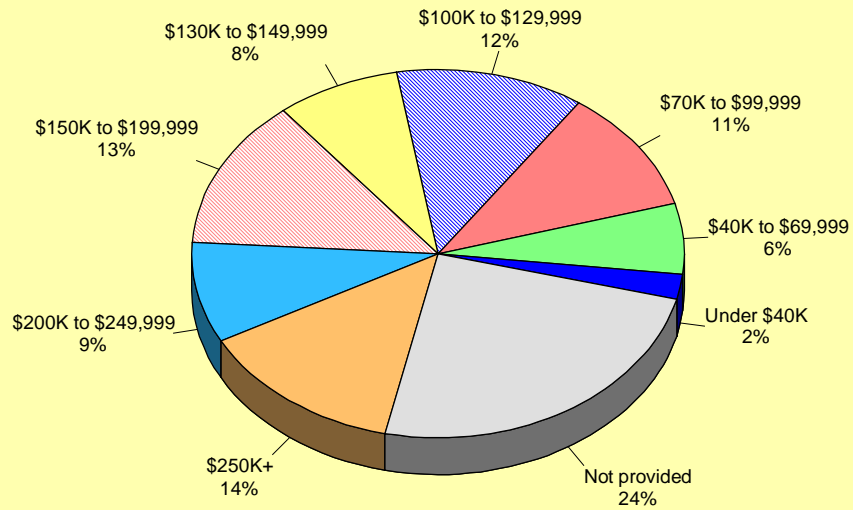
by percentage of respondents



Source: ETC Institute (2018)

### Q20. Demographics: What is your total annual household income?

by percentage of respondents



Source: ETC Institute (2018)

## **Section 2**

# ***Priority Investment Rating***

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# Priority Investment Rating

## City of Chesterfield, Missouri

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The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The Priority Investment Rating was developed by ETC Institute to identify the facilities and programs residents think should receive the highest priority for investment. The priority investment rating reflects the importance residents place on items (sum of top 4 choices) and the unmet needs (needs that are only being partly or not met) for each facility/program relative to the facility/program that rated the highest overall. Since decisions related to future investments should consider both the level of unmet need and the importance of facilities and programs, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, suppose the Unmet Needs Rating for indoor running/walking tracks is 100 (out of 100) and the Importance Rating for indoor running/walking tracks is 22.1 (out of 100), the Priority Investment Rating for indoor running/walking tracks is 122.1 (out of 200).

### How to Analyze the Charts:

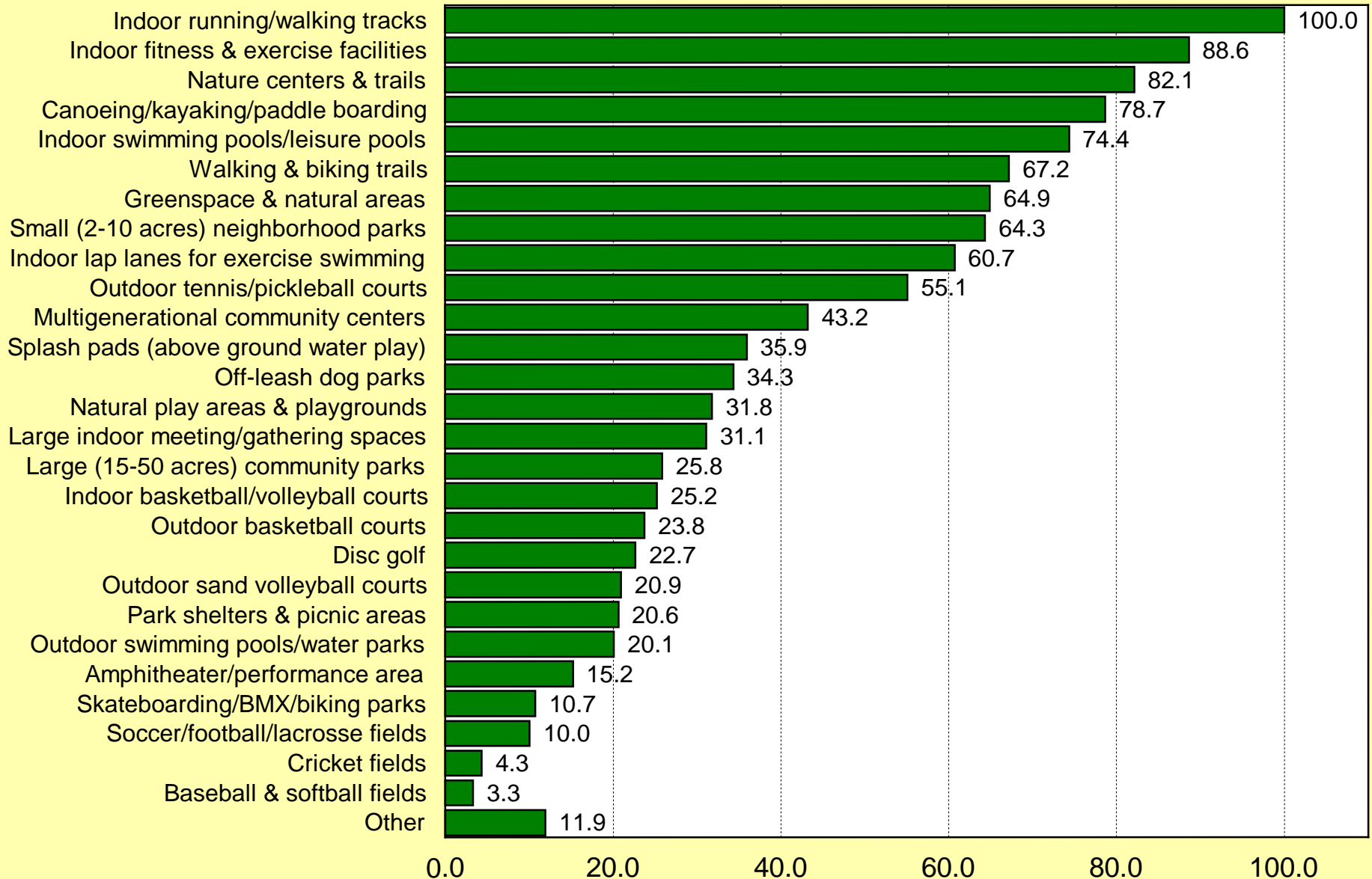
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact on the greatest number of households.
- **Medium Priority Areas** are those with a PIR of 50-99. A rating in this range generally indicates there is a medium to high level of unmet need or a significant percentage of residents generally think it is important to fund improvements in these areas.
- **Low Priority Areas** are those with a PIR below 50. A rating in this range generally indicates there is a relatively low level of unmet need and residents do not think it is important to fund improvements in these areas. Improvements may be warranted if the needs of very specialized populations are being targeted.

The following pages show the Unmet Needs Rating, Importance Rating, and Priority Investment Rating for facilities and programs.

# Unmet Needs Rating for Recreation Facilities

the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



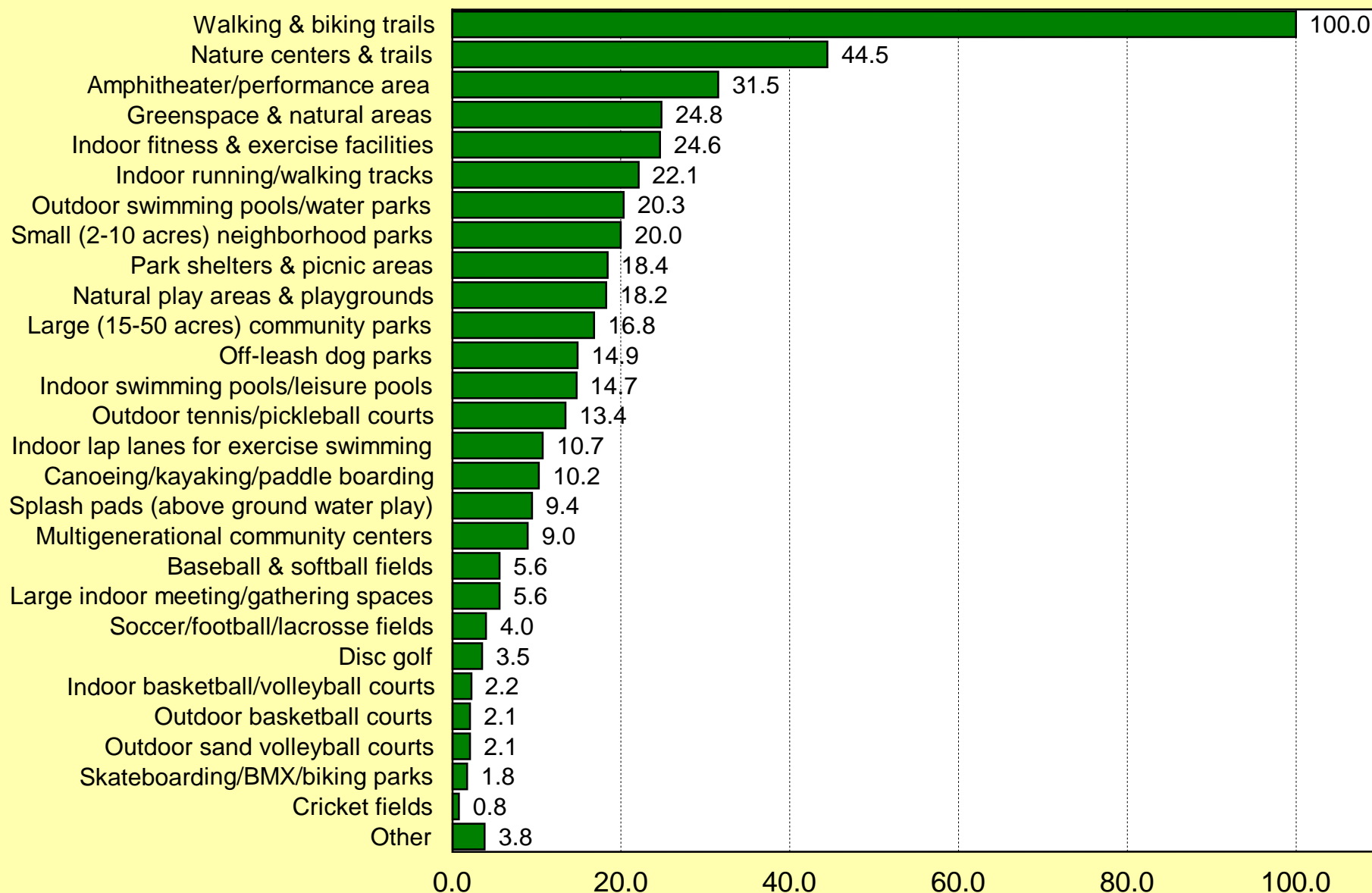
Source: ETC Institute (2018)



# Importance Rating for Recreation Facilities

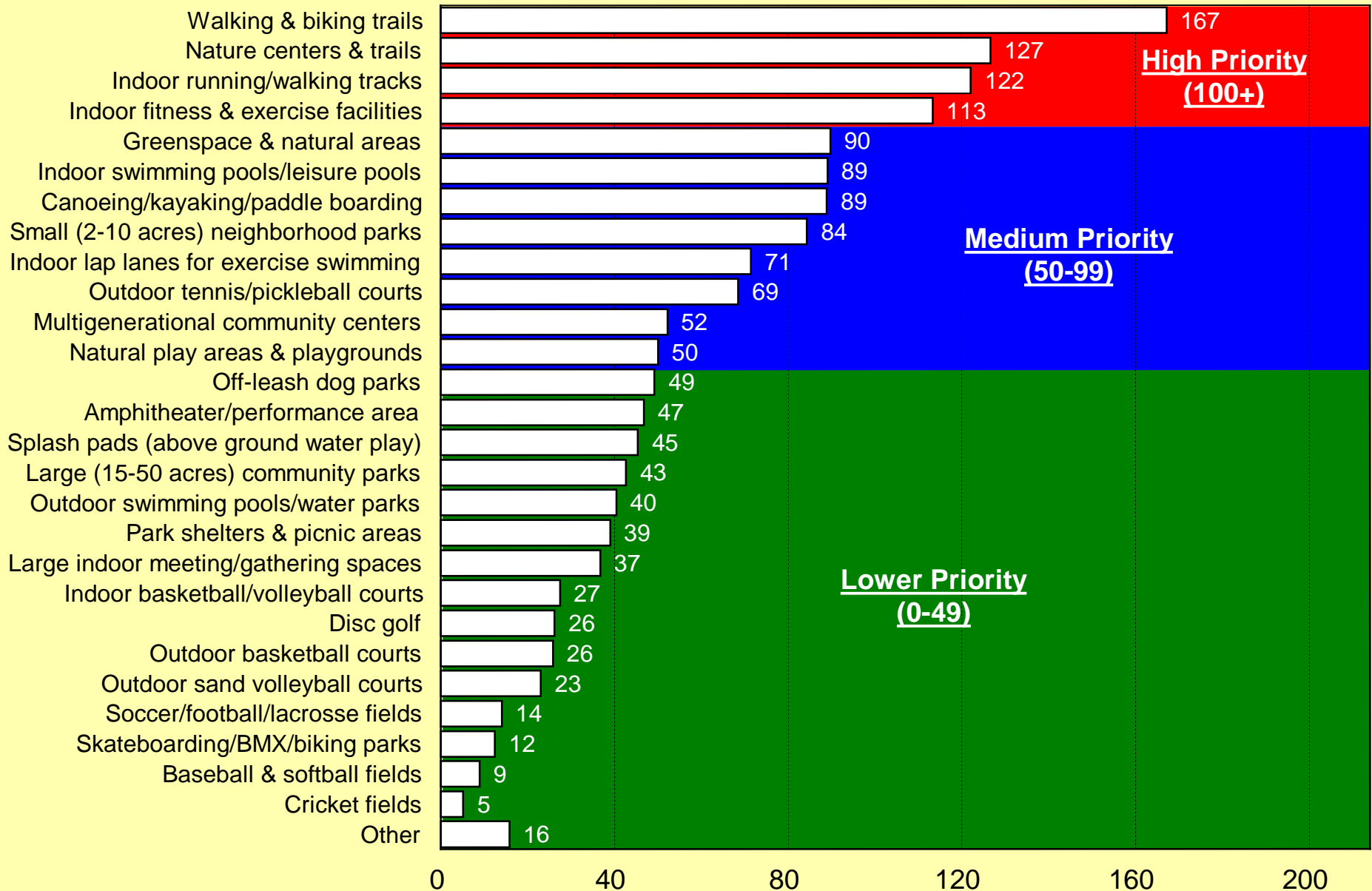
the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2018)

# Top Priorities for Investment for Recreation Facilities Based on the Priority Investment Rating

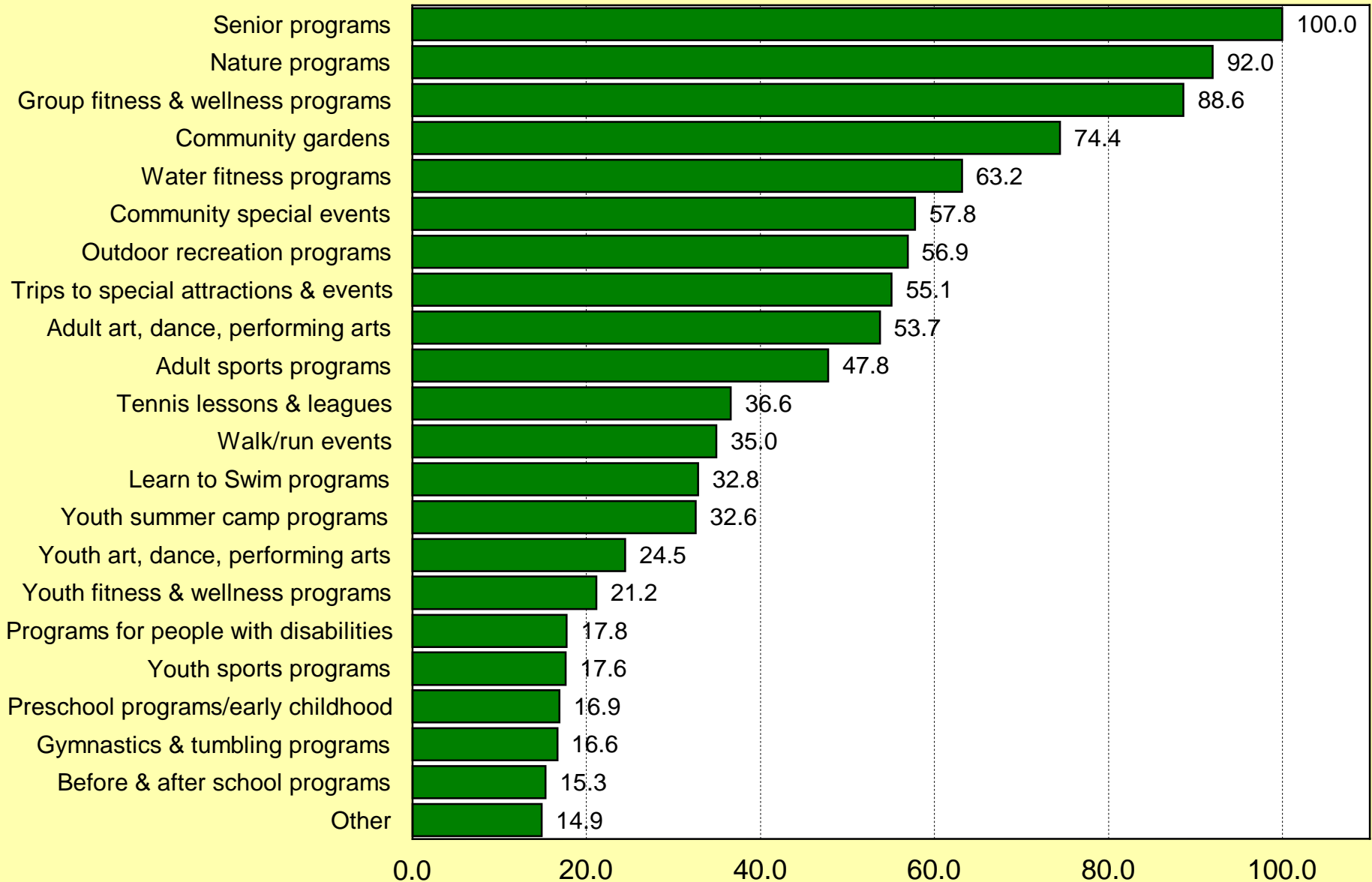


Source: ETC Institute (2018)

# Unmet Needs Rating for Recreation Programs

the rating for the item with the most unmet need=100

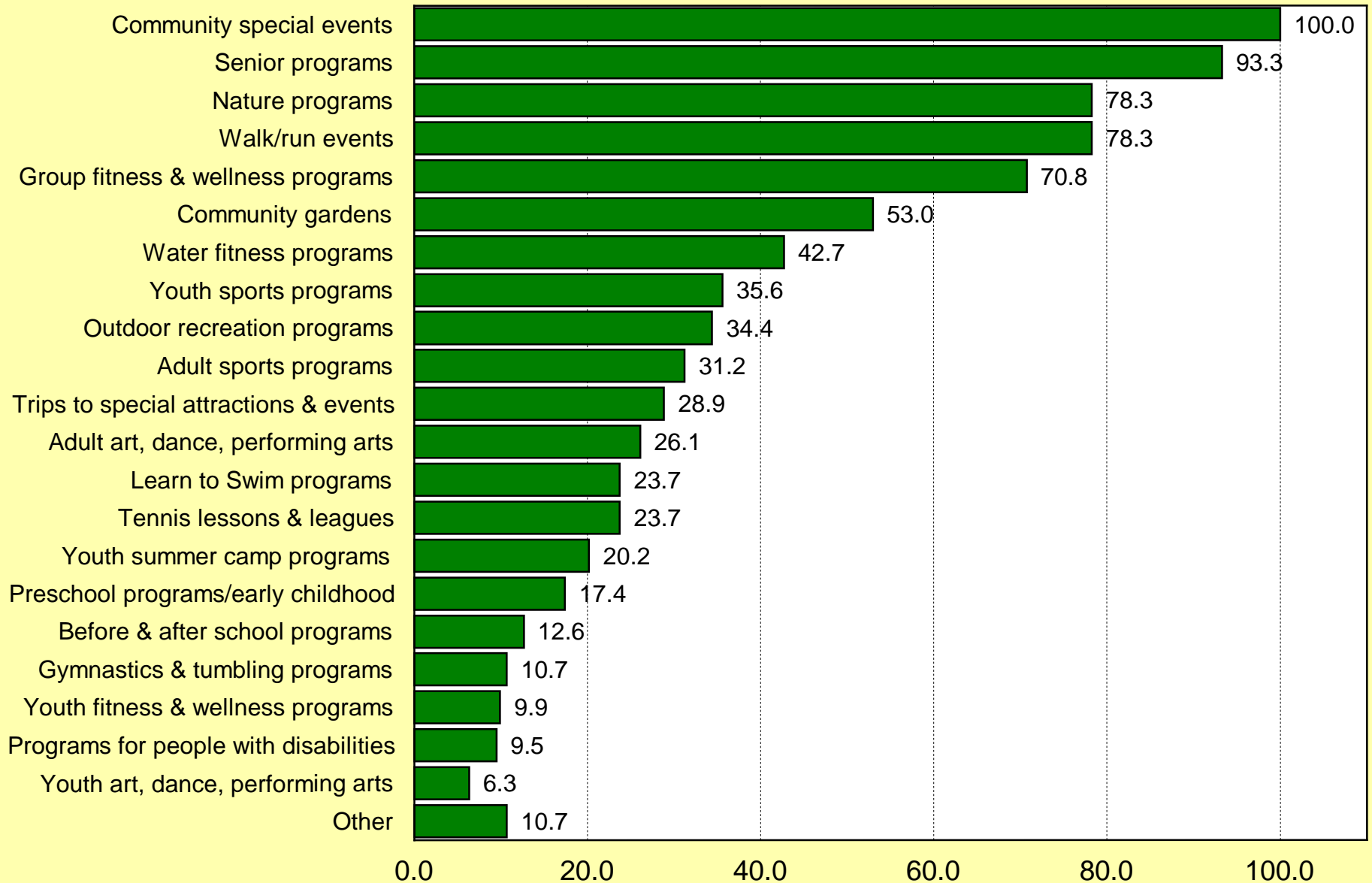
the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need



Source: ETC Institute (2018)

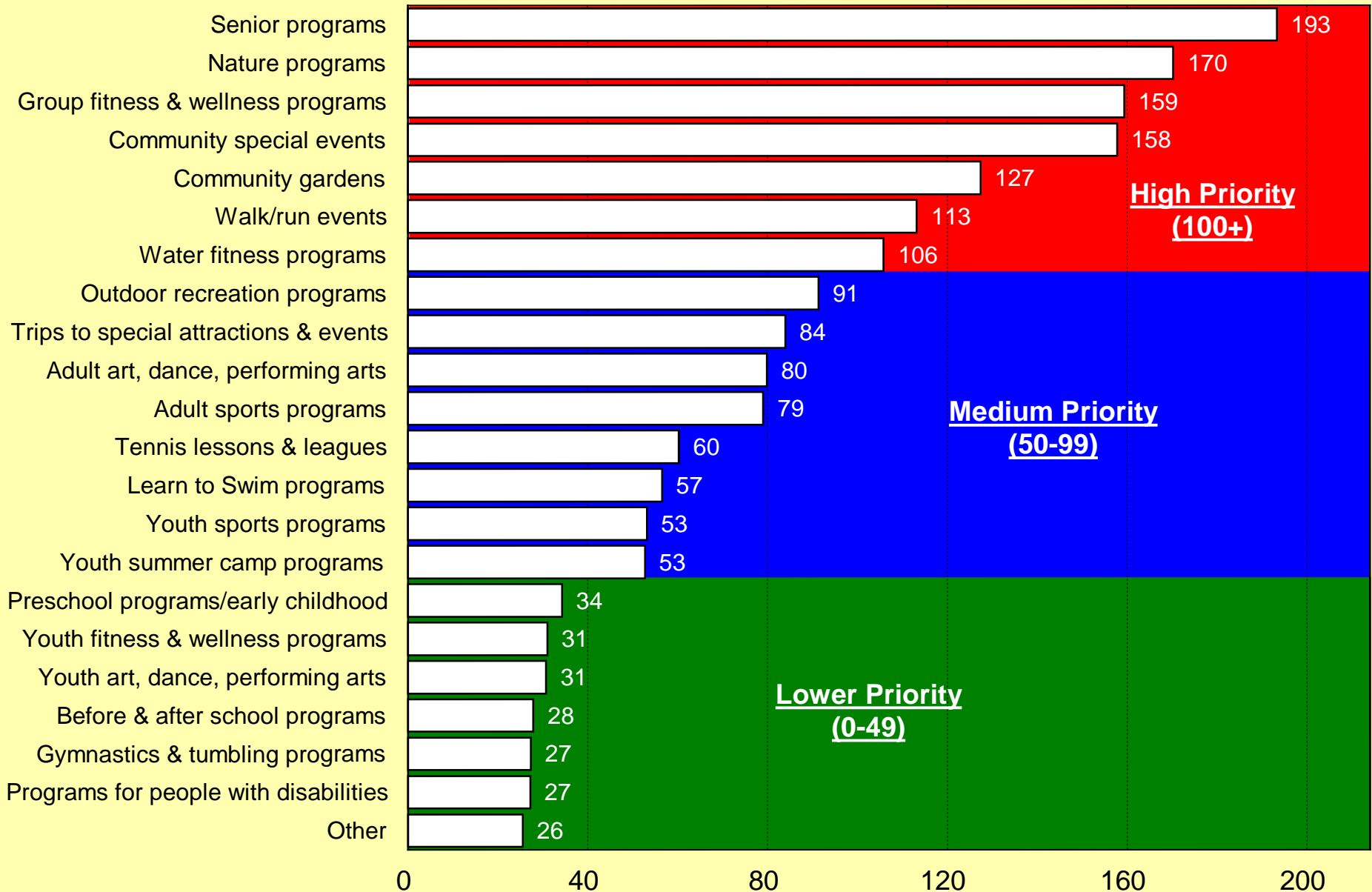
# Importance Rating for Recreation Programs

the rating for the item rated as the most important=100  
 the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2018)

# Top Priorities for Investment for Recreation Programs Based on the Priority Investment Rating



Source: ETC Institute (2018)

## **Section 3**

# ***Benchmarking Analysis***

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# Benchmarking Summary Report

## City of Chesterfield, Missouri

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***Since 1998, ETC Institute has conducted household surveys for needs assessments, feasibility studies, customer satisfaction, fees and charges comparisons, and other parks and recreation issues in more than 400 communities in 49 states across the country.***

The results of these surveys has provided an unparalleled data base of information to compare responses from household residents in client communities to “National Averages” and therefore provide a unique tool to “assist organizations in better decision making.”

Communities within the data base include a full-range of municipal and county governments from 20,000 in population through over 1 million in population. They include communities in warm weather climates and cold weather climates, mature communities and some of the fastest growing cities and counties in the country.

***“National Averages” have been developed for numerous strategically important parks and recreation planning and management issues*** including: customer satisfaction and usage of parks and programs; methods for receiving marketing information; reasons that prevent members of households from using parks and recreation facilities more often; priority recreation programs, parks, facilities and trails to improve or develop; priority programming spaces to have in planned community centers and aquatic facilities; potential attendance for planned indoor community centers and outdoor aquatic centers; etc.

***Results from household responses for Chesterfield, Missouri were compared to National Benchmarks to gain further strategic information.*** A summary of all tabular comparisons are shown on the following page.

**Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Chesterfield is not authorized without written consent from ETC Institute.**



<b>Benchmarking for Chesterfield, Missouri</b>		
	<b>National Average</b>	<b>Chesterfield 2018</b>
<b>How would you rate the quality of all the recreation programs you've participated in:</b>		
Excellent	34%	<b>63%</b>
Good	54%	<b>35%</b>
Fair	10%	<b>2%</b>
Poor	2%	<b>0%</b>
<b>Ways respondents learn about recreation programs and activities:</b>		
Departmental Brochure (Seasonal program guide)	42%	<b>60%</b>
Word of Mouth/Friends/Coworkers	49%	<b>45%</b>
Website	37%	<b>30%</b>
Newspaper	34%	<b>28%</b>
Flyers/Materials at City/County/Park District facilities	22%	<b>26%</b>
E-mail bulletins/notification (Email)	15%	<b>15%</b>
<b>Organizations used for parks and recreation programs and facilities:</b>		
City/County Parks & Recreation Department	52%	<b>42%</b>
Churches	26%	<b>31%</b>
County/State Parks	38%	<b>28%</b>
Private Clubs	22%	<b>27%</b>
YMCA	17%	<b>25%</b>
School District	24%	<b>25%</b>
Private schools	11%	<b>15%</b>
Homeowners Associations/Similar	16%	<b>13%</b>
Private sports clubs	13%	<b>10%</b>
College/University Facilities	17%	<b>5%</b>

<b>Benchmarking for Chesterfield, Missouri</b>		
	<b>National Average</b>	<b>Chesterfield 2018</b>
<b>Reasons preventing the use of parks and recreation facilities and programs more often:</b>		
We are too busy	33%	<b>35%</b>
I do not know what is being offered	34%	<b>23%</b>
We are not interested	20%	<b>17%</b>
Program times are not convenient	19%	<b>13%</b>
I do not know location of facilities	15%	<b>7%</b>
Programs I am interested in are not offered	19%	<b>7%</b>
Facility operating hours are not convenient	10%	<b>4%</b>
Lack of parking	8%	<b>4%</b>
Too far from residence	14%	<b>4%</b>
Use facilities in other Cities/Park Districts	11%	<b>4%</b>
Fees are too expensive	16%	<b>3%</b>
Use services of other agencies	9%	<b>3%</b>
Waiting list/programs were full	6%	<b>3%</b>
Lack of quality programs	11%	<b>2%</b>
Poor customer service by staff	4%	<b>2%</b>
Security is insufficient	9%	<b>2%</b>
Facilities do not have right equipment	10%	<b>2%</b>
Registration for programs is difficult	3%	<b>1%</b>
Facilities are not well maintained	10%	<b>1%</b>

<b>Benchmarking for Chesterfield, Missouri</b>		
	<b>National Average</b>	<b>Chesterfield 2018</b>
<b>Recreation programs that respondent households have a need for:</b>		
Special events	39%	<b>39%</b>
Seniors/Adult programs for 50 years and older	25%	<b>34%</b>
Nature programs/environmental education	30%	<b>32%</b>
Water fitness programs	27%	<b>22%</b>
Adult arts, dance, performing arts	21%	<b>16%</b>
Adult sports programs	23%	<b>13%</b>
Youth sports programs	22%	<b>13%</b>
Youth Learn to Swim programs	22%	<b>11%</b>
Youth summer camp programs	19%	<b>11%</b>
Tennis lessons and leagues	15%	<b>10%</b>
Youth fitness and wellness programs	17%	<b>8%</b>
Preschool programs	13%	<b>8%</b>
Youth art, dance, performing arts	15%	<b>7%</b>
Before and after school programs	16%	<b>6%</b>
Gymnastics/tumbling programs	13%	<b>6%</b>
Programs for people with disabilities	10%	<b>5%</b>

Benchmarking for Chesterfield, Missouri		
	National Average	Chesterfield 2018
<b>Most important recreation programs (sum of top choices):</b>		
Special events	21%	<b>25%</b>
Seniors/Adult programs for 50 years and older	16%	<b>24%</b>
Nature programs/environmental education	14%	<b>20%</b>
Water fitness programs	11%	<b>11%</b>
Youth sports programs	12%	<b>9%</b>
Adult sports programs	10%	<b>8%</b>
Adult arts, dance, performing arts	9%	<b>7%</b>
Tennis lessons and leagues	5%	<b>6%</b>
Youth Learn to Swim programs	11%	<b>6%</b>
Youth summer camp programs	8%	<b>5%</b>
Preschool programs	6%	<b>4%</b>
Before and after school programs	8%	<b>3%</b>
Gymnastics/tumbling programs	4%	<b>3%</b>
Youth fitness and wellness programs	6%	<b>3%</b>
Programs for people with special needs/disabled	4%	<b>2%</b>
Youth art, dance, performing arts	5%	<b>2%</b>

<b>Benchmarking for Chesterfield, Missouri</b>		
	<b>National Average</b>	<b>Chesterfield 2018</b>
<b>Parks and recreation facilities that respondent households have a need for:</b>		
Walking & Biking Trails	70%	<b>79%</b>
Nature Center/Nature Trails	51%	<b>57%</b>
Natural areas/wildlife habitats (Greenspace and natural areas)	54%	<b>52%</b>
Outdoor Amphitheater	32%	<b>52%</b>
Picnic Areas and Shelters	49%	<b>43%</b>
Indoor Fitness and Exercise Facilities	47%	<b>41%</b>
Small neighborhood parks	55%	<b>39%</b>
Indoor running/walking track	39%	<b>39%</b>
Outdoor Swimming Pools/Aquatic Center	41%	<b>38%</b>
Large Multi Use Community Parks	51%	<b>38%</b>
Playground Equipment	41%	<b>33%</b>
Indoor Swimming Pools/Aquatic Center	39%	<b>29%</b>
Boat Facilities/Paddle Boats	27%	<b>27%</b>
Off-Leash Dog Park	30%	<b>23%</b>
Lap Lanes for Swimming (indoor)	29%	<b>23%</b>
Tennis/pickleball Courts (outdoor)	21%	<b>22%</b>
Multigenerational Community Centers	32%	<b>19%</b>
Meeting Space/conference center	33%	<b>15%</b>
Splash park/pad	25%	<b>15%</b>
Baseball/Softball Fields	12%	<b>12%</b>
Soccer, Lacrosse Fields (Outdoor field space)	21%	<b>12%</b>
Outdoor basketball/multi-use courts	20%	<b>9%</b>
Indoor basketball/volleyball courts (Gymnasiums)	20%	<b>9%</b>
Volleyball courts (outdoor)	16%	<b>9%</b>
Ultimate Frisbee/Disc Golf	13%	<b>8%</b>
BMX Bicycle Course	13%	<b>5%</b>
Skateboarding Park/Area	11%	<b>5%</b>
Cricket fields	4%	<b>2%</b>

Benchmarking for Chesterfield, Missouri		
	National Average	Chesterfield 2018
<b>Most important parks and recreation facilities (sum of top choices):</b>		
Walking and Biking Trails	45%	<b>63%</b>
Nature Center/Nature Trails (Nature trails/nature parks)	20%	<b>28%</b>
Outdoor Amphitheater	8%	<b>20%</b>
Indoor Fitness and Exercise Facilities	20%	<b>16%</b>
Natural areas/wildlife habitats (Greenspace and natural areas)	21%	<b>16%</b>
Indoor running/walking track	15%	<b>14%</b>
Outdoor Swimming Pools/Aquatic Facilities	17%	<b>13%</b>
Small Neighborhood Parks	24%	<b>13%</b>
Picnic Areas and Shelters	14%	<b>11%</b>
Playground Equipment	18%	<b>11%</b>
Large Community Parks	20%	<b>11%</b>
Indoor Swimming Pools/Aquatic Facilities	17%	<b>9%</b>
Off-Leash Dog Park	15%	<b>9%</b>
Tennis/pickleball Courts (outdoor)	6%	<b>8%</b>
Lap lanes for swimming (indoor)	10%	<b>7%</b>
Boat Facilities/Paddle Boats	10%	<b>7%</b>
Splash park/pad	8%	<b>6%</b>
Multigenerational Community Centers	11%	<b>6%</b>
Baseball/Softball Fields	3%	<b>4%</b>
Meeting Space/conference center	8%	<b>4%</b>
Soccer, Lacrosse Fields (Outdoor field space)	7%	<b>2%</b>
Ultimate Frisbee/Disc Golf	3%	<b>2%</b>
Outdoor basketball/multi-use courts	4%	<b>1%</b>
Volleyball courts (outdoor)	2%	<b>1%</b>
Indoor basketball/volleyball courts (Gymnasiums)	4%	<b>1%</b>
BMX Bicycle Course	2%	<b>1%</b>
Skateboarding Area	2%	<b>1%</b>
Cricket field	1%	<b>1%</b>

<b>Benchmarking for Chesterfield, Missouri</b>		
	<b>National Average</b>	<b>Chesterfield 2018</b>
<b>Satisfaction with the overall value received from the parks and recreation department:</b>		
Very Satisfied	24%	<b>49%</b>
Somewhat Satisfied	35%	<b>24%</b>
Neutral	22%	<b>15%</b>
Somewhat Dissatisfied	6%	<b>1%</b>
Very Dissatisfied	3%	<b>0%</b>
Don't Know	12%	<b>11%</b>



# Section 4

## *Tabular Data*

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**Q1. Please indicate if you or members of your household have used any of the following Chesterfield parks/facilities during the past 12 months.**

(N=368)

	Yes	No
Q1-1. Central Park	62.0%	38.0%
Q1-2. Chesterfield Valley Athletic Complex	24.7%	75.3%
Q1-3. Eberwein Park	14.4%	85.6%
Q1-4. Rivers Edge Park	26.6%	73.4%
Q1-5. Riparian Trail	21.5%	78.5%
Q1-6. Railroad Park	2.7%	97.3%
Q1-7. Dierberg Meditation Park	4.3%	95.7%
Q1-8. Chesterfield Outdoor Aquatic Center	33.4%	66.6%
Q1-9. Veterans Honor Park	25.5%	74.5%
Q1-10. Chesterfield Amphitheater	62.2%	37.8%
Q1-11. Eberwein Dog Park	15.8%	84.2%
Q1-12. Monarch Levee Trail	46.7%	53.3%

**Q1. If "Yes," please rate the condition of that park/facility.**

(N=317)

	Excellent	Good	Fair	Poor
Q1-1. Central Park	82.4%	17.2%	0.5%	0.0%
Q1-2. Chesterfield Valley Athletic Complex	70.0%	26.7%	3.3%	0.0%
Q1-3. Eberwein Park	51.0%	43.1%	5.9%	0.0%
Q1-4. Rivers Edge Park	43.0%	47.3%	8.6%	1.1%
Q1-5. Riparian Trail	48.1%	40.3%	10.4%	1.3%
Q1-6. Railroad Park	50.0%	40.0%	0.0%	10.0%
Q1-7. Dierberg Meditation Park	60.0%	33.3%	6.7%	0.0%
Q1-8. Chesterfield Outdoor Aquatic Center	63.1%	29.5%	5.7%	1.6%
Q1-9. Veterans Honor Park	86.5%	11.2%	2.2%	0.0%
Q1-10. Chesterfield Amphitheater	80.3%	17.9%	1.8%	0.0%
Q1-11. Eberwein Dog Park	52.6%	38.6%	8.8%	0.0%
Q1-12. Monarch Levee Trail	55.3%	35.3%	7.6%	1.8%

**Q2. Which THREE of the parks/facilities listed in Question 1 have you or members of your household USED MOST during the past year?**

Q2. Top choice	Number	Percent
Central Park	115	31.3 %
Chesterfield Valley Athletic Complex	21	5.7 %
Eberwein Park	5	1.4 %
Rivers Edge Park	9	2.4 %
Riparian Trail	7	1.9 %
Dierberg Meditation Park	2	0.5 %
Chesterfield Outdoor Aquatic Center	29	7.9 %
Veterans Honor Park	3	0.8 %
Chesterfield Amphitheater	41	11.1 %
Eberwein Dog Park	15	4.1 %
Monarch Levee Trail	60	16.3 %
None chosen	61	16.6 %
Total	368	100.0 %

**Q2. Which THREE of the parks/facilities listed in Question 1 have you or members of your household USED MOST during the past year?**

Q2. 2nd choice	Number	Percent
Central Park	49	13.3 %
Chesterfield Valley Athletic Complex	25	6.8 %
Eberwein Park	5	1.4 %
Rivers Edge Park	20	5.4 %
Riparian Trail	13	3.5 %
Dierberg Meditation Park	1	0.3 %
Chesterfield Outdoor Aquatic Center	29	7.9 %
Veterans Honor Park	15	4.1 %
Chesterfield Amphitheater	58	15.8 %
Eberwein Dog Park	10	2.7 %
Monarch Levee Trail	37	10.1 %
None chosen	106	28.8 %
Total	368	100.0 %

**Q2. Which THREE of the parks/facilities listed in Question 1 have you or members of your household USED MOST during the past year?**

Q2. 3rd choice	Number	Percent
Central Park	22	6.0 %
Chesterfield Valley Athletic Complex	14	3.8 %
Eberwein Park	9	2.4 %
Rivers Edge Park	18	4.9 %
Riparian Trail	12	3.3 %
Railroad Park	3	0.8 %
Dierberg Meditation Park	4	1.1 %
Chesterfield Outdoor Aquatic Center	26	7.1 %
Veterans Honor Park	9	2.4 %
Chesterfield Amphitheater	62	16.8 %
Eberwein Dog Park	5	1.4 %
Monarch Levee Trail	29	7.9 %
None chosen	155	42.1 %
Total	368	100.0 %

**SUM OF TOP THREE CHOICES**

**Q2. Which THREE of the parks/facilities listed in Question 1 have you or members of your household USED MOST during the past year? (top 3)**

Q2. Top choice	Number	Percent
Central Park	186	50.5 %
Chesterfield Valley Athletic Complex	60	16.3 %
Eberwein Park	19	5.2 %
Rivers Edge Park	47	12.8 %
Riparian Trail	32	8.7 %
Railroad Park	3	0.8 %
Dierberg Meditation Park	7	1.9 %
Chesterfield Outdoor Aquatic Center	84	22.8 %
Veterans Honor Park	27	7.3 %
Chesterfield Amphitheater	161	43.8 %
Eberwein Dog Park	30	8.2 %
Monarch Levee Trail	126	34.2 %
None chosen	61	16.6 %
Total	843	

**Q3. Please CHECK ALL of the following recreation programs offered or co-sponsored by the Chesterfield Parks, Recreation, and Arts Department that you or members of your household have participated in during the past 12 months.**

Q3. Recreation programs offered or co-sponsored  
by Chesterfield Parks, Recreation, & Arts  
Department you have participated in during past  
12 months

	Number	Percent
Summer concert series	199	54.1 %
Wine & Jazz Festival	63	17.1 %
Movies Under the Stars	31	8.4 %
Art exhibit at City Hall	23	6.3 %
4th of July fireworks celebration	182	49.5 %
Ticketed concerts	40	10.9 %
Adult sand volleyball	1	0.3 %
Adult softball	3	0.8 %
Youth recreation programs	27	7.3 %
Adult recreation programs	12	3.3 %
Summer day camps	4	1.1 %
Aquatic programs	30	8.2 %
Shamrock Run/Walk	6	1.6 %
Turkey Trot	39	10.6 %
Youth soccer	18	4.9 %
Youth baseball	26	7.1 %
Youth softball	10	2.7 %
Youth lacrosse	1	0.3 %
Youth sand volleyball	2	0.5 %
Senior programs/events	16	4.3 %
Environmental/nature programs	16	4.3 %
Haven't participated in programs	74	20.1 %
Total	823	

**WITHOUT "HAVEN'T PARTICIPATED IN PROGRAMS"**

**Q3. Please CHECK ALL of the following recreation programs offered or co-sponsored by the Chesterfield Parks, Recreation, and Arts Department that you or members of your household have participated in during the past 12 months. (without "haven't participated in programs")**

Q3. Recreation programs offered or co-sponsored  
by Chesterfield Parks, Recreation, & Arts  
Department you have participated in during past  
12 months

	Number	Percent
Summer concert series	198	67.3 %
Wine & Jazz Festival	63	21.4 %
Movies Under the Stars	31	10.5 %
Art exhibit at City Hall	23	7.8 %
4th of July fireworks celebration	182	61.9 %
Ticketed concerts	40	13.6 %
Adult sand volleyball	1	0.3 %
Adult softball	3	1.0 %
Youth recreation programs	27	9.2 %
Adult recreation programs	12	4.1 %
Summer day camps	4	1.4 %
Aquatic programs	30	10.2 %
Shamrock Run/Walk	6	2.0 %
Turkey Trot	39	13.3 %
Youth soccer	18	6.1 %
Youth baseball	26	8.8 %
Youth softball	10	3.4 %
Youth lacrosse	1	0.3 %
Youth sand volleyball	2	0.7 %
Senior programs/events	16	5.4 %
Environmental/nature programs	16	5.4 %
Total	748	



**Q3a. Of the programs selected in Question 7, how many different recreation programs or activities offered by Chesterfield Parks, Recreation, and Arts has your household participated in during the past 12 months?**

Q3a. How many different recreation programs or activities has your household participated in during past 12 months

	Number	Percent
1 program/activity	62	21.1 %
2 to 3 programs/activities	111	37.8 %
4 to 6 programs/activities	61	20.7 %
7 to 10 programs/activities	14	4.8 %
11+ programs/activities	8	2.7 %
Not provided	38	12.9 %
Total	294	100.0 %

**WITHOUT "NOT PROVIDED"**

**Q3a. Of the programs selected in Question 7, how many different recreation programs or activities offered by Chesterfield Parks, Recreation, and Arts has your household participated in during the past 12 months? (without "not provided")**

Q3a. How many different recreation programs or activities has your household participated in during past 12 months

	Number	Percent
1 program/activity	62	24.2 %
2 to 3 programs/activities	111	43.4 %
4 to 6 programs/activities	61	23.8 %
7 to 10 programs/activities	14	5.5 %
11+ programs/activities	8	3.1 %
Total	256	100.0 %

**Q3b. Please check the THREE primary reasons why your household has participated in Chesterfield Parks, Recreation, and Arts programs/activities.**

Q3b. Primary reasons why your household has participated in Chesterfield Parks, Recreation, & Arts programs/activities

	Number	Percent
Quality of instructors/coaches	20	6.8 %
Location of program facility	200	68.0 %
Quality of program facility	136	46.3 %
Fees charged for class	56	19.0 %
Nowhere else to go for service	8	2.7 %
Times program is offered	45	15.3 %
Friends participate in program	59	20.1 %
Dates program is offered	57	19.4 %
Other	15	5.1 %
Total	596	

**Q3b-9. Other**

Q3b-9. Other	Number	Percent
Nothing offered for people/young adults with disabilities	1	6.7 %
Coaches have signed up there	1	6.7 %
Quality of the bands at the concerts	1	6.7 %
Concerts offered	1	6.7 %
Fireworks close to home	1	6.7 %
Conservation	1	6.7 %
Curiosity about a program	1	6.7 %
Softball tournaments	1	6.7 %
Sense of belonging to a community	1	6.7 %
Stay in community, quality of program	1	6.7 %
Close to home	1	6.7 %
Volunteer	1	6.7 %
EXCELLENT PROGRAMS	1	6.7 %
Entertainment	1	6.7 %
NEED FOR EXERCISE	1	6.7 %
Total	15	100.0 %

**Q3c. How would you rate the overall quality of recreation programs/activities that you have participated in?**

Q3c. How would you rate overall quality of recreation programs/activities you have participated in

	Number	Percent
Excellent	162	55.1 %
Good	91	31.0 %
Fair	6	2.0 %
Not provided	35	11.9 %
Total	294	100.0 %

**WITHOUT "NOT PROVIDED"****Q3c. How would you rate the overall quality of recreation programs/activities that you have participated in? (without "not provided")**

Q3c. How would you rate overall quality of recreation programs/activities you have participated in

	Number	Percent
Excellent	162	62.5 %
Good	91	35.1 %
Fair	6	2.3 %
Total	259	100.0 %

**Q4. Please CHECK ALL of the following ways you learn about Chesterfield Parks, Recreation, and Arts programs and activities.**

Q4. Ways you learn about Chesterfield Parks, Recreation, & Arts programs & activities	Number	Percent
Parks, Recreation, & Arts guide	222	60.3 %
Parks, Recreation, & Arts app	28	7.6 %
Chesterfield Amphitheater website	61	16.6 %
Chesterfield City website	111	30.2 %
Word of mouth	164	44.6 %
Email	55	14.9 %
Twitter	8	2.2 %
Facebook	57	15.5 %
Instagram	3	0.8 %
Newspaper	104	28.3 %
Park Department sign boards	97	26.4 %
Public meetings	2	0.5 %
Community calendars (digital)	42	11.4 %
Other	26	7.1 %
Total	980	

**Q4-14. Other**

Q4-14. Other	Number	Percent
Mail	4	15.4 %
Chesterfield newsletter	3	11.5 %
Driving by	2	7.7 %
Chesterfield Magazine	2	7.7 %
City newsletter	2	7.7 %
This survey	1	3.8 %
West Magazine	1	3.8 %
West County News	1	3.8 %
Community News meeting	1	3.8 %
Chesterfield newsletter and West County newspaper	1	3.8 %
Mayor newsletter	1	3.8 %
We create some	1	3.8 %
Played music at amphitheater and Park is near	1	3.8 %
Ads	1	3.8 %
Chamber of Commerce	1	3.8 %
West/Chesterfield magazines	1	3.8 %
Signs	1	3.8 %
Chesterfield news	1	3.8 %
Total	26	100.0 %

**Q5. Which THREE of the information sources listed in Question 4 are your MOST PREFERRED ways to learn about Chesterfield Parks, Recreation, and Arts programs and services?**

Q5. Top choice	Number	Percent
Parks, Recreation, & Arts guide	147	39.9 %
Parks, Recreation, & Arts app	4	1.1 %
Chesterfield Amphitheater website	11	3.0 %
Chesterfield City website	22	6.0 %
Word of mouth	16	4.3 %
Email	33	9.0 %
Twitter	3	0.8 %
Facebook	19	5.2 %
Instagram	1	0.3 %
Newspaper	24	6.5 %
Park Department sign boards	16	4.3 %
Community calendars (digital)	4	1.1 %
Other	14	3.8 %
None chosen	54	14.7 %
Total	368	100.0 %

**Q5. Which THREE of the information sources listed in Question 4 are your MOST PREFERRED ways to learn about Chesterfield Parks, Recreation, and Arts programs and services?**

Q5. 2nd choice	Number	Percent
Parks, Recreation, & Arts guide	34	9.2 %
Parks, Recreation, & Arts app	8	2.2 %
Chesterfield Amphitheater website	16	4.3 %
Chesterfield City website	40	10.9 %
Word of mouth	28	7.6 %
Email	17	4.6 %
Twitter	3	0.8 %
Facebook	18	4.9 %
Instagram	1	0.3 %
Newspaper	37	10.1 %
Park Department sign boards	28	7.6 %
Community calendars (digital)	13	3.5 %
Other	3	0.8 %
None chosen	122	33.2 %
Total	368	100.0 %

**Q5. Which THREE of the information sources listed in Question 4 are your MOST PREFERRED ways to learn about Chesterfield Parks, Recreation, and Arts programs and services?**

Q5. 3rd choice	Number	Percent
Parks, Recreation, & Arts guide	9	2.4 %
Parks, Recreation, & Arts app	9	2.4 %
Chesterfield Amphitheater website	17	4.6 %
Chesterfield City website	28	7.6 %
Word of mouth	28	7.6 %
Email	16	4.3 %
Twitter	2	0.5 %
Facebook	14	3.8 %
Instagram	2	0.5 %
Newspaper	20	5.4 %
Park Department sign boards	31	8.4 %
Community calendars (digital)	6	1.6 %
Other	2	0.5 %
None chosen	184	50.0 %
Total	368	100.0 %

**SUM OF TOP THREE CHOICES**

**Q5. Which THREE of the information sources listed in Question 4 are your MOST PREFERRED ways to learn about Chesterfield Parks, Recreation, and Arts programs and services? (top 3)**

Q5. Top choice	Number	Percent
Parks, Recreation, & Arts guide	190	51.6 %
Parks, Recreation, & Arts app	21	5.7 %
Chesterfield Amphitheater website	44	12.0 %
Chesterfield City website	90	24.5 %
Word of mouth	72	19.6 %
Email	66	17.9 %
Twitter	8	2.2 %
Facebook	51	13.9 %
Instagram	4	1.1 %
Newspaper	81	22.0 %
Park Department sign boards	75	20.4 %
Community calendars (digital)	23	6.3 %
Other	19	5.2 %
None chosen	54	14.7 %
Total	798	

**Q6. From the following list, please CHECK ALL of the organizations that you and members of your household have used for indoor and outdoor recreation activities during the last 12 months.**

Q6. Organizations you have used for indoor & outdoor recreation activities during last 12 months	Number	Percent
Private schools	55	14.9 %
Churches	113	30.7 %
Club sports teams	35	9.5 %
Jewish Community Center	61	16.6 %
YMCA	93	25.3 %
St Louis County Parks & Rec	156	42.4 %
Parkway/Rockwood schools	92	25.0 %
Local colleges	20	5.4 %
Missouri Dept of Natural Resources (Katy Trail)	102	27.7 %
Adult sport leagues	12	3.3 %
Missouri Dept of Conservation	55	14.9 %
Other providers in Chesterfield	28	7.6 %
Homeowners associations/apartment complex	48	13.0 %
Other neighboring facilities	30	8.2 %
Private fitness clubs	101	27.4 %
None, do not use any organizations	40	10.9 %
Other	17	4.6 %
Total	1058	

**Q6-17. Other**

Q6-17. Other	Number	Percent
Library	3	17.6 %
OTHER CITIES' PARKS (I.E. CONWAY PARK)	1	5.9 %
STL Forest Park	1	5.9 %
Town & Country Park	1	5.9 %
Recreation events organized by charities	1	5.9 %
Pool, Monarchley	1	5.9 %
Trail net	1	5.9 %
Chesterfield Athletic Corporation	1	5.9 %
STAGES	1	5.9 %
Bicycle shops	1	5.9 %
Pathway on the Parkway	1	5.9 %
Faust Park	1	5.9 %
CLUB FITNESS	1	5.9 %
Other organizations	1	5.9 %
OASIS CLASSES	1	5.9 %
Total	17	100.0 %

**Q7. Please CHECK ALL of the following reasons that prevent you or members of your household from using the parks, recreation facilities, or programs of the Chesterfield Parks, Recreation, and Arts Department more often.**

Q7. Reasons that prevent you from using parks, recreation facilities, or programs more often	Number	Percent
Facilities are not well maintained	4	1.1 %
Program or facility not offered	25	6.8 %
Facilities lack right equipment	6	1.6 %
Security is insufficient	7	1.9 %
Lack of quality programs	7	1.9 %
Too far from our residence	14	3.8 %
Class full	11	3.0 %
Fees are too high	12	3.3 %
Program times are not convenient	49	13.3 %
Use facilities in other park agencies	14	3.8 %
Poor customer service by staff	7	1.9 %
I do not know locations of facilities	27	7.3 %
We are too busy	129	35.1 %
We are not interested	64	17.4 %
I do not know what is being offered	85	23.1 %
Operating hours not convenient	15	4.1 %
Registration for programs is difficult	5	1.4 %
Lack of parking	15	4.1 %
Use services of other agencies	12	3.3 %
Other	38	10.3 %
Total	546	



**Q7-20. Other**

Q7-20. Other	Number	Percent
New to the area	3	7.9 %
Disabled	2	5.3 %
Not interested	1	2.6 %
FACILITIES ARE TOO CROWDED, NO PLAYGROUND IN OUR WARD	1	2.6 %
I had no idea of all the activities that are offered	1	2.6 %
Time restraints	1	2.6 %
Quality hiking trails in the shade or woods are few to non existent	1	2.6 %
Was never called or emailed on senior adult softball	1	2.6 %
Lack of preferred service	1	2.6 %
Member of a country club	1	2.6 %
Other people walking, dangerous bikes, and pit bulls on trail	1	2.6 %
Crowds and hot weather	1	2.6 %
Empty nesters	1	2.6 %
Kids have gotten older	1	2.6 %
Work too much	1	2.6 %
Summer concerts-bugs	1	2.6 %
Too many offerings	1	2.6 %
Maps of what is where is confusing	1	2.6 %
Not interested in most of your services	1	2.6 %
Busy and not aware of what is offered	1	2.6 %
Age not compatible with offerings	1	2.6 %
Many of our family activities are scheduled by schools	1	2.6 %
Just moved here	1	2.6 %
Hot summer	1	2.6 %
Physically unable	1	2.6 %
Need more info	1	2.6 %
Lack of facility that appeals to me	1	2.6 %
MY OWN SCHEDULE	1	2.6 %
Lack of programs for me	1	2.6 %
Levee Trail not finished	1	2.6 %
NO BASEBALL FIELDS FOR PUBLIC USE	1	2.6 %
Age	1	2.6 %
Health issues, walking	1	2.6 %
CROWDS	1	2.6 %
YOUNG KIDS	1	2.6 %
Total	38	100.0 %

**Q8. Please rate your satisfaction with the overall value your household receives from the Chesterfield Parks, Recreation, and Arts Department.**

Q8. Your satisfaction with overall value your household receives from Chesterfield Parks, Recreation, & Arts Department

	Number	Percent
Very satisfied	180	48.9 %
Somewhat satisfied	87	23.6 %
Neutral	54	14.7 %
Somewhat dissatisfied	5	1.4 %
Don't know	42	11.4 %
Total	368	100.0 %

**WITHOUT "DON'T KNOW"**

**Q8. Please rate your satisfaction with the overall value your household receives from the Chesterfield Parks, Recreation, and Arts Department. (without "don't know")**

Q8. Your satisfaction with overall value your household receives from Chesterfield Parks, Recreation, & Arts Department

	Number	Percent
Very satisfied	180	55.2 %
Somewhat satisfied	87	26.7 %
Neutral	54	16.6 %
Somewhat dissatisfied	5	1.5 %
Total	326	100.0 %

**Q9. Please indicate if you or members of your household have a need for each of the Parks and Recreation facilities listed below.**

(N=368)

	Yes	No
Q9-1. Walking & biking trails	79.1%	20.9%
Q9-2. Park shelters & picnic areas	42.9%	57.1%
Q9-3. Small (2-10 acres) neighborhood parks	39.1%	60.9%
Q9-4. Natural play areas & playgrounds	33.2%	66.8%
Q9-5. Outdoor tennis/pickleball courts	21.7%	78.3%
Q9-6. Large (15-50 acres) community parks	37.8%	62.2%
Q9-7. Off-leash dog parks	23.1%	76.9%
Q9-8. Outdoor swimming pools/water parks	38.3%	61.7%
Q9-9. Cricket fields	1.6%	98.4%
Q9-10. Outdoor basketball courts	9.2%	90.8%
Q9-11. Disc golf	7.6%	92.4%
Q9-12. Skateboarding/BMX/biking parks	4.6%	95.4%
Q9-13. Outdoor sand volleyball courts	8.7%	91.3%
Q9-14. Nature centers & trails	56.8%	43.2%
Q9-15. Indoor swimming pools/leisure pools	29.3%	70.7%
Q9-16. Multigenerational community centers	18.8%	81.3%
Q9-17. Splash pads (above ground water play)	14.9%	85.1%
Q9-18. Indoor lap lanes for exercise swimming	22.6%	77.4%

**Q9. Please indicate if you or members of your household have a need for each of the Parks and Recreation facilities listed below.**

	Yes	No
Q9-19. Indoor fitness & exercise facilities	41.0%	59.0%
Q9-20. Indoor running/walking tracks	38.9%	61.1%
Q9-21. Baseball & softball fields	12.2%	87.8%
Q9-22. Soccer/football/lacrosse fields	12.0%	88.0%
Q9-23. Indoor basketball/volleyball courts	9.2%	90.8%
Q9-24. Greenspace & natural areas	51.9%	48.1%
Q9-25. Large indoor meeting/gathering spaces	14.9%	85.1%
Q9-26. Amphitheater/performance area	51.9%	48.1%
Q9-27. Canoeing/kayaking/paddle boarding	27.2%	72.8%
Q9-28. Other	3.3%	96.7%

**Q9. If "Yes," please rate how well the Parks and Recreation facilities of this type in Chesterfield meets the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."**

(N=340)

	100% met	75% met	50% met	25% met	0% met
Q9-1. Walking & biking trails	37.7%	38.9%	17.4%	4.2%	1.9%
Q9-2. Park shelters & picnic areas	53.7%	32.8%	10.4%	2.2%	0.7%
Q9-3. Small (2-10 acres) neighborhood parks	33.9%	20.7%	20.7%	12.4%	12.4%
Q9-4. Natural play areas & playgrounds	41.2%	32.4%	17.6%	6.9%	2.0%
Q9-5. Outdoor tennis/pickleball courts	13.4%	16.4%	25.4%	19.4%	25.4%
Q9-6. Large (15-50 acres) community parks	54.1%	27.0%	10.7%	4.9%	3.3%
Q9-7. Off-leash dog parks	37.2%	21.8%	16.7%	14.1%	10.3%
Q9-8. Outdoor swimming pools/water parks	65.3%	20.2%	10.5%	3.2%	0.8%
Q9-9. Cricket fields	25.0%	0.0%	75.0%	0.0%	0.0%
Q9-10. Outdoor basketball courts	21.4%	7.1%	21.4%	17.9%	32.1%
Q9-11. Disc golf	8.7%	8.7%	4.3%	30.4%	47.8%
Q9-12. Skateboarding/BMX/biking parks	21.4%	14.3%	7.1%	14.3%	42.9%
Q9-13. Outdoor sand volleyball courts	14.8%	18.5%	22.2%	11.1%	33.3%
Q9-14. Nature centers & trails	25.0%	35.1%	21.3%	12.8%	5.9%
Q9-15. Indoor swimming pools/leisure pools	17.0%	12.8%	18.1%	10.6%	41.5%
Q9-16. Multigenerational community centers	21.8%	14.5%	9.1%	21.8%	32.7%
Q9-17. Splash pads (above ground water play)	24.4%	8.9%	15.6%	11.1%	40.0%

**Q9. If "Yes," please rate how well the Parks and Recreation facilities of this type in Chesterfield meets the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."**

	100% met	75% met	50% met	25% met	0% met
Q9-18. Indoor lap lanes for exercise swimming	11.4%	14.3%	20.0%	15.7%	38.6%
Q9-19. Indoor fitness & exercise facilities	25.0%	15.2%	14.4%	9.8%	35.6%
Q9-20. Indoor running/walking tracks	16.5%	12.4%	16.5%	14.9%	39.7%
Q9-21. Baseball & softball fields	75.0%	17.5%	2.5%	2.5%	2.5%
Q9-22. Soccer/football/lacrosse fields	53.8%	23.1%	7.7%	5.1%	10.3%
Q9-23. Indoor basketball/volleyball courts	20.7%	3.4%	41.4%	10.3%	24.1%
Q9-24. Greenspace & natural areas	31.8%	33.5%	23.5%	8.2%	2.9%
Q9-25. Large indoor meeting/gathering spaces	28.9%	13.3%	24.4%	13.3%	20.0%
Q9-26. Amphitheater/performance area	73.7%	18.1%	2.3%	3.5%	2.3%
Q9-27. Canoeing/kayaking/paddle boarding	8.2%	11.8%	20.0%	17.6%	42.4%
Q9-28. Other	0.0%	0.0%	10.0%	10.0%	80.0%

**Q9-28. Other**

<u>Q9-28. Other</u>	<u>Number</u>	<u>Percent</u>
Local camping areas	1	8.3 %
Golf	1	8.3 %
Rock climbing	1	8.3 %
Boat ramp	1	8.3 %
Cooking and gardening classes	1	8.3 %
Garden area	1	8.3 %
Roller/Ice hockey	1	8.3 %
Driving range golf	1	8.3 %
Hockey Rink	1	8.3 %
Shuffleboard	1	8.3 %
PADDLE BOATS	1	8.3 %
<u>Fishing</u>	<u>1</u>	<u>8.3 %</u>
Total	12	100.0 %

**Q10. Which FOUR of the facilities listed in Question 9 are MOST IMPORTANT to your household?**

Q10. Top choice	Number	Percent
Walking & biking trails	150	40.8 %
Park shelters & picnic areas	5	1.4 %
Small (2-10 acres) neighborhood parks	7	1.9 %
Natural play areas & playgrounds	8	2.2 %
Outdoor tennis/pickleball courts	6	1.6 %
Large (15-50 acres) community parks	9	2.4 %
Off-leash dog parks	7	1.9 %
Outdoor swimming pools/water parks	9	2.4 %
Outdoor basketball courts	2	0.5 %
Disc golf	1	0.3 %
Skateboarding/BMX/biking parks	2	0.5 %
Nature centers & trails	8	2.2 %
Indoor swimming pools/leisure pools	10	2.7 %
Multigenerational community centers	2	0.5 %
Splash pads (above ground water play)	4	1.1 %
Indoor lap lanes for exercise swimming	2	0.5 %
Indoor fitness & exercise facilities	17	4.6 %
Indoor running/walking tracks	4	1.1 %
Baseball & softball fields	8	2.2 %
Soccer/football/lacrosse fields	2	0.5 %
Indoor basketball/volleyball courts	1	0.3 %
Greenspace & natural areas	7	1.9 %
Large indoor meeting/gathering spaces	1	0.3 %
Amphitheater/performance area	19	5.2 %
Canoeing/kayaking/paddle boarding	2	0.5 %
Other	2	0.5 %
None chosen	73	19.8 %
Total	368	100.0 %



**Q10. Which FOUR of the facilities listed in Question 9 are MOST IMPORTANT to your household?**

Q10. 2nd choice	Number	Percent
Walking & biking trails	42	11.4 %
Park shelters & picnic areas	14	3.8 %
Small (2-10 acres) neighborhood parks	17	4.6 %
Natural play areas & playgrounds	13	3.5 %
Outdoor tennis/pickleball courts	7	1.9 %
Large (15-50 acres) community parks	14	3.8 %
Off-leash dog parks	14	3.8 %
Outdoor swimming pools/water parks	17	4.6 %
Cricket fields	2	0.5 %
Outdoor basketball courts	1	0.3 %
Disc golf	4	1.1 %
Outdoor sand volleyball courts	1	0.3 %
Nature centers & trails	40	10.9 %
Indoor swimming pools/leisure pools	9	2.4 %
Multigenerational community centers	3	0.8 %
Splash pads (above ground water play)	2	0.5 %
Indoor lap lanes for exercise swimming	10	2.7 %
Indoor fitness & exercise facilities	13	3.5 %
Indoor running/walking tracks	11	3.0 %
Baseball & softball fields	3	0.8 %
Soccer/football/lacrosse fields	5	1.4 %
Greenspace & natural areas	12	3.3 %
Large indoor meeting/gathering spaces	3	0.8 %
Amphitheater/performance area	19	5.2 %
Canoeing/kayaking/paddle boarding	3	0.8 %
None chosen	89	24.2 %
Total	368	100.0 %

**Q10. Which FOUR of the facilities listed in Question 9 are MOST IMPORTANT to your household?**

Q10. 3rd choice	Number	Percent
Walking & biking trails	20	5.4 %
Park shelters & picnic areas	11	3.0 %
Small (2-10 acres) neighborhood parks	11	3.0 %
Natural play areas & playgrounds	10	2.7 %
Outdoor tennis/pickleball courts	11	3.0 %
Large (15-50 acres) community parks	9	2.4 %
Off-leash dog parks	8	2.2 %
Outdoor swimming pools/water parks	17	4.6 %
Outdoor basketball courts	2	0.5 %
Disc golf	2	0.5 %
Skateboarding/BMX/biking parks	1	0.3 %
Outdoor sand volleyball courts	2	0.5 %
Nature centers & trails	35	9.5 %
Indoor swimming pools/leisure pools	8	2.2 %
Multigenerational community centers	10	2.7 %
Splash pads (above ground water play)	7	1.9 %
Indoor lap lanes for exercise swimming	11	3.0 %
Indoor fitness & exercise facilities	13	3.5 %
Indoor running/walking tracks	20	5.4 %
Soccer/football/lacrosse fields	1	0.3 %
Indoor basketball/volleyball courts	1	0.3 %
Greenspace & natural areas	18	4.9 %
Large indoor meeting/gathering spaces	2	0.5 %
Amphitheater/performance area	19	5.2 %
Canoeing/kayaking/paddle boarding	6	1.6 %
Other	1	0.3 %
None chosen	112	30.4 %
Total	368	100.0 %

**Q10. Which FOUR of the facilities listed in Question 9 are MOST IMPORTANT to your household?**

Q10. 4th choice	Number	Percent
Walking & biking trails	18	4.9 %
Park shelters & picnic areas	12	3.3 %
Small (2-10 acres) neighborhood parks	11	3.0 %
Natural play areas & playgrounds	11	3.0 %
Outdoor tennis/pickleball courts	7	1.9 %
Large (15-50 acres) community parks	7	1.9 %
Off-leash dog parks	5	1.4 %
Outdoor swimming pools/water parks	4	1.1 %
Disc golf	1	0.3 %
Skateboarding/BMX/biking parks	1	0.3 %
Outdoor sand volleyball courts	2	0.5 %
Nature centers & trails	19	5.2 %
Indoor swimming pools/leisure pools	7	1.9 %
Multigenerational community centers	6	1.6 %
Splash pads (above ground water play)	9	2.4 %
Indoor lap lanes for exercise swimming	2	0.5 %
Indoor fitness & exercise facilities	14	3.8 %
Indoor running/walking tracks	16	4.3 %
Baseball & softball fields	2	0.5 %
Soccer/football/lacrosse fields	1	0.3 %
Indoor basketball/volleyball courts	3	0.8 %
Greenspace & natural areas	20	5.4 %
Large indoor meeting/gathering spaces	7	1.9 %
Amphitheater/performance area	15	4.1 %
Canoeing/kayaking/paddle boarding	13	3.5 %
Other	6	1.6 %
None chosen	149	40.5 %
Total	368	100.0 %

**SUM OF TOP FOUR CHOICES****Q10. Which FOUR of the facilities listed in Question 9 are MOST IMPORTANT to your household? (top 4)**

Q10. Top choice	Number	Percent
Walking & biking trails	230	62.5 %
Park shelters & picnic areas	42	11.4 %
Small (2-10 acres) neighborhood parks	46	12.5 %
Natural play areas & playgrounds	42	11.4 %
Outdoor tennis/pickleball courts	31	8.4 %
Large (15-50 acres) community parks	39	10.6 %
Off-leash dog parks	34	9.2 %
Outdoor swimming pools/water parks	47	12.8 %
Cricket fields	2	0.5 %
Outdoor basketball courts	5	1.4 %
Disc golf	8	2.2 %
Skateboarding/BMX/biking parks	4	1.1 %
Outdoor sand volleyball courts	5	1.4 %
Nature centers & trails	102	27.7 %
Indoor swimming pools/leisure pools	34	9.2 %
Multigenerational community centers	21	5.7 %
Splash pads (above ground water play)	22	6.0 %
Indoor lap lanes for exercise swimming	25	6.8 %
Indoor fitness & exercise facilities	57	15.5 %
Indoor running/walking tracks	51	13.9 %
Baseball & softball fields	13	3.5 %
Soccer/football/lacrosse fields	9	2.4 %
Indoor basketball/volleyball courts	5	1.4 %
Greenspace & natural areas	57	15.5 %
Large indoor meeting/gathering spaces	13	3.5 %
Amphitheater/performance area	72	19.6 %
Canoeing/kayaking/paddle boarding	24	6.5 %
Other	9	2.4 %
None chosen	73	19.8 %
Total	1122	

**Q11. Please indicate if you or members of your household have a need for each of the recreation programs listed below.**

(N=368)

	Yes	No
Q11-1. Preschool programs/early childhood	7.6%	92.4%
Q11-2. Gymnastics & tumbling programs	5.7%	94.3%
Q11-3. Before & after school programs	6.0%	94.0%
Q11-4. Youth summer camp programs	10.6%	89.4%
Q11-5. Youth art, dance, performing arts	7.3%	92.7%
Q11-6. Adult art, dance, performing arts	16.0%	84.0%
Q11-7. Youth sports programs	12.8%	87.2%
Q11-8. Adult sports programs	16.0%	84.0%
Q11-9. Programs for people with disabilities	4.6%	95.4%
Q11-10. Senior programs	33.7%	66.3%
Q11-11. Nature programs	32.3%	67.7%
Q11-12. Outdoor recreation programs	26.4%	73.6%
Q11-13. Youth fitness & wellness programs	7.9%	92.1%
Q11-14. Group fitness & wellness programs	30.7%	69.3%
Q11-15. Water fitness programs	21.5%	78.5%
Q11-16. Learn to Swim programs	10.6%	89.4%
Q11-17. Community special events	38.9%	61.1%
Q11-18. Walk/run events	31.8%	68.2%
Q11-19. Community gardens	24.7%	75.3%

**Q11. Please indicate if you or members of your household have a need for each of the recreation programs listed below.**

	Yes	No
Q11-20. Trips to special attractions & events	17.9%	82.1%
Q11-21. Tennis lessons & leagues	9.8%	90.2%
Q11-22. Other	3.5%	96.5%

**Q11. If "Yes," please rate how well recreation programs of that type in Chesterfield meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."**

(N=285)

	100% met	75% met	50% met	25% met	0% met
Q11-1. Preschool programs/early childhood	23.8%	23.8%	23.8%	14.3%	14.3%
Q11-2. Gymnastics & tumbling programs	12.5%	18.8%	25.0%	12.5%	31.3%
Q11-3. Before & after school programs	6.7%	33.3%	26.7%	20.0%	13.3%
Q11-4. Youth summer camp programs	10.3%	17.2%	41.4%	17.2%	13.8%
Q11-5. Youth art, dance, performing arts	5.3%	15.8%	52.6%	15.8%	10.5%
Q11-6. Adult art, dance, performing arts	7.0%	14.0%	23.3%	27.9%	27.9%
Q11-7. Youth sports programs	40.5%	27.0%	21.6%	5.4%	5.4%
Q11-8. Adult sports programs	13.6%	15.9%	38.6%	13.6%	18.2%
Q11-9. Programs for people with disabilities	0.0%	9.1%	9.1%	27.3%	54.5%
Q11-10. Senior programs	12.0%	18.1%	34.9%	18.1%	16.9%
Q11-11. Nature programs	10.2%	22.7%	34.1%	18.2%	14.8%
Q11-12. Outdoor recreation programs	19.7%	29.6%	28.2%	11.3%	11.3%
Q11-13. Youth fitness & wellness programs	5.3%	31.6%	42.1%	10.5%	10.5%
Q11-14. Group fitness & wellness programs	12.8%	19.2%	29.5%	16.7%	21.8%
Q11-15. Water fitness programs	13.5%	17.3%	26.9%	9.6%	32.7%
Q11-16. Learn to Swim programs	15.4%	11.5%	34.6%	11.5%	26.9%
Q11-17. Community special events	28.2%	36.9%	21.4%	8.7%	4.9%
Q11-18. Walk/run events	37.1%	37.1%	12.4%	10.1%	3.4%

**Q11. If "Yes," please rate how well recreation programs of that type in Chesterfield meet the needs of your household using a scale of 1 to 5, where 5 means "100% met" and 1 means "0% met."**

	100% met	75% met	50% met	25% met	0% met
Q11-19. Community gardens	8.1%	21.0%	32.3%	14.5%	24.2%
Q11-20. Trips to special attractions & events	17.5%	10.0%	20.0%	27.5%	25.0%
Q11-21. Tennis lessons & leagues	8.0%	4.0%	28.0%	28.0%	32.0%
Q11-22. Other	0.0%	0.0%	10.0%	10.0%	80.0%



**Q11-22. Other**

<u>Q11-22. Other</u>	<u>Number</u>	<u>Percent</u>
Pickleball Leagues	2	15.4 %
Pickleball lessons	2	15.4 %
Golf	1	7.7 %
Indoor fitness facility	1	7.7 %
Public golf course (9 hole)	1	7.7 %
Yoga, tai chi, meditation	1	7.7 %
Indoor rec	1	7.7 %
BOWLING	1	7.7 %
Indoor/outdoor pool	1	7.7 %
Disabled fitness facility	1	7.7 %
Fishing	1	7.7 %
Total	13	100.0 %

**Q12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household?**

Q12. Top choice	Number	Percent
Preschool programs/early childhood	11	3.0 %
Gymnastics & tumbling programs	1	0.3 %
Before & after school programs	6	1.6 %
Youth summer camp programs	6	1.6 %
Youth art, dance, performing arts	1	0.3 %
Adult art, dance, performing arts	10	2.7 %
Youth sports programs	18	4.9 %
Adult sports programs	14	3.8 %
Programs for people with disabilities	6	1.6 %
Senior programs	45	12.2 %
Nature programs	25	6.8 %
Outdoor recreation programs	8	2.2 %
Youth fitness & wellness programs	1	0.3 %
Group fitness & wellness programs	20	5.4 %
Water fitness programs	10	2.7 %
Learn to Swim programs	4	1.1 %
Community special events	23	6.3 %
Walk/run events	27	7.3 %
Community gardens	5	1.4 %
Trips to special attractions & events	3	0.8 %
Tennis lessons & leagues	5	1.4 %
Other	5	1.4 %
None chosen	114	31.0 %
Total	368	100.0 %

**Q12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household?**

Q12. 2nd choice	Number	Percent
Gymnastics & tumbling programs	4	1.1 %
Before & after school programs	3	0.8 %
Youth summer camp programs	6	1.6 %
Adult art, dance, performing arts	5	1.4 %
Youth sports programs	8	2.2 %
Adult sports programs	5	1.4 %
Programs for people with disabilities	1	0.3 %
Senior programs	21	5.7 %
Nature programs	27	7.3 %
Outdoor recreation programs	6	1.6 %
Youth fitness & wellness programs	7	1.9 %
Group fitness & wellness programs	25	6.8 %
Water fitness programs	17	4.6 %
Learn to Swim programs	4	1.1 %
Community special events	29	7.9 %
Walk/run events	22	6.0 %
Community gardens	6	1.6 %
Trips to special attractions & events	6	1.6 %
Tennis lessons & leagues	3	0.8 %
Other	3	0.8 %
None chosen	160	43.5 %
Total	368	100.0 %

**Q12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household?**

Q12. 3rd choice	Number	Percent
Preschool programs/early childhood	4	1.1 %
Gymnastics & tumbling programs	2	0.5 %
Before & after school programs	2	0.5 %
Youth summer camp programs	3	0.8 %
Youth art, dance, performing arts	3	0.8 %
Adult art, dance, performing arts	4	1.1 %
Youth sports programs	3	0.8 %
Adult sports programs	4	1.1 %
Senior programs	15	4.1 %
Nature programs	16	4.3 %
Outdoor recreation programs	12	3.3 %
Youth fitness & wellness programs	1	0.3 %
Group fitness & wellness programs	14	3.8 %
Water fitness programs	9	2.4 %
Learn to Swim programs	7	1.9 %
Community special events	28	7.6 %
Walk/run events	8	2.2 %
Community gardens	19	5.2 %
Trips to special attractions & events	11	3.0 %
Tennis lessons & leagues	6	1.6 %
None chosen	197	53.5 %
Total	368	100.0 %

**Q12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household?**

Q12. 4th choice	Number	Percent
Preschool programs/early childhood	1	0.3 %
Gymnastics & tumbling programs	3	0.8 %
Before & after school programs	1	0.3 %
Youth summer camp programs	4	1.1 %
Youth art, dance, performing arts	2	0.5 %
Adult art, dance, performing arts	5	1.4 %
Youth sports programs	4	1.1 %
Adult sports programs	6	1.6 %
Programs for people with disabilities	2	0.5 %
Senior programs	6	1.6 %
Nature programs	5	1.4 %
Outdoor recreation programs	6	1.6 %
Group fitness & wellness programs	7	1.9 %
Water fitness programs	4	1.1 %
Learn to Swim programs	7	1.9 %
Community special events	13	3.5 %
Walk/run events	16	4.3 %
Community gardens	19	5.2 %
Trips to special attractions & events	7	1.9 %
Tennis lessons & leagues	8	2.2 %
Other	2	0.5 %
None chosen	240	65.2 %
Total	368	100.0 %

**SUM OF TOP FOUR CHOICES****Q12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household? (top 4)**

Q12. Top choice	Number	Percent
Preschool programs/early childhood	16	4.3 %
Gymnastics & tumbling programs	10	2.7 %
Before & after school programs	12	3.3 %
Youth summer camp programs	19	5.2 %
Youth art, dance, performing arts	6	1.6 %
Adult art, dance, performing arts	24	6.5 %
Youth sports programs	33	9.0 %
Adult sports programs	29	7.9 %
Programs for people with disabilities	9	2.4 %
Senior programs	87	23.6 %
Nature programs	73	19.8 %
Outdoor recreation programs	32	8.7 %
Youth fitness & wellness programs	9	2.4 %
Group fitness & wellness programs	66	17.9 %
Water fitness programs	40	10.9 %
Learn to Swim programs	22	6.0 %
Community special events	93	25.3 %
Walk/run events	73	19.8 %
Community gardens	49	13.3 %
Trips to special attractions & events	27	7.3 %
Tennis lessons & leagues	22	6.0 %
Other	10	2.7 %
None chosen	114	31.0 %
Total	875	

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

(N=368)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Q13-1. Maintenance of Chesterfield parks	55.7%	19.6%	4.1%	1.6%	0.3%	18.8%
Q13-2. Number of Chesterfield parks	35.6%	27.4%	9.5%	5.4%	0.8%	21.2%
Q13-3. Number of walking/biking trails	25.5%	32.6%	12.5%	8.2%	2.4%	18.8%
Q13-4. Quality of outdoor athletic fields	31.0%	11.1%	9.5%	0.8%	0.8%	46.7%
Q13-5. Indoor recreation/fitness spaces	10.6%	8.2%	14.4%	7.9%	5.4%	53.5%
Q13-6. Number of multi-use fields	17.1%	9.8%	13.6%	1.4%	0.8%	57.3%
Q13-7. Number of baseball/softball fields	22.6%	7.1%	11.7%	1.1%	0.3%	57.3%
Q13-8. Chesterfield youth programs	16.3%	6.8%	14.1%	1.1%	0.5%	61.1%
Q13-9. Chesterfield adult programs	7.3%	9.0%	17.4%	2.4%	1.1%	62.8%
Q13-10. Quality of programs & facilities for adults 55 years of age & older	7.1%	7.9%	13.6%	5.4%	1.9%	64.1%
Q13-11. Chesterfield amphitheater performances	33.7%	18.5%	10.3%	1.4%	0.8%	35.3%
Q13-12. Ease of registering for programs	18.8%	11.1%	13.0%	1.9%	1.1%	54.1%

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied."**

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied	Don't know
Q13-13. Availability of information about programs & facilities	19.0%	20.1%	16.0%	7.3%	2.7%	34.8%
Q13-14. Rental of shelters or meeting rooms	10.3%	8.7%	12.8%	2.7%	1.1%	64.4%
Q13-15. User friendliness of Chesterfield website	15.8%	18.5%	13.9%	5.2%	2.4%	44.3%
Q13-16. Fees charged for recreation programs	12.5%	12.0%	18.2%	1.4%	2.2%	53.8%
Q13-17. Number of park shelters/pavilions	15.2%	16.3%	17.4%	4.3%	1.9%	44.8%
Q13-18. Customer assistance by staff over the phone	12.5%	6.3%	10.1%	1.4%	1.9%	67.9%
Q13-19. Customer assistance by staff via email	10.3%	3.5%	13.3%	0.5%	2.2%	70.1%
Q13-20. Public art exhibits	11.1%	13.9%	16.0%	2.2%	1.6%	55.2%
Q13-21. Other Chesterfield programs (e.g. services, trips)	5.2%	5.7%	14.4%	1.1%	0.8%	72.8%
Q13-22. Special events	15.8%	13.0%	12.2%	0.8%	1.1%	57.1%
Q13-23. Open space/play area	17.4%	17.9%	12.0%	3.0%	1.4%	48.4%
Q13-24. Parking areas	23.9%	25.0%	11.4%	4.9%	1.6%	33.2%



**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

(N=368)

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Q13-1. Maintenance of Chesterfield parks	68.6%	24.1%	5.0%	2.0%	0.3%
Q13-2. Number of Chesterfield parks	45.2%	34.8%	12.1%	6.9%	1.0%
Q13-3. Number of walking/biking trails	31.4%	40.1%	15.4%	10.0%	3.0%
Q13-4. Quality of outdoor athletic fields	58.2%	20.9%	17.9%	1.5%	1.5%
Q13-5. Indoor recreation/fitness spaces	22.8%	17.5%	31.0%	17.0%	11.7%
Q13-6. Number of multi-use fields	40.1%	22.9%	31.8%	3.2%	1.9%
Q13-7. Number of baseball/softball fields	52.9%	16.6%	27.4%	2.5%	0.6%
Q13-8. Chesterfield youth programs	42.0%	17.5%	36.4%	2.8%	1.4%
Q13-9. Chesterfield adult programs	19.7%	24.1%	46.7%	6.6%	2.9%
Q13-10. Quality of programs & facilities for adults 55 years of age & older	19.7%	22.0%	37.9%	15.2%	5.3%
Q13-11. Chesterfield amphitheater performances	52.1%	28.6%	16.0%	2.1%	1.3%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Q13-12. Ease of registering for programs	40.8%	24.3%	28.4%	4.1%	2.4%
Q13-13. Availability of information about programs & facilities	29.2%	30.8%	24.6%	11.3%	4.2%
Q13-14. Rental of shelters or meeting rooms	29.0%	24.4%	35.9%	7.6%	3.1%
Q13-15. User friendliness of Chesterfield website	28.3%	33.2%	24.9%	9.3%	4.4%
Q13-16. Fees charged for recreation programs	27.1%	25.9%	39.4%	2.9%	4.7%
Q13-17. Number of park shelters/pavilions	27.6%	29.6%	31.5%	7.9%	3.4%
Q13-18. Customer assistance by staff over the phone	39.0%	19.5%	31.4%	4.2%	5.9%
Q13-19. Customer assistance by staff via email	34.5%	11.8%	44.5%	1.8%	7.3%
Q13-20. Public art exhibits	24.8%	30.9%	35.8%	4.8%	3.6%
Q13-21. Other Chesterfield programs (e.g. services, trips)	19.0%	21.0%	53.0%	4.0%	3.0%
Q13-22. Special events	36.7%	30.4%	28.5%	1.9%	2.5%

**WITHOUT "DON'T KNOW"**

**Q13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "very satisfied" and 1 means "very dissatisfied." (without "don't know")**

	Very satisfied	Somewhat satisfied	Neutral	Somewhat dissatisfied	Very dissatisfied
Q13-23. Open space/ play area	33.7%	34.7%	23.2%	5.8%	2.6%
Q13-24. Parking areas	35.8%	37.4%	17.1%	7.3%	2.4%

**Q14. Which THREE Parks and Recreation services in Question 13 do you think should receive the MOST ATTENTION from the Chesterfield Parks, Recreation, and Arts Department over the next TWO years?**

Q14. Top choice	Number	Percent
Maintenance of Chesterfield parks	48	13.0 %
Number of Chesterfield parks	20	5.4 %
Number of walking/biking trails	74	20.1 %
Quality of outdoor athletic fields	4	1.1 %
Indoor recreation/fitness spaces	21	5.7 %
Number of multi-use fields	1	0.3 %
Number of baseball/softball fields	3	0.8 %
Chesterfield youth programs	4	1.1 %
Chesterfield adult programs	3	0.8 %
Quality of programs & facilities for adults 55 years of age & older	8	2.2 %
Chesterfield amphitheater performances	13	3.5 %
Ease of registering for programs	1	0.3 %
Availability of information about programs & facilities	12	3.3 %
User friendliness of Chesterfield website	5	1.4 %
Fees charged for recreation programs	2	0.5 %
Number of park shelters/pavilions	4	1.1 %
Public art exhibits	1	0.3 %
Other Chesterfield programs (e.g. services, trips)	2	0.5 %
Special events	5	1.4 %
Open space/play area	2	0.5 %
Parking areas	14	3.8 %
None chosen	121	32.9 %
Total	368	100.0 %

**Q14. Which THREE Parks and Recreation services in Question 13 do you think should receive the MOST ATTENTION from the Chesterfield Parks, Recreation, and Arts Department over the next TWO years?**

Q14. 2nd choice	Number	Percent
Maintenance of Chesterfield parks	17	4.6 %
Number of Chesterfield parks	20	5.4 %
Number of walking/biking trails	33	9.0 %
Quality of outdoor athletic fields	9	2.4 %
Indoor recreation/fitness spaces	14	3.8 %
Number of multi-use fields	1	0.3 %
Number of baseball/softball fields	4	1.1 %
Chesterfield youth programs	2	0.5 %
Chesterfield adult programs	11	3.0 %
Quality of programs & facilities for adults 55 years of age & older	13	3.5 %
Chesterfield amphitheater performances	16	4.3 %
Ease of registering for programs	2	0.5 %
Availability of information about programs & facilities	13	3.5 %
Rental of shelters or meeting rooms	3	0.8 %
User friendliness of Chesterfield website	5	1.4 %
Fees charged for recreation programs	4	1.1 %
Number of park shelters/pavilions	7	1.9 %
Public art exhibits	1	0.3 %
Other Chesterfield programs (e.g. services, trips)	1	0.3 %
Special events	9	2.4 %
Open space/play area	6	1.6 %
Parking areas	14	3.8 %
None chosen	163	44.3 %
Total	368	100.0 %

**Q14. Which THREE Parks and Recreation services in Question 13 do you think should receive the MOST ATTENTION from the Chesterfield Parks, Recreation, and Arts Department over the next TWO years?**

Q14. 3rd choice	Number	Percent
Maintenance of Chesterfield parks	12	3.3 %
Number of Chesterfield parks	15	4.1 %
Number of walking/biking trails	19	5.2 %
Quality of outdoor athletic fields	1	0.3 %
Indoor recreation/fitness spaces	11	3.0 %
Number of multi-use fields	1	0.3 %
Chesterfield youth programs	4	1.1 %
Chesterfield adult programs	9	2.4 %
Quality of programs & facilities for adults 55 years of age & older	14	3.8 %
Chesterfield amphitheater performances	18	4.9 %
Ease of registering for programs	3	0.8 %
Availability of information about programs & facilities	6	1.6 %
Rental of shelters or meeting rooms	2	0.5 %
User friendliness of Chesterfield website	3	0.8 %
Fees charged for recreation programs	5	1.4 %
Number of park shelters/pavilions	4	1.1 %
Customer assistance by staff over the phone	2	0.5 %
Customer assistance by staff via email	2	0.5 %
Public art exhibits	6	1.6 %
Other Chesterfield programs (e.g. services, trips)	4	1.1 %
Special events	6	1.6 %
Open space/play area	6	1.6 %
Parking areas	13	3.5 %
None chosen	202	54.9 %
Total	368	100.0 %

**SUM OF TOP THREE CHOICES**

**Q14. Which THREE Parks and Recreation services in Question 13 do you think should receive the MOST ATTENTION from the Chesterfield Parks, Recreation, and Arts Department over the next TWO years? (top 3)**

Q14. Top choice	Number	Percent
Maintenance of Chesterfield parks	77	20.9 %
Number of Chesterfield parks	55	14.9 %
Number of walking/biking trails	126	34.2 %
Quality of outdoor athletic fields	14	3.8 %
Indoor recreation/fitness spaces	46	12.5 %
Number of multi-use fields	3	0.8 %
Number of baseball/softball fields	7	1.9 %
Chesterfield youth programs	10	2.7 %
Chesterfield adult programs	23	6.3 %
Quality of programs & facilities for adults 55 years of age & older	35	9.5 %
Chesterfield amphitheater performances	47	12.8 %
Ease of registering for programs	6	1.6 %
Availability of information about programs & facilities	31	8.4 %
Rental of shelters or meeting rooms	5	1.4 %
User friendliness of Chesterfield website	13	3.5 %
Fees charged for recreation programs	11	3.0 %
Number of park shelters/pavilions	15	4.1 %
Customer assistance by staff over the phone	2	0.5 %
Customer assistance by staff via email	2	0.5 %
Public art exhibits	8	2.2 %
Other Chesterfield programs (e.g. services, trips)	7	1.9 %
Special events	20	5.4 %
Open space/play area	14	3.8 %
Parking areas	41	11.1 %
None chosen	121	32.9 %
Total	739	

**Q15. Based on preliminary input from the community, the following are major actions that the City of Chesterfield could take to improve the Parks, Recreation, and Arts system. Please indicate how supportive you would be of each action.**

(N=368)

	Very supportive	Somewhat supportive	Not sure	Not supportive	Not provided
Q15-1. Acquire property to develop new neighborhood & community parks	38.6%	22.8%	16.8%	8.4%	13.3%
Q15-2. Develop connection trails	62.8%	13.6%	9.2%	3.5%	10.9%
Q15-3. Develop additional parking near Central Park	34.8%	22.0%	21.7%	8.7%	12.8%
Q15-4. Develop an indoor senior/recreation center	38.6%	22.0%	16.8%	10.6%	12.0%
Q15-5. Develop a skate park/bike park	15.2%	16.0%	26.4%	26.4%	16.0%
Q15-6. Allow paddleboats & kayaks in Central Park Lake	32.1%	20.1%	17.1%	16.0%	14.7%
Q15-7. Other	95.2%	4.8%	0.0%	0.0%	0.0%



**WITHOUT "NOT PROVIDED"**

**Q15. Based on preliminary input from the community, the following are major actions that the City of Chesterfield could take to improve the Parks, Recreation, and Arts system. Please indicate how supportive you would be of each action. (without "not provided")**

(N=368)

	Very supportive	Somewhat supportive	Not sure	Not supportive
Q15-1. Acquire property to develop new neighborhood & community parks	44.5%	26.3%	19.4%	9.7%
Q15-2. Develop connection trails	70.4%	15.2%	10.4%	4.0%
Q15-3. Develop additional parking near Central Park	39.9%	25.2%	24.9%	10.0%
Q15-4. Develop an indoor senior/recreation center	43.8%	25.0%	19.1%	12.0%
Q15-5. Develop a skate park/bike park	18.1%	19.1%	31.4%	31.4%
Q15-6. Allow paddleboats & kayaks in Central Park Lake	37.6%	23.6%	20.1%	18.8%
Q15-7. Other	95.2%	4.8%	0.0%	0.0%

**Q15-7. Other**

<u>Q15-7. Other</u>	<u>Number</u>	<u>Percent</u>
More extensive cycling & nature running trails throughout Chesterfield	1	4.8 %
Improve pool area, bring back the music, add additions to water park	1	4.8 %
Playground and improved walk in Eberwein Park	1	4.8 %
Golf facility	1	4.8 %
New features at the park	1	4.8 %
Purchase property for boat ramp	1	4.8 %
More park shelters for private rental	1	4.8 %
Passive conservation areas are needed	1	4.8 %
Finish Central Park waterfall and creek	1	4.8 %
Finish bike trail on Levee	1	4.8 %
Free indoor walking, convert Chesterfield mall into a loop	1	4.8 %
Plant more trees	1	4.8 %
Activities for disabled youth	1	4.8 %
Finish Monarch Levee Trail	1	4.8 %
Turf fields in athletic complex	1	4.8 %
Community fitness center	1	4.8 %
INDOOR EXERCISE FACILITY	1	4.8 %
INDOOR RUNNING AND WALKING	1	4.8 %
Maintain Shuffleboard Park	1	4.8 %
Food or remote control boat in lake	1	4.8 %
<u>Fishing lake</u>	<u>1</u>	<u>4.8 %</u>
Total	21	100.0 %

**Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to your household?**

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Acquire property to develop new neighborhood & community parks	51	13.9 %
Develop connection trails	110	29.9 %
Develop additional parking near Central Park	23	6.3 %
Develop an indoor senior/recreation center	57	15.5 %
Develop a skate park/bike park	6	1.6 %
Allow paddleboats & kayaks in Central Park Lake	16	4.3 %
Other	12	3.3 %
None chosen	93	25.3 %
Total	368	100.0 %

**Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to your household?**

<u>Q16. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Acquire property to develop new neighborhood & community parks	44	12.0 %
Develop connection trails	63	17.1 %
Develop additional parking near Central Park	36	9.8 %
Develop an indoor senior/recreation center	47	12.8 %
Develop a skate park/bike park	11	3.0 %
Allow paddleboats & kayaks in Central Park Lake	31	8.4 %
Other	4	1.1 %
None chosen	132	35.9 %
Total	368	100.0 %

**Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to your household?**

<u>Q16. 3rd choice</u>	<u>Number</u>	<u>Percent</u>
Acquire property to develop new neighborhood & community parks	31	8.4 %
Develop connection trails	32	8.7 %
Develop additional parking near Central Park	33	9.0 %
Develop an indoor senior/recreation center	31	8.4 %
Develop a skate park/bike park	20	5.4 %
Allow paddleboats & kayaks in Central Park Lake	40	10.9 %
Other	4	1.1 %
None chosen	177	48.1 %
Total	368	100.0 %

**SUM OF TOP THREE CHOICES****Q16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to your household? (top 3)**

<u>Q16. Top choice</u>	<u>Number</u>	<u>Percent</u>
Acquire property to develop new neighborhood & community parks	126	34.2 %
Develop connection trails	205	55.7 %
Develop additional parking near Central Park	92	25.0 %
Develop an indoor senior/recreation center	135	36.7 %
Develop a skate park/bike park	37	10.1 %
Allow paddleboats & kayaks in Central Park Lake	87	23.6 %
Other	20	5.4 %
None chosen	93	25.3 %
Total	795	

**Q17. What is your age?**

Q17. Your age	Number	Percent
18-34	65	17.7 %
35-44	59	16.0 %
45-54	70	19.0 %
55-64	85	23.1 %
65+	75	20.4 %
Not provided	14	3.8 %
Total	368	100.0 %

**WITHOUT "NOT PROVIDED"****Q17. What is your age? (without "not provided")**

Q17. Your age	Number	Percent
18-34	65	18.4 %
35-44	59	16.7 %
45-54	70	19.8 %
55-64	85	24.0 %
65+	75	21.2 %
Total	354	100.0 %

**Q18. Including yourself, how many people in your household are...**

	Mean	Sum
number	2.5	896
Under age 5	0.1	34
Ages 5-9	0.1	37
Ages 10-14	0.1	35
Ages 15-19	0.2	64
Ages 20-24	0.2	58
Ages 25-34	0.3	102
Ages 35-44	0.3	100
Ages 45-54	0.4	148
Ages 55-64	0.4	155
Ages 65-74	0.3	103
Ages 75+	0.2	60

**Q19. Your gender:**

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	180	48.9 %
Female	184	50.0 %
Not provided	4	1.1 %
Total	368	100.0 %

**WITHOUT "NOT PROVIDED"****Q19. Your gender: (without "not provided")**

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	180	49.5 %
Female	184	50.5 %
Total	364	100.0 %

**Q20. What is your total annual household income?**

Q20. Your total annual household income	Number	Percent
Under \$40K	8	2.2 %
\$40K to \$69,999	22	6.0 %
\$70K to \$99,999	41	11.1 %
\$100K to \$129,999	45	12.2 %
\$130K to \$149,999	30	8.2 %
\$150K to \$199,999	49	13.3 %
\$200K to \$249,999	32	8.7 %
\$250K+	51	13.9 %
Not provided	90	24.5 %
Total	368	100.0 %

**WITHOUT "NOT PROVIDED"****Q20. What is your total annual household income? (without "not provided")**

Q20. Your total annual household income	Number	Percent
Under \$40K	8	2.9 %
\$40K to \$69,999	22	7.9 %
\$70K to \$99,999	41	14.7 %
\$100K to \$129,999	45	16.2 %
\$130K to \$149,999	30	10.8 %
\$150K to \$199,999	49	17.6 %
\$200K to \$249,999	32	11.5 %
\$250K+	51	18.3 %
Total	278	100.0 %



# **Section 5**

## ***Survey Instrument***

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# 2018 City of Chesterfield Community Interest and Opinion Survey

The City of Chesterfield cares about your input to help determine park, recreation, and arts priorities for our community. The survey should take 10 - 15 minutes to complete. When you are finished, please return the survey in the enclosed postage-paid envelope. Thank you for helping us to create future opportunities for our community!

**1. Please indicate if you or members of your household have used any of the following Chesterfield parks/facilities during the past 12 months by circling either "Yes" or "No." If "Yes," please rate the condition of that site.**

	Park/Facility	Do you use this park/facility?		If "Yes," please rate the condition of the park/facility			
		Yes	No	Excellent	Good	Fair	Poor
01.	Central Park	Yes	No	4	3	2	1
02.	Chesterfield Valley Athletic Complex	Yes	No	4	3	2	1
03.	Eberwein Park	Yes	No	4	3	2	1
04.	Rivers Edge Park	Yes	No	4	3	2	1
05.	Riparian Trail	Yes	No	4	3	2	1
06.	Railroad Park	Yes	No	4	3	2	1
07.	Dierberg Meditation Park	Yes	No	4	3	2	1
08.	Chesterfield Outdoor Aquatic Center	Yes	No	4	3	2	1
09.	Veterans Honor Park	Yes	No	4	3	2	1
10.	Chesterfield Amphitheater	Yes	No	4	3	2	1
11.	Eberwein Dog Park	Yes	No	4	3	2	1
12.	Monarch Levee Trail	Yes	No	4	3	2	1

**2. Which THREE of the parks/facilities listed in Question 1 have you or members of your household USED MOST during the past year? [Write in your answers below using the numbers from the list in Question 1.]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_

**3. Please CHECK ALL of the following recreation programs offered or co-sponsored by the Chesterfield Parks, Recreation, and Arts Department that you or members of your household have participated in during the past 12 months.**

- |  |                                    |   |
|--|------------------------------------|---|
| ____(01) Summer concert series             | ____(09) Youth recreation programs | ____(17) Youth softball                                 |
| ____(02) Wine and Jazz festival            | ____(10) Adult recreation programs | ____(18) Youth lacrosse                                 |
| ____(03) Movies Under the Stars            | ____(11) Summer day camps          | ____(19) Youth sand volleyball                          |
| ____(04) Art exhibit at City Hall          | ____(12) Aquatic programs          | ____(20) Senior programs/events                         |
| ____(05) 4th of July fireworks celebration | ____(13) Shamrock Run/Walk         | ____(21) Environmental/Nature programs                  |
| ____(06) Ticketed concerts                 | ____(14) Turkey Trot               | ____(22) Haven't participated in programs [Skip to Q4.] |
| ____(07) Adult sand volleyball             | ____(15) Youth soccer              |   |
| ____(08) Adult softball                    | ____(16) Youth baseball            |   |

**3a. Of the programs selected in Question 7, how many different recreation programs or activities offered by Chesterfield Parks, Recreation, and Arts has your household participated in during the past 12 months?**

- |                                    |                                     |                                 |
|------------------------------------|-------------------------------------|---------------------------------|
| ____(1) 1 program/activity         | ____(3) 4 to 6 programs/activities  | ____(5) 11+ programs/activities |
| ____(2) 2 to 3 programs/activities | ____(4) 7 to 10 programs/activities |                                 |

**3b. Please check the THREE primary reasons why your household has participated in Chesterfield Parks, Recreation, and Arts programs/activities.**

- |   |   |
|---|---|
| <input type="checkbox"/> (1) Quality of instructors/coaches     | <input type="checkbox"/> (6) Times the program is offered       |
| <input type="checkbox"/> (2) Location of the program facility   | <input type="checkbox"/> (7) Friends participate in the program |
| <input type="checkbox"/> (3) Quality of the program facility    | <input type="checkbox"/> (8) Dates the program is offered       |
| <input type="checkbox"/> (4) Fees charged for the class         | <input type="checkbox"/> (9) Other: _____                       |
| <input type="checkbox"/> (5) Nowhere else to go for the service |   |

**3c. How would you rate the overall quality of recreation programs/activities that you have participated in?**

- (1) Excellent       (2) Good       (3) Fair       (4) Poor

**4. Please CHECK ALL of the following ways you learn about Chesterfield Parks, Recreation, and Arts programs and activities.**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> (01) Parks, Recreation, and Arts guide | <input type="checkbox"/> (06) Email     | <input type="checkbox"/> (11) Park Department sign boards   |
| <input type="checkbox"/> (02) Parks, Recreation, and Arts app   | <input type="checkbox"/> (07) Twitter   | <input type="checkbox"/> (12) Public meetings               |
| <input type="checkbox"/> (03) Chesterfield Amphitheater website | <input type="checkbox"/> (08) Facebook  | <input type="checkbox"/> (13) Community calendars (digital) |
| <input type="checkbox"/> (04) Chesterfield City website         | <input type="checkbox"/> (09) Instagram | <input type="checkbox"/> (14) Other: _____                  |
| <input type="checkbox"/> (05) Word of mouth                     | <input type="checkbox"/> (10) Newspaper |   |

**5. Which THREE of the information sources listed in Question 4 are your MOST PREFERRED ways to learn about Chesterfield Parks, Recreation, and Arts programs and services? [Write in your answers below using the numbers from the list in Question 4, or circle "NONE."]**

1st: \_\_\_\_\_ 2nd: \_\_\_\_\_ 3rd: \_\_\_\_\_ NONE

**6. From the following list, please CHECK ALL of the organizations that you and members of your household have used for indoor and outdoor recreation activities during the last 12 months.**

- |  |   |
|--|---|
| <input type="checkbox"/> (01) Private schools                                  | <input type="checkbox"/> (10) Adult sport leagues                       |
| <input type="checkbox"/> (02) Churches   | <input type="checkbox"/> (11) Missouri Dept. of Conservation            |
| <input type="checkbox"/> (03) Club sports teams                                | <input type="checkbox"/> (12) Other providers in Chesterfield           |
| <input type="checkbox"/> (04) Jewish Community Center                          | <input type="checkbox"/> (13) Homeowners associations/apartment complex |
| <input type="checkbox"/> (05) YMCA   | <input type="checkbox"/> (14) Other neighboring facilities              |
| <input type="checkbox"/> (06) St. Louis County Parks and Rec.                  | <input type="checkbox"/> (15) Private fitness clubs                     |
| <input type="checkbox"/> (07) Parkway/Rockwood schools                         | <input type="checkbox"/> (16) None; do not use any organizations        |
| <input type="checkbox"/> (08) Local colleges                                   | <input type="checkbox"/> (17) Other: _____                              |
| <input type="checkbox"/> (09) Missouri Dept. of Natural Resources (Katy Trail) |   |

**7. Please CHECK ALL of the following reasons that prevent you or members of your household from using the parks, recreation facilities, or programs of the Chesterfield Parks, Recreation, and Arts Department more often.**

- |   |  |
|---|--|
| <input type="checkbox"/> (01) Facilities are not well maintained    | <input type="checkbox"/> (11) Poor customer service by staff         |
| <input type="checkbox"/> (02) Program or facility not offered       | <input type="checkbox"/> (12) I do not know locations of facilities  |
| <input type="checkbox"/> (03) Facilities lack the right equipment   | <input type="checkbox"/> (13) We are too busy                        |
| <input type="checkbox"/> (04) Security is insufficient              | <input type="checkbox"/> (14) We are not interested                  |
| <input type="checkbox"/> (05) Lack of quality programs              | <input type="checkbox"/> (15) I do not know what is being offered    |
| <input type="checkbox"/> (06) Too far from our residence            | <input type="checkbox"/> (16) Operating hours not convenient         |
| <input type="checkbox"/> (07) Class full                            | <input type="checkbox"/> (17) Registration for programs is difficult |
| <input type="checkbox"/> (08) Fees are too high                     | <input type="checkbox"/> (18) Lack of parking                        |
| <input type="checkbox"/> (09) Program times are not convenient      | <input type="checkbox"/> (19) Use services of other agencies         |
| <input type="checkbox"/> (10) Use facilities in other park agencies | <input type="checkbox"/> (20) Other: _____                           |

**8. Please rate your satisfaction with the overall value your household receives from the Chesterfield Parks, Recreation, and Arts Department.**

\_\_\_\_(1) Very satisfied                      \_\_\_\_ (3) Neutral                      \_\_\_\_ (5) Very dissatisfied  
 \_\_\_\_ (2) Somewhat satisfied              \_\_\_\_ (4) Somewhat dissatisfied              \_\_\_\_ (9) Don't know

**9. Please indicate if you or members of your household have a need for each of the Parks and Recreation facilities listed below by circling either "Yes" or "No." If "Yes," please rate how well the Parks and Recreation facilities of this type in Chesterfield meets the needs of your household using a scale of 1 to 5, where 5 means "100% Met" and 1 means "0% Met."**

Type of Facility	Do you have a need for this facility?		If "Yes," how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Walking and biking trails	Yes	No	5	4	3	2	1
02. Park shelters and picnic areas	Yes	No	5	4	3	2	1
03. Small (2-10 acres) neighborhood parks	Yes	No	5	4	3	2	1
04. Natural play areas and playgrounds	Yes	No	5	4	3	2	1
05. Outdoor tennis/Pickleball courts	Yes	No	5	4	3	2	1
06. Large (15-50 acres) community parks	Yes	No	5	4	3	2	1
07. Off-leash dog parks	Yes	No	5	4	3	2	1
08. Outdoor swimming pools/water parks	Yes	No	5	4	3	2	1
09. Cricket fields	Yes	No	5	4	3	2	1
10. Outdoor basketball courts	Yes	No	5	4	3	2	1
11. Disc golf	Yes	No	5	4	3	2	1
12. Skateboarding/BMX/Biking parks	Yes	No	5	4	3	2	1
13. Outdoor sand volleyball courts	Yes	No	5	4	3	2	1
14. Nature centers and trails	Yes	No	5	4	3	2	1
15. Indoor swimming pools/leisure pools	Yes	No	5	4	3	2	1
16. Multigenerational community centers	Yes	No	5	4	3	2	1
17. Splash pads (above ground water play)	Yes	No	5	4	3	2	1
18. Indoor lap lanes for exercise swimming	Yes	No	5	4	3	2	1
19. Indoor fitness and exercise facilities	Yes	No	5	4	3	2	1
20. Indoor running/walking tracks	Yes	No	5	4	3	2	1
21. Baseball and softball fields	Yes	No	5	4	3	2	1
22. Soccer/Football/Lacrosse fields	Yes	No	5	4	3	2	1
23. Indoor basketball/volleyball courts	Yes	No	5	4	3	2	1
24. Greenspace and natural areas	Yes	No	5	4	3	2	1
25. Large indoor meeting/gathering spaces	Yes	No	5	4	3	2	1
26. Amphitheater/Performance area	Yes	No	5	4	3	2	1
27. Canoeing/Kayaking/Paddle boarding	Yes	No	5	4	3	2	1
28. Other: _____	Yes	No	5	4	3	2	1

**10. Which FOUR of the facilities listed in Question 9 on the previous page are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 9, or circle "NONE."]**

1st: \_\_\_\_                      2nd: \_\_\_\_                      3rd: \_\_\_\_                      4th: \_\_\_\_                      NONE

11. Please indicate if you or members of your household have a need for each of the recreation programs listed below by circling either "Yes" or "No." If "Yes," please rate how well recreation programs of that type in Chesterfield meet the needs of your household using a scale of 1 to 5, where 5 means "100% Met" and 1 means "0% Met."

	Type of Program	Do you have a need for this program?		If "Yes," how well are your needs being met?				
		Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01.	Preschool programs/early childhood	Yes	No	5	4	3	2	1
02.	Gymnastics and tumbling programs	Yes	No	5	4	3	2	1
03.	Before and after school programs	Yes	No	5	4	3	2	1
04.	Youth summer camp programs	Yes	No	5	4	3	2	1
05.	Youth art, dance, performing arts	Yes	No	5	4	3	2	1
06.	Adult art, dance, performing arts	Yes	No	5	4	3	2	1
07.	Youth sports programs	Yes	No	5	4	3	2	1
08.	Adult sports programs	Yes	No	5	4	3	2	1
09.	Programs for people with disabilities	Yes	No	5	4	3	2	1
10.	Senior programs	Yes	No	5	4	3	2	1
11.	Nature programs	Yes	No	5	4	3	2	1
12.	Outdoor recreation programs	Yes	No	5	4	3	2	1
13.	Youth fitness and wellness programs	Yes	No	5	4	3	2	1
14.	Group fitness and wellness programs	Yes	No	5	4	3	2	1
15.	Water fitness programs	Yes	No	5	4	3	2	1
16.	Learn to Swim programs	Yes	No	5	4	3	2	1
17.	Community special events	Yes	No	5	4	3	2	1
18.	Walk/Run events	Yes	No	5	4	3	2	1
19.	Community gardens	Yes	No	5	4	3	2	1
20.	Trips to special attractions and events	Yes	No	5	4	3	2	1
21.	Tennis lessons and leagues	Yes	No	5	4	3	2	1
22.	Other: _____	Yes	No	5	4	3	2	1

12. Which FOUR types of programs in Question 11 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 11, or circle "NONE."]

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ 4th: \_\_\_\_ NONE

**13. Please rate your satisfaction with the following Parks and Recreation services provided by Chesterfield Parks, Recreation, and Arts Department using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."**

		Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
01.	Maintenance of Chesterfield parks	5	4	3	2	1	9
02.	Number of Chesterfield parks	5	4	3	2	1	9
03.	Number of walking/biking trails	5	4	3	2	1	9
04.	Quality of outdoor athletic fields	5	4	3	2	1	9
05.	Indoor recreation/fitness spaces	5	4	3	2	1	9
06.	Number of multi-use fields	5	4	3	2	1	9
07.	Number of baseball/softball fields	5	4	3	2	1	9
08.	The Chesterfield youth programs	5	4	3	2	1	9
09.	The Chesterfield adult programs	5	4	3	2	1	9
10.	Quality of programs and facilities for adults 55 years of age and older	5	4	3	2	1	9
11.	Chesterfield amphitheater performances	5	4	3	2	1	9
12.	Ease of registering for programs	5	4	3	2	1	9
13.	Availability of information about programs and facilities	5	4	3	2	1	9
14.	Rental of shelters or meeting rooms	5	4	3	2	1	9
15.	User friendliness of Chesterfield website	5	4	3	2	1	9
16.	Fees charged for recreation programs	5	4	3	2	1	9
17.	Number of park shelters/pavilions	5	4	3	2	1	9
18.	Customer assistance by staff over the phone	5	4	3	2	1	9
19.	Customer assistance by staff via email	5	4	3	2	1	9
20.	Public art exhibits	5	4	3	2	1	9
21.	Other Chesterfield programs (e.g. services, trips, special events)	5	4	3	2	1	9
22.	Special Events	5	4	3	2	1	9
23.	Open Space/Play Area	5	4	3	2	1	9
24.	Parking areas	5	4	3	2	1	9

**14. Which THREE Parks and Recreation services in Question 13 do you think should receive the MOST ATTENTION from the Chesterfield Parks, Recreation, and Arts Department over the next TWO years? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

**15. Based on preliminary input from the community, the following are major actions that the City of Chesterfield could take to improve the Parks, Recreation, and Arts system. Please indicate how supportive you would be of each action by circling the corresponding number to the right.**

How supportive are you of having the City of Chesterfield...	Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
1. Acquire property to develop new neighborhood and community parks	4	3	2	1
2. Develop connection trails	4	3	2	1
3. Develop additional parking near Central Park	4	3	2	1
4. Develop an indoor senior/recreation center	4	3	2	1
5. Develop a skate park/bike park	4	3	2	1
6. Allow paddleboats and kayaks in Central Park Lake	4	3	2	1
7. Other: _____	4	3	2	1

**16. Which THREE of the items listed in Question 15 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 15, or circle "NONE."]**

1st: \_\_\_\_ 2nd: \_\_\_\_ 3rd: \_\_\_\_ NONE

- 17. What is your age?** \_\_\_\_\_ years
- 18. Including yourself, how many people in your household are...**
- |                    |                   |                   |                   |
|--------------------|-------------------|-------------------|-------------------|
| Under age 5: _____ | Ages 15-19: _____ | Ages 35-44: _____ | Ages 65-74: _____ |
| Ages 5-9: _____    | Ages 20-24: _____ | Ages 45-54: _____ | Ages 75+: _____   |
| Ages 10-14: _____  | Ages 25-34: _____ | Ages 55-64: _____ |                   |
- 19. Your gender:** \_\_\_\_\_(1) Male \_\_\_\_\_(2) Female
- 20. What is your total annual household income?**
- |                                |                                  |                                  |
|--------------------------------|----------------------------------|----------------------------------|
| _____ (1) Under \$40,000       | _____ (4) \$100,000 to \$129,999 | _____ (7) \$200,000 to \$249,999 |
| _____ (2) \$40,000 to \$69,999 | _____ (5) \$130,000 to \$149,999 | _____ (8) \$250,000 or more      |
| _____ (3) \$70,000 to \$99,999 | _____ (6) \$150,000 to \$199,999 |                                  |

**This concludes the survey. Thank you for your time!**  
 Please return your completed survey in the enclosed return-reply envelope addressed to:  
 ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your response will remain completely confidential.  
 The address information printed to the right will  
 ONLY be used to help identify areas with special  
 interests. Thank you.