

City of Upper Arlington Community Interest and Opinion Survey

Findings Report

Submitted to the City of Upper Arlington, Ohio

by:

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725 W. Frontier Lane,
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Contents

| | |
|---|----------|
| Executive Summary | i |
| Section 1: Charts and Graphs..... | 1 |
| Section 2: Priority Investment Rating | 20 |
| Section 3: Benchmarking Analysis | 28 |
| Section 4: Tabular Data..... | 33 |
| Section 5: Survey Instrument..... | 87 |

City of Upper Arlington Community Interest and Opinion Survey *Executive Summary*

Overview

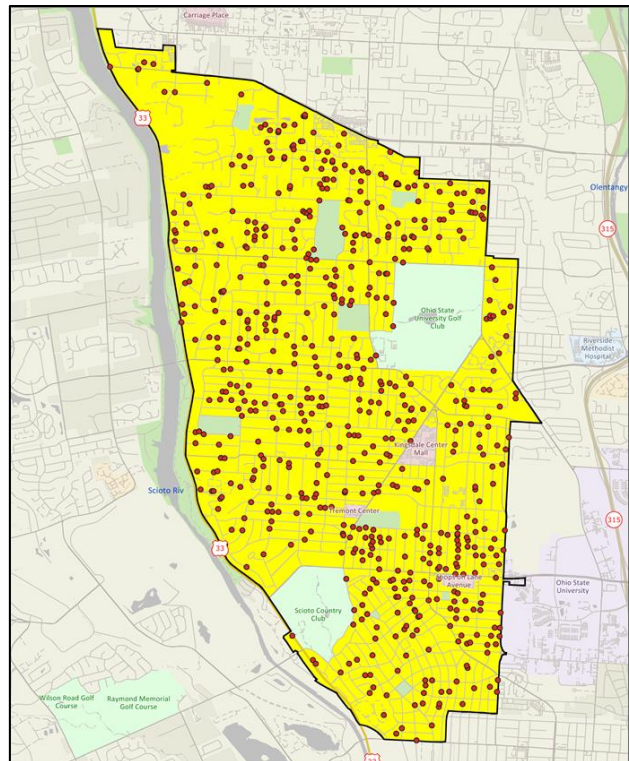
ETC Institute administered a community interest and opinion survey for the City of Upper Arlington during January and February of 2018. The survey was administered as part of the City's comprehensive review of its parks and recreation system. The goal of the survey was to establish priorities for the future improvement of parks, recreation facilities, programs and services within the community.

Methodology

ETC Institute mailed a survey packet to a random sample of households in the City of Upper Arlington. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. 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 on-line version of the survey (www.uaohsurvey.com) to make it easy for residents to complete the survey.

To prevent people who were not residents of Upper Arlington from participating, everyone who completed the survey on-line was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered on-line with the addresses that were originally selected for the random sample. If the address from a survey completed on-line did not match one of the addresses selected for the sample, the on-line survey was not counted. The map on the right shows the physical distribution of respondents to the resident survey based on the location of their home.

The goal was to obtain completed surveys from at least 350 residents. This goal was far exceeded, with a total of 653 residents completing the survey. The overall results for the sample of 653 households have a precision of at least $\pm 3.9\%$ 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 below and on the following pages.

Use of Parks

Respondents were asked to indicate which City of Upper Arlington parks and facilities their household had used during the past 12 months. Based on the sum of their choices, the parks visited most were Northam Park (69%), Thompson Park (54%), and Fancyburg Park (51%). When asked about the condition of the parks/facilities they visited, 98% rated the Amelita Mirolo Barn as “excellent” or “good;” other parks/facilities that were rated “excellent” or “good” include: Tremont Pool (97%), Reed Road Water Park (96%), Sunny 95 Park (95%), and Thompson Park (91%).

Information Sources

When asked how they have learned about City of Upper Arlington programs and activities, 80% of respondents indicated it was from the Activity Guide program catalog; 48% from the UA Insight Newsletter, 44% from the Upper Arlington website, and 43% from friends and neighbors. Respondents were also asked to provide their most preferred ways to learn about parks and recreation programs and services; 69% indicated it was from the Activity Guide program catalog; 34% from the Upper Arlington website, and 31% from the UA Insight Newsletter.

Recreation Programs Households Have Participated In

Residents were asked which recreation programs/activities their household had participated in during the past 12 months. Based on the sum of their choices, the programs/activities included: cultural arts (48%), special events (43%), aquatics (25%) and community youth athletics (23%). Sixty percent (60%) indicated they had participated in 1 to 3 programs/activities during the past 12 months, and 90% rated the overall quality of the programs/activities as “excellent” or “good.”

Reasons that prevented households from using Upper Arlington parks, recreation facilities or programs more often included: being too busy (35%), program times not convenient (23%), and lack of adequate facilities (19%).

Support for Improvements to the Parks & Recreation System

Respondents were asked to indicate their level of support for a list of seven actions the City of Upper Arlington could take to improve the parks and recreation system. Based on the sum of “very supportive” and “somewhat supportive” responses from residents, the actions receiving the most support included: developing new walking/biking trails and sidewalks (86%), upgrading existing neighborhood and community parks (84%), and acquiring property to redevelop into open space (70%).

Based on the sum of their top three choices, the above-mentioned items were also the improvements that residents thought were most important for the City to make.

Support for Programming Space and Indoor Recreation Facility

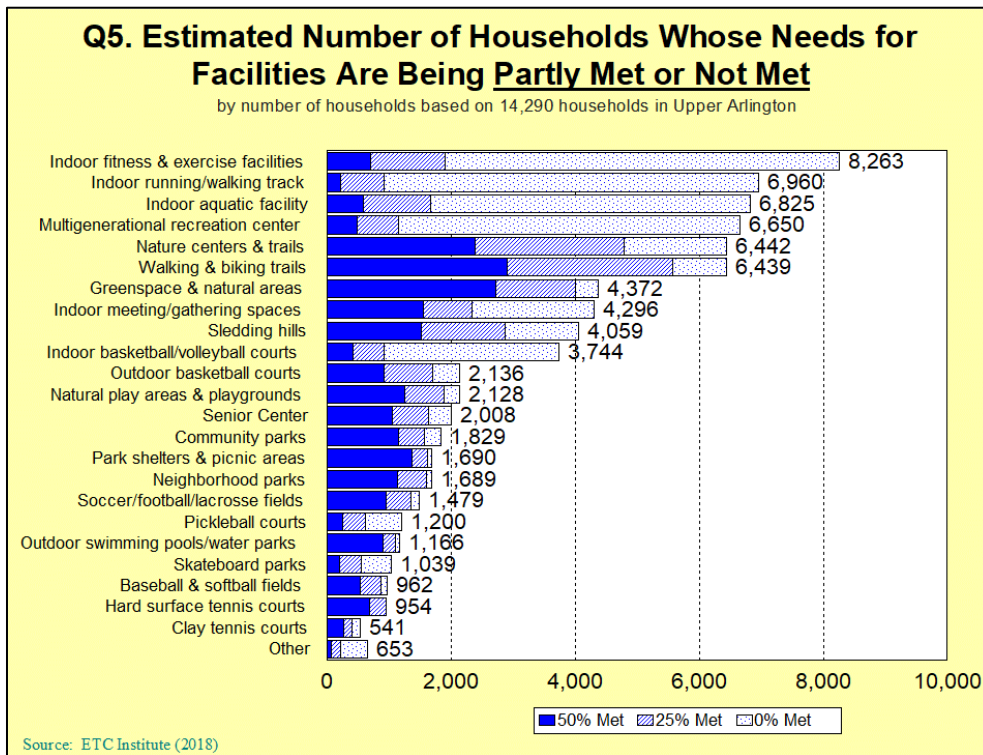
Respondents were asked to indicate their level of support for replacing the current Senior Center with programming space for older adults. Twenty percent (20%) indicated they were “very supportive,” 16% were “somewhat supportive,” 23% were “neutral,” 17% were “somewhat unsupportive,” and 25% were “very unsupportive.”

Residents were also asked to indicate their support for exploring feasibility of an indoor recreation facility that serves all ages and segments of the population. Sixty-four percent (64%) of respondents indicated they were “very supportive,” 17% were “somewhat supportive,” 8% were “neutral,” 4% were “somewhat unsupportive,” and 7% were “very unsupportive.”

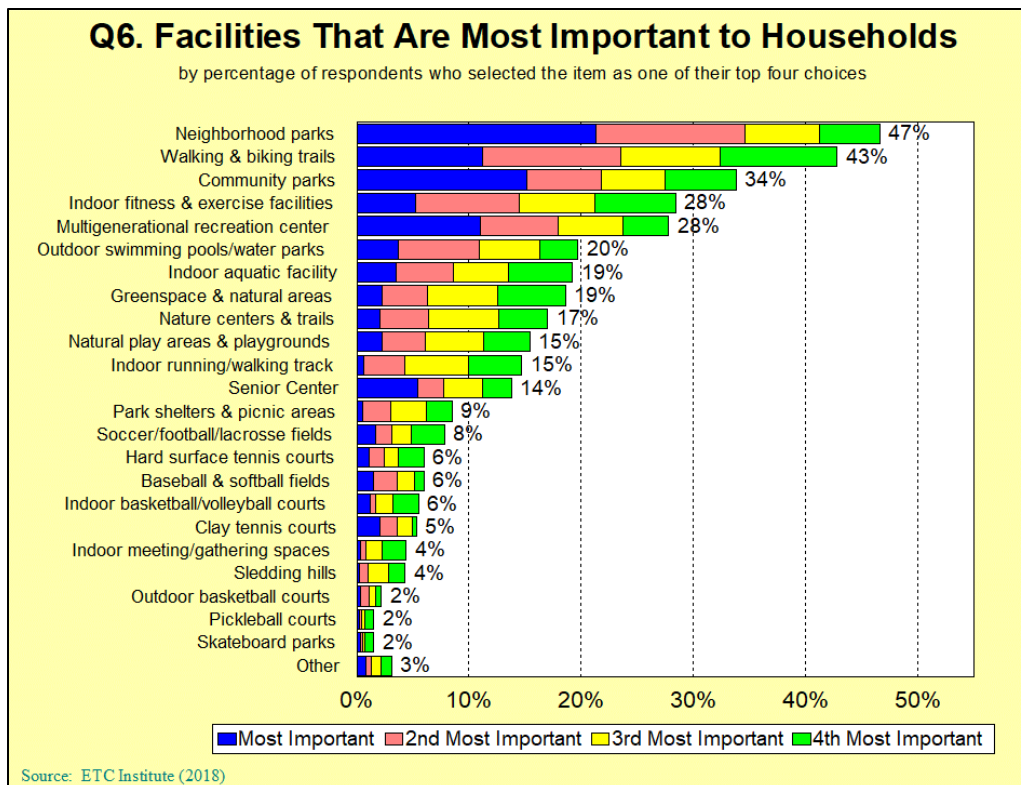
Facility Needs and Priorities

Facility Needs: Respondents were asked to identify if their household had a need for 24 parks and recreation facilities 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 three parks and recreation facilities with the highest percentage of households that indicated a need for the facility were: walking & biking trails (84%), neighborhood parks (82%), and green space & natural areas (75%). When ETC Institute analyzed the needs in the community, these same three facilities had a need that affected more than 10,000 households. ETC Institute estimates a total of 8,263 households in the City of Upper Arlington that have a need have unmet needs for indoor fitness and exercise facilities. The estimated number of households that have unmet needs for each of the 24 facilities that were assessed is shown on the following page.



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 three most important facilities to residents were: neighborhood parks (47%), walking and biking trails (43%), and community parks (34%). The percentage of residents who selected each facility as one of their top four choices is shown in the chart below.

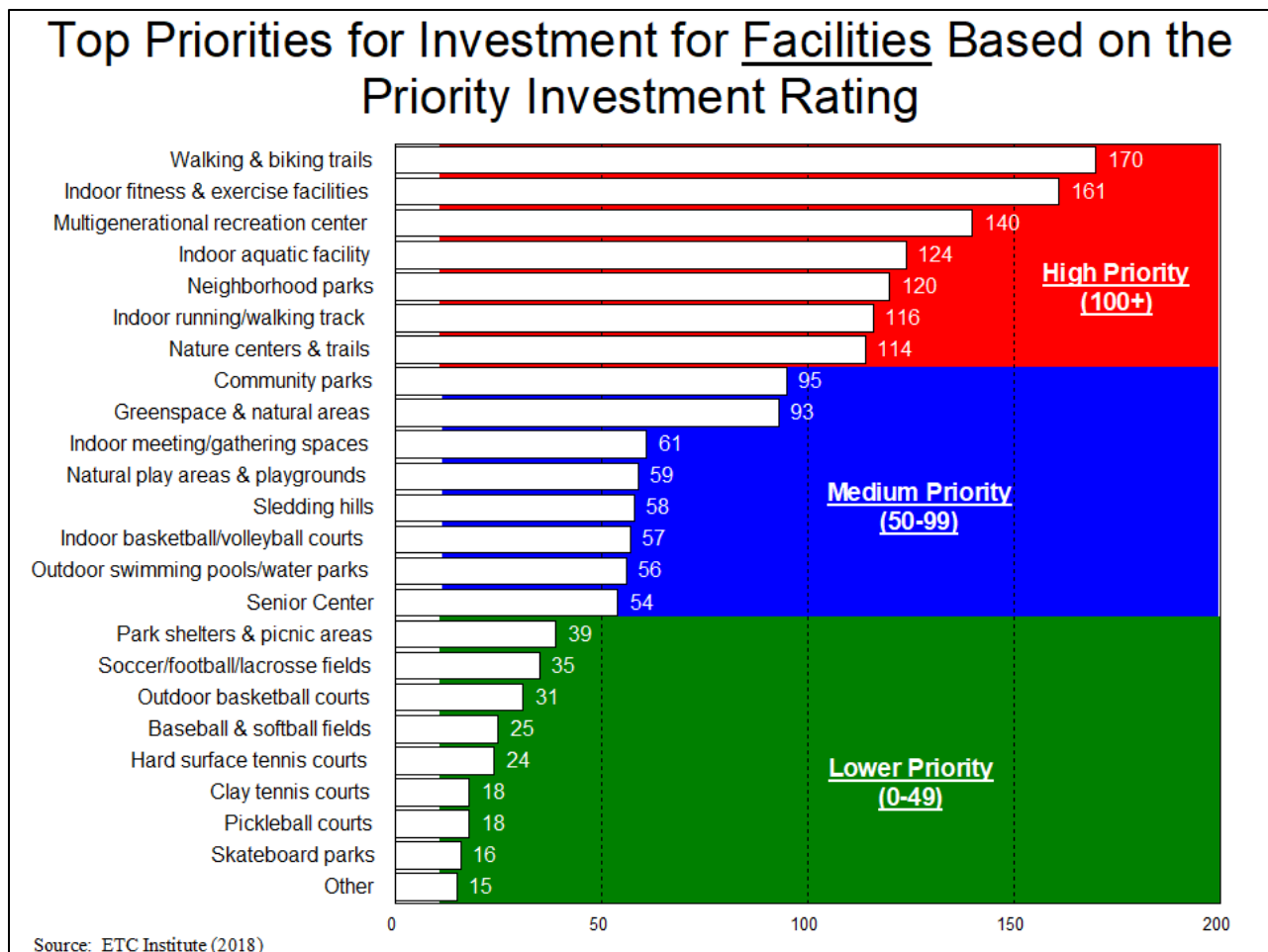


Priorities for Facility Investments: The Priority Investment Rating (PIR) was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on parks, trails, recreational facilities, and services. The PIR equally weights (1) the importance 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 seven facilities were rated as high priorities for investment:

- Walking and biking trails (PIR=170)
- Indoor fitness and exercise facilities (PIR=161)
- Multigenerational recreation center (PIR=140)
- Indoor aquatic facility (PIR=124)
- Neighborhood parks (PIR=120)
- Indoor running/walking track (PIR=116)
- Nature centers and trails (PIR=114)

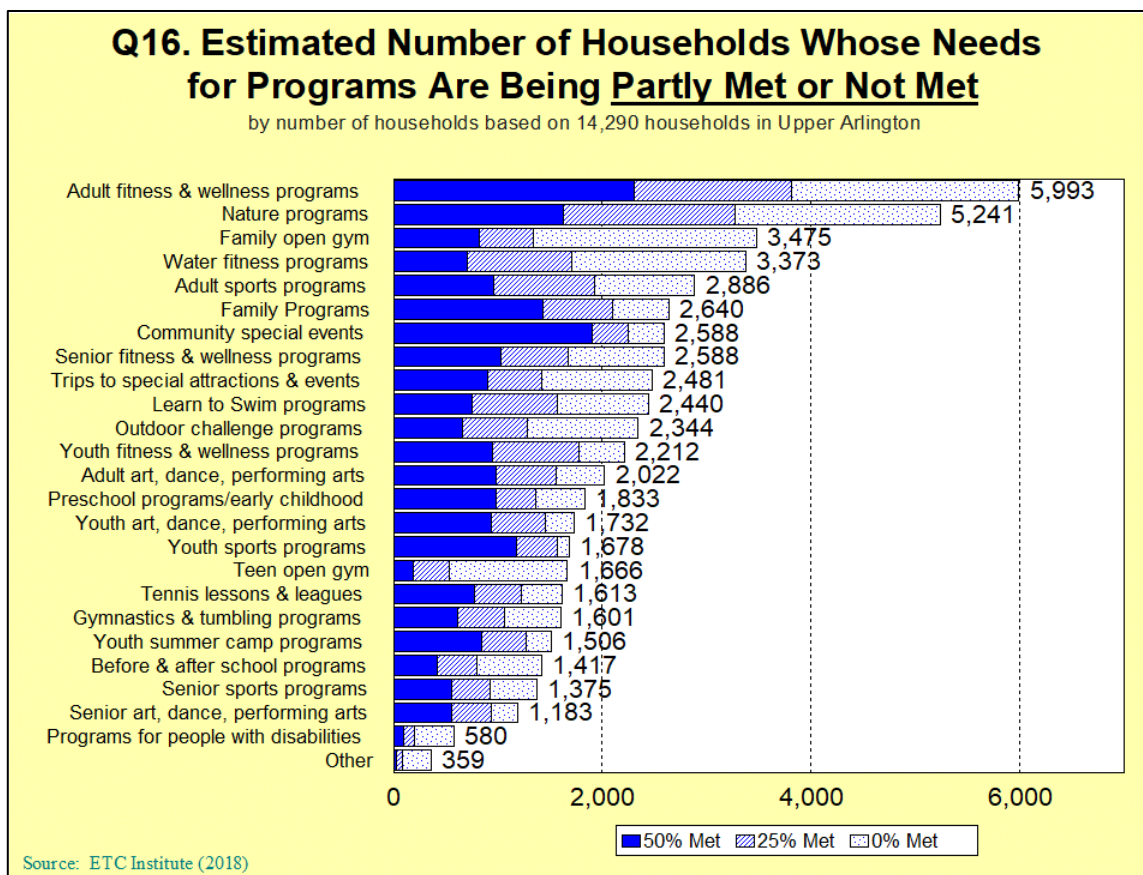
The chart below shows the Priority Investment Rating for each of the 24 facilities that were assessed on the survey.



Programming Needs and Priorities

Programming Needs. Respondents were also asked to identify if their household had a need for 25 parks and recreation 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 three programs with the highest percentage of households that had needs were: adult fitness and wellness programs (56%), community special events (55%), and nature programs (43%). When ETC Institute analyzed the needs in the community, two programs, adult fitness and wellness programs and community special events, had a need that affected more than 7,500 households. ETC Institute estimates a total of 5,993 households in the City of Upper Arlington that have a need have unmet needs for adult fitness and wellness programs. The estimated number of households that have unmet needs for each of the 25 programs that were assessed is shown below.

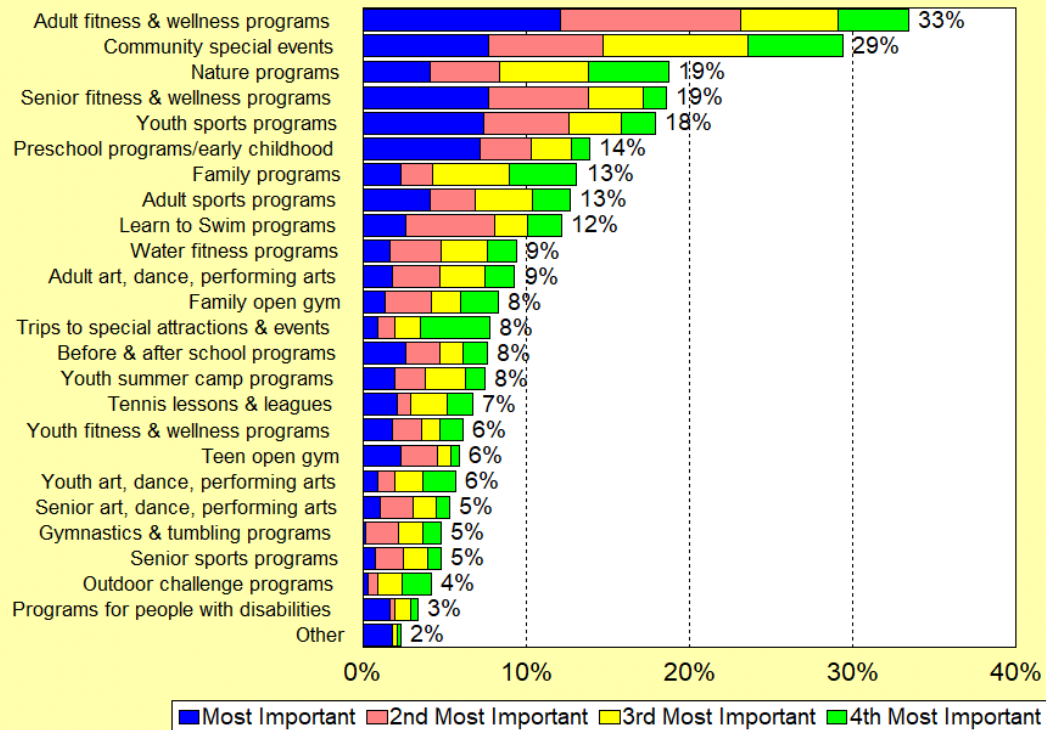


Program Importance. In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents place on each program. Based on the sum of respondents’ top four choices, the three most important programs to residents were: adult fitness and wellness (33%), community special events (29%), and nature programs (19%).

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

Q17. Programs That Are Most Important to Households

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



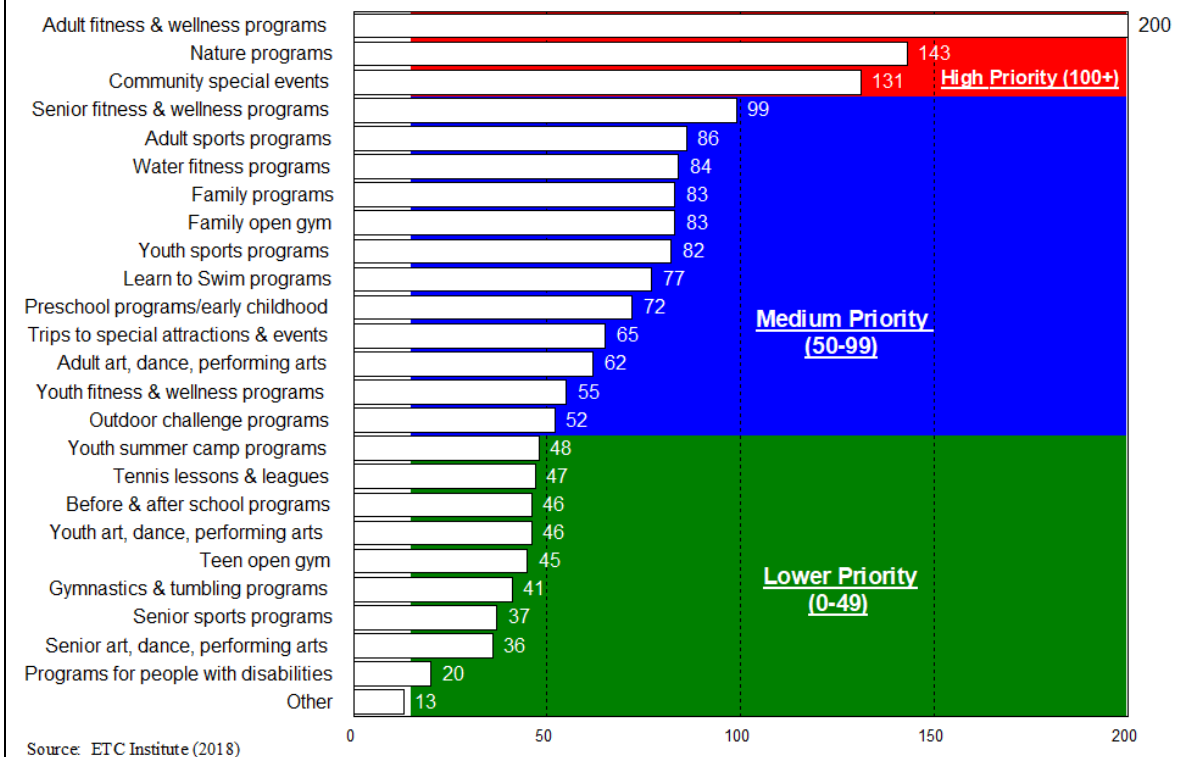
Source: ETC Institute (2018)

Priorities for Programming Investments. Based on the priority investment rating (PIR), which was described briefly on page v of this Executive Summary and is described in more detail in Section 2 of this report, the following three programs were rated as “high priorities” for investment:

- Adult fitness and wellness programs (PIR=200)
- Nature programs (PIR=143)
- Community special events (PIR=131)

The chart on the following page shows the Priority Investment Rating (PIR) for each of the 25 programs that were rated.

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



Conclusions and Recommendations

When analyzing the facilities offered by the City of Upper Arlington, walking & biking trails, neighborhood parks, and green space & natural areas were the facilities for which the highest number of residents has a need. The facilities that were the most important to households were neighborhood parks, walking and biking trails, and community parks. Focusing on walking & biking trails and neighborhood parks would provide the greatest benefit for the largest number of residents within the City. Beginning an initiative to develop indoor fitness and exercise facilities will have the greatest impact throughout the community in alleviating unmet needs.

When analyzing the programs offered by the City, adult fitness and wellness programs, community special events, and nature programs were the items for which the highest number of residents has a need. These three programs were also the most important to households. The estimated number of households that have a need for each of these programs is all over 6,000; continuing to focus on these three programs will give the City the ability to serve the largest number of households who have a need for the program.

In order to ensure that the City of Upper Arlington continues to meet the needs and expectations of the community, ETC Institute recommends that the City 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 on the following page.

Facility Priorities

- Walking and biking trails (PIR=170)
- Indoor fitness and exercise facilities (PIR=161)
- Multigenerational recreation center (PIR=140)
- Indoor aquatic facility (PIR=124)
- Neighborhood parks (PIR=120)
- Indoor running/walking track (PIR=116)
- Nature centers and trails (PIR=114)

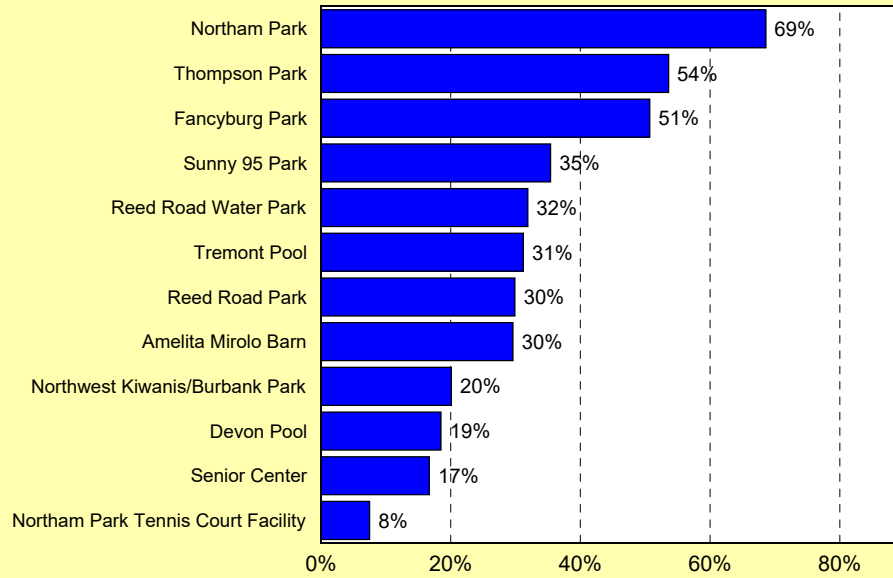
Programming Priorities

- Adult fitness and wellness programs (PIR=200)
- Nature programs (PIR=143)
- Community special events (PIR=131)

Section 1:
Charts and Graphs

Q1. Parks/Facilities Respondent Households Have Used During the Past 12 Months

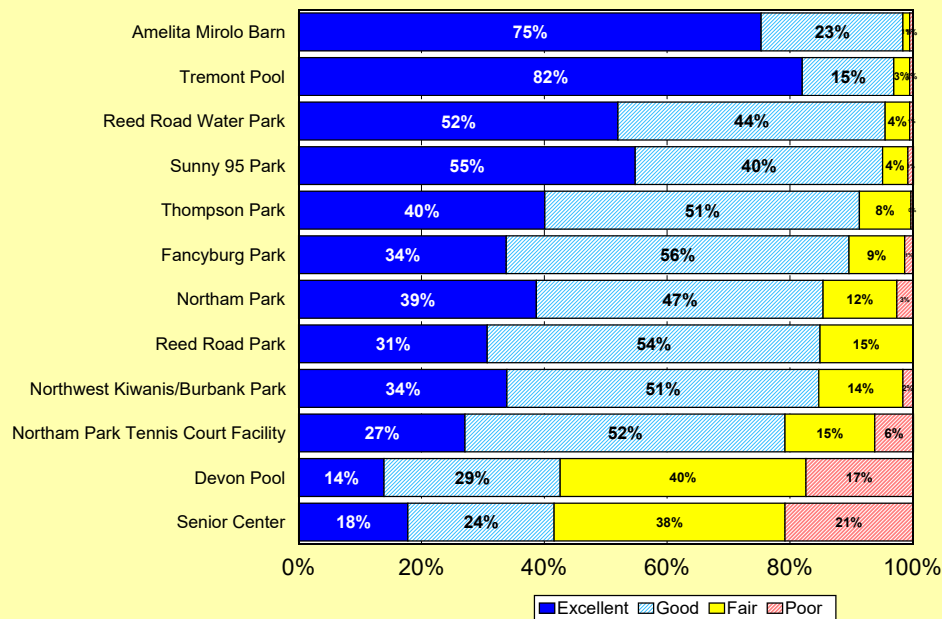
by percentage of respondents



Source: ETC Institute (2018)

Q1. Condition of Parks/Facilities Used by Households

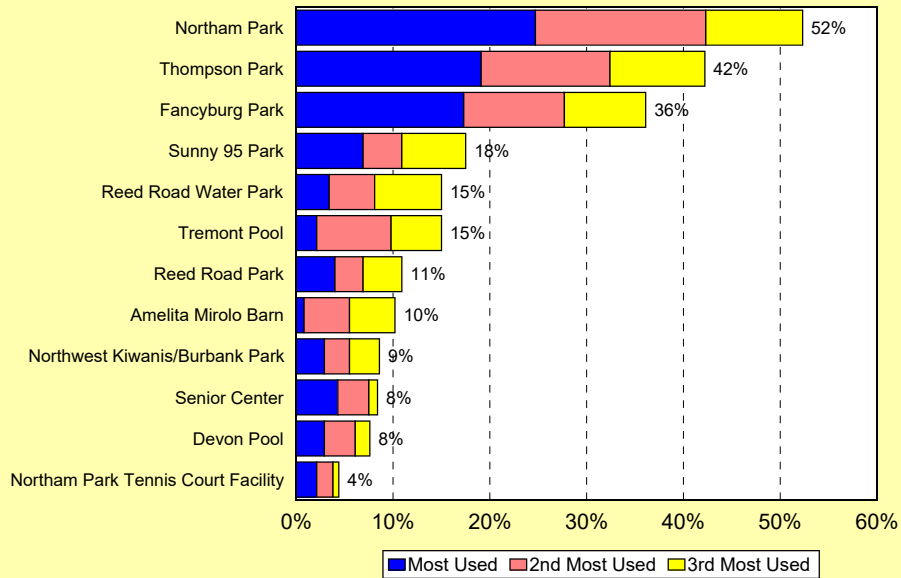
by percentage of respondents who use parks/facilities



Source: ETC Institute (2018)

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

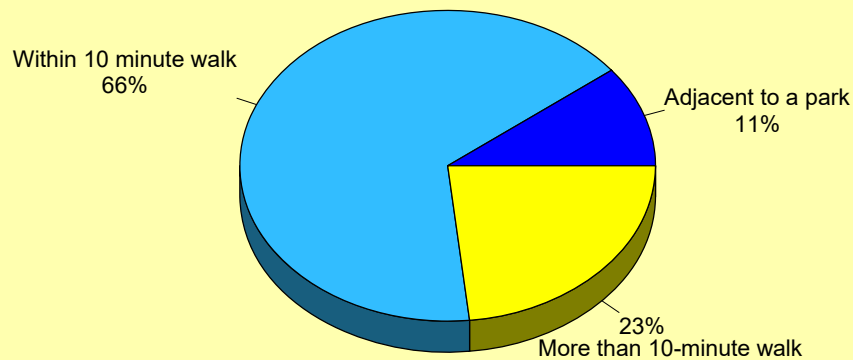
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2018)

Q3. How Close Residence is to a Park

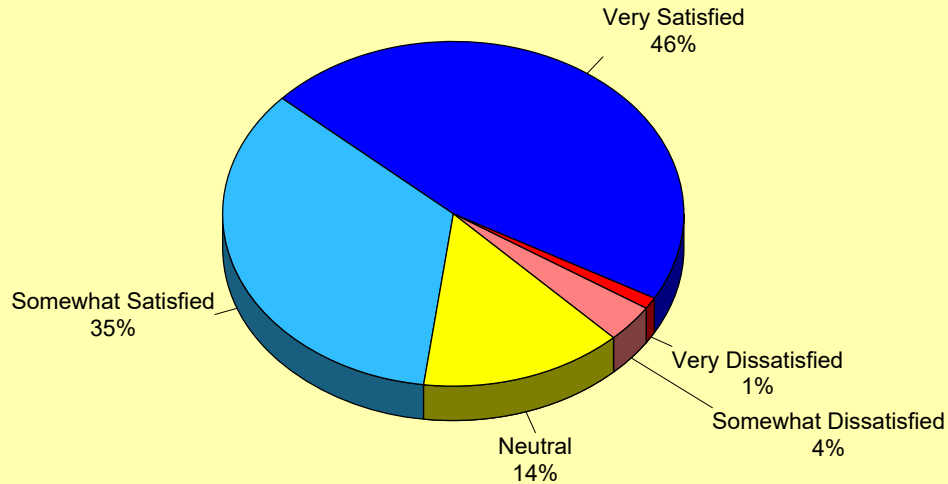
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018)

Q4. Level of Satisfaction with the Overall Value Households Receive From Upper Arlington Parks & Recreation

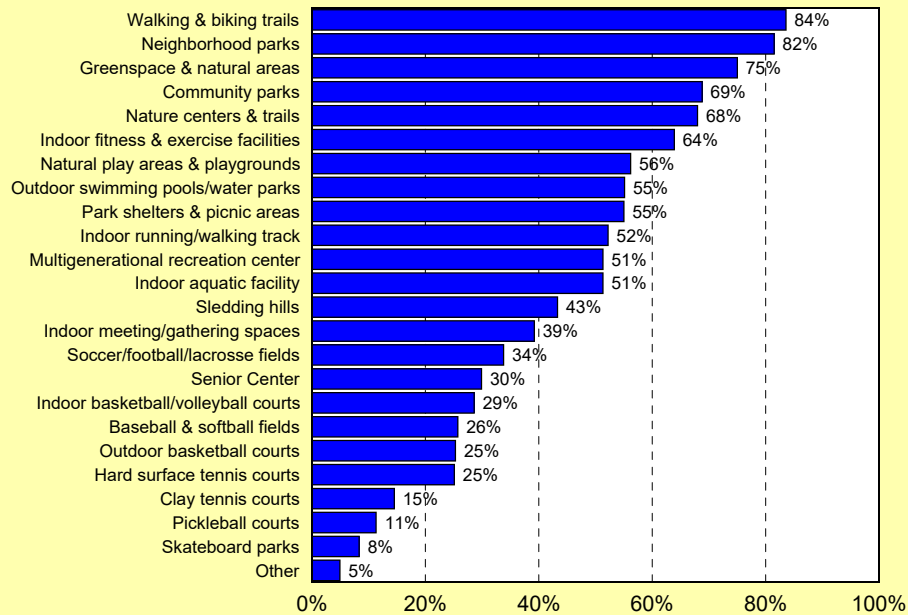
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018)

Q5. Facilities That Households Have a Need For

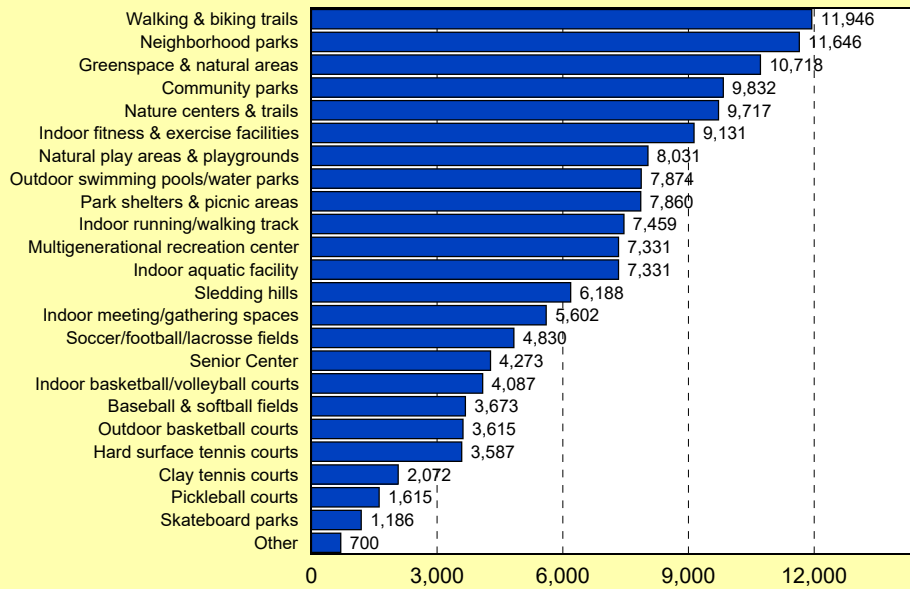
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q5. Estimated Number of Households That Have a Need for Facilities

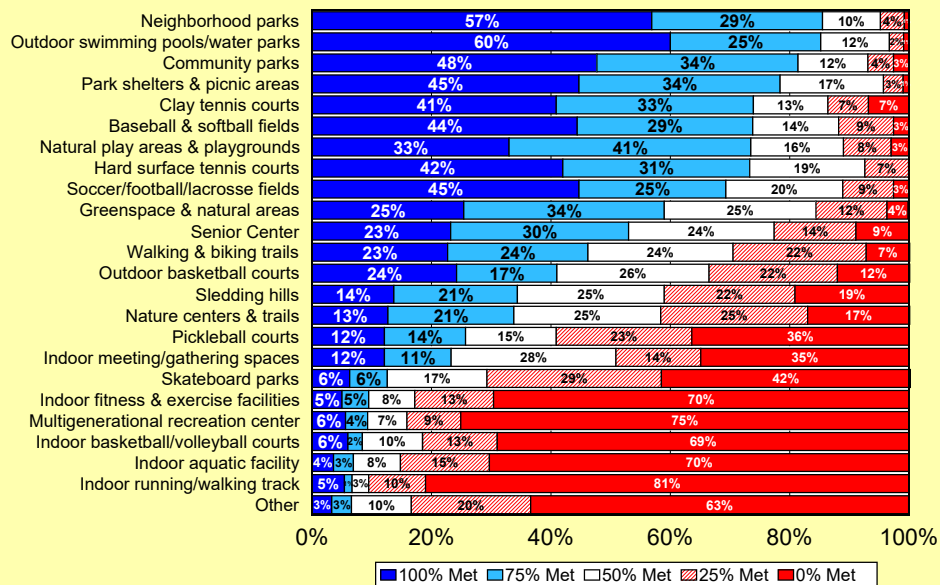
by number of households based on 14,290 households in Upper Arlington



Source: ETC Institute (2018)

Q5. How Well Parks and Recreation Facilities Are Meeting the Needs of Households

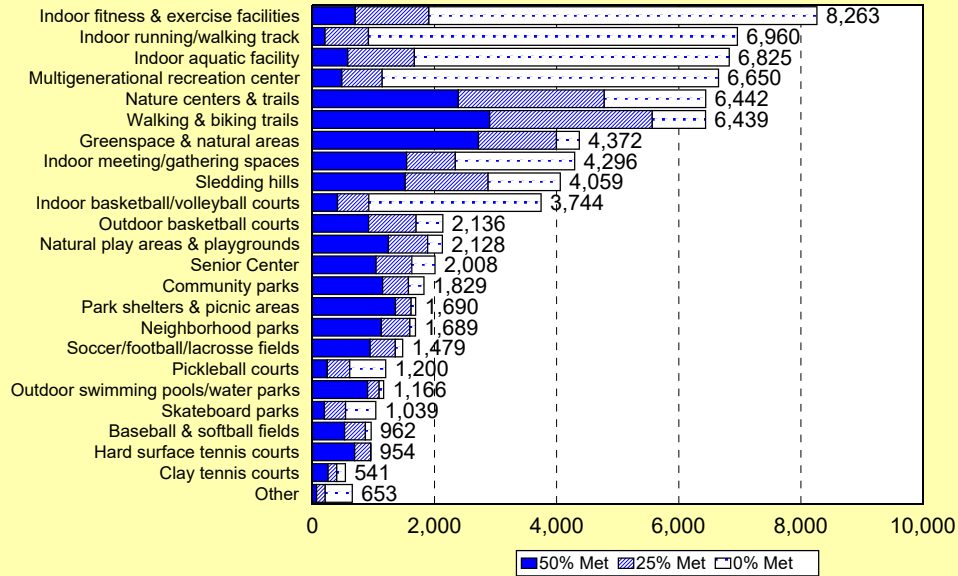
by percentage of respondents with a need for facilities



Source: ETC Institute (2018)

Q5. Estimated Number of Households Whose Needs for Facilities Are Being Partly Met or Not Met

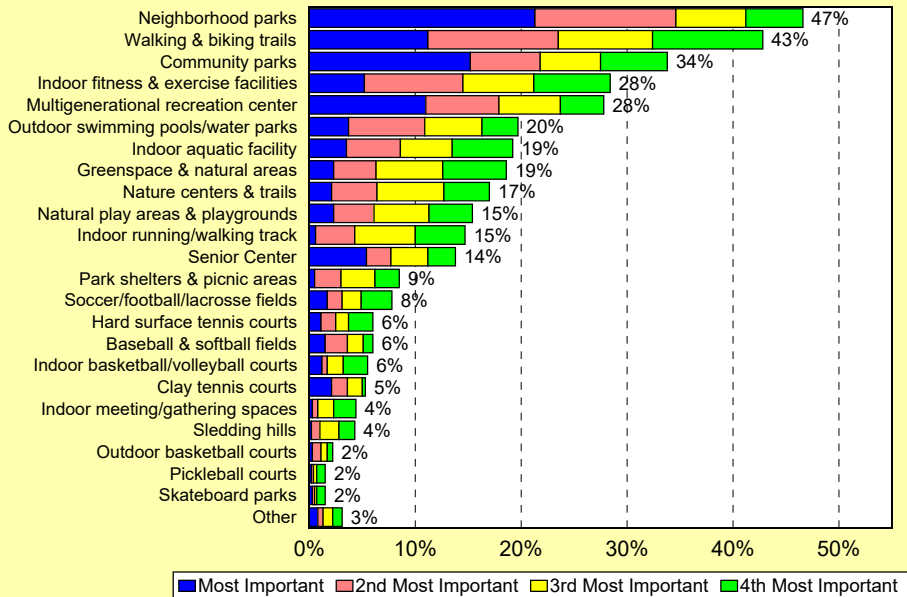
by number of households based on 14,290 households in Upper Arlington



Source: ETC Institute (2018)

Q6. Facilities That Are Most Important to Households

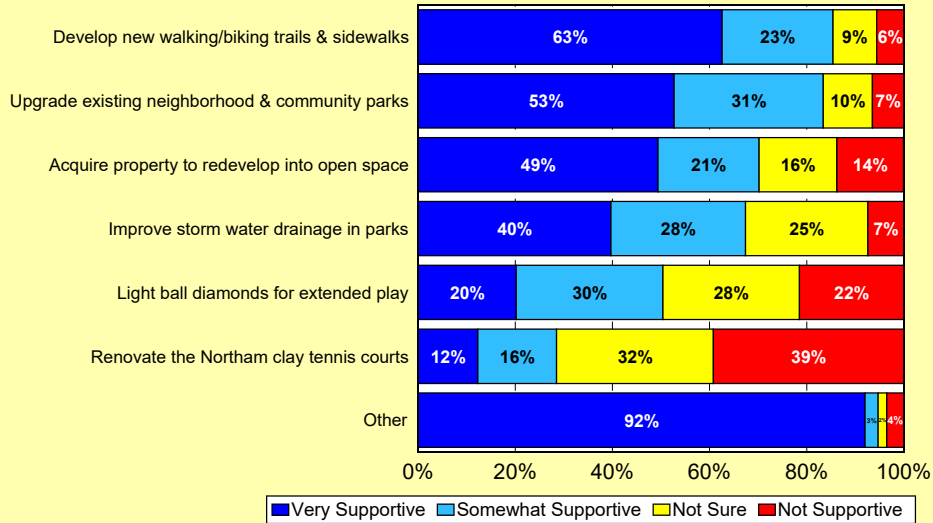
by percentage of respondents who selected the item as one of their top four choices



Source: ETC Institute (2018)

Q7. Level of Support for Various Actions the City of Upper Arlington Could Take to Improve the Parks and Recreation System

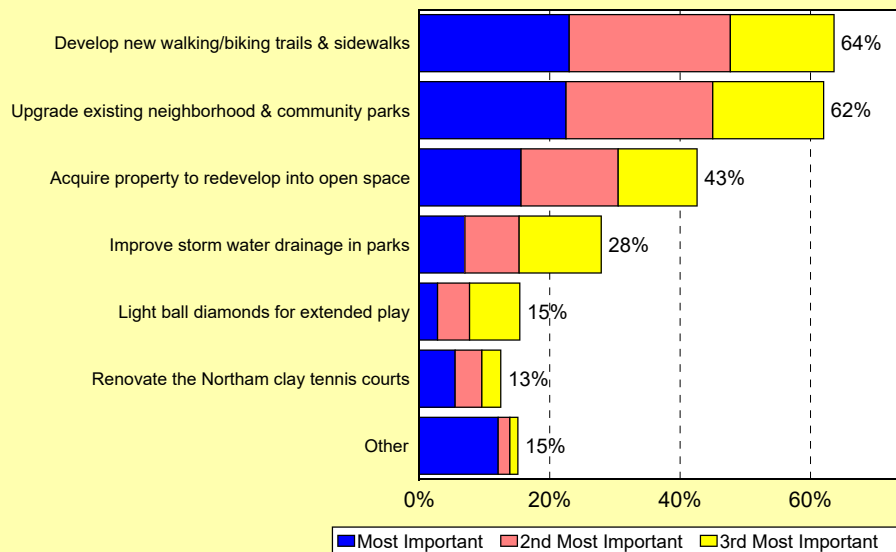
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

Q8. Actions Most Important to Households to Improve the Parks and Recreation System

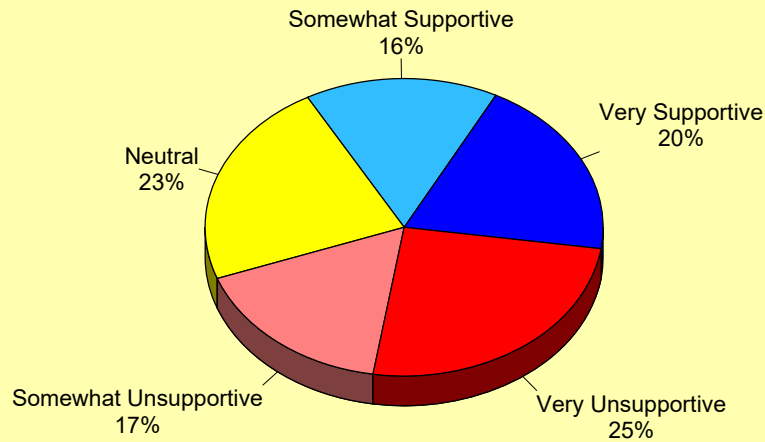
by percentage of respondent households that selected the item as one of their top three choices



Source: ETC Institute (2018)

Q9. Level of Support for Replacing the Current Senior Center With Programming Space for Older Adults

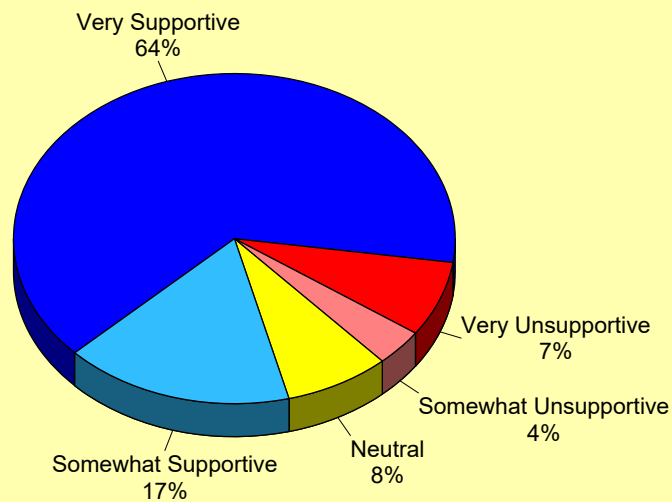
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

Q10. Level of Support of Exploring Feasibility of an Indoor Recreation Facility That Serves All Ages & Segments of the Population

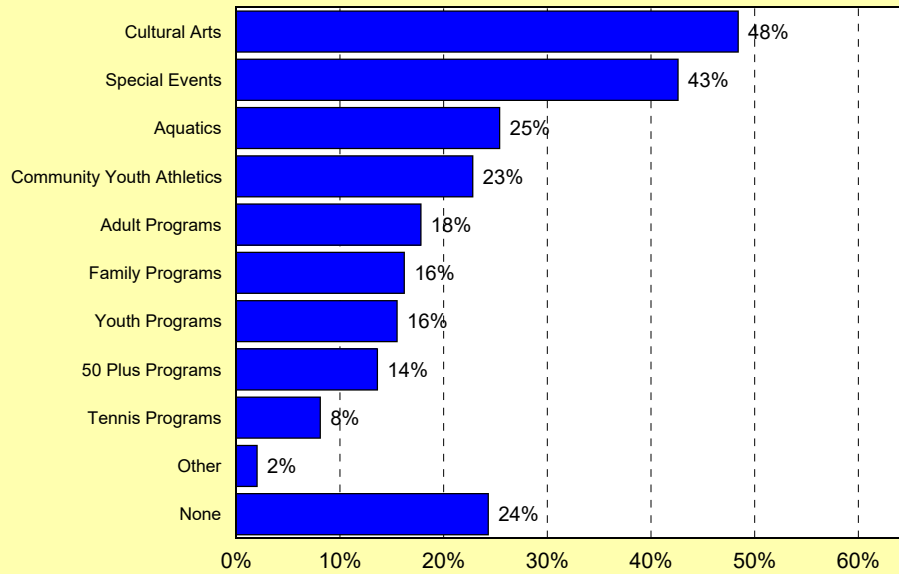
by percentage of respondents (excluding "not provided")



Source: ETC Institute (2018)

Q11. Recreation Programs Households Have Participated in During the Past 12 Months

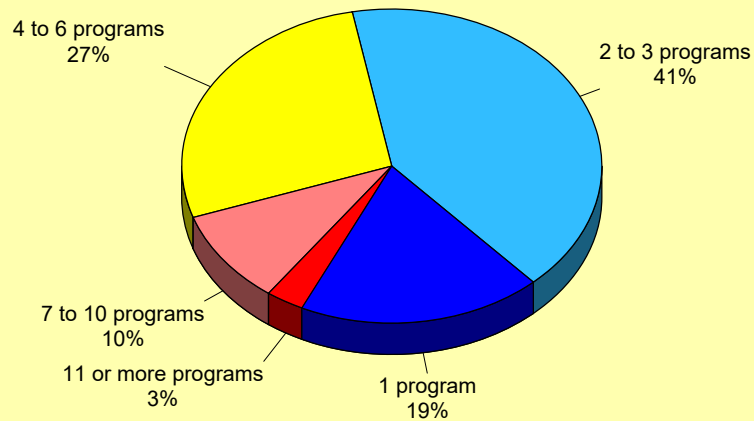
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q12a. How Many Different Recreation Programs or Activities Households Have Participated in During the Past 12 Months

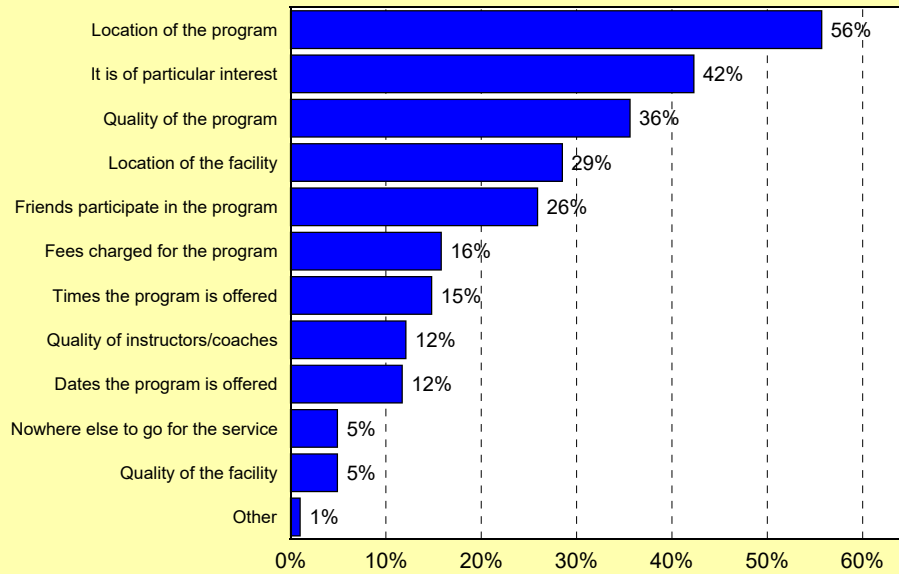
by percentage of households that have participated in programs/activities in the past 12 months (excluding "not provided")



Source: ETC Institute (2018)

Q12b. Reasons Households Have Participated in Upper Arlington Parks & Recreation Programs/Activities

by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q12c. How Respondents Rate the Overall Quality of Recreation Programs/Activities They Have Participated In

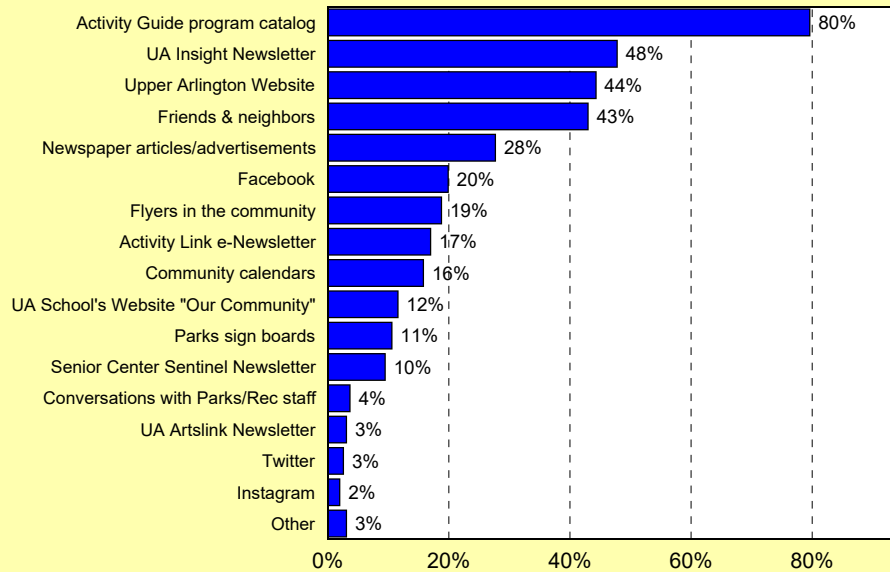
by percentage of households that have participated in programs/activities in the past 12 months (excluding "not provided")



Source: ETC Institute (2018)

Q13. How Respondent Households Learn About Programs & Activities

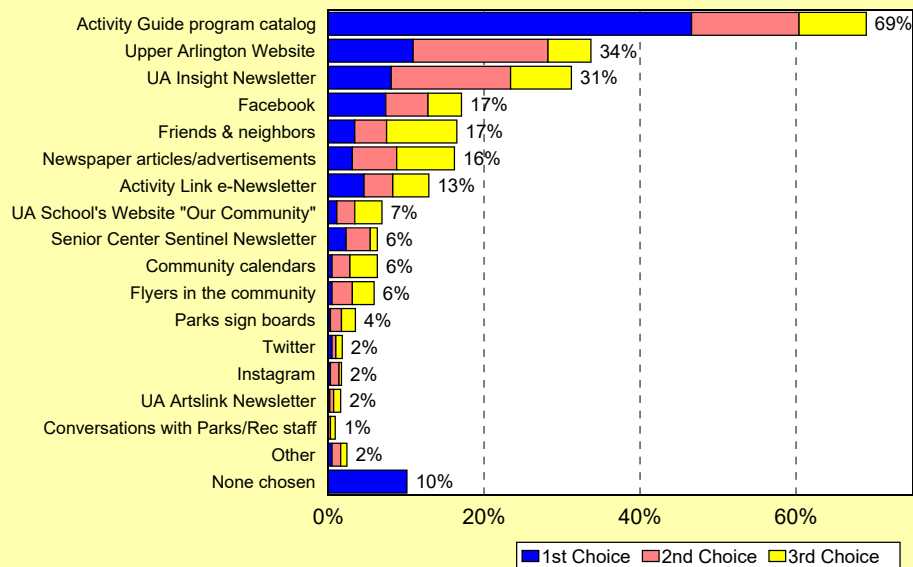
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q14. Most Preferred Ways to Learn About Parks & Recreation Programs & Services

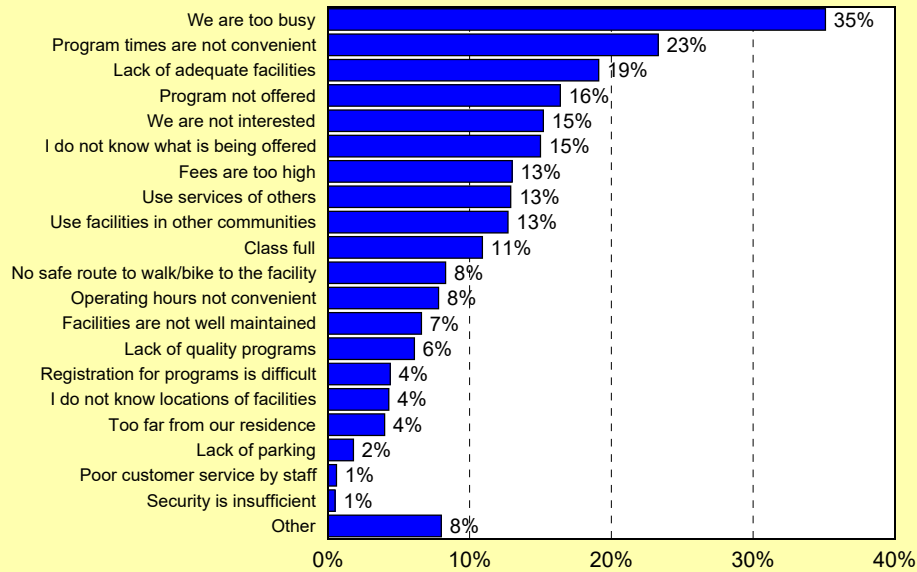
by percentage of respondent households that selected the item as one of their top three choices



Source: ETC Institute (2018)

Q15. Reasons Households Do Not Use Parks, Recreation Facilities or Programs More Often

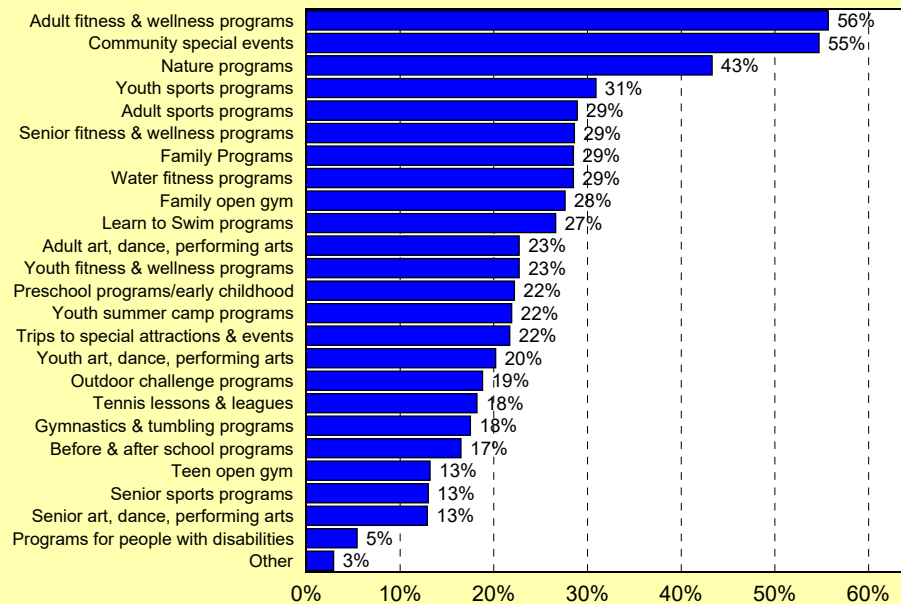
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q16. Programs That Households Have a Need For

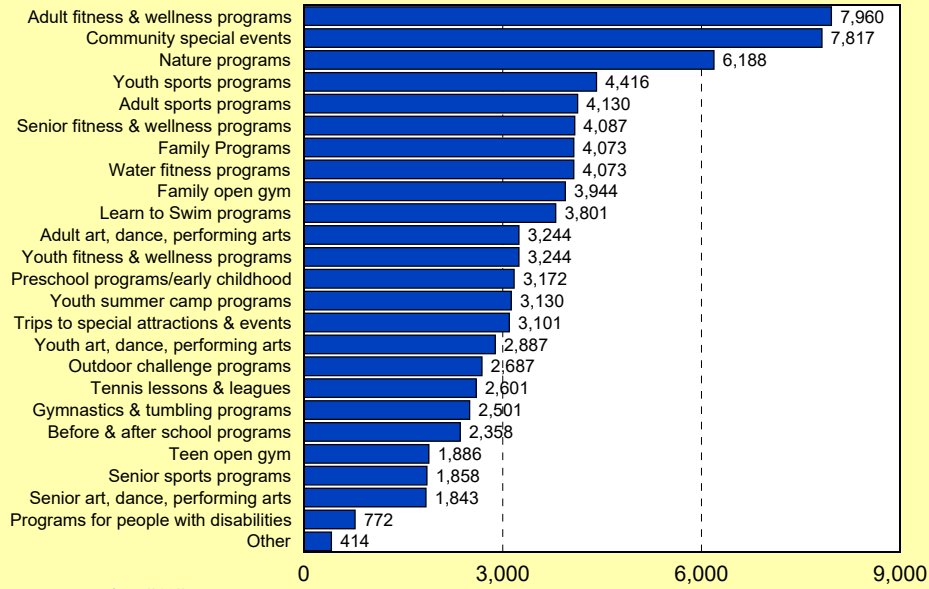
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q16. Estimated Number of Households That Have a Need for Various Programs

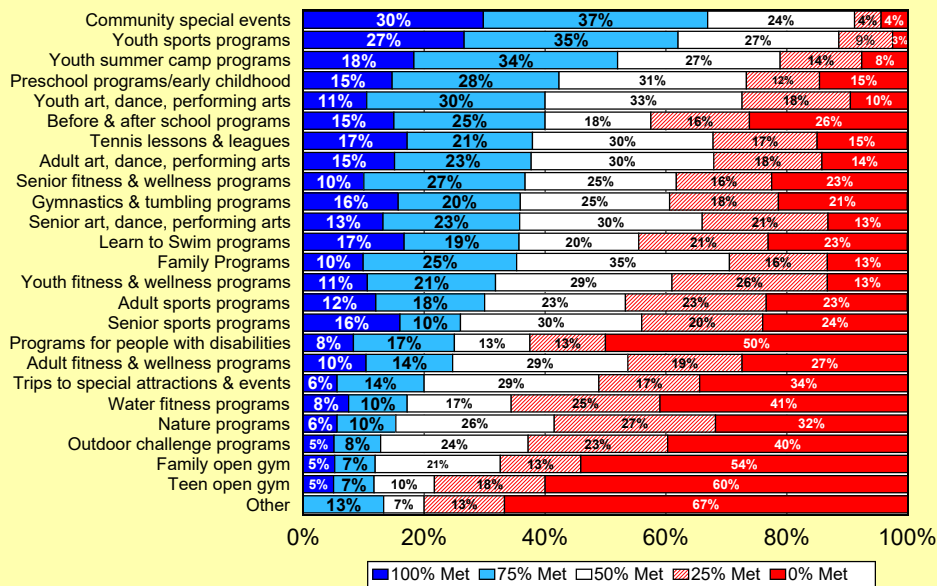
by number of households based on 14,290 households in Upper Arlington



Source: ETC Institute (2018)

Q16. How Well Programs Meet the Needs of Households

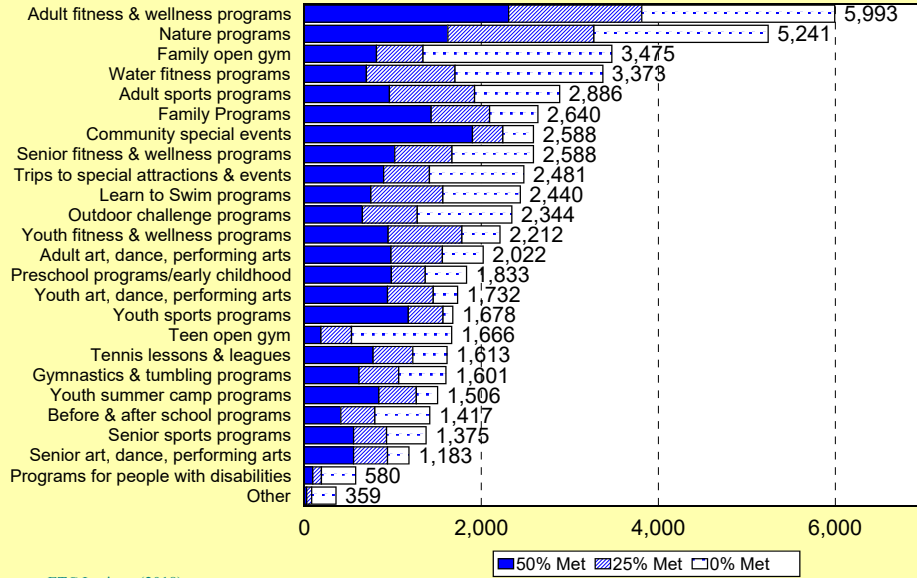
by percentage of respondents with a need for programs



Source: ETC Institute (2018)

Q16. Estimated Number of Households Whose Needs for Programs Are Being Partly Met or Not Met

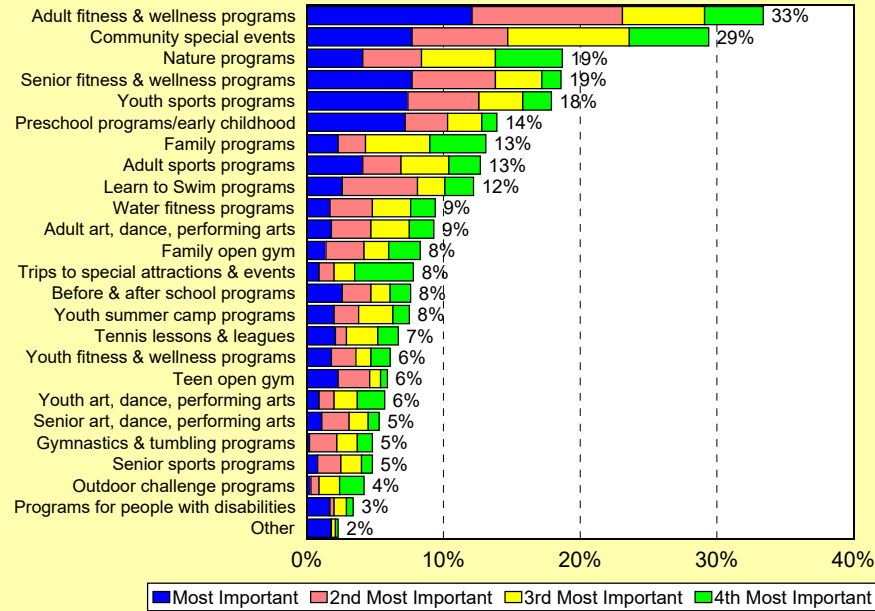
by number of households based on 14,290 households in Upper Arlington



Source: ETC Institute (2018)

Q17. Programs That Are Most Important to Households

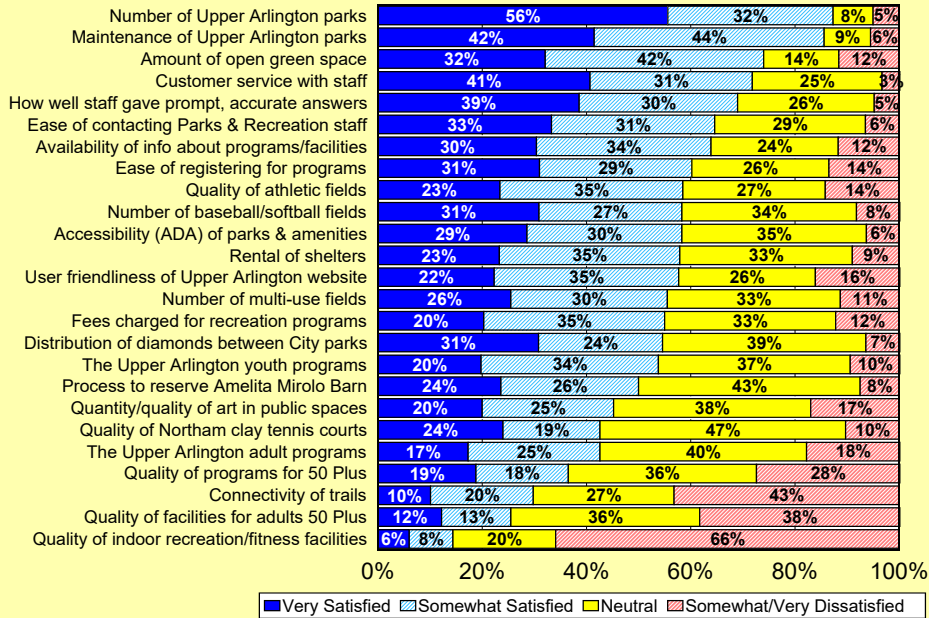
by percentage of respondents who selected the items as one of their top four choices



Source: ETC Institute (2018)

Q18. Level of Satisfaction With Parks & Recreation Services

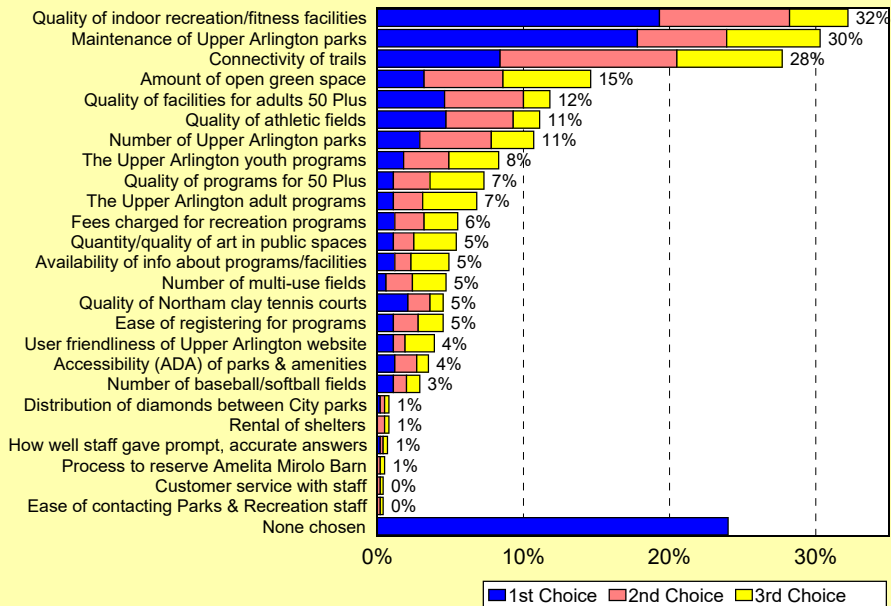
by percentage of respondents (excluding "don't know")



Source: ETC Institute (2018)

Q19. Services That Should Receive the Most Attention

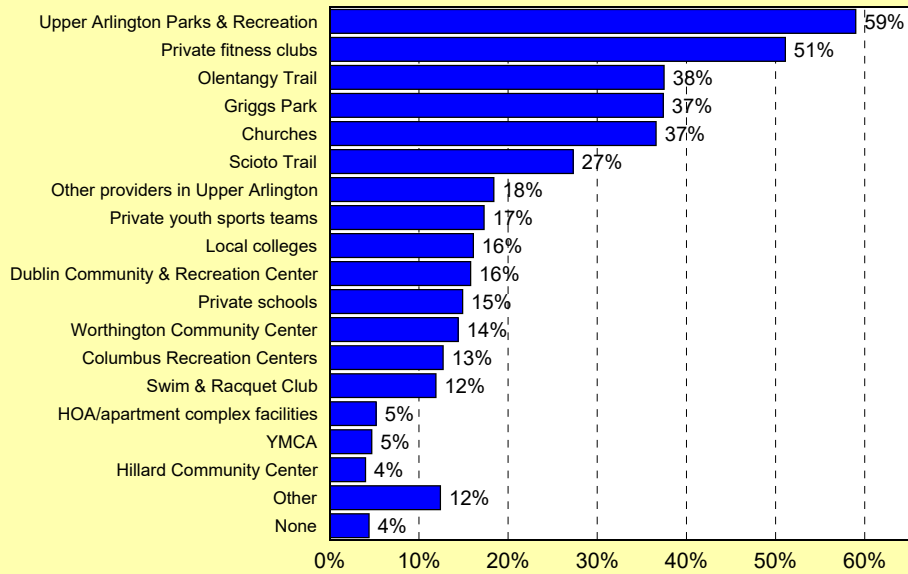
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2018)

Q20. Organizations Used for Indoor and Outdoor Recreation Activities During the Past 12 Months

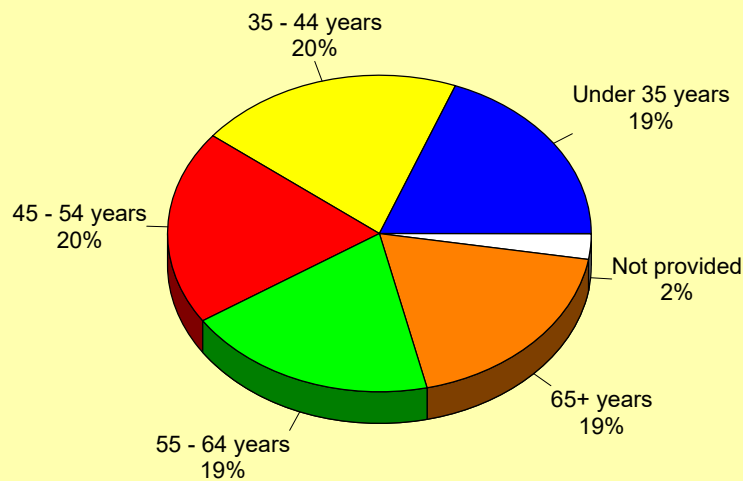
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2018)

Q21. Demographics: What is your age?

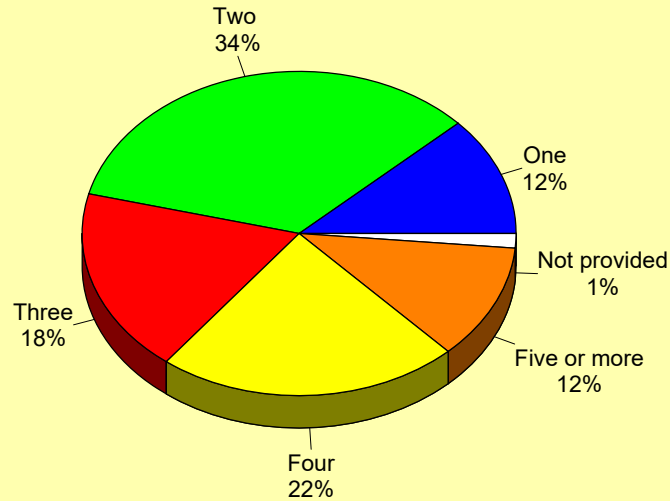
by percentage of respondents



Source: ETC Institute (2018)

Q22. Demographics: Number of People in Household

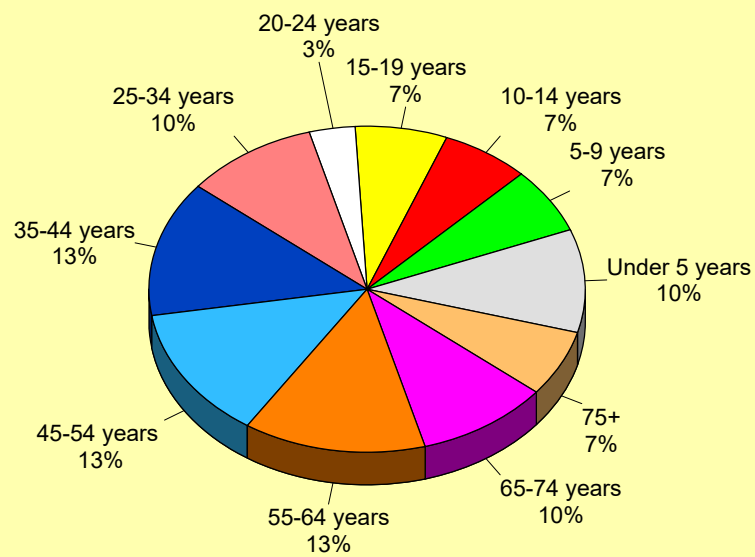
by percentage of respondents



Source: ETC Institute (2018)

Q23. Demographics: Ages of People in Household

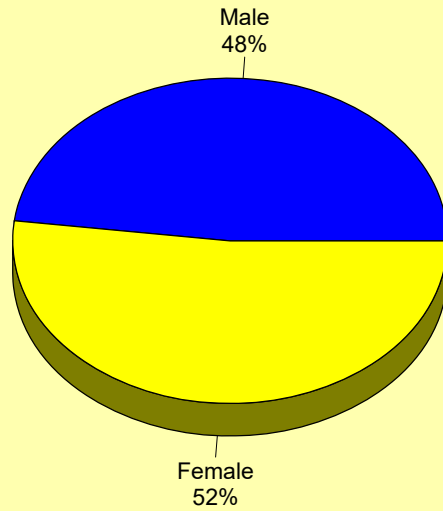
by percentage of household occupants



Source: ETC Institute (2018)

Q24. Demographics: What is your gender?

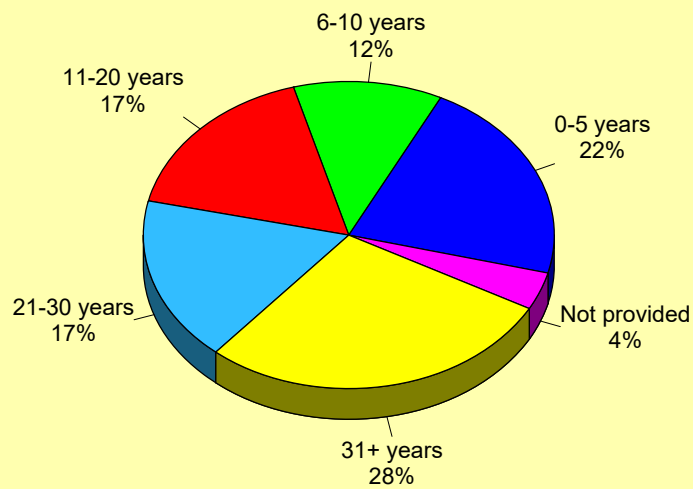
by percentage of respondents



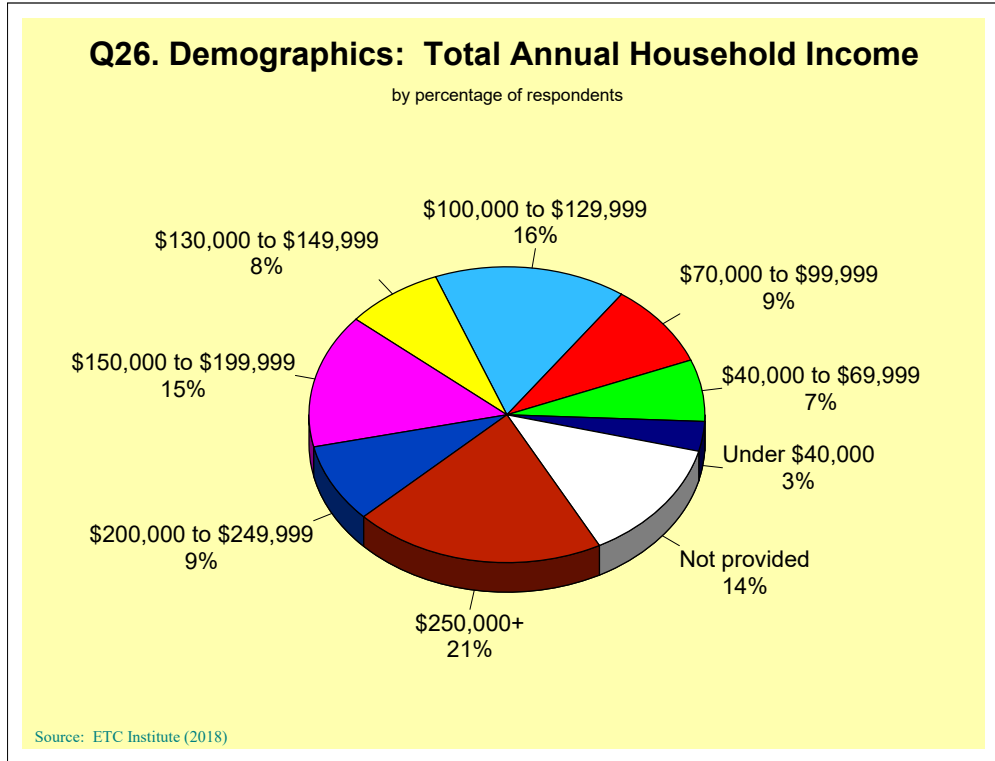
Source: ETC Institute (2018)

Q25. Demographics: How many years have you lived in Upper Arlington?

by percentage of respondents



Source: ETC Institute (2018)



Section 2:
Priority Investment Rating

Priority Investment Rating

City of Upper Arlington, Ohio

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 met 50% or less) 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 playgrounds is 26.5 (out of 100) and the Importance Rating for playgrounds is 52 (out of 100), the Priority Investment Rating for playgrounds would be 78.5 (out of 200).

How to Analyze the Charts:

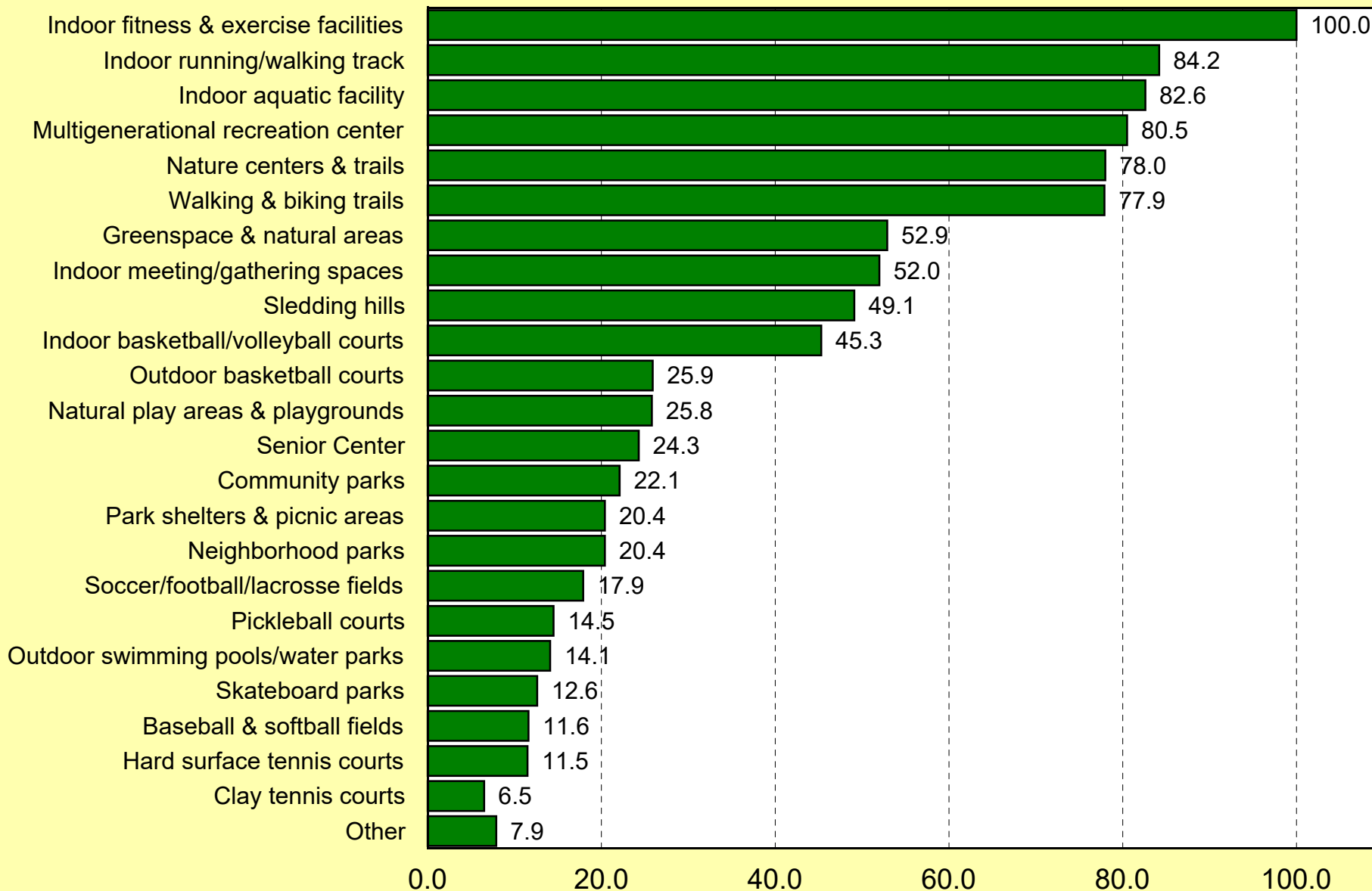
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact 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 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

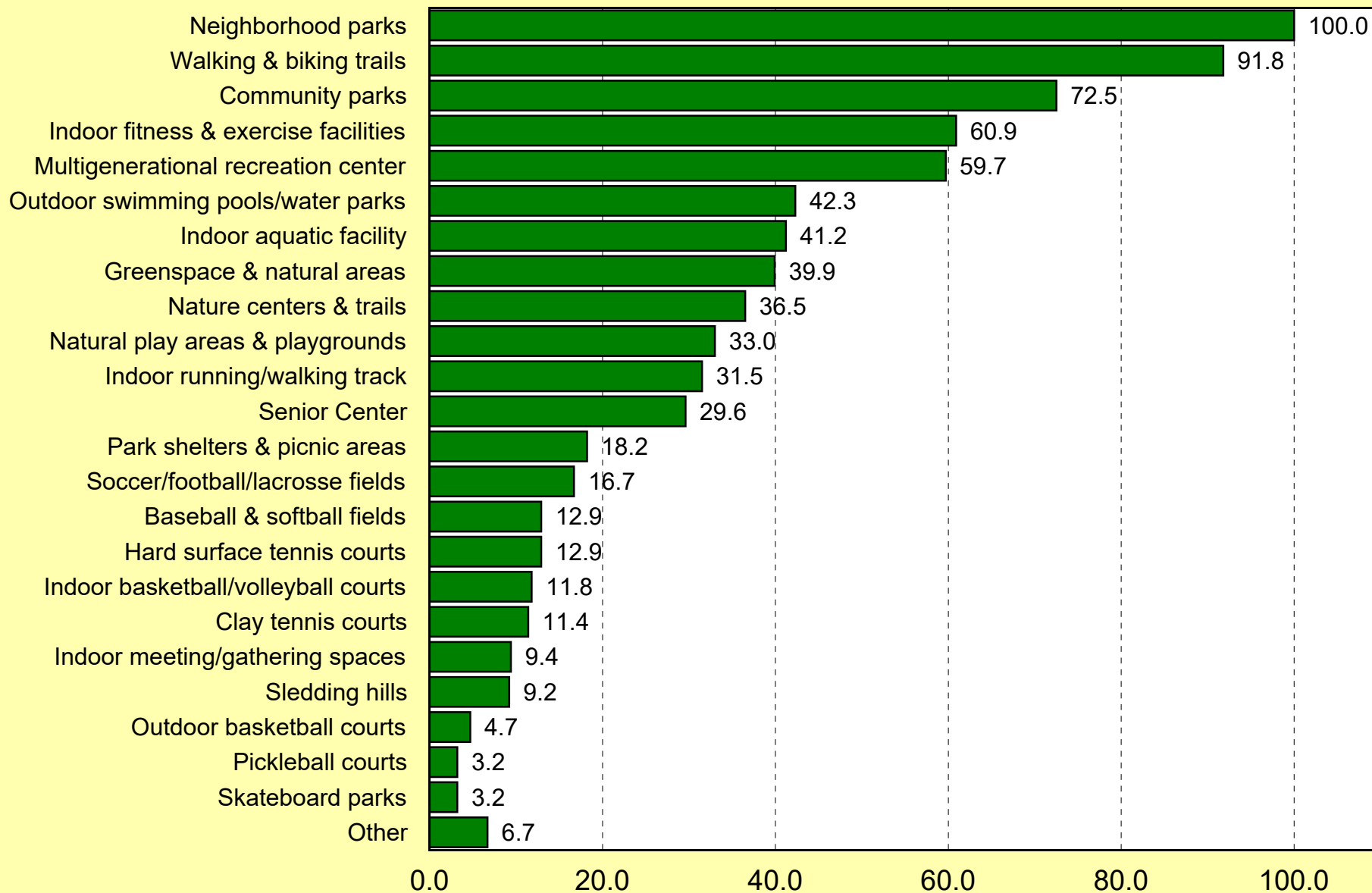


Source: ETC Institute (2018)

Importance Rating for Facilities

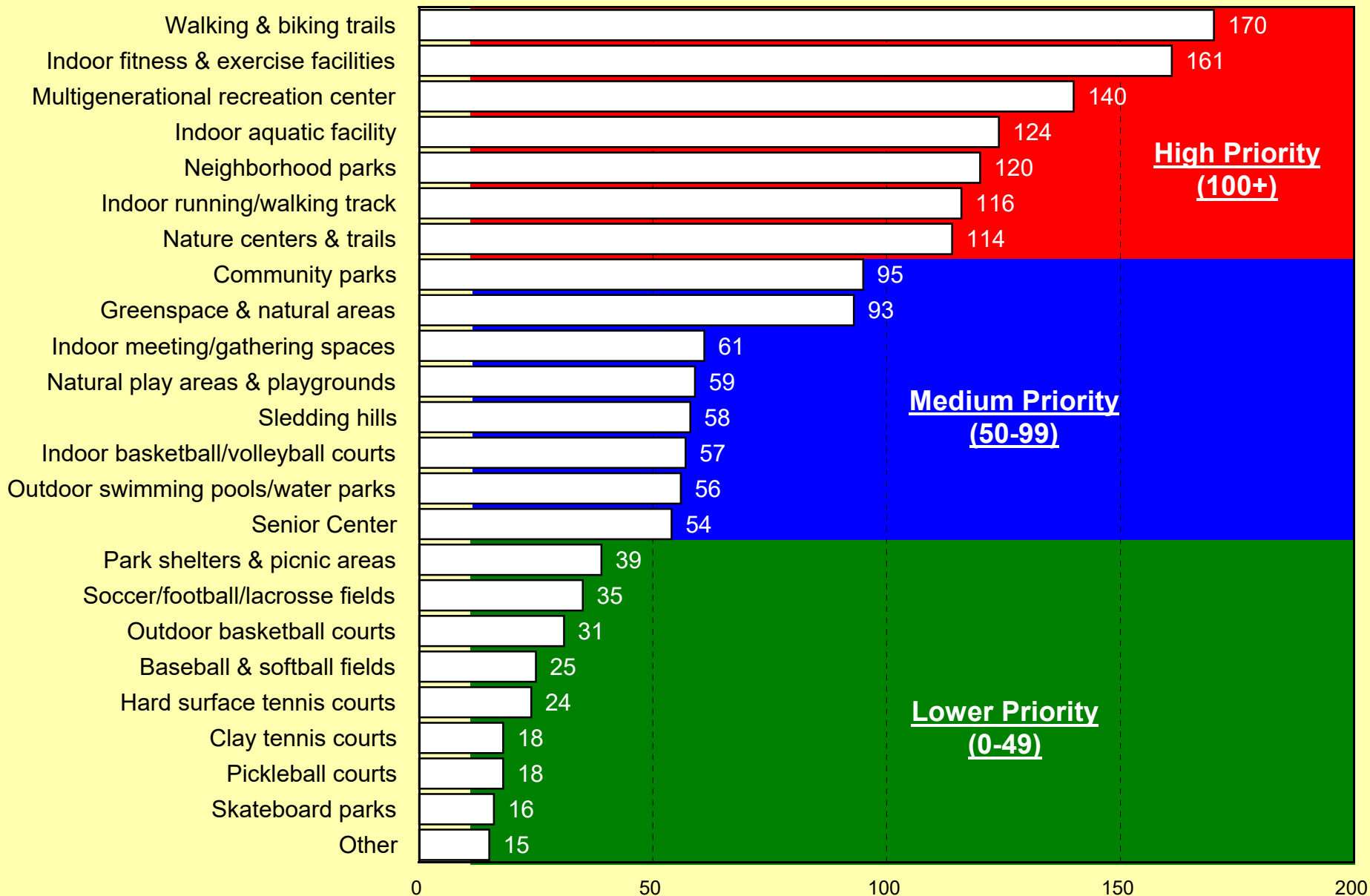
the rating for the item rated as the most important=100

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 Facilities Based on the Priority Investment Rating

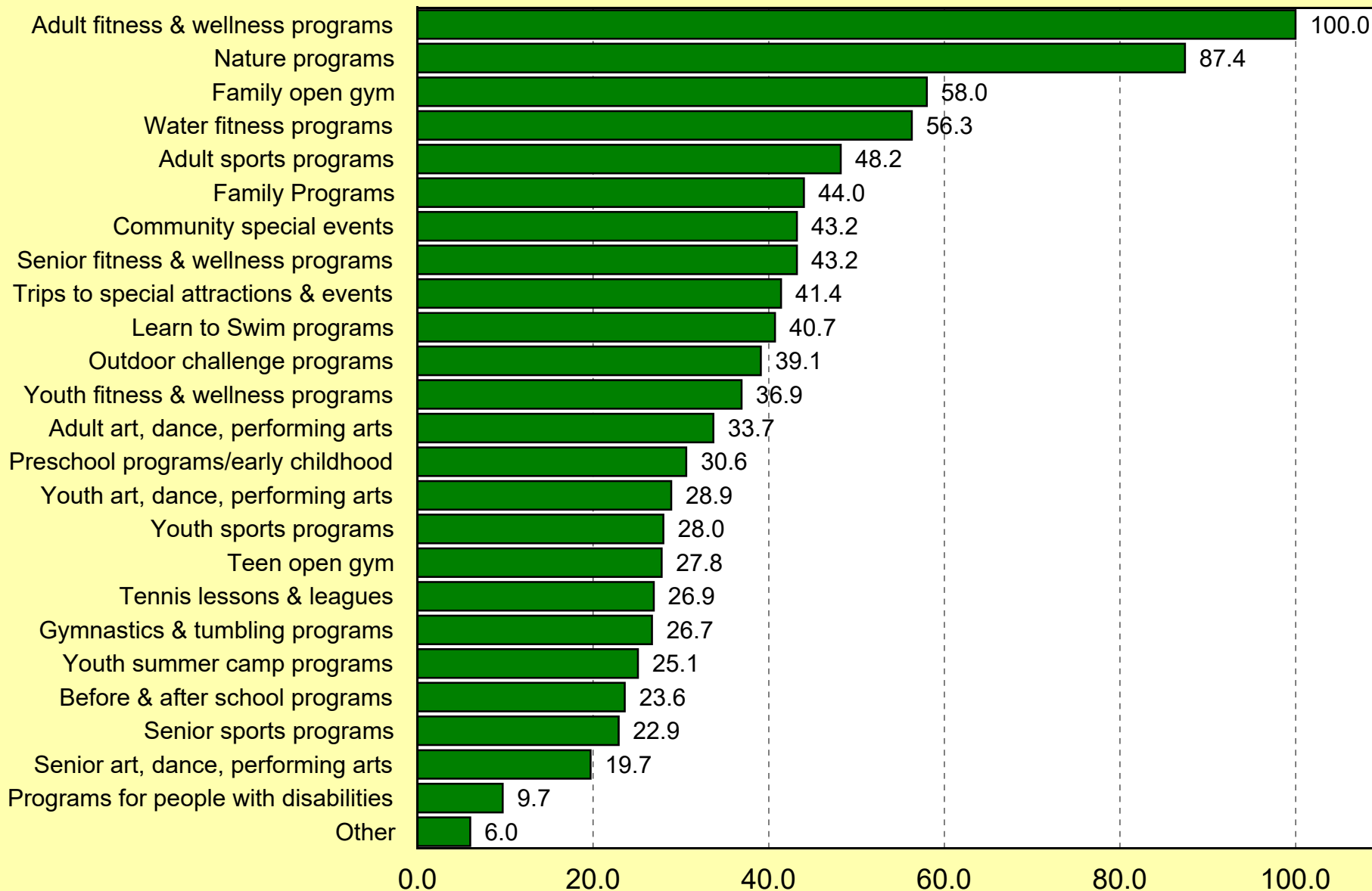


Source: ETC Institute (2018)

Unmet Needs Rating for 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

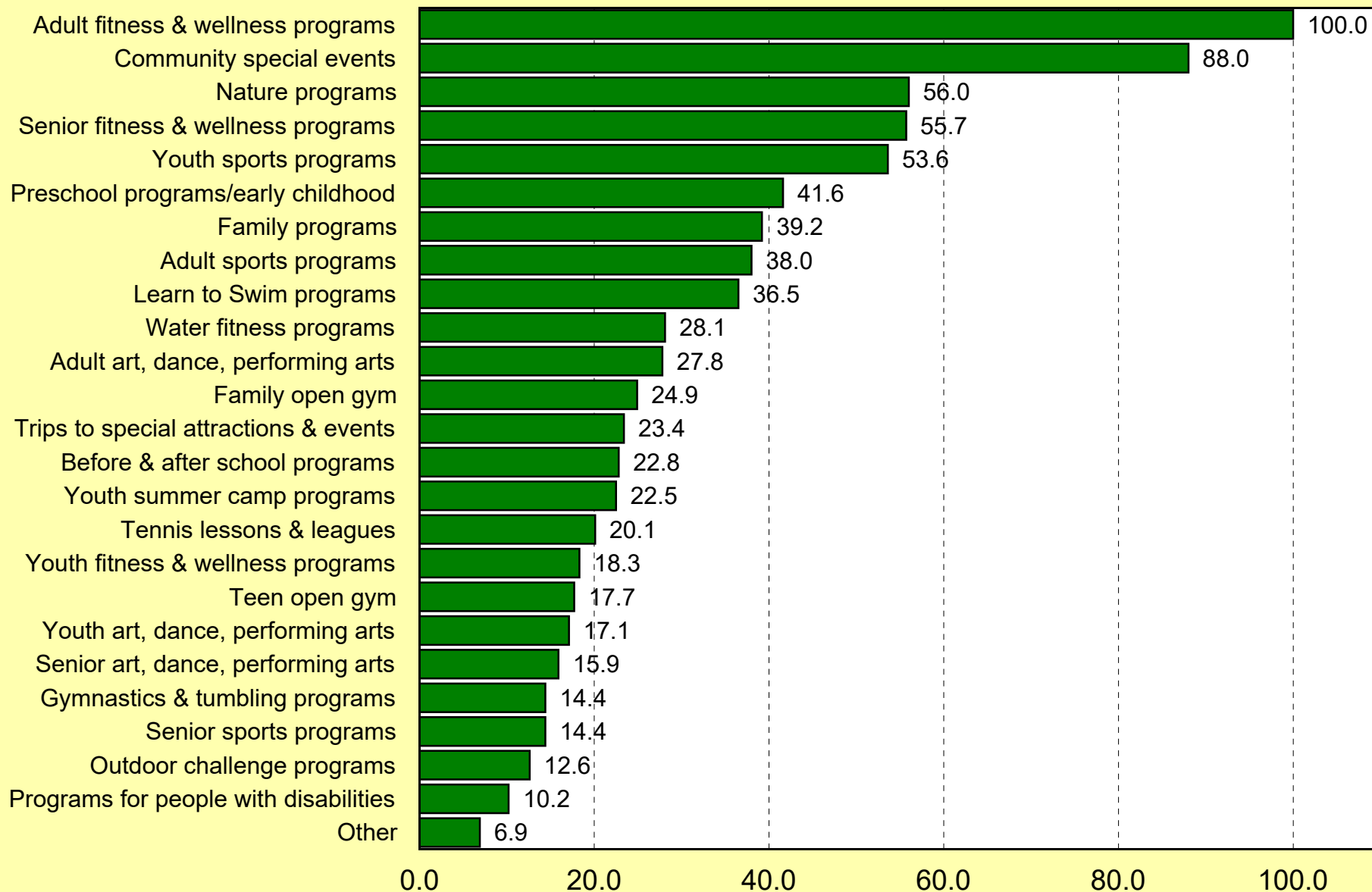


Source: ETC Institute (2018)

Importance Rating for Programs

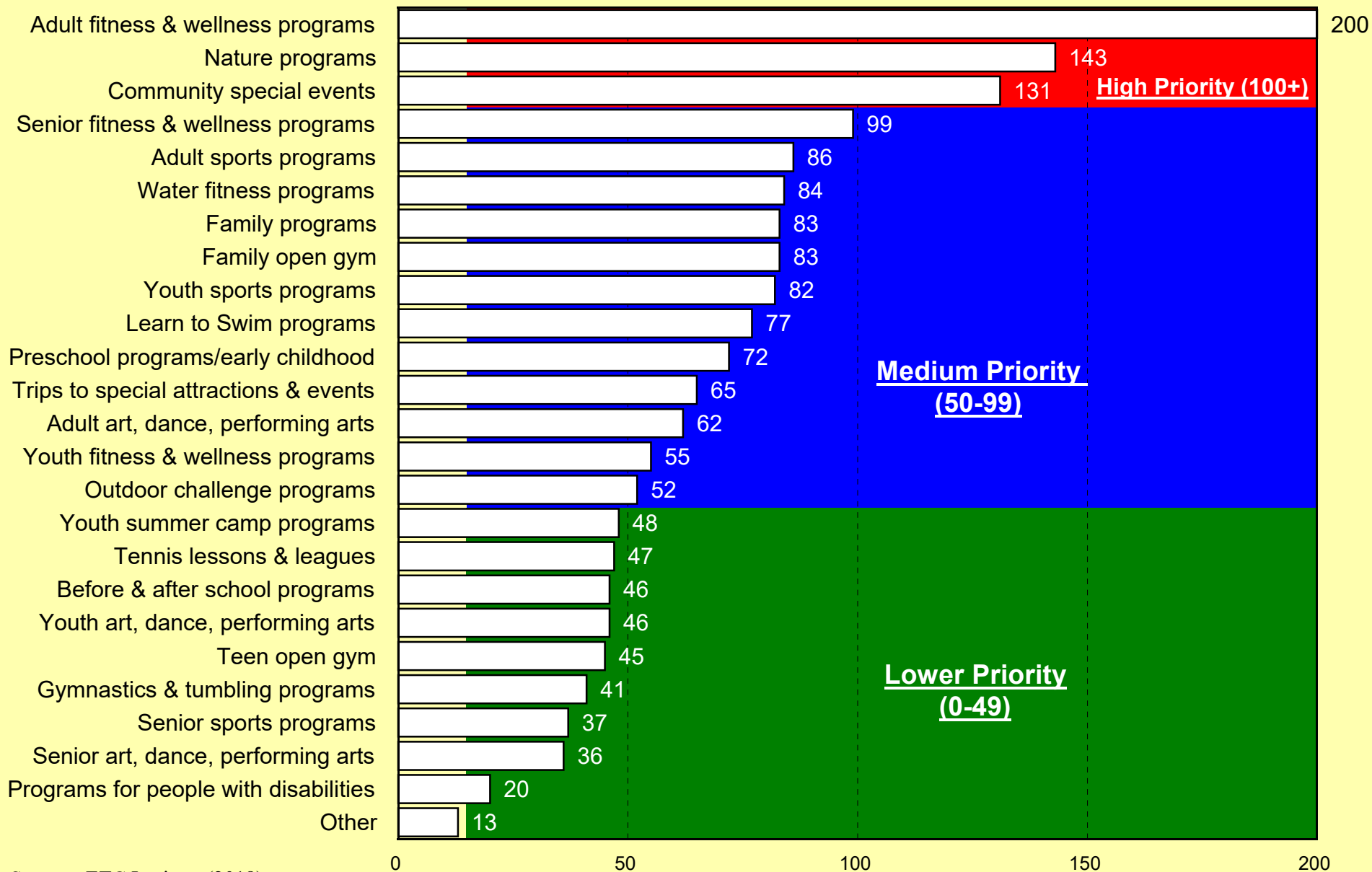
the rating for the item rated as the most important=100

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 Programs Based on the Priority Investment Rating



Source: ETC Institute (2018)

Section 3:
Benchmarking Analysis

Benchmarking Summary Report

City of Upper Arlington, Ohio

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 have provided an unparalleled database 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 database include a full-range of municipal and county governments, with populations ranging from 20,000 to over 1 million residents. They include communities in warm weather 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 the City of Upper Arlington were compared to National Benchmarks to gain further strategic information. A summary of all tabular comparisons are shown on the following pages.

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 Upper Arlington is not authorized without written consent from ETC Institute.

| Benchmarking for Upper Arlington, OH | | |
|--|-------------------------|-----------------------------|
| | National Average | Upper Arlington 2018 |
| Satisfaction with the overall value received from the parks and recreation department | | |
| Very Satisfied | 27% | 45% |
| Somewhat Satisfied | 34% | 34% |
| Neutral | 20% | 14% |
| Somewhat Dissatisfied | 6% | 3% |
| Very Dissatisfied | 3% | 1% |
| Don't Know | 10% | 3% |
| Ratings of the overall quality of programs, activities and events | | |
| Excellent | 35% | 32% |
| Good | 53% | 58% |
| Fair | 10% | 7% |
| Poor | 1% | 3% |
| Ways respondents learn about recreation programs and activities | | |
| Activity Guide program catalog | 52% | 80% |
| Website | 22% | 44% |
| Conversations with Parks & Rec staff | 6% | 4% |
| Friends and neighbors | 42% | 43% |
| Newspaper articles/advertisements | 21% | 28% |
| E-newsletter | 9% | 17% |
| Flyers in the community | 30% | 19% |

| Benchmarking for Upper Arlington, OH | | |
|--|-------------------------|-----------------------------|
| | National Average | Upper Arlington 2018 |
| Recreation <u>programs</u> that respondent households have a need for | | |
| Adult art, dance, performing arts | 21% | 23% |
| Adult fitness & wellness programs | 46% | 56% |
| Adult sports programs | 23% | 29% |
| Before & after school programs | 16% | 17% |
| Community special events | 39% | 55% |
| Gymnastics & tumbling programs | 16% | 18% |
| Learn to Swim programs | 25% | 27% |
| Nature programs | 32% | 43% |
| Preschool programs/early childhood | 15% | 22% |
| Programs for people with disabilities | 12% | 5% |
| Senior fitness & wellness programs | 23% | 29% |
| Tennis lessons & leagues | 17% | 18% |
| Water fitness programs | 30% | 29% |
| Youth art, dance, performing arts | 18% | 20% |
| Youth fitness & wellness programs | 19% | 23% |
| Youth sports programs | 27% | 31% |
| Youth summer camp programs | 20% | 22% |
| Most important recreation <u>programs</u> | | |
| Adult art, dance, performing arts | 9% | 9% |
| Adult fitness & wellness programs | 30% | 33% |
| Adult sports programs | 10% | 13% |
| Before & after school programs | 7% | 8% |
| Community special events | 20% | 29% |
| Gymnastics & tumbling programs | 5% | 5% |
| Learn to Swim programs | 14% | 12% |
| Nature programs | 13% | 19% |
| Preschool programs/early childhood | 8% | 14% |
| Programs for people with disabilities | 4% | 3% |
| Senior fitness & wellness programs | 14% | 19% |
| Tennis lessons & leagues | 7% | 7% |
| Water fitness programs | 13% | 9% |
| Youth art, dance, performing arts | 6% | 6% |
| Youth fitness & wellness programs | 7% | 6% |
| Youth sports programs | 15% | 18% |
| Youth summer camp programs | 9% | 8% |

| Benchmarking for Upper Arlington, OH | | |
|--|-------------------------|-----------------------------|
| | National Average | Upper Arlington 2018 |
| Parks and recreation <u>facilities</u> that respondent households have a need for | | |
| Community parks | 55% | 69% |
| Greenspace & natural areas | 50% | 75% |
| Indoor aquatic facility | 17% | 51% |
| Indoor basketball/volleyball courts | 6% | 29% |
| Indoor fitness & exercise facilities | 47% | 64% |
| Indoor meeting/gathering spaces | 5% | 39% |
| Indoor running/walking track | 41% | 52% |
| Natural play areas & playgrounds | 43% | 56% |
| Nature centers & trails | 53% | 68% |
| Neighborhood parks | 60% | 82% |
| Outdoor basketball courts | 5% | 25% |
| Outdoor swimming pools/water parks | 44% | 55% |
| Park shelters & picnic areas | 53% | 55% |
| Senior Center | 9% | 30% |
| Skateboard parks | 13% | 8% |
| Soccer/football/lacrosse fields | 8% | 34% |
| Walking & biking trails | 69% | 84% |
| Most important parks and recreation <u>facilities</u> | | |
| Community parks | 19% | 34% |
| Greenspace & natural areas | 17% | 19% |
| Indoor aquatic facility | 17% | 19% |
| Indoor basketball/volleyball courts | 6% | 6% |
| Indoor fitness & exercise facilities | 20% | 28% |
| Indoor meeting/gathering spaces | 5% | 4% |
| Indoor running/walking track | 15% | 15% |
| Natural play areas & playgrounds | 19% | 15% |
| Nature centers & trails | 19% | 17% |
| Neighborhood parks | 28% | 47% |
| Outdoor basketball courts | 5% | 2% |
| Outdoor swimming pools/water parks | 18% | 20% |
| Park shelters & picnic areas | 16% | 9% |
| Senior Center | 9% | 14% |
| Skateboard parks | 3% | 2% |
| Soccer/football/lacrosse fields | 8% | 8% |
| Walking & biking trails | 42% | 43% |

Section 4:
Tabular Data

Q1. Please indicate if you or any member of your household has used any of the following Upper Arlington parks/facilities during the past 12 months.

(N=653)

| | Yes | No |
|--|-------|-------|
| Q1-1. Fancyburg Park | 50.7% | 49.3% |
| Q1-2. Northam Park | 68.6% | 31.4% |
| Q1-3. Northwest Kiwanis/Burbank Park | 20.1% | 79.9% |
| Q1-4. Reed Road Park | 29.9% | 70.1% |
| Q1-5. Sunny 95 Park | 35.4% | 64.6% |
| Q1-6. Thompson Park | 53.6% | 46.4% |
| Q1-7. Northam Park Tennis Court Facility | 7.5% | 92.5% |
| Q1-8. Devon Pool | 18.5% | 81.5% |
| Q1-9. Reed Road Water Park | 31.9% | 68.1% |
| Q1-10. Tremont Pool | 31.2% | 68.8% |
| Q1-11. Senior Center | 16.7% | 83.3% |
| Q1-12. Amelita Mirolo Barn | 29.6% | 70.4% |

Q1. If "Yes," please rate the condition of the park/facility your household has used.

(N=609)

| | Excellent | Good | Fair | Poor |
|--|-----------|-------|-------|-------|
| Q1-1. Fancyburg Park | 33.8% | 55.8% | 9.1% | 1.3% |
| Q1-2. Northam Park | 38.7% | 46.7% | 12.0% | 2.6% |
| Q1-3. Northwest Kiwanis/Burbank Park | 33.9% | 50.8% | 13.7% | 1.6% |
| Q1-4. Reed Road Park | 30.7% | 54.2% | 15.1% | 0.0% |
| Q1-5. Sunny 95 Park | 54.8% | 40.3% | 4.1% | 0.9% |
| Q1-6. Thompson Park | 40.1% | 51.2% | 8.4% | 0.3% |
| Q1-7. Northam Park Tennis Court Facility | 27.1% | 52.1% | 14.6% | 6.3% |
| Q1-8. Devon Pool | 13.9% | 28.7% | 40.0% | 17.4% |
| Q1-9. Reed Road Water Park | 52.0% | 43.5% | 4.0% | 0.5% |
| Q1-10. Tremont Pool | 82.0% | 14.9% | 2.6% | 0.5% |
| Q1-11. Senior Center | 17.8% | 23.8% | 37.6% | 20.8% |
| Q1-12. Amelita Mirolo Barn | 75.3% | 23.1% | 1.1% | 0.5% |

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

| <u>Q2. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Fancyburg Park | 113 | 17.3 % |
| Northam Park | 161 | 24.7 % |
| Northwest Kiwanis/Burbank Park | 19 | 2.9 % |
| Reed Road Park | 26 | 4.0 % |
| Sunny 95 Park | 45 | 6.9 % |
| Thompson Park | 125 | 19.1 % |
| Northam Park Tennis Court Facility | 14 | 2.1 % |
| Devon Pool | 19 | 2.9 % |
| Reed Road Water Park | 22 | 3.4 % |
| Tremont Pool | 14 | 2.1 % |
| Senior Center | 28 | 4.3 % |
| Amelita Mirolo Barn | 5 | 0.8 % |
| <u>None chosen</u> | <u>62</u> | <u>9.5 %</u> |
| Total | 653 | 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?

| <u>Q2. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Fancyburg Park | 68 | 10.4 % |
| Northam Park | 115 | 17.6 % |
| Northwest Kiwanis/Burbank Park | 17 | 2.6 % |
| Reed Road Park | 19 | 2.9 % |
| Sunny 95 Park | 26 | 4.0 % |
| Thompson Park | 87 | 13.3 % |
| Northam Park Tennis Court Facility | 11 | 1.7 % |
| Devon Pool | 21 | 3.2 % |
| Reed Road Water Park | 31 | 4.7 % |
| Tremont Pool | 50 | 7.7 % |
| Senior Center | 21 | 3.2 % |
| Amelita Mirolo Barn | 31 | 4.7 % |
| <u>None chosen</u> | <u>156</u> | <u>23.9 %</u> |
| Total | 653 | 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?

| <u>Q2. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Fancyburg Park | 55 | 8.4 % |
| Northam Park | 65 | 10.0 % |
| Northwest Kiwanis/Burbank Park | 20 | 3.1 % |
| Reed Road Park | 26 | 4.0 % |
| Sunny 95 Park | 43 | 6.6 % |
| Thompson Park | 64 | 9.8 % |
| Northam Park Tennis Court Facility | 4 | 0.6 % |
| Devon Pool | 10 | 1.5 % |
| Reed Road Water Park | 45 | 6.9 % |
| Tremont Pool | 34 | 5.2 % |
| Senior Center | 6 | 0.9 % |
| Amelita Mirolo Barn | 31 | 4.7 % |
| None chosen | 250 | 38.3 % |
| Total | 653 | 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? (top 3)

| <u>Q2. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|------------------------------------|---------------|----------------|
| Fancyburg Park | 236 | 36.1 % |
| Northam Park | 341 | 52.2 % |
| Northwest Kiwanis/Burbank Park | 56 | 8.6 % |
| Reed Road Park | 71 | 10.9 % |
| Sunny 95 Park | 114 | 17.5 % |
| Thompson Park | 276 | 42.3 % |
| Northam Park Tennis Court Facility | 29 | 4.4 % |
| Devon Pool | 50 | 7.7 % |
| Reed Road Water Park | 98 | 15.0 % |
| Tremont Pool | 98 | 15.0 % |
| Senior Center | 55 | 8.4 % |
| Amelita Mirolo Barn | 67 | 10.3 % |
| None chosen | 62 | 9.5 % |
| Total | 1553 | |

Q3. Which of following statements best describes how close your residence is to a park?

| Q3. How close is your residence to a park | Number | Percent |
|---|--------|---------|
| Adjacent to a park | 68 | 10.4 % |
| Within a 10-minute walk to a park | 427 | 65.4 % |
| More than a 10-minute walk to a park | 151 | 23.1 % |
| Don't know | 7 | 1.1 % |
| Total | 653 | 100.0 % |

WITHOUT "DON'T KNOW"

Q3. Which of following statements best describes how close your residence is to a park? (without "don't know")

| Q3. How close is your residence to a park | Number | Percent |
|---|--------|---------|
| Adjacent to a park | 68 | 10.5 % |
| Within a 10-minute walk to a park | 427 | 66.1 % |
| More than a 10-minute walk to a park | 151 | 23.4 % |
| Total | 646 | 100.0 % |

Q4. Please rate your satisfaction with the overall value your household receives from Upper Arlington Parks & Recreation.

| Q4. Your satisfaction with overall value your household receives from Upper Arlington Parks & Recreation | Number | Percent |
|--|--------|---------|
| Very satisfied | 293 | 44.9 % |
| Somewhat satisfied | 219 | 33.5 % |
| Neutral | 90 | 13.8 % |
| Somewhat dissatisfied | 23 | 3.5 % |
| Very dissatisfied | 7 | 1.1 % |
| Don't know | 21 | 3.2 % |
| Total | 653 | 100.0 % |

WITHOUT "DON'T KNOW"

Q4. Please rate your satisfaction with the overall value your household receives from Upper Arlington Parks & Recreation. (without "don't know")

| Q4. Your satisfaction with overall value your household receives from Upper Arlington Parks & Recreation | Number | Percent |
|--|--------|---------|
| Very satisfied | 293 | 46.4 % |
| Somewhat satisfied | 219 | 34.7 % |
| Neutral | 90 | 14.2 % |
| Somewhat dissatisfied | 23 | 3.6 % |
| Very dissatisfied | 7 | 1.1 % |
| Total | 632 | 100.0 % |

Q5. Please indicate if you or any member of your household has a need for each of the parks and recreation facilities listed below.

(N=653)

| | Yes | No |
|---|-------|-------|
| Q5-1. Community parks (11+ acres) | 68.8% | 31.2% |
| Q5-2. Neighborhood parks (2-10 acres) | 81.5% | 18.5% |
| Q5-3. Park shelters & picnic areas | 55.0% | 45.0% |
| Q5-4. Outdoor basketball courts | 25.3% | 74.7% |
| Q5-5. Outdoor swimming pools/water parks | 55.1% | 44.9% |
| Q5-6. Clay tennis courts | 14.5% | 85.5% |
| Q5-7. Hard surface tennis courts | 25.1% | 74.9% |
| Q5-8. Pickleball courts | 11.3% | 88.7% |
| Q5-9. Baseball & softball fields | 25.7% | 74.3% |
| Q5-10. Soccer/football/lacrosse fields | 33.8% | 66.2% |
| Q5-11. Skateboard parks | 8.3% | 91.7% |
| Q5-12. Sledding hills | 43.3% | 56.7% |
| Q5-13. Natural play areas & playgrounds | 56.2% | 43.8% |
| Q5-14. Nature centers & trails | 68.0% | 32.0% |
| Q5-15. Walking & biking trails | 83.6% | 16.4% |
| Q5-16. Greenspace & natural areas | 75.0% | 25.0% |
| Q5-17. Senior Center | 29.9% | 70.1% |
| Q5-18. Multi-generational recreation center | 51.3% | 48.7% |
| Q5-19. Indoor fitness & exercise facilities | 63.9% | 36.1% |
| Q5-20. Indoor aquatic facility | 51.3% | 48.7% |
| Q5-21. Indoor running/walking track | 52.2% | 47.8% |
| Q5-22. Indoor basketball/volleyball courts | 28.6% | 71.4% |
| Q5-23. Indoor meeting/gathering spaces | 39.2% | 60.8% |
| Q5-24. Other | 4.9% | 95.1% |

Q5. If "Yes," please rate ALL of the parks and recreation facilities of this type in Upper Arlington using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."

(N=629)

| | 100% Met | 75% Met | 50% Met | 25% Met | 0% Met |
|---|----------|---------|---------|---------|--------|
| Q5-1. Community parks (11+ acres) | 47.7% | 33.7% | 11.7% | 4.3% | 2.6% |
| Q5-2. Neighborhood parks (2-10 acres) | 56.9% | 28.6% | 9.7% | 4.0% | 0.8% |
| Q5-3. Park shelters & picnic areas | 44.7% | 33.7% | 17.3% | 3.3% | 0.9% |
| Q5-4. Outdoor basketball courts | 24.2% | 16.8% | 25.5% | 21.5% | 12.1% |
| Q5-5. Outdoor swimming pools/water parks | 60.0% | 25.2% | 11.5% | 2.4% | 0.9% |
| Q5-6. Clay tennis courts | 40.9% | 33.0% | 12.5% | 6.8% | 6.8% |
| Q5-7. Hard surface tennis courts | 42.0% | 31.3% | 19.3% | 7.3% | 0.0% |
| Q5-8. Pickleball courts | 12.1% | 13.6% | 15.2% | 22.7% | 36.4% |
| Q5-9. Baseball & softball fields | 44.4% | 29.4% | 14.4% | 9.2% | 2.6% |
| Q5-10. Soccer/football/lacrosse fields | 44.7% | 24.6% | 19.6% | 8.5% | 2.5% |
| Q5-11. Skateboard parks | 6.3% | 6.3% | 16.7% | 29.2% | 41.7% |
| Q5-12. Sledding hills | 13.7% | 20.7% | 24.6% | 21.9% | 19.1% |
| Q5-13. Natural play areas & playgrounds | 33.0% | 40.5% | 15.5% | 8.0% | 3.0% |
| Q5-14. Nature centers & trails | 12.7% | 21.1% | 24.6% | 24.6% | 17.1% |
| Q5-15. Walking & biking trails | 22.7% | 23.5% | 24.3% | 22.3% | 7.3% |
| Q5-16. Greenspace & natural areas | 25.4% | 33.6% | 25.4% | 11.9% | 3.5% |
| Q5-17. Senior Center | 23.2% | 29.8% | 24.4% | 13.7% | 8.9% |
| Q5-18. Multi-generational recreation center | 5.6% | 3.7% | 6.6% | 9.0% | 75.1% |
| Q5-19. Indoor fitness & exercise facilities | 5.0% | 4.5% | 7.7% | 13.2% | 69.6% |
| Q5-20. Indoor aquatic facility | 3.6% | 3.3% | 7.9% | 14.9% | 70.3% |
| Q5-21. Indoor running/walking track | 5.4% | 1.3% | 2.8% | 9.5% | 81.0% |
| Q5-22. Indoor basketball/volleyball courts | 6.0% | 2.4% | 10.1% | 12.5% | 69.0% |
| Q5-23. Indoor meeting/gathering spaces | 12.1% | 11.2% | 27.6% | 14.2% | 34.9% |
| Q5-24. Other | 3.3% | 3.3% | 10.0% | 20.0% | 63.3% |

Q5. Other

| <u>Q5-24. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Dog park | 5 | 15.6 % |
| Splash pad | 3 | 9.4 % |
| Fenced dog park | 2 | 6.3 % |
| Recreation center | 2 | 6.3 % |
| Indoor racquetball court | 1 | 3.1 % |
| Skating rink (indoor or outdoor) | 1 | 3.1 % |
| Raquetball courts | 1 | 3.1 % |
| Indoor tennis or soccer | 1 | 3.1 % |
| More bike lanes and easier access to trails | 1 | 3.1 % |
| Bike paths and routes | 1 | 3.1 % |
| Fenced dog park for large and small dogs | 1 | 3.1 % |
| Outdoor volleyball courts | 1 | 3.1 % |
| Off leash dog friendly space with earlier hours | 1 | 3.1 % |
| Platform tennis courts | 1 | 3.1 % |
| Shuffleboard Courts | 1 | 3.1 % |
| Enlarge forests and farmers market | 1 | 3.1 % |
| Sidewalks | 1 | 3.1 % |
| More off leash time slots for dogs at the park | 1 | 3.1 % |
| Event space for receptions and reunions | 1 | 3.1 % |
| Indoor ice rink | 1 | 3.1 % |
| Community recreation center | 1 | 3.1 % |
| YOGA | 1 | 3.1 % |
| Small fishing lake/interconnected walkways/bike-walking path | 1 | 3.1 % |
| <u>Outdoor hockey rink at Northam Park</u> | <u>1</u> | <u>3.1 %</u> |
| Total | 32 | 100.0 % |

Q6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household?

| <u>Q6. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Community parks (11+ acres) | 99 | 15.2 % |
| Neighborhood parks (2-10 acres) | 139 | 21.3 % |
| Park shelters & picnic areas | 3 | 0.5 % |
| Outdoor basketball courts | 2 | 0.3 % |
| Outdoor swimming pools/water parks | 24 | 3.7 % |
| Clay tennis courts | 14 | 2.1 % |
| Hard surface tennis courts | 7 | 1.1 % |
| Pickleball courts | 1 | 0.2 % |
| Baseball & softball fields | 10 | 1.5 % |
| Soccer/football/lacrosse fields | 11 | 1.7 % |
| Skateboard parks | 2 | 0.3 % |
| Sledding hills | 1 | 0.2 % |
| Natural play areas & playgrounds | 15 | 2.3 % |
| Nature centers & trails | 14 | 2.1 % |
| Walking & biking trails | 73 | 11.2 % |
| Greenspace & natural areas | 15 | 2.3 % |
| Senior Center | 35 | 5.4 % |
| Multi-generational recreation center | 72 | 11.0 % |
| Indoor fitness & exercise facilities | 34 | 5.2 % |
| Indoor aquatic facility | 23 | 3.5 % |
| Indoor running/walking track | 4 | 0.6 % |
| Indoor basketball/volleyball courts | 8 | 1.2 % |
| Indoor meeting/gathering spaces | 2 | 0.3 % |
| Other | 5 | 0.8 % |
| <u>None chosen</u> | <u>40</u> | <u>6.1 %</u> |
| Total | 653 | 100.0 % |

Q6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household?

| <u>Q6. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Community parks (11+ acres) | 43 | 6.6 % |
| Neighborhood parks (2-10 acres) | 87 | 13.3 % |
| Park shelters & picnic areas | 16 | 2.5 % |
| Outdoor basketball courts | 5 | 0.8 % |
| Outdoor swimming pools/water parks | 47 | 7.2 % |
| Clay tennis courts | 10 | 1.5 % |
| Hard surface tennis courts | 9 | 1.4 % |
| Pickleball courts | 1 | 0.2 % |
| Baseball & softball fields | 14 | 2.1 % |
| Soccer/football/lacrosse fields | 9 | 1.4 % |
| Skateboard parks | 1 | 0.2 % |
| Sledding hills | 5 | 0.8 % |
| Natural play areas & playgrounds | 25 | 3.8 % |
| Nature centers & trails | 28 | 4.3 % |
| Walking & biking trails | 80 | 12.3 % |
| Greenspace & natural areas | 26 | 4.0 % |
| Senior Center | 15 | 2.3 % |
| Multi-generational recreation center | 45 | 6.9 % |
| Indoor fitness & exercise facilities | 61 | 9.3 % |
| Indoor aquatic facility | 33 | 5.1 % |
| Indoor running/walking track | 24 | 3.7 % |
| Indoor basketball/volleyball courts | 3 | 0.5 % |
| Indoor meeting/gathering spaces | 3 | 0.5 % |
| Other | 3 | 0.5 % |
| <u>None chosen</u> | <u>60</u> | <u>9.2 %</u> |
| Total | 653 | 100.0 % |

Q6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household?

| <u>Q6. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Community parks (11+ acres) | 37 | 5.7 % |
| Neighborhood parks (2-10 acres) | 43 | 6.6 % |
| Park shelters & picnic areas | 21 | 3.2 % |
| Outdoor basketball courts | 4 | 0.6 % |
| Outdoor swimming pools/water parks | 35 | 5.4 % |
| Clay tennis courts | 9 | 1.4 % |
| Hard surface tennis courts | 8 | 1.2 % |
| Pickleball courts | 2 | 0.3 % |
| Baseball & softball fields | 10 | 1.5 % |
| Soccer/football/lacrosse fields | 12 | 1.8 % |
| Skateboard parks | 1 | 0.2 % |
| Sledding hills | 12 | 1.8 % |
| Natural play areas & playgrounds | 34 | 5.2 % |
| Nature centers & trails | 41 | 6.3 % |
| Walking & biking trails | 58 | 8.9 % |
| Greenspace & natural areas | 41 | 6.3 % |
| Senior Center | 23 | 3.5 % |
| Multi-generational recreation center | 38 | 5.8 % |
| Indoor fitness & exercise facilities | 44 | 6.7 % |
| Indoor aquatic facility | 32 | 4.9 % |
| Indoor running/walking track | 37 | 5.7 % |
| Indoor basketball/volleyball courts | 10 | 1.5 % |
| Indoor meeting/gathering spaces | 10 | 1.5 % |
| Other | 6 | 0.9 % |
| <u>None chosen</u> | <u>85</u> | <u>13.0 %</u> |
| Total | 653 | 100.0 % |

Q6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household?

| <u>Q6. 4th choice</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Community parks (11+ acres) | 41 | 6.3 % |
| Neighborhood parks (2-10 acres) | 35 | 5.4 % |
| Park shelters & picnic areas | 15 | 2.3 % |
| Outdoor basketball courts | 3 | 0.5 % |
| Outdoor swimming pools/water parks | 22 | 3.4 % |
| Clay tennis courts | 2 | 0.3 % |
| Hard surface tennis courts | 15 | 2.3 % |
| Pickleball courts | 5 | 0.8 % |
| Baseball & softball fields | 6 | 0.9 % |
| Soccer/football/lacrosse fields | 19 | 2.9 % |
| Skateboard parks | 5 | 0.8 % |
| Sledding hills | 10 | 1.5 % |
| Natural play areas & playgrounds | 27 | 4.1 % |
| Nature centers & trails | 28 | 4.3 % |
| Walking & biking trails | 68 | 10.4 % |
| Greenspace & natural areas | 39 | 6.0 % |
| Senior Center | 17 | 2.6 % |
| Multi-generational recreation center | 27 | 4.1 % |
| Indoor fitness & exercise facilities | 47 | 7.2 % |
| Indoor aquatic facility | 37 | 5.7 % |
| Indoor running/walking track | 31 | 4.7 % |
| Indoor basketball/volleyball courts | 15 | 2.3 % |
| Indoor meeting/gathering spaces | 14 | 2.1 % |
| Other | 6 | 0.9 % |
| <u>None chosen</u> | <u>119</u> | <u>18.2 %</u> |
| Total | 653 | 100.0 % |

Q6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household? (top 4)

| <u>Q6. Sum of top 4 choices</u> | <u>Number</u> | <u>Percent</u> |
|--------------------------------------|---------------|----------------|
| Community parks (11+ acres) | 220 | 33.7 % |
| Neighborhood parks (2-10 acres) | 304 | 46.6 % |
| Park shelters & picnic areas | 55 | 8.4 % |
| Outdoor basketball courts | 14 | 2.1 % |
| Outdoor swimming pools/water parks | 128 | 19.6 % |
| Clay tennis courts | 35 | 5.4 % |
| Hard surface tennis courts | 39 | 6.0 % |
| Pickleball courts | 9 | 1.4 % |
| Baseball & softball fields | 40 | 6.1 % |
| Soccer/football/lacrosse fields | 51 | 7.8 % |
| Skateboard parks | 9 | 1.4 % |
| Sledding hills | 28 | 4.3 % |
| Natural play areas & playgrounds | 101 | 15.5 % |
| Nature centers & trails | 111 | 17.0 % |
| Walking & biking trails | 279 | 42.7 % |
| Greenspace & natural areas | 121 | 18.5 % |
| Senior Center | 90 | 13.8 % |
| Multi-generational recreation center | 182 | 27.9 % |
| Indoor fitness & exercise facilities | 186 | 28.5 % |
| Indoor aquatic facility | 125 | 19.1 % |
| Indoor running/walking track | 96 | 14.7 % |
| Indoor basketball/volleyball courts | 36 | 5.5 % |
| Indoor meeting/gathering spaces | 29 | 4.4 % |
| Other | 20 | 3.1 % |
| <u>None chosen</u> | <u>40</u> | <u>6.1 %</u> |
| Total | 2348 | |

Q7. Based on preliminary input from the community, the following are major actions that the City of Upper Arlington could take to improve the parks and recreation system. Please indicate how supportive you would be of each action.

(N=653)

| | Very supportive | Somewhat supportive | Not sure | Not supportive | Not provided |
|---|-----------------|---------------------|----------|----------------|--------------|
| Q7-1. Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 46.9% | 19.8% | 15.2% | 13.0% | 5.2% |
| Q7-2. Upgrade existing neighborhood & community parks | 51.0% | 29.7% | 9.8% | 6.3% | 3.2% |
| Q7-3. Light ball diamonds for extended play reducing the need for more diamonds | 19.0% | 28.5% | 26.5% | 20.2% | 5.8% |
| Q7-4. Renovate Northam Clay Tennis Courts | 11.5% | 15.2% | 30.2% | 36.6% | 6.6% |
| Q7-5. Develop new walking/biking trails & sidewalks to parks | 59.7% | 21.7% | 8.6% | 5.4% | 4.6% |
| Q7-6. Improve storm water drainage in parks | 37.7% | 26.3% | 23.9% | 7.0% | 5.1% |
| Q7-7. Other | 92.0% | 2.7% | 1.8% | 3.5% | 0.0% |

WITHOUT "NOT PROVIDED"

Q7. Based on preliminary input from the community, the following are major actions that the City of Upper Arlington could take to improve the parks and recreation system. Please indicate how supportive you would be of each action. (without "not provided")

(N=653)

| | Very supportive | Somewhat supportive | Not sure | Not supportive |
|---|-----------------|---------------------|----------|----------------|
| Q7-1. Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 49.4% | 20.8% | 16.0% | 13.7% |
| Q7-2. Upgrade existing neighborhood & community parks | 52.7% | 30.7% | 10.1% | 6.5% |
| Q7-3. Light ball diamonds for extended play reducing the need for more diamonds | 20.2% | 30.2% | 28.1% | 21.5% |
| Q7-4. Renovate Northam Clay Tennis Courts | 12.3% | 16.2% | 32.3% | 39.2% |
| Q7-5. Develop new walking/biking trails & sidewalks to parks | 62.6% | 22.8% | 9.0% | 5.6% |
| Q7-6. Improve storm water drainage in parks | 39.7% | 27.7% | 25.2% | 7.4% |
| Q7-7. Other | 92.0% | 2.7% | 1.8% | 3.5% |

Q7. Other

| Q7-7. Other | Number | Percent |
|---|--------|---------|
| Indoor recreation center | 7 | 6.2 % |
| Build a rec center | 6 | 5.3 % |
| Recreation center | 6 | 5.3 % |
| Community rec center | 4 | 3.5 % |
| Senior center | 3 | 2.7 % |
| Multi-generational community center | 3 | 2.7 % |
| Fenced dog park | 2 | 1.8 % |
| Build a community center | 2 | 1.8 % |
| New rec center that all community members could use | 1 | 0.9 % |
| Indoor rec center with pool, courts, exercise equipment | 1 | 0.9 % |
| Indoor running track | 1 | 0.9 % |
| New community/senior center | 1 | 0.9 % |
| Let woods grow & have a trail thru it | 1 | 0.9 % |
| Allowing dogs off leash after 6pm instead of 8pm | 1 | 0.9 % |
| Open a rec center | 1 | 0.9 % |
| Recreation center with indoor pool & fitness | 1 | 0.9 % |
| Acquire property for rec center | 1 | 0.9 % |
| Build indoor facilities | 1 | 0.9 % |
| Exterior LED lighting along trail | 1 | 0.9 % |
| Dog park | 1 | 0.9 % |
| Building a recreational facility | 1 | 0.9 % |
| Indoor athletic center | 1 | 0.9 % |
| Mowing of areas that had been previously mowed | 1 | 0.9 % |
| Indoor recreation facility with outdoor park | 1 | 0.9 % |
| YOGA and kids classes | 1 | 0.9 % |
| Indoor aquatic center and rec center | 1 | 0.9 % |
| Building indoor basketball courts | 1 | 0.9 % |
| Walking/biking paths near the River, Griggs Reservoir and dam | 1 | 0.9 % |
| Would love to see more creative endeavors offered | 1 | 0.9 % |
| Indoor multi purpose recreational facility | 1 | 0.9 % |
| Rec center with indoor pool | 1 | 0.9 % |
| Tennis center | 1 | 0.9 % |
| Indoor recreation space & imrove bathrooms | 1 | 0.9 % |
| More bathrooms | 1 | 0.9 % |
| Indoor recr center with workout, track, basketball, and swim | 1 | 0.9 % |
| More trash barrels in ball parks in all seasons! | 1 | 0.9 % |
| Every street should have sidewalks or bike paths | 1 | 0.9 % |
| Indoor community rec center | 1 | 0.9 % |
| A new indoor pool | 1 | 0.9 % |
| Improved ball diamonds and fields | 1 | 0.9 % |
| Indoor aquatic facility | 1 | 0.9 % |
| Designate a small area to hit golf balls | 1 | 0.9 % |
| Community rec center with classes for kids | 1 | 0.9 % |
| Indoor fitness & aquatic facility | 1 | 0.9 % |
| Indoor acuatics | 1 | 0.9 % |
| Senior center improvements | 1 | 0.9 % |
| Make Mallway a more dynamic community | 1 | 0.9 % |
| Create an area that will make money generating activity for the City | 1 | 0.9 % |
| Improve snow removal on paths and sunny 95 | 1 | 0.9 % |
| Rec center like other communities | 1 | 0.9 % |
| Indoor weight & cardio center | 1 | 0.9 % |

Q7. Other

| <u>Q7-7. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Indoor fitness center | 1 | 0.9 % |
| Add running trail | 1 | 0.9 % |
| Develop indoor public play areas | 1 | 0.9 % |
| Sidewalks | 1 | 0.9 % |
| More clay courts in lane rd park | 1 | 0.9 % |
| Please do not waste any more of my tax money | 1 | 0.9 % |
| Dog park or facility for dogs | 1 | 0.9 % |
| A community indoor exercise facility/recreation center | 1 | 0.9 % |
| A rec center | 1 | 0.9 % |
| Relocate senior center | 1 | 0.9 % |
| Improve drainage | 1 | 0.9 % |
| Bathroom facilities at playgrounds | 1 | 0.9 % |
| Don't ever pull another Northam park trick | 1 | 0.9 % |
| Recreation center like Westerville/Worthington/Dublin | 1 | 0.9 % |
| Build an indoor rec center | 1 | 0.9 % |
| Stop spending money | 1 | 0.9 % |
| Winter activities | 1 | 0.9 % |
| More variety for youth activities with comparable prices | 1 | 0.9 % |
| Build a YMCA/rec center | 1 | 0.9 % |
| Improve park lighting for evening use | 1 | 0.9 % |
| Teen gathering facility | 1 | 0.9 % |
| Provide shade at playgrounds | 1 | 0.9 % |
| I would like to have sidewalks on my street | 1 | 0.9 % |
| Indoor pool | 1 | 0.9 % |
| Develop a community rec center | 1 | 0.9 % |
| Cross walks | 1 | 0.9 % |
| More naturalized areas for wildlife center | 1 | 0.9 % |
| New senior center | 1 | 0.9 % |
| Skatepark | 1 | 0.9 % |
| Rec center with senior center and fields | 1 | 0.9 % |
| Street lighting around parks for safety | 1 | 0.9 % |
| Community center like Dublin | 1 | 0.9 % |
| Meeting spaces | 1 | 0.9 % |
| Indoor recreation and fitness facility | 1 | 0.9 % |
| Community center | 1 | 0.9 % |
| Multi use parks, bike paths, walking paths | 1 | 0.9 % |
| Build a real rec center with a fitness center | 1 | 0.9 % |
| Total | 113 | 100.0 % |

Q8. Which THREE of the items listed in Question 7 are MOST IMPORTANT to your household to develop?

| <u>Q8. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 102 | 15.6 % |
| Upgrade existing neighborhood & community parks | 147 | 22.5 % |
| Light ball diamonds for extended play reducing the need for more diamonds | 18 | 2.8 % |
| Renovate Northam Clay Tennis Courts | 36 | 5.5 % |
| Develop new walking/biking trails & sidewalks to parks | 150 | 23.0 % |
| Improve storm water drainage in parks | 46 | 7.0 % |
| Other | 79 | 12.1 % |
| None chosen | 75 | 11.5 % |
| Total | 653 | 100.0 % |

Q8. Which THREE of the items listed in Question 7 are MOST IMPORTANT to your household to develop?

| <u>Q8. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 97 | 14.9 % |
| Upgrade existing neighborhood & community parks | 147 | 22.5 % |
| Light ball diamonds for extended play reducing the need for more diamonds | 32 | 4.9 % |
| Renovate Northam Clay Tennis Courts | 27 | 4.1 % |
| Develop new walking/biking trails & sidewalks to parks | 161 | 24.7 % |
| Improve storm water drainage in parks | 54 | 8.3 % |
| Other | 12 | 1.8 % |
| None chosen | 123 | 18.8 % |
| Total | 653 | 100.0 % |

Q8. Which THREE of the items listed in Question 7 are MOST IMPORTANT to your household to develop?

| <u>Q8. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 79 | 12.1 % |
| Upgrade existing neighborhood & community parks | 111 | 17.0 % |
| Light ball diamonds for extended play reducing the need for more diamonds | 50 | 7.7 % |
| Renovate Northam Clay Tennis Courts | 19 | 2.9 % |
| Develop new walking/biking trails & sidewalks to parks | 104 | 15.9 % |
| Improve storm water drainage in parks | 82 | 12.6 % |
| Other | 8 | 1.2 % |
| None chosen | 200 | 30.6 % |
| Total | 653 | 100.0 % |

Q8. Which THREE of the items listed in Question 7 are MOST IMPORTANT to your household to develop? (top 3)

| <u>Q8. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 278 | 42.6 % |
| Upgrade existing neighborhood & community parks | 405 | 62.0 % |
| Light ball diamonds for extended play reducing the need for more diamonds | 100 | 15.3 % |
| Renovate Northam Clay Tennis Courts | 82 | 12.6 % |
| Develop new walking/biking trails & sidewalks to parks | 415 | 63.6 % |
| Improve storm water drainage in parks | 182 | 27.9 % |
| Other | 99 | 15.2 % |
| None chosen | 75 | 11.5 % |
| Total | 1636 | |

Q9. How supportive would you be of the City replacing the current Senior Center with programming space for older adults, without indoor recreation space for other segments of the population?

Q9. How supportive would you be of City replacing current Senior Center with programming space for older adults

| | Number | Percent |
|-----------------------|--------|---------|
| Very supportive | 126 | 19.3 % |
| Somewhat supportive | 99 | 15.2 % |
| Neutral | 144 | 22.1 % |
| Somewhat unsupportive | 109 | 16.7 % |
| Very unsupportive | 161 | 24.7 % |
| Not provided | 14 | 2.1 % |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q9. How supportive would you be of the City replacing the current Senior Center with programming space for older adults, without indoor recreation space for other segments of the population? (without "not provided")

Q9. How supportive would you be of City replacing current Senior Center with programming space for older adults

| | Number | Percent |
|-----------------------|--------|---------|
| Very supportive | 126 | 19.7 % |
| Somewhat supportive | 99 | 15.5 % |
| Neutral | 144 | 22.5 % |
| Somewhat unsupportive | 109 | 17.1 % |
| Very unsupportive | 161 | 25.2 % |
| Total | 639 | 100.0 % |

Q10. How supportive would you be of the City undertaking a process (which would include public involvement) to explore the feasibility of an indoor recreation facility that serves all ages and segments of the population?

Q10. How supportive would you be of City undertaking a process to explore feasibility of an indoor recreation facility

| | Number | Percent |
|-----------------------|--------|---------|
| Very supportive | 415 | 63.6 % |
| Somewhat supportive | 108 | 16.5 % |
| Neutral | 50 | 7.7 % |
| Somewhat unsupportive | 24 | 3.7 % |
| Very unsupportive | 48 | 7.4 % |
| Not provided | 8 | 1.2 % |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q10. How supportive would you be of the City undertaking a process (which would include public involvement) to explore the feasibility of an indoor recreation facility that serves all ages and segments of the population? (without "not provided")

Q10. How supportive would you be of City undertaking a process to explore feasibility of an indoor recreation facility

| | Number | Percent |
|-----------------------|--------|---------|
| Very supportive | 415 | 64.3 % |
| Somewhat supportive | 108 | 16.7 % |
| Neutral | 50 | 7.8 % |
| Somewhat unsupportive | 24 | 3.7 % |
| Very unsupportive | 48 | 7.4 % |
| Total | 645 | 100.0 % |

Q11. Please CHECK ALL of the following recreation programs offered or co-sponsored by Upper Arlington Parks & Recreation that your household has participated in during the past 12 months.

Q11. All recreation programs offered or co-sponsored by Upper Arlington Parks & Recreation your household has participated in during past 12 months

| | Number | Percent |
|--|-------------|---------|
| 50 Plus Programs (e.g. arts/crafts, trips, fitness, computers, games, etc.) | 89 | 13.6 % |
| Adult Programs (e.g. enrichment, dance, fitness, sports, etc.) | 116 | 17.8 % |
| Aquatics (e.g. open swim, swim lessons, lap swim, etc.) | 166 | 25.4 % |
| Community Youth Athletics (e.g. youth football, softball, soccer, Bear Cub Baseball, etc.) | 149 | 22.8 % |
| Cultural Arts (e.g. performing arts, music in the parks, arts festival, gallery, etc.) | 316 | 48.4 % |
| Family Programs (e.g. Breakfast with Santa, father/daughter, etc.) | 106 | 16.2 % |
| Special Events (e.g. Winter Festival, Summer Celebration, Fall Fest, etc.) | 278 | 42.6 % |
| Tennis Programs (e.g. tennis lessons, recreational tennis, league play, etc.) | 53 | 8.1 % |
| Youth Programs (e.g. dance, instructional sports, camps, theater, music, etc.) | 101 | 15.5 % |
| Other | 13 | 2.0 % |
| None-haven't participated in Upper Arlington recreation programs | 159 | 24.3 % |
| Total | 1546 | |

WITHOUT "NONE"

Q11. Please CHECK ALL of the following recreation programs offered or co-sponsored by Upper Arlington Parks & Recreation that your household has participated in during the past 12 months. (without "none")

Q11. All recreation programs offered or co-sponsored by Upper Arlington Parks & Recreation your household has participated in during past 12 months

| | Number | Percent |
|--|-------------|---------|
| 50 Plus Programs (e.g. arts/crafts, trips, fitness, computers, games, etc.) | 89 | 18.0 % |
| Adult Programs (e.g. enrichment, dance, fitness, sports, etc.) | 116 | 23.5 % |
| Aquatics (e.g. open swim, swim lessons, lap swim, etc.) | 166 | 33.6 % |
| Community Youth Athletics (e.g. youth football, softball, soccer, Bear Cub Baseball, etc.) | 149 | 30.2 % |
| Cultural Arts (e.g. performing arts, music in the parks, arts festival, gallery, etc.) | 316 | 64.0 % |
| Family Programs (e.g. Breakfast with Santa, father/daughter, etc.) | 106 | 21.5 % |
| Special Events (e.g. Winter Festival, Summer Celebration, Fall Fest, etc.) | 278 | 56.3 % |
| Tennis Programs (e.g. tennis lessons, recreational tennis, league play, etc.) | 53 | 10.7 % |
| Youth Programs (e.g. dance, instructional sports, camps, theater, music, etc.) | 101 | 20.4 % |
| Other | 13 | 2.6 % |
| Total | 1387 | |

Q11. Other

| Q11-10. Other | Number | Percent |
|---------------------------------|--------|---------|
| Movie in the Park | 1 | 7.7 % |
| Dog park/Lift Leash Law | 1 | 7.7 % |
| Blue Star Memorial Dedication | 1 | 7.7 % |
| Easter Candy Hunt | 1 | 7.7 % |
| Taste of Tri-Village | 1 | 7.7 % |
| Summer program | 1 | 7.7 % |
| Arts Festival during Labor Day | 1 | 7.7 % |
| 4th of July | 1 | 7.7 % |
| Lacrosse at Burbank Park | 1 | 7.7 % |
| Farmers Market | 1 | 7.7 % |
| Sunny 95 Events | 1 | 7.7 % |
| Preschool programs for toddlers | 1 | 7.7 % |
| Youth sports as a spectator | 1 | 7.7 % |
| Total | 13 | 100.0 % |

Q12a. How many different recreation programs or activities offered by Upper Arlington Parks and Recreation has your household participated in during the past 12 months?

Q12a. How many different recreation programs or activities has your household participated in during past 12 months

| | Number | Percent |
|-----------------------------|--------|---------|
| 1 program/activity | 87 | 17.6 % |
| 2 to 3 programs/activities | 192 | 38.9 % |
| 4 to 6 programs/activities | 127 | 25.7 % |
| 7 to 10 programs/activities | 46 | 9.3 % |
| 11+ programs/activities | 14 | 2.8 % |
| Not provided | 28 | 5.7 % |
| Total | 494 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q12a. How many different recreation programs or activities offered by Upper Arlington Parks and Recreation has your household participated in during the past 12 months? (without "not provided")

Q12a. How many different recreation programs or activities has your household participated in during past 12 months

| | Number | Percent |
|-----------------------------|--------|---------|
| 1 program/activity | 87 | 18.7 % |
| 2 to 3 programs/activities | 192 | 41.2 % |
| 4 to 6 programs/activities | 127 | 27.3 % |
| 7 to 10 programs/activities | 46 | 9.9 % |
| 11+ programs/activities | 14 | 3.0 % |
| Total | 466 | 100.0 % |

Q12b. Please check the THREE primary reasons why your household has participated in Upper Arlington Parks & Recreation programs/activities.

| Q12b. Primary reasons why your household has participated in programs/activities | Number | Percent |
|--|--------|---------|
| Quality of instructors/coaches | 60 | 12.1 % |
| Location of program | 275 | 55.7 % |
| Quality of program | 176 | 35.6 % |
| Fees charged for program | 78 | 15.8 % |
| Times program is offered | 73 | 14.8 % |
| Nowhere else to go for service | 24 | 4.9 % |
| Location of facility | 141 | 28.5 % |
| Quality of facility | 24 | 4.9 % |
| Friends participate in program | 128 | 25.9 % |
| Dates program is offered | 58 | 11.7 % |
| It is of particular interest | 209 | 42.3 % |
| Other | 5 | 1.0 % |
| Total | 1251 | |

Q12b. Other

| Q12b-12. Other | Number | Percent |
|---|--------|---------|
| I go to open gyms at the high school to pay pickup basketball | 1 | 20.0 % |
| Create holiday traditions | 1 | 20.0 % |
| Good parking | 1 | 20.0 % |
| Party of the neighborhood community | 1 | 20.0 % |
| <u>Community engagement</u> | 1 | 20.0 % |
| Total | 5 | 100.0 % |

Q12c. How would you rate the overall quality of recreation programs/activities that you have participated in?

| Q12c. How would you rate overall quality of recreation programs/activities you have participated in | Number | Percent |
|---|--------|---------|
| Excellent | 150 | 30.4 % |
| Good | 274 | 55.5 % |
| Fair | 31 | 6.3 % |
| Poor | 14 | 2.8 % |
| Not provided | 25 | 5.1 % |
| Total | 494 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q12c. How would you rate the overall quality of recreation programs/activities that you have participated in? (without "not provided")

| Q12c. How would you rate overall quality of recreation programs/activities you have participated in | Number | Percent |
|---|--------|---------|
| Excellent | 150 | 32.0 % |
| Good | 274 | 58.4 % |
| Fair | 31 | 6.6 % |
| Poor | 14 | 3.0 % |
| Total | 469 | 100.0 % |

Q13. Please CHECK ALL the ways you learn about Upper Arlington Parks & Recreation programs and activities.

| Q13. All ways you learn about Upper Arlington Parks & Recreation programs activities | Number | Percent |
|--|--------|---------|
| Activity Guide program catalog | 520 | 79.6 % |
| Upper Arlington Website | 289 | 44.3 % |
| UA School's Website "Our Community" | 76 | 11.6 % |
| UA Insight Newsletter | 312 | 47.8 % |
| Flyers in community | 123 | 18.8 % |
| Parks sign boards | 69 | 10.6 % |
| Twitter | 17 | 2.6 % |
| Facebook | 130 | 19.9 % |
| Instagram | 13 | 2.0 % |
| Senior Center Sentinel Newsletter | 62 | 9.5 % |
| Conversations with Parks/Rec staff | 24 | 3.7 % |
| Activity Link e-Newsletter | 111 | 17.0 % |
| Newspaper articles/advertisements | 181 | 27.7 % |
| Community calendars | 103 | 15.8 % |
| Friends & neighbors | 281 | 43.0 % |
| UA Artslink Newsletter | 20 | 3.1 % |
| Other | 20 | 3.1 % |
| Total | 2351 | |

Q13. Other

| Q13-17. Other | Number | Percent |
|----------------------------|--------|---------|
| Library display | 1 | 5.3 % |
| UA newspaper | 1 | 5.3 % |
| Google maps to walk trails | 1 | 5.3 % |
| Exploration | 1 | 5.3 % |
| UA news | 1 | 5.3 % |
| Email list serv private | 1 | 5.3 % |
| Library | 1 | 5.3 % |
| Notices at library | 1 | 5.3 % |
| School newsletter | 1 | 5.3 % |
| I'm a City employee | 1 | 5.3 % |
| Lack interest at this time | 1 | 5.3 % |
| Spouse | 1 | 5.3 % |
| School flyers on Friday | 1 | 5.3 % |
| Library board | 1 | 5.3 % |
| I seek out what I need | 1 | 5.3 % |
| General Google question | 1 | 5.3 % |
| info @ the library | 1 | 5.3 % |
| Schools | 1 | 5.3 % |
| Word of mouth | 1 | 5.3 % |
| Total | 19 | 100.0 % |

Q14. What THREE sources from the list in Question 13 are your MOST PREFERRED ways to learn about Upper Arlington Parks & Recreation programs and services?

| Q14. Top choice | Number | Percent |
|-------------------------------------|--------|---------|
| Activity Guide program catalog | 304 | 46.6 % |
| Upper Arlington Website | 71 | 10.9 % |
| UA School's Website "Our Community" | 7 | 1.1 % |
| UA Insight Newsletter | 53 | 8.1 % |
| Flyers in community | 3 | 0.5 % |
| Parks sign boards | 2 | 0.3 % |
| Twitter | 3 | 0.5 % |
| Facebook | 48 | 7.4 % |
| Instagram | 2 | 0.3 % |
| Senior Center Sentinel Newsletter | 15 | 2.3 % |
| Activity Link e-Newsletter | 30 | 4.6 % |
| Newspaper articles/advertisements | 20 | 3.1 % |
| Community calendars | 3 | 0.5 % |
| Friends & neighbors | 22 | 3.4 % |
| UA Artslink Newsletter | 1 | 0.2 % |
| Other | 3 | 0.5 % |
| None chosen | 66 | 10.1 % |
| Total | 653 | 100.0 % |

Q14. What THREE sources from the list in Question 13 are your MOST PREFERRED ways to learn about Upper Arlington Parks & Recreation programs and services?

| Q14. 2nd choice | Number | Percent |
|-------------------------------------|--------|---------|
| Activity Guide program catalog | 90 | 13.8 % |
| Upper Arlington Website | 113 | 17.3 % |
| UA School's Website "Our Community" | 15 | 2.3 % |
| UA Insight Newsletter | 100 | 15.3 % |
| Flyers in community | 17 | 2.6 % |
| Parks sign boards | 9 | 1.4 % |
| Twitter | 3 | 0.5 % |
| Facebook | 35 | 5.4 % |
| Instagram | 7 | 1.1 % |
| Senior Center Sentinel Newsletter | 20 | 3.1 % |
| Conversations with Parks/Rec staff | 2 | 0.3 % |
| Activity Link e-Newsletter | 24 | 3.7 % |
| Newspaper articles/advertisements | 37 | 5.7 % |
| Community calendars | 15 | 2.3 % |
| Friends & neighbors | 27 | 4.1 % |
| UA Artslink Newsletter | 3 | 0.5 % |
| Other | 7 | 1.1 % |
| None chosen | 129 | 19.8 % |
| Total | 653 | 100.0 % |

Q14. What THREE sources from the list in Question 13 are your MOST PREFERRED ways to learn about Upper Arlington Parks & Recreation programs and services?

| Q14. 3rd choice | Number | Percent |
|-------------------------------------|--------|---------|
| Activity Guide program catalog | 56 | 8.6 % |
| Upper Arlington Website | 36 | 5.5 % |
| UA School's Website "Our Community" | 23 | 3.5 % |
| UA Insight Newsletter | 51 | 7.8 % |
| Flyers in community | 18 | 2.8 % |
| Parks sign boards | 12 | 1.8 % |
| Twitter | 5 | 0.8 % |
| Facebook | 28 | 4.3 % |
| Instagram | 2 | 0.3 % |
| Senior Center Sentinel Newsletter | 6 | 0.9 % |
| Conversations with Parks/Rec staff | 4 | 0.6 % |
| Activity Link e-Newsletter | 30 | 4.6 % |
| Newspaper articles/advertisements | 48 | 7.4 % |
| Community calendars | 23 | 3.5 % |
| Friends & neighbors | 59 | 9.0 % |
| UA Artslink Newsletter | 6 | 0.9 % |
| Other | 5 | 0.8 % |
| None chosen | 241 | 36.9 % |
| Total | 653 | 100.0 % |

Q14. What THREE sources from the list in Question 13 are your MOST PREFERRED ways to learn about Upper Arlington Parks & Recreation programs and services? (top 3)

| <u>Q14. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------------------|---------------|----------------|
| Activity Guide program catalog | 450 | 68.9 % |
| Upper Arlington Website | 220 | 33.7 % |
| UA School's Website "Our Community" | 45 | 6.9 % |
| UA Insight Newsletter | 204 | 31.2 % |
| Flyers in community | 38 | 5.8 % |
| Parks sign boards | 23 | 3.5 % |
| Twitter | 11 | 1.7 % |
| Facebook | 111 | 17.0 % |
| Instagram | 11 | 1.7 % |
| Senior Center Sentinel Newsletter | 41 | 6.3 % |
| Conversations with Parks/Rec staff | 6 | 0.9 % |
| Activity Link e-Newsletter | 84 | 12.9 % |
| Newspaper articles/advertisements | 105 | 16.1 % |
| Community calendars | 41 | 6.3 % |
| Friends & neighbors | 108 | 16.5 % |
| UA Artslink Newsletter | 10 | 1.5 % |
| Other | 15 | 2.3 % |
| <u>None chosen</u> | <u>66</u> | <u>10.1 %</u> |
| Total | 1589 | |

Q15. Please CHECK ALL of the following reasons that prevent you or other members of your household from using the parks, recreation facilities, or programs of the Upper Arlington Parks & Recreation Department MORE OFTEN.

Q15. All reasons that prevent you from using parks, recreation facilities, or programs of Upper Arlington

| <u>Parks & Recreation Department more often</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Facilities are not well maintained | 43 | 6.6 % |
| Lack of adequate facilities | 125 | 19.1 % |
| Program not offered | 107 | 16.4 % |
| Program times are not convenient | 152 | 23.3 % |
| Lack of quality programs | 40 | 6.1 % |
| Too far from our residence | 26 | 4.0 % |
| Class full | 71 | 10.9 % |
| Fees are too high | 85 | 13.0 % |
| Security is insufficient | 3 | 0.5 % |
| Use facilities in other communities | 83 | 12.7 % |
| Poor customer service by staff | 4 | 0.6 % |
| I do not know locations of facilities | 28 | 4.3 % |
| We are too busy | 229 | 35.1 % |
| We are not interested | 99 | 15.2 % |
| I do not know what is being offered | 98 | 15.0 % |
| Operating hours not convenient | 51 | 7.8 % |
| Registration for programs is difficult | 29 | 4.4 % |
| Lack of parking | 12 | 1.8 % |
| Use services of others (school, library, etc.) | 84 | 12.9 % |
| No safe route to walk/bike to facility | 54 | 8.3 % |
| Other | 52 | 8.0 % |
| Total | 1475 | |

Q15. Other

| <u>Q15-21. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Have own pool | 1 | 1.9 % |
| A lot of classes offered not when we're available | 1 | 1.9 % |
| Quality is better in other communities | 1 | 1.9 % |
| belong to swim & racquet | 1 | 1.9 % |
| OSU facilities | 1 | 1.9 % |
| I have mobility health problems | 1 | 1.9 % |
| Residential facility has workout facility | 1 | 1.9 % |
| Not many teen programs | 1 | 1.9 % |
| Out of town frequently | 1 | 1.9 % |
| More things on Sundays and tech solutions | 1 | 1.9 % |
| Poor lighting | 1 | 1.9 % |
| Not convenient | 1 | 1.9 % |
| Weather | 1 | 1.9 % |
| Maintaining green space | 1 | 1.9 % |
| No winter programs that our family would like | 1 | 1.9 % |
| Nothing keeps us from using facilities | 1 | 1.9 % |
| Don't use pools because geared toward small children | 1 | 1.9 % |
| On vacation | 1 | 1.9 % |
| Children are older | 1 | 1.9 % |
| Nothing truly special or grand about any of the parks | 1 | 1.9 % |
| Too many dogs off leash | 1 | 1.9 % |
| Not much for full time working folks | 1 | 1.9 % |
| Not enough programs for teenagers | 1 | 1.9 % |
| Lack of transportation | 1 | 1.9 % |
| Prefer metro parks because they have longer trails and nature | 1 | 1.9 % |
| Use private clubs | 1 | 1.9 % |
| I don't rely on city to provide what I need | 1 | 1.9 % |
| Thru silver sneakers we belong to a gym for free | 1 | 1.9 % |
| Not friendly to old folks | 1 | 1.9 % |
| Joined fitness center | 1 | 1.9 % |
| Northwest Park facilities are used by people outside of UA | 1 | 1.9 % |
| None of the above are a problem | 1 | 1.9 % |
| Time | 1 | 1.9 % |
| Out of state a lot | 1 | 1.9 % |
| Use metro parks for nature trails | 1 | 1.9 % |
| Our daughter is in college so we use the park for our dog | 1 | 1.9 % |
| Not enough tickets for events or classes | 1 | 1.9 % |
| Facilities are not maintained | 1 | 1.9 % |
| Need community center with an indoor pool | 1 | 1.9 % |
| Need more classes for kids under 3 | 1 | 1.9 % |
| Will not do breakfast with Santa again food was not good for the price | 1 | 1.9 % |
| I don't like going to the Municipal Center for activities | 1 | 1.9 % |
| More weekend offerings would help | 1 | 1.9 % |
| UA doesn't have an indoor pool for use during the week | 1 | 1.9 % |
| Life transition/working to retirement | 1 | 1.9 % |
| Need better access for those with disabilities | 1 | 1.9 % |
| Nothing prevents us | 1 | 1.9 % |
| Parents of teens in school-sponsored activities | 1 | 1.9 % |
| Lack of public restroom/shelter at Northam Park | 1 | 1.9 % |
| Did not know we have a skateboarding park | 1 | 1.9 % |
| No interested at this point in life | 1 | 1.9 % |
| kids are just hitting ages to use more of the pe programs | 1 | 1.9 % |
| Total | 52 | 100.0 % |

Q16. Please indicate if you or any member of your household has a need for each of the recreation programs listed below.

(N=653)

| | Yes | No |
|---|-------|-------|
| Q16-1. Preschool programs/early childhood | 22.2% | 77.8% |
| Q16-2. Youth art, dance, performing arts | 20.2% | 79.8% |
| Q16-3. Youth sports programs | 30.9% | 69.1% |
| Q16-4. Youth summer camp programs | 21.9% | 78.1% |
| Q16-5. Youth fitness & wellness programs | 22.7% | 77.3% |
| Q16-6. Before & after school programs | 16.5% | 83.5% |
| Q16-7. Learn to Swim programs | 26.6% | 73.4% |
| Q16-8. Gymnastics & tumbling programs | 17.5% | 82.5% |
| Q16-9. Adult art, dance, performing arts | 22.7% | 77.3% |
| Q16-10. Adult sports programs | 28.9% | 71.1% |
| Q16-11. Adult fitness & wellness programs | 55.7% | 44.3% |
| Q16-12. Senior art, dance, performing arts | 12.9% | 87.1% |
| Q16-13. Senior sports programs | 13.0% | 87.0% |
| Q16-14. Senior fitness & wellness programs | 28.6% | 71.4% |
| Q16-15. Programs for people with disabilities | 5.4% | 94.6% |
| Q16-16. Family programs | 28.5% | 71.5% |
| Q16-17. Family open gym | 27.6% | 72.4% |
| Q16-18. Teen open gym | 13.2% | 86.8% |
| Q16-19. Nature programs | 43.3% | 56.7% |
| Q16-20. Water fitness programs | 28.5% | 71.5% |
| Q16-21. Tennis lessons & leagues | 18.2% | 81.8% |
| Q16-22. Community special events | 54.7% | 45.3% |
| Q16-23. Outdoor challenge programs | 18.8% | 81.2% |
| Q16-24. Trips to special attractions & events | 21.7% | 78.3% |
| Q16-25. Other | 2.9% | 97.1% |

Q16. If "Yes," please rate the recreation program using a scale of 1 to 5, where 5 means the needs of your household are "100% Met" and 1 means "0% Met."

(N=571)

| | 100% Met | 75% Met | 50% Met | 25% Met | 0% Met |
|---|----------|---------|---------|---------|--------|
| Q16-1. Preschool programs/early childhood | 14.7% | 27.6% | 31.0% | 12.1% | 14.7% |
| Q16-2. Youth art, dance, performing arts | 10.5% | 29.5% | 32.6% | 17.9% | 9.5% |
| Q16-3. Youth sports programs | 26.6% | 35.4% | 26.6% | 8.9% | 2.5% |
| Q16-4. Youth summer camp programs | 18.3% | 33.7% | 26.9% | 13.5% | 7.7% |
| Q16-5. Youth fitness & wellness programs | 10.6% | 21.2% | 29.2% | 25.7% | 13.3% |
| Q16-6. Before & after school programs | 15.0% | 25.0% | 17.5% | 16.3% | 26.3% |
| Q16-7. Learn to Swim programs | 16.7% | 19.0% | 19.8% | 21.4% | 23.0% |
| Q16-8. Gymnastics & tumbling programs | 15.7% | 20.2% | 24.7% | 18.0% | 21.3% |
| Q16-9. Adult art, dance, performing arts | 15.1% | 22.6% | 30.2% | 17.9% | 14.2% |
| Q16-10. Adult sports programs | 12.0% | 18.0% | 23.3% | 23.3% | 23.3% |
| Q16-11. Adult fitness & wellness programs | 10.4% | 14.3% | 29.0% | 18.9% | 27.4% |
| Q16-12. Senior art, dance, performing arts | 13.2% | 22.6% | 30.2% | 20.8% | 13.2% |
| Q16-13. Senior sports programs | 16.0% | 10.0% | 30.0% | 20.0% | 24.0% |
| Q16-14. Senior fitness & wellness programs | 10.0% | 26.7% | 25.0% | 15.8% | 22.5% |
| Q16-15. Programs for people with disabilities | 8.3% | 16.7% | 12.5% | 12.5% | 50.0% |
| Q16-16. Family programs | 9.9% | 25.4% | 35.2% | 16.2% | 13.4% |
| Q16-17. Family open gym | 5.2% | 6.7% | 20.7% | 13.3% | 54.1% |
| Q16-18. Teen open gym | 5.0% | 6.7% | 10.0% | 18.3% | 60.0% |
| Q16-19. Nature programs | 5.6% | 9.7% | 26.2% | 26.7% | 31.8% |
| Q16-20. Water fitness programs | 7.5% | 9.7% | 17.2% | 24.6% | 41.0% |
| Q16-21. Tennis lessons & leagues | 17.2% | 20.7% | 29.9% | 17.2% | 14.9% |
| Q16-22. Community special events | 29.8% | 37.1% | 24.3% | 4.4% | 4.4% |
| Q16-23. Outdoor challenge programs | 5.1% | 7.7% | 24.4% | 23.1% | 39.7% |
| Q16-24. Trips to special attractions & events | 5.6% | 14.4% | 28.9% | 16.7% | 34.4% |
| Q16-25. Other | 0.0% | 13.3% | 6.7% | 13.3% | 66.7% |

Q16. Other

| <u>Q16-25. Other</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Dog park | 2 | 10.5 % |
| More programs for teens | 1 | 5.3 % |
| Technology update programs | 1 | 5.3 % |
| Fenced dog park | 1 | 5.3 % |
| SKI trip to Mad River Mountain, Canoe Trips, Bike Races | 1 | 5.3 % |
| Indoor fitness center | 1 | 5.3 % |
| Community center | 1 | 5.3 % |
| Indoor recreation | 1 | 5.3 % |
| Indoor volleyball/indoor disc golf | 1 | 5.3 % |
| Lap swimming workout program | 1 | 5.3 % |
| Indoor aquatics | 1 | 5.3 % |
| Better biking trails | 1 | 5.3 % |
| YOGA | 1 | 5.3 % |
| Activity held south of Lane Ave | 1 | 5.3 % |
| Recreational sports like lacrosse, soccer and baseball for teens | 1 | 5.3 % |
| Any events or activities for pets or pet owners | 1 | 5.3 % |
| More off-leash dog play time at the park with other dogs | 1 | 5.3 % |
| <u>Meeting group events</u> | <u>1</u> | <u>5.3 %</u> |
| Total | 19 | 100.0 % |

Q17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household?

| <u>Q17. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Preschool programs/early childhood | 47 | 7.2 % |
| Youth art, dance, performing arts | 6 | 0.9 % |
| Youth sports programs | 48 | 7.4 % |
| Youth summer camp programs | 13 | 2.0 % |
| Youth fitness & wellness programs | 12 | 1.8 % |
| Before & after school programs | 17 | 2.6 % |
| Learn to Swim programs | 17 | 2.6 % |
| Gymnastics & tumbling programs | 1 | 0.2 % |
| Adult art, dance, performing arts | 12 | 1.8 % |
| Adult sports programs | 27 | 4.1 % |
| Adult fitness & wellness programs | 79 | 12.1 % |
| Senior art, dance, performing arts | 7 | 1.1 % |
| Senior sports programs | 5 | 0.8 % |
| Senior fitness & wellness programs | 50 | 7.7 % |
| Programs for people with disabilities | 11 | 1.7 % |
| Family programs | 15 | 2.3 % |
| Family open gym | 9 | 1.4 % |
| Teen open gym | 15 | 2.3 % |
| Nature programs | 27 | 4.1 % |
| Water fitness programs | 11 | 1.7 % |
| Tennis lessons & leagues | 14 | 2.1 % |
| Community special events | 50 | 7.7 % |
| Outdoor challenge programs | 2 | 0.3 % |
| Trips to special attractions & events | 6 | 0.9 % |
| Other | 12 | 1.8 % |
| <u>None chosen</u> | <u>140</u> | <u>21.4 %</u> |
| Total | 653 | 100.0 % |

Q17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household?

| <u>Q17. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Preschool programs/early childhood | 20 | 3.1 % |
| Youth art, dance, performing arts | 7 | 1.1 % |
| Youth sports programs | 34 | 5.2 % |
| Youth summer camp programs | 12 | 1.8 % |
| Youth fitness & wellness programs | 12 | 1.8 % |
| Before & after school programs | 14 | 2.1 % |
| Learn to Swim programs | 36 | 5.5 % |
| Gymnastics & tumbling programs | 13 | 2.0 % |
| Adult art, dance, performing arts | 19 | 2.9 % |
| Adult sports programs | 18 | 2.8 % |
| Adult fitness & wellness programs | 72 | 11.0 % |
| Senior art, dance, performing arts | 13 | 2.0 % |
| Senior sports programs | 11 | 1.7 % |
| Senior fitness & wellness programs | 40 | 6.1 % |
| Programs for people with disabilities | 2 | 0.3 % |
| Family programs | 13 | 2.0 % |
| Family open gym | 18 | 2.8 % |
| Teen open gym | 15 | 2.3 % |
| Nature programs | 28 | 4.3 % |
| Water fitness programs | 20 | 3.1 % |
| Tennis lessons & leagues | 5 | 0.8 % |
| Community special events | 46 | 7.0 % |
| Outdoor challenge programs | 4 | 0.6 % |
| Trips to special attractions & events | 7 | 1.1 % |
| <u>None chosen</u> | <u>174</u> | <u>26.6 %</u> |
| Total | 653 | 100.0 % |

Q17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household?

| <u>Q17. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Preschool programs/early childhood | 16 | 2.5 % |
| Youth art, dance, performing arts | 11 | 1.7 % |
| Youth sports programs | 21 | 3.2 % |
| Youth summer camp programs | 16 | 2.5 % |
| Youth fitness & wellness programs | 7 | 1.1 % |
| Before & after school programs | 9 | 1.4 % |
| Learn to Swim programs | 13 | 2.0 % |
| Gymnastics & tumbling programs | 10 | 1.5 % |
| Adult art, dance, performing arts | 18 | 2.8 % |
| Adult sports programs | 23 | 3.5 % |
| Adult fitness & wellness programs | 39 | 6.0 % |
| Senior art, dance, performing arts | 9 | 1.4 % |
| Senior sports programs | 10 | 1.5 % |
| Senior fitness & wellness programs | 22 | 3.4 % |
| Programs for people with disabilities | 6 | 0.9 % |
| Family programs | 31 | 4.7 % |
| Family open gym | 12 | 1.8 % |
| Teen open gym | 5 | 0.8 % |
| Nature programs | 35 | 5.4 % |
| Water fitness programs | 18 | 2.8 % |
| Tennis lessons & leagues | 15 | 2.3 % |
| Community special events | 58 | 8.9 % |
| Outdoor challenge programs | 10 | 1.5 % |
| Trips to special attractions & events | 10 | 1.5 % |
| Other | 2 | 0.3 % |
| <u>None chosen</u> | <u>227</u> | <u>34.8 %</u> |
| Total | 653 | 100.0 % |

Q17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household?

| <u>Q17. 4th choice</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Preschool programs/early childhood | 7 | 1.1 % |
| Youth art, dance, performing arts | 13 | 2.0 % |
| Youth sports programs | 14 | 2.1 % |
| Youth summer camp programs | 8 | 1.2 % |
| Youth fitness & wellness programs | 9 | 1.4 % |
| Before & after school programs | 10 | 1.5 % |
| Learn to Swim programs | 14 | 2.1 % |
| Gymnastics & tumbling programs | 7 | 1.1 % |
| Adult art, dance, performing arts | 12 | 1.8 % |
| Adult sports programs | 15 | 2.3 % |
| Adult fitness & wellness programs | 28 | 4.3 % |
| Senior art, dance, performing arts | 5 | 0.8 % |
| Senior sports programs | 5 | 0.8 % |
| Senior fitness & wellness programs | 9 | 1.4 % |
| Programs for people with disabilities | 3 | 0.5 % |
| Family programs | 27 | 4.1 % |
| Family open gym | 15 | 2.3 % |
| Teen open gym | 3 | 0.5 % |
| Nature programs | 32 | 4.9 % |
| Water fitness programs | 12 | 1.8 % |
| Tennis lessons & leagues | 10 | 1.5 % |
| Community special events | 38 | 5.8 % |
| Outdoor challenge programs | 12 | 1.8 % |
| Trips to special attractions & events | 28 | 4.3 % |
| Other | 1 | 0.2 % |
| <u>None chosen</u> | <u>316</u> | <u>48.4 %</u> |
| Total | 653 | 100.0 % |

Q17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household? (top 4)

| <u>Q17. Sum of top 4 choices</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Preschool programs/early childhood | 90 | 13.8 % |
| Youth art, dance, performing arts | 37 | 5.7 % |
| Youth sports programs | 117 | 17.9 % |
| Youth summer camp programs | 49 | 7.5 % |
| Youth fitness & wellness programs | 40 | 6.1 % |
| Before & after school programs | 50 | 7.7 % |
| Learn to Swim programs | 80 | 12.3 % |
| Gymnastics & tumbling programs | 31 | 4.7 % |
| Adult art, dance, performing arts | 61 | 9.3 % |
| Adult sports programs | 83 | 12.7 % |
| Adult fitness & wellness programs | 218 | 33.4 % |
| Senior art, dance, performing arts | 34 | 5.2 % |
| Senior sports programs | 31 | 4.7 % |
| Senior fitness & wellness programs | 121 | 18.5 % |
| Programs for people with disabilities | 22 | 3.4 % |
| Family programs | 86 | 13.2 % |
| Family open gym | 54 | 8.3 % |
| Teen open gym | 38 | 5.8 % |
| Nature programs | 122 | 18.7 % |
| Water fitness programs | 61 | 9.3 % |
| Tennis lessons & leagues | 44 | 6.7 % |
| Community special events | 192 | 29.4 % |
| Outdoor challenge programs | 28 | 4.3 % |
| Trips to special attractions & events | 51 | 7.8 % |
| Other | 15 | 2.3 % |
| <u>None chosen</u> | <u>140</u> | <u>21.4 %</u> |
| Total | 1895 | |

Q18. Please rate your satisfaction with the following Parks & Recreation services provided by Upper Arlington Parks & Recreation using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

(N=653)

| | Very satisfied | Somewhat satisfied | Neutral | Somewhat dissatisfied | Very dissatisfied | Don't know |
|--|----------------|--------------------|---------|-----------------------|-------------------|------------|
| Q18-1. Maintenance of Upper Arlington parks | 38.0% | 40.3% | 8.1% | 3.8% | 1.2% | 8.6% |
| Q18-2. Number of Upper Arlington parks | 50.8% | 28.9% | 7.0% | 3.8% | 0.8% | 8.6% |
| Q18-3. Quality of athletic fields | 16.7% | 25.0% | 19.4% | 6.3% | 3.8% | 28.8% |
| Q18-4. Number of multi-use fields (football, soccer, lacrosse) | 17.3% | 20.4% | 22.5% | 5.7% | 2.0% | 32.2% |
| Q18-5. Number of baseball/softball fields | 20.1% | 17.8% | 21.7% | 3.4% | 2.0% | 35.1% |
| Q18-6. Distribution of diamonds between City parks | 18.8% | 14.5% | 23.9% | 2.8% | 1.2% | 38.7% |
| Q18-7. Quality of Northam Clay Tennis Courts | 8.9% | 6.9% | 17.5% | 2.3% | 1.5% | 62.9% |
| Q18-8. Quantity/quality of art in public spaces | 14.1% | 17.8% | 26.6% | 9.6% | 2.3% | 29.6% |
| Q18-9. Accessibility (ADA) of parks & amenities | 16.1% | 16.7% | 19.9% | 2.8% | 0.8% | 43.8% |
| Q18-10. Amount of open green space | 28.6% | 37.4% | 12.9% | 9.2% | 1.1% | 10.9% |
| Q18-11. Connectivity of trails | 7.8% | 15.3% | 21.0% | 21.9% | 11.6% | 22.4% |
| Q18-12. Quality of indoor recreation/fitness facilities | 4.0% | 5.5% | 13.0% | 13.2% | 30.3% | 34.0% |
| Q18-13. Quality of facilities for adults 50 plus | 5.1% | 5.5% | 15.0% | 7.7% | 8.3% | 58.5% |
| Q18-14. Quality of programs for adults 50 plus | 7.7% | 7.2% | 14.7% | 6.0% | 5.2% | 59.3% |

Q18. Please rate your satisfaction with the following Parks & Recreation services provided by Upper Arlington Parks & Recreation 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 |
|---|----------------|--------------------|---------|-----------------------|-------------------|------------|
| Q18-15. Upper Arlington youth programs | 10.9% | 18.7% | 20.2% | 3.5% | 1.7% | 45.0% |
| Q18-16. Upper Arlington adult programs | 9.6% | 14.1% | 22.1% | 7.4% | 2.6% | 44.3% |
| Q18-17. Ease of registering for programs | 21.1% | 19.9% | 17.9% | 5.5% | 3.7% | 31.9% |
| Q18-18. Availability of information about programs & facilities | 25.1% | 27.7% | 20.2% | 6.6% | 3.1% | 17.3% |
| Q18-19. User friendliness of Upper Arlington website | 16.7% | 26.5% | 19.6% | 9.6% | 2.5% | 25.1% |
| Q18-20. Fees charged for recreation programs | 14.9% | 25.4% | 24.0% | 6.1% | 2.8% | 26.8% |
| Q18-21. Customer service with staff | 26.0% | 19.9% | 15.9% | 1.5% | 0.6% | 36.0% |
| Q18-22. Process to reserve Amelita Mirolo Barn | 7.7% | 8.6% | 13.8% | 2.0% | 0.5% | 67.5% |
| Q18-23. Rental of shelters | 9.5% | 14.1% | 13.5% | 3.2% | 0.5% | 59.3% |
| Q18-24. Ease of contacting Parks & Recreation staff | 17.5% | 16.4% | 15.2% | 2.3% | 1.1% | 47.6% |
| Q18-25. How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 19.6% | 15.5% | 13.3% | 1.5% | 0.9% | 49.2% |

WITHOUT "DON'T KNOW"

Q18. Please rate your satisfaction with the following Parks & Recreation services provided by Upper Arlington Parks & Recreation using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied." (without "don't know")

(N=653)

| | Very satisfied | Somewhat satisfied | Neutral | Somewhat dissatisfied | Very dissatisfied |
|---|----------------|--------------------|---------|-----------------------|-------------------|
| Q18-1. Maintenance of Upper Arlington parks | 41.5% | 44.1% | 8.9% | 4.2% | 1.3% |
| Q18-2. Number of Upper Arlington parks | 55.6% | 31.7% | 7.7% | 4.2% | 0.8% |
| Q18-3. Quality of athletic fields | 23.4% | 35.1% | 27.3% | 8.8% | 5.4% |
| Q18-4. Number of multi-use fields (football, soccer, lacrosse) | 25.5% | 30.0% | 33.2% | 8.4% | 2.9% |
| Q18-5. Number of baseball/softball fields | 30.9% | 27.4% | 33.5% | 5.2% | 3.1% |
| Q18-6. Distribution of diamonds between City parks | 30.8% | 23.8% | 39.0% | 4.5% | 2.0% |
| Q18-7. Quality of Northam Clay Tennis Courts | 24.0% | 18.6% | 47.1% | 6.2% | 4.1% |
| Q18-8. Quantity/quality of art in public spaces | 20.0% | 25.2% | 37.8% | 13.7% | 3.3% |
| Q18-9. Accessibility (ADA) of parks & amenities | 28.6% | 29.7% | 35.4% | 4.9% | 1.4% |
| Q18-10. Amount of open green space | 32.1% | 41.9% | 14.4% | 10.3% | 1.2% |
| Q18-11. Connectivity of trails | 10.1% | 19.7% | 27.0% | 28.2% | 15.0% |
| Q18-12. Quality of indoor recreation/fitness facilities | 6.0% | 8.4% | 19.7% | 20.0% | 45.9% |
| Q18-13. Quality of facilities for adults 50 plus | 12.2% | 13.3% | 36.2% | 18.5% | 19.9% |
| Q18-14. Quality of programs for adults 50 plus | 18.8% | 17.7% | 36.1% | 14.7% | 12.8% |
| Q18-15. Upper Arlington youth programs | 19.8% | 34.0% | 36.8% | 6.4% | 3.1% |
| Q18-16. Upper Arlington adult programs | 17.3% | 25.3% | 39.6% | 13.2% | 4.7% |
| Q18-17. Ease of registering for programs | 31.0% | 29.2% | 26.3% | 8.1% | 5.4% |
| Q18-18. Availability of information about programs & facilities | 30.4% | 33.5% | 24.4% | 8.0% | 3.7% |

WITHOUT "DON'T KNOW"

Q18. Please rate your satisfaction with the following Parks & Recreation services provided by Upper Arlington Parks & Recreation 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 |
|---|----------------|--------------------|---------|-----------------------|-------------------|
| Q18-19. User friendliness of Upper Arlington website | 22.3% | 35.4% | 26.2% | 12.9% | 3.3% |
| Q18-20. Fees charged for recreation programs | 20.3% | 34.7% | 32.8% | 8.4% | 3.8% |
| Q18-21. Customer service with staff | 40.7% | 31.1% | 24.9% | 2.4% | 1.0% |
| Q18-22. Process to reserve Amelita Mirolo Barn | 23.6% | 26.4% | 42.5% | 6.1% | 1.4% |
| Q18-23. Rental of shelters | 23.3% | 34.6% | 33.1% | 7.9% | 1.1% |
| Q18-24. Ease of contacting Parks & Recreation staff | 33.3% | 31.3% | 28.9% | 4.4% | 2.0% |
| Q18-25. How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 38.6% | 30.4% | 26.2% | 3.0% | 1.8% |

Q19. Which THREE parks and recreation services listed in Question 18 do you think should receive the MOST ATTENTION from Upper Arlington Parks & Recreation over the next TWO years?

| <u>Q19. Top choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of Upper Arlington parks | 116 | 17.8 % |
| Number of Upper Arlington parks | 19 | 2.9 % |
| Quality of athletic fields | 31 | 4.7 % |
| Number of multi-use fields (football, soccer, lacrosse) | 4 | 0.6 % |
| Number of baseball/softball fields | 7 | 1.1 % |
| Distribution of diamonds between City parks | 1 | 0.2 % |
| Quality of Northam Clay Tennis Courts | 14 | 2.1 % |
| Quantity/quality of art in public spaces | 7 | 1.1 % |
| Accessibility (ADA) of parks & amenities | 8 | 1.2 % |
| Amount of open green space | 21 | 3.2 % |
| Connectivity of trails | 55 | 8.4 % |
| Quality of indoor recreation/fitness facilities | 126 | 19.3 % |
| Quality of facilities for adults 50 plus | 30 | 4.6 % |
| Quality of programs for adults 50 plus | 7 | 1.1 % |
| Upper Arlington youth programs | 12 | 1.8 % |
| Upper Arlington adult programs | 7 | 1.1 % |
| Ease of registering for programs | 7 | 1.1 % |
| Availability of information about programs & facilities | 8 | 1.2 % |
| User friendliness of Upper Arlington website | 7 | 1.1 % |
| Fees charged for recreation programs | 8 | 1.2 % |
| How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 1 | 0.2 % |
| <u>None chosen</u> | <u>157</u> | <u>24.0 %</u> |
| Total | 653 | 100.0 % |

Q19. Which THREE parks and recreation services listed in Question 18 do you think should receive the MOST ATTENTION from Upper Arlington Parks & Recreation over the next TWO years?

| <u>Q19. 2nd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of Upper Arlington parks | 40 | 6.1 % |
| Number of Upper Arlington parks | 32 | 4.9 % |
| Quality of athletic fields | 30 | 4.6 % |
| Number of multi-use fields (football, soccer, lacrosse) | 12 | 1.8 % |
| Number of baseball/softball fields | 6 | 0.9 % |
| Distribution of diamonds between City parks | 2 | 0.3 % |
| Quality of Northam Clay Tennis Courts | 10 | 1.5 % |
| Quantity/quality of art in public spaces | 9 | 1.4 % |
| Accessibility (ADA) of parks & amenities | 10 | 1.5 % |
| Amount of open green space | 35 | 5.4 % |
| Connectivity of trails | 79 | 12.1 % |
| Quality of indoor recreation/fitness facilities | 58 | 8.9 % |
| Quality of facilities for adults 50 plus | 35 | 5.4 % |
| Quality of programs for adults 50 plus | 16 | 2.5 % |
| Upper Arlington youth programs | 20 | 3.1 % |
| Upper Arlington adult programs | 13 | 2.0 % |
| Ease of registering for programs | 11 | 1.7 % |
| Availability of information about programs & facilities | 7 | 1.1 % |
| User friendliness of Upper Arlington website | 5 | 0.8 % |
| Fees charged for recreation programs | 13 | 2.0 % |
| Customer service with staff | 1 | 0.2 % |
| Process to reserve Amelita Mirolo Barn | 1 | 0.2 % |
| Rental of shelters | 3 | 0.5 % |
| Ease of contacting Parks & Recreation staff | 1 | 0.2 % |
| How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 1 | 0.2 % |
| <u>None chosen</u> | <u>203</u> | <u>31.1 %</u> |
| Total | 653 | 100.0 % |

Q19. Which THREE parks and recreation services listed in Question 18 do you think should receive the MOST ATTENTION from Upper Arlington Parks & Recreation over the next TWO years?

| <u>Q19. 3rd choice</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of Upper Arlington parks | 42 | 6.4 % |
| Number of Upper Arlington parks | 19 | 2.9 % |
| Quality of athletic fields | 12 | 1.8 % |
| Number of multi-use fields (football, soccer, lacrosse) | 15 | 2.3 % |
| Number of baseball/softball fields | 6 | 0.9 % |
| Distribution of diamonds between City parks | 2 | 0.3 % |
| Quality of Northam Clay Tennis Courts | 6 | 0.9 % |
| Quantity/quality of art in public spaces | 19 | 2.9 % |
| Accessibility (ADA) of parks & amenities | 5 | 0.8 % |
| Amount of open green space | 39 | 6.0 % |
| Connectivity of trails | 47 | 7.2 % |
| Quality of indoor recreation/fitness facilities | 26 | 4.0 % |
| Quality of facilities for adults 50 plus | 12 | 1.8 % |
| Quality of programs for adults 50 plus | 24 | 3.7 % |
| Upper Arlington youth programs | 22 | 3.4 % |
| Upper Arlington adult programs | 24 | 3.7 % |
| Ease of registering for programs | 11 | 1.7 % |
| Availability of information about programs & facilities | 17 | 2.6 % |
| User friendliness of Upper Arlington website | 13 | 2.0 % |
| Fees charged for recreation programs | 15 | 2.3 % |
| Customer service with staff | 1 | 0.2 % |
| Process to reserve Amelita Mirolo Barn | 2 | 0.3 % |
| Rental of shelters | 2 | 0.3 % |
| Ease of contacting Parks & Recreation staff | 1 | 0.2 % |
| How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 2 | 0.3 % |
| <u>None chosen</u> | <u>269</u> | <u>41.2 %</u> |
| Total | 653 | 100.0 % |

Q19. Which THREE parks and recreation services listed in Question 18 do you think should receive the MOST ATTENTION from Upper Arlington Parks & Recreation over the next TWO years? (top 3)

| <u>Q19. Sum of top 3 choices</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Maintenance of Upper Arlington parks | 198 | 30.3 % |
| Number of Upper Arlington parks | 70 | 10.7 % |
| Quality of athletic fields | 73 | 11.2 % |
| Number of multi-use fields (football, soccer, lacrosse) | 31 | 4.7 % |
| Number of baseball/softball fields | 19 | 2.9 % |
| Distribution of diamonds between City parks | 5 | 0.8 % |
| Quality of Northam Clay Tennis Courts | 30 | 4.6 % |
| Quantity/quality of art in public spaces | 35 | 5.4 % |
| Accessibility (ADA) of parks & amenities | 23 | 3.5 % |
| Amount of open green space | 95 | 14.5 % |
| Connectivity of trails | 181 | 27.7 % |
| Quality of indoor recreation/fitness facilities | 210 | 32.2 % |
| Quality of facilities for adults 50 plus | 77 | 11.8 % |
| Quality of programs for adults 50 plus | 47 | 7.2 % |
| Upper Arlington youth programs | 54 | 8.3 % |
| Upper Arlington adult programs | 44 | 6.7 % |
| Ease of registering for programs | 29 | 4.4 % |
| Availability of information about programs & facilities | 32 | 4.9 % |
| User friendliness of Upper Arlington website | 25 | 3.8 % |
| Fees charged for recreation programs | 36 | 5.5 % |
| Customer service with staff | 2 | 0.3 % |
| Process to reserve Amelita Mirolo Barn | 3 | 0.5 % |
| Rental of shelters | 5 | 0.8 % |
| Ease of contacting Parks & Recreation staff | 2 | 0.3 % |
| How well Parks & Recreation staff gave prompt, accurate, & complete answers to my questions | 4 | 0.6 % |
| <u>None chosen</u> | <u>157</u> | <u>24.0 %</u> |
| Total | 1487 | |

Q20. 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.

| Q20. All organizations you have used for indoor & outdoor recreation activities during last 12 months | Number | Percent |
|---|--------|---------|
| Private schools | 97 | 14.9 % |
| Churches | 239 | 36.6 % |
| Private youth sports teams | 113 | 17.3 % |
| YMCA | 31 | 4.7 % |
| Swim & Racquet Club | 78 | 11.9 % |
| HOA/apartment complex facilities | 34 | 5.2 % |
| Other providers in Upper Arlington | 120 | 18.4 % |
| Local colleges | 105 | 16.1 % |
| Scioto Trail | 178 | 27.3 % |
| Olentangy Trail | 245 | 37.5 % |
| Griggs Park (Columbus) | 244 | 37.4 % |
| Columbus Recreation Center | 83 | 12.7 % |
| Worthington Community Center | 94 | 14.4 % |
| Hillard Community Center | 26 | 4.0 % |
| Dublin Community & Recreation Center | 103 | 15.8 % |
| Upper Arlington Parks & Recreation | 385 | 59.0 % |
| Private fitness clubs | 334 | 51.1 % |
| Other | 81 | 12.4 % |
| None-do not use any organizations | 29 | 4.4 % |
| Total | 2619 | |

WITHOUT "NONE"

Q20. 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. (without "none")

| Q20. All organizations you have used for indoor & outdoor recreation activities during last 12 months | Number | Percent |
|---|--------|---------|
| Private schools | 97 | 15.5 % |
| Churches | 239 | 38.3 % |
| Private youth sports teams | 113 | 18.1 % |
| YMCA | 31 | 5.0 % |
| Swim & Racquet Club | 78 | 12.5 % |
| HOA/apartment complex facilities | 34 | 5.4 % |
| Other providers in Upper Arlington | 120 | 19.2 % |
| Local colleges | 105 | 16.8 % |
| Scioto Trail | 178 | 28.5 % |
| Olentangy Trail | 245 | 39.3 % |
| Griggs Park (Columbus) | 244 | 39.1 % |
| Columbus Recreation Center | 83 | 13.3 % |
| Worthington Community Center | 94 | 15.1 % |
| Hillard Community Center | 26 | 4.2 % |
| Dublin Community & Recreation Center | 103 | 16.5 % |
| Upper Arlington Parks & Recreation | 384 | 61.5 % |
| Private fitness clubs | 334 | 53.5 % |
| Other | 81 | 13.0 % |
| Total | 2589 | |

Q20. Other

| <u>Q20-18. Other</u> | <u>Number</u> | <u>Percent</u> |
|---|---------------|----------------|
| Scioto Country Club | 5 | 6.2 % |
| Metro parks | 4 | 4.9 % |
| McConnell | 3 | 3.7 % |
| Columbus Dog Park | 2 | 2.5 % |
| OSU RPAC | 2 | 2.5 % |
| Westerville Rec Center | 2 | 2.5 % |
| UA schools | 2 | 2.5 % |
| Olympic Indoor Tennis | 1 | 1.2 % |
| McConnell Health Center | 1 | 1.2 % |
| Dance & gymnastics & swimming | 1 | 1.2 % |
| OSU | 1 | 1.2 % |
| Hilliard Heritage Trail for biking and my own home gym for workout | 1 | 1.2 % |
| Private indoor swim clubs | 1 | 1.2 % |
| City of Columbus fitness facility | 1 | 1.2 % |
| Tennis clubs | 1 | 1.2 % |
| Private soccer fields | 1 | 1.2 % |
| Hilliard, Dublin, Columbus & Worthington park trails | 1 | 1.2 % |
| I use Westerville Rec Center (free) all the time | 1 | 1.2 % |
| Indoor softball practice facility in Plain City | 1 | 1.2 % |
| Public schools | 1 | 1.2 % |
| Private YOGA studio | 1 | 1.2 % |
| Franklin County Metro Park | 1 | 1.2 % |
| Restaurant meeting space & library | 1 | 1.2 % |
| Westerville Community Center/Tuttle Crossing Mall | 1 | 1.2 % |
| Columbus Metro parks (Franklin County) | 1 | 1.2 % |
| McConnell Fitness & Premier at Sawmill | 1 | 1.2 % |
| Columbus Curling Club | 1 | 1.2 % |
| OSU ARC FIELDS | 1 | 1.2 % |
| Scioto Country Club and Westerville Community Center | 1 | 1.2 % |
| Westerville Community Center/Racquet Club | 1 | 1.2 % |
| Powell YMCA | 1 | 1.2 % |
| Wickertree Tennis | 1 | 1.2 % |
| Private pools | 1 | 1.2 % |
| Valley View YMCA | 1 | 1.2 % |
| Balanced Family Academy Day Care | 1 | 1.2 % |
| UA library | 1 | 1.2 % |
| UA senior center | 1 | 1.2 % |
| Premier & Sawmill & McConnell | 1 | 1.2 % |
| Private gyms | 1 | 1.2 % |
| Franklin County/Columbus Metro parks | 1 | 1.2 % |
| Griswold Center in Worthington | 1 | 1.2 % |
| Private swim lessons Dublin | 1 | 1.2 % |
| McConnell Fitness Center | 1 | 1.2 % |
| OSU Gym | 1 | 1.2 % |
| Whetstone | 1 | 1.2 % |
| First community village pool | 1 | 1.2 % |
| Hillcrest Bike Trail, Lifestyle Fitness, Ohio State Park for hiking | 1 | 1.2 % |
| Local restaurants for meetings | 1 | 1.2 % |
| Westerville Community Center | 1 | 1.2 % |
| Indoor tennis clubs | 1 | 1.2 % |
| Golf courses | 1 | 1.2 % |

Q20. Other

| <u>Q20-18. Other</u> | <u>Number</u> | <u>Percent</u> |
|---------------------------------------|---------------|----------------|
| Work facilities provided by employer | 1 | 1.2 % |
| Lifetime Fitness | 1 | 1.2 % |
| Personal rec area is a farm | 1 | 1.2 % |
| Goldfish Culture Kids Club | 1 | 1.2 % |
| Library | 1 | 1.2 % |
| Worthington Hills Country Club | 1 | 1.2 % |
| Country clubs | 1 | 1.2 % |
| Columbus Splash Pool | 1 | 1.2 % |
| Office facilities | 1 | 1.2 % |
| Out of town facilities | 1 | 1.2 % |
| Private dance studio | 1 | 1.2 % |
| Buckeye Lake State Park | 1 | 1.2 % |
| UGI | 1 | 1.2 % |
| Westerville Community Athletic Center | 1 | 1.2 % |
| Goldfish Swim Dublin | 1 | 1.2 % |
| JCC | 1 | 1.2 % |
| Grandview Municipal Pool | 1 | 1.2 % |
| Total | 81 | 100.0 % |

Q21. What is your age?

| <u>Q21. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18-34 | 126 | 19.3 % |
| 35-44 | 132 | 20.2 % |
| 45-54 | 129 | 19.8 % |
| 55-64 | 126 | 19.3 % |
| 65+ | 124 | 19.0 % |
| Not provided | 16 | 2.5 % |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q21. What is your age? (without "not provided")

| <u>Q21. Your age</u> | <u>Number</u> | <u>Percent</u> |
|----------------------|---------------|----------------|
| 18-34 | 126 | 19.8 % |
| 35-44 | 132 | 20.7 % |
| 45-54 | 129 | 20.3 % |
| 55-64 | 126 | 19.8 % |
| 65+ | 124 | 19.5 % |
| Total | 637 | 100.0 % |

Q22. Counting yourself, how many people live in your household?

| <u>Q22. How many people live in your household</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 1 | 78 | 11.9 % |
| 2 | 224 | 34.3 % |
| 3 | 120 | 18.4 % |
| 4 | 147 | 22.5 % |
| 5 | 56 | 8.6 % |
| 6 | 13 | 2.0 % |
| 7 | 5 | 0.8 % |
| 8 | 1 | 0.2 % |
| <u>Not provided</u> | <u>9</u> | <u>1.4 %</u> |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q22. Counting yourself, how many people live in your household? (without "not provided")

| <u>Q22. How many people live in your household</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| 1 | 78 | 12.1 % |
| 2 | 224 | 34.8 % |
| 3 | 120 | 18.6 % |
| 4 | 147 | 22.8 % |
| 5 | 56 | 8.7 % |
| 6 | 13 | 2.0 % |
| 7 | 5 | 0.8 % |
| 8 | 1 | 0.2 % |
| Total | 644 | 100.0 % |

Q23. Counting yourself, how many people in your household are...

| | <u>Mean</u> | <u>Sum</u> |
|-------------|-------------|------------|
| number | 2.9 | 1888 |
| Under age 5 | 0.3 | 175 |
| Ages 5-9 | 0.2 | 138 |
| Ages 10-14 | 0.2 | 103 |
| Ages 15-19 | 0.2 | 131 |
| Ages 20-24 | 0.1 | 86 |
| Ages 25-34 | 0.3 | 213 |
| Ages 35-44 | 0.4 | 253 |
| Ages 45-54 | 0.4 | 246 |
| Ages 55-64 | 0.4 | 245 |
| Ages 65-74 | 0.3 | 200 |
| Ages 75+ | 0.2 | 98 |

Q24. Your gender:

| <u>Q24. Your gender</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------|---------------|----------------|
| Male | 311 | 47.6 % |
| Female | 336 | 51.5 % |
| Not provided | 6 | 0.9 % |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q24. Your gender: (without "not provided")

| <u>Q24. Your gender</u> | <u>Number</u> | <u>Percent</u> |
|-------------------------|---------------|----------------|
| Male | 311 | 48.1 % |
| Female | 336 | 51.9 % |
| Total | 647 | 100.0 % |

Q25. How many years have you lived in Upper Arlington?

| Q25. How many years have you lived in Upper Arlington | Number | Percent |
|---|--------|---------|
| 0-5 | 141 | 21.6 % |
| 6-10 | 75 | 11.5 % |
| 11-15 | 44 | 6.7 % |
| 16-20 | 69 | 10.6 % |
| 21-30 | 113 | 17.3 % |
| 31+ | 185 | 28.3 % |
| Not provided | 26 | 4.0 % |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q25. How many years have you lived in Upper Arlington? (without "not provided")

| Q25. How many years have you lived in Upper Arlington | Number | Percent |
|---|--------|---------|
| 0-5 | 141 | 22.5 % |
| 6-10 | 75 | 12.0 % |
| 11-15 | 44 | 7.0 % |
| 16-20 | 69 | 11.0 % |
| 21-30 | 113 | 18.0 % |
| 31+ | 185 | 29.5 % |
| Total | 627 | 100.0 % |

Q26. What is your total annual household income?

| <u>Q26. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Under \$40K | 21 | 3.2 % |
| \$40K to \$69,999 | 43 | 6.6 % |
| \$70K to \$99,999 | 61 | 9.3 % |
| \$100K to \$129,999 | 101 | 15.5 % |
| \$130K to \$149,999 | 53 | 8.1 % |
| \$150K to \$199,999 | 95 | 14.5 % |
| \$200K to \$249,999 | 57 | 8.7 % |
| \$250K+ | 134 | 20.5 % |
| <u>Not provided</u> | <u>88</u> | <u>13.5 %</u> |
| Total | 653 | 100.0 % |

WITHOUT "NOT PROVIDED"

Q26. What is your total annual household income? (without "not provided")

| <u>Q26. Your total annual household income</u> | <u>Number</u> | <u>Percent</u> |
|--|---------------|----------------|
| Under \$40K | 21 | 3.7 % |
| \$40K to \$69,999 | 43 | 7.6 % |
| \$70K to \$99,999 | 61 | 10.8 % |
| \$100K to \$129,999 | 101 | 17.9 % |
| \$130K to \$149,999 | 53 | 9.4 % |
| \$150K to \$199,999 | 95 | 16.8 % |
| \$200K to \$249,999 | 57 | 10.1 % |
| \$250K+ | 134 | 23.7 % |
| Total | 565 | 100.0 % |

Section 5:
Survey Instrument



January 2018

*A Few Minutes of Your Time Will Help Make the
City of Upper Arlington a Better Place to Live, Work and Play!*

Dear Upper Arlington Resident:

Your response to the enclosed survey is extremely important...

The City of Upper Arlington Parks & Recreation Department is in the midst of a comprehensive review of its parks and recreation system, and resident input is a critical component of this effort. To that end, we are conducting a Community Interest and Opinion Survey to establish priorities for the future improvement of our parks, recreation facilities, programs and services within the community. Your household was one of a limited number selected at random to receive this survey, therefore, it is very important that you participate.

We appreciate your time...

We realize the survey will take approximately 10-15 minutes to complete, but each question is important. The time you invest providing us with your input will help us develop a community-driven approach to making decisions that will guide the future of our parks system and recreation programs, enriching the lives of our residents and enhancing our City. If there is more than one adult (aged 18 or older) living in your household, please have the adult who most recently had a birthday complete this survey.

Please complete and return your survey within the next two weeks...

We are working with ETC Institute, an independent consulting company, as our partner to administer this survey. They will compile the data received and present the results to the City. **Your responses will remain confidential.** Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you would prefer to take the survey online, you can do so at www.uaohsurvey.com.

If you have any questions, please feel free to contact me, Debbie McLaughlin, at 614-583-5300 or dmclaughlin@uaoh.net. Please take this opportunity to let your voice be heard!

Sincerely,

Debbie McLaughlin
Director, Parks & Recreation Department



Community Interest and Opinion Survey

Let Your Voice Be Heard!

The City of Upper Arlington wants your input as part of the Parks & Recreation Comprehensive Plan to help determine parks and recreation priorities for our community. We encourage you to take 10 - 15 minutes to complete the survey. 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 any member of your household has used any of the following Upper Arlington parks/facilities during the past 12 months by circling either "Yes" or "No."

If "Yes," please rate the condition of the park/facility by circling the corresponding number to the right.

| Name of Park/Facility | Do you use this park/facility? | | If "Yes", please rate the condition of the park/facility. | | | |
|--|--------------------------------|----|---|------|------|------|
| | | | Excellent | Good | Fair | Poor |
| 01. Fancyburg Park | Yes | No | 4 | 3 | 2 | 1 |
| 02. Northam Park | Yes | No | 4 | 3 | 2 | 1 |
| 03. Northwest Kiwanis/Burbank Park | Yes | No | 4 | 3 | 2 | 1 |
| 04. Reed Road Park | Yes | No | 4 | 3 | 2 | 1 |
| 05. Sunny 95 Park | Yes | No | 4 | 3 | 2 | 1 |
| 06. Thompson Park | Yes | No | 4 | 3 | 2 | 1 |
| 07. Northam Park Tennis Court Facility | Yes | No | 4 | 3 | 2 | 1 |
| 08. Devon Pool | Yes | No | 4 | 3 | 2 | 1 |
| 09. Reed Road Water Park | Yes | No | 4 | 3 | 2 | 1 |
| 10. Tremont Pool | Yes | No | 4 | 3 | 2 | 1 |
| 11. Senior Center | Yes | No | 4 | 3 | 2 | 1 |
| 12. Amelita Mirolo Barn | 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, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

3. Which of following statements best describes how close your residence is to a park?

____(1) Adjacent to a park ____ (3) More than a 10-minute walk to a park
____(2) Within a 10-minute walk to a park

4. Please rate your satisfaction with the overall value your household receives from Upper Arlington Parks & Recreation.

____(5) Very Satisfied ____ (3) Neutral ____ (1) Very Dissatisfied
____(4) Somewhat Satisfied ____ (2) Somewhat Dissatisfied ____ (9) Don't Know

5. Please indicate if you or any member of your household has a need for each of the parks and recreation facilities listed below by circling either "Yes" or "No".

If "Yes," please rate ALL of the parks and recreation facilities of this type in Upper Arlington using a scale of 1 to 5, where 5 means the needs of your household are "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. Community parks (11+ acres) | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 02. Neighborhood parks (2-10 acres) | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 03. Park shelters and picnic areas | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 04. Outdoor basketball courts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 05. Outdoor swimming pools/water parks | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 06. Clay tennis courts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 07. Hard surface tennis courts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 08. Pickleball courts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 09. Baseball and softball fields | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 10. Soccer/football/lacrosse fields | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 11. Skateboard parks | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 12. Sledding hills | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 13. Natural play areas and playgrounds | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 14. Nature centers and trails | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 15. Walking and biking trails | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 16. Greenspace and natural areas | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 17. Senior Center | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 18. Multigenerational recreation center | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 19. Indoor fitness and exercise facilities | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 20. Indoor aquatic facility | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 21. Indoor running/walking track | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 22. Indoor basketball/volleyball courts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 23. Indoor meeting/gathering spaces | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 24. Other: _____ | Yes | No | 5 | 4 | 3 | 2 | 1 |

6. Which FOUR facilities listed in Question 5 are MOST IMPORTANT to you and members of your household? [Write in your answers below using the numbers from the list in Question 5, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

7. Based on preliminary input from the community, the following are major actions that the City of Upper Arlington could take to improve the parks and recreation 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 Upper Arlington... | | Very Supportive | Somewhat Supportive | Not Sure | Not Supportive |
|---|---|-----------------|---------------------|----------|----------------|
| 1. | Acquire property to redevelop into open space for additional activities, trails, picnicking, etc. | 4 | 3 | 2 | 1 |
| 2. | Upgrade existing neighborhood and community parks | 4 | 3 | 2 | 1 |
| 3. | Light ball diamonds for extended play reducing the need for more diamonds | 4 | 3 | 2 | 1 |
| 4. | Renovate the Northam clay tennis courts | 4 | 3 | 2 | 1 |
| 5. | Develop new walking/biking trails and sidewalks to parks | 4 | 3 | 2 | 1 |
| 6. | Improve storm water drainage in parks | 4 | 3 | 2 | 1 |
| 7. | Other: _____ | 4 | 3 | 2 | 1 |

8. Which THREE of the items listed in Question 7 are MOST IMPORTANT to your household to develop? [Write in your answers below using the numbers from the list in Question 7, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

Feedback received from a questionnaire and discussions with community stakeholders, recreation-affiliated entities and residents indicates an interest in a multi-generational indoor recreation facility. The existing Senior Center requires more than \$2 million in critical repairs, with no expansion of facilities or programming resulting from such an expenditure. The City would like to gauge the community's level of interest in and desire for an earnest exploration of options for indoor recreation space.

9. How supportive would you be of the City replacing the current Senior Center with programming space for older adults, without indoor recreation space for other segments of the population?

____(5) Very Supportive ____ (3) Neutral ____ (1) Very Unsupportive
 ____ (4) Somewhat Supportive ____ (2) Somewhat Unsupportive

10. How supportive would you be of the City undertaking a process (which would include public involvement) to explore the feasibility of an indoor recreation facility that serves all ages and segments of the population?

____(5) Very Supportive ____ (3) Neutral ____ (1) Very Unsupportive
 ____ (4) Somewhat Supportive ____ (2) Somewhat Unsupportive

11. Please CHECK ALL of the following recreation programs offered or co-sponsored by Upper Arlington Parks & Recreation that your household has participated in during the past 12 months.

- ____ (01) 50 Plus Programs (e.g. arts/crafts, trips, fitness, computers, games, etc.)
 ____ (02) Adult Programs (e.g. enrichment, dance, fitness, sports, etc.)
 ____ (03) Aquatics (e.g. open swim, swim lessons, lap swim, etc.)
 ____ (04) Community Youth Athletics (e.g. youth football, softball, soccer, Bear Cub Baseball, etc.)
 ____ (05) Cultural Arts (e.g. performing arts, music in the parks, arts festival, gallery, etc.)
 ____ (06) Family Programs (e.g. Breakfast with Santa, father/daughter, etc.)
 ____ (07) Special Events (e.g. Winter Festival, Summer Celebration, Fall Fest, etc.)
 ____ (08) Tennis Programs (e.g. tennis lessons, recreational tennis, league play, etc.)
 ____ (09) Youth Programs (e.g. dance, instructional sports, camps, theater, music, etc.)
 ____ (10) Other: _____
 ____ (11) None – haven't participated in Upper Arlington recreation programs [Skip to Q13]

12a. How many different recreation programs or activities offered by Upper Arlington Parks and Recreation has your household participated in during the past 12 months?

- (1) 1 program/activity (3) 4 to 6 programs/activities (5) 11 or more programs/activities
 (2) 2 to 3 programs/activities (4) 7 to 10 programs/activities

12b. Please check the THREE primary reasons why your household has participated in Upper Arlington Parks & Recreation programs/activities. [Check only THREE.]

- | | |
|--|--|
| <input type="checkbox"/> (01) Quality of instructors/coaches | <input type="checkbox"/> (07) Location of the facility |
| <input type="checkbox"/> (02) Location of the program | <input type="checkbox"/> (08) Quality of the facility |
| <input type="checkbox"/> (03) Quality of the program | <input type="checkbox"/> (09) Friends participate in the program |
| <input type="checkbox"/> (04) Fees charged for the program | <input type="checkbox"/> (10) Dates the program is offered |
| <input type="checkbox"/> (05) Times the program is offered | <input type="checkbox"/> (11) It is of particular interest |
| <input type="checkbox"/> (06) Nowhere else to go for the service | <input type="checkbox"/> (12) Other: _____ |

12c. How would you rate the overall quality of recreation programs/activities that you have participated in?

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

13. Please CHECK ALL the ways you learn about Upper Arlington Parks & Recreation programs and activities.

- | | |
|---|--|
| <input type="checkbox"/> (01) Activity Guide program catalog | <input type="checkbox"/> (10) Senior Center Sentinel Newsletter |
| <input type="checkbox"/> (02) Upper Arlington Website | <input type="checkbox"/> (11) Conversations with Parks/Rec staff |
| <input type="checkbox"/> (03) UA School's Website "Our Community" | <input type="checkbox"/> (12) Activity Link e-Newsletter |
| <input type="checkbox"/> (04) UA Insight Newsletter | <input type="checkbox"/> (13) Newspaper articles/advertisements |
| <input type="checkbox"/> (05) Flyers in the community | <input type="checkbox"/> (14) Community calendars |
| <input type="checkbox"/> (06) Parks sign boards | <input type="checkbox"/> (15) Friends and neighbors |
| <input type="checkbox"/> (07) Twitter | <input type="checkbox"/> (16) UA Artslink Newsletter |
| <input type="checkbox"/> (08) Facebook | <input type="checkbox"/> (17) Other: _____ |
| <input type="checkbox"/> (09) Instagram | |

14. What THREE sources from the list in Question 13 are your MOST PREFERRED ways to learn about Upper Arlington Parks & Recreation programs and services? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ NONE

15. Please CHECK ALL of the following reasons that prevent you or other members of your household from using the parks, recreation facilities, or programs of the Upper Arlington Parks & Recreation Department MORE OFTEN.

- | | |
|---|--|
| <input type="checkbox"/> (01) Facilities are not well maintained | <input type="checkbox"/> (12) I do not know locations of facilities |
| <input type="checkbox"/> (02) Lack of adequate facilities | <input type="checkbox"/> (13) We are too busy |
| <input type="checkbox"/> (03) Program not offered | <input type="checkbox"/> (14) We are not interested |
| <input type="checkbox"/> (04) Program times are not convenient | <input type="checkbox"/> (15) I do not know what is being offered |
| <input type="checkbox"/> (05) Lack of quality programs | <input type="checkbox"/> (16) Operating hours not convenient |
| <input type="checkbox"/> (06) Too far from our residence | <input type="checkbox"/> (17) Registration for programs is difficult |
| <input type="checkbox"/> (07) Class full | <input type="checkbox"/> (18) Lack of parking |
| <input type="checkbox"/> (08) Fees are too high | <input type="checkbox"/> (19) Use services of others (School, Library, etc.) |
| <input type="checkbox"/> (09) Security is insufficient | <input type="checkbox"/> (20) No safe route to walk/bike to the facility |
| <input type="checkbox"/> (10) Use facilities in other communities | <input type="checkbox"/> (21) Other: _____ |
| <input type="checkbox"/> (11) Poor customer service by staff | |

16. Please indicate if you or any member of your household has a need for each of the recreation programs listed below by circling either "Yes" or "No."

If "Yes", please rate the recreation program using a scale of 1 to 5, where 5 means the needs of your household are "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. Youth art, dance, performing arts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 03. Youth sports programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 04. Youth summer camp programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 05. Youth fitness and wellness programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 06. Before and after school programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 07. Learn to Swim programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 08. Gymnastics and tumbling programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 09. Adult art, dance, performing arts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 10. Adult sports programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 11. Adult fitness and wellness programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 12. Senior art, dance, performing arts | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 13. Senior sports programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 14. Senior fitness and wellness programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 15. Programs for people with disabilities | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 16. Family Programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 17. Family open gym | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 18. Teen open gym | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 19. Nature programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 20. Water fitness programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 21. Tennis lessons and leagues | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 22. Community special events | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 23. Outdoor challenge programs | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 24. Trips to special attractions and events | Yes | No | 5 | 4 | 3 | 2 | 1 |
| 25. Other: _____ | Yes | No | 5 | 4 | 3 | 2 | 1 |

17. Which FOUR types of programs listed in Question 16 are MOST IMPORTANT to your household?
 [Write in your answers below using the numbers from the list in Question 16, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

18. Please rate your satisfaction with the following Parks & Recreation services provided by Upper Arlington Parks & Recreation using a scale of 1 to 5, where 5 means "Very Satisfied" and 1 means "Very Dissatisfied."

| Services | Very Satisfied | Somewhat Satisfied | Neutral | Somewhat Dissatisfied | Very Dissatisfied | Don't Know |
|---|----------------|--------------------|---------|-----------------------|-------------------|------------|
| 01. Maintenance of Upper Arlington parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 02. Number of Upper Arlington parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 03. Quality of athletic fields | 5 | 4 | 3 | 2 | 1 | 9 |
| 04. Number of multi-use fields (football, soccer, lacrosse) | 5 | 4 | 3 | 2 | 1 | 9 |
| 05. Number of baseball/softball fields | 5 | 4 | 3 | 2 | 1 | 9 |
| 06. Distribution of diamonds between city parks | 5 | 4 | 3 | 2 | 1 | 9 |
| 07. Quality of Northam clay tennis courts | 5 | 4 | 3 | 2 | 1 | 9 |
| 08. Quantity/quality of art in public spaces | 5 | 4 | 3 | 2 | 1 | 9 |
| 09. Accessibility (ADA) of parks and amenities | 5 | 4 | 3 | 2 | 1 | 9 |
| 10. Amount of open green space | 5 | 4 | 3 | 2 | 1 | 9 |
| 11. Connectivity of trails | 5 | 4 | 3 | 2 | 1 | 9 |
| 12. Quality of indoor recreation/fitness facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 13. Quality of facilities for adults 50 Plus | 5 | 4 | 3 | 2 | 1 | 9 |
| 14. Quality of programs for 50 Plus | 5 | 4 | 3 | 2 | 1 | 9 |
| 15. The Upper Arlington youth programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 16. The Upper Arlington adult programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 17. Ease of registering for programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 18. Availability of information about programs and facilities | 5 | 4 | 3 | 2 | 1 | 9 |
| 19. User friendliness of Upper Arlington website | 5 | 4 | 3 | 2 | 1 | 9 |
| 20. Fees charged for recreation programs | 5 | 4 | 3 | 2 | 1 | 9 |
| 21. Customer service with staff | 5 | 4 | 3 | 2 | 1 | 9 |
| 22. Process to reserve Amelita Mirolo Barn | 5 | 4 | 3 | 2 | 1 | 9 |
| 23. Rental of shelters | 5 | 4 | 3 | 2 | 1 | 9 |
| 24. Ease of contacting Parks and Recreation staff | 5 | 4 | 3 | 2 | 1 | 9 |
| 25. How well Parks and Recreation staff gave prompt, accurate, and complete answers to my questions | 5 | 4 | 3 | 2 | 1 | 9 |

19. Which THREE parks and recreation services listed in Question 18 do you think should receive the MOST ATTENTION from Upper Arlington Parks & Recreation over the next TWO years? [Write in your answers below using the numbers from the list in Question 18, or circle "NONE".]

1st: ____ 2nd: ____ 3rd: ____ NONE

20. 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.

- | | |
|---|---|
| ____(01) Private schools | ____(11) Griggs Park (Columbus) |
| ____(02) Churches | ____(12) Columbus Recreation Centers |
| ____(03) Private youth sports teams | ____(13) Worthington Community Center |
| ____(04) YMCA | ____(14) Hillard Community Center |
| ____(05) Swim and Racquet Club | ____(15) Dublin Community and Recreation Center |
| ____(06) HOA/apartment complex facilities | ____(16) Upper Arlington Parks and Recreation |
| ____(07) Other providers in Upper Arlington | ____(17) Private fitness clubs |
| ____(08) Local colleges | ____(18) Other: _____ |
| ____(09) Scioto Trail | ____(19) None – do not use any organizations. |
| ____(10) Olentangy Trail | |

21. **What is your age?** _____ years
22. **Counting yourself, how many people live in your household?** _____ people
23. **Counting 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: _____
24. **Your gender:** _____(1) Male _____(2) Female
25. **How many years have you lived in Upper Arlington?** _____ years
26. **What is your total annual household income? [Check only one.]**
 _____(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

Please share any additional comments that could assist the City of Upper Arlington in improving parks, trails, open space, or recreational facilities, programs, and services in the space below.

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 responses will remain completely confidential. The address information printed to the right will ONLY be used to help identify areas with specific needs. Thank you.