

SRACLC Survey of Service - 2009 Results

Thank you to those who took the time to fill out the SRACLC Survey of Service.

The results below show the overall combined ratings.

SRACLC strives to make additions and improvements to ensure quality programming.

Percentages are based on number of responses.

52 Surveys were received.

1.	You live in which Member Agency community:	7.	Please Rate:	Very Good	Good	Average	Poor	Very Poor
	8% Grayslake Community Park District			5	4	3	2	1
	23% Mundelein Park and Recreation District		Quality of Programs	71%	23%	6%	0%	0%
	21% Vernon Hills Park District		Cost of Programs	50%	39%	11%	0%	0%
	10% Village of Hawthorn Woods		Handling of Questions	69%	25%	6%	0%	0%
	6% Village of Lake Zurich		Complaint Response	67%	26%	7%	0%	0%
	18% Village of Libertyville		Concern for Safety	76%	22%	2%	0%	0%
	2% Village of Lincolnshire		Information Timeliness	56%	24%	13%	7%	0%
	12% Other		Performance of Staff	72%	26%	0%	0%	2%
2.	The participant is :		Delivery of Service	69%	29%	2%	0%	0%
	53% Male		Public Wishes Response	62%	31%	7%	0%	0%
	47% Female	8.	Does the participant take part in Member Agency inclusion programming?					
3.	The participant's age is:		85% Yes					
	2% 6 and younger		15% No					
	10% 7-12	9.	What time of day is best for the participant to get involved in SRACLC activities?					
	40% 13-21		6% Morning 10:00 a.m.-12:00p.m.					
	23% 22-35		12% Early Afternoon 12:00 p.m.-3:00 p.m.					
	25% 35 and older		35% Afternoon 3:00 p.m.-6:00 p.m.					
4.	How many programs does the participant take part in each season?		82% Evening 6:00 p.m.-8:00 p.m.					
	12% 0-2	10.	How long have you participated with SRACLC?					
	31% 3-5		6% 0-2 years					
	20% 6-8		18% 3-5 years					
	16% 9-11		14% 6-8 years					
	21% more than 11		10% 9-11 years					
5.	Does SRACLC offer enough programs to meet the recreation needs of the participant?		12% 12-15 years					
	88% Yes		11% 16-20%					
	12% No		29% more than 20 years					
6.	Are enough programs offered which are convenient for the participant to attend?	11.	Are you new to SRACLC programming within the last year?					
	94% Yes		2% Yes					
	6% No		98% No					
		12.	SRACLC's overall Quality of Service?					
			69% Excellent					
			29% Good					
			2% Average					
			0% Below Average					
			0% Poor					

Thank you for your input!