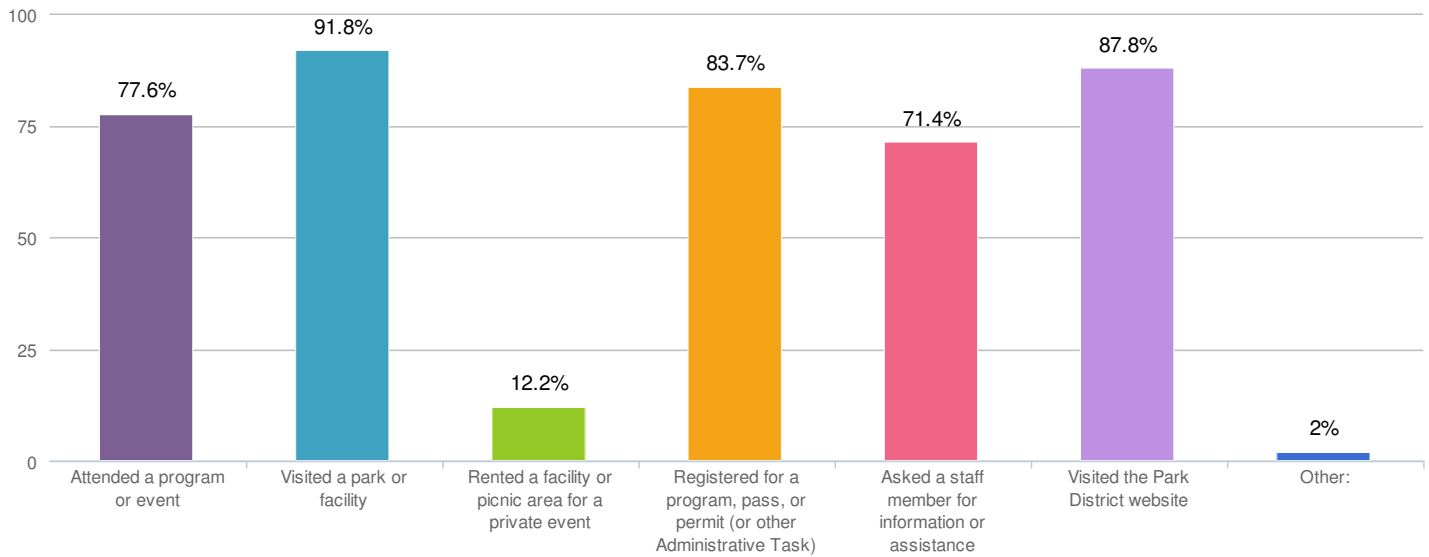
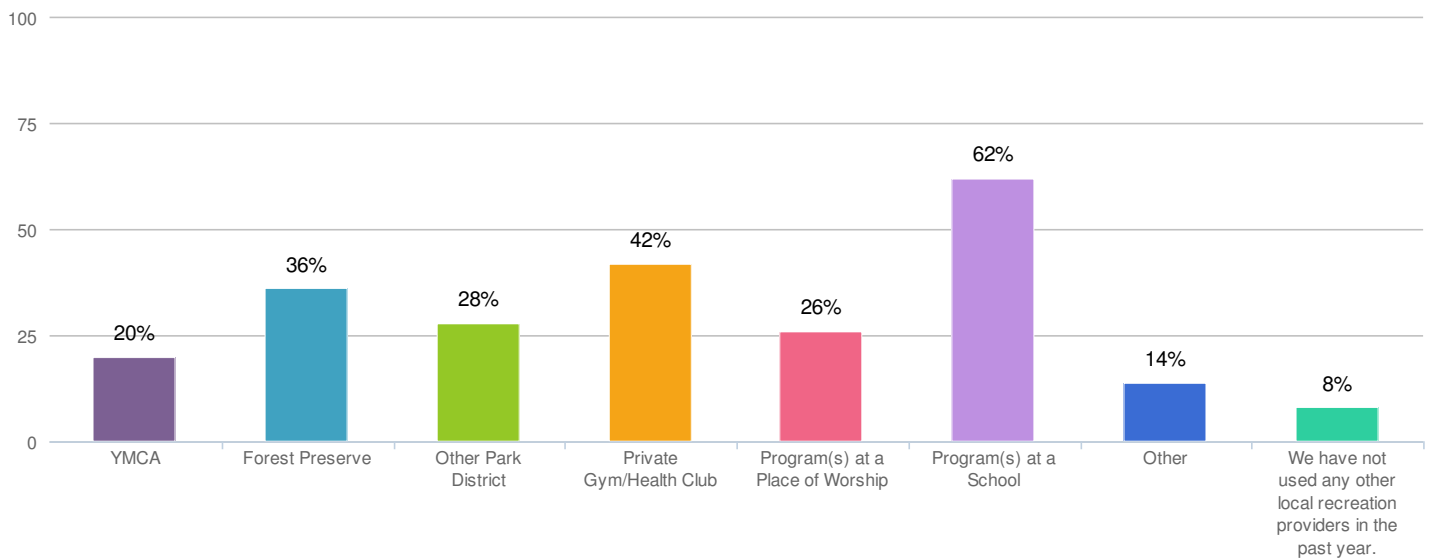


## Service Evaluation - 2014 Overall Summary

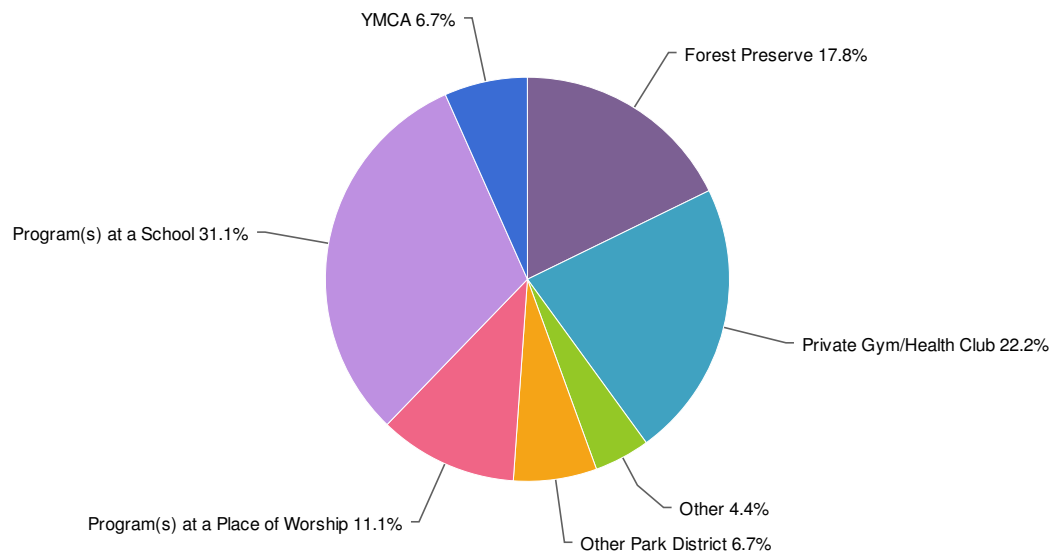
In the past year, which Park District services have you or one of your family members used? (Check all that apply.)



Besides the Park District of Oak Park, what other local organizations has your household visited for recreation in the past year? (Check all that apply.)



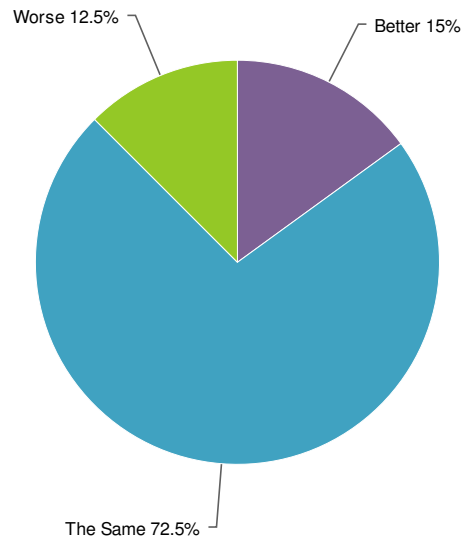
Of these organizations, which one do you visit most often?



Facilities:

	Excellent	Good	Average	Fair	Poor	N/A	Responses
Providing modern equipment and facilities	12 24.0%	22 44.0%	12 24.0%	1 2.0%	1 2.0%	2 4.0%	50
Providing clean and appealing parks and facilities	20 40.0%	24 48.0%	5 10.0%	0 0.0%	1 2.0%	0 0.0%	50
Employees appear neat and professional	18 36.0%	26 52.0%	5 10.0%	0 0.0%	0 0.0%	1 2.0%	50
Signs, forms, brochures, etc. are visually appealing and easy to follow	12 24.0%	26 52.0%	3 6.0%	2 4.0%	5 10.0%	2 4.0%	50
Convenient business hours	12 24.0%	22 44.0%	10 20.0%	2 4.0%	0 0.0%	4 8.0%	50

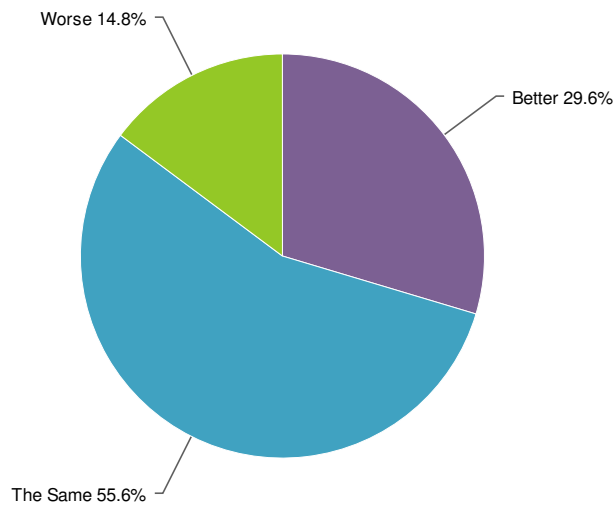
How does the Park District of Oak Park compare to other recreation providers in regards to facilities?



Reliability:

	Excellent	Good	Average	Fair	Poor	N/A	Responses
Delivering service within the time promised	17 43.6%	17 43.6%	1 2.6%	2 5.1%	0 0.0%	2 5.1%	39
Performing service right the first time	13 33.3%	20 51.3%	2 5.1%	1 2.6%	1 2.6%	2 5.1%	39
Keeping you informed of any changes or interruptions	10 26.3%	20 52.6%	3 7.9%	0 0.0%	2 5.3%	3 7.9%	38
Showing a sincere interest in fixing any problems that may arise	16 42.1%	14 36.8%	2 5.3%	1 2.6%	1 2.6%	4 10.5%	38

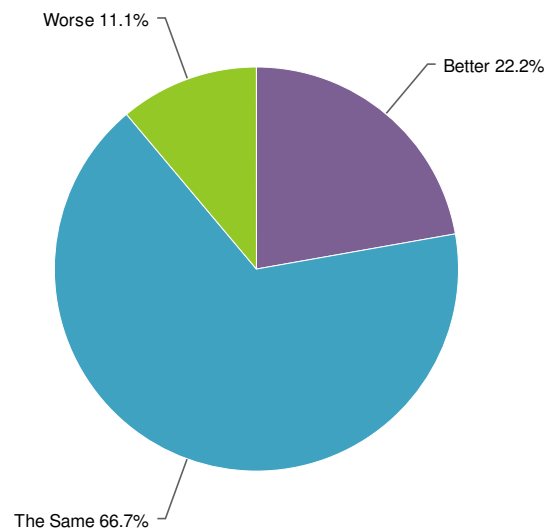
How does the Park District of Oak Park compare to other recreation providers in regards to overall reliability?



## Responsiveness:

	Excellent	Good	Average	Fair	Poor	N/A	Responses
Providing prompt service	18 48.6%	15 40.5%	1 2.7%	1 2.7%	1 2.7%	1 2.7%	37
Employees are eager to help	18 48.6%	14 37.8%	4 10.8%	1 2.7%	0 0.0%	0 0.0%	37
Employees are attentive and responsive to your request	19 51.4%	14 37.8%	3 8.1%	0 0.0%	0 0.0%	1 2.7%	37

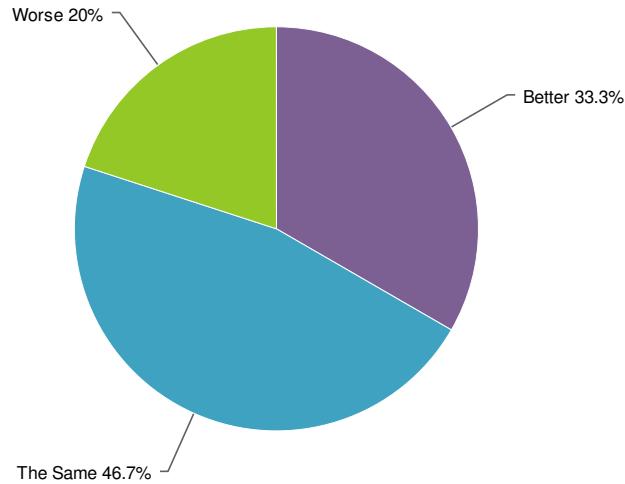
How does the Park District of Oak Park compare to other recreation providers in regards to overall responsiveness?



## Customer Care:

	Excellent	Good	Average	Fair	Poor	N/A	Responses
Providing options for your individual needs	15 36.6%	19 46.3%	5 12.2%	1 2.4%	0 0.0%	1 2.4%	41
Employees care about your specific needs and give you individual attention	16 39.0%	18 43.9%	3 7.3%	3 7.3%	0 0.0%	1 2.4%	41
Has your best interests at heart	17 41.5%	18 43.9%	5 12.2%	0 0.0%	0 0.0%	1 2.4%	41

How does the Park District of Oak Park compare to other recreation providers in regards to the customer care provided?



Customer Confidence:

	Excellent	Good	Average	Fair	Poor	N/A	Responses
Employee behavior instills confidence that you chose the right organization for your recreation needs	14 35.0%	20 50.0%	4 10.0%	1 2.5%	0 0.0%	1 2.5%	40
Making you feel safe in your transactions with the Park District	22 55.0%	14 35.0%	3 7.5%	0 0.0%	1 2.5%	0 0.0%	40
Employees are consistently courteous with you	19 47.5%	16 40.0%	3 7.5%	1 2.5%	0 0.0%	1 2.5%	40
Employees are knowledgeable and can answer your questions	16 40.0%	17 42.5%	4 10.0%	1 2.5%	1 2.5%	1 2.5%	40

How does the Park District of Oak Park compare to other recreation providers in regards to the confidence you have in each organization?

