



# 2014 Community Needs Assessment Findings

---

July 2014

Prepared By:



[www.publicresearchgroup.com](http://www.publicresearchgroup.com)

# Table of Contents

<b>Section</b>	<b>Page</b>
Introduction	1
Methodology	2
Demographics	2
Familiarity	6
Programs	9
Park & Facility Usage	18
Priorities	29
Comments	33
Additional Analysis	34
Conclusions	38
Appendix	39

### Introduction

In February and March 2014, on behalf of the City of South Bend and Jones Petrie Rafinski, Public Research Group (PRG) conducted email, telephone and mail surveys in an attempt to identify South Bend's park and recreational behaviors, wants and needs. A total of 506 randomly generated email, telephone and mail responses were obtained. Email responses were generated from desktop computers, smart phones and tablets in order to create a database that could be generalized over the entire population of the community.

In addition, a non-random self-selecting online survey was created and placed on the park and recreation department website in both English and Spanish language formats. The non-random survey results are presented when they are relevant in the final report.

This report will provide data tables, graphs and chart presentations of how random sample respondents answered each question. It should be noted that the 506 households responding to the random sample survey is representative of the responses of all 42,900 total households in the City of South Bend within a margin of error of plus or minus 4.5%, and a confidence level of 95%.

This does not mean that the non-random responses are unimportant. They are just as important as the feedback received from self-selecting attendees to public meetings or focus groups. It just means that the responses cannot be generalizable to the entire population as the random sample responses can be.

### Methodology

In social science research mail, telephone and email reach different population segments in a community. Since it has been estimated that 10% of households do not have computers or access to the Internet, and that users of email and social media tend to be younger than average, email surveys are a good way to reach younger residents. But email surveys from desktop computers, smart phones and tablets alone should not be used unless blended with mail and telephone surveys. The questionnaire for these surveys is in the Appendix of this report.

Also, telephone surveys to land-line respondents tend to reach older households, since many young people only have cell phones. Mail surveys are available to everyone, but typically have lower response rates. For all of these reasons, PRG uses a blended method of data gathering utilizing mail, telephone and email samples that reduces sampling error and permits a smaller sample to be representative of a large population.

This study uses both quantitative and qualitative methodologies to determine the park and recreational behaviors, wants and needs of the people of South Bend. Quantitative data received from random and non-random surveys have been analyzed in an statistical package for social sciences (SPSS) program provided by IBM. Using SPSS, one-sample and independent-sample t-testing is employed to show the percentages of respondents who answered questions one way or another. Qualitative data received from public meetings or open-ended responses in the surveys is presented in tables, generally found in the Appendix of this report.

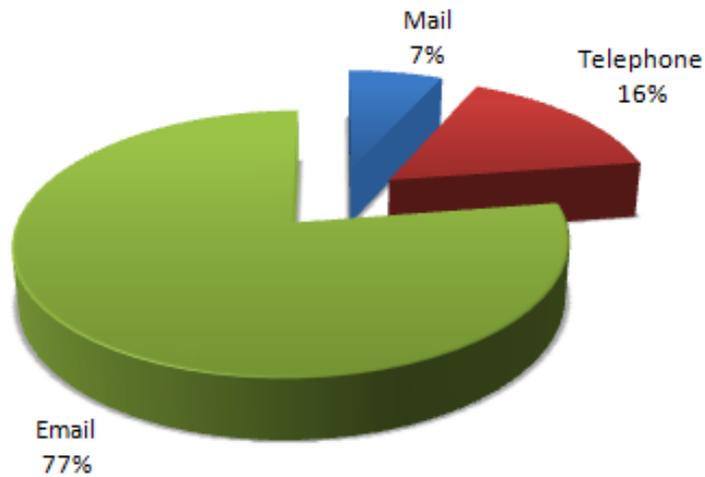
Presentation of quantitative data is intended to be impartial without recommendations or goals and objectives. Recommendations, goals and objectives are the responsibility of Jones Petrie Rafinski with assistance from GreenPlay LLC, which is the overall planning consultant for this project.

### Demographics

As mentioned in the introduction, a total of 506 random sample surveys were received, the responses of which are to be generalized over 42,900 households in South Bend within a margin of error of plus or minus 4.5%. Of those 506 household responses, 392 were generated from desktop, smart phone or tablet email responses, 80 were from land-line telephone calls and 34 from direct mail surveys.

The chart shows that email responses represented a disproportionate percentage of total random sample responses. What the table does not show is that it was necessary for there to be a disproportionate number of email responses from desktop, smart phone and tablet emails because mail and telephone respondents were disproportionately older. The blending of this data was necessary to get a total sample that was representative of the average age of the City of South Bend. Since all 428 non-random respondent data was received from email respondents, no such chart is necessary for a presentation of that data.

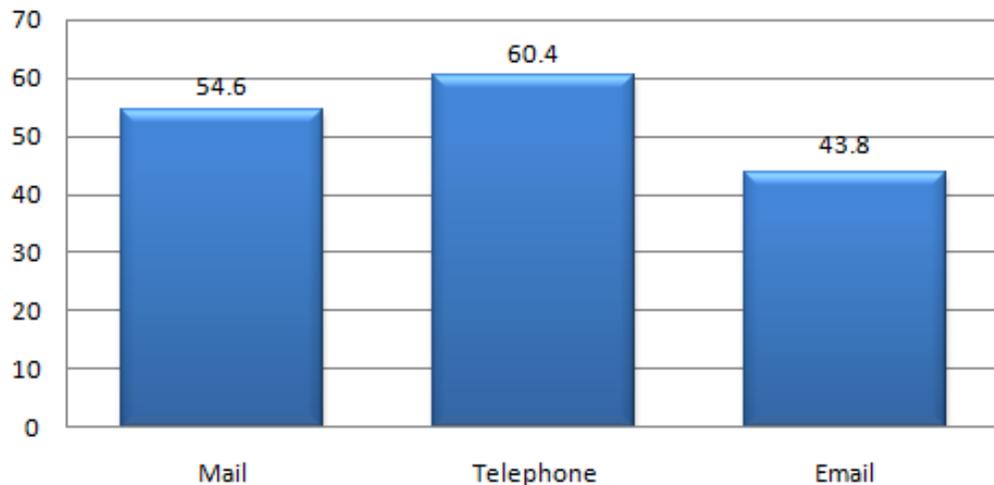
### Surveys Received



Considering that not everyone provided their age, the survey shows that those random sample respondents who did were an average of 49 years old. Interestingly, most of the non-random respondents decided not to provide their ages, or those in their households, rendering that data less than meaningful.

The following graph shows the average ages of respondents by data gathering method. The data suggests that PRG was successful in lowering the average age of survey respondents to 49 by utilizing a high percentage of email responses generated from desktop computers, smart phones and tablets.

### Average Age of Respondents

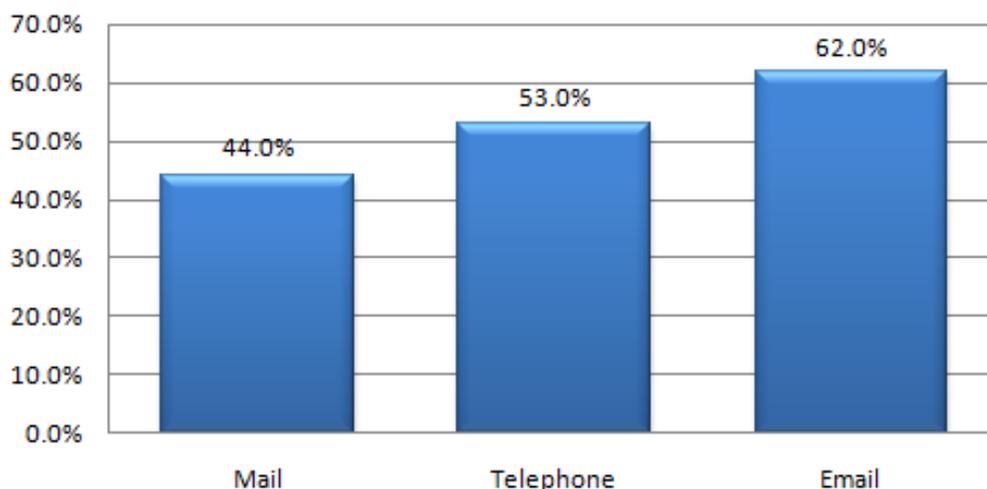


The percentage of females responding to the survey was higher than males in each method of data gathering. Overall, females comprised 58% of all respondents. Again, the vast majority of non-random respondents chose not to provide their gender, making the responses to the gender question less than meaningful.

## 2014 Community Needs Assessment

But the percentages of random sample females answering mail and telephone surveys were lower than the percentage answering email surveys on their desktops, smart phones and tablets.

### Percentage of Female Respondents

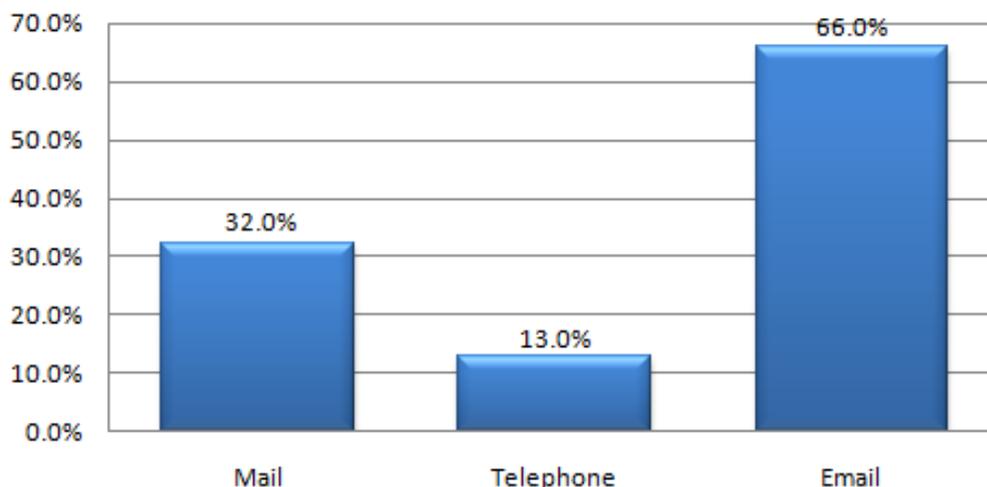


The graph shows that it was necessary to generate mail and land-line telephone surveys in order to reduce the percentage of female email responses.

The methodology of using blended data from three different random samples was important to derive one more important demographic statistic: households with children. Had only telephone surveys been used, the overall percentage of households with children would have been much lower than the following graph shows.

Considering rounding off to the nearest percentage, about 50% of those household respondents answering Question 19 said they had children in the household. The percentages were different considering data gathering methodology. Since very few non-random sample households provided the ages or genders of those in the household, a table for that data would be less than meaningful.

### Households with Children

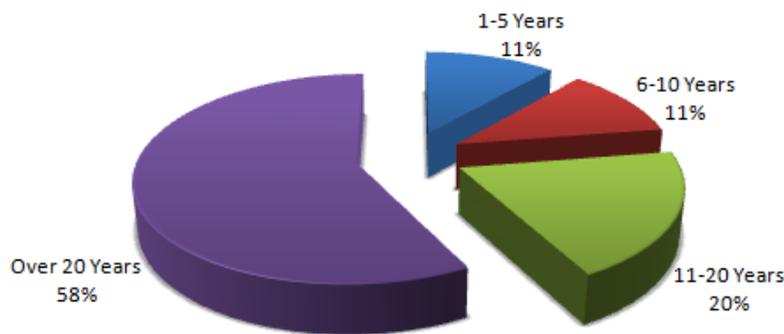


The data in the graph shows that there was a big difference in the percentages of respondents that said they have children. Sixty-six percent of email surveys said they did compared to 32% of mail and 13% of telephone respondents.

The demographic data shows that data blending as a methodology of analysis is effective in reducing sampling error. No method is perfect, but combined into one database, it is clear that the sample households in this study come very close to the average that exists in the actual population demographics as estimated by Census data.

Question 20 asked respondents how many years they resided in South Bend. Respondents were provided the choices of 1-5 years, 6-10 years, 11-20 years, and over 20 years.

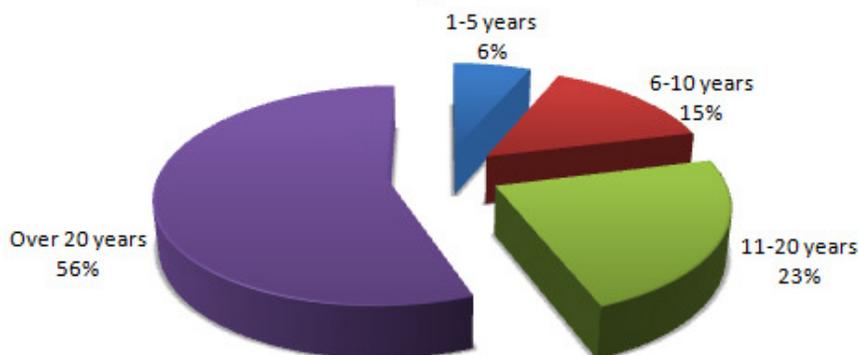
### Years Residing in South Bend



The data shows that a majority of residents have lived in South Bend for over 20 years. However, a substantial portion, 42.2% have lived in the community less than 20 years, a phenomenon that can be explained by the observation that South Bend is a university community where graduates sometimes stay and begin their lives.

Of the 428 non-random sample respondents that started their surveys, 199 answered the question of how long they resided in South Bend. The following chart shows the percentages of their responses.

### Years Residing in South Bend

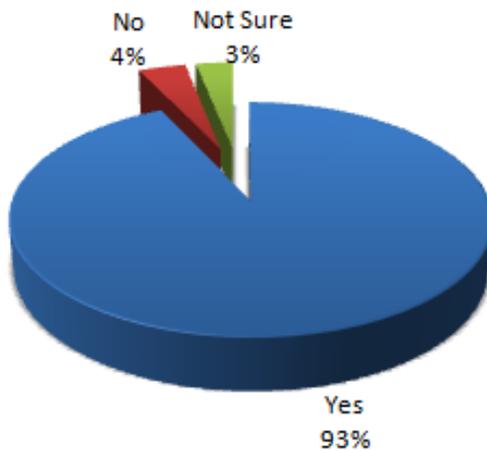


Comparing the two charts shows that nearly the same percentages of random and non-random respondents said they had lived in South Bend for over 20 years, 57.8% of random and 55.8% of non-random respondents respectively. The percentages of those living 1-5 years, 6-10 years and 11-20 years were somewhat different, but overall the differences were not meaningful.

## Familiarity with the South Bend Parks and Recreation Department

Question 1 asked whether respondents were familiar with the South Bend Parks and Recreation Department. The intent of the question was to measure the overall visibility of the agency laying the foundation for Question 2, where respondents were asked how they became familiar. In Question 1, respondents were permitted to answer yes, no, and not sure as choices of whether they were familiar.

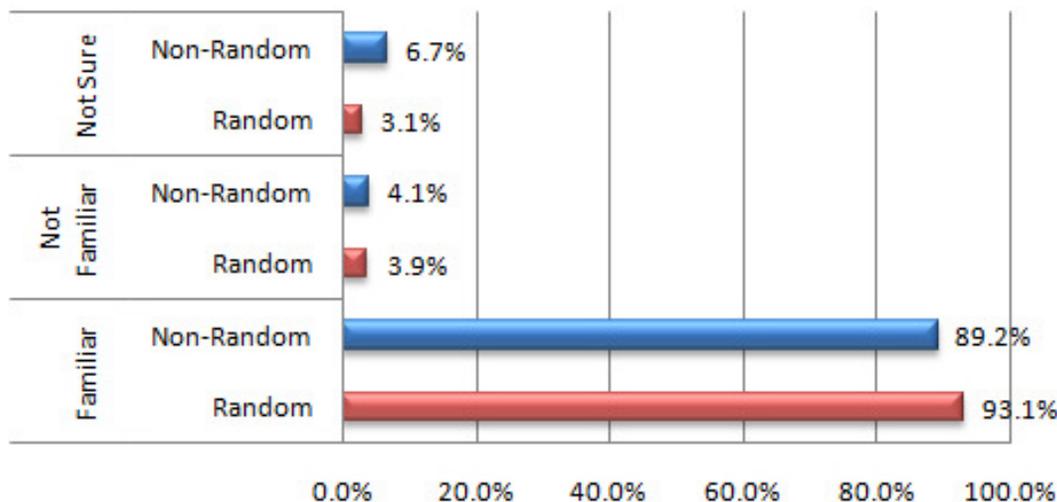
### Familiar with South Bend Parks & Rec. Department



The graph shows that only 15 of the 506 the blended sample respondents did not answer the question, leaving 93.1% valid respondents who said they were familiar, an overwhelming majority; 3.9% were not familiar and 3.1% were not sure. The data suggests that the department has high visibility.

Among non-random respondents, the findings were somewhat similar, as the following graph shows.

### Familiarity by Comparison

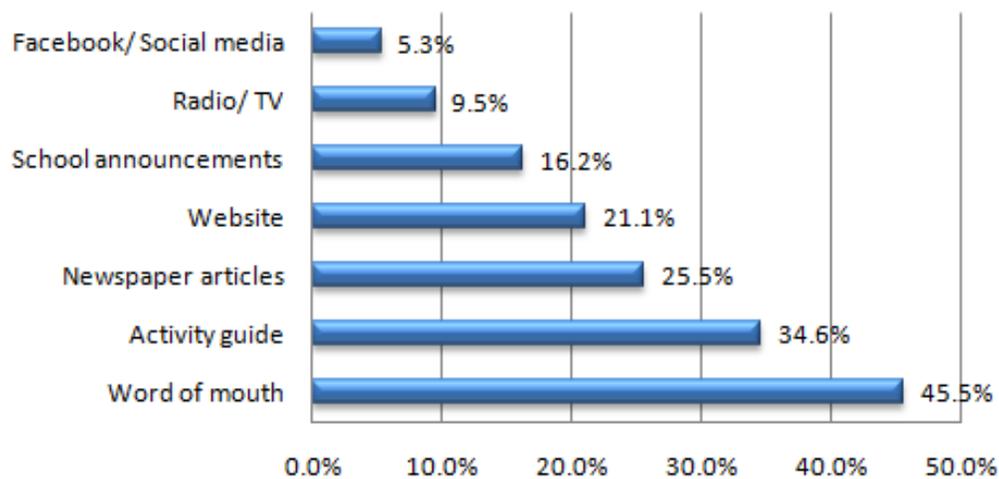


The graph shows that 93.1% of random sample and 89.2% of non-random sample respondents were familiar with the South Bend Parks and Recreation Department, while 3.9% and 4.1% were not familiar with it respectively, and 3.1% and 6.7% were not sure respectively.

In Question 2, respondents were asked how they heard about the parks and recreation department. Respondents were provided choices of saying they heard about it through the activity guide, newspaper articles, school announcements, FaceBook or other social media, radio/TV, the department website, word or mouth, and were provided the opportunity to specify their own answer.

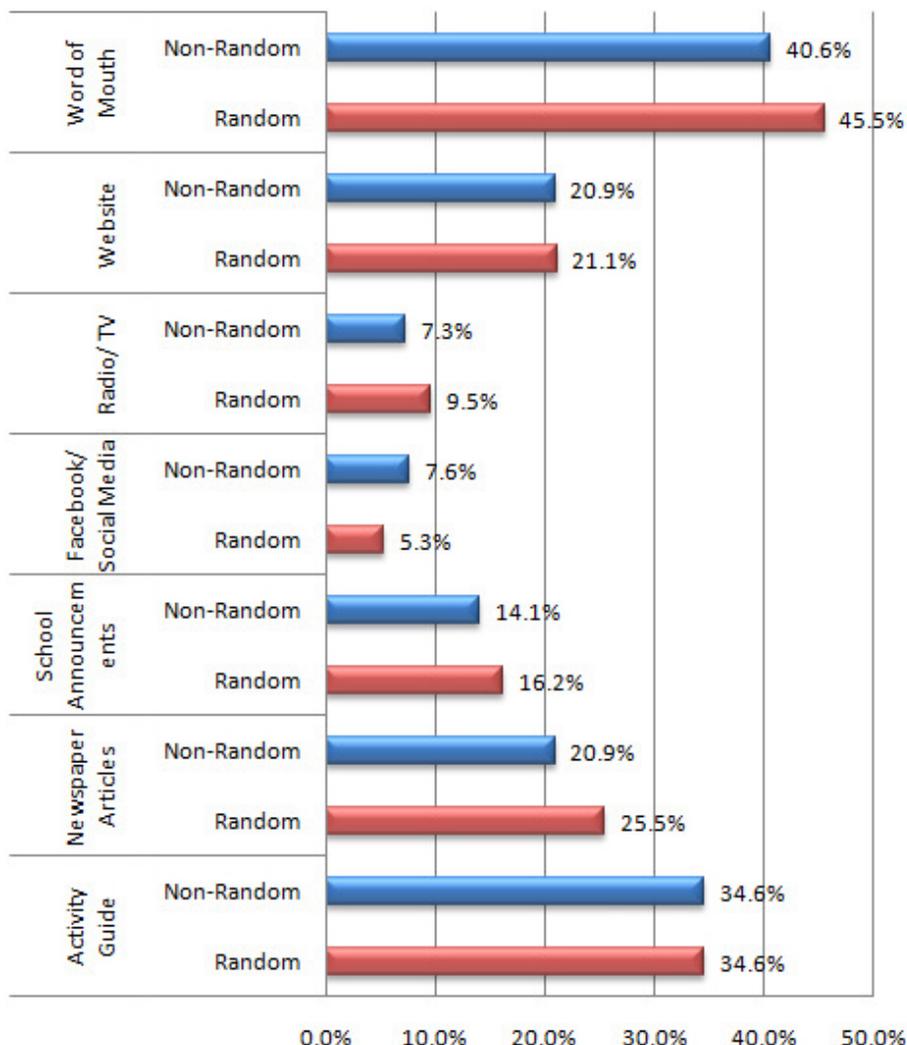
The first graph shows the percentages of random sample respondents who provided their responses to Question 2. The second graph compares the responses of random to non-random respondents.

### Media Awareness



The data in the graph shows that word of mouth had the highest response rate, with 45.5% saying that word of mouth was how they heard about the parks and recreation department. The second highest was the activity guide at 34.6%, with 25.5% saying newspaper articles, 21.1% the website and 16.2% school announcements. FaceBook had the lowest response rate at 5.3%.

### Media by Comparison



The graph shows that the percentages are very close, when comparing random to non-random survey responses. Exactly the same percentages said they learned about the parks and recreation department through the activity guide, nearly the same through the website, with only a 5% difference by word of mouth. Otherwise, the percentages are well within the margin of error of the two samples.

Open-ended responses from random sample respondents are in a table in the Appendix of this report, with many of them relating to word of mouth and others suggesting that several respondents could only say they lived in South Bend for many years and that that’s how they were familiar.

Without reaching any conclusions, PRG has a level of experience with familiarity responses, having asked similar questions in park and recreation surveys in dozens of communities in the Midwest. Comparatively, PRG would observe that most communities have had similar low social media awareness and other media responses were similar to South Bend. The only aberration in this study would be the low percentage of respondents who were aware of the department through the activity guide. Generally that percentage is around 70%.

### South Bend Programs

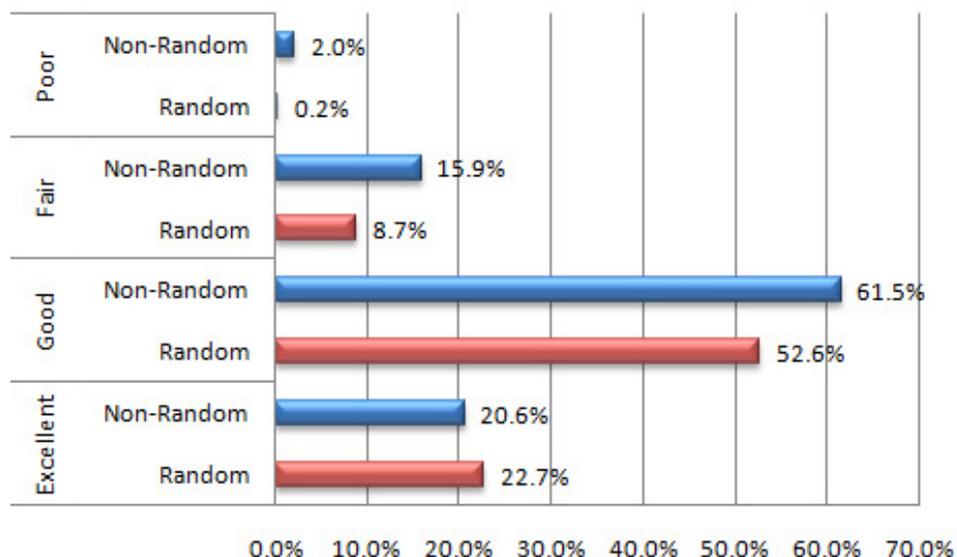
Question 3 asked respondents to rate the programs offered by the South Bend Parks and Recreation Department. Respondents were provided the opportunity to say that they were excellent, good, fair, or poor. The following chart shows the responses from random sample respondents.



The graph shows that 80 respondents failed to answer the question, but of the 426 blended data respondents who did, 27.0% said the programs were excellent, 62.4% said they were good, 10.3% said they were fair and .only .2% said they were poor. The data suggests a relatively high percentage of residents who appear to be satisfied with the programs offered by the parks and recreation department.

The following graph compares random sample to non-random sample respondents. In the non-random sample survey, respondents tended to drop out as the survey progressed, with 428 beginning the survey and 213 completing it. For Question 4, 301 respondents answered the question.

### Quality of Programs by Comparison



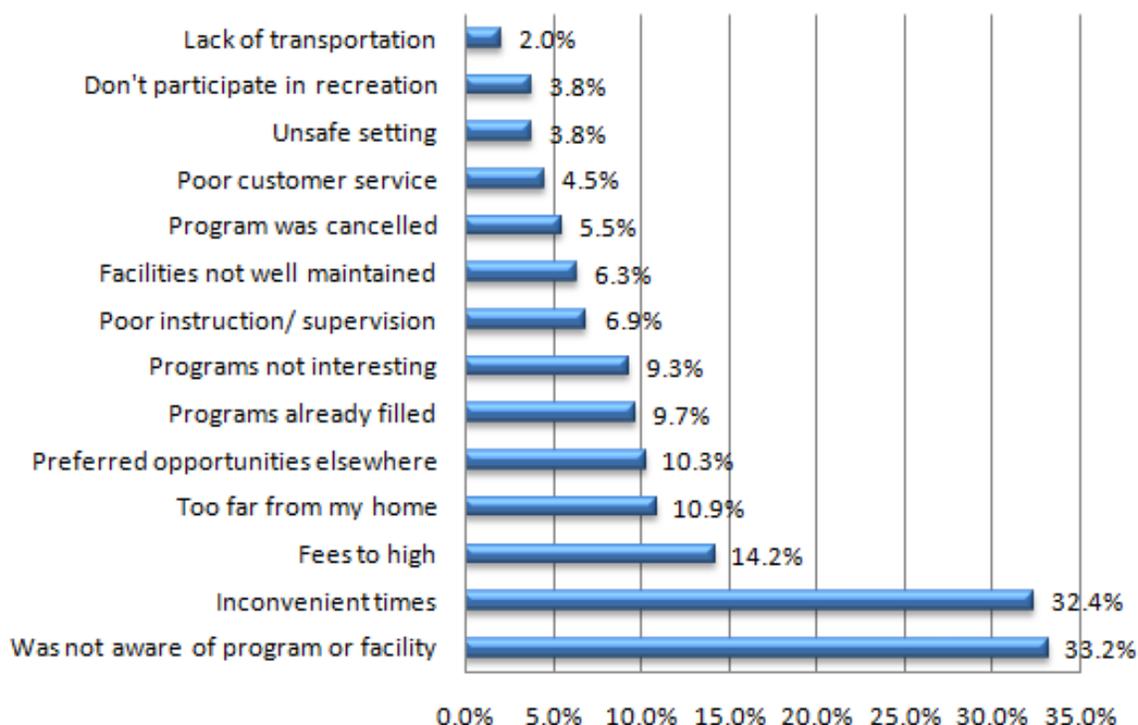
## 2014 Community Needs Assessment

The table shows that, again, the responses are very similar. Seventy-five percent of random sample respondents rated the programs as either good or excellent compared about 82% of non-random respondents.

The findings suggest to Public Research Group that non-random respondents did not necessarily self-select themselves to answer the survey just in order to complain, which is very often the case for non-random surveys. Since non-random respondents were somewhat more satisfied with programs than random sample respondents, PRG concludes that responses going forward in this study would be meaningful, even if they are similar to random sample responses.

Question 4 asked for the reasons that respondents or members of their households might not participate in South Bend Parks and Recreation Department programs. Respondents were provided a number of choices as well as the opportunity to give their own reasons. The following graph shows the percentage of all random sample respondents who selected one of the choices.

### Reason for not Participating



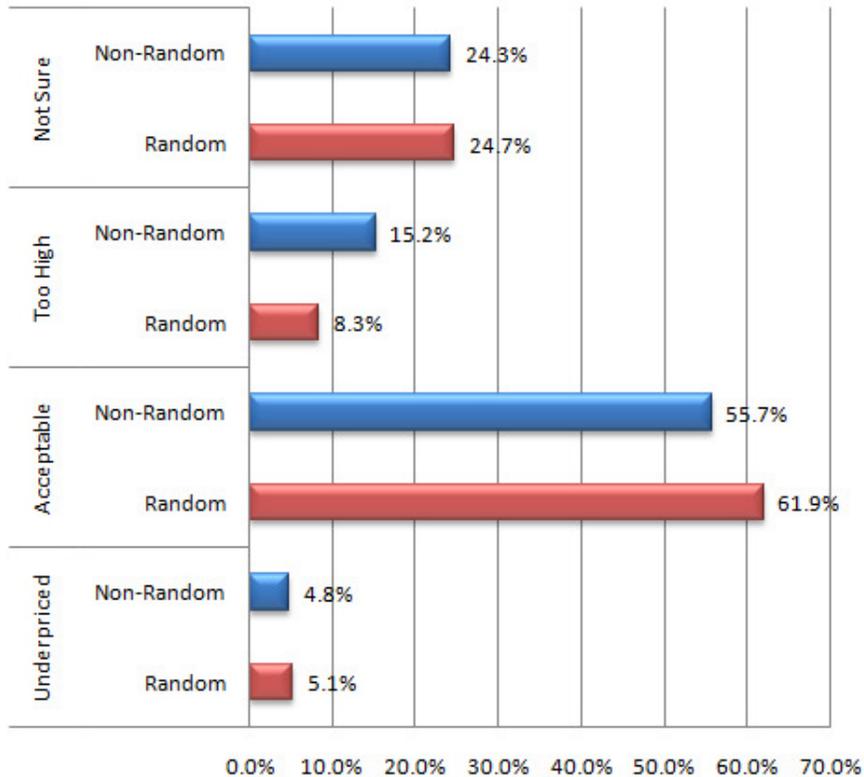
The response percentages show that not being aware of the programs had the highest percentage of respondents, with 33.2% selecting that choice. The second highest choice was that programs were offered at inconvenient times, at 32.4%. Fees being too high as a choice for Question 4 were a distant third at 14.2%, programs being too far from home were fourth at 10.9%, that respondents preferred opportunities elsewhere was fifth at 10.3%. All other choices garnered less than 10% of responses.

Open-ended responses to Question 4 are presented in an unedited format in the Appendix of this report. The themes in the open-ended responses included that respondents didn't have the time, didn't have the money, or that they were too old to participate.

Question 15 explored the program fee concept with a question that provided respondents an opportunity to comment on how they believe the current fee structure exists. Choices of responses included that fees are currently underpriced for the value received, that fees are acceptable for the value received, that fees were too high for the value received, or that they were unsure.

The following graph shows that, of the 373 random sample and non-random sample respondents who answered the question, 5.1% believed fees are underpriced for the value received, 61.9% said they believed fees are acceptable for the value received, and 8.3% said they believed fees were too high for the value received, with 24.7% unsure.

### Fees by Comparison



The findings suggest that a majority of residents are relatively happy with current fees and that less than 10% are unhappy. Those who were not sure or did not answer the question might be presumed to not participate in activities as well as simply not having an opinion.

As seen in previous analysis of questions, there is very little difference between the sentiments of random and non-random sample respondents. Non-random sample respondents did feel that fees were too high in higher percentages than random sample respondents, 8.3% compared to 15.2% respectively. But other percentage differences were well within the margin of error.

Question 5 was an open-ended question asking respondents, if their household goes outside the South Bend Parks and Recreation Department to receive recreational services, where to they go. Respondents were provided the opportunity to answer the question on behalf of adults in their households, the youth in their households, and for the preschoolers in their households.

## 2014 Community Needs Assessment

The unedited tables in the Appendix show very consistent themes. Regardless of whether they were seeking services for adults, youth or preschoolers, church programs were a popular choice as was the YMCA. Some of the responses were that they go to state parks in Indiana or Michigan, and a few were that they go to the Kroc Center or to Niles, Michigan for services. Fitness centers were also among the answers.

Question 6 asked respondents what recreation program offerings they would like to see provided by the South Bend Parks and Recreation Department. Since the responses to that question are also open-ended, they are provided in a table in the Appendix.

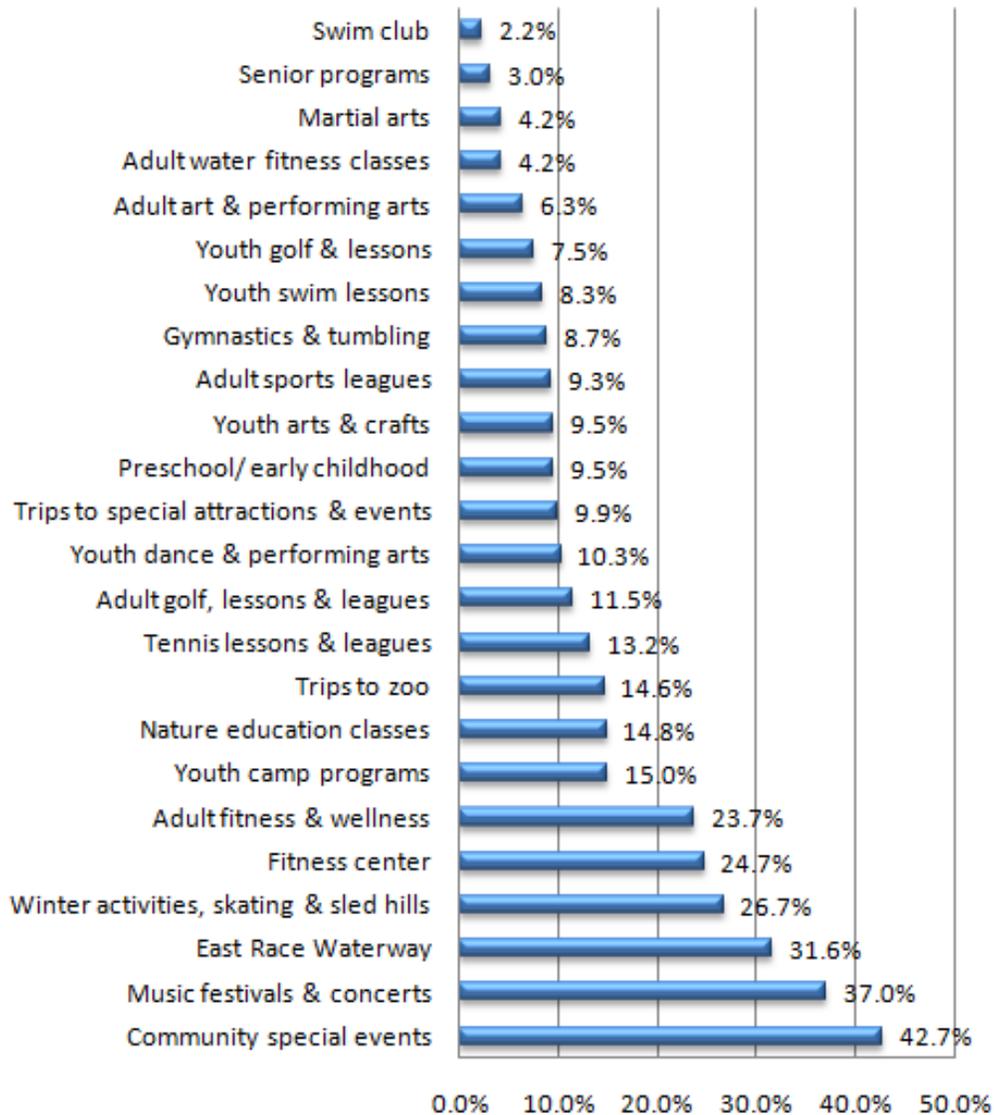
For the most part, the responses speak for themselves. Some of the programs they suggested are already being offered by the South Bend Parks and Recreation Department. Others are not practical. But many of the ideas provide a foundation for the parks and recreation department to expand program services.

Question 7 was fairly complex in that it asked two questions about recreation programs at the same time. The first was whether respondent households participated in a program type and the other about how satisfied they were with the program.

A total of 23 program types were provided to respondents with them indicating whether they participated or not, using a yes or no format for responses. Satisfaction for each of the 23 program types were responses using a Likert Scale, where respondents had the choice of saying they were very satisfied, somewhat satisfied, somewhat dissatisfied, very dissatisfied or that they didn't know.

Presumably, if respondent households didn't participate, they should indicate no on the first part of the question and that they didn't know on the second part. The following table shows the percentages of random sample respondents who said they participated. The responses take into consideration those who answered "no" that they didn't participate in the programs and that anyone who failed to answer the question was also a no.

### Program Participation

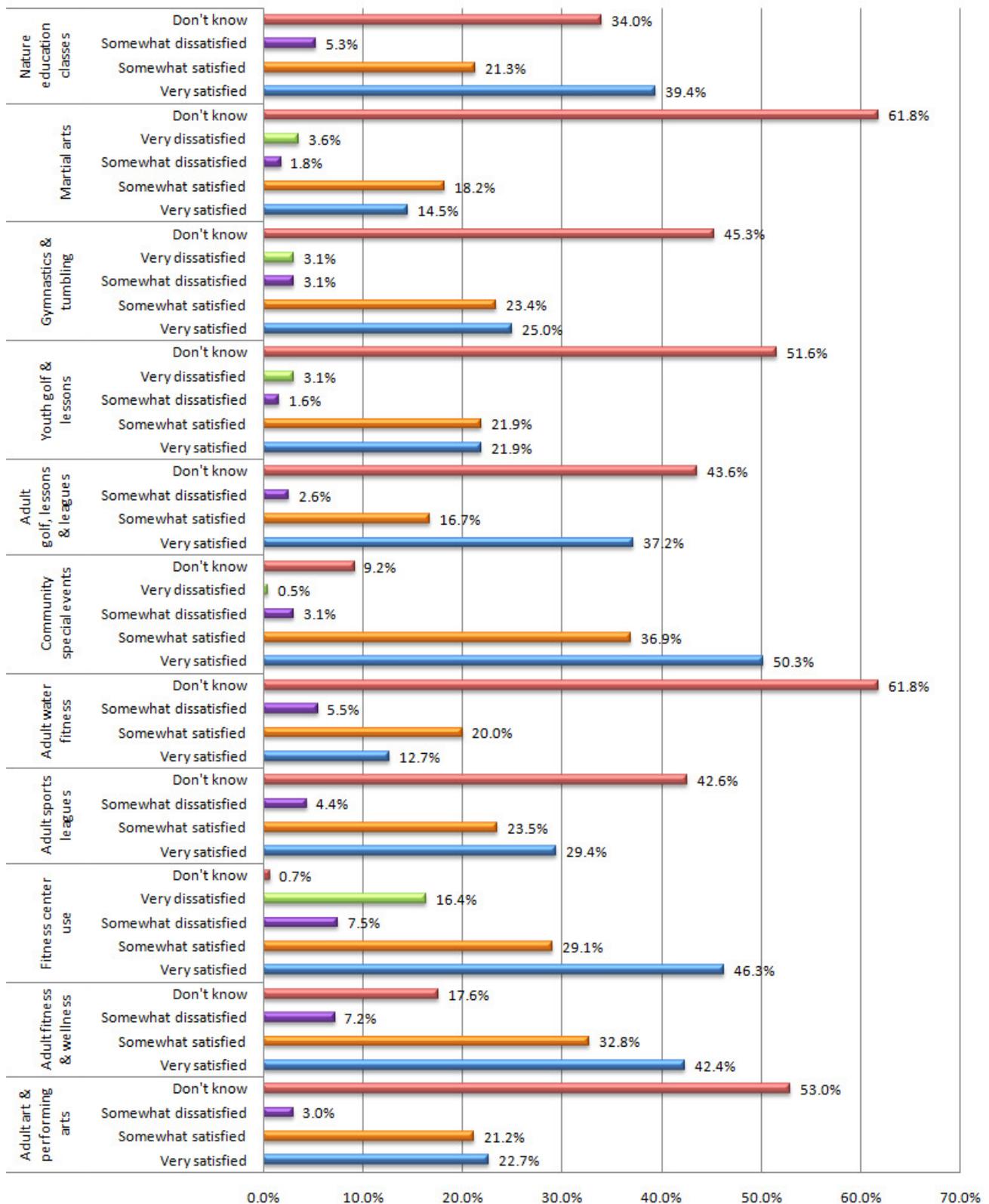


The table shows that the most popular programs were community special events, music festivals and concerts and use of the East Race Waterway. Adult fitness and wellness programs and fitness center usage were in the second tier of popularity.

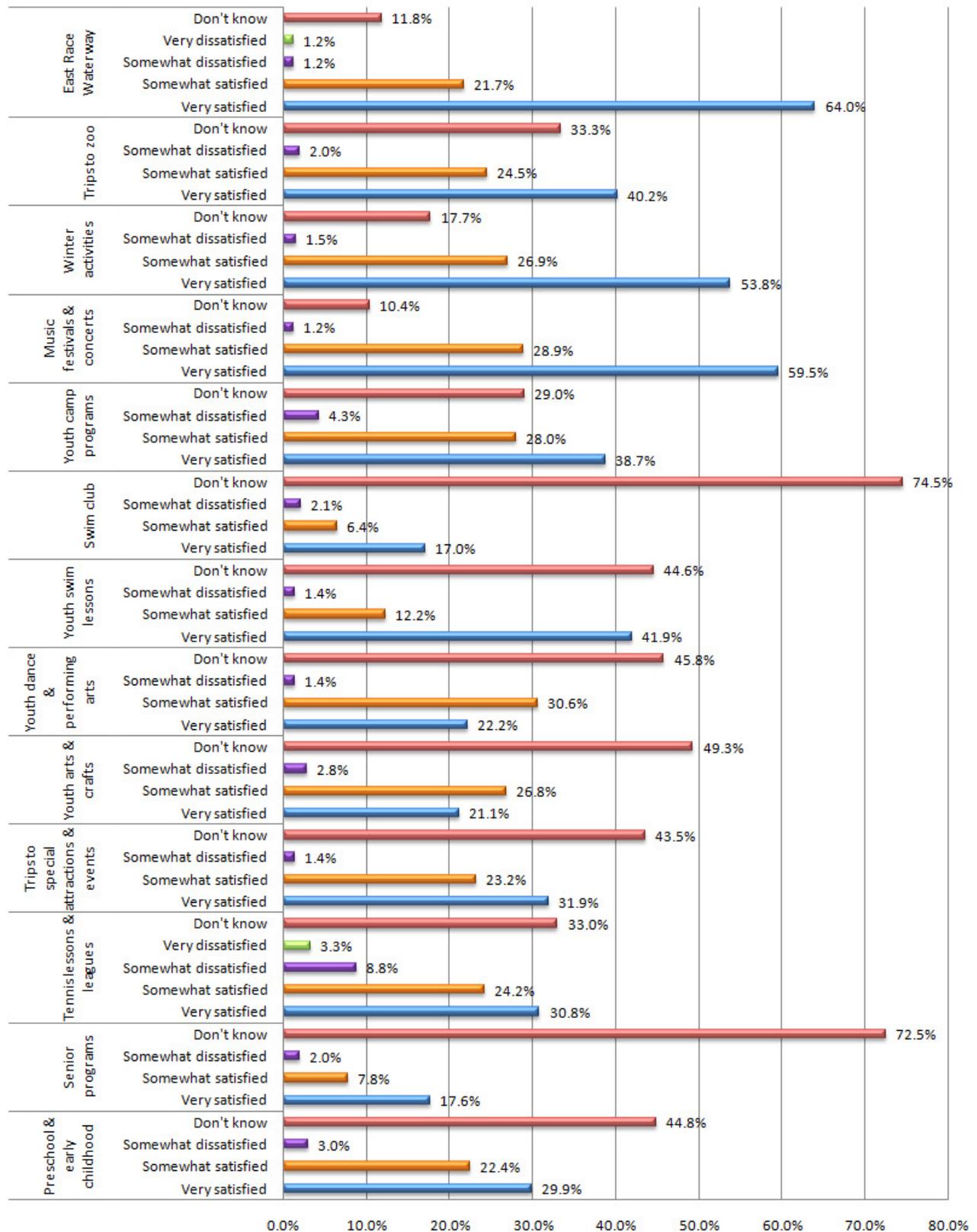
Overall, the data suggests that the residents of South Bend are engaged in recreation programs at a fairly high level. Benchmarks such as participation in golf, which at its last national study showed that 11% of American households had a golfer, suggest that the 11.5% of golf participation in this study is in line with the national average.

Satisfaction levels for each program are shown on the following two pages, in graph form.

## Program Satisfaction



Program Satisfaction (cont.)



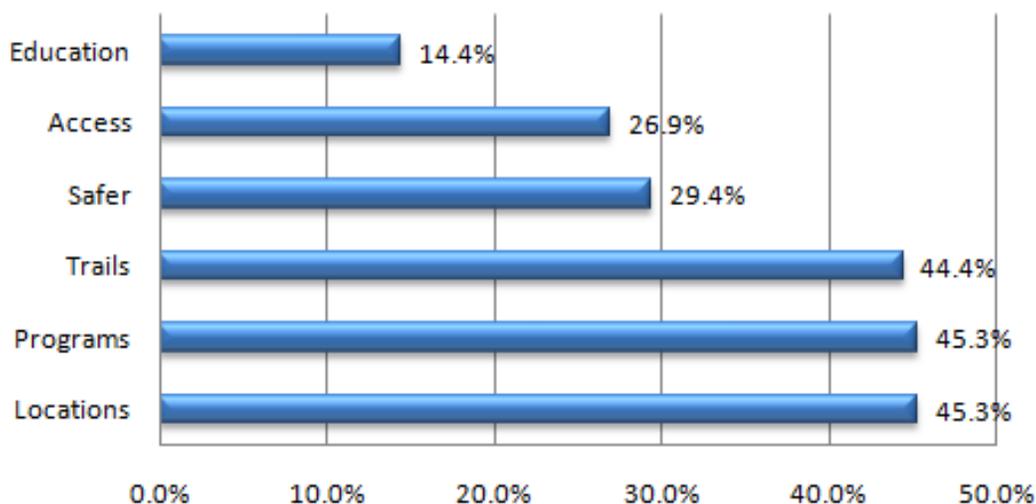
## 2014 Community Needs Assessment

As mentioned, valid percents represent the percentage of those who actually answered the questions and how they rated each recreational activity. The tables show varying degrees of satisfaction, depending on the activity, with East Race Waterway leading the way with a 64.0% very satisfied response.

Considering the combined very satisfied and somewhat satisfied scores, winter activities led the way with a combined satisfaction level score of 90.5% followed closely by music festivals at 89.4%. The lowest combined satisfaction level scores included swim club at 23.4% and senior programs at 24.4%, largely because both programs had such a high percentage of respondents who said they didn't know how satisfied they were because they didn't participate in those programs.

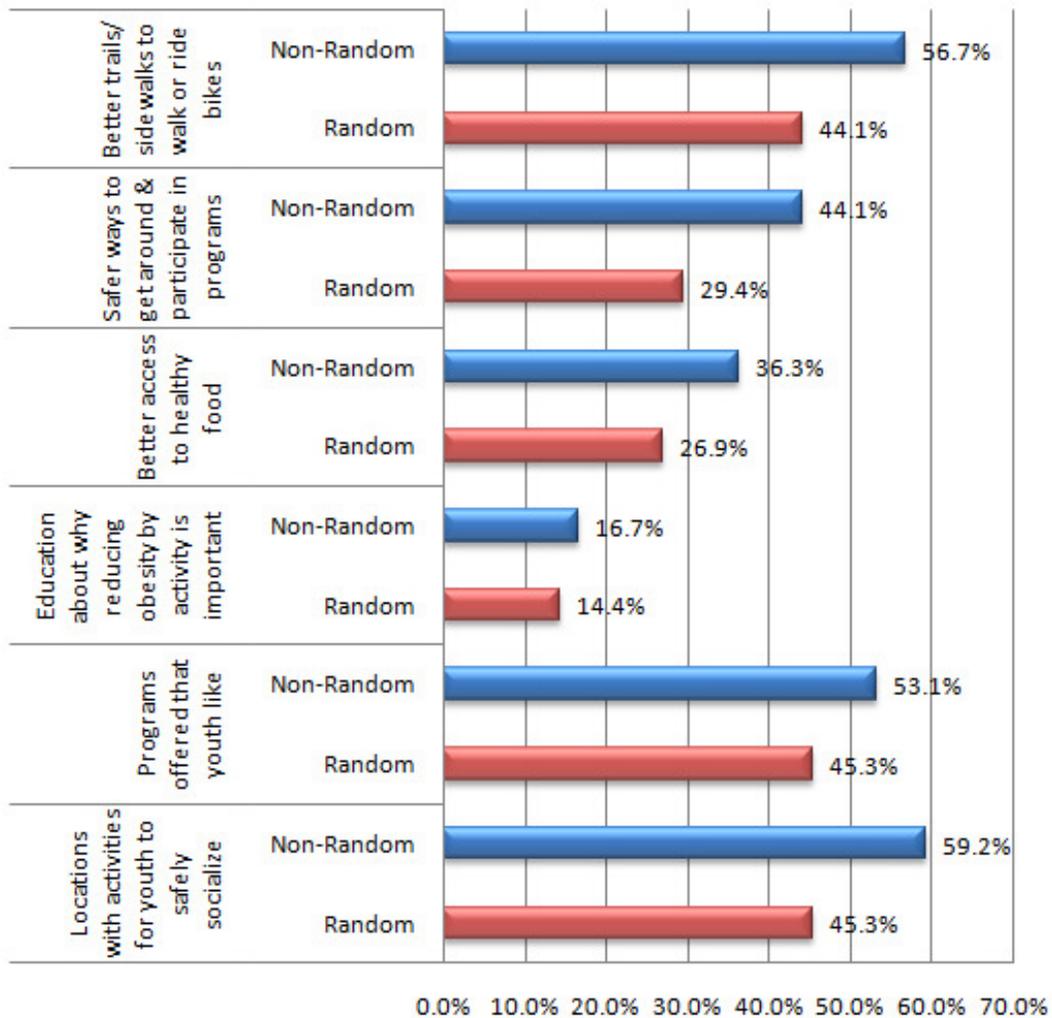
Question 14 asked what are the most important improvements to help youth be more physically active in South Bend. Choices included locations with activities for youth to safely socialize, programs offered that youth like, education about why reducing obesity by increasing activity is important, better access to healthy food, safer ways for youth to get around and participate in programs, and better trails/sidewalks for youth to walk and/or ride bikes. The question also had an open ended response.

### Get Youth More Active



The graph shows that the second most important improvement to help youth become more physically active by random sample respondents is to have better trails/sidewalks for youth to walk and/or ride bikes, at 44.1% of respondents choosing that option. The most important improvements are to have locations with activities for youth to safely socialize and programs that offer what youth like, both with 45.3% of respondents selecting those choices. Obesity education was last at 14.4%.

### Importance for Youth Activity by Comparison



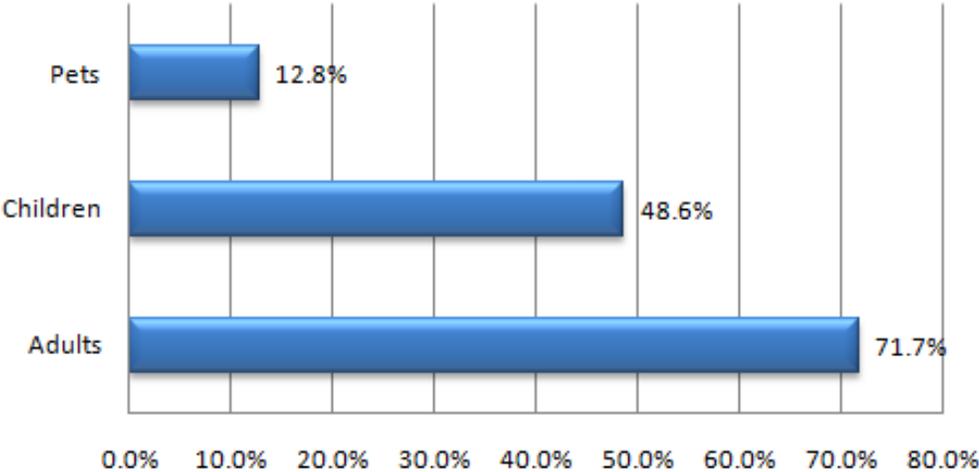
The random sample and non-random sample responses to questions about recreation programs are pretty consistent overall. The non-random responses are higher in every case, suggesting that non-random respondents were somewhat more committed to the idea of making improvements to youth programs. The data suggests the community values active recreation for itself and youth, as shown in the responses to Question 14.

The most important finding from Question 7 is that there are some highly attended programs in South Bend. These programs have high visibility with the public and represent the parks and recreation department in very positive ways. Combining the affects of these programs, it is clear that they help explain why the department gets such high ratings in Question 3.

### Parks and Facility Usage

Question 8 asked whether members of respondents' households had visited or used South Bend parks and facilities within the past year. Respondents were provided the choice of saying that pets had, adults had and that children had. Respondents could select more than one.

#### Park & Facility Usage



The random sample findings presented in the graph show that 12.8% of all households said they had pets that used the parks and facilities, 71.7% said adults and 48.6% said children. The findings suggest that parks are not just for kids; they are for adults in a big way. The finding that 71.7% of households have adult park and facility users is significant, suggesting that park and facility amenities should to be tailored to them as well as children.

Question 9 asked respondents to rate South Bend's parks if there was a member of their household who had visited within the past year. Respondents were offered the choices of saying they were excellent, good, fair, or poor.

#### Park Ratings

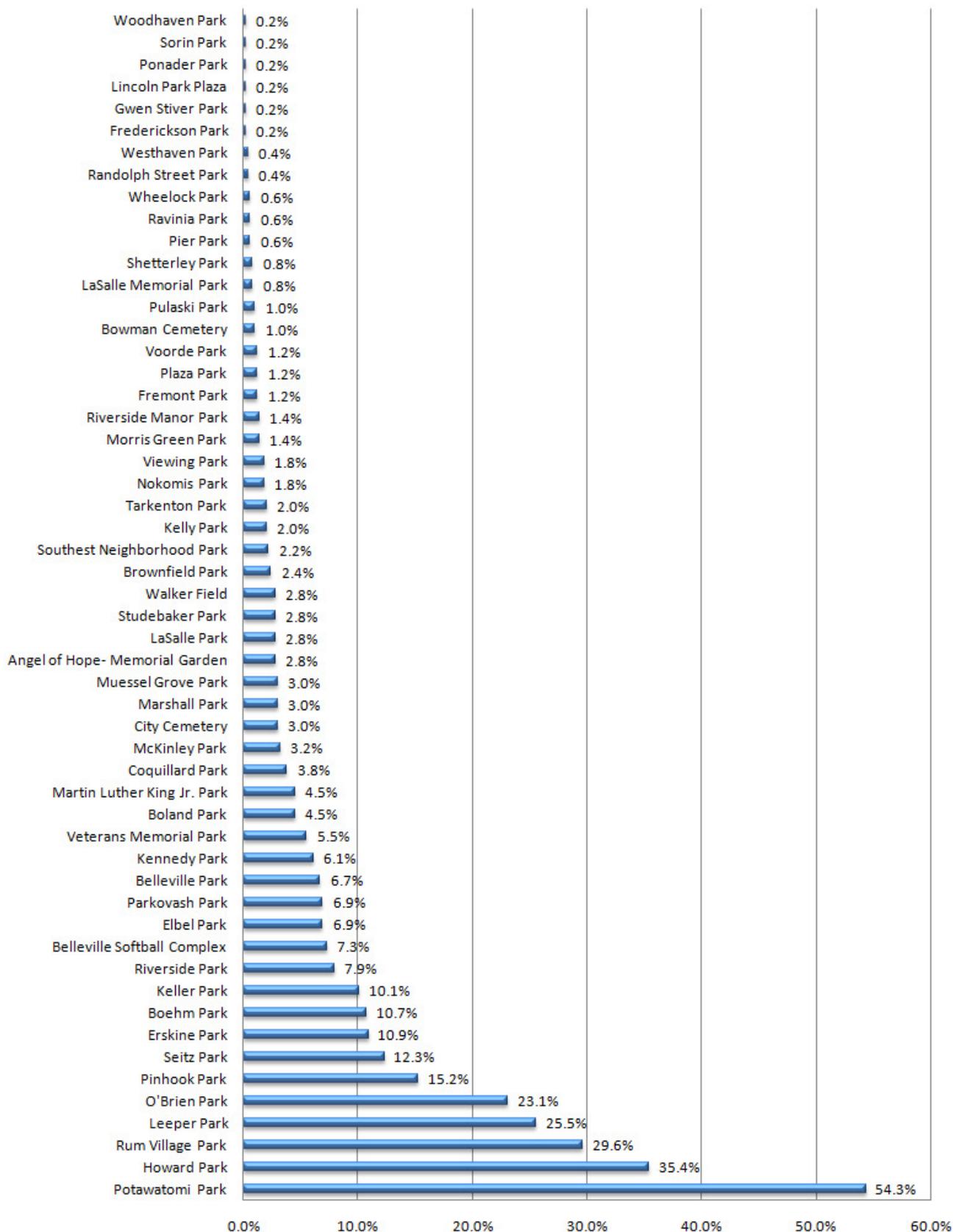


The chart shows that 64.5% of random sample respondents rated the parks as being in good condition, 20.8% in excellent condition, 13.7% in fair condition, and 1.1% in poor condition. The findings suggest that the parks are generally good but there is room to improve.

Question 11 asked respondents to indicate which of the parks they had used in the past year. A listing of all the major parks was provided, with respondents permitted to select which ones they had visited. The following table shows the percentage of respondents who said they used each of the parks.

The graph on the following page shows that the most used park in South Bend is Potawatomi Park, with 54.3% of respondents reporting that someone in their household used that park within the past year. Howard Park came in second with 35.4% of respondents saying they visited that park. Rum Village, Leeper and O'Brien rounded out the top five with 29.6%, 25.5% and 23.1% of respondents saying that someone in their household visited these parks.

## Park Usage



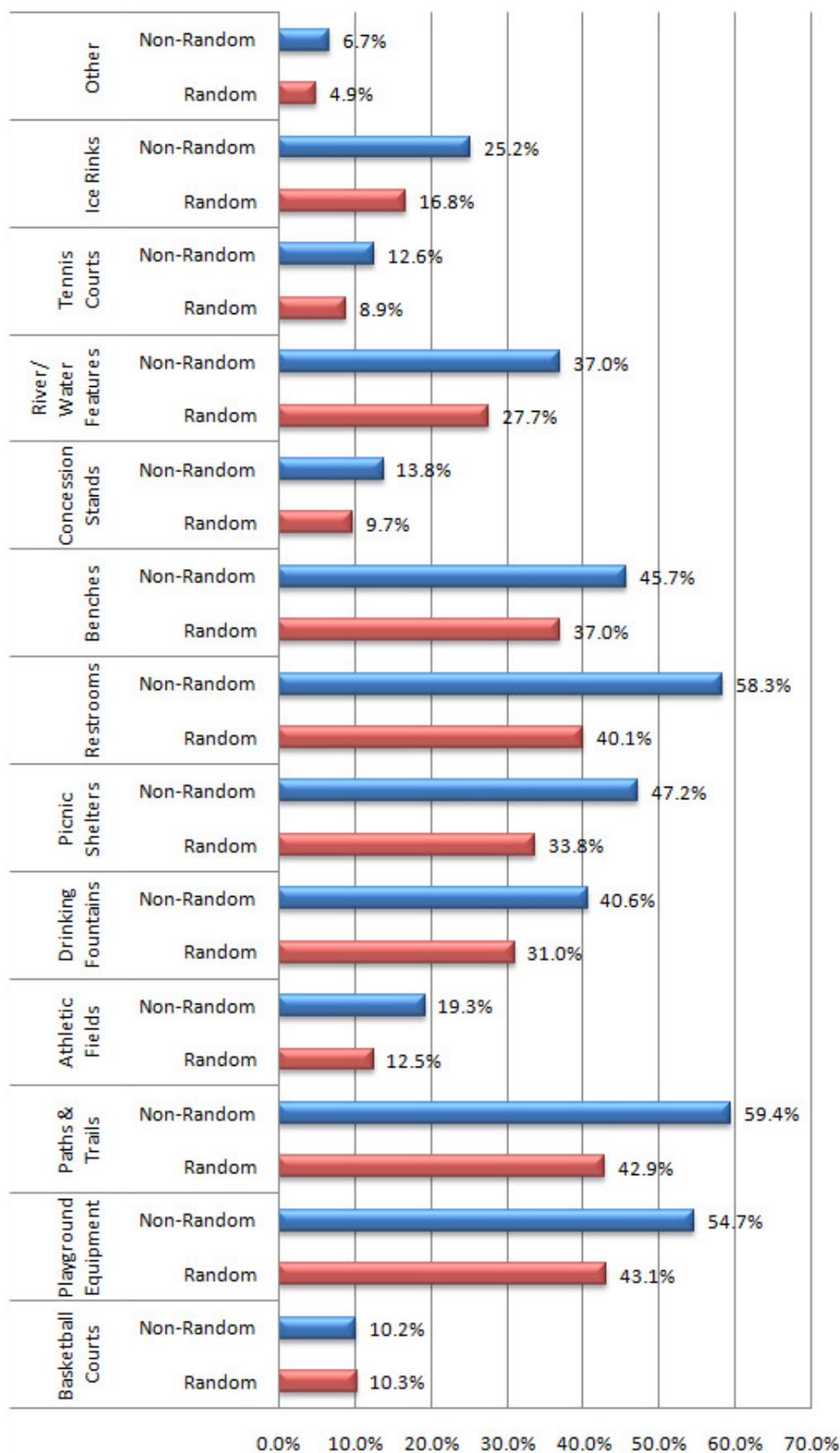
Also, contained in the Appendix, are the open-ended choices respondents provided about the parks they visited. Most were parks already listed, or were amenities within those parks.

The responses to the question suggest that there are highly used parks within which limited resources may be deployed to get the biggest bang for South Bend's buck.

Questions 10 and 12 asked which park amenities respondents used and which new amenities they would like to see. Public Research Group typically compares the two for levels of response consistency, considering that in most cases amenities people actually use should be closely aligned with what they want. Exceptions are amenities such as landscaping, which might not be something respondents say they use, even though they might appreciate them.

The graph on the following page shows the amenities random sample and non-random sample respondent households used. The amenities with the highest usage were playground equipment, paths or trails and restrooms, with 43.1%, 42.9% and 40.1% of respondents saying they used them. In the second tier were benches, picnic shelters, drinking fountains and river and/or water features at 37.0%, 33.8%, 21.0% and 27.7% respectively. In the Appendix are the open-ended responses to Question 10, most of which were amenities that respondents could have chosen from the list.

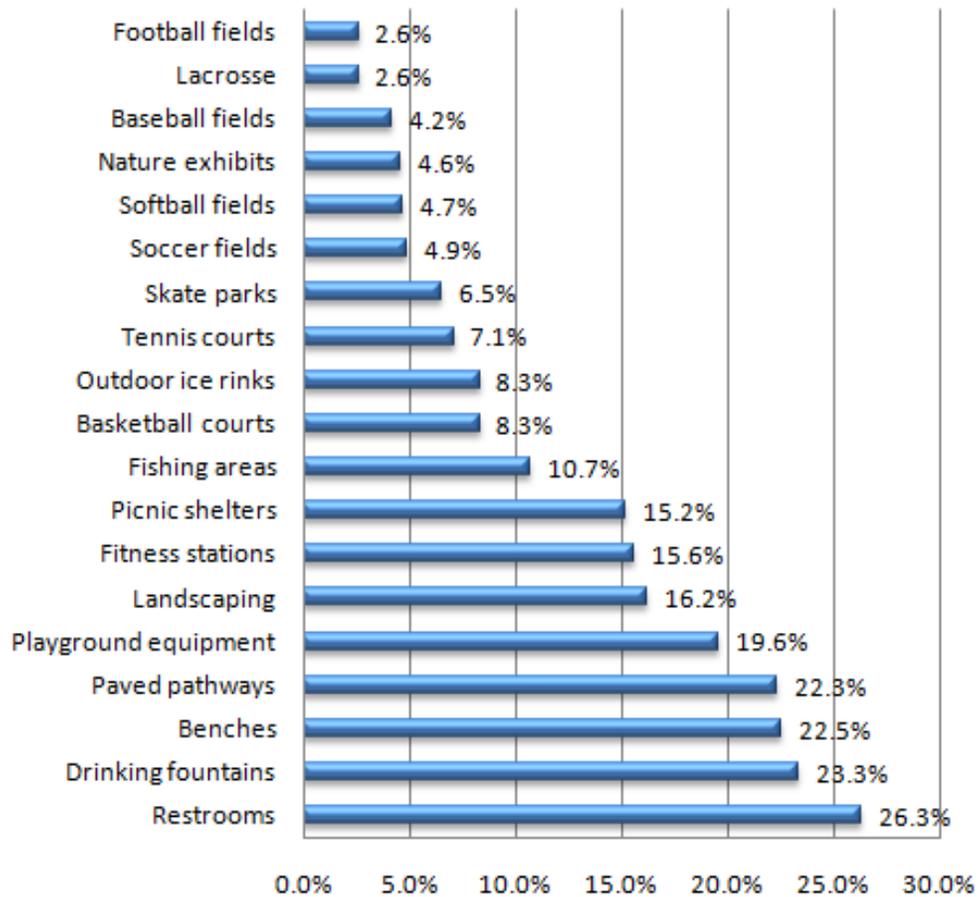
### Amenities Used by Comparison



The graph shows that, in most cases, higher percentages of non-random respondents that used park amenities than did random sample respondents. This table shows why random sample responses provide a more valid framework for generalization, especially for questions 12 and 13. For that reason, the remainder of this report will focus on the random sample responses.

Question 12 asked respondents which amenities they would like to see added to the parks. The following graph provides responses by random sample respondents

### Amenities that should be added to Parks

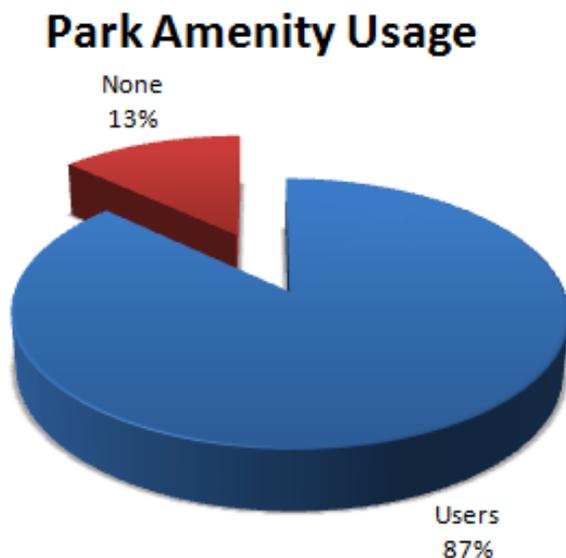


The graph showing the amenities random sample respondents think should be added to the parks shows there is a strong relationship between the amenities respondents said they used (Question 10) and those they would like to see added to the parks. Playground equipment, paths and restrooms are used by high percentages of residents and these are among the most important to be added.

In the open-ended responses to Question 12 in the Appendix, the table shows that dog parks were mentioned several times, splash pads a few, and specific improvements to O'Brien Park a few more. But, overall, the amenities which people use are the ones they would like to see added or improved.

## 2014 Community Needs Assessment

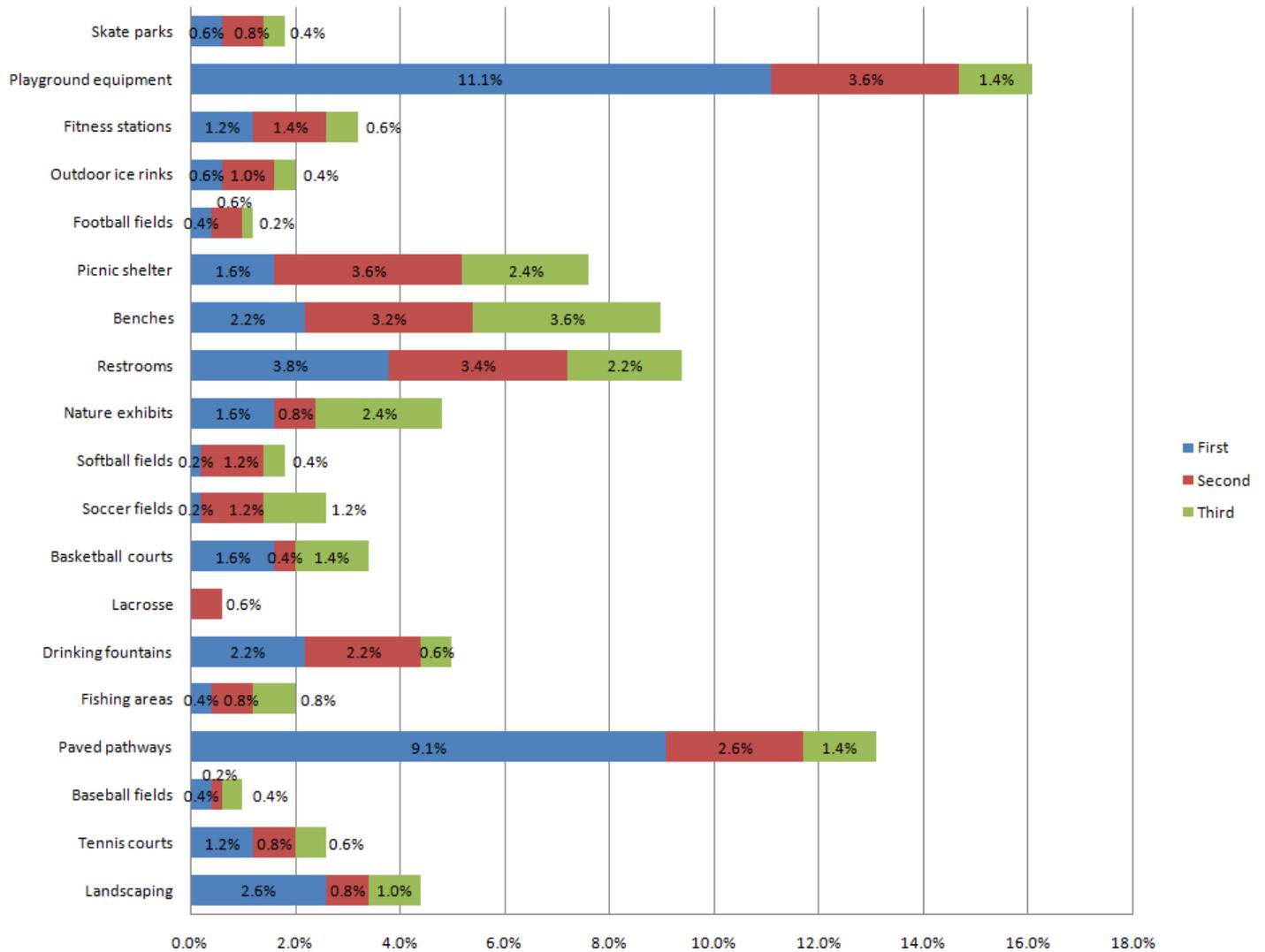
Question 13 asked respondents to prioritize the three park amenities they would use the most and asked for the specific park in which they would use them. Respondents were permitted to also answer that they didn't use any, in order to show the percentage of respondents who were disengaged from park usage.



The chart shows that 87% of those responding said they would use park amenities somewhere and that only 13% would not use them. This finding suggests that a relatively small percentage of the community, 13%, would not use park amenity improvements if they were provided and that 87% of the community would, providing compelling evidence that park improvements are important to the community.

In terms of their priorities, the graph on the following page shows the amenities that respondents prioritize as the ones they would use first, second, third and the total for all categories.

Amenities Respondents would use the most



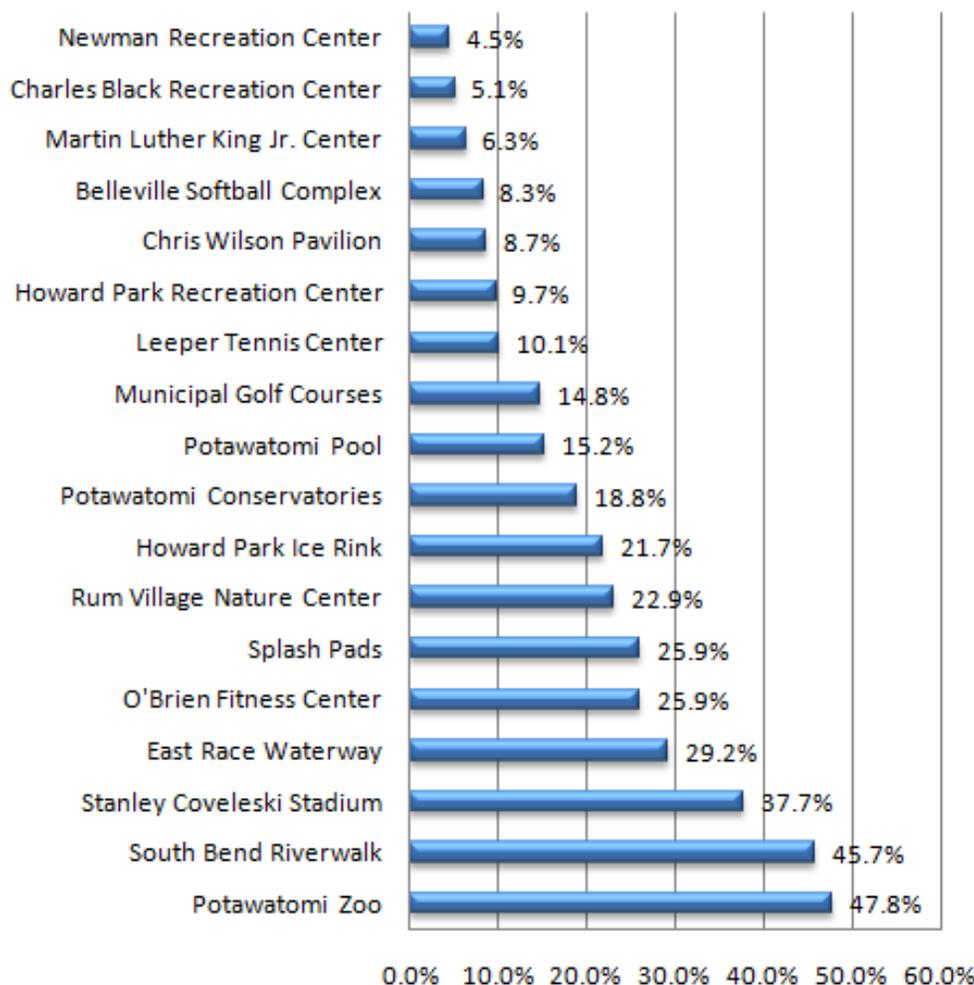
The graph shows the first, second and third priority amenity selections of respondents. The most popular choices were playground equipment at a combined total of 16.1% for all categories. The second most popular choice was paved pathways as 13.1%. In the second tier were restrooms and benches at 9.4% and 9.0% respectively.

The findings are consistent with the overall responses to Question 12, where popular choices were paved pathways, playground equipment, restrooms, and benches.

The second part of Question 13 deals with the parks where these improvements should be made. Quite frankly, the question was not well constructed because the combination of 43 parks and 17 improvements lead to 731 total combinations of parks and improvements, with no one of them approaching 1% of total responses. This analysis can only be done qualitatively.

Question 16 was like Question 7 in its structure but different in that it was about facilities rather than recreation programs. Question 16 was similar to Question 7 in that it asked about facility usage and for respondents to indicate how satisfied they were with those facilities.

### Facilities Used in the Past Year

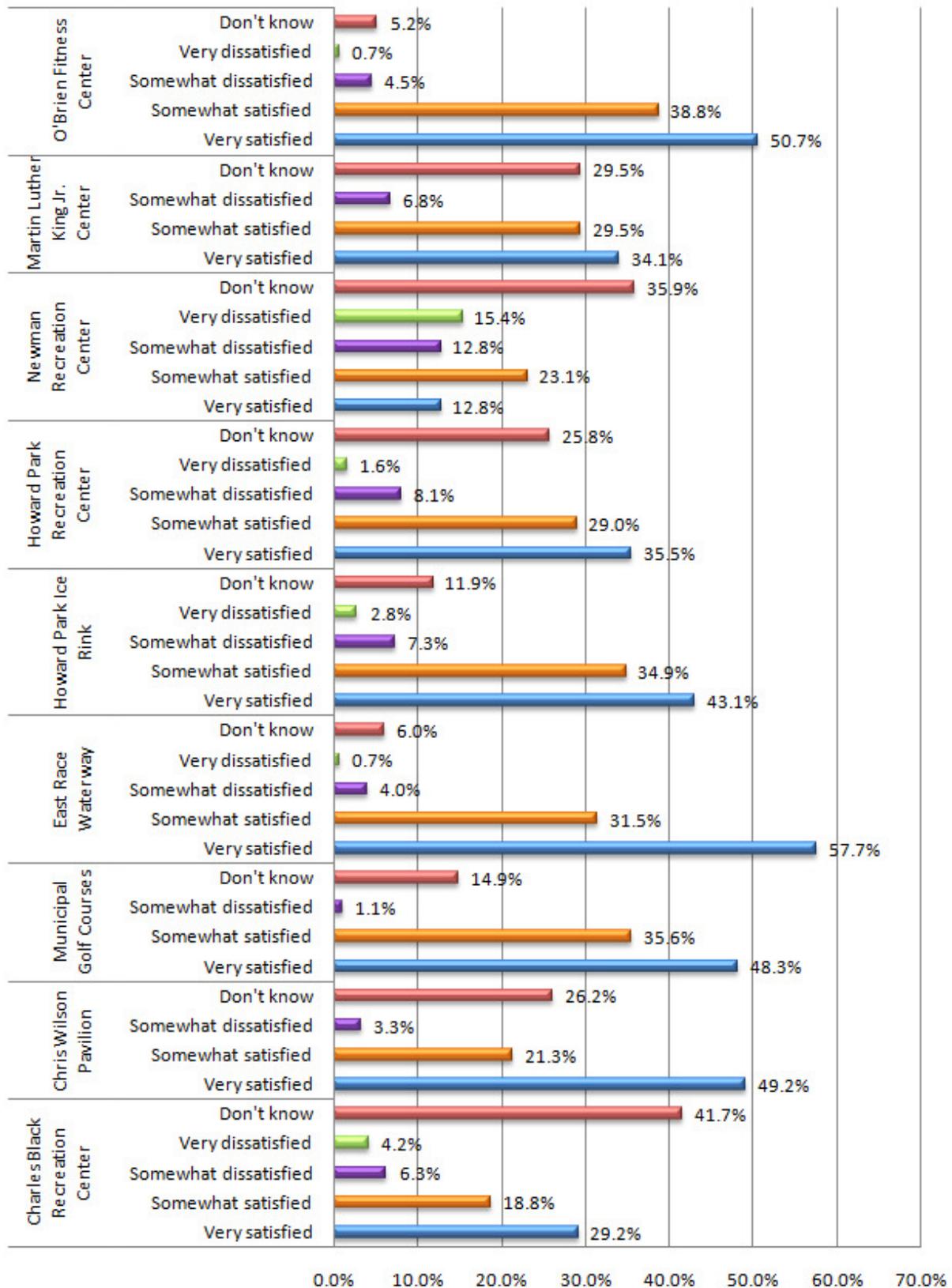


As did Question 7, the data took into consideration both the “no” responses and those who failed to answer the question, which were also “no” responses in computing the users. The data shows that 45.7% of all respondents said they used the South Bend Riverwalk and 37.7% the Coveleski Stadium. In the second tier, 29.2% said they used the East Race Waterway, 25.9% splash pads, and 25.9% the O'Brien Fitness Center.

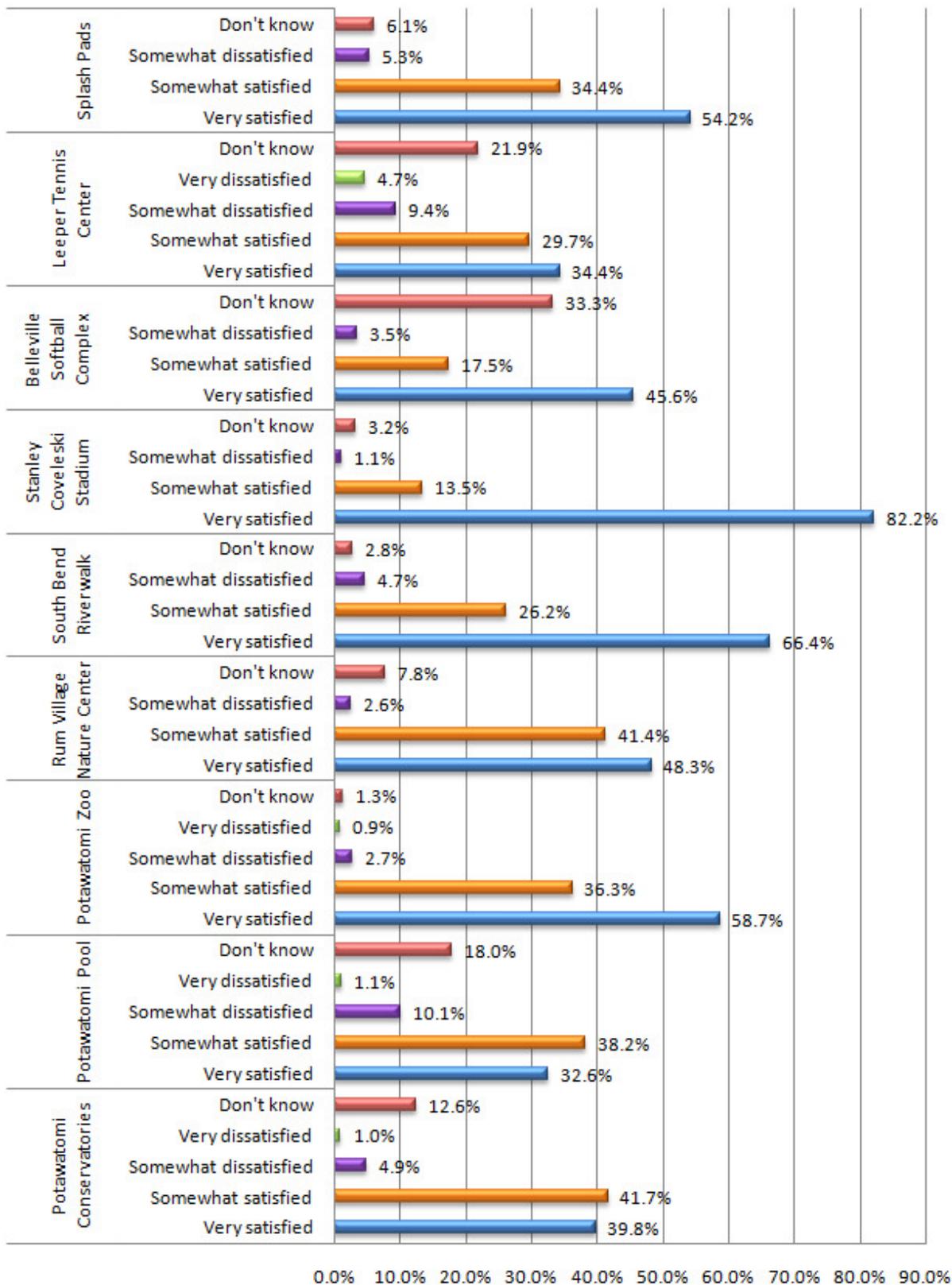
Considering the usage that these facilities have from the community, the data suggests that, as a governmental service, usage of the recreation facilities in South Bend have has a very large impact on the community.

In terms of satisfaction levels for these facilities, the graphs on the following pages show how very satisfied, somewhat satisfied, somewhat dissatisfied, and very dissatisfied respondents were with each of these facilities. The number of tables may be somewhat daunting, but they are the only way to display the findings in a meaningful way.

### Facility Satisfaction



### Facility Satisfaction (cont.)



In the data, the cumulative percent shows that the Coveleski Stadium is the highest with a 95.7% satisfaction level, the Potawatomi Zoo is the second highest with a 95.1%, and the South Bend Riverwalk is the third highest with a 92.5% satisfaction level. The lowest scores went to the Newman Recreation Center at a 35.9% satisfaction level and the Charles Black Recreation Center at a 47.9% satisfaction level. These numbers are taken from the valid percentages which are reflections of actual users.

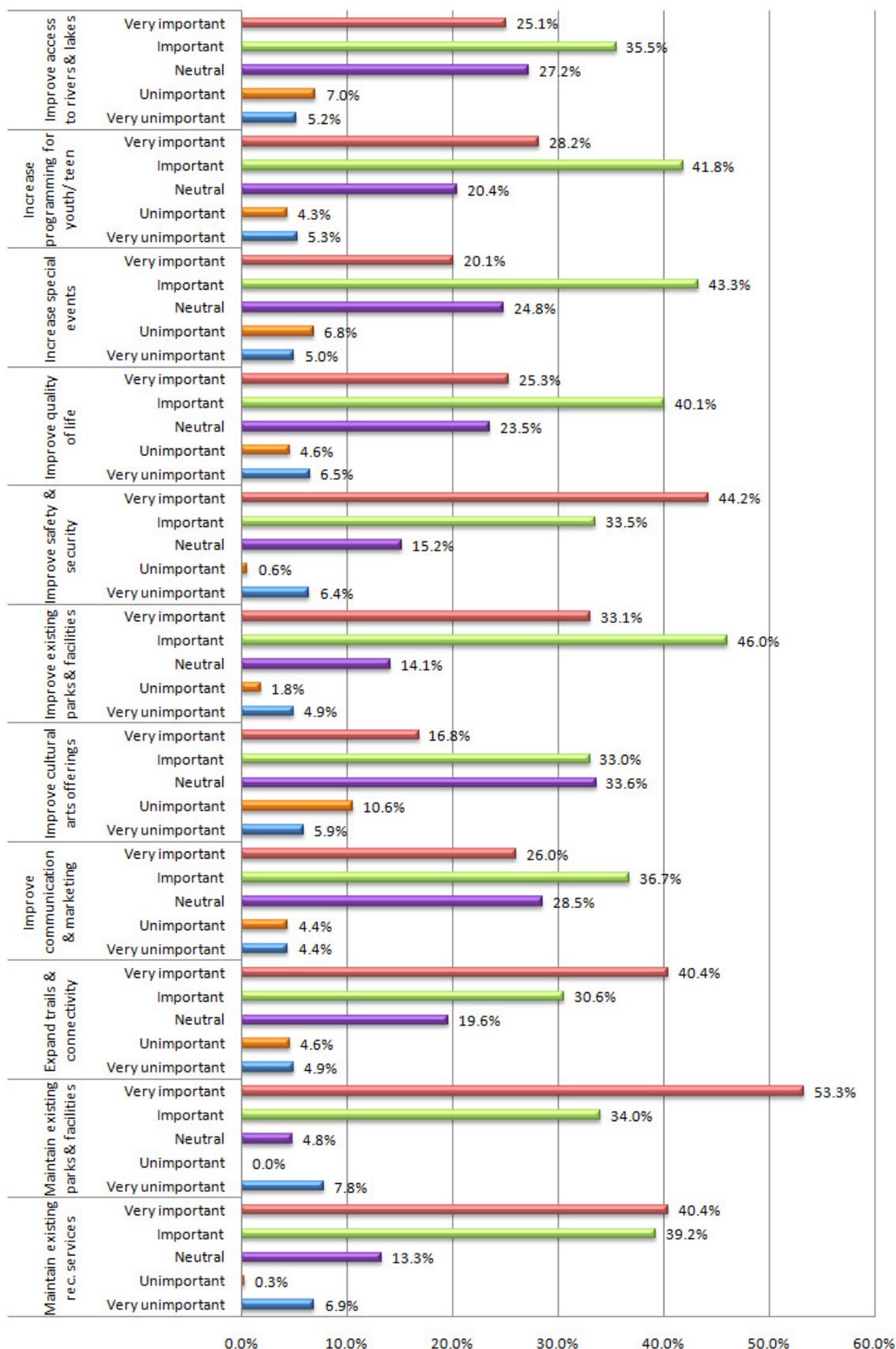
Question 16 shows the importance of recreation facilities to the community as well community satisfaction with what they have to offer. The data should prove very instructional to the planners in making recommendations.

### **Priorities**

Questions 17 and 18 deal with respondent ratings for future initiatives. Question 16 asked respondents to rate the importance of maintaining existing recreation facilities, maintaining parks and facilities, expanding trails and connectivity, improving communication and marketing, improving cultural arts offerings, improving existing parks and facilities, improving safety and security, improving the quality of life and attracting tourism, increasing and improving special events, increasing programming for families/youth/teens, and improving access to rivers and/or lakefronts.

Respondents were permitted the choices of saying they were very important, important, neutral, unimportant, or very unimportant. The graph on the following page shows the ratings for each initiative. The graph shows the valid percentages of those who responded to the question.

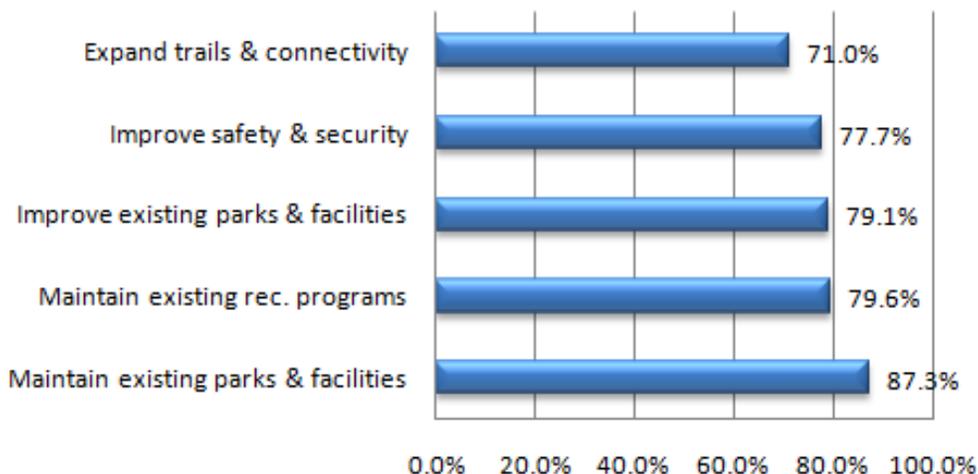
## Park & Recreation Department Priorities



In terms of analysis, one way to consider the findings is to combine the very important and important responses into a function of those who find the priority desirable. For instance, in the last two tables, 60.6 percent of respondents rated improving access to rivers and lakefronts as very important or important. A combined total of 70% rated increasing programming for families, youth and teens as very important or important.

The following graph shows the top five priorities, combining the two important response choices. The top five all had over 70% combined valid percent.

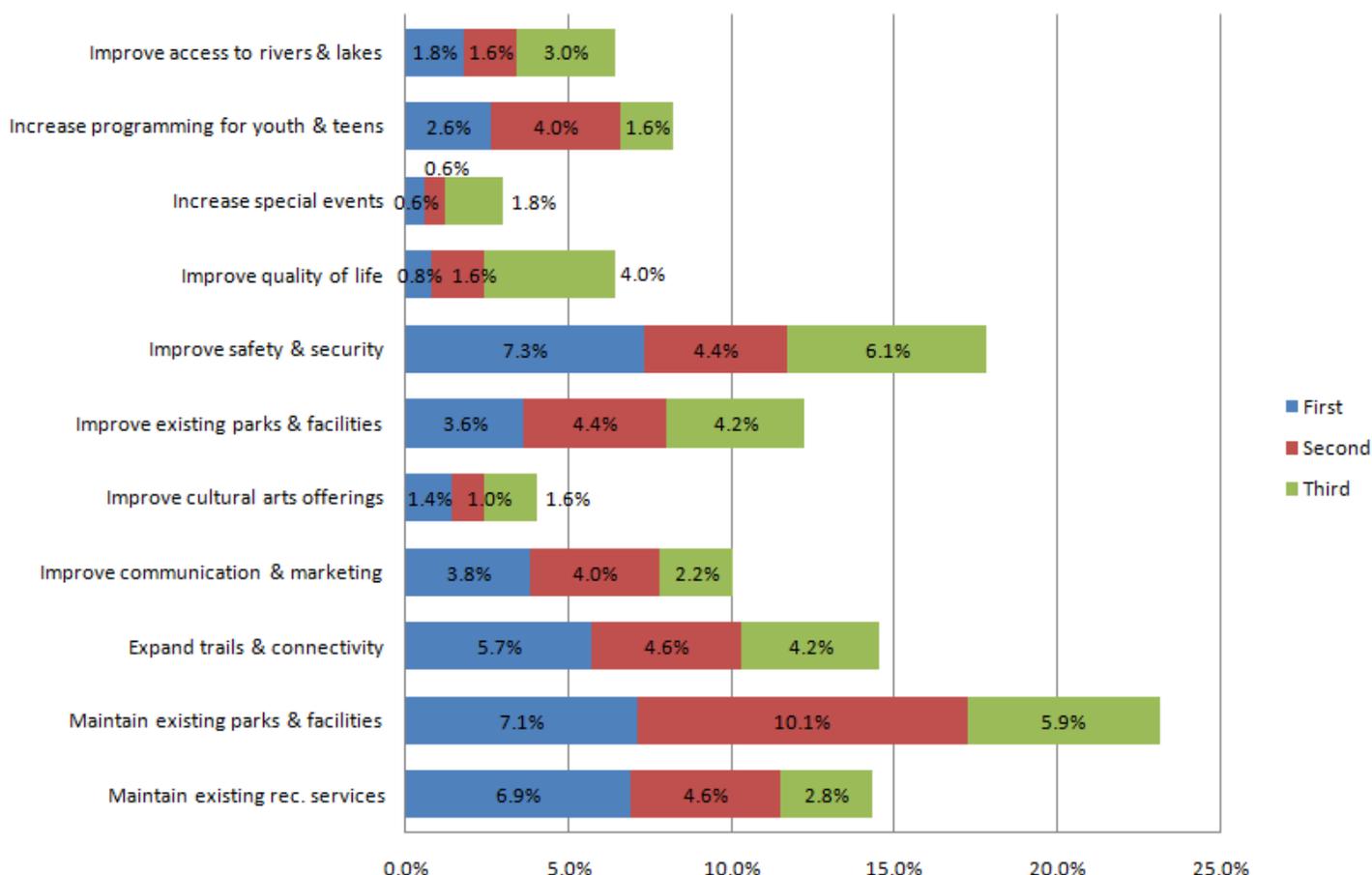
### Top 5 Priorities



The top five priorities are maintaining existing parks and facilities, improving existing parks and facilities, maintaining existing recreation services, improving safety and security, and expanding trails and connectivity. Increasing programming to families, youth and teens, as mentioned, had 70%. All other priorities were in the 60 percentiles or lower.

Question 18 asked respondents to rate their top three choices of priorities. The instructions were simple enough; for respondents to put the letter of their first, second and third priorities in the spaces provided. Some respondents chose to write out their answers, but most complied.

## Priority Ranking



There are a couple of ways of viewing the data. One would be to observe which priority was the number one priority of respondents. The top choice in terms of percentages was improving safety and security at 7.3%.

Another interpretation would be to combine the respondents' first, second and third priorities into totals. Viewed from this perspective, the top choice would be maintaining existing parks and facilities at 23.1%, which also had the highest raw score in Question 17, with 87.3% of respondents selecting that priority.

Both methods are valid, but Public Research Group prefers the latter, using totals instead of individual scores. Using totals, maintaining parks and facilities, improving safety and security, expanding trails and connectivity, and maintaining existing recreation services are all in the teens of percentages and would constitute the top four. The others are less important, while still important overall.

### Comments

The last question was a request that respondents provide any comments they would think helpful. The table containing those comments is in the Appendix of this report.

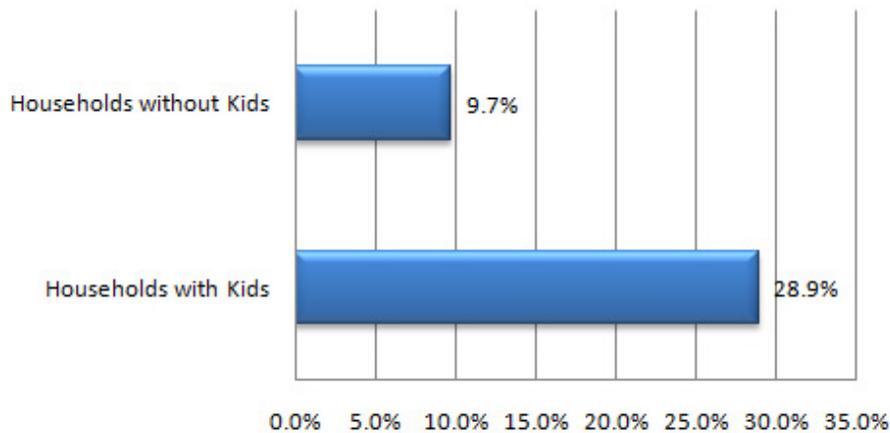
The comments are pretty easy reading. The vast majority was positive, with respondents saying how much the parks and recreation services offered by the South Bend Parks and Recreation Department mean to them. There are a few requests for additional services or expansion of existing services, but most comments are positive with very few complaints.

## Additional Analysis

One of the requests of the planners was that a certain level of analysis be dedicated toward responses comparing households with children to those without. Because of the way the survey instrument was designed, comparisons will not be possible for every question. But some questions do lend themselves to this type of analysis. All these are most meaningful when they are comparisons from the random sample data set.

For instance, comparing the usage of Potawatomi Pool by households with and without children shows substantial differences in usage.

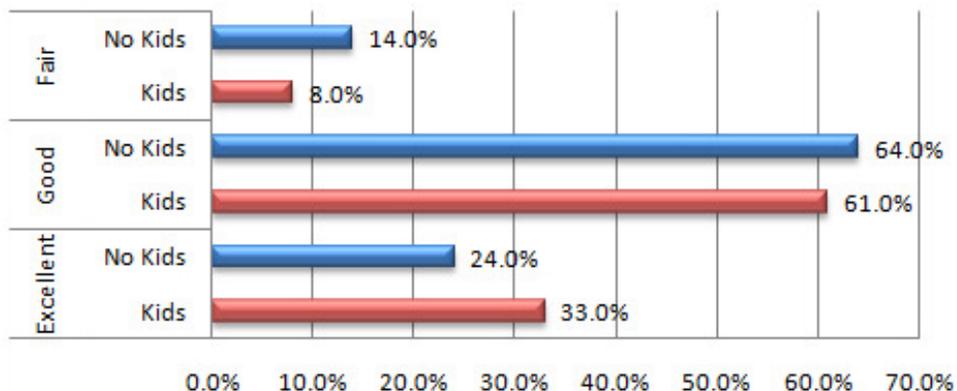
### Potawatomi Pool Usage



The graph shows that an intuitive hypothesis suggesting households with kids use the pool more frequently than households without children is supported by the data. Only 9.7% of households without children use the pool compared to 28.9% of those with children. Senior citizen versus non-senior household usage data would show similar findings.

Another comparison is that there is a difference between the way households with and without children answered Question 3; whether they rated the programs offered by the South Bend Parks and Recreation Department as excellent, good or fair. Since only one person in the entire data set said their satisfaction level was “poor”, the “poor” category was not included.

### Program Satisfaction by Comparison- Kids

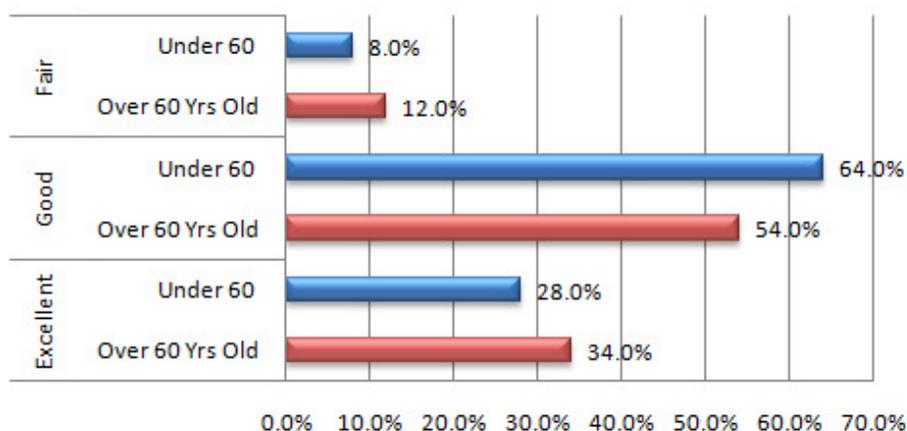


The graph shows that there are some differences in ratings between households with children and without children. Households with children provided a higher percentage of “excellent” rating for parks and recreation department programs than did households without children, 33% compared to 24%, and lower percentages of “fair” ratings, 8% compared to 14%.

This finding suggests that there are differences in ratings between households with children compared to households without children. Why that might be the case is open to interpretation, but could be tested with additional research.

Comparing satisfaction of those respondents over 60 years of age with those 60 or younger, the following graph makes that comparison. The graph shows that respondents over 60 years of age were more likely to rate the programs offered by the South Bend Parks and Recreation Department to be excellent than those 60 years of age or under.

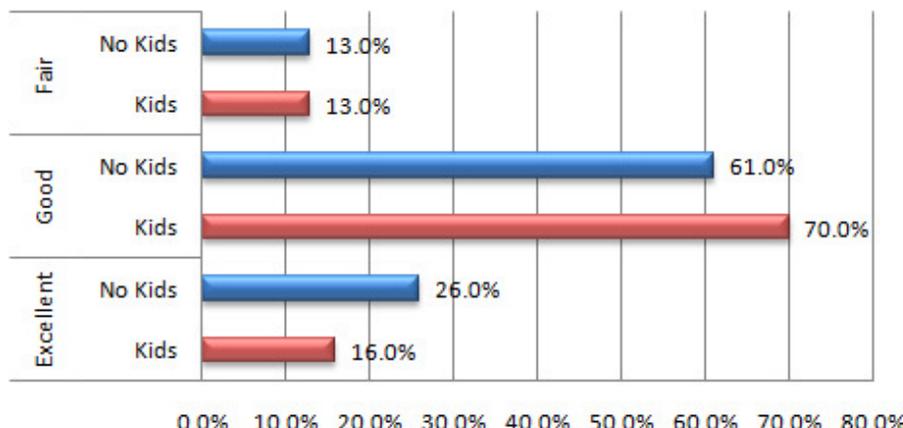
**Program Satisfaction by Comparison-  
Age**



On the other hand, those over 60 years of age were also less likely than those 60 and under to rate programs as fair and less likely to rate them as good. The cumulative findings suggest that 88% of over 60 respondents rate programs as excellent or good, compared to 92% of 60 and under respondents.

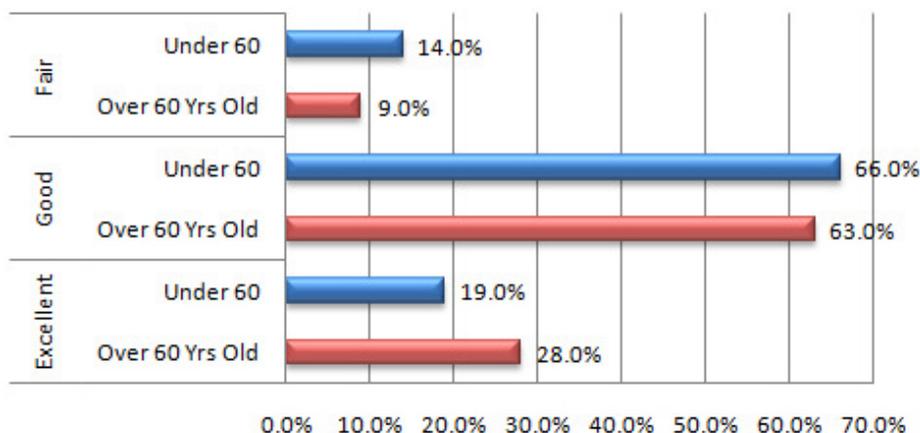
Considering comparisons made about the perceived condition of the parks, households with and without children can be compared as can comparisons of responses by those 60 and under compared to those over 60 years of age.

### Park Condition by Comparison-Kids



The previous graph shows that households with children were less likely to give the parks ratings of “excellent” and more likely to give them “good” ratings than households without children. A hypothesis could be that the amenities for children are not in as excellent condition as households with children would expect.

### Park Condition by Comparison-Age

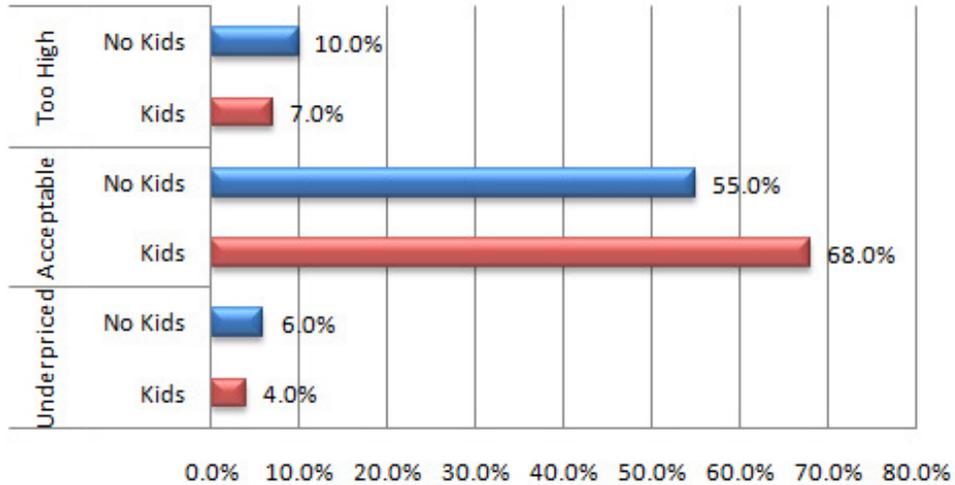


The above graph shows that 28% of respondents over 60 years old rated the condition of the parks as excellent while 63% rated their condition as good and only 9% responded fair. The ratings by respondents 60 and younger rated the parks lower.

The comparative findings suggest that younger respondents and respondents in households with children were less satisfied with the conditions they found in the parks. Whether those ratings are based on unfulfilled expectations or simple experience is a question that could be tested with additional study.

The responses to one additional question can be compared. Question 15 asked how respondents felt about the current fees charged by South Bend Parks and Recreation Department. Responses to these questions can be compared between households with and without children as well as respondents who were 60 and under compared to those over 60 years of age.

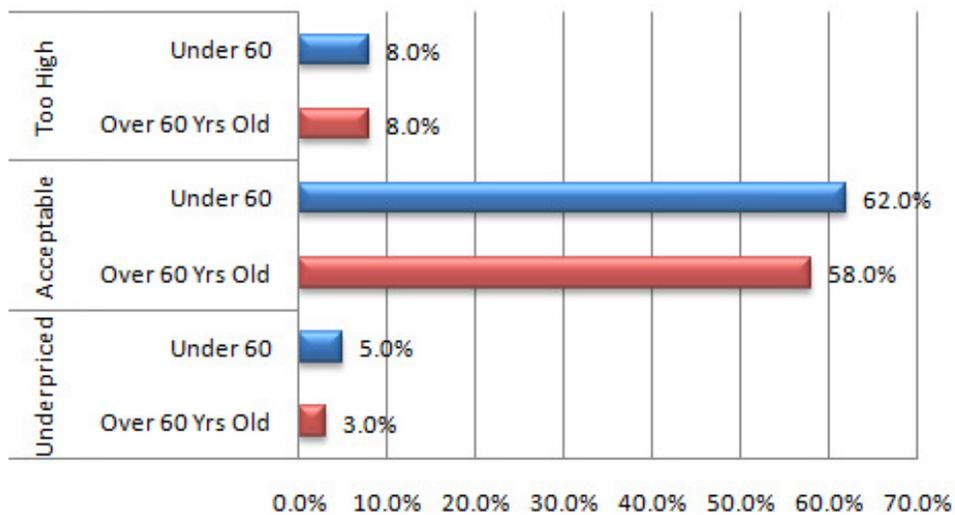
### Fees by Comparison- Kids



This graph shows that households with children are more likely to rate current South Bend Parks and Recreation Department fees as acceptable compared to households without children. Households with kids were slightly more likely to rate fees as underpriced and slightly less likely to rate them as too high. The differences may be due to the fact that households without children are less likely to have an opinion about fees.

Comparing respondents over 60 to those 60 and under, the following graph makes that comparison for Question 15.

### Fees by Comparison- Age



The graph shows there is very little difference between the way respondents 60 and under and those over 60 years of age perceive fees. Nearly the same percentages felt that fees were underpriced, acceptable or too high, suggesting that age does not seem to be an important consideration.

### Conclusions

The additional findings suggest that age can make a difference in the perception of program satisfaction and parks but not necessarily fees. The additional findings that having children in the household can make a difference in all three cases is somewhat important. But overall, it should be noted that since satisfaction with program fees is high, the differences may not be very important at all.

# Appendix



### Community Interest and Opinion Survey

The South Bend Parks and Recreation Department would like your input to help determine park and recreation priorities for our community. Your "household" refers to you and those residing in your home. This survey will take approximately 10 minutes to complete. When you are finished, please return your survey in the enclosed postage-paid envelope. All responses to this survey are anonymous and confidential.

1. Are you familiar with the South Bend Parks and Recreation Department?

Yes  No  Not Sure

2. If you are familiar, how did you hear about the South Bend Parks and Recreation Department? (Please check all that apply)

Activity Guide  Radio/ TV  
 Newspaper Articles  Website  
 School Announcements  Word of Mouth  
 Facebook/ Social Media  Other (Please specify) \_\_\_\_\_

3. How would you rate the programs offered by the South Bend Parks and Recreation Department?

Excellent  Good  Fair  Poor

4. What are the reasons that you or members of your household might not participate in South Bend Parks and Recreation Department programs? (Please check all that apply)

Inconvenient times  Fees were too high  
 Programs not interesting  Was not aware of the program or facility  
 Program was already filled  Preferred opportunities elsewhere  
 Program was cancelled  Lack of transportation  
 Poor customer service  Poor instruction/ supervision  
 Too far from my home  Facilities were not well maintained  
 Unsafe setting  I don't participate in recreation anymore  
 Other (Please specify) \_\_\_\_\_

5. If your household goes outside of the South Bend Parks & Recreation Department to receive recreational services, where do you go?

For Adults \_\_\_\_\_  
For Youth \_\_\_\_\_  
For Preschool \_\_\_\_\_

6. What new recreation program offerings would you like to see provided by the South Bend Parks and Recreation Department?

\_\_\_\_\_

7. Please indicate if your household has participated in the recreation program areas listed below by circling YES or NO next to each type of program. If you have participated in this type of program, please indicate how satisfied you are with the program.

Type of Program	Have you used this program?		If yes, how satisfied are you with the current programs offered?				
	Yes	No	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Adult art, dance, performing arts	Yes	No	4	3	2	1	0
Adult fitness & wellness programs	Yes	No	4	3	2	1	0
Fitness center use	Yes	No	4	3	2	1	0
Adult sports & leagues	Yes	No	4	3	2	1	0
Adult water fitness classes	Yes	No	4	3	2	1	0
Community special events	Yes	No	4	3	2	1	0
Adult golf play, lesson & leagues	Yes	No	4	3	2	1	0
Youth golf play & lessons	Yes	No	4	3	2	1	0
Gymnastics & tumbling	Yes	No	4	3	2	1	0
Martial arts	Yes	No	4	3	2	1	0
Outdoor nature education classes	Yes	No	4	3	2	1	0
Preschool programs/ early childhood	Yes	No	4	3	2	1	0
Senior programs	Yes	No	4	3	2	1	0
Tennis lessons & leagues	Yes	No	4	3	2	1	0
Trips to special attractions & events	Yes	No	4	3	2	1	0
Youth arts & crafts	Yes	No	4	3	2	1	0
Youth dance & performing arts	Yes	No	4	3	2	1	0
Youth swim lessons	Yes	No	4	3	2	1	0
Swim club	Yes	No	4	3	2	1	0
Youth camp programs	Yes	No	4	3	2	1	0
Music festivals & concerts	Yes	No	4	3	2	1	0
Winter activities (skating, sled hills)	Yes	No	4	3	2	1	0
Trips to zoo	Yes	No	4	3	2	1	0
East Race Waterway	Yes	No	4	3	2	1	0

8. What members of your household have visited or used South Bend parks or facilities within the past year? (Please check all that apply)

Pets                       Adults                       Children

9. If someone in your household visited the South Bend parks, within the past 12 months, in what condition would you or they say the parks were?

Excellent                       Good                       Fair                       Poor

10. If someone in your household has visited the South Bend parks, which of the following amenities were used in the past 12 months? (Please check all that apply)

<input type="checkbox"/> Basketball Courts	<input type="checkbox"/> Restrooms
<input type="checkbox"/> Playground Equipment	<input type="checkbox"/> Benches
<input type="checkbox"/> Paths or Trails	<input type="checkbox"/> Concession Stands
<input type="checkbox"/> Athletic Fields	<input type="checkbox"/> River and/ or Water Features
<input type="checkbox"/> Drinking Fountains	<input type="checkbox"/> Tennis Courts
<input type="checkbox"/> Picnic Shelters	<input type="checkbox"/> Ice Rinks
<input type="checkbox"/> Other (Please specify) _____	

Please answer the questions on the reverse side of this page.

# 2014 Community Needs Assessment

11. If someone visited the South Bend parks, which of the following parks have you or other members of your household used in the past 12 months? (Please check all that apply)

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> (A) Angel of Hope Memorial Garden | <input type="checkbox"/> (S) LaSalle Memorial Park       | <input type="checkbox"/> (AK) Randolph Street Park        |
| <input type="checkbox"/> (B) Belleville Park               | <input type="checkbox"/> (T) LaSalle Park                | <input type="checkbox"/> (AL) Ravinia Park                |
| <input type="checkbox"/> (C) Belleville Softball Complex   | <input type="checkbox"/> (U) Leeper Park                 | <input type="checkbox"/> (AM) Riverside Manor Park        |
| <input type="checkbox"/> (D) Boehm Park                    | <input type="checkbox"/> (V) Lincoln Park Plaza          | <input type="checkbox"/> (AN) Riverside Park              |
| <input type="checkbox"/> (E) Boland Park                   | <input type="checkbox"/> (W) Marshall Park               | <input type="checkbox"/> (AO) Rum Village Park            |
| <input type="checkbox"/> (F) Bowman Cemetary               | <input type="checkbox"/> (X) Martin Luther King Jr. Park | <input type="checkbox"/> (AP) Seitz Park                  |
| <input type="checkbox"/> (G) Brownfield Park               | <input type="checkbox"/> (Y) McKinley Park               | <input type="checkbox"/> (AQ) Shetterley Park             |
| <input type="checkbox"/> (H) City Cemetary                 | <input type="checkbox"/> (Z) Morris Green Park           | <input type="checkbox"/> (AR) Sorin Park                  |
| <input type="checkbox"/> (I) Coquillard Park               | <input type="checkbox"/> (AA) Muessel Grove Park         | <input type="checkbox"/> (AS) Southeast Neighborhood Park |
| <input type="checkbox"/> (J) Elbel Park                    | <input type="checkbox"/> (AB) Nokomis Park               | <input type="checkbox"/> (AT) Studebaker Park             |
| <input type="checkbox"/> (K) Erskine Park                  | <input type="checkbox"/> (AC) O'Brien Park               | <input type="checkbox"/> (AU) Tarkington Park             |
| <input type="checkbox"/> (L) Frederickson Park             | <input type="checkbox"/> (AD) Parkovash Park             | <input type="checkbox"/> (AV) Veterans' Memorial Park     |
| <input type="checkbox"/> (M) Fremont Park                  | <input type="checkbox"/> (AE) Pier Park                  | <input type="checkbox"/> (AW) Viewing Park                |
| <input type="checkbox"/> (N) Gwen Stiver Park              | <input type="checkbox"/> (AF) Pinhook Park               | <input type="checkbox"/> (AX) Voorde Park                 |
| <input type="checkbox"/> (O) Howard Park                   | <input type="checkbox"/> (AG) Plaza Park                 | <input type="checkbox"/> (AY) Walker Field                |
| <input type="checkbox"/> (P) Keller Park                   | <input type="checkbox"/> (AH) Ponader Park               | <input type="checkbox"/> (AZ) Westhaven Park              |
| <input type="checkbox"/> (Q) Kelly Park                    | <input type="checkbox"/> (AI) Potawatomi Park            | <input type="checkbox"/> (BA) Wheelock Park               |
| <input type="checkbox"/> (R) Kennedy Park                  | <input type="checkbox"/> (AJ) Pulaski Park               | <input type="checkbox"/> (BB) Woodhaven Park              |
| <input type="checkbox"/> Other (Please specify) _____      |  |   |

12. Which of the following amenities do you think should be added to the parks listed above that you or someone in your household uses?

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> (a) Landscaping        | <input type="checkbox"/> (h) Basketball Courts | <input type="checkbox"/> (n) Picnic Shelters      |
| <input type="checkbox"/> (b) Tennis Courts      | <input type="checkbox"/> (i) Soccer Fields     | <input type="checkbox"/> (o) Football Fields      |
| <input type="checkbox"/> (c) Baseball Fields    | <input type="checkbox"/> (j) Softball Fields   | <input type="checkbox"/> (p) Outdoor Ice Rinks    |
| <input type="checkbox"/> (d) Paved Pathways     | <input type="checkbox"/> (k) Nature Exhibits   | <input type="checkbox"/> (q) Fitness Stations     |
| <input type="checkbox"/> (e) Fishing Areas      | <input type="checkbox"/> (l) Restrooms         | <input type="checkbox"/> (r) Playground Equipment |
| <input type="checkbox"/> (f) Drinking Fountains | <input type="checkbox"/> (m) Benches           | <input type="checkbox"/> (s) Skate Parks          |
| <input type="checkbox"/> (g) Lacrosse           | <input type="checkbox"/> Other _____           |   |

13. Which THREE park amenities would you and members of your household USE THE MOST located in which parks? (Write in the letters below using the letters from the list in Questions #11 and #12 from above, or circle None)

1st Use Most _____	Park Location(s) _____
2nd Use Most _____	Park Location(s) _____
3rd Use Most _____	Park Location(s) _____

NONE

14. What is the most important improvement to help youth become more physically active in our community? (Please check all that apply)

- Locations with activities for youth to safely socialize
- Programs offered that youth like
- Education about why reducing obesity by increasing activity is important
- Better access to healthy food
- Safer ways for youth to get around and participate in programs
- Better trails/ sidewalks for youth to walk and/ or ride bikes
- Other (Please specify) \_\_\_\_\_

15. How do you feel about the current fees charged by the South Bend Parks & Recreation Department?

- Fees are underpriced for value recieved
- Fees are acceptable for value recieved
- Fees are too high for value recieved
- Don't Know/ Unsure

16. Please indicate if your household has used any of the South Bend Parks & Recreation Department's recreation facilities listed below during the past 12 months by circling YES or NO next to the facility. If YES, please indicate how satisfied you are with the facility.

Name of Facility	Do you use this facility?		If yes, how satisfied are you with the facility?				
	Yes	No	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Don't Know
Charles Black Recreation Center	Yes	No	4	3	2	1	0
Chris Wilson Pavilion	Yes	No	4	3	2	1	0
Municipal Golf Courses	Yes	No	4	3	2	1	0
East Race Waterway	Yes	No	4	3	2	1	0
Howard Park Ice Rink	Yes	No	4	3	2	1	0
Howard Park Recreation Center	Yes	No	4	3	2	1	0
Newman Recreation Center	Yes	No	4	3	2	1	0
Martin Luther King Jr. Center	Yes	No	4	3	2	1	0
O'Brien Fitness Center	Yes	No	4	3	2	1	0
Potawatomi Conservatories	Yes	No	4	3	2	1	0
Potawatomi Pool	Yes	No	4	3	2	1	0
Potawatomi Zoo	Yes	No	4	3	2	1	0
Rum Village Nature Center	Yes	No	4	3	2	1	0
South Bend Riverwalk	Yes	No	4	3	2	1	0
Stanley Coveleski Stadium	Yes	No	4	3	2	1	0
Belleville Softball Complex	Yes	No	4	3	2	1	0
Leeper Tennis Center	Yes	No	4	3	2	1	0
Splash Pads	Yes	No	4	3	2	1	0

17. Please rate each of the following South Bend Parks and Recreation Department priorities which would be important to you and your family?

(1- Very Unimportant, 2 - Unimportant, 3 - Neutral, 4 - Important, 5 - Very Important)

	1	2	3	4	5
a) Maintain existing recreation services	1	2	3	4	5
b) Maintain existing parks and facilities	1	2	3	4	5
c) Expand trails and connectivity	1	2	3	4	5
d) Improve communication and marketing	1	2	3	4	5
e) Improve cultural arts offerings	1	2	3	4	5
f) Improve existing parks and facilities	1	2	3	4	5
g) Improve safety and security	1	2	3	4	5
h) Improve quality of life & attract tourism	1	2	3	4	5
i) Increase & improve special events	1	2	3	4	5
j) Increase programming for family/ youth/ teens	1	2	3	4	5
k) Improve access to rivers and/ or lakefronts	1	2	3	4	5

Please answer the questions on the reverse side of this page.

# 2014 Community Needs Assessment

18. Based on the question above, what should be the top three priorities for the South Bend Parks and Recreation Department? (Insert letter next to priority)

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

19. Beginning with yourself, what are the ages and gender of those in your household?

\_\_\_/\_\_\_    \_\_\_/\_\_\_    \_\_\_/\_\_\_    \_\_\_/\_\_\_    \_\_\_/\_\_\_    \_\_\_/\_\_\_

20. How many years have you resided in South Bend?

\_\_\_ 1-5 Years              \_\_\_ 6-10 Years              \_\_\_ 11-20 Years              \_\_\_ More than 20 Years

21. Please make any comments that you think would be helpful.

---

---

---

---

Please return this survey in the enclosed stamped envelope. The survey results will be used as a guide in the master planning process for future Park & Recreation improvements.

## Question 2- Other ways respondents heard about the South Bend Parks and Recreation Department

- Army Reserve
- At parks in summer
- attend activity for 6 years
- Been going to park since I was little
- Billboard
- Brother used to work for the P& R Dept
- Camp fair
- city employee emails
- city newsletter
- Did not answer the question below because I do not know enough
- Driving around
- email
- employer
- First-hand experience w/Rec. dept. as a kid!
- former city employee
- Former employee
- Friend in Parks & Recreation Dept
- Friends
- friends who have worked there
- General knowledge of recreational programs through fitness center use
- grew up in S.B
- Grew up in SB. Went to parks all the time.
- Grew up with the SB parks
- Has knowledge of SB parks & rec dept
- Health Fair
- Home school newsletters
- Hung out in parks as a child- played in baseball programs
- I am a former SBPRD employee
- I am an employee
- I grew up in SB going to the parks.
- I live next to Seitz Park
- I work for St. Joseph County
- I work for the City
- I'm a City employee
- I've always know about their programs
- I've played and had my kids go through tennis at Leeper park in the golden years when a young man named Marco was running it.
- Indiana Master Naturalist was the beginning for us
- letters, emails
- library
- Life long resident
- live near O'Brien center
- Lived here 64 years!
- Lived in the area a long time
- Living in area long time
- Living in the city for over 50 years.

## 2014 Community Needs Assessment

- Long time resident
- Not familiar
- O'Brien Fitness Ctr; sees P&R program info at the facility
- Potawatomi zoo member
- rented space at park
- SB P&R dept Group meetings
- seeing parks within community
- Senior Olympics
- Signage
- Stops in at local recreation center and sees advertisements
- street sign
- The building I'd behind my house.
- Walking around the neighborhood; we live in Sunnymede, within walking distance of several SBPRD facilities
- Water bill
- Water bill mayor's insert
- We use it
- website
- went to summer programs as a child
- work for city
- work place
- Work there
- working with them
- Years of knowing

### Questions 4- Other reasons that respondents or members of their households might not participate in South Bend Parks and Recreation Department

- classes become crowded Too many people
- ages for programs don't always match kids
- busy
- Busy Lives
- Busy schedules
- children too young, will soon participate
- Disabled household members
- Disorganized, poor organization
- Doesn't go out at night
- doesn't work with our schedules
- Elderly person
- Event rained out no refund
- every time we signed up the activity was cancelled
- Fixed income
- Friends go elsewhere
- High Fees for small Zoo
- Inconvenient locations
- inflexible registration process (not online, short time periods)
- Just haven't had time lately but will someday.

- Just moved to South Bend
- Just recently retired Haven't had a chance to get back into SB parks & rec dept
- Lack of organization in programs
- lack of personal time
- My boys participate in school sports and have gotten older
- no childcare
- No money at the time
- No reason
- No specific reason, I know where to get the information and sometimes it may not work in my schedule
- No time for it
- None
- None - we do participate
- not enough programs/activities or classes for adults and people working can not attend weekday morning activities
- Not enough time
- not handicapped accessible
- Not knowing far enough in advance for planning around times
- Not really outdoors people
- Not that programs were uninteresting, note that programs were not of interest to me.
- Older
- Older senior
- poor advertising
- Rec Dept activity & class times conflict with other outside activities
- Recovering from surgery currently
- Senior
- Some programs not designed for me or teenagers
- The Baseball was very poorly ran 2 Summers ago.
- time constraints and other commitments
- Time: both members of household still working
- too busy
- too busy!
- unorganized
- Very little that appeals to me offered
- We already have a hectic schedule, so it's often hard to fit other activities in!
- We don't use Potawatomi Pool because there is no season pass; you have to take a swim test every time you go! And you have to pay each time! Inconvenient for us, with several kids of multiple ages.
- weather conditions
- wheelchair bound -90 years old

### Question 5- Where respondents go outside of the department for adult programs

- Adult nature classes
- Area golf courses, area ski facilities, area Yoga classes
- Beach
- Beaches in Michigan
- Brookfield Zoo, Chicago baseball games, cave exploring, etc.
- Camelot Bowl, Portage, IN
- campgrounds
- Chicago
- Church, Fitness Center, Closer Gym
- Church, YMCA, So Bend Museum of Art
- county and state parks
- Crock Fitness Center
- Elkhart County, Merry Lea Environmental Learning Center
- Erskine Golf Course
- fair
- Fitness USA
- Fort Wayne, Auburn
- Golf courses
- golf courses & lakes
- gym
- Hiking in MI & other places; Potato Creek
- Hong's Tae Kwon Do
- Hunting and Fishing -- in the country, on private land or public wildlife areas
- ICE
- Indianapolis - Zoo
- Indianapolis Zoo parks, Chicago concerts
- Isaac Walton league
- Kroc
- kroc center
- Kroc center
- Kroc Center
- Kroc Center; Notre Dame
- Kroc, country club
- Kroc, Notre Dame
- Kroc Center, Notre Dame, county and state parks
- Lake Michigan
- Lakes & trails mother parts of Indiana
- Lakes in other areas for fishing
- Local club
- local county parks
- memorial health center
- Memorial Health & Wellness, St. Joseph County Parks, Notre Dame Eck Tennis Center, South Bend Racquet Club
- Memorial Health and Lifestyle
- Memorial Health and Lifestyle Center
- Memorial Health Fitness - Fitness programs
- Michigan

- Michigan lakes and other recreational activities
- Michigan parks, meet up groups
- Mishawaka, Merrifield park
- Mishawaka Park Golf courses
- Mishawaka Parks
- N/A
- National parks
- New Buffalo - Boating
- Newton
- Niles YMCA
- NNN Yoga classes, SB art museum classes, open tennis courts, festivals
- Notre Dame
- Notre Dame (employee)
- Notre Dame (we are faculty); YMCA; St. Joseph County Parks; private (neighborhood) pools where friends are members
- Notre Dame Rec sports
- Notre Dame Rolfs Athletic Center
- Notre Dame, MSA Soccer
- Notre Dame, other running opportunities
- O'Brian
- Obrien center
- Pakagen State Park- Hiking
- Planet fitness
- Planet Fitness
- Potato Creek
- Potato Creek for the family
- Potato Creek Park
- Potato Creek SP, Indiana Dunes
- Potato Creek State Park
- Private
- private dance studio
- Private dance studio
- Private Gyms or Kroc Center
- private health clubs
- Racquet club; spice street studio; Kroc
- River walks in various locations outside SB
- rum village
- Rum Village
- Rum Village, Obrien
- SB Racket Club, Notre Dame, ICE
- SJC Parks - St Patrick's
- South Bend Kroc Center
- south bend racquet club
- South Bend Racquet Club, St. Joe River
- South Bend Racquet Club, YMCA, other periodic private events
- St Joe parks, Michigan, YMCA
- St Joseph county
- St Joseph county parks
- St Joseph county parks

## 2014 Community Needs Assessment

- St Joseph County Parks
- St. Joe County Parks, Pumpkin vine Trail, ND
- St. Joseph Co. Park, Niles parks
- st. Joseph county parks
- St. Joseph, MI
- St. Patrick's, Pinhook, bikepath, O'Brien, ice skating
- state park
- state parks
- State parks
- State Parks Cross County Skiing, Biking & hiking trails
- State parks, Fitness USA, ND
- Swiss Valley, Kroc
- The Kroc
- The Music Village
- turkey run or other parks in Michigan
- Unity Gardens outdoor concerts, group exercise
- University of ND, Kroc
- University of Notre Dame
- Warren Dunes
- WEPA
- YMCA
- YMCA
- YMCA Membership to Outdoor pool
- YMCA South Bend -Fitness
- YMCA, KROC Center
- YMCA, Memorial Hospital
- YMCA, MSA, Chicago beach

### Question 5- Where respondents go outside of the department for youth programs

- saint Joseph county parks
- 4H, School and area sports leagues
- beach, amusement park, family trips
- boys and girls club
- Camp Eberhart
- Chicago
- Child nature classes, Robotics, Electronics
- Children's' Dance Workshop
- Compton ice arena
- county parks
- Dance studios, museums
- Deep River Water Park
- Elite Sports Academy
- Elkhart County, Merry Lea Environmental Learning Center
- Erskine, Studebaker, and Ice skating Howard park, Rum Village
- fair
- gym

- Gymnastics Michiana
- Gymnastics Michiana/ Upwards
- High School activities, YMCA
- Hong's Tae Kwon Do
- IYHL Hockey, East Side Baseball, middle school sports
- John Glenn School Corporation has youth activities for their students. Since my kids go to school there, that is where I take them.
- Joys gymnastics
- Joys Gymnastics
- Kroc
- Kroc center
- Kroc center
- Kroc Center
- Kroc Center and YMCA
- Kroc center for flag football
- Kroc Center, Eastside Little League, MSA, Bethel College
- Kroc Center, Ice Gym
- Kroc Center; Notre Dame
- Kroc, country club, summer camps
- Kroc, east side II
- Kroc, Health works, Notre Dame, House of Bounce, Zoo, other parks
- Kroc; school programs
- Kroc Center, private organizations, Chet Waggoner, dance center
- Laville Youth Soccer League
- Little league and school sports
- Little league park
- Little League Parks
- little league, gymnastics michiana
- Logan - A Rosie Place, New Carlisle Parks
- Michiana gymnastics
- Michigan beaches, state parks,
- Mishawaka Parks
- MSA soccer, Indiana Fencing Academy
- MSA, SB racquet club
- MSA, Upward
- MSA, YMCA
- na
- Newton softball leagues
- Niles YMCA
- Notre Dame
- Notre Dame (especially Rockne Center for swimming lessons and rock climbing);
- YMCA, St .Joseph County Parks; private (neighborhood) pools where friends are members
- Notre Dame, Blackthorn, IUSB, Boys & Girls Club
- other camps - through school
- Pop Warner, YMCA, soccer zone
- private dance studio
- Private dance studio
- Private facilities
- Rolfs at ND or YMCA, where we're members.

## 2014 Community Needs Assessment

- rum village
- Rum Village, Marshall Park
- same
- Same off above for youth
- SB art museum, SB civic theater, Southold dance, MSA soccer, ND pools, free tennis courts, private camps & horse farms, road races, festivals
- SB Racket Club, Knoll wood
- SBSC Christian Sports League
- school
- school activities
- school activities.
- school programs
- School sports
- School, MSA, Kroc, ND
- schools
- See Above
- Six flags
- Soccer Zone, Michiana Soccer Association
- Soccer Zone, Michiana Soccer Association, Pop Warner football, SB Museum of Art, Little League baseball
- South Bend Kroc Center, Mishawaka Library, School
- south bend racquet club
- Southold Dance Theater
- St Joe County Parks
- St Joe parks, Michigan, YMCA
- St Joseph county
- St Joseph county parks
- St Joseph county parks
- St. Joseph County Parks, Kroc Center, South Bend Community Schools facilities, SoccerZone, Falcons La Crosse
- St. Joseph, MI
- State parks, ND, School
- Swiss Valley, library
- The Kitchen Skatepark
- The Kroc, other camps
- The Music Village
- they go with me
- Travel sports team
- Upward/local little leagues/state parks
- we have used MSA in past
- YMCA
- Ymca
- YMCA
- YMCA and Michiana Gymnastics
- YMCA, Creative Dance N', Music Together, Kindermusik, Potawatomi Zoo, South Bend Museum of Art, Healthworks, Michael's Craft Store
- YMCA, creative dance
- YMCA, Gymnastics Michiana, Battell Center, The Music Village
- YMCA, IUSB

- YMCA, KROC Center
- YMCA, MSA
- YMCA, Niles parks
- YMCA, private groups,
- Young Champions, Joy's Gymnastics, SB Racquet Club
- zoo

### Question 5- Where respondents go outside of the department for preschool programs

- A Church
- Angela Sturm Dance Studio
- Center for History Museum, Health works, Public Libraries
- Chicago
- Chuck e cheese
- Church
- County parks
- Early learning center at granger Community church
- East Bank
- Ecdc at saint marys college
- fair
- First English Lutheran Preschool
- first English preschool
- For dogs: Margaret Mitchell Dot Park- Mishawaka; too far but awesome
- Fun n Fitness gymnastics
- Joy's Gymnastics
- kids go to raggedy Ann preschool
- Kroc
- Kroc Center
- MARQUETTE
- Montessori
- MSA, Kroc, ND
- na
- NA
- Niles YMCA
- Notre Dame
- Notre Dame (especially Rockne Center for swimming lessons and rock climbing); YMCA; St .Joseph
- County Parks; private (neighborhood) pools where friends are members
- Notre Dame for swimming
- Notre dame for swimming lessons
- other camps
- private dance studio
- Private dance studio
- Same as above
- school
- St Joe parks, Michigan, YMCA
- St. Joseph, MI
- The Montessori Academy at Edison Lakes
- they come with me, too
- YMCA

## 2014 Community Needs Assessment

- YMCA and Michiana Gymnastics
- YMCA for swimming lessons, Joys gymnastics

### Question 6- What new recreation program offerings would respondents would like to see provided by the South Bend Parks and Recreation Department

- Maintain the current parks. a barrier free park for wheelchairs
- More/better splash pads in summer. -More days/times for youth classes (ie- dance)
- 5yr and younger fitness programs
- a girls soccer league
- A new recreation for me would be Zumba. Just haven't found a class that fits my schedule yet.
- A well put together youth basketball I left because it was not will put together and I hear its still the same.
- Adaptive programming
- Additional senior programs
- Additional water sports Canoeing, Kayaking raft races
- Adult basketball league
- Adult Karate
- Afternoon starts to weekday summer offerings as well as the typical morning starts, like for camps and kids' outings; do not recall a movie camp by SB Parks where kids go to the cinema for a few hours in the later morning or afternoon.
- Art classes
- Art/Music activities, swimming, expansive 'beginning' soccer for older kids (who aren't competitive for leagues but enjoy the gym class atmosphere), open gym time once a week in the afternoon/evenings for the older school aged kids
- Baseball/Soft ball for 10 - 12 children
- Better advertisement of current programs would be helpful
- Better run and advertized tennis program at Leeper
- Better timing for fitness classes (not during work hours). Return of yoga class.
- Bike rentals along East Bank trail system, dredge and expand pond @ zoo, boat rental. Create a canal from existing pond under drive to large swale in the picnic oak grove so folks can paddle over there.
- Fishing pond @ zoo. Re-open swimming pool @ Keller
- Bridge programs
- Cardio fitness center weight training equipment circuit with facilities available
- Cave trips, trips, trips to theme parks.
- Child care for members of the fitness center.
- Classes for adults in the evenings (not computers).
- Classes for young people for sports to supplement SBCS. Teach basics of sports like fencing, pole vaulting, hurdles, etc
- Community - wide/City wide picnics and concert events
- Competitive Youth Sports where they learn proper rules & sportsmanship including how to win & loose with grace. Longer park hours.
- Computer classes Word, Excel PowerPoint Access
- Continue the Senior High School Olympics? Make maximum utilization of parks
- cross country ski rental, instruction, and outings here local, crafts, fishing, hiking and activities for women only or even adults only to get outdoors as much as possible
- Cross country skiing
- CrossFit

- Curling
- Dance
- Daytime water aerobics during spring/fall/winter. The current offerings are too late in the evening for me. Also, more bike trails, especially along the river.
- Different dance classes, cross fit
- dog park
- Dog park
- Dog Park - high priority
- Dog Park on the south side of South Bend
- Dog Park!!! Dog Park near south side of South Bend is desperately needed. In the Twyckenham to Ironwood, community, south of Lincoln way, there is nothing! We need a dog in this area, please!
- Dog parks -- several large fenced parks in different parts of the city, with lots of room for dogs to run unleashed. Would need separate areas for large and small dogs.
- Early morning yoga and fitness classes (around 6:30 AM or so), more offerings of programs for preschool aged children
- early morning yoga classes (7 AM or earlier), more offerings of evening belly dance classes, more offerings of Zumba classes.
- Exercise for upper middle aged group and seniors
- Fishing, use river, Pinhook lagoon more, have East race open more
- Folkloric dancing for kids
- Free skating rinks at a park or two, just lay down a sheet of ice
- golf instruction
- golf, tennis, volleyball, basketball
- Gymnastics
- gymnastics, dance
- Hiking program for 50+ group, Cross Country skiing More exercises classes for 50+ group
- Hip hop dance for boys
- Homemade Raft Race
- I am less concerned about new programs than I am the rebuilding of the current and/or cancelled. My child has been in the track program since she was barely 4 years old. She loves it, even though it was terribly executed and they no longer participate in
- I feel that more evening programming for parents who work.
- I have no requests. Maybe groups conditioning for marathons, triathlons, etc.?
- I just want prior notifications on the ones they do have. most of the time I is not advertised on local television until the morning of the event or even after it has already started.
- I think you already offer plenty
- I would like O'Brien's Gym to get another 95lb Dumb bell. Currently there is only one because someone was trying to lift more than they could handle and dropped the other on the floor. This caused the second one to break.
- I would like the mother/son dance to have better picture set up with better photo options. That is a very important day for some people it would be nice if they had more to offer.
- I would like to see a membership option for adult lap swim or more evening swims at potawatomi pool. Better hours at the East Race and programs for beautification of the parks. Our parks are not beautiful, they need more than basic lawn maintenance
- I would like to see the O'Brien Center fitness programs offering more classes on Saturdays. I would also like to see Parks programs on weekends During the school year. Week nights are too difficult to attend with the kids during the school year.
- I would like to see the skatepark return to the way it was when it first opened. The first year we did lessons there were over 50 kids and at least 10 instructors. The next year we took it there were high

## 2014 Community Needs Assessment

- school kids who sometimes showed up and sometime
- I'd like the pools to be open for more than 8 weeks in the summer, and also in the evenings. We love Kennedy Water Park and Potawatomi Pool -- why don't you keep them open until Labor Day like in other cities? They are beautiful facilities and it's a sham
- I'd love a walking program on the weekend with different destinations or locations. Long and Short options-- some special observation, maybe a naturalist, zoo, botanical...
- If there could be soccer fields that would be extremely appreciated. There are lonely football fields around. A lot of south bend likes soccer.
- If you pass out information about this at the daddy-daughter dance each year, you can be guaranteed a sellout crowd!
- Improve youth flag football facilities. Open competitive golf facility with banquet hall
- indoor golf hitting facility
- Indoor playground- free rec area open in cold months
- Indoor swimming pool
- Indoor swimming with swim lessons for kids. Kick boxing classes. Kids T-ball.
- Indoor tennis, gymnastics
- I would love if O'Brien had childcare while i work out and posted children's recreation opportunities further in advance
- Kayaking lessons specifically the Eskimo Roll.
- Kickboxing (with and/or without the bag), belly dancing exercises and salsa dancing exercises
- Kids martial arts. Kids art in the parks
- Lacrosse
- Martial arts for seniors
- Maybe you offer but I'm not aware, but some sort of story time for toddlers would be nice
- Meditation labyrinth
- Middle aged exercise classes
- More 'summer camp' offerings for kids/teens, O'Brien center offerings are very popular :) For example, week-long 9-3 (at a minimum) tennis camps at Leeper Park.
- More active tennis Bicycling
- More adult leagues Swimming, Tennis, Basketball, softball, walking groups
- More ballet times available in the evening especially the mother daughter ballet combo. I would have done this had it been at a different time. Also, I would like to see more activities for pre-schoolers.
- more camp awareness and the like, for preschoolers
- More dance programs for younger children
- More disc golf courses. Live Action Role Play (LARP) for youth and adults!
- More family classes for all of us to exercise together(Zumba; fitness; hip hop)
- More frequent concerts offered in parks throughout summer
- More frequent music concerts in the parks in summer /fall seasons
- More martial arts options for kids; intro to sports for kids (teaching basic intro to variety of games); parent-child dance or sports classes
- More notice before it happens
- More offerings that parents and kids, youth and teen, can do together.
- More Outdoor Learning Experiences for Grade School Children on Weekends. Especially nature walks/studies.
- more outdoors activities for adults and family. Runs, games etc
- More program that are free to the intercity children to participate in.
- More programs for older adults but not senior citizens yet early in the evenings
- More programs to keep kids off the streets
- more sports

- More summer activities for youth like triathlon Maybe offer it twice
- More tournaments Basketball and Tennis
- More winter activities, and more summer activities for teens
- More workout classes at varying facilities and better extended times for summer activities
- More workout classes at varying facilities and longer hours for summer only programs--the rafting is such a short season.
- More Yoga times
- More youth tennis; opportunities for one on one coaching
- Multifunctional family oriented facility that provides varied activities for adults and children simultaneously
- Nature courses that teach about our areas natural resources. For example, wild edible plants, exploring the Grand Kankakee Marsh and other historical conservation areas. Collaborating with groups who support these causes.
- Neighborhood pool, water foundations at the parks,
- New fitness classes. I know Patti's classes are well attended, but she never changes the routine.
- none
- None
- Not sure
- Open tennis hours @ Leeper Park. Cleaner duck pond/sidewalks in Leeper Park
- Outdoor Physical Activity Programming
- Outdoor yoga
- Outdoor, 3 wall handball. We need, ideally, 2 outdoor, 3 wall courts, preferably, near a waterpark or the river in order to cool off. We can find sights where there might already exist a 20 foot tall wall like along the central train track thru town. For
- Outdoor/Sand Volleyball A pool associated with O'Brien
- Outside walking trails...Paved...In the city where it could be around a park etc. Have it publicized more...electronic billboards, publicized openings etc. Need more energy in promoting healthy lifestyle...
- Performing arts and concerts special events
- Plays and Concerts
- PLEASE offer neighbor-member programs for Potawatomi Pool. Save this wonderful facility by making it a neighborhood pool! Create a SEASON PASS OR SEASON MEMBERSHIP. Allow members to pass the swim test ONCE. Raise prices for a one-day visit (but give specifics)
- pole dancing workout, hot yoga
- Putt Putt Golf in South Bend, Nature Programs,
- Really don't know what all is available other than playgrounds
- safe bike trails; indoor water exercise programs; convenient exercise classes
- Sculpting Theatre
- Senior 65 and over fitness & exercises classes
- Senior activity programs for disabled individuals etc
- Senior discounts at Howard Ice Rink
- Senior program exercise classes, indoor walking track
- Senior programs
- Senior programs and activities Activities for seniors to meet, gather and talk
- Senior programs, recreational activities Fitness programs /classes
- shooting sports
- soccer dance (beyond preschool) cheerleading
- SPINNING
- Summer baseball for older boys and girls
- Summer baseball league for children

## 2014 Community Needs Assessment

- Summer outdoor basketball leagues. Summer tennis leagues.
- Summer programs in the parks for the kids. Baseball softball crafts
- Swim lessons for younger children.
- Swimming lessons for adults
- Swimming lessons
- Swimming, instructional horseback riding, more nature related day camps, yoga for adults, art for kids
- Tackle football.
- Take the signs off NO fishing here
- tennis at Leeper park
- Tennis lessons for adults on the south side of town
- The 'Daddy-Daughter Date' for daughters who have outgrown the daddy-daughter dance.
- Think 1st source should give So Bend a new Ice skating arena at Howard Park
- Track & running programs for 4th to 9th grades
- Training in Bridge sit down exercises, Training in Tennis and Golf
- Tumbling classes
- Various summer day camps that aren't just run by high school and college students. I'd be willing to pay more for this.
- Volleyball instructional league for 1st-4th graders.
- watercolor classes
- We basically just used the service when my daughter was younger. We used the O'Brien center for summer daycare.
- While there has been an expansion of neighborhood playground, I'd like to see more inner city green spaces and playground, especially in poorer neighborhoods.
- While we had some disappointing experiences while our children were younger, the main thing at this point would be for Leeper Park to have expanded and reliable hours. We joined because it would be great, but almost every time we went during normal hours
- Wim lessons under age 7 (for 3 year old) YMCA & CROC for 3+
- would like the Potawatomi pool to offer a membership for summer swimming.
- Yoga with Jamie Robinson Zumba with real Caribbean music, not rap! Tai Chi
- youth archery
- Youth cooking for health 3/4yr flag football Swimming lessons
- Zumba classes

### Question 11- Other parks

- Potawatomi Pool
- St Patrick's
- Clay park
- Downtown Ice Rink
- Downtown Riverfront parks
- East
- East Race
- Hamilton park
- River walk trail
- Riverside Trails
- Riverside walking & bike trail
- Riverwalk
- St Patrick's
- St Patrick's park
- St. Patrick's park

### Question 10- Other amenities used by someone in the household

- Dog Park on Jefferson near Osceola
- boardroom
- disc golf
- Disc Golf Course
- Disk golf
- Doesn't use any South Bend parks
- Duck pond!
- Fishing
- fitness equipment
- For/with grandchildren
- General park usage for family gathering
- Golf
- Golf course
- gym
- Howard Park activity center
- Need help
- picnic area
- picnic areas
- Picnic tables, Cross country skiing
- skatepark
- Splash Pad
- Trails
- Water parks
- zoo
- Zoo
- Total

### Question 12- Other amenities that should be added to the parks

- 3 wall, outdoor handball courts.
- Benches at end of walking trails
- better hours for Leeper tennis courts
- cleaner restrooms
- Cross-country/Nordic ski trails
- Doesn't know
- dog park
- Dog park
- Dog Park
- Dog run
- Excellent maintenance of existing amenities.
- fenced area for dogs
- Fix up the Exciting Basketball Courts
- handicap accessibility; skiing!
- Handicap accessibility
- have these amenities, they need improving upon
- indoor pool at O'Brien Center

## 2014 Community Needs Assessment

- Indoor pool at O'Brien center.
- Landscaped and maintained walking path (not paved) around the park.
- More gardens for educational and community use, wild life habitat, native plants. Also, more options for winter activities - indoors and out. More creative play structures and nicer facilities for community events.
- more security
- Muessel Park is in pathetic condition.
- multi-use trail hub (Pinhook &/or Leeper)
- NA
- off leash dog parks
- Patio picnic areas
- Pavilions
- Pet friendly
- recycling bins, better marking on picnic areas, some of tables in poor condition
- remove large ugly cyclone fence around fink and install decorative fencing
- repair and maintain current courts
- Restrooms need to be repaired and supplied
- Restrooms on the Riverside walking and bike trail
- Restrooms that have soap and air dryers and doors.
- Security at Rum Village Park
- splash pads
- Splash pads
- Swings and fences at Potawatomi playground!
- tennis boards so one person can hit tennis balls without a partner
- They have what is needed
- Trails
- volleyball court
- waterpark at Keller park
- Zen meditation garden

### **Question 14- What are the other important improvements to help youth become more physically active in our community?**

- activities offered at more locations
- Basketball restrooms
- Better mgmt of programs offered
- Better programs do focusing on biking and hiking so kids can do them easily and without much equipment.
- Better publicity for parents & youth on recreational activities & services
- Construct teen advisory committee to work with P&R personnel
- Doesn't know
- Driver ed on handling bike/ped traffic of youth and adults
- Financial support so youth can participate, advertise to kids in schools so they can get involved on their own if their parent won't take the initiative to sign them up
- Get youth off cell phones
- getting youth outside and discovering nature and outdoor games, not always fitness clubs...
- good security
- How about a 'Golden Gloves' program?

- Info commercials local TV
- Information for youths on recreational activities and programs
- introducing sports in p. e. classes; intentional programming to attract youth using qualified professionals
- Lower prices for recreational services in order for youth to be able to participate in recreational activities
- More activities during times that work for most families who work full time - i.e. weekends or evenings.
- More locations, so young children can play at the park but be close enough to home that neighbors can help each other keep kids safe; the parks in the Northshore Triangle are great models (Parkovash, etc.)
- Parents turning off the televisions and other screens in their homes.
- physical programs/classes that they can do with their parents
- provide comprehensive 4 week classes for youth
- safe method to get to parks - sidewalks
- Safe parks to play in
- spaces inside and out for them to organize their own events with friends or teams (like LARPing)
- Throw out their TVs and cell phones! :)
- Using social media to get word about programs & activities out to youth

### Question 21- Please make any comments that you think would be helpful

- Thank you for all you do
- Consider longer hours at O'Brien Fitness Center=closed too much when City was in State of Emergency=could relieve much angst if open longer on bad weather days ..a boxing program for our 'tough' kids would be great but controversial ..a Class A and in
- A great place to live
- A splash pad into a man made creek would be an amazing idea (there is one in Zionsville)
- Activities and/or camps for those with special needs would be very appreciated
- better advertising-timely and to the home school community, consistent quality of facilities in various parks, programs to meet needs of local populations. It is a good park system.
- Better information at O'Brien Fitness Center
- Boat rentals and parking spots for boats downtown would be very cool
- Branding SB as a "bike tow" would be a very good identity association& health, green growth, alternative transportation, recreation & tourism. Build off road trail infrastructure & watch it grow.
- Camp Awareness, Zoo programming, and Nature Detectives are all really great programs! Flag football was poorly run when our son participated 2 summers ago.
- Constructing a dog park is a high priority for resident
- Daddy Daughter Dance: The table/chair area was on a different level as the dance floor. This is different from years past. We were EXTREMELY disappointed and will not attend again if this setup is repeated. Please go back to the seating area in view o
- Do more quality checks and mix things up a bit with programming. I spotted taking water aerobics because it never changed and became boring.
- Dog park (p.s.- we pick up our poo.
- Drinking fountains and restrooms at the parks need to be better maintained
- Fitness center showers that work. Good job on adding dressing area in restroom by kitchen
- Focus on the downtown riverfront
- For 25 years Muessel Grove has been in deplorable condition. There are hundreds of people who use the park on a daily basis during the summer and there is no excuse for the condition. Promises are made to fix it up but only minor repairs are performed and
- Golf courses are great. Youth programs should be marketed better. Tennis courts at Marshall are in

## 2014 Community Needs Assessment

- bad shape. Clinics at that site would be great.
- Howard park is fun for the kids, but is consistently littered with trash every time I take my kids there!
- Howard Park needs enhanced splashpad, covered picnic huts, a lazy river, and amphitheatre. A carousel downtown would be an attraction. Widen bike path in Howard Park to avoid collisions. Remove chain link fences to enhance aesthetics.
- I do want to say that I am thankful for what we have here in South Bend. It would also be nice to have open swimming during the winter at some of the schools (I don't know if this would be your area or not).
- I don't have children, but I love the parks for dog walks and pleasure. You've got great programs and the zoo is a jewel. Thanks for all you do.
- I feel as though there is not enough supervision from top management to ensure that programs, coaches and parents are effective and professional. Too many times I am seeing I professionalism being displayed by parents specifically. I want my children to b
- I have had to call police on numerous occasions about large groups gathered at Coquillard park after dark in the summertime. These are not children or families enjoying the facilities but adults drinking gambling and playing loud music and loitering
- I have two grandchildren, ages 12 & 9, that i like to keep active. I appreciate any programs you have for them.
- I lived in Chicago and the Chicago Park District is run extremely well. Howard Park is a travesty to look at and is not enjoyable. Tear down that center and rebuild a world class facility to keep pace with downtown improvements. There is nothing beautiful
- I look to the parks department first for activities, but often have to go elsewhere.
- I love South Bend. Thank you for having nice parks and keeping them clean!
- I think a good program is already in place. I think with a little enhancement it could be a great program.
- I think our parks are nice, we maybe have too many... we need more events and programs that bring people to the parks to use them.
- I think p&r needs to have some 'showcase' parks while not decreasing the total number of neighborhood parks. Youth flag football facilities are substandard for a popular program.
- I think that if you look at Cities like Portage, Michigan (by Kalamazoo) you can get an idea. The Celery Flats is a beautiful area that people utilize from Portage and Kalamazoo. People use the paved walkways, the landscaping is beautiful, and families us
- I think the SBPRD is a great asset in South Bend but I think there is always room for improvement.
- I think you do a great joy of maintaining and promoting the park system.
- I think you need to promote your flag football league more. It's a great program for the kids, but participation is low.
- I would really like to see a season pass or something similar for Howard Park Ice Skating. Often - I just don't have the cash in the house for last minute decisions to go skating with a group of the kid's friends!
- Improve marketing and advertising communication
- Improve parks and provide summer activities
- It would be nice if the facilities where classes are held had access to drinking water!
- Keep up the good work!
- Keep up the good work. Our family has enjoyed the benefit of south bend's strong parks/rec program for decades. Many thanks!
- Keep water aerobics programs! Keep kid swimming lesson programs!
- like to see community participation/communication
- Love Jr. golf, Jr. tour, and golf courses. Melanie does a great job with this program. Leeper tennis programs need more organization and promotion. It is an excellent facility, but daily management and promotion has been lacking for years!
- Maintenance is very, very important and safety Compare S Bend Parks to Mishawaka Parts maintenance

- Make parks inclusive with providing arts & craft activities , Volleyball nets etc
- Marketing of recreational programs would be helpful. A catalog of activities would be really helpful. Website could be easier to use to find programming information
- More art classes for adults More art classes for kids More benches around playgrounds, splash pads
- More fishing areas
- More Marketing, get message out more Mailers more commercials
- more music events - Band: Dog and Pony at Seitz park, Chris Wilson Pavilion
- More water fountains that work in the summer is a big concern but very satisfied w/splash pads
- My kids love the martial arts with Max Thacker, we would love to continue the martial arts program, but it would be nice for a water fountain inside the facility. My daughter loves all the outdoor programs you have. She is signed up for Camp Awareness and
- My wife and I love the parks system- We live close to downtown and so East Race Riverwalk is our main experience of the Parks. We also belong to Obrien Fitness Center. We love the outdoor trails to run and walk our dog. The one recommendation I would make
- Need to provide better communication to residents about recreational programs
- Now that I have young grandchildren I feel I will be using more facilities than in recent years.
- O'Brien Fitness Center is sad and needs a boost. The locker rooms are disgusting and scary because they're so far away from civilization. Creepy guys hanging out down there occasionally. The per month and per class fees are fair, but you get what you pa
- O'Brien Fitness Center is great. Would like to have indoor golf hitting facility looked into.
- One huge lack in the parks system is indoor space which can be reserved for use by youth for physical activities. My kids and their friends love to do Live Action Role Play, and want to be outdoors as much as possible, but need a space to use in inclement weather
- One of my favorite parks is Rum Village--the trash and the park and condition of the trails have caused us to stop going there.
- Overall the parks are an asset to our community. Marketing and communication about the programs offered I think could be improved so that more in the area are aware of the offerings.
- Overall, I think our parks are well taken care of. I enjoy Rum Village almost daily, weather permitting.
- Parks & Rec needs better funding; parks sometimes look a bit shabby. Publicity for events, activities, and facilities could be improved. Dog parks! We miss the Firefly Festival that took place at St. Pat's County Park; maybe the SB Parks could do sometimes
- planning committees should be set up by south side, east side, etc. rather than type of activity. Events and activities on the north side of town, for example, aren't usually convenient for me as I live on the south side.
- Please ask someone at IU South Bend to assist you in designing future surveys. You're going to get a very low response rate because of the difficulty level of this survey. Otherwise, keep up the great work. think we have a great Parks & Rec Department i
- Please continue to improve and maintain the Riverwalk and trail. It is one of the best things in South Bend!
- Please empty trash cans in park regularly They are flowing with garbage
- Potawatomi Park is great - I especially love the water spouts for the children to play in on a hot day - excellent addition to the park.
- Potawatomi park bathroom is disgusting and made me think of what a prison bathroom would be like. Horrible.
- Pretend Preschool is an outstanding learning first learning experience for children and should be funded for many years to come.
- Provide better publicity, marketing, & advertising on programs, activities & services
- Publicize programs and activities in the South Bend
- Resident likes the Zoo, however the zoo animals are always sleeping

## 2014 Community Needs Assessment

- Respondent feels fees for programs and activities are too high
- Riverwalk needs restrooms between Angela and Darden Rd. Fix broken locker doors in men's shower room at O'Brien Fitness Center and clean them. Many people leave padlocks on lockers that aren't paying for them
- Rum Village is a great little treasure that has survived many years! The zoo is looking better all the time!
- Safety and getting the teens a safe place to have activities in this city should be a must.
- Santa tea at Erskine has gone downhill the last few years...will go somewhere else next year.
- SB has some great park facilities, but they simply haven't been updated in years. Time to renovate Howard Pk (generate better revenue), pretty it up, and draw folks to our community. I have no problem w/a bond issue -- it's an important part of why people
- Some of the facilities are tired and need sprucing up/modernizing; better maintenance on going
- Some very populated parks I have attended definitely need more parking.
- South Bend is blessed with a lot of beautiful parks, and I think that they add to the value of the city and should be a priority in the cities budget.
- Studebaker golf course feels a bit unsafe in the evenings
- Survey is way to big with way too many options (radio buttons). I skipped many questions because of this.
- Thank you for all of your hard work to make South Bend a more fulfilling community to live in. I love our parks and all of the activities that are a part of the Parks Dept.
- Thank you for all you do! We love the parks, splash pads and zoo. The zoo is amazing and keeps getting better. You should put a park in the fence lot off the East Bank trail/Niles Ave next to the old Madison Center
- Thanks for all that you do.
- Thanks for the consultation.
- The biggest issue we have is at Potawatomi Park. Because it part of the route for many of the high school students, there is a lot of litter. Maybe more of the trash cans can be placed closer to Wall St. More street lighting would also be appreciated.
- The golf courses are great!! I love all the work they are doing at Elbel golf course!!!
- The house on the South/East corner of Ironwood and Wall St is up for sale
- The parks and the programs offered are wonderful, but I often don't know about events until I read about them AFTER they happen
- The parks are wonderful, and they feel safe to me while it's light out
- The parks should form a coalition of folks that want a healthy community
- The primary part we use is Leeper Park and I feel there are ways to get more use out of Leeper Park. It is a true gem in our community and when I first started using it 15 years ago, it was bustling and I don't think it is now. One way would be to let s
- The St. Joe river should be an important priority to everyone and should be made even more aware about it's condition. Parks should be kept maintained and looking attracting instead of dull. Keep doing everything possible to revive our home, south bend, in
- Thinks the fees for the zoo are too high
- This is one of the poorest structured/written surveys I've seen.
- We could build a couple of outdoor handball courts soliciting donations from a number of different entities. There are several area locations which might be suitable and possible. Contact me if you want: Mike Coman @ 574-386-3216. I live @ 508 E. South St
- We have an amazing assortment of parks and facilities, thank you for this reminder to enjoy these wonderful resources. I appreciate the online map of where they are all located at the sbpark.org website.
- We have gotten away from using city facilities because of constant disappointments and

inconveniences. There are plenty of places to look for cultural and crafty offerings. You're competing with the YMCA for some fitness offerings, but offer some other fa

- We have great parks, but they could be so much better! Thanks for asking our opinions.
- We live by the zoo so we use zoo & play areas almost daily with grandchildren.....splash pads are great but water is so cold for little ones, can use only a few days a summer, with the summer we've been having
- We live near Howard Park and would love to walk there when the weather is nice. However the only thing to do there is swing! You really need to put in some playground equipment for the little ones. Also, considering this is the oldest park in South Bend,
- We love our parks and rec system!! Thank you!
- We love Potawatomi Zoo!
- We love South Bend. We want more freedom for our kids (teen & tween) to explore on bikes. We need better bike lanes (with barriers from traffic), and more & better bike trails. We would have joined Potawatomi Pool if there were a membership, like at the z
- We love the SB Parks, and probably don't take enough advantage of programs--perhaps better marketing of them would be helpful. Some older parks have playground/equipment that is dated (e.g., Leeper), but those that have been expanded and/or updated (e.g.,
- We love the social dance class. Ted is an excellent instructor, but you do such a poor job of marketing this class and your website is impossible to use to sign up for this class. Please address these issues and I think you will see a markedly improved
- We need a dog park on the south side. I live between Twyckenham and Ironwood, on Fox street. There is no pleasant destination for me to walk my dog. This is a dying community because of lack of aesthetic investment.
- When it comes to the summer camps, remember that most parents work during the day. 9-11 am doesn't work for most families. More evening activities for youth.
- Would like to see abandoned railroad tracks used for biking and hiking trails
- would like to see some adult programs/classes, activities for outdoors with more flexible hours to attend them, would like to see tennis boards so one person can go for exercise and practice and more places to walk dogs and let them run with longer park h
- Would love to see improvements to Pinhook park.
- Would love to see paved walking and biking trails in the parks and elsewhere
- You need to give Senior a break on cost

