



2022 Event and Permit Application Survey

Final Report

1,147 patrons responded to the Forest Preserves of Cook County's 2022 Event and Permit Application Survey. Plus, there were more events and more guests in 2022 compared to 2021.

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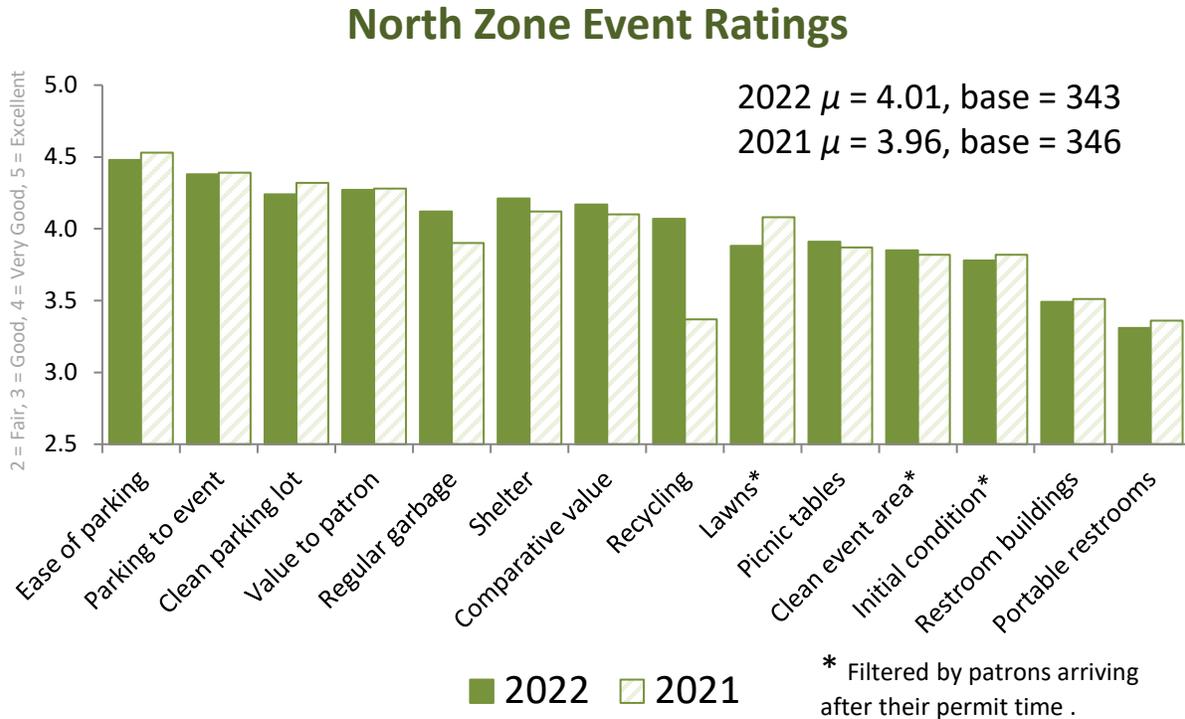
Executive Summary

- 1,147 patrons completed surveys this season—and, there were more patrons and more events in 2022 compared to 2021.
- All overall event ratings for all Zones (except Northwest) improved in 2022 compared to 2021.
- All overall event ratings for all Division (except Northwest and Poplar Creek) improved in 2022 compared to 2021.
- Palos was the top-rated Division for event-area+ (4.41); on the other end of the scale, Poplar Creek scored 3.5. Tinley Creek (4.27), Sag Valley (4.27), and Calumet (4.25) were also highly rated Divisions in 2022.
- 98 Dan Ryan (CA) patrons rated their groves 4.36 overall; 98 Busse Woods (NW) patrons rated their event-groves 4.08—Northwest’s out-of-service restrooms were not well received.
- For individual groves, Crooked Creek (PA) (4.83) and Cermak (SC) (4.79) were the highest rated in 2022; Evans Field (IB) (3.09) was at the other end of the scale.
- 52.4% of patrons in 2022 were hosting an event in the Forest Preserves of Cook County for the first time. While regular patrons rated their permit application and event experience higher than new patrons, new patrons rated their experience with FPCC Approved Vendors higher than regular patrons.
- Written comments about FPCC’s online reservation system trended toward calls for simplification—making it easy for patrons to see available dates and locations.
- 81.1% of written comments about Forest Preserves Police were positive. In another question, 34.3% of patrons wrote that the Police Patrol at FPCC made them feel safe and welcomed.
- 96.2% of written comments about FPCC’s maintenance employees were positive (i.e., praise).
- 15.8% of patrons arrive at their event location before their permit time.
- 19.2% of events in 2022 had an accessibility requirement. Of the events requiring accessibility features, 72.2% had their needs met.
- While 27% of patrons recycled for environmental sustainability, 21.3% “tried” to recycle.
- Diverse patrons provided very similar ratings for their entire FPCC event hosting experience.

Event Ratings for Zones

North

Figure 1 shows the event ratings for the North Zone (NB, IB, DP, SK) in 2022 and 2021.



Patron ratings for North Zone’s garbage cans (regular and recycling) improved dramatically in 2022 compared to 2021. Scores for North Zone’s picnic tables, shelters, and comparative value also improved this year.

One in three North Zone patrons provided written comments about maintenance or grounds issues.

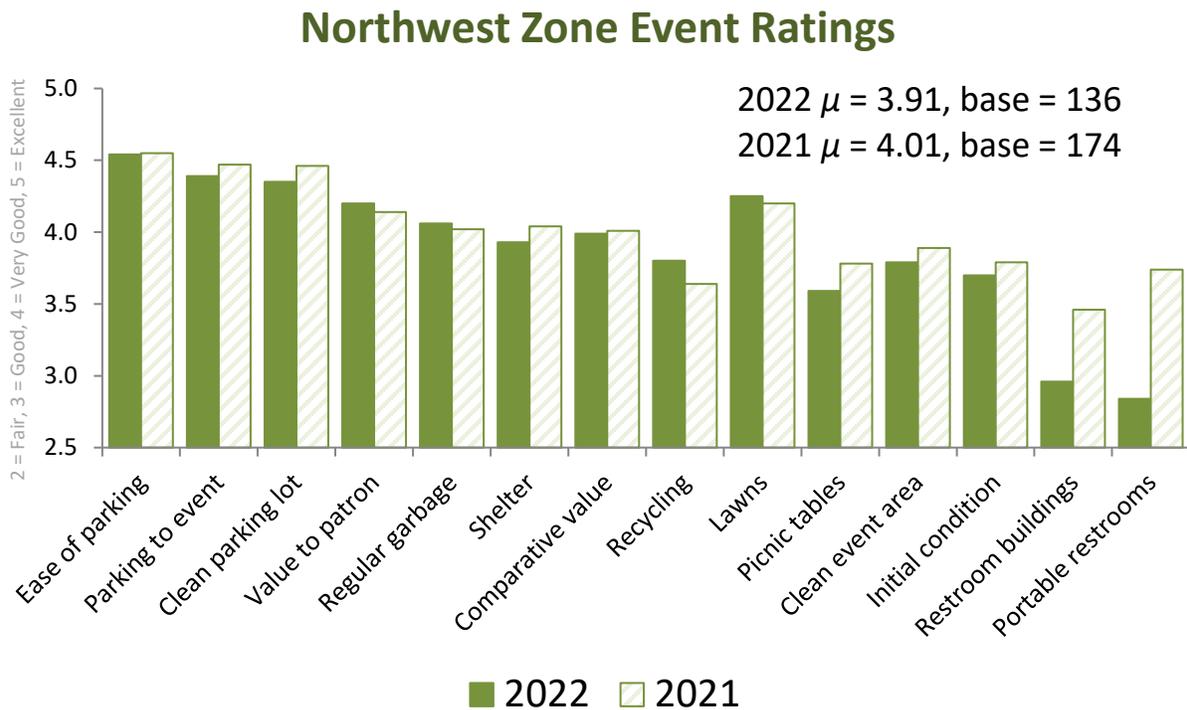
Event Day Issues at North Zone	Category Percent
Shelter ¹	40.2%
Birds / Wildlife	23.5%
Lawns ²	23.5%
Garbage	20.6%
Restrooms	19.6%
Picnic tables	11.8%

¹ The shelter category includes trash in event area / trash left by previous event / area not clean, tables not in shelter, shelter dirty, and shelter old / needs fixing.

² Lawns includes grass not cut / clippings / dead grass everywhere.

Northwest

Figure 2 shows the event ratings for the Northwest Zone (NW, PC) in 2022 and 2021.



While patrons rated the Northwest Zone higher for lawns, garbage cans (regular and recycling), and value in 2022 compared to 2021, all other event attribute scores decreased. Ratings for restrooms were considerably lower reflecting closed restrooms during the 2022 season, a circumstance that would reverse in 2023 with open restrooms.

One in four North Zone patrons provided written comments about maintenance or grounds issues—and restrooms were high on the list.

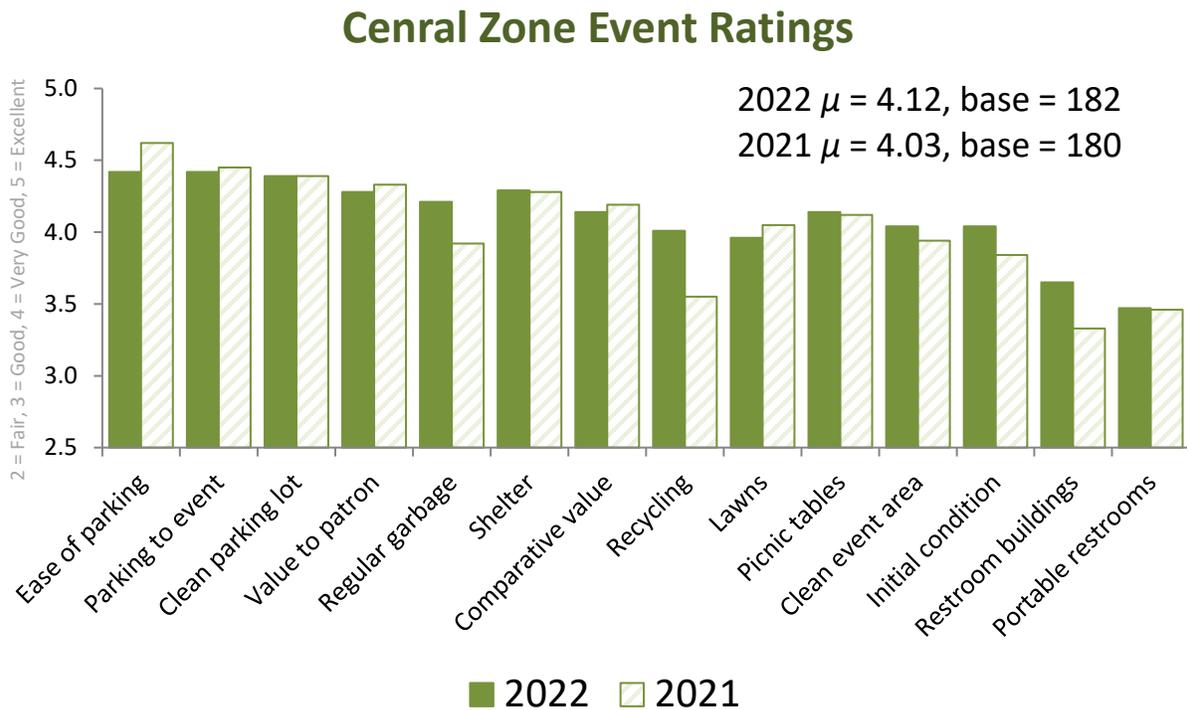
Event Day Issues at Northwest Zone	Category Percent
Shelter ³	44.1%
Restrooms ⁴	38.2%
Birds / Wildlife	29.4%
Garbage	20.6%
Picnic tables	14.7%
Lawns	8.8%

³ Shelter includes trash in event area / trash left by previous event / area not clean, tables not in shelter, shelter dirty, and shelter old / needs fixing.

⁴ Restroom building closed / portable restroom closed, no restroom supplies / not enough supplies, and restrooms not clean.

Central

Figure 3 shows the event ratings for the Central Zone (SC) in 2022 and 2021.



Patrons rated the Central Zone generally higher in 2022 compared to 2021 where scores indicate that patrons appreciated improvements in garbage cans (regular and recycling), cleanliness of event area, initial condition of location, and restroom buildings.

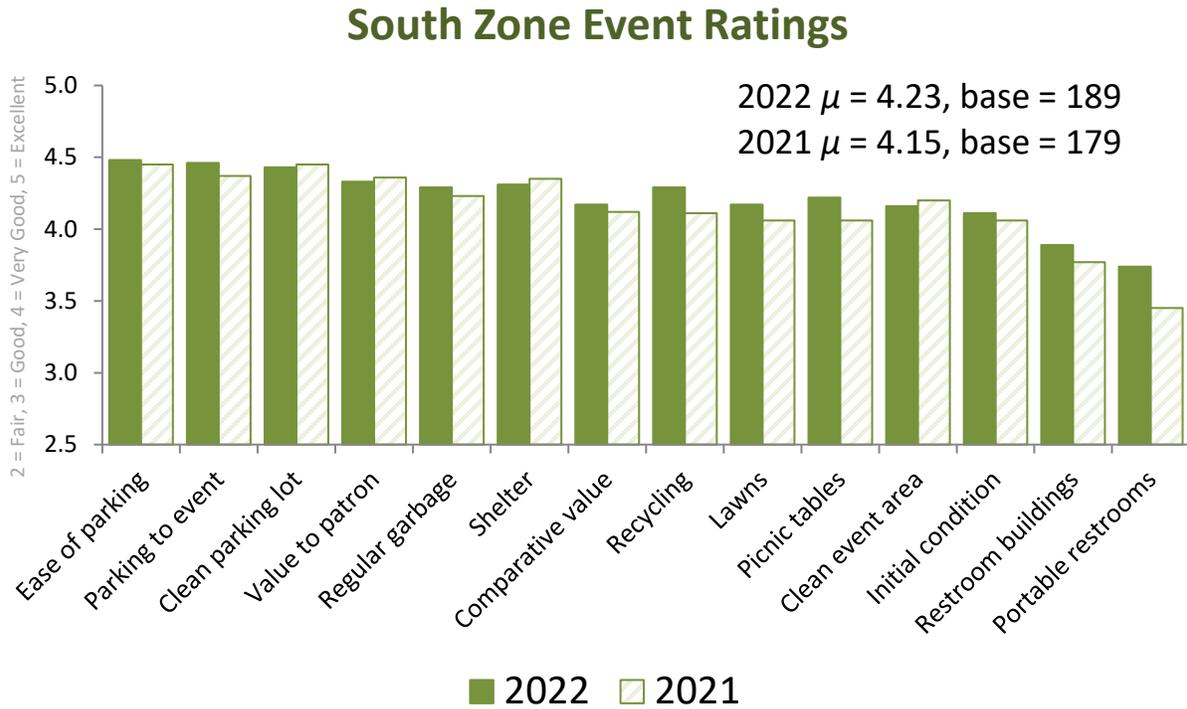
One in five Central Zone patrons provided written comments about maintenance or grounds issues.

Event Day Issues at Central Zone	Category Percent
Lawns	44.1%
Birds / Wildlife ⁵	20.6%
Garbage	17.6%
Shelter	17.6%
Restrooms	14.7%
Picnic tables	5.9%

⁵ Bird droppings on picnic tables / bird droppings, and bee hives in area / wasps / bees.

South

Figure 4 shows the event ratings for the South Zone (CA & TH) in 2022 and 2021.



Patron ratings for the South Zone in 2022 were exceptional—across all attributes. The overall average rating for events at South Zone jumped +0.08 points.

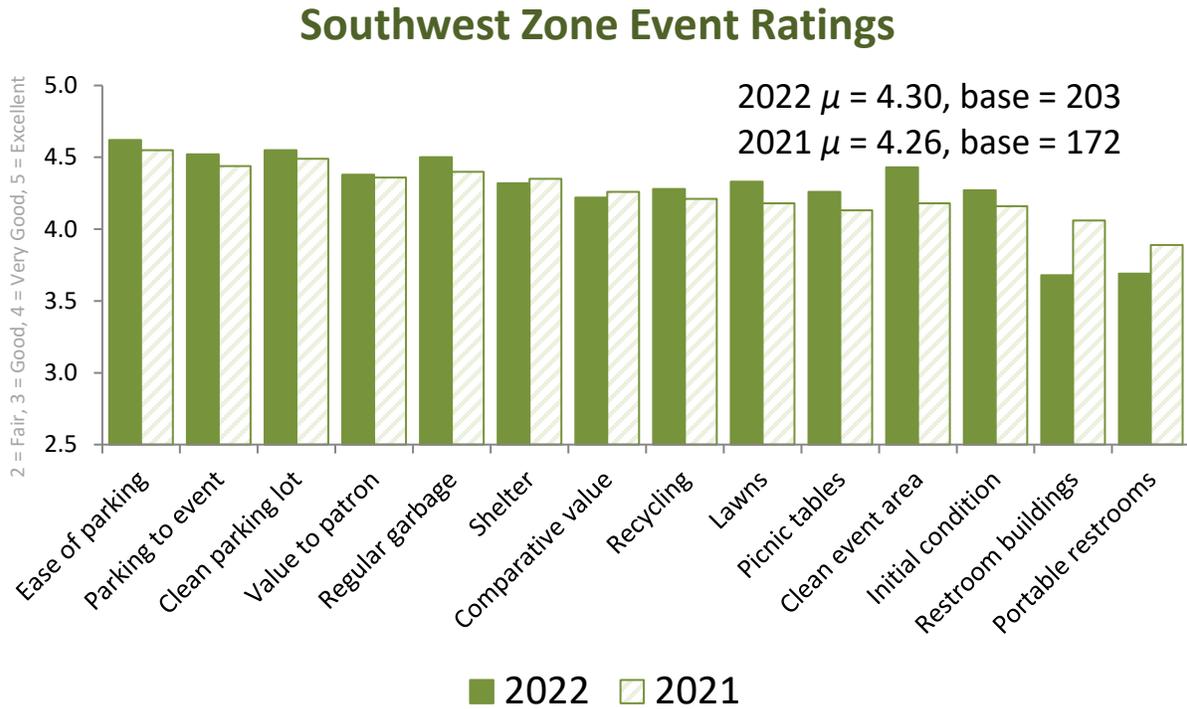
Some 15% (i.e., a very low percentage compared to other zones) of South Zone patrons provided written comments about maintenance or grounds issues.

Event Day Issues at South Zone	Category Percent
Shelters ⁶	40.0%
Lawns	26.7%
Birds / Wildlife	23.3%
Garbage	16.7%
Restrooms	13.3%
Picnic tables	10.0%

⁶ Trash in event area / trash left by previous event / area not clean.

Southwest

Figure 5 shows the event ratings for the Southwest Zone (PA, TI, and SV) in 2022 and 2021.



Patron ratings for the Southwest Zone in 2022 were exceptional 86% of the time. Restrooms at the Southwest Zone simply did not meet patron expectations for cleanliness in 2022.

Some 12% (i.e., the lowest percentage of grounds issues written comments of all zones) of Southwest Zone patrons provided written comments about maintenance or grounds issues.

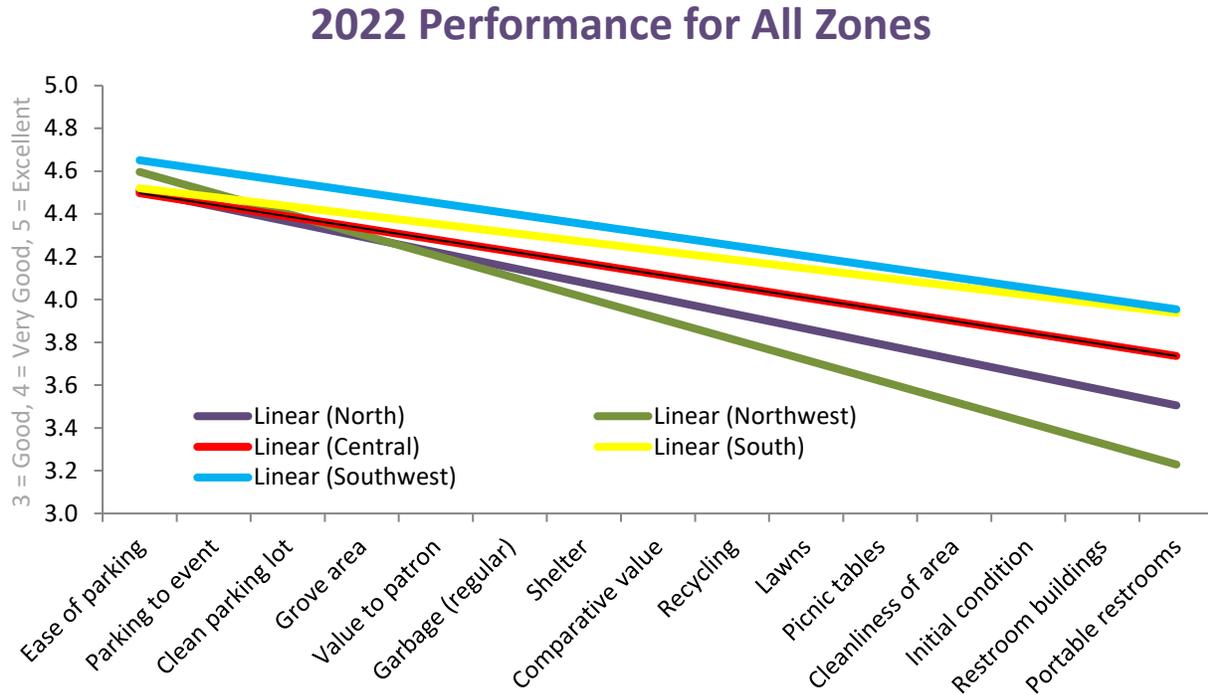
Event Day Issues at Southwest Zone	Category Percent
Birds / Wildlife ⁷	50.0%
Restrooms ⁸	25.0%
Lawns	25.0%
Shelter	20.8%
No one responded to our issue	8.3%
Picnic tables	8.3%

⁷ Birds nesting in shelter, bird droppings on picnic tables / bird droppings, bugs / flies / spiders, and bee hives in area / wasps / bees.

⁸ Portable restroom not clean, no restroom supplies / not enough supplies, and not enough portable restrooms for size of grove / groves.

All Zones Performance

Figure 6 compares 2022's ratings for all attributes⁹ among all Zones.

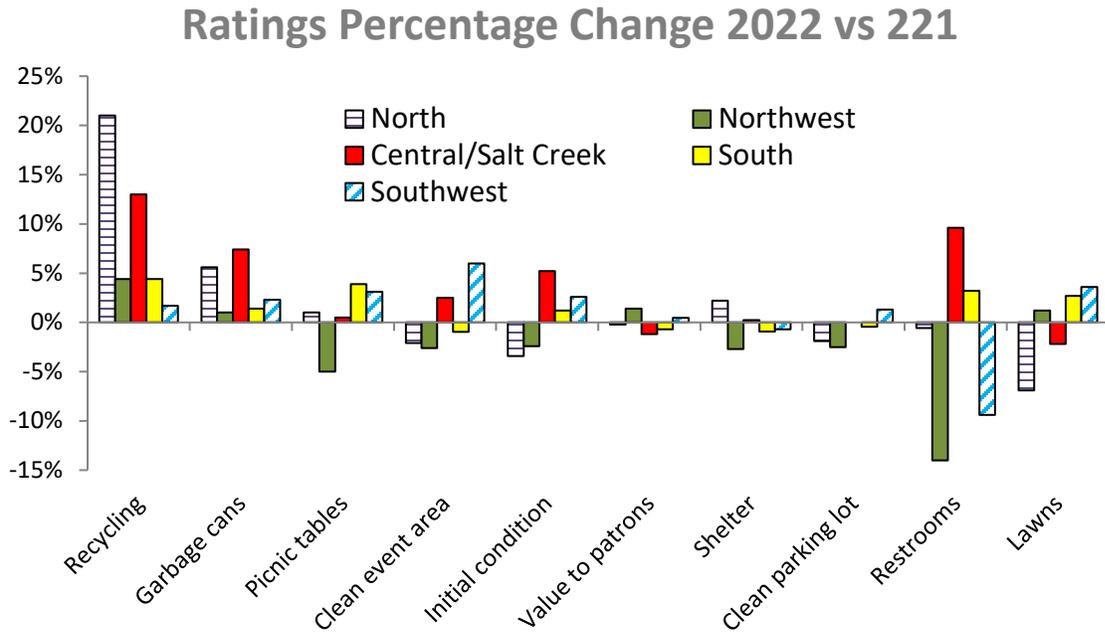


- The Southwest Zone (blue line at top) and South Zone (yellow line below blue line) consistently achieved the highest ratings on-their-way-to-excellence for all event attributes compared to all other zones.
- Ratings for Central Zone were consistently above very good.
- The North Zone achieved close to very good ratings in 2022; the Northwest Zone had the least favorable rating of all Zones in 2022 as patrons and their guests were confronted with closed restrooms.

⁹ This chart includes grove area, which was not on the 2021 questionnaire (i.e., not on pp. 2-6).

All Zones: Ratings Percentage Change

Figure 7 shows the percentage change in ratings for 2022 compared to 2021 for all Zones for ten¹⁰ attributes.



The event day attributes have been ordered left to right from an overall perspective of ratings improvement (left: recycling had the overall greatest improvement) to ratings decline (right: lawns had the largest overall decline). However, individual zones had their own contributions.

All Zones achieved ratings improvement for recycling (especially) and regular garbage cans in 2022 compared to 2021. Patron ratings for picnic tables generally improved—except at Northwest Zone. The Southwest Zone saw improved ratings for cleanliness of event area. Central and Southwest Zones saw improved ratings for initial condition of location.

Patron ratings for value, shelters, and cleanliness of parking lot were consistent for all Zones in 2022 and similar to scores in 2021.

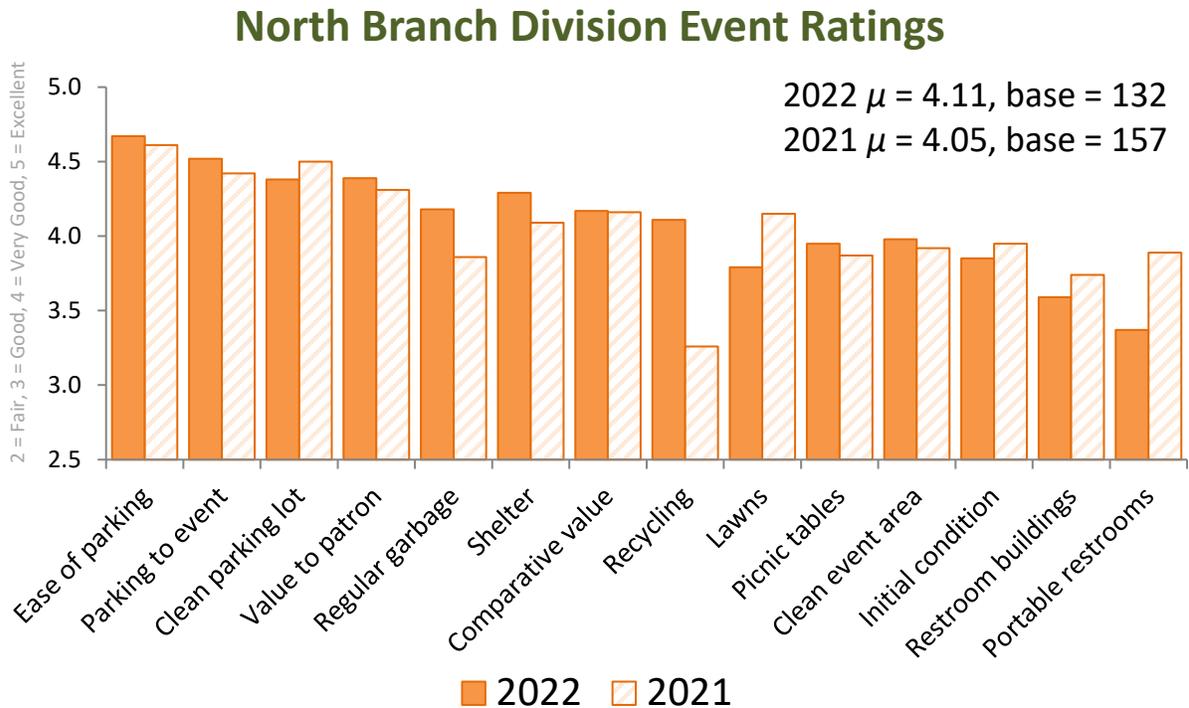
Central and South ratings for restroom buildings improved in 2022 compared to 2021. At all other Zones, and particularly for Northwest’s closed restrooms, the opposite was true. Ratings for lawns improved for the South, Southwest, and Northwest in 2022 compared to 2021, but it was the opposite for Central and North Zones.

¹⁰ Ratings for comparative value, ease of parking, and ease of getting from parking to event were not included in this chart due to little change. Portable restrooms have not been included due to fewer respondents.

Event Ratings for Divisions

North Branch

Figure 8 shows the ratings for North Zone’s North Branch Division for 2022 and 2021.

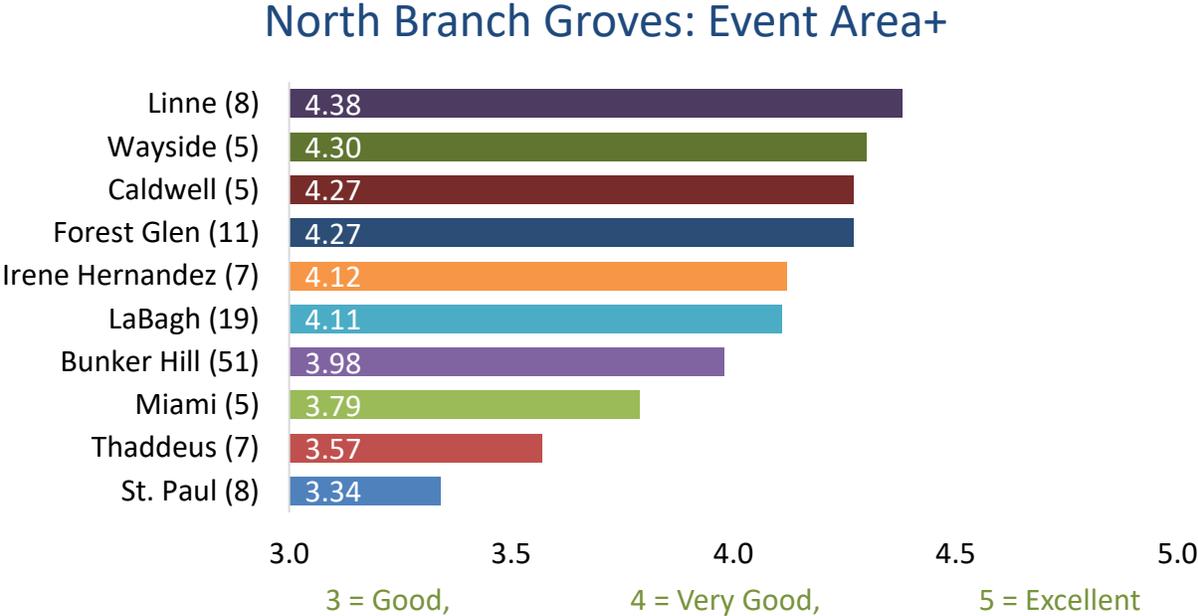


North Branch Division patrons found almost all event-day attributes to their liking and more so in 2022 compared to 2021. It was easy to park, easy to get to their grove, the experience had value, garbage cans (regular and recycling) were available and highly rated, there were picnic tables, and the event area was clean.

The main issue in 2022 was North Branch’s lawns, which translated into lower-than-2021-ratings for initial condition of location when patron first arrived.

North Branch’s portable restroom ratings declined more precipitously than restroom buildings in 2022 compared to 2021.

Figure 9 shows the Event Area+ ratings¹¹ for the most popular groves at North Branch. The number in brackets indicates the number of patrons providing ratings.

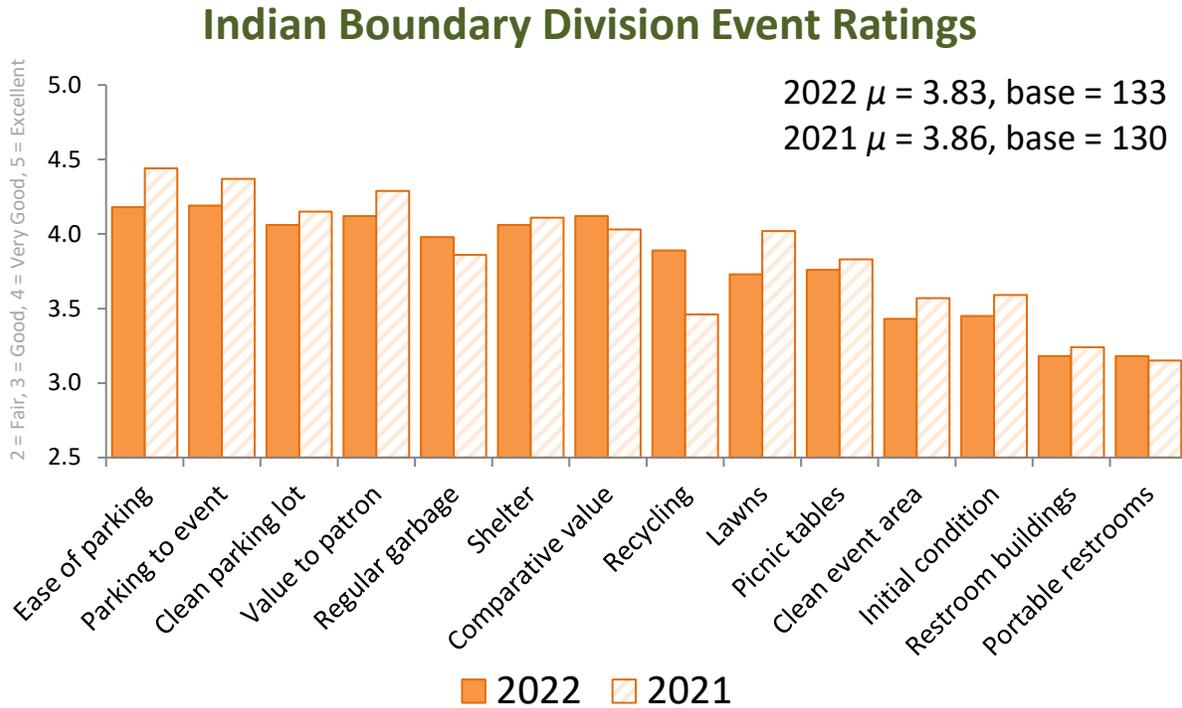


St. Paul Woods’ lowest rated attribute in event-area+ was 2.5 for shelters, which compares to a 4.29 overall average score for shelters for all groves in the chart.

¹¹ Event-area+ ratings include grove area, shelter, cleanliness of the event area, picnic tables, initial condition of location when patron first arrived, and lawns.

Indian Boundary

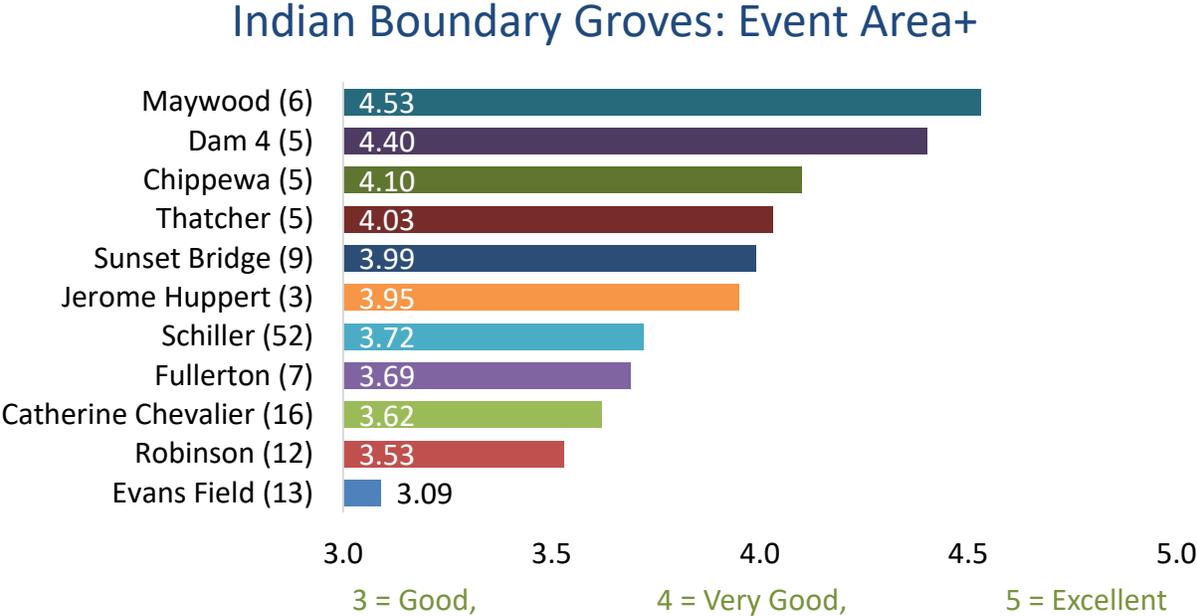
Figure 10 shows the ratings for North Zone’s Indian Boundary Division for 2022 and 2021.



Indian Boundary patrons rated garbage cans (regular and recycling) and comparative value higher in 2022 compared to 2021. Portable restrooms at Indian Boundary earned a tiny rating improvement this year.

While ratings for all other event-day attributes at Indian Boundary, which includes everything to do with cleanliness and lawns, decreased; restroom ratings at Indian Boundary did not experience a sharp decline in ratings (which was the case at many other Divisions in 2022).

Figure 11 shows the Event Area+ ratings for the most popular groves at Indian Boundary. The number in brackets indicates the number of patrons providing ratings.

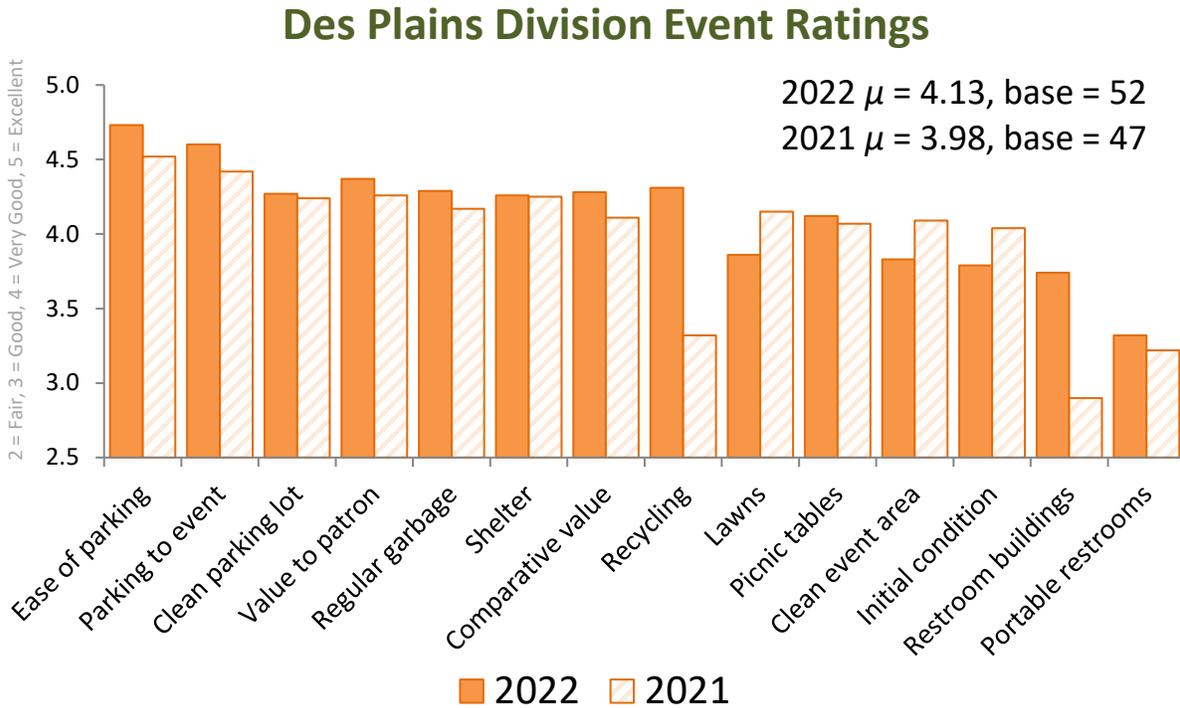


All event-area attributes at Maywood earned significantly higher ratings than all other groves in this chart.

Evans Field was rated only 2.15 for cleanliness of event area, which was significantly lower than the overall average for Indian Boundary groves in the chart (3.43).

Des Plaines

Figure 12 shows the ratings for North Zone’s Des Plaines Division for 2022 and 2021.

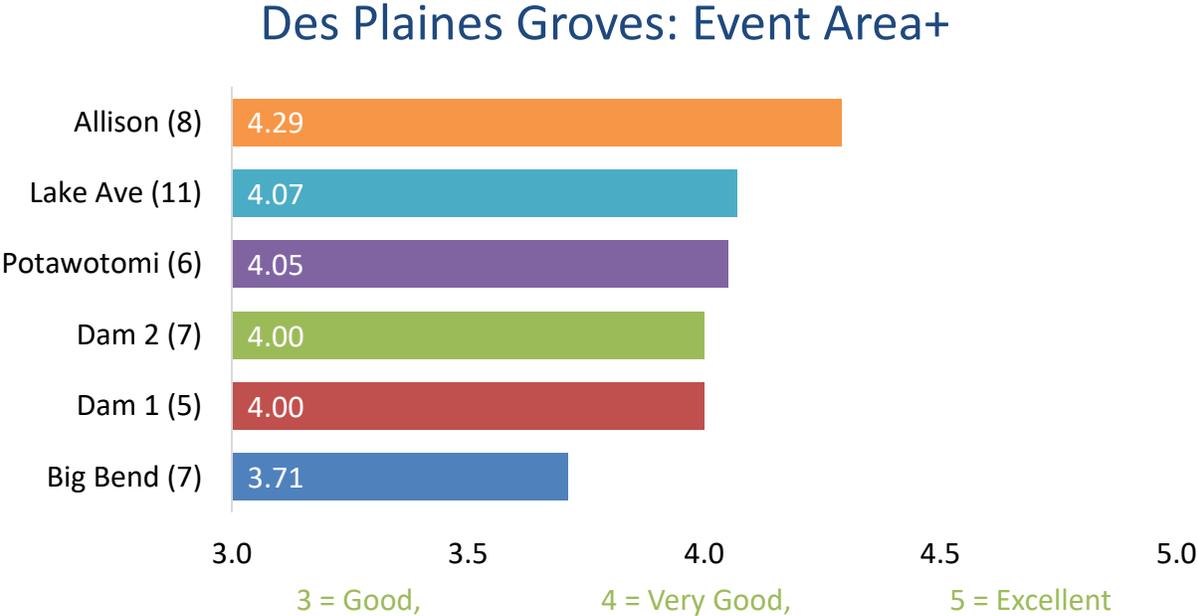


Patrons rated the Des Plaines Division’s recycling and restroom buildings dramatically higher in 2022 compared to 2021 (portable restroom ratings also improved).

Parking, values, regular garbage cans, and picnic tables at the Des Plaines Division (all on their way to excellence) earned higher ratings this year.

Des Plaines Division’s lawns, cleanliness of event area, and initial condition of location when patron first arrived saw lower ratings in 2022 compared to 2021. Improving lawn care and cleanliness would make the Des Plaines Division one of the highest rated Divisions in 2023.

Figure 13 shows the Event Area+ ratings for the most popular groves at Des Plaines. The number in brackets indicates the number of patrons providing ratings.

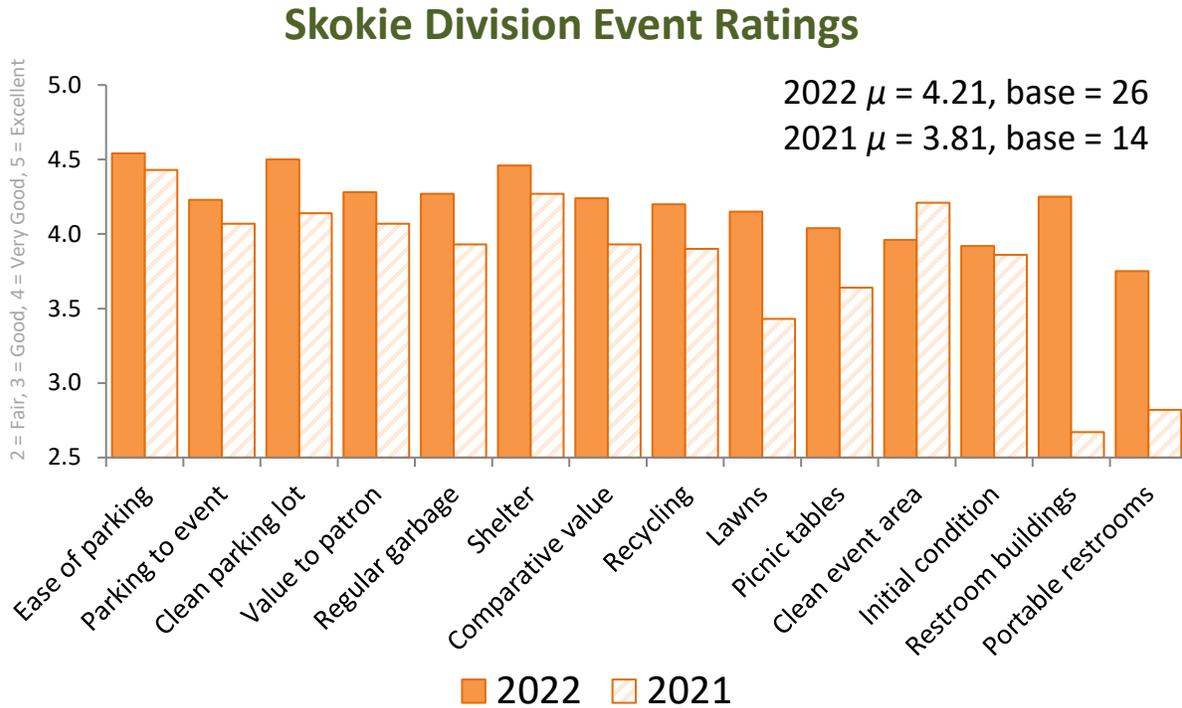


Ratings for the Des Plaines Division’s groves were pretty consistent.

Picnic tables at Dam 2 were rated 3.71, significantly lower than picnic tables at Allison Woods (4.88) and lower than the overall average for all Divisions in the chart (4.12).

Skokie

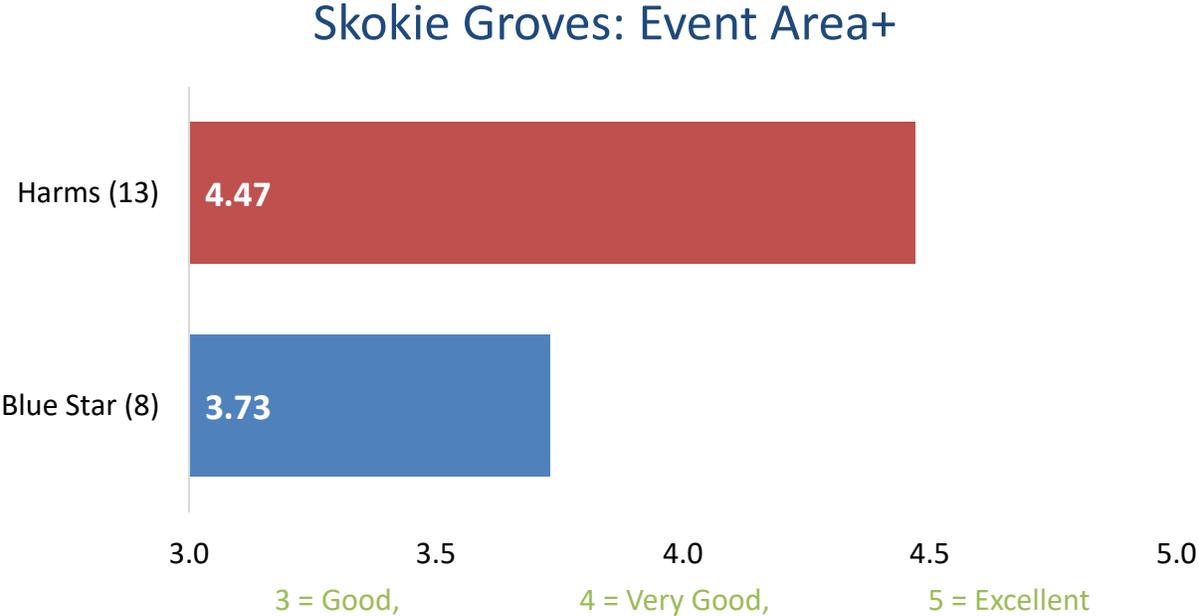
Figure 14 shows the ratings for North Zone’s Skokie Division for 2022 and 2021.



All ratings for the Skokie Division in 2022 hovered around *very good*; in 2021, Skokie’s ratings hovered around *good*.

In 2022, patrons rated restroom buildings at the Skokie Division 4.25, a steeple compared to 2021’s 2.67 score—and it was a similar story for portable restrooms at Skokie.

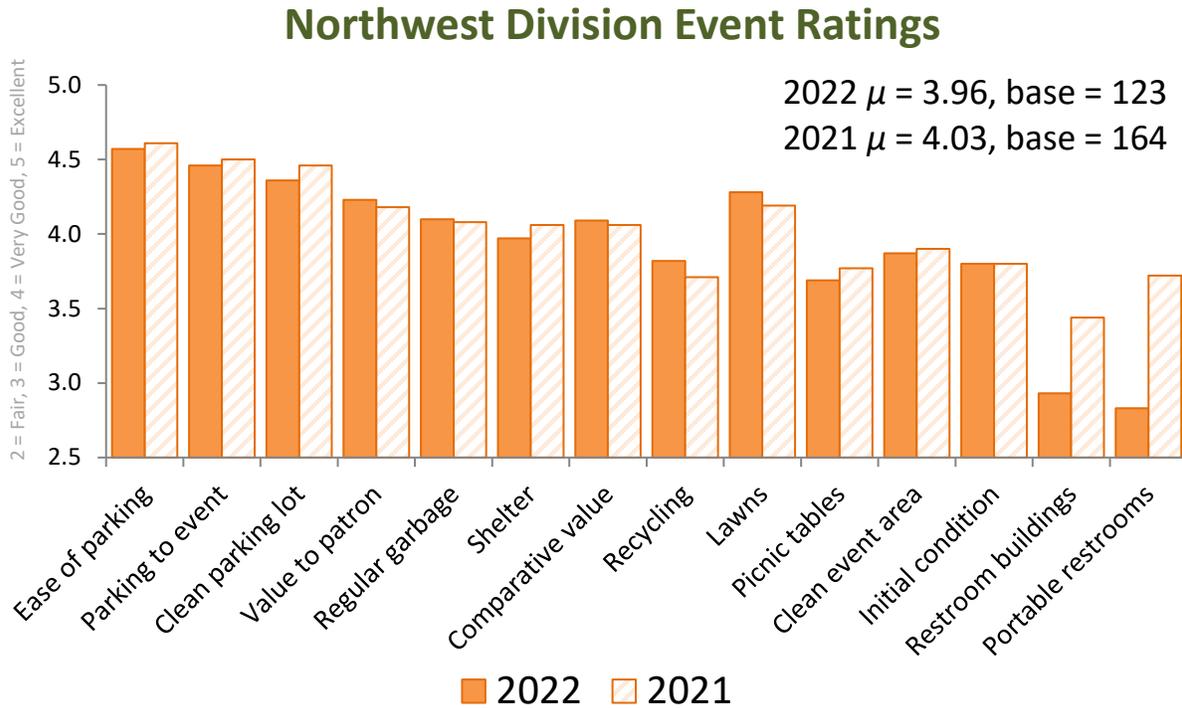
Figure 15 shows the Event Area+ ratings for the most popular groves at Skokie. The number in brackets indicates the number of patrons providing ratings.



Harms Wood was rated higher across all event-area attributes in 2022 compared to Blue Star Memorial Woods.

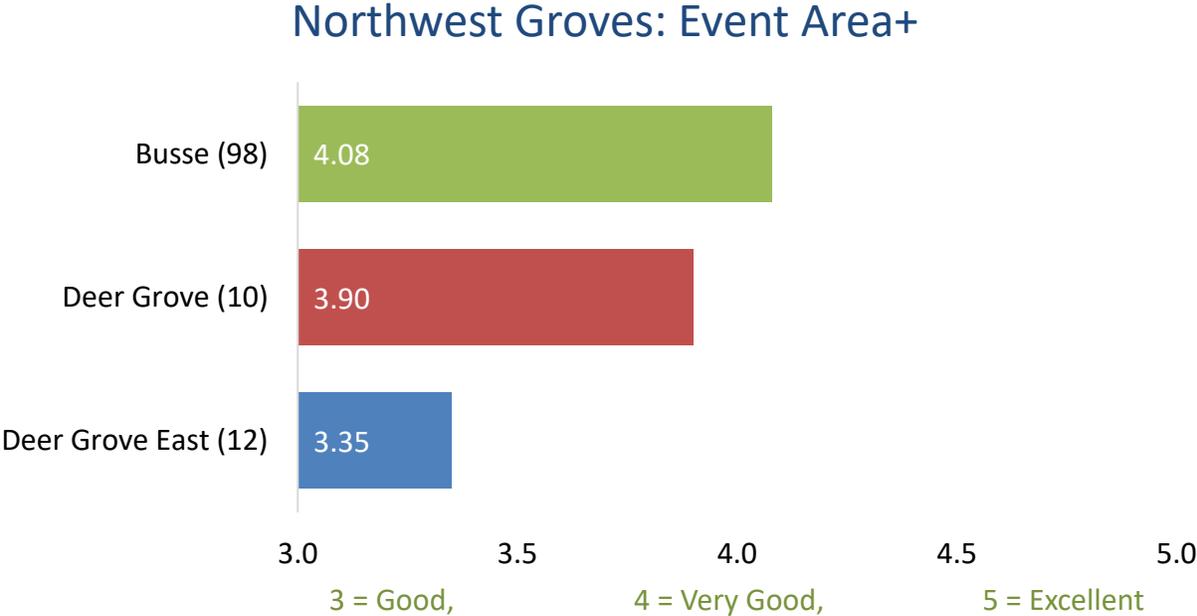
Northwest

Figure 16 shows the ratings for Northwest Zone’s Northwest Division for 2022 and 2021.



In 2022, the Northwest Division’s event day ratings were pretty consistent with those achieved last year; except for restrooms. Ratings for restrooms (buildings and portable restrooms) plummeted in 2022 due to patrons and guests finding restrooms closed.

Figure 17 shows the Event Area+ ratings for the most popular groves at Northwest. The number in brackets indicates the number of patrons providing ratings.

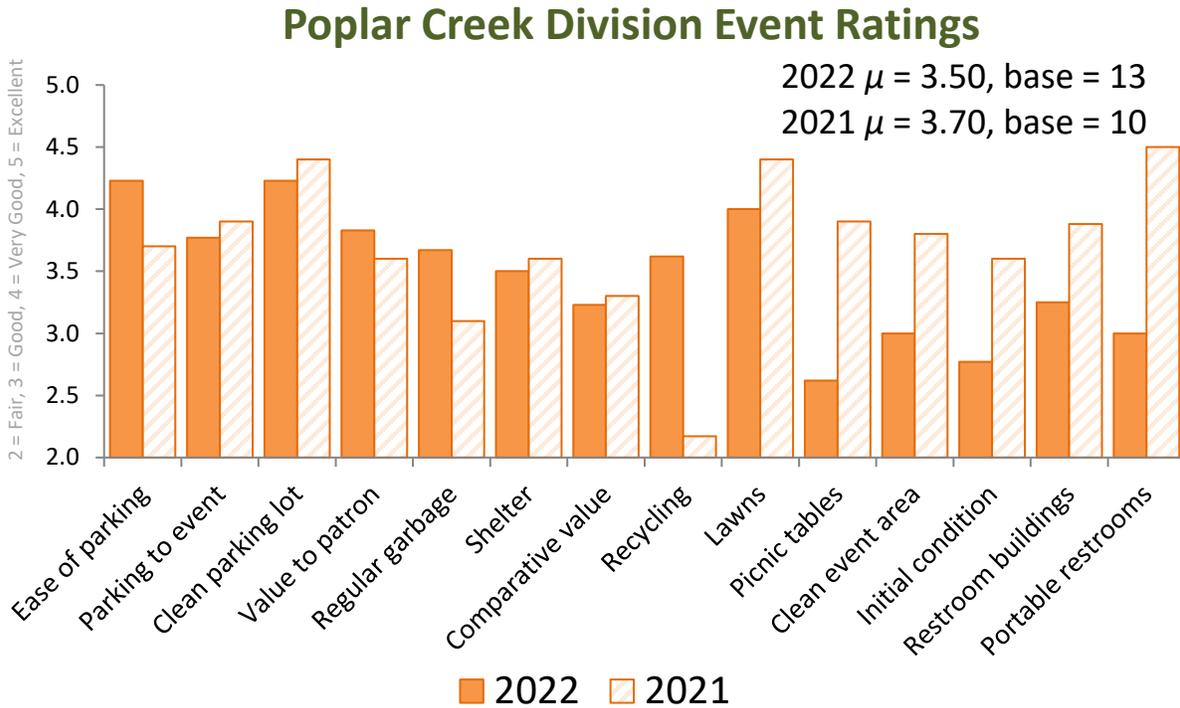


Some 55% of patrons providing written comments¹² about Busse Woods event-day issues mentioned restrooms where 33% complained about closed restrooms. None of the Deer Grove and Deer Grove East patrons mentioned closed restrooms.

¹² One in five Busse Woods patrons provided comments.

Poplar Creek

Figure 18 shows the ratings for Northwest Zone’s Poplar Creek Division for 2022 and 2021.



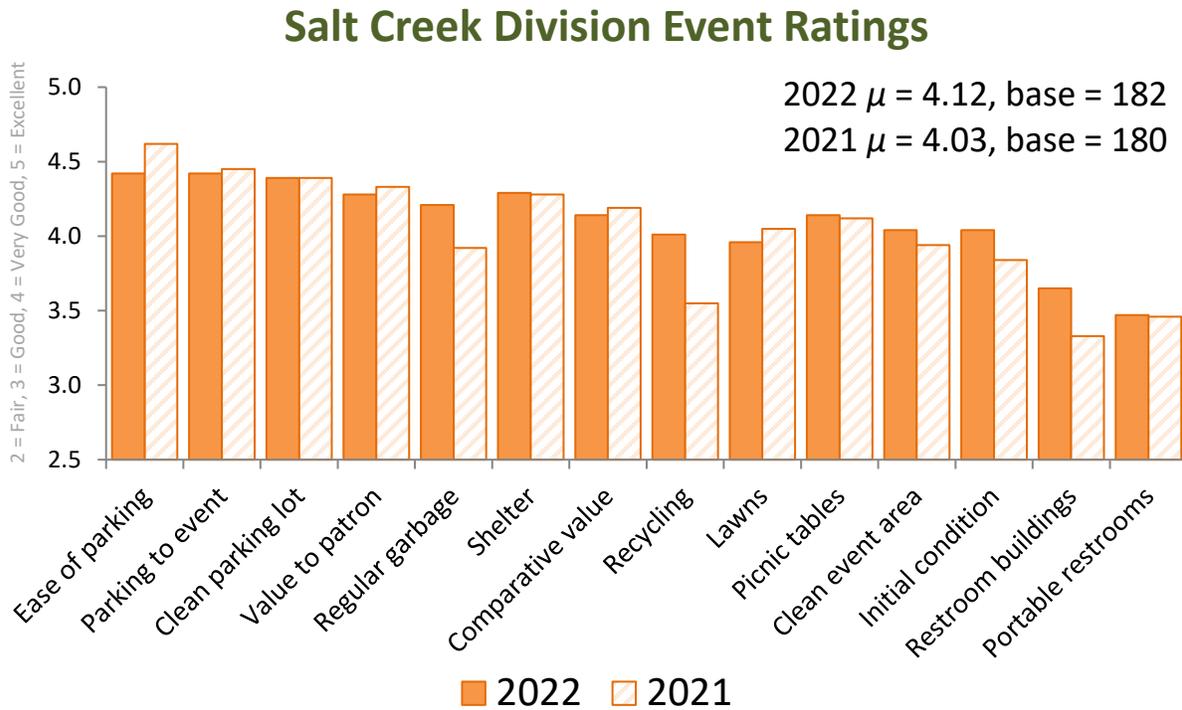
In 2022, patrons rated the Poplar Creek Division¹³ higher for ease of parking, value to patrons, regular garbage cans, and recycling (dramatically for recycling) compared to 2021.

All other event-day ratings for Poplar Creek fell below the scores achieved last year. Poplar Creek’s ratings for picnic tables, cleanliness of event area, and initial condition (i.e., very important attributes for high ratings) hovered around a less than *good* score.

¹³ Although very few Poplar Creek patrons completed questionnaires, other Divisions’ results were consistent with Poplar Creek’s; in this way, Poplar Creek’s findings were quantified.

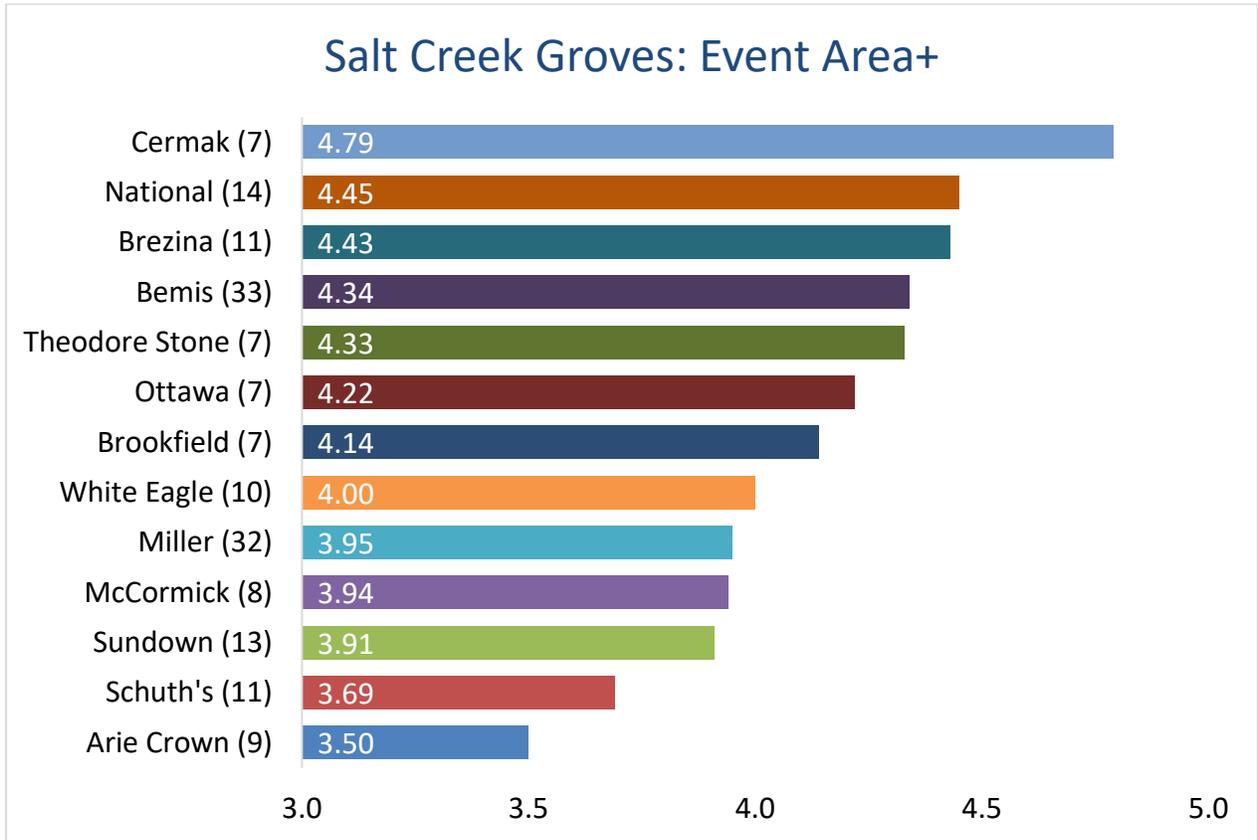
Salt Creek

Figure 19 shows the ratings for Central Zone’s Salt Creek Division for 2022 and 2021. This chart reproduces data from Central Division already presented; however, this analysis has a different perspective.



Patrons rated Salt Creek’s garbage cans (regular and recycling), picnic tables, cleanliness of event area, initial condition, and restrooms (buildings and portables restrooms) higher in 2022 compared to 2021. The finding for both higher scores in 2022 for cleanliness of event area, initial condition, and restrooms (i.e., very important attributes for higher ratings) and the fact that all scores hovered around 4.5 reflects customer service excellence at the Salt Creek Division.

Figure 20 shows the Event Area+ ratings for the most popular groves at Salt Creek. The number in brackets indicates the number of patrons providing ratings.

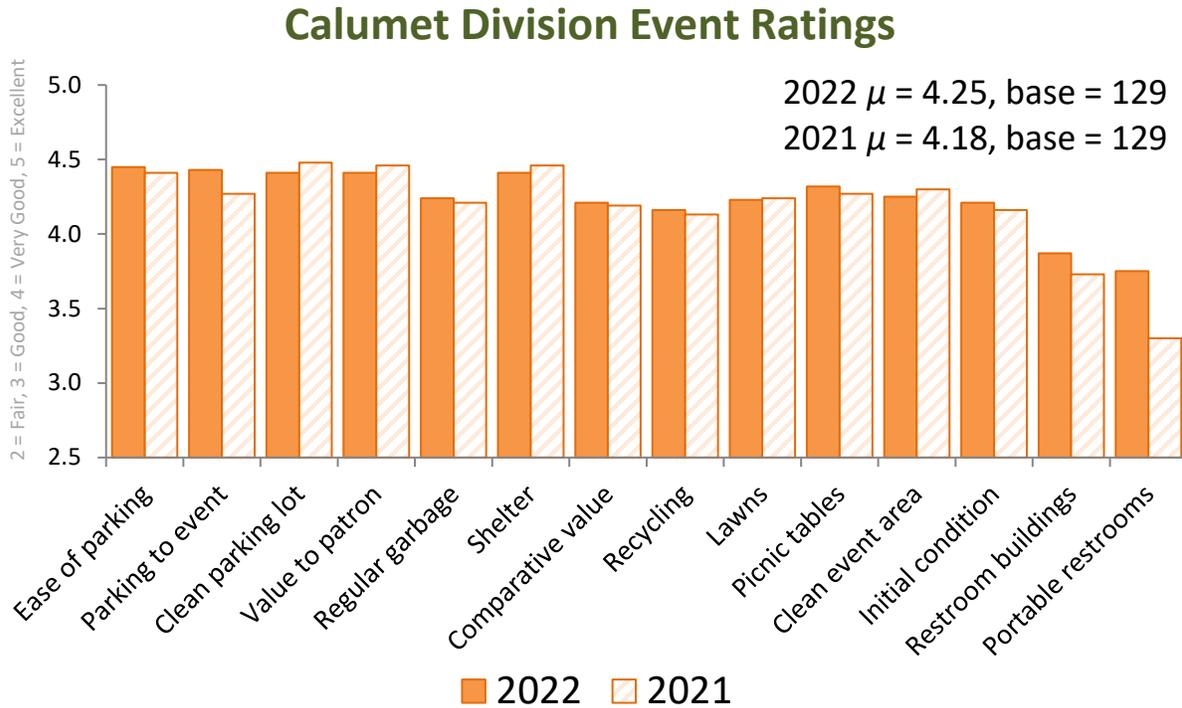


Cermak's near excellent rating for event area+ was significantly higher than Arie Crown's score. Picnic tables at Bemis were rated 4.42, significantly higher than at Sundown (3.77). The *grove area* at National Woods scored 4.69, which was statistically significantly higher than the *grove area* rating provided by White Eagle Woods patrons (3.89).

The low 2.70 rating for lawns at Schuth's was significantly lower than all other groves and from the overall average for all groves in this chart (3.96).

Calumet

Figure 21 shows the ratings for South Zone’s Calumet Division for 2022 and 2021.

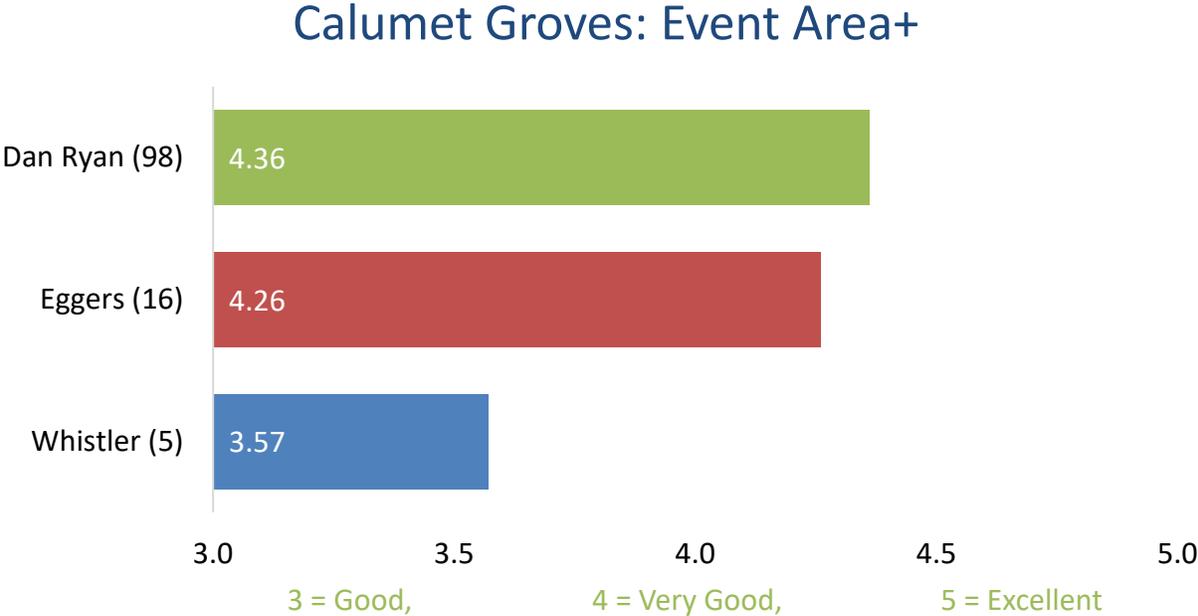


Patrons rated the Calumet Division consistently between *very good* and *excellent* in 2022 as they did in 2021. In fact, 2022’s scores were higher for restroom buildings and portable restrooms at Calumet, which did not occur at most other Divisions.

What happened at Calumet in Week 7!

In Week 7 of the 2022 season, all Calumet patrons completing questionnaires (the Calumet patrons were 12.5% of all Divisions in Week 7) rated all aspects of their entire permit application process and all aspects and attributes of their entire event experience perfect (5.0). The perfect ratings were across-the-board-all-subjects-and-all-attributes for the Calumet Division in Week 7.

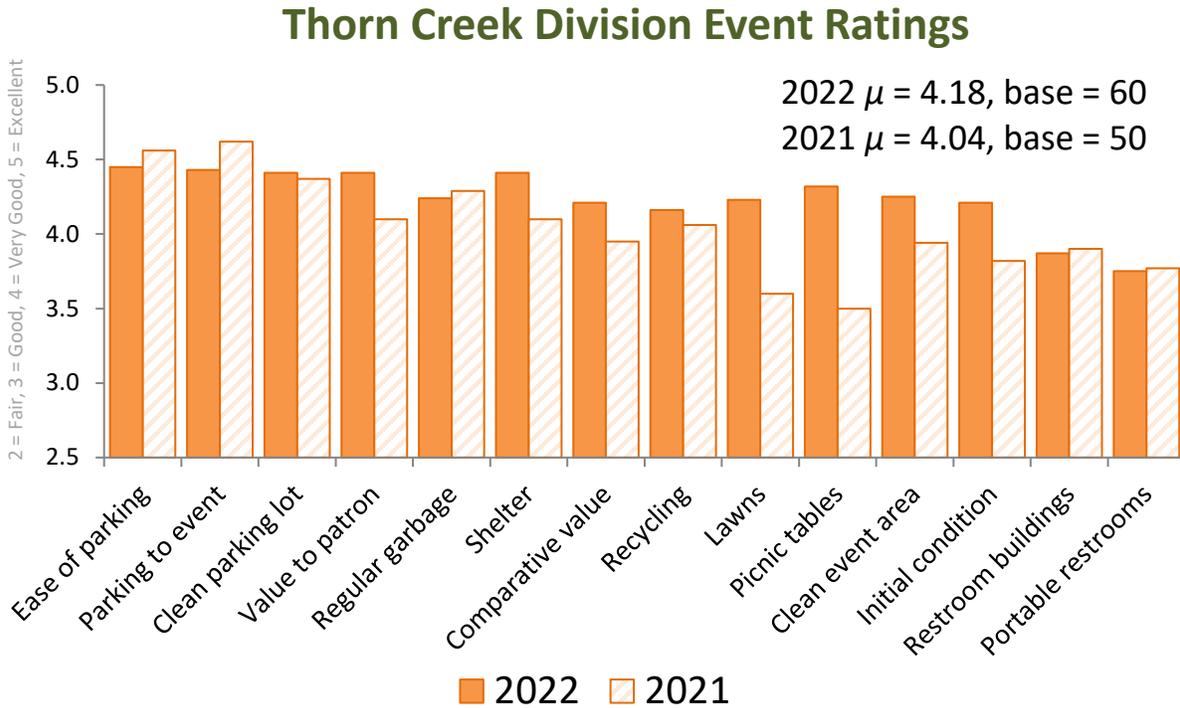
Figure 22 shows the Event Area+ ratings for the most popular groves at Calumet. The number in brackets indicates the number of patrons providing ratings.



Dan Ryan groves were both the most popular and the highest rated groves at Calumet.

Thorn Creek

Figure 23 shows the ratings for South Zone’s Thorn Creek Division for 2022 and 2021.



Patrons generally rated the Thorn Creek Division well above *very good* for many very-important-attributes-for-high-ratings in 2022 (i.e., initial condition of location when patrons first arrived, cleanliness of event area, and lawns). All Thorn Creek Division’s cleanliness attributes (cleanliness of parking lot, cleanliness of event area, and initial condition of event location) earned substantially higher ratings in 2022 compared to 2021. Also, Thorn Creek’s recycling cans, values (value to patron and comparative value), lawns, and picnic tables earned significantly higher ratings this year.

All Thorn Creek restrooms (restroom buildings and portable restrooms) achieved very similar (and *very good*) ratings both this year and last.

The fact that ease of parking, getting from parking lot to event location, and regular garbage cans at Thorn Creek were rated very slightly lower in 2022 compared to 2021 has little meaning in the context of such ratings improvements for other attributes, not to mention that Thorn Creek’s parking and garbage can scores were on their way to excellence in both years in the first place.

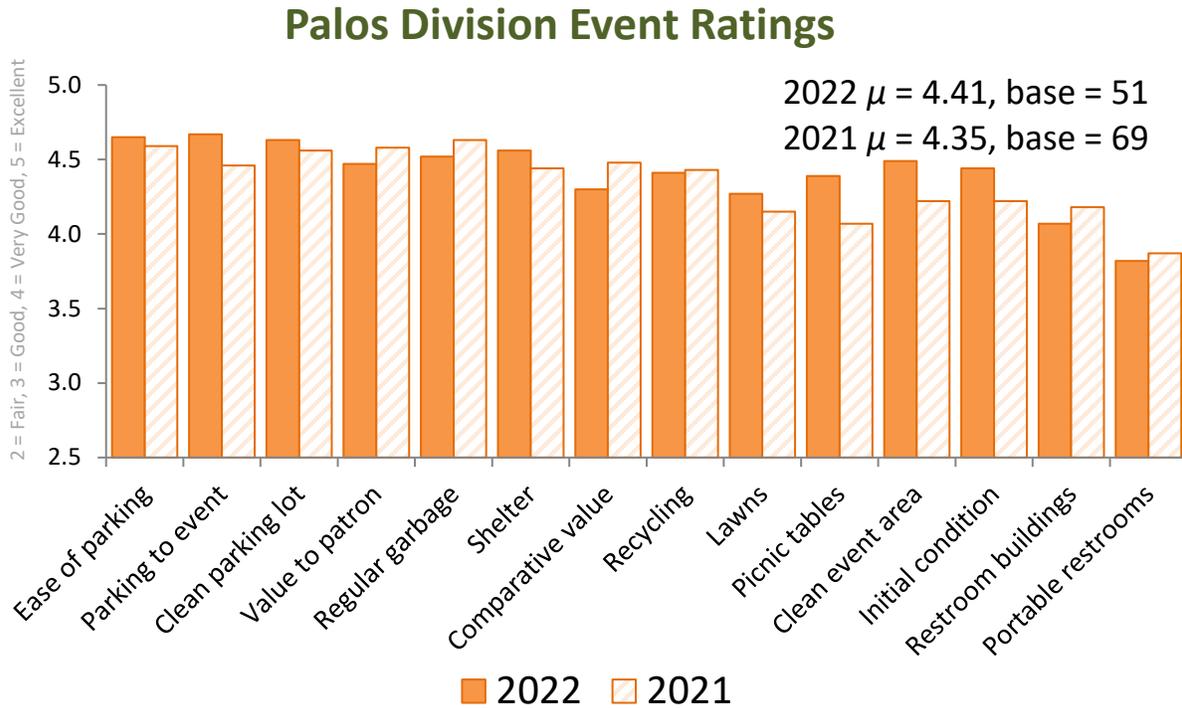
Figure 24 shows the Event Area+ ratings for the most popular groves at Thorn Creek. The number in brackets indicates the number of patrons providing ratings.



In written comments about Glenwood, patrons mentioned issues of bird droppings on picnic tables and trash in the event area.

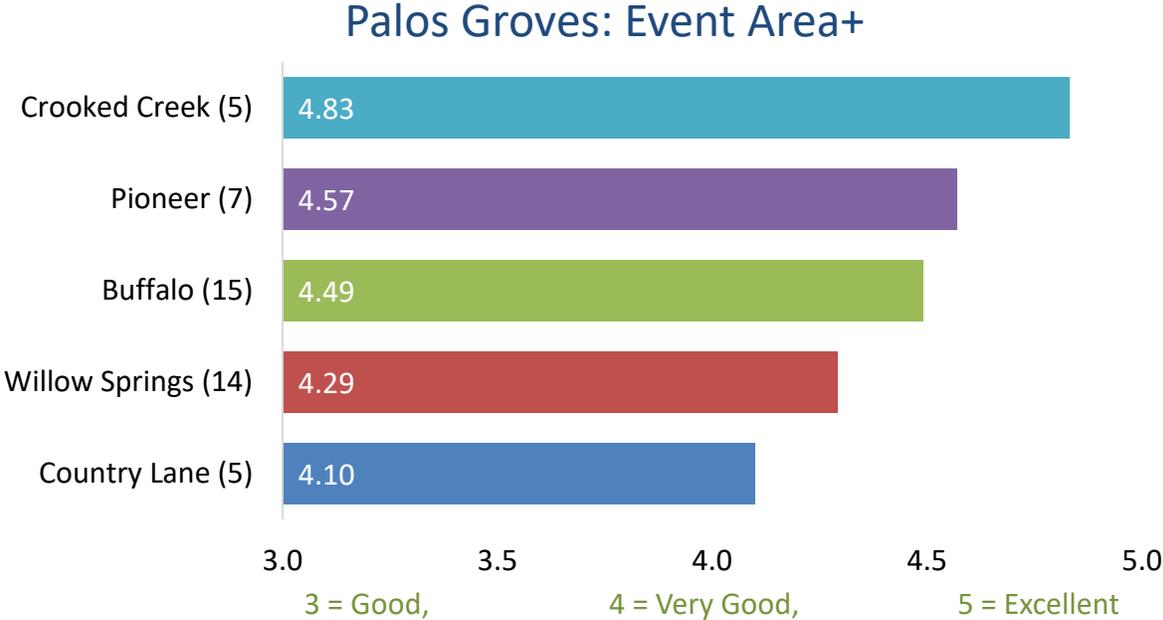
Palos

Figure 25 shows the ratings for Southwest Zone’s Palos Division for 2022 and 2021.



In 2022, patron ratings for the Palos Division hovered around and often above 4.5—even Palos’ restroom buildings scored 4.07 (portable restrooms were rated 3.82 [i.e., excellent, essentially]). Palos’ improved ratings in 2022—improved from great ratings in 2021—for initial condition of location when patrons first arrived and cleanliness of event area demonstrate fundamental excellence in customer service.

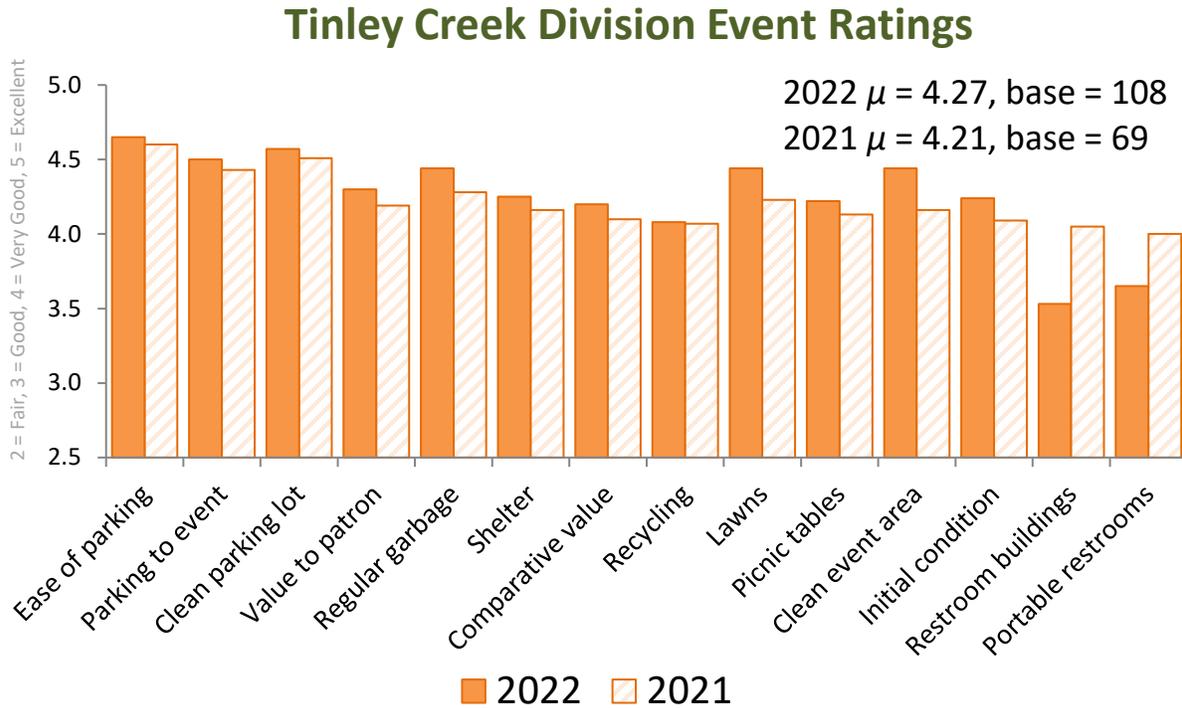
Figure 26 shows the Event Area+ ratings for the most popular groves at Palos. The number in brackets indicates the number of patrons providing ratings.



This chart complements and quantified Palos’ chart on the previous page because patrons rated all groves well above *very good*. Crooked Creek was the highest rated grove of all FPCC groves in 2022.

Tinley Creek

Figure 27 shows the ratings for Southwest Zone’s Tinley Creek Division for 2022 and 2021.



The volume of patrons at Tinley Creek in 2022 increased by 57% percent compared to 2021 (108 this year; 69 last year) and, at the same time, the overall average score for event-area+ improved (4.27 in 2022; 4.21 in 2021).

With the exception of restrooms, all event-day attributes earned higher ratings at Tinley Creek in 2022 compared to 2021. Some 15% of Tinley Creek patrons provided written comments to address maintenance issues and, of these 15%, one in three wrote about unclean restrooms.

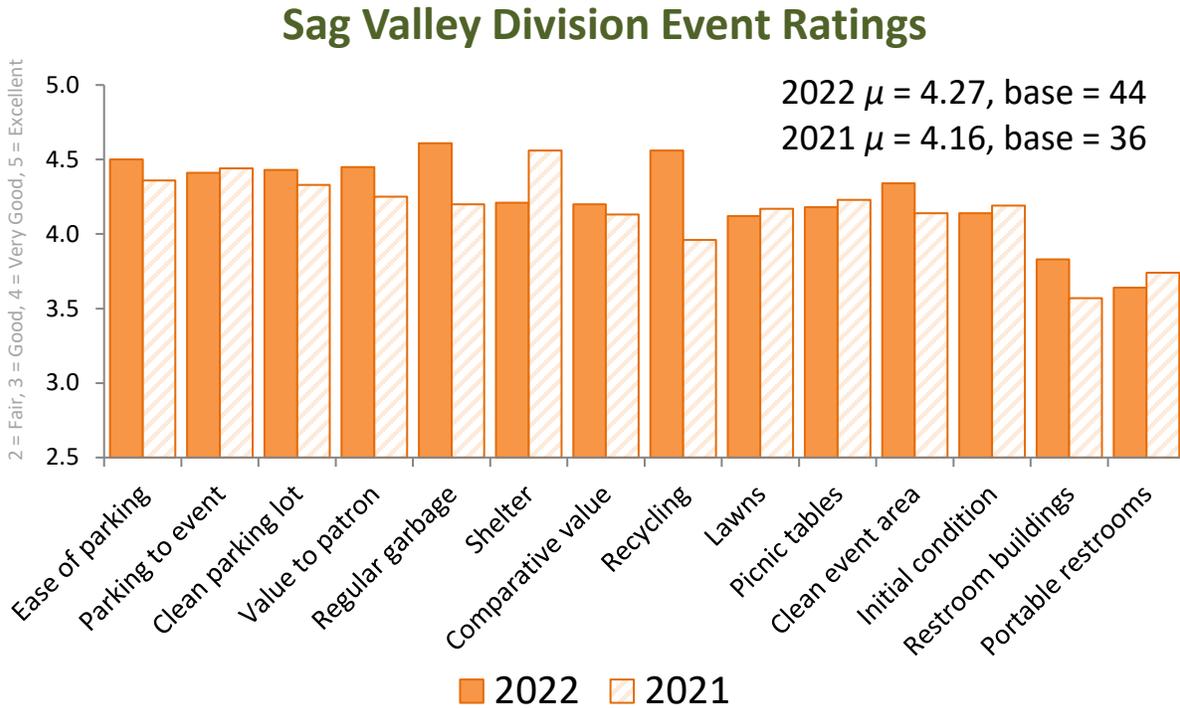
Figure 28 shows the Event Area+ ratings for the most popular groves at Tinley Creek. The number in brackets indicates the number of patrons providing ratings.



Tinley Creek’s highest rated groves—Midlothian, Bur Oak, and Bremen—achieved similar and high ratings, which reflects consistent excellence.

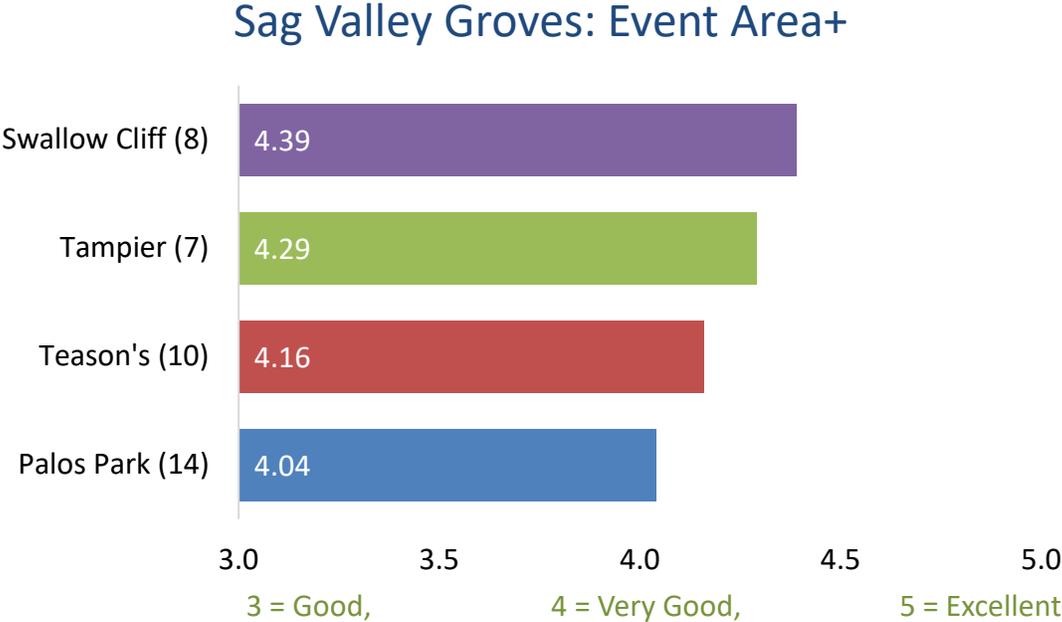
Sag Valley

Figure 29 shows the ratings for Southwest Zone’s Sag Valley Division for 2022 and 2021.



Patrons rated all event-day attributes at the Sag Valley Division (except restroom buildings) higher in 2022 compared to 2021. The jump in scores for garbage cans (regular and recycling) corresponds to ratings at most other Divisions suggesting a system-wide improvement. Sag Valley Division’s improved scores for cleanliness (event area and parking lot) reflect Division level improved customer services this year.

Figure 30 shows the Event Area+ ratings for the most popular groves at Sag Valley. The number in brackets indicates the number of patrons providing ratings.



In written comments about Sag Valley groves, patrons wrote about birds nesting in shelters and lawns not cut (early in the season).

2022 Questionnaire Summary Data: Base = 1,147 patrons

Please select the type of permit you applied for.

Picnic permit	88.5%
Special event permit	11.5%

Device type used for completing the questionnaire.

Mobile device	68.2%
PC	31.8%

Including this event, how many events have you held in the Forest Preserves of Cook County in the last 12 months?

This is my first event in the Forest Preserves of Cook County	52.4%
1-2 events in the last 12 months	44.4%
3-4 events in the last 12 months	2.3%
5 or more events in the last 12 months	1.0%

In applying for the permit, was your first choice of location available?

Yes	69.2%
No	30.8%

Did you host your event at the same location previously?

Yes	67.0%
No	33.0%

Please select the number of miles from your home or work to your event.

1-2 miles from home or work	16.6%
3-5 miles from home or work	28.5%
6-10 miles from home or work	27.4%
More than 10 miles away	27.5%

Please check the communication option(s) you utilized submitting your permit application(s).
CHECK ALL THAT APPLY.

Online at fpdcc.com	73.4%
Email	28.5%
Telephone (800-870-3666)	15.5%
In-person at the Forest Preserves General Headquarters	10.7%
In-person at Dan Ryan Visitors Center	2.3%
Fax	1.0%
Mail	0.8%

Please rate your online permit reservation system experience on the following.

Speed of application process	4.37
Account creation	4.35
Selecting date for your event	4.20
Selecting the location for your event	4.13
Date of event availability	4.11
Location availability	4.09
User-friendly	4.07
Location search	4.02
Location filter function	3.96
Map feature to choose event location	3.90

What could the Forest Preserves of Cook County do to make the online permit application more user-friendly?

Written Comment Categories

<u>Simplify¹⁴</u>	34.0%
<u>Easier to see location availability</u>	27.2%
<u>Date availability confusing</u>	17.5%
<u>More information about groves</u>	16.5%
<u>Search function¹⁵</u>	13.6%
<u>Customer support</u>	10.7%
<u>Confusion</u>	5.8%

¹⁴ Simplify includes easier to navigate, too many menus / having to restart search, click-on-map to select location, and one-click print.

¹⁵ Search function includes better filters in search / key word search and better map search.

Please rate your in-person permit application experience.

Waiting time to get your permit	4.55
Selecting date for your event	4.53
Date of event availability	4.50
Selecting the location for your event	4.42
Location availability	4.35

Please rate the employees at the Forest Preserves of Cook County General Headquarters on the following attributes:

Processing time	4.62
Attentive to you	4.61
Knowledgeable	4.60
Appropriately dressed	4.57

Please rate the employees at the Dan Ryan Visitor's Center on the following attributes:

Appropriately dressed	4.63
Attentive to you	4.48
Knowledgeable	4.45
Processing time	4.35

Please rate your telephone interaction regarding your permit on the following attributes:

Person on the phone was knowledgeable	4.48
Person on the phone provided the help I needed	4.48
The communication was effective (able to speak to someone)	4.22

Please rate your interaction via email, mail, and/or fax regarding your permit application on the following attributes:

Processing time	4.34
Timely response	4.25
Easy to contact	4.07

Did you add any Special Use Items to your permit?

Yes 25.0%
No 75.0%

Please rate your experience obtaining Special Use Items from Approved vendor(s).

Your communication with Approved Vendor(s)	4.32
Obtaining liability insurance for your event	4.26
Event-day service / products from Approved Vendor(s)	4.26
The availability of Special Use items from Approved Vendors	4.25

Who was the Approved Vendor(s)?¹⁶

Maxinflables Inc	15.4%
AA Rental Center	13.4%
Dino Jump	10.1%
Chicago Moonwalks	8.1%
Jump N Jam	8.1%
Forest Preserves	6.0%
Bounce Houses R Us	4.7%
AMJ Spectacular Events	4.0%
Jump Guy	4.0%
Jumpstyle	3.4%
ProWaste	3.4%
123 Moonwalks	2.7%
Jump 4 Kids Party Rental	2.7%
Memory Lane Stables	2.7%
Tasty Catering	2.7%
House of Rental	2.0%
The Jumper Store	2.0%
EZ Tent Rentals	1.3%
Uncle Bubs BBQ	1.3%
Service Sanitation	1.3%

¹⁶ Single mentions for Approved Vendors include Al's Pizza & Catering, Chicago Food Trucks, Clowning Around, Dino Jump Too, Elegante Cuisine, Kid N' Play Inflatables, Other – Bouncy House, Grand Rental Station, Jump Chicago, Event Planner, DJ Duchess, Marco's Rental, Big Box Disposal, The Sweet Oasis (Ice Cream Paradise), Cocina, Hippity Hop Inflatables, Play House Party Rentals, BBQ on wheels, American Mobile Staging, and Market Insurance.

What services did you utilize from the Approved Vendor(s)?

Inflatables / bouncy house	71.3%
Generators	35.0%
Portable restroom	18.5%
Catering	5.1%
Food vendor	4.5%
Chairs	3.8%
Tents	3.8%
Insurance	3.8%
Sports equipment	2.5%
Tables	2.5%
Live performers	2.5%
Games	1.9%
Petting zoo	1.9%
Sink washing station	1.9%
AV equipment	1.3%
DJ / band	1.3%
Pony rides	1.3%
Snack machines	1.3%
Handicap portable restroom	1.3%
Dumpster	0.6%
Grills	0.6%

Please rate your experience with the Approved vendor(s) on the following items.

Ease of booking	4.43
Met your expectations	4.23
Value to you	4.20

Did you rent a Portable Restroom(s) [BLUE] through the FPCC program?

Yes	6.8%
No	93.2%

Please rate the condition of the Portable Restroom(s) [BLUE] on the following attributes.

Cleanliness of portable restroom	3.65
Supplies (toilet paper)	3.60
Value to you	3.59

Please indicate if you interacted with any of the following staff during your recent event. CHECK ALL THAT APPLY.

Maintenance employee(s)	25.5%
Police officer(s)	18.6%
I had to call one of the phone numbers on my permit	6.1%
None	60.7%

Please rate the Forest Preserves police officer(s) on the following attributes:

Professional	4.56
Courteous	4.56
Easy to approach	4.55
Knowledgeable	4.54
Helpful	4.54

Would you care to elaborate on your experience¹⁷ with the Forest Preserves Police?

Written Comment Categories

<u>Positive</u> ¹⁸	81.1%
<u>Negative</u> ¹⁹	24.3%

¹⁷ Some patrons wrote about both positive and negative experiences.

¹⁸ Positive experiences include great / nice / kind, verified permit, helpful / answered questions, friendly / wonderful / amazing, professional / polite, explained the dos and don'ts, made us feel secure, respectful, verified departure time, verified who we were, let us know the sun had set / told us it was time to leave, administered first aid to child / responded to an emergency, warned us about coyotes, checked for fireworks, and fixed flat tire.

¹⁹ Negative experiences include existing event in progress at our location, asked us to move our vehicle from event area / not double park, rude / unfriendly / shouted, disrespectful, unable to open restroom for us, seemed a bit defensive at first / feel they are suspicious of us, checked us for report of fighting, engaged flashing lights / pa (scared people), and issue with music.

Please rate the Forest Preserves maintenance employee(s) on the following attributes:

Courteous	4.74
Easy to approach	4.72
Professional	4.71
Knowledgeable	4.70
Helpful	4.68
Uniform identified them as Forest Preserves employee(s)	4.66

Please let us know details about your interaction with maintenance employees, whether it was positive or negative.

Written Comment Categories

<u>Positive</u> ²⁰	96.2%
<u>Negative</u> ²¹	10.6%

Please rate your event-day experience contacting the Forest Preserves via phone.

The communication was effective (able to speak to someone)	3.91
Person on the phone was knowledgeable	3.88
Person on the phone facilitated a solution to my issue	3.70

²⁰ Positive experiences include courteous / friendly / nice / great, great cleanup, helpful, welcoming / check if we needed anything / accommodating, kind / informative / answered questions, left extra garbage bags, professional / polite, serviced portable restroom, grass cut on request, passionate about job / above and beyond, came right away, knowledgeable, cleaned off tables, retrieved / moved picnic tables, remembered me, nest had baby birds and we rethought our attitude, and provided hand sanitizer.

²¹ Negative experiences include cleanup after we arrived, no toilet paper / dryer not working, not available. Single mentions include informed us about staff shortages, no hand sanitizer, issues with shelter (leaking, peeling paint etc.), cut grass during event (dust on food), not enough garbage bags.

Please rate your Forest Preserves of Cook County event location based on the following items:

Ease of parking	4.50
Ease of getting from parking to event location	4.43
Cleanliness of Parking Lot	4.38
Grove area	4.32
Value of grove area / shelter to you	4.30
Garbage cans (regular)	4.23
Shelter	4.22
Value compared to other similar outdoor venues	4.15
Garbage cans for recycling	4.10
Lawns	4.06
Picnic tables	4.03
Cleanliness of the event area	4.01
Initial condition of location when you first arrived	3.94
Restroom Buildings	3.54
Portable restroom(s)	3.45

Please rate the condition of the Restroom Buildings on the following attributes.

Supplies (toilet paper)	3.56
Cleanliness of portable restroom	3.54

Please rate the condition of the Portable Restroom(s) [GREEN] on the following attributes.

Supplies (toilet paper)	3.45
Cleanliness of portable restroom	3.40

Please elaborate if there were any maintenance or grounds issues?

Written Comment Categories

<u>Shelter</u> ²²	35.3%
<u>Birds / Wildlife</u> ²³	26.8%
<u>Lawns</u> ²⁴	25.0%
<u>Restrooms</u> ²⁵	21.4%
<u>Garbage</u> ²⁶	18.3%
<u>Picnic tables</u> ²⁷	10.7%
<u>Other</u> ²⁸	6.7%
<u>No one responded to our issue</u>	4.0%
<u>Compliments</u> ²⁹	3.6%

²² Shelter comments include trash in event area / trash left by previous event / area not clean, shelter dirty / shelter floor dirty, tables not in shelter / not enough tables / had to move tables, shelter old / rusty / needs fixing / paint chips, unable to use shelter, and unable to use event location.

²³ Bird / wildlife comments include bird droppings on picnic tables / bird droppings, excrement, birds nesting in shelter, bee hives in area / wasps / bees, bugs / flies / spiders, and dead bird / animal.

²⁴ Comments about lawns include grass not cut / clippings / dead grass everywhere, burn marks / charcoal from ground-grilling / large holes / stumps / mud, and poison ivy or ivy in long grass / apples (hurt ankle).

²⁵ Restroom comments include portable restroom not clean, restroom building closed / portable restroom closed, no restroom supplies, restrooms not clean, not enough portable restrooms for size of grove / groves, FPCC portable restrooms sold out / did not receive, and wasps' nest in portable restroom.

²⁶ Comments about garbage include no trash cans / not enough / no regular trash cans / not enough bags, garbage already full, no recycling can / not enough, garbage can too far away, and area could have been cleaner.

²⁷ Picnic table comments include picnic tables worn / nails sticking out, picnic tables dirty, and graffiti on tables / shelter floor.

²⁸ Other comments include existing party, no water supply, trees need to be trimmed / downed branches, signs of drug activity, metal pole blocking path, area was flooded, lone stranger (not behaving), substance on grass (allergic reaction), and inaccurate address (couldn't find area).

²⁹ Compliments include bathrooms clean, grass nicely cut, shelter was clean, portable restroom could have been cleaner, plenty of garbage cans, great help cleaning, and thanks for the toilet paper.

2022 Event and Permit Application Survey. Final Report. September 26, 2022

Indicate your permit start time and the time you arrived to setup your event.

BEGINNING OF EVENT	Permit Start Time	Patron Arrival Time
6AM	1.5%	.9%
6:30AM	.2%	.9%
7AM	40.8%	6.4%
7:30AM	11.7%	4.2%
8AM	10.1%	10.4%
8:30AM	1.1%	6.8%
9AM	10.2%	13.9%
9:30AM	.9%	6.2%
10AM	5.4%	12.4%
10:30AM	0.8%	5.1%
11AM	4.9%	10.8%
11:30AM	.1%	2.7%
Noon	5.4%	7.1%
12:30PM	.2%	1.7%
1PM	2.6%	4.1%
1:30PM	.6%	1.9%
2PM	1.7%	1.9%
2:30PM	.2%	.7%
3PM	1.0%	1.0%
3:30PM	.5%	.5%
4PM+	.2%	.5%

Arrived BEFORE permit time	15.8%
Arrived AT permit time	17.3%
Arrived AFTER permit time	66.8%

Did you or anyone attending your event have a disability that required accessibility features?

Yes 19.2%
No 80.8%

Did you apply for a permit at an event location that included accessibility features?

Yes, I specifically selected an accessibility event location	21.7%
No, I did not choose an accessibility event location - but they were available	30.5%
No, I did not know there were accessibility event locations	43.8%
Other ³⁰	3.4%

Did accessibility accommodations or features meet your needs?

Yes 72.2%
No³¹ 27.8%

Considering your complete experience at the Forest Preserves of Cook County - what you were satisfied with and what areas need improvements - please provide your overall satisfaction score on a scale of 1 (poor) to 5 (excellent) for your experience with the Forest Preserves of Cook County.

FPCC overall rating 4.23

Please indicate how the following statements apply to you. In the last 12 months . . .

	Yes	No
I took a walk in the Forest Preserves	49.0%	51.0%
I went biking in the Forest Preserves	20.4%	79.6%
I visited one of the Nature Centers in the Forest Preserves	15.6%	84.4%
I went to an event in the Forest Preserves hosted by the Forest Preserves	11.8%	88.2%
I went to an event in the Forest Preserves run by another organizations	19.3%	80.7%
I went camping in the Forest Preserves campground	3.0%	97.0%
I went boating in the Forest Preserves	3.5%	96.5%
I bought food items at a Forest Preserves concession	4.6%	95.4%

³⁰ Other includes none (i.e., accessibility groves) were available and space was not wheelchair accessible.

³¹ Responses to the follow-up question "please explain if other accessibility features or accommodations should be provided" include distance issue (parking to event in wheelchair), no paved surface, wheelchair access ramps, no bathroom facilities, restroom was closed, distance from shelter to restrooms, issue with uncut grass, not enough restroom supplies, not able to use restroom (too dirty), state the need to walk downstairs, space is on an include, handicapped parking space lacked a wheelchair curb ramp, and car blocked accessibility path.

Have you heard or seen any news or media mentions for the Forest Preserves of Cook County?

Yes	11.0%
No	58.1%
Not sure	30.8%

If possible, please let us know the news or media for the Forest Preserves of Cook County that you recall³².

News / TV	30.5%
FPCC emails	25.4%
Radio	8.5%
Facebook postings	6.8%
Newspaper	5.1%
Schiller Park accident	3.4%
Bird watching opportunities	3.4%
Signs	3.4%

Which of the following appeal to you for information about the Forest Preserves? CHECK ALL THAT APPLY.

fpdcc.com	70.9%
Forest Preserves of Cook County e-Newsletter (THE FOREST WAY)	32.2%
Facebook	26.6%
Instagram	10.7%
Twitter	3.8%
Email	3.0%
Google / Internet / search	.8%
Community	.4%
Mail	.3%
Signs	.2%
FPCC event participation	.2%
Phone	.2%
Snapchat	.1%
TikTok	.1%
YouTube	.1%

³² Single media recall mentions include Facebook live event (Discover Nature), south-side restoration, about the coyote, Caldwell Discovery, social media, signs at Busse Woods about events, FPCC on ballot for funds, post in Sand Ridge Nature Center, user input on new bike trails, brochure, body in woods, Bears Stadium Maple Lake, and Friends of the Forest Preserves newsletter.

Will you host your event with the Forest Preserves of Cook County next year?

Yes	69.6%
No	6.7%
Not sure	23.7%

Please explain why you may not be hosting your event in the Forest Preserves of Cook County next year.

Written Comment Categories

<u>Undecided</u> ³³	61.3%
<u>Event Stress</u> ³⁴	28.3%
<u>Other</u> ³⁵	11.0%
<u>Expense</u> ³⁶	6.4%

Will you host your event at the same location next year?

[Note: base=all patrons (no filter)]

Yes	57.6%
No	10.5%
Not sure	31.9%

Have you recommended the Forest Preserves of Cook County to a friend or family member?

Yes - I have already recommended FPCC to a friend or family member	56.8%
Yes - If asked, I would recommend FPCC to a friend or family member	39.0%
No- I would not recommend FPCC to a friend or family member	4.2%

³³ Undecided comments include no future plan / onetime event / in a few years, undecided, and low interest from guests.

³⁴ Event Stress related comments include FPCC issues, restrooms not clean, stress of having to deal with existing party, area not clean, paid for shelter we couldn't use, lots of work coordinating, poor grass maintenance, transferred to inconvenient location, restroom closed, and beehive / mice.

³⁵ Other comments include moving away; reside / other family outside area, weather, grove was too small, and buying our own home.

³⁶ Expense related comments include expense / unseen expenses / no refund and non-resident fee.

The Forest Preserves has adopted a Sustainability & Climate Resiliency Plan to help ensure our native ecosystems, home to a remarkable diversity of plant and animal life, continue to thrive for generations to come. The plan calls on the Forest Preserves to eliminate its greenhouse gas emissions by the year 2050 and increase efforts to protect and restore the Forest Preserves natural assets, as a changing climate continues to impact this region.

Styrofoam and single-use disposable plastics (ex. balloons, water bottles, etc.) are harmful to wildlife and nature.

Thinking about the future . . .

Please indicate your level of agreement with the following possible future plans for the Forest Preserves.

5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree

Create programs to strongly encourage "green" picnics/gatherings	3.96
Prohibit food disposal in recycle cans	3.78
Prohibit Styrofoam products	3.51
Prohibit single-use disposable plastics (including water bottles)	2.91

Please describe any environmentally-friendly items or efforts that occurred at your event³⁷.

Recycled / some recycling	27.0%
Tried to recycle	21.3%
Picked up all trash	18.9%
No recycling cans / more needed	13.1%
You're making this too restrictive	7.4%
Reusable bottles / cups / jugs	7.4%
Paper plates / cups	6.6%
Compostable cutlery / plates	4.1%
Canned drinks / cans	3.3%
No balloons / took balloons home	3.3%
No glass bottles	2.5%
Needed single use (un-vaxed children)	2.5%
Biodegradable paper plates / utensils	2.5%
Guests to bring their own water bottles	1.6%
Cloth table covers	1.6%
Stop manufacturing these products	1.6%

³⁷ Single mentions about environmentally-friendly efforts include making things too costly, guests rode bicycles to event, no charcoal grills, add lids to recycling cans, properly disposed of charcoal, would like to be part of the conversation, brought out own washcloths, and brought our own cutlery.

Are you:

Male	32.6%
Female	67.0%
Non-binary	.3%

What is your age range?

21-25	2.1%
26-34	14.6%
35-44	23.9%
45-54	23.8%
55-64	21.5%
65-75	13.0%
76 & over	1.0%

Are you Hispanic or Latino?

Hispanic/Latino	30.2%
Not Hispanic/Latino	69.8%

What is your race? CHECK ALL THAT APPLY

African American or Black	29.8%
American Indian	2.0%
Asian	5.3%
White	60.9%
Other	4.2%

What are the challenges to you participating in other Forest Preserves recreational opportunities?

Written Comment Categories

<u>No challenges</u>	51.6%
<u>Challenges³⁸</u>	49.2%

What do you most care about when being out in the Forest Preserves?

Written Comment Categories

<u>Cleanliness³⁹</u>	43.8%
<u>Nature⁴⁰</u>	36.5%
<u>Safety⁴¹</u>	35.3%
<u>Waste Disposal⁴²</u>	12.2%
<u>Other⁴³</u>	6.4%
<u>Activities⁴⁴</u>	5.8%
<u>Access⁴⁵</u>	4.9%

³⁸ Challenges include time, grove availability / planning, FPCC customer service, expense, distance / not near my home / live out of town, cleanliness of location / well maintained area / trails, restrooms not clean, dealing with existing party / fewer people, online registration system, transportation / limited public transit / bike trails to FPCC, electricity outlet, communications, not aware of any activities, signs to indicate location / finding location (GPS), obtaining liability insurance, need accessibility, parking near shelter, weather, not enough restrooms / restrooms closed, unloading items from car to shelter, wasps / mosquitoes / field mice, hard to move picnic tables / availability of picnic tables, and vendor issues / FPCC vendors. Single mentions include bike trail from CalSag to Burnham, convenience, COVID, and physical activities for all ages.

³⁹ Cleanliness comments include cleanliness and grass being cut.

⁴⁰ Nature related comments include nature / wildlife, well maintained / woods / plants / rivers, quietness / peace, fresh air / outdoors, space / expanse, weather, beauty, and rivers.

⁴¹ Safety comments include safety / security and safety of children.

⁴² Waste disposal comments include restrooms / restroom supplies, sustainability / leave only footprints, and garbage cans.

⁴³ Other comments include not being bitten by insects / wasps, adequate picnic facilities / water pump not working, history, and all are welcome.

⁴⁴ Activities comments include family environment, sports / outdoor fun, and fishing.

⁴⁵ Access includes parking and accessibility.

We would appreciate you naming the ways the Forest Preserves, makes you feel safe and/or welcomed?

Written Comment Categories

<u>Police Patrol</u>	34.3%
<u>Well Maintained Areas⁴⁶</u>	32.2%
<u>FPC staff⁴⁷</u>	19.9%
<u>Safety / Security⁴⁸</u>	19.1%
<u>Ambiance⁴⁹</u>	15.3%
<u>Event Setup</u>	6.8%
<u>Other⁵⁰</u>	4.7%
<u>Signage / Easy to Find</u>	4.2%
<u>Everyone Welcome⁵¹</u>	3.0%
<u>Parking</u>	2.5%

Divisions

Calumet	17.3%
Des Plaines	5.0%
Indian Boundary	12.9%
North Branch	12.4%
Northwest	11.8%
Salt Creek	17.3%
Palos	4.8%
Sag Valley	3.9%
Thorn Creek	5.9%
Tinley Creek	9.9%
Skokie	2.7%
Poplar Creek	1.2%

⁴⁶ Well maintained areas comments include well maintained / clean, clear trails, and restoration activities.

⁴⁷ FPC staff comments include friendly staff / customer service.

⁴⁸ Safety / security related comments include safety / security, good lighting / able to see my surroundings, and conceal and carry.

⁴⁹ Ambiance comments include tranquility / peaceful, open spaces, environmental education / Nature Center programs / activities, comfort, and FPC history / longevity.

⁵⁰ Other comments include easy to make reservations / longer time, leashed dogs, water, and recycling.

⁵¹ Everyone Welcome comments include all races / nationalities welcome / everyone has a change to experience nature and family / kid friendly.

Date of event

Memorial	2.7%
June 4-5	6.3%
June 11-12	6.4%
June 18-19	6.8%
June 25-26	6.3%
July 4 th	7.6%
July 9-10	7.0%
July 16-17	5.1%
July 23-24	6.6%
July 30-31	6.9%
August 6-7	6.5%
August 13-14	7.8%
August 20-21	8.6%
August 27-28	7.2%
Labor Day	8.2%

New Patrons

Application Experience

The purpose here is to review new patron⁵² and regular patron⁵³ FPCC experiences from the time they apply for an event permit through their actual event experience.

The data show new patrons were significantly more likely to communicate with FPCC via the 800# compared to regular patrons. Regular patrons were significantly more likely to utilize the online registration system compared to new patrons.

	2022 New patrons	2022 Regular patrons
Base	594	540
Fpdcc.com	70.5%	76.7%
Email	29.0%	28.3%
800-870-3666	19.5%	11.5%
In-person	12.8%	12.2%
Mail/fax	1.3%	1.9%

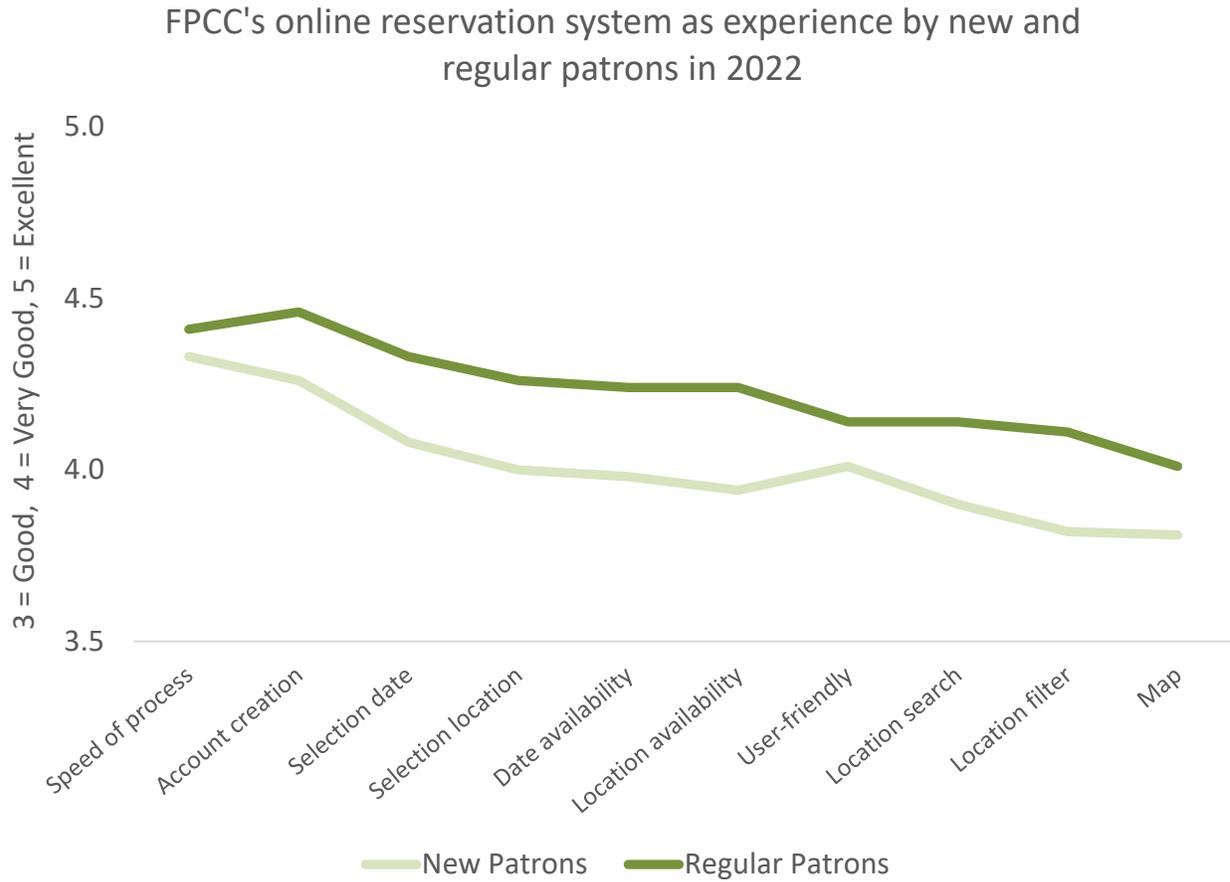
The data show regular patrons were significantly more likely to achieve their first choice of location (75.2% of the time) compared to new patrons (63.4% of the time).

	2022 New patrons	2022 Regular patrons
Base	538	492
Yes	63.4%	75.2%
No	36.6%	24.8%

⁵² Survey Question: Including this event, how many events have you held in the Forest Preserves of Cook County in the last 12-months? Answer: *This is my first event in the Forest Preserves of Cook County.*

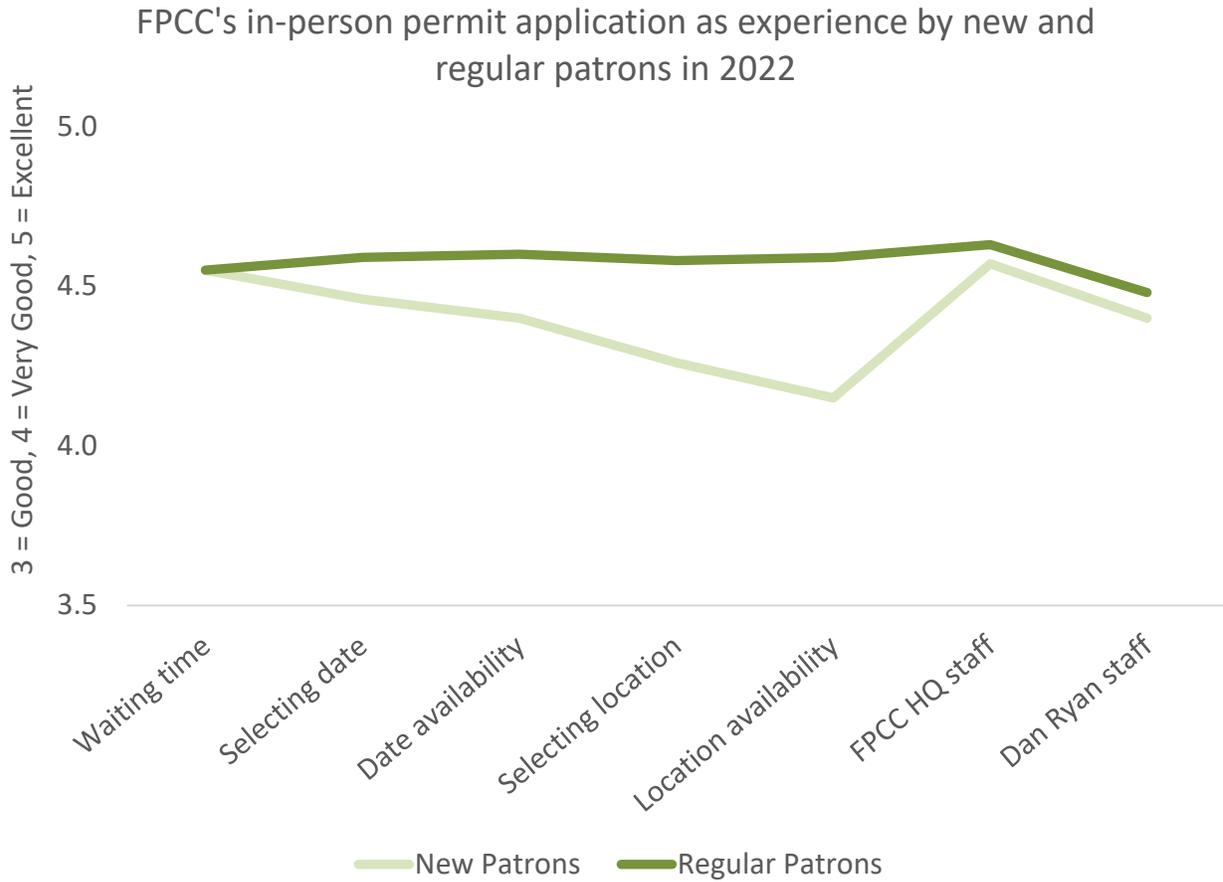
⁵³ Survey Question: Including this event, how many events have you held in the Forest Preserves of Cook County in the last 12-months? Answers: *1-2 event in the last 12-months, 3-4 events in the last 12-months, or 5 or more events in the last 12-months.*

Figure 31 shows ratings for FPCC's online reservation system as experienced by new patrons and regular patrons in the 2022 season.



The data show that regular patrons' familiarity with the online reservations system and, likely, grove knowledge, enhances the outcomes and experience of the online reservation system.

Figure 32 shows ratings for FPCC's in-person applications experienced by new patrons and regular patrons in the 2022 season.



The data show that regular patrons' familiarity with FPCC in-person process, and, likely, an earlier rather than later application, enhances the outcomes of their permit application process in terms of date and location.

Vendor Experience

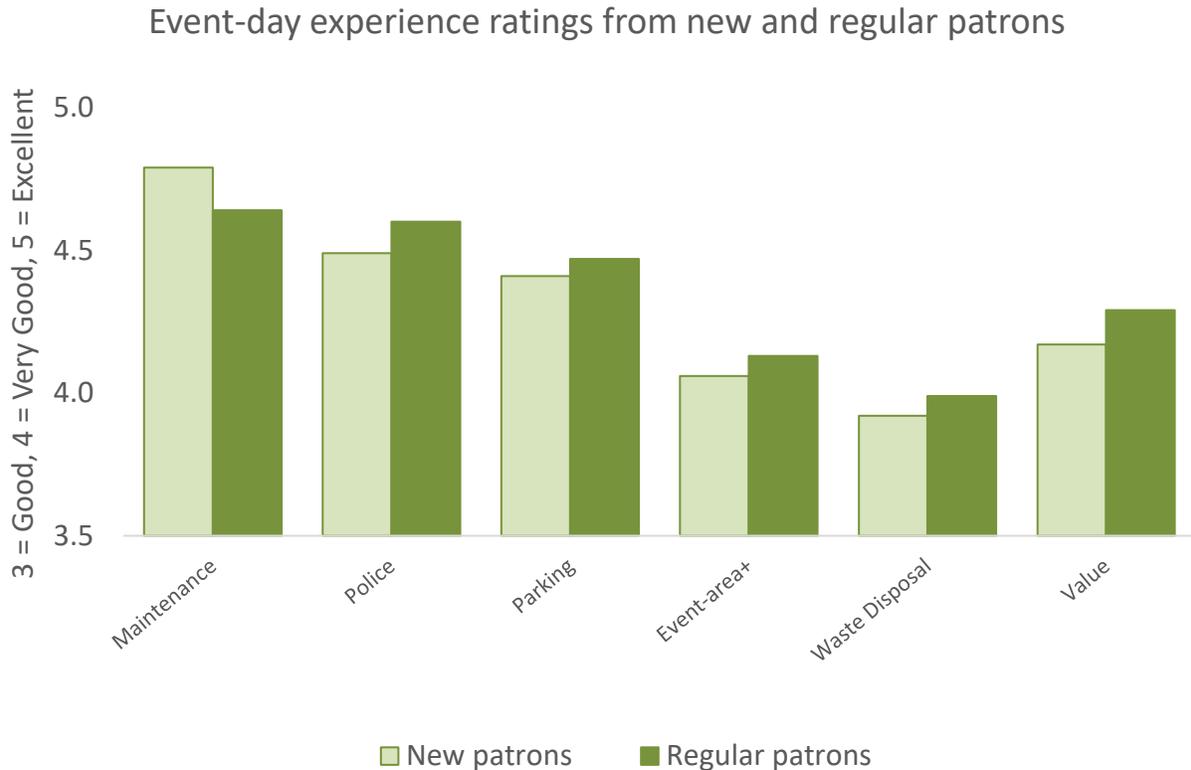
Figure 33 shows ratings for Approved Vendors from new patrons and regular patrons in the 2022 season.



From initial communications to event-day services, new patrons provided higher ratings for FPCCC’s Approved Vendors compared to regular patrons.

New patron event-day experience

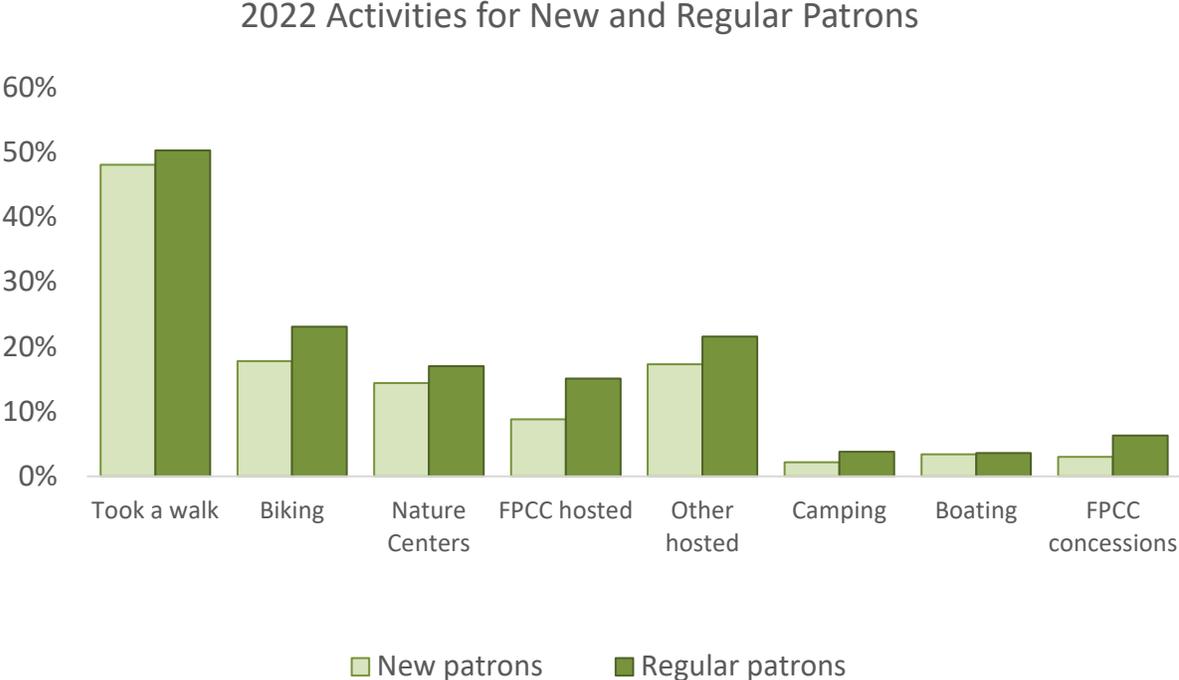
Figure 34 compared all event-day experiences' ratings by new and regular patrons.



Apart from their interaction with maintenance employees, new patrons provided slightly lower ratings for the categories of their event-day experience compared to regular patrons. Specific issues in the parking category for new patrons was *ease of getting from parking to event location*, for example, would new patrons know that it was okay to unload supplies from their cars at the grove—and then returning the car to parking? In the value category, new patrons rated the value to them significantly lower than regular patrons, which may have to do with regular patrons being more likely to get their first-choice of location and having knowledge about the online reservation system and when to apply for a permit. For the event-area+ plus category, new patrons rated shelters significantly lower compared to regular patrons—again, likely due to FPCC-foreknowledge of regular patrons.

New patron FPCC Activity

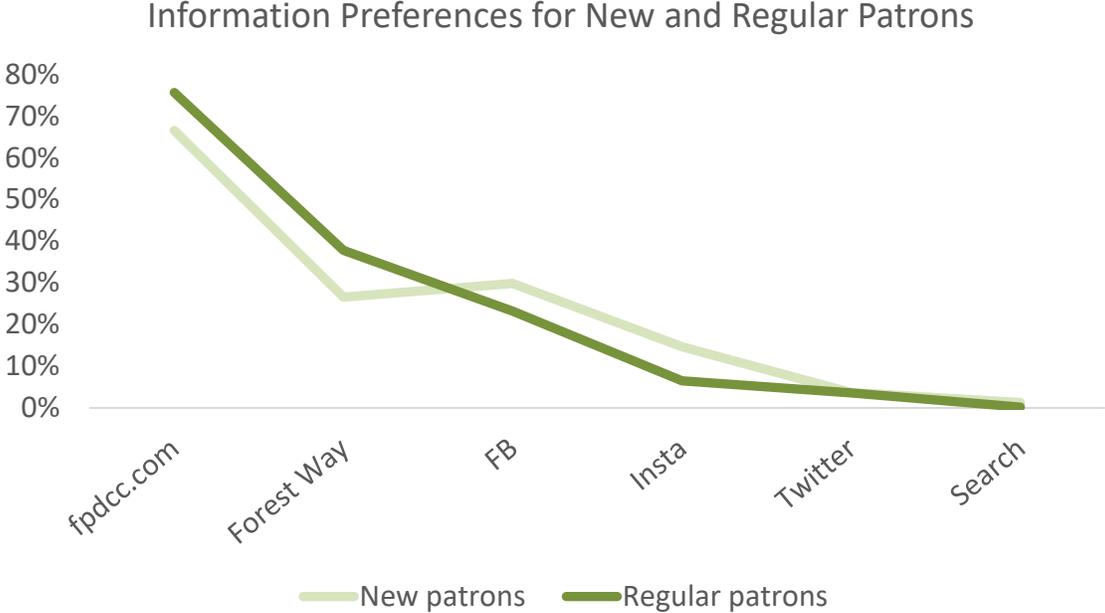
Figure 35 shows that activity levels in FPCC venues new and regular patrons.



Although 2022 might be the first-time for new patrons to host an event, they have certainly been involved in the programs offered by FPCC; however, their involvement was at a lower rate than regular patrons.

FPCC Media

Figure 36 shows the information preferences for new and regular patrons.

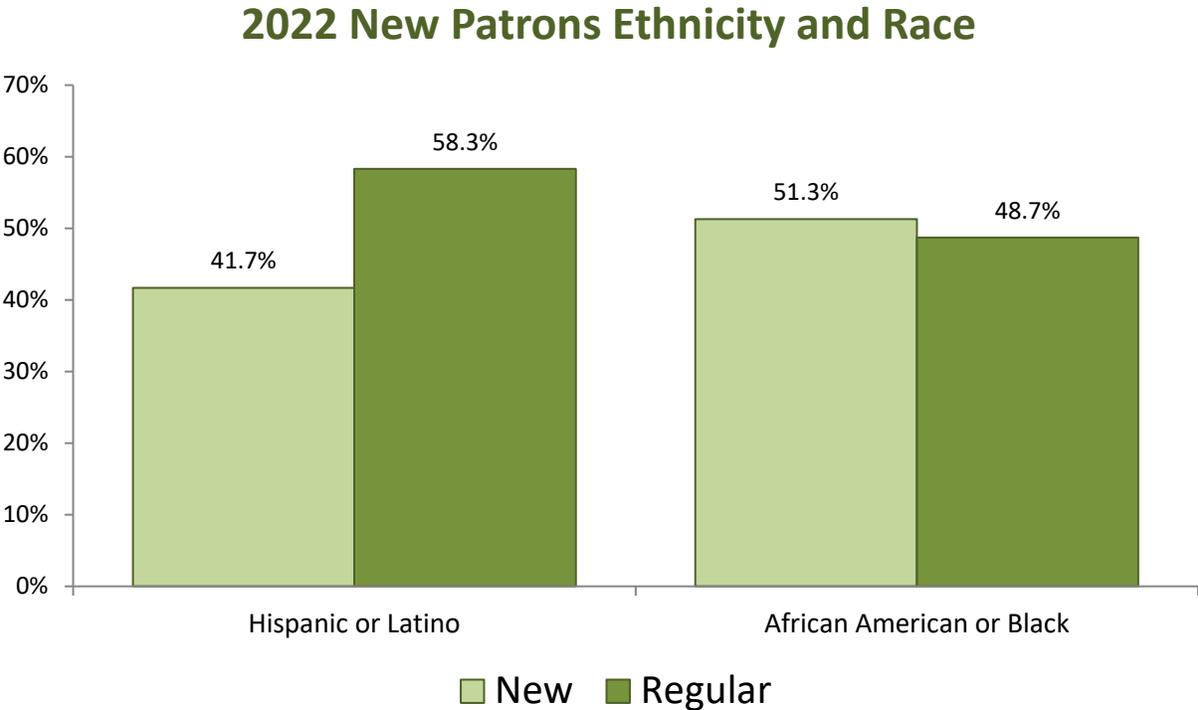


New patrons have a preference for Facebook and Instagram.

Ethnicity and Race

New patrons

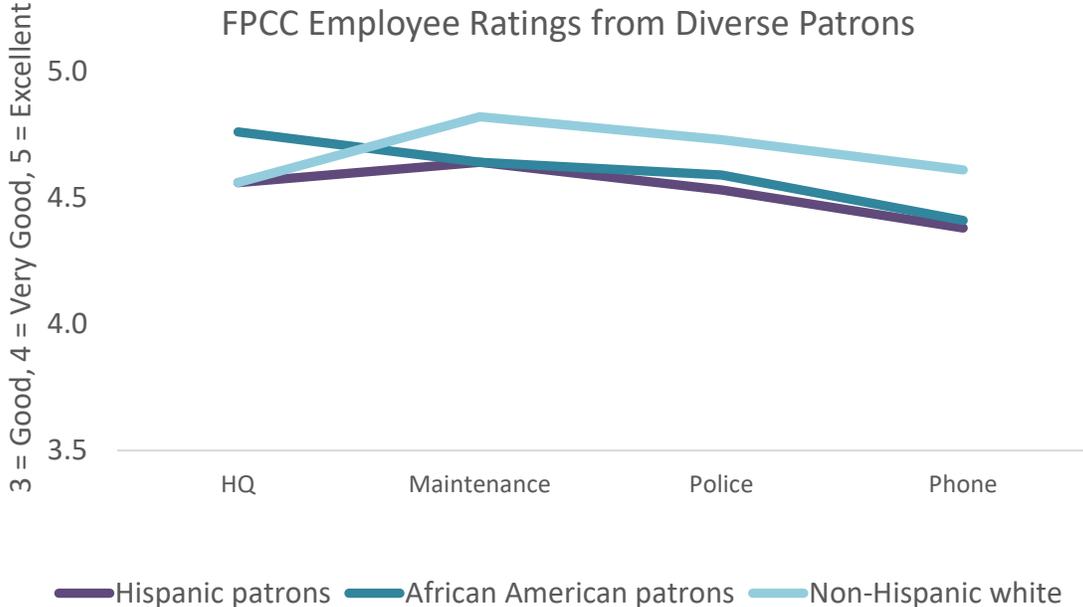
Figure 37 compares 2022 new patrons with 2022's regular patrons by ethnicity (Hispanic) and race (African Americans).



The data show that most African Americans (51.3%) hosting events in the Forest Preserves in 2022 were hosting for the first time.

FPCC Employee Interaction

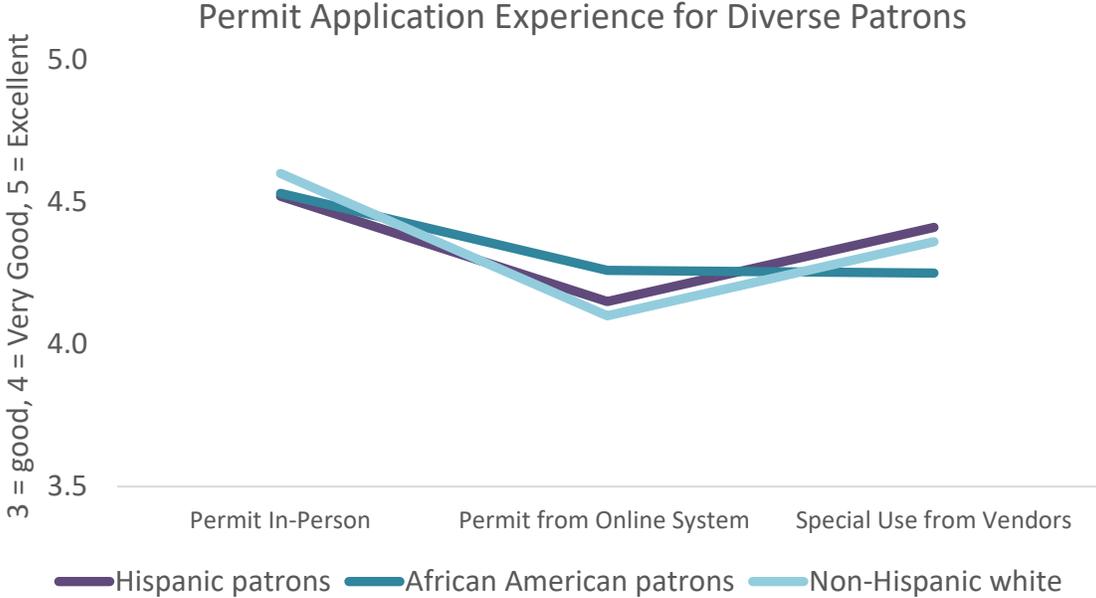
Figure 38 shows the ratings provided for FPCC employees by diverse ethnicity and race.



All FPCC staff received extremely high ratings from patrons. The chart shows the level of excellence for diverse groups.

Permit Application Experience

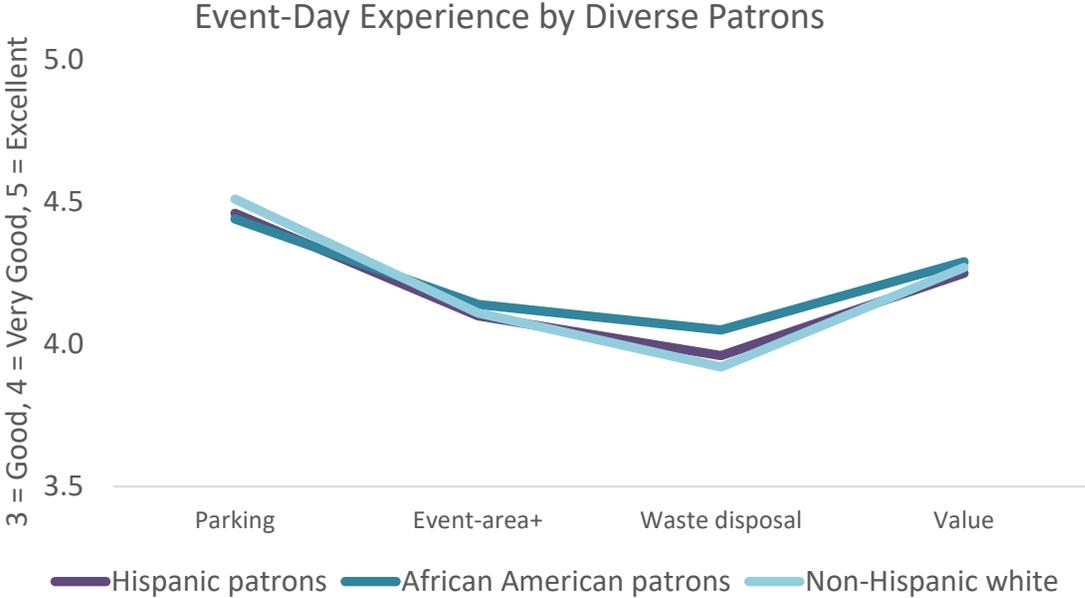
Figure 39 shows the ratings provided by diverse patrons during their permit application process (i.e., up to their event-day).



The data show the very similar permit application ratings from diverse patrons.

Event Day Experience

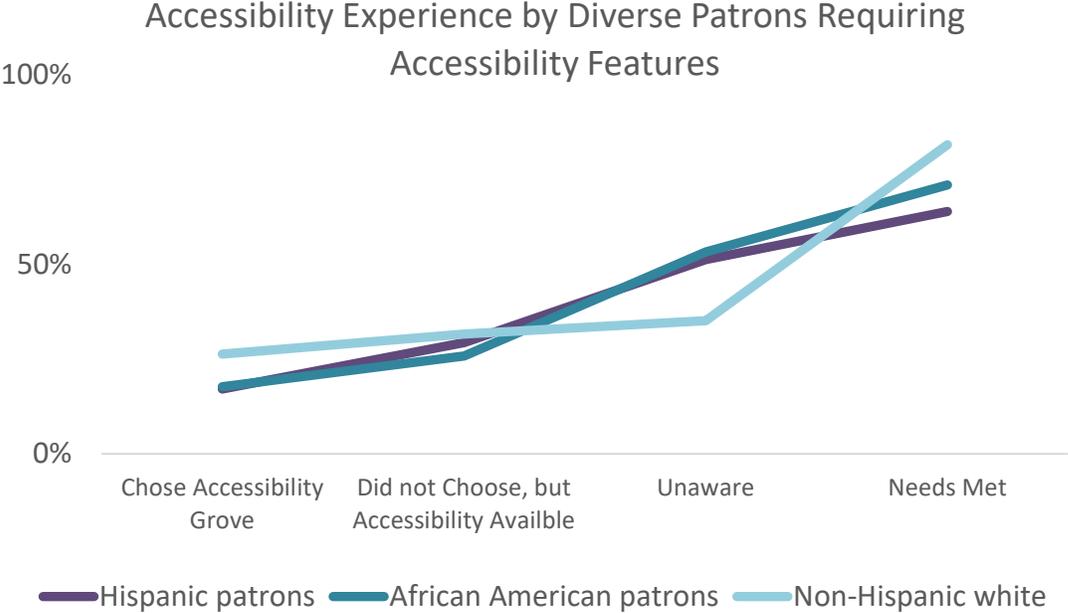
Figure 40 shows the overall ratings for various categories of the event day experience by ethnicity and race.



The data show the very similar event-day experience from diverse patrons.

Accessibility Experience

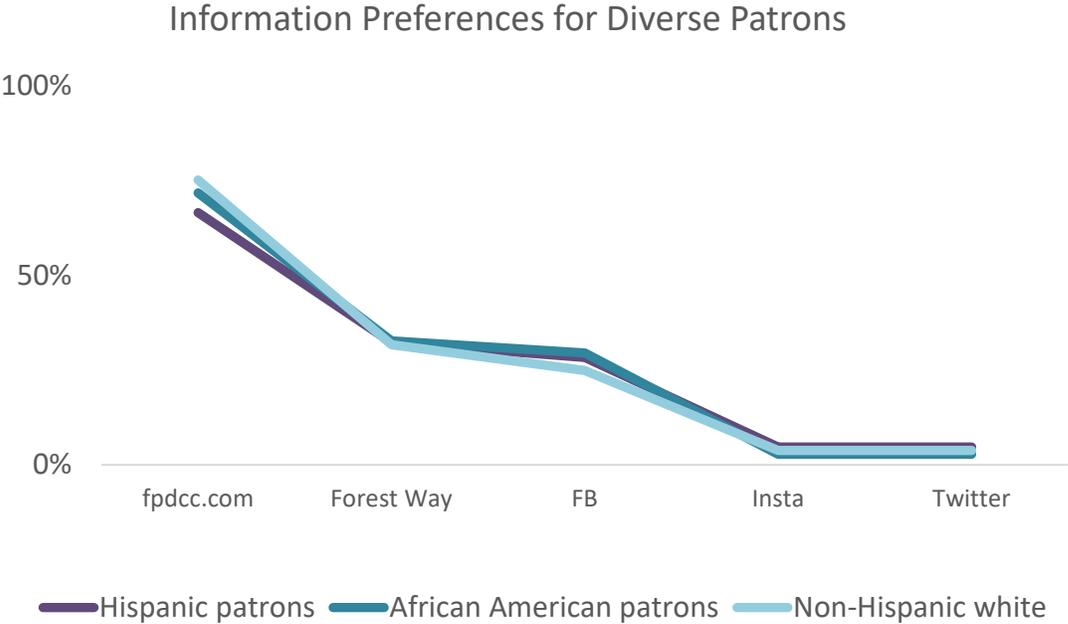
Figure 41 shows the overall ratings for various categories of the event day experience by ethnicity and race.



The chart shows non-Hispanic-white patrons were the more likely to be aware that FPCC has accessibility groves and having their accessibility needs met compared to African American and Hispanic patrons.

Information Preferences

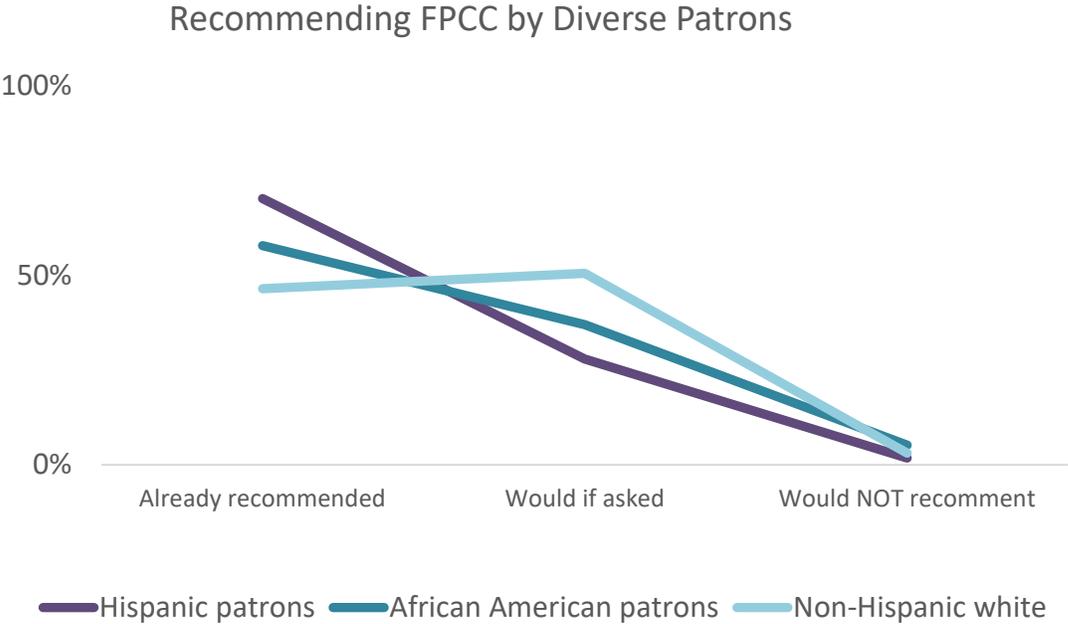
Figure 42 shows the information preferences by ethnicity and race.



The data show similar information preferences for diverse patrons.

Recommending FPCC

Figure 43 shows FPCC word-of-mouth by ethnicity and race.



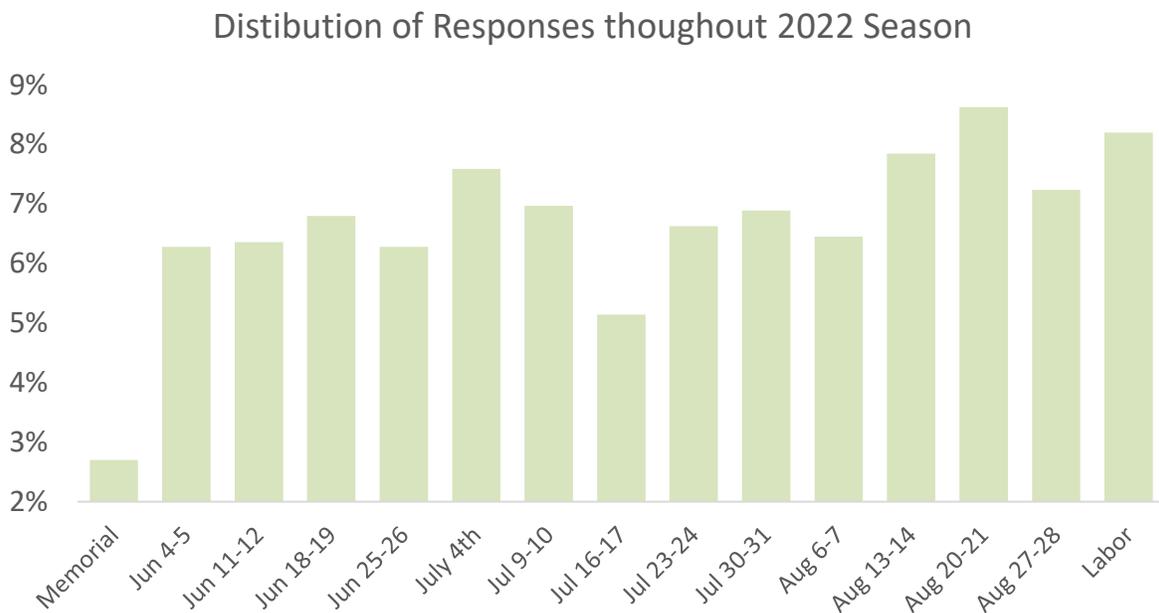
The data show Hispanic and African American patrons were more active in FPCC recommendations (having already recommended FPCC before their event) compared to non-Hispanic-white patron being more passive (would recommend if asked).

Methodology

Some 4,880 email and 30 mailed invitations to complete a questionnaire (online and paper, respectively) were sent to FPCC patrons after their events hosted on the previous weekend from Memorial Day to Labor Day 2022.

Some 1,147 patrons completed online questionnaires representing a 23.5% response rate and two patrons returned paper questionnaires. The number of patrons responding provides a 98% confidence level ± 3.3 confidence interval for the results. The 1,147 patrons in the survey invited 119,387⁵⁴ guests to their events.

Figure 44 shows the distribution of responses throughout the 2022 season.



This concludes Penn and Associates' Final Report for FPCC's 2022 Season



⁵⁴ The total number of guests at events in 2022 was 515,294.