

FPCC Event and Permit Application Survey
Final Report
September 22, 2019

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Executive Summary

- Patrons' complete experience at the Forest Preserves of Cook County earned higher ratings in 2019 compared to 2018. ✓
- FPCC's 2019 events also earned higher ratings this year compared to last.
 - Combining the two seasons (30 weeks) found a linear trendline of continuous improvement for amenities (shelters & picnic tables), first impression (initial condition & cleanliness of area), and values.
 - Ratings for picnic tables, which were repaired or replaced before the 2019 season, were astonishingly improved. ✓
 - The extreme season of rain in ±June rendered some groves non-conducive causing lower ratings for green (lawns and grove areas) during the first eight weeks of the 2019 season that did not recover sufficiently during the last seven weeks to match scores achieved in 2018 (see redirecting recommendation pages 33-34).
- Thorn Creek was the top rated Division in the top rated Zone (South). Top rated groves, no matter the Division, include Buffalo Woods, Caldwell Woods, LaBagh Woods, Miller Meadow, North Creek Meadow, Rubio Woods, Schiller Woods, Tampier Lake, and Wampum Lake.
- The percentage of patrons able to secure their first choice of grove (a powerful driver for a positive event experience, recommending FPCC to friends and family, and hosting an event in FPCC in 2020) increased in 2019 compared to 2018. ✓
- Online permit applications, as a percentage of all applications, plateaued at three of four patrons applying via [Active Net](#) in both years.
- FPCC employee ratings were close-to-excellent and the same for both headquarters (permit applications) and maintenance (during event assistance).
- The percentage of patrons aware of FPCC Approved Vendors increased in 2019 compared to last year, as did the percentage of patrons renting items from Approved Vendors.
- While the percentage of groves with accessibility features was similar to the percentage of events with attendees requiring accessibility, matching groves to events requiring accessibility features may not have been coordinated, especially regarding restrooms.
- Unlike 2018, some 2019 patrons hosting events on Sundays were faced with cleanup issues related Saturday events.
- New question this year: Two of five patrons engaged in other FPCC activities prior to their event—most frequently hiking, biking, and visiting a Nature Center.

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Methodology

Some 4,674 email invitations to complete an online questionnaire were broadcast to patrons hosting events throughout the 2019 season. A reminder-invitation was sent two days later to patrons not answering a survey. Some 794 patrons completed questionnaires representing a 17% response rate (+2% from 2018). The number of patron responding provides a 98% Confidence Level ± 4.13 Confidence Interval. The 794 patrons invited 95,280¹ guests to their events.

Important notes

This is the final report for the 2019 season focusing on Zones, Divisions, and Summary. This report complements 15 Weekly Reports, three Monthly Reports, and a final presentation including recommendations.

The first two sections of this report, presented in charts, focus on the performance of the Zones and Divisions. The sequence of charts is presented in descending order of each Zone's overall rating (high to low)—South, Southwest, Central, Northwest, and North. Event-attributes for each Zone are presented in descending order (high to low), so the sequence of attributes is not the same for each Zone. This section concludes with comparative charts comparing performances and improvements of all Zones.

In the second section, the same sequence of Zones repeats but for Division ratings (high to low)—South (TC & CA), Southwest (PA, TI, & SV), SC (same as Central so not repeated), Northwest (NW only), and North (IB, NB, and DP). In reading these results, it is important to keep in mind that ratings for parking were high in both years, leaving little room for improvement. Also, not all patrons rate restrooms and these results have a wider variance.

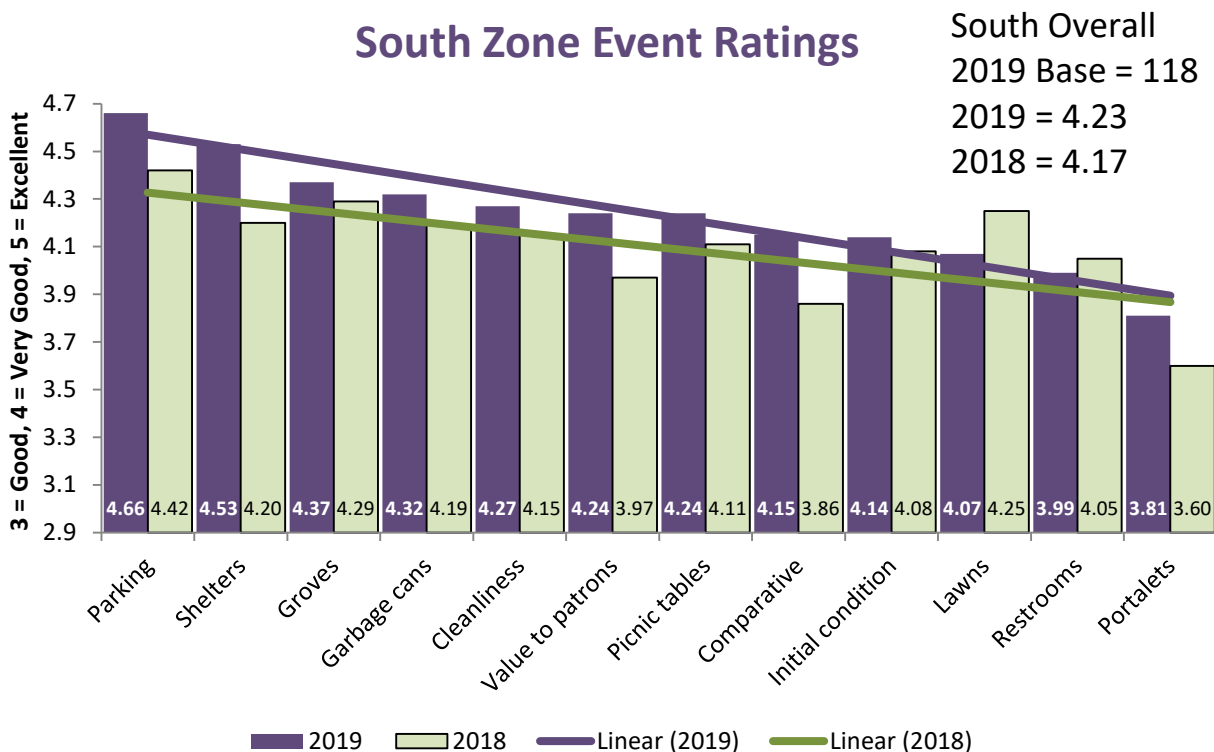
The third section provides a summary of the 2019's Event and Permit Application Survey in questionnaire format with coded verbatim question. The report concludes with some of the recommendations that are presented in the final presentation.

¹ Approximately 496K grove patrons/guests attended events in 2019 (up 5% from 472K last year); 95K of these grove patrons (19%) are accounted for in survey.

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Event Ratings for Zones

Figure 1 shows the event ratings for the South Zone (TH & CA) in 2019 and 2018.

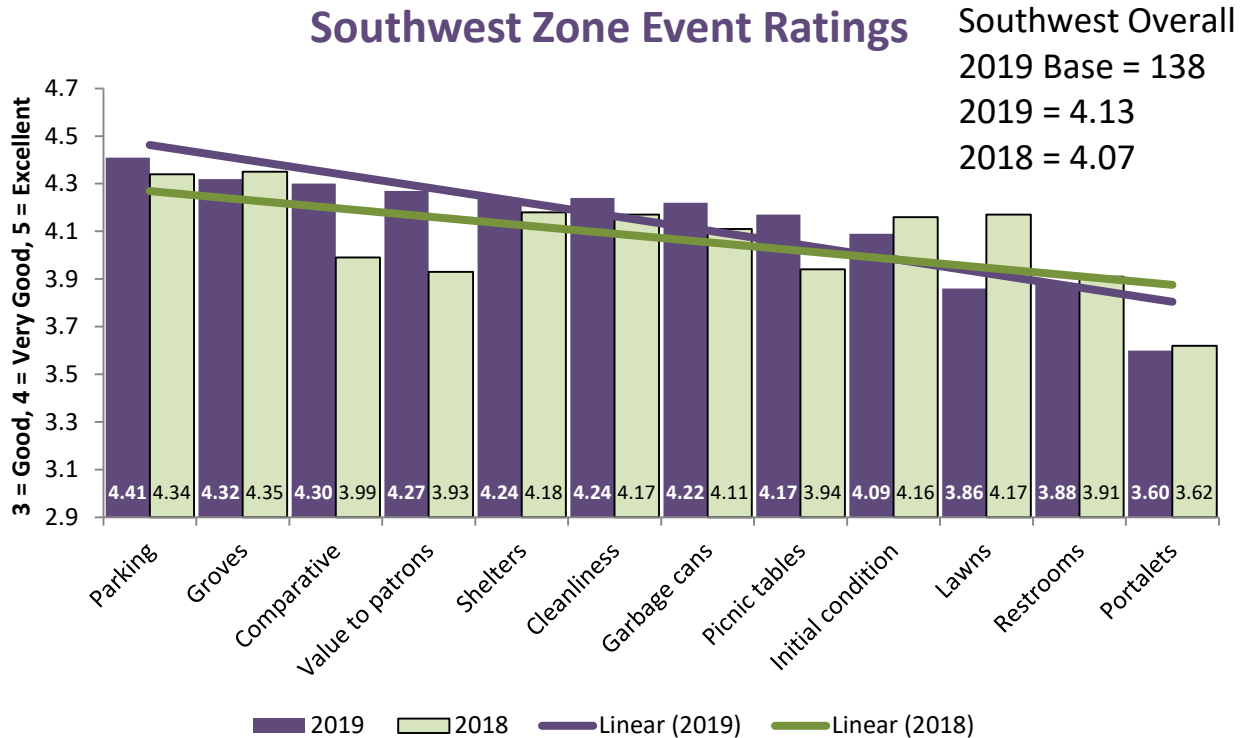


The data show that ratings for parking, shelters, values (value to patrons and value compared to other similar locations), and portable restrooms at the South Zone increased significantly in 2019 compared to a year ago. Though less dramatic, ratings for groves, garbage cans, cleanliness, and picnic tables also improved in 2019 over 2018’s scores.

Patrons rated the South Zone’s initial condition of location pretty much the same for both years. Ratings for lawns and restroom buildings decreased in 2019 compared to 2018.

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Figure 2 shows the event ratings for the Southwest Zone (PA, TI, and SV) in 2019 and 2018.

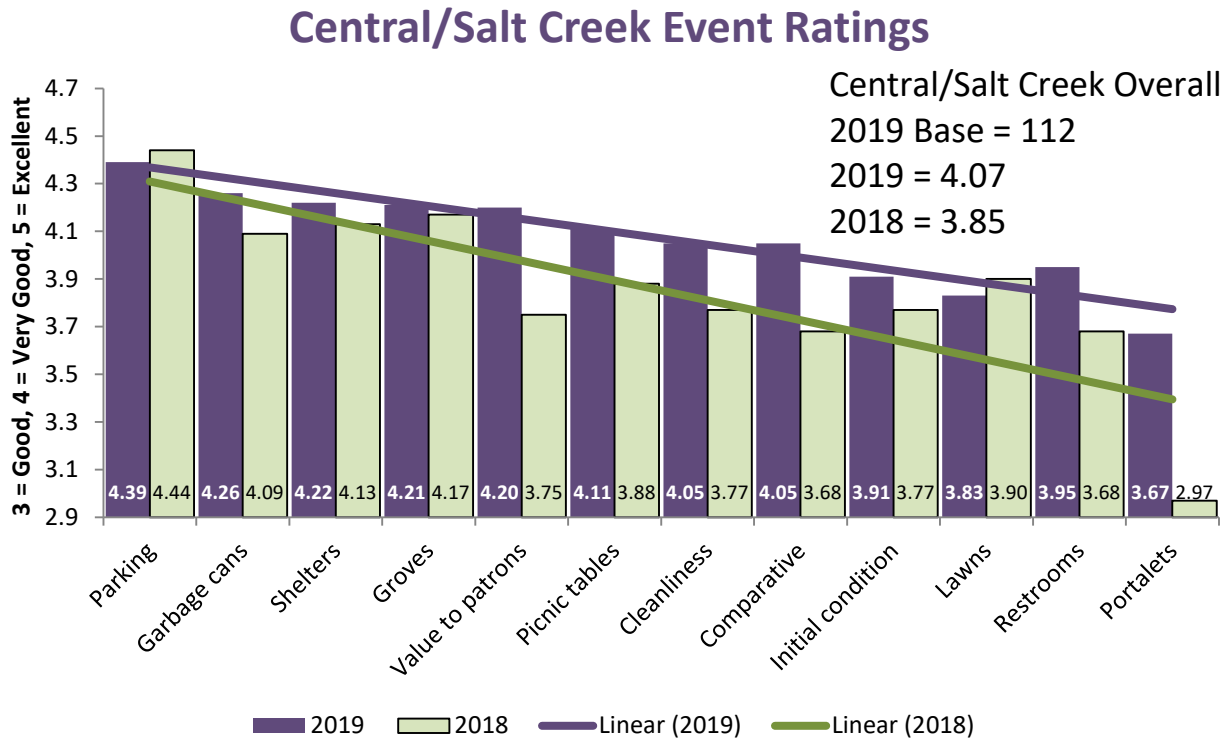


Patrons rated values (value to patrons and value compared to other similar venues), garbage cans, and picnic tables at the Southwest Zone significantly higher 2019 compared to scores earned in 2018. Ratings for parking, shelters, and cleanliness improved slightly this year over last.

Ratings for groves, initial condition of location, and restrooms decreased slightly this year compared to 2018; moreover, scores for Southwest Zone’s lawns decreased significantly—4.17 last year; 3.86 this year.

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Figure 3 shows the event ratings for the Central Zone/Salt Creek in 2019 and 2018.

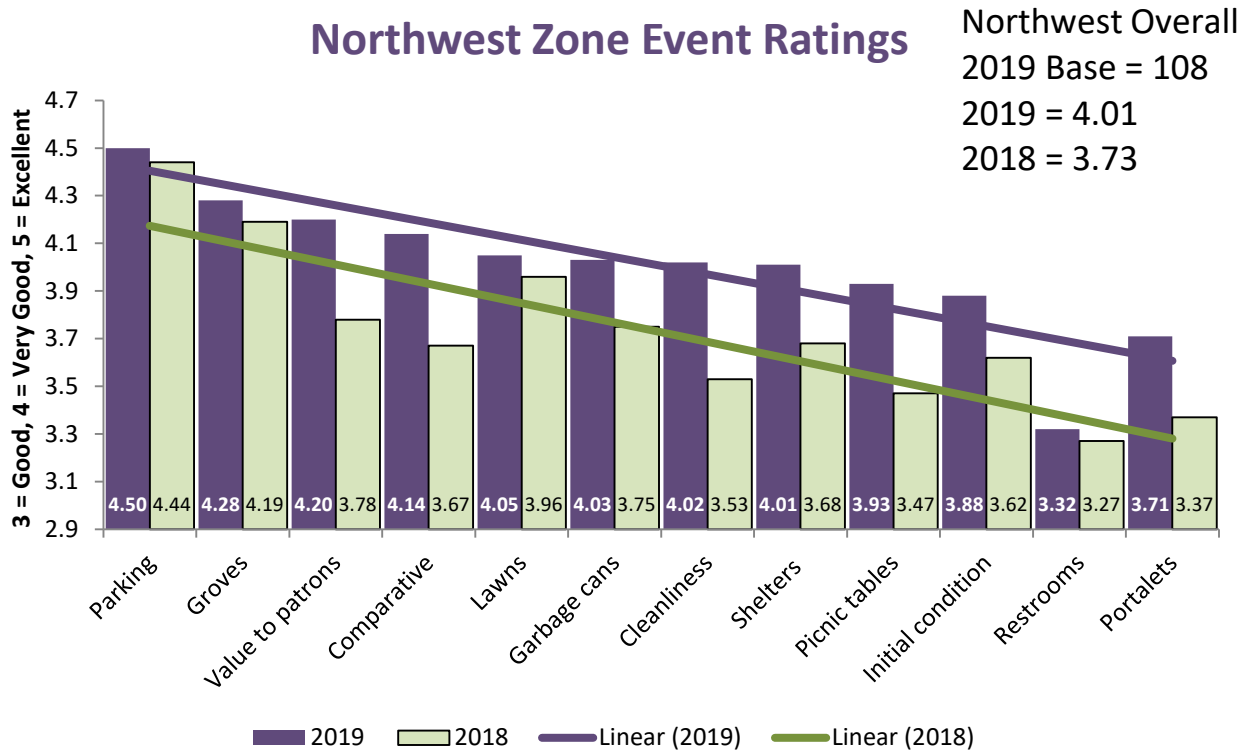


Patron ratings for Central/Salt Creek improved in 2019 for nine out of 12 attributes in 2019 compared to 2018. Patrons rated the Central/Salt Creek's values (value to patrons and value compared to other similar locations), picnic tables, cleanliness, initial condition of location, and restrooms significantly higher in 2019 compared to 2018. Though less dramatic, scores for garbage cans, shelters, and groves improved this year compared to last.

Ratings for groves at Central/Salt Creek were similar in both years. The data show that ratings for parking, the most highly rated attribute, dipped in 2019 (4.39) compared to 2018 (4.44). Ratings for lawns decreased in 2019 (3.83) compared to a year ago (3.90).

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Figure 4 shows the event ratings for the Northwest Zone² in 2019 and 2018.



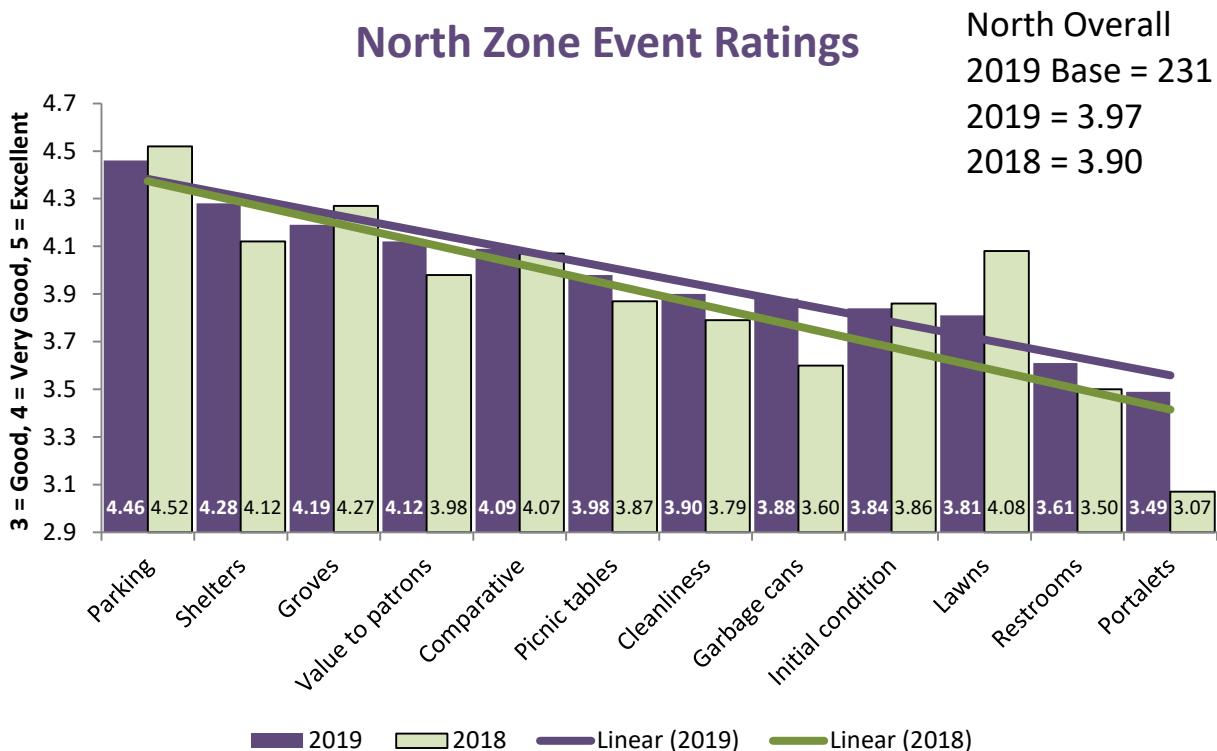
All event ratings at the Northwest Zone improved in 2019 compared to last year. Patrons’ ratings for cleanliness and picnic tables at the Northwest Zone achieved 14% and 13% gains this year over 2018. Ratings for values (value to patrons and value compared to other similar locations) saw significant increases at Northwest this year compared to last. Patrons rated garbage cans, shelters, the initial condition of location, and portable restrooms at the Northwest Zone significantly higher in 2019 compared to a year ago.

Ratings for parking (the highest rated attribute), groves, and lawns also improved. The higher rating for lawns in 2019 was unique to the Northwest Zone—a feat not achieved by any other Zone.

² The Northwest Zone includes a small number of ratings for Poplar Creek, as well as Northwest.

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Figure 5 shows the event ratings for the North Zone in 2019 and 2018.



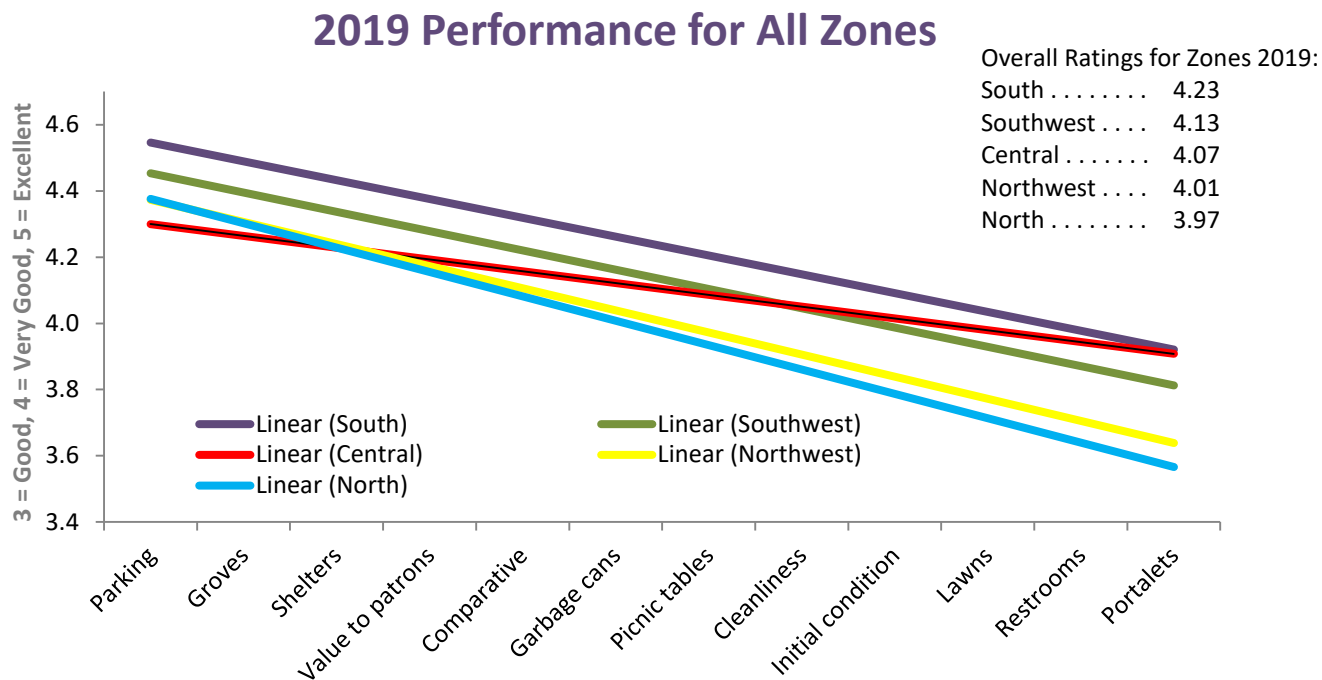
Patrons rated shelters and garbage cans at North Zone significantly higher in 2019 compared to a year ago. Values (value to patrons and value compared to other similar venues), picnic tables, cleanliness, and restrooms also improved this year compared to 2018.

Scores for parking (the most highly rated attribute), groves, and the initial condition of the location at the North Zone dipped this year compared to last. Ratings for lawns at North Zone decreased significantly in 2019 (3.81) compared to last year (4.08).

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All Zones Performance

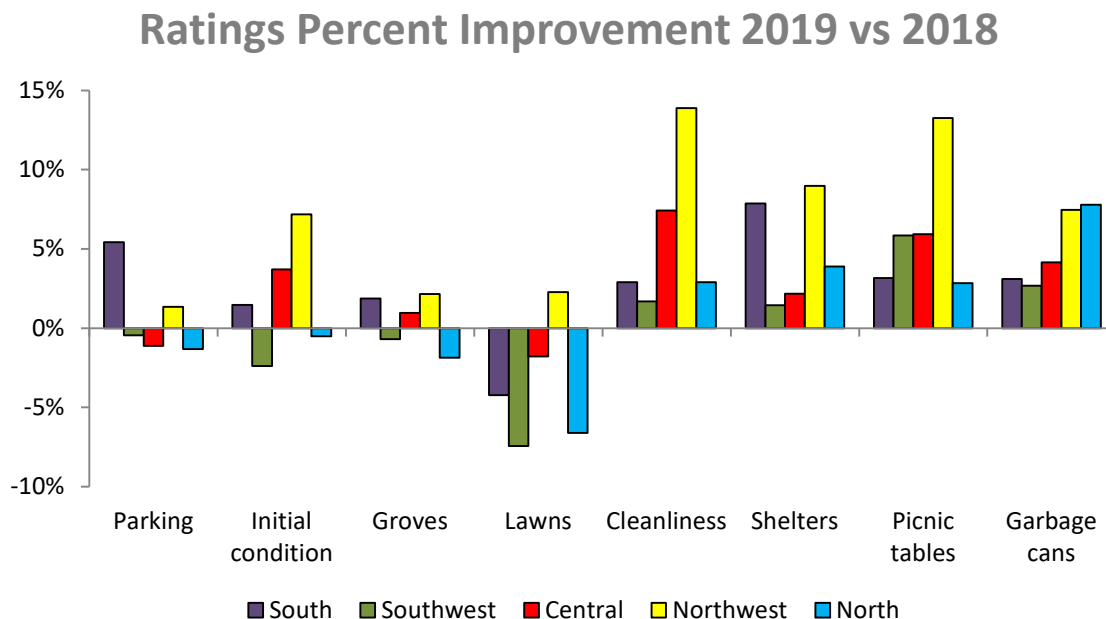
Figure 6 compared the 2019 ratings for all Zones.



- The South Zone (purple line at top) consistently achieved the highest ratings for all event attributes compared to all other Zones.
- The Southwest Zone (green line) performed in a similar manner to the South Zone, but from a lower ratings-threshold.
- The Central Zone (red line) performed more consistently (hovering around *very good*) for all attributes compared to all other Zones.
- The Northwest Zone (yellow line) ratings have a lower ratings-threshold compared to South, Southwest, and Central. However, all ratings for the Northwest Zone in 2019 were higher than a year ago.
- All ratings for the North Zone are at a lower threshold than all other Zones.

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Figure 7 ratings improvement in 2019 compared to 2018 for all Zones for eight³ attributes.



The data show that ratings at all Zones improved for cleanliness, shelters, picnic tables, and garbage cans in 2019 compared to a year ago, where the Northwest Zone achieved the highest percentage improvement for these four attributes.

Ratings for parking, the highest rating attribute, had little room for improvement. The above chart shows a change (up and down) for parking that should be considered in the context of very high ratings.

Ratings for initial condition and groves—essentially, patrons' first impression—show increases for South, Central, and Northwest; however, ratings decreased at the Southwest and North Zones.

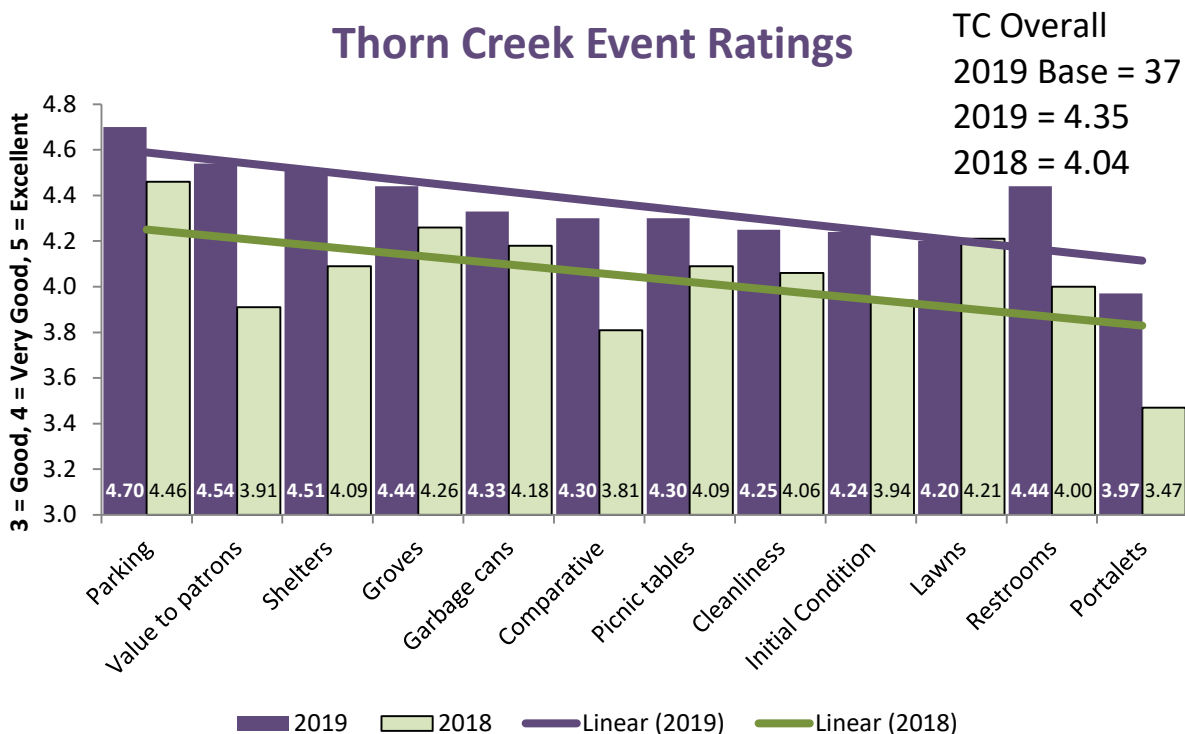
All Zones, except Northwest, experienced lower ratings for lawns in 2019 compared to 2018.

³ Ratings for values and restrooms were not included in this chart due to inconsistencies (notably wide variances compared to other attributes).

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Event Ratings for Divisions

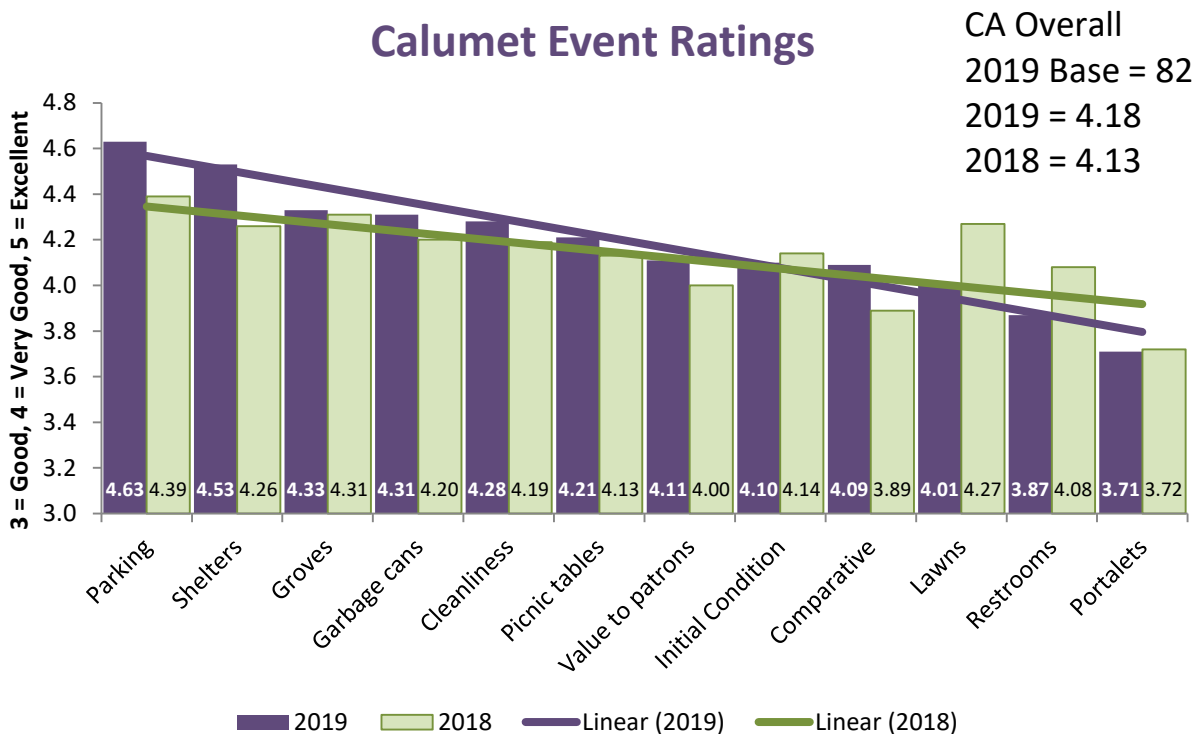
Figure 8 shows the ratings for South Zone’s Thorn Creek for 2019 and 2018.



The results of the 2019 survey show across-the-board higher scores for Thorn Creek—lawns, an attribute with lower ratings at most other Divisions—achieved almost the same score for both years at Thorn Creek.

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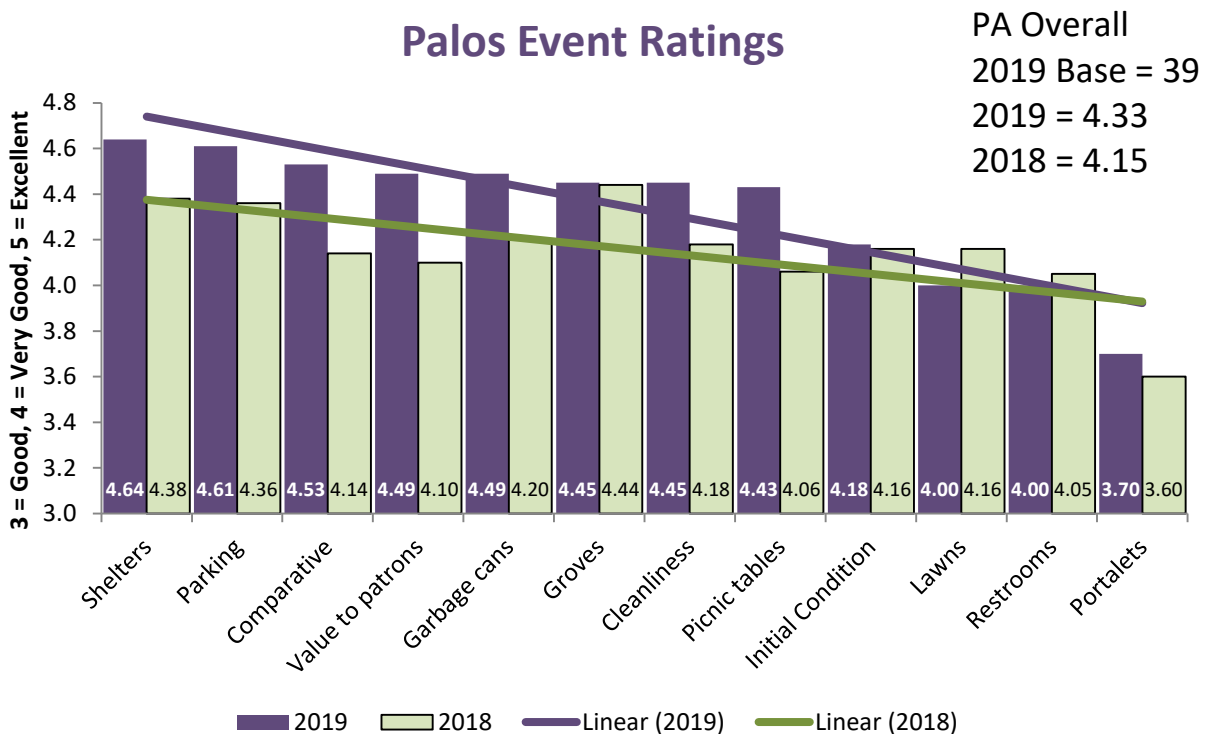
Figure 9 shows the ratings for South Zone’s Calumet for 2019 and 2018.



Ratings improved at Calumet for parking, shelters, garbage cans, cleanliness, picnic tables, and the two values in 2019 compared to 2018. Ratings for groves, the initial condition of the location, and portable restrooms were similar in both years. Ratings for Calumet’s lawns and restroom buildings decreased in 2019 compared to a year ago.

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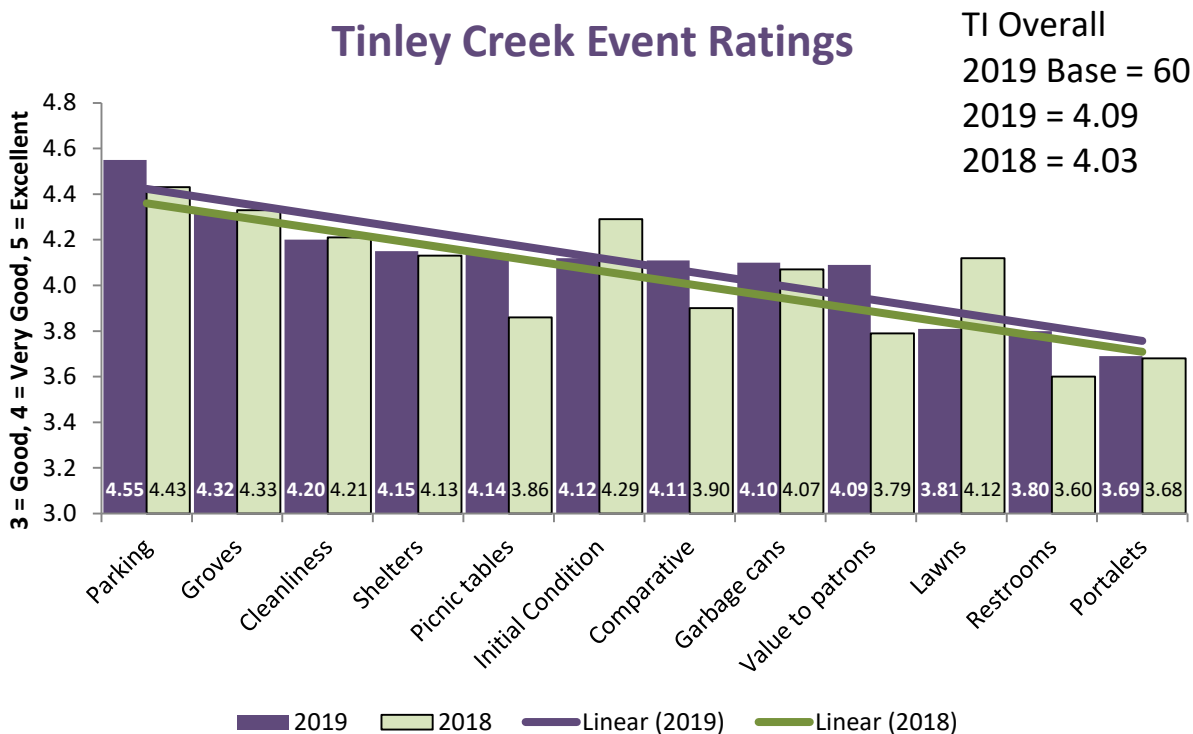
Figure 10 shows the ratings for Southwest Zone’s Palos for 2019 and 2018.



Ratings improved at Palos for eight (shelters, parking, the two values, garbage cans, cleanliness, picnic tables, and portable restrooms) out of 12 event attributes in 2019 compared to 2018. Palos’ groves and the initial condition of location achieved similar scores in both years. Ratings for lawns and restroom buildings at Palos were higher a year ago.

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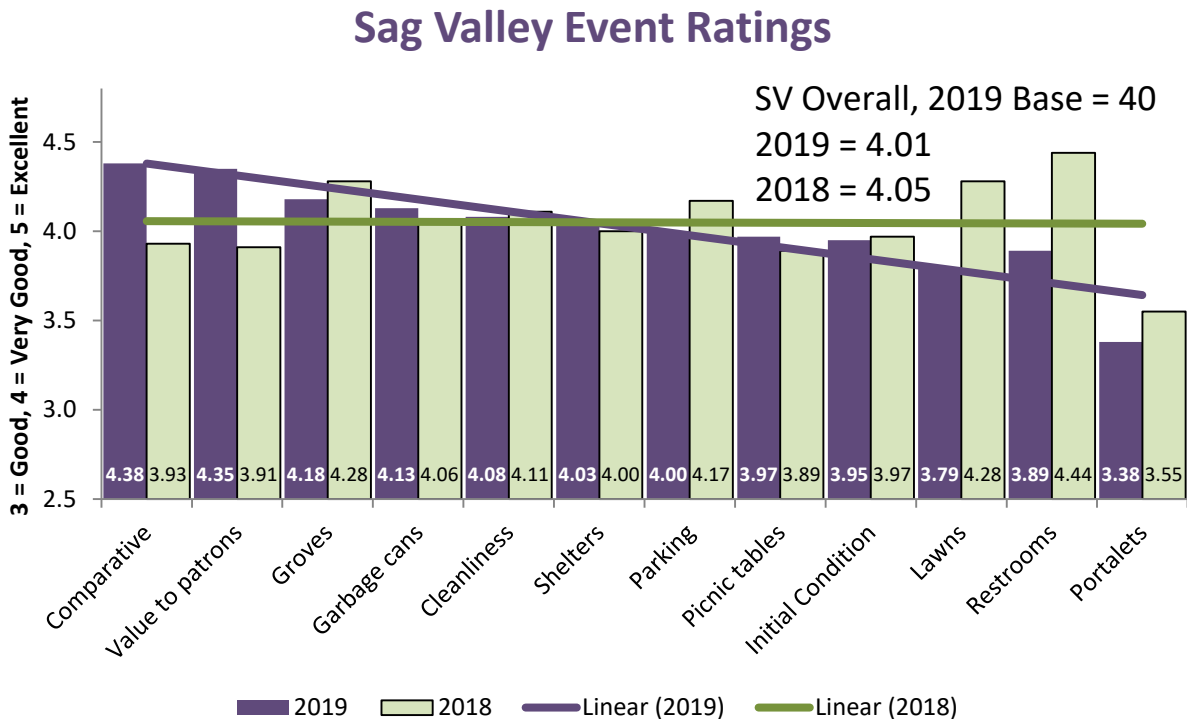
Figure 11 shows the ratings for Southwest Zone’s Tinley Creek for 2019 and 2018.



Patron ratings at Tinley Creek for parking, picnic tables, the two values, and restroom buildings improved in 2019 compared to 2018. Ratings for groves, cleanliness, shelters, garbage cans, and portable restrooms were similar in both years. Scores for the initial condition of the location and lawns decreased at Tinley Creek in 2019 compared to a year ago.

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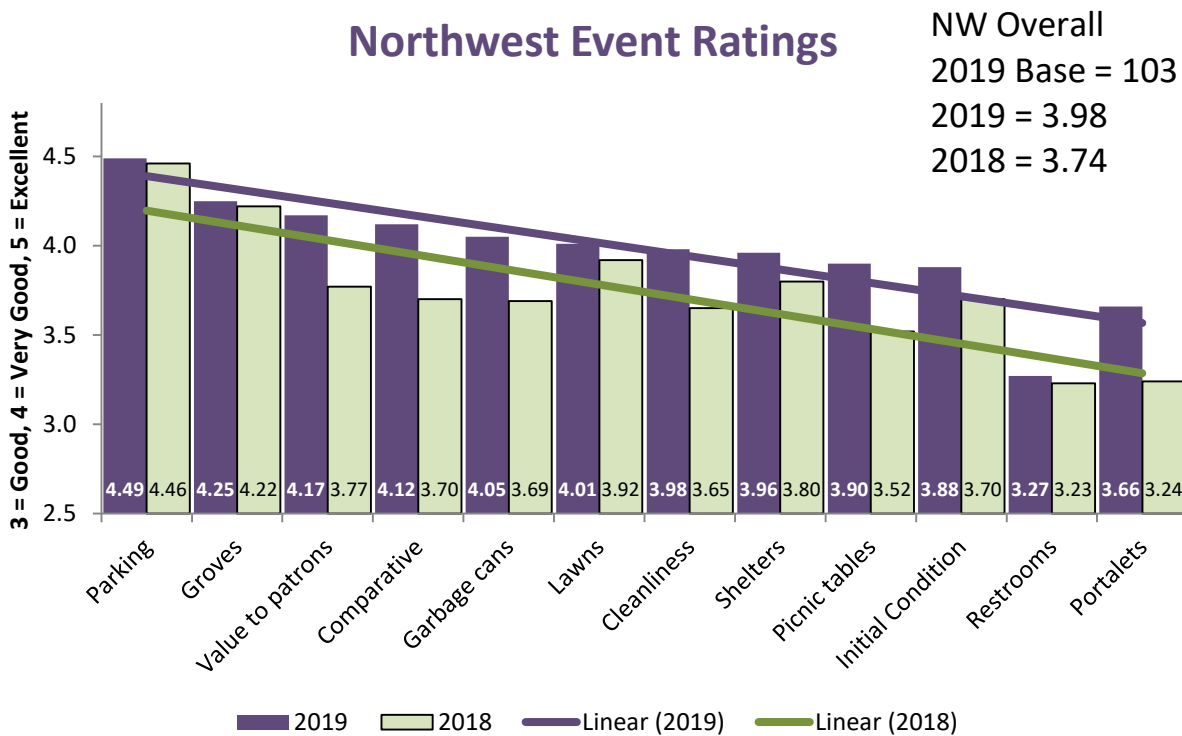
Figure 12 shows the ratings for Southwest Zone’s Sag Valley in 2019 and 2018.



The value of Sag Valley—value compared to other similar venues and value to patrons—improved substantially in 2019 compared to 2018. Patron ratings for garbage cans, cleanliness, shelters, picnic tables, and the initial condition of the location were similar in both years. Scores for groves, parking, lawns, and restrooms decreased in 2019 compared to a year ago.

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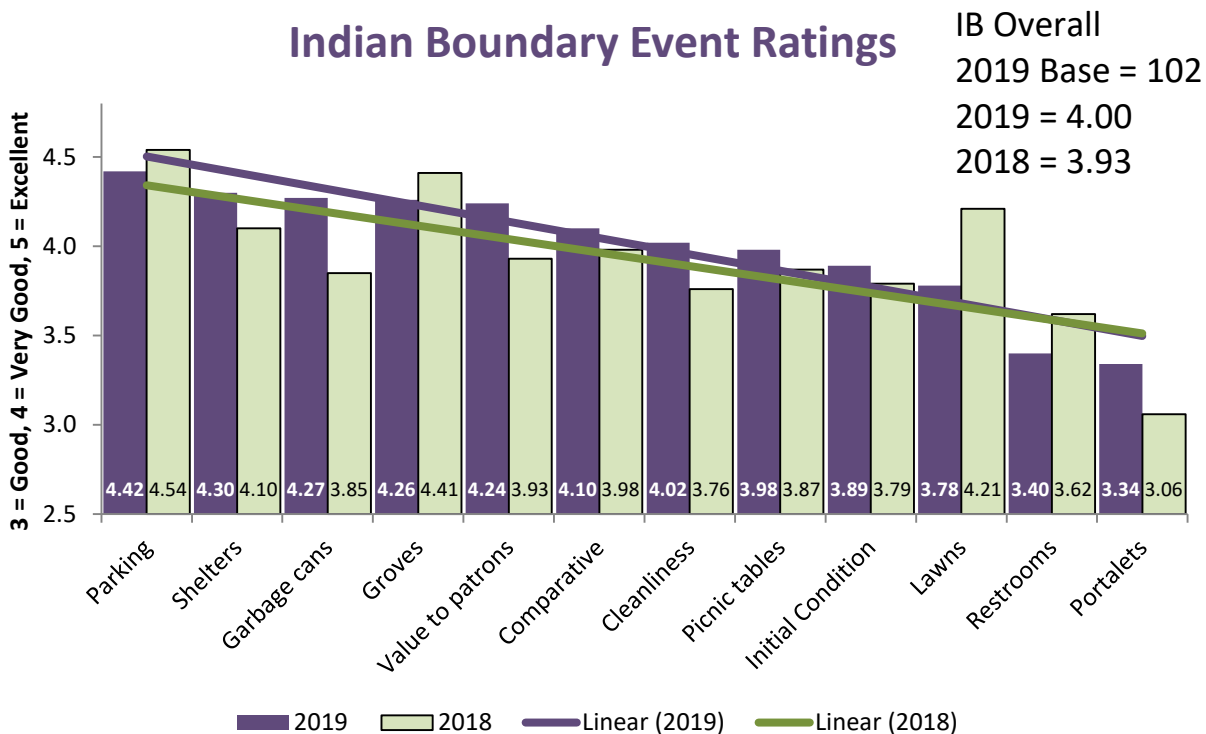
Figure 13 shows the ratings for Northwest Zone's Northwest in 2019 and 2018.



All ratings for all twelve event attributes improved for Northwest throughout the 2019 seasons compared to 2018.

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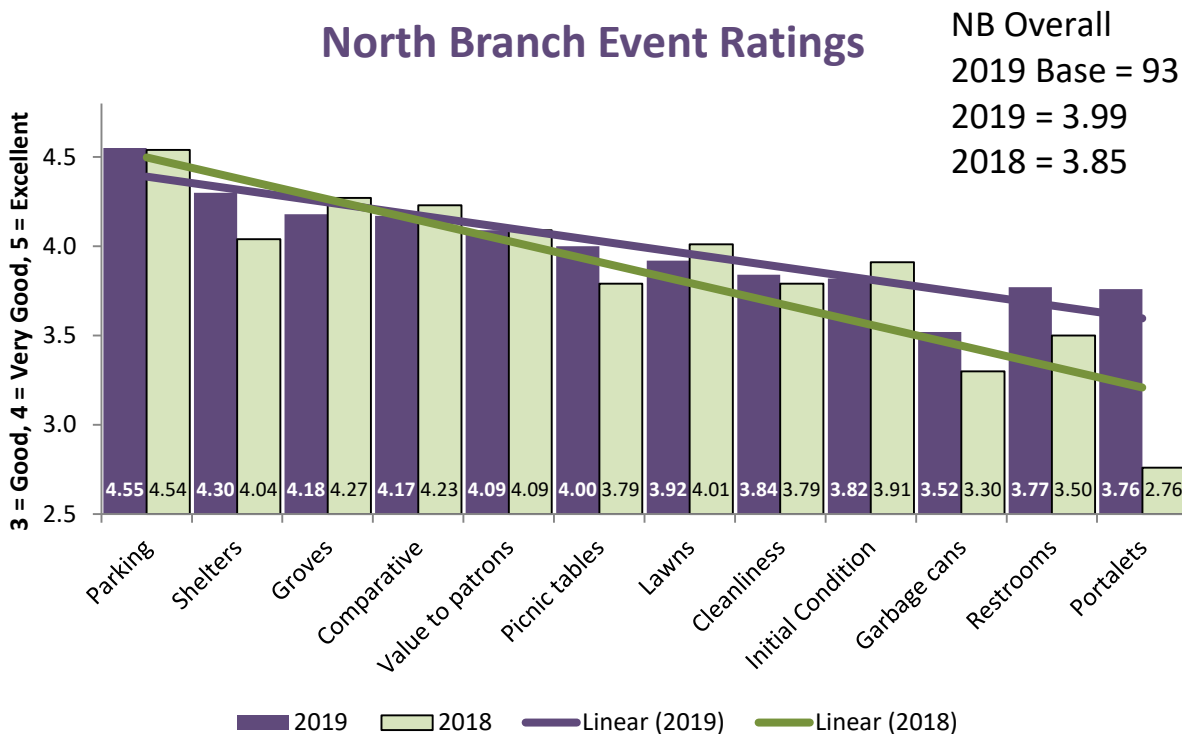
Figure 14 shows the ratings for North Zone’s Indian Boundary in 2019 and 2018.



Patron ratings for Indian Boundary improved for eight (shelters, garbage cans, the two values, cleanliness, picnic tables, initial condition of location, and portable restrooms) out of 12 event attributes in 2019 compared to 2018. Scores for parking, groves, and restroom buildings at Indian Boundary decreased slightly in 2019 compared to a year ago. Patrons rated lawns much lower in 2019 (3.78) compared to 2018 (4.21).

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Figure 15 shows the ratings for North Zone’s North Branch in 2019 and 2018.

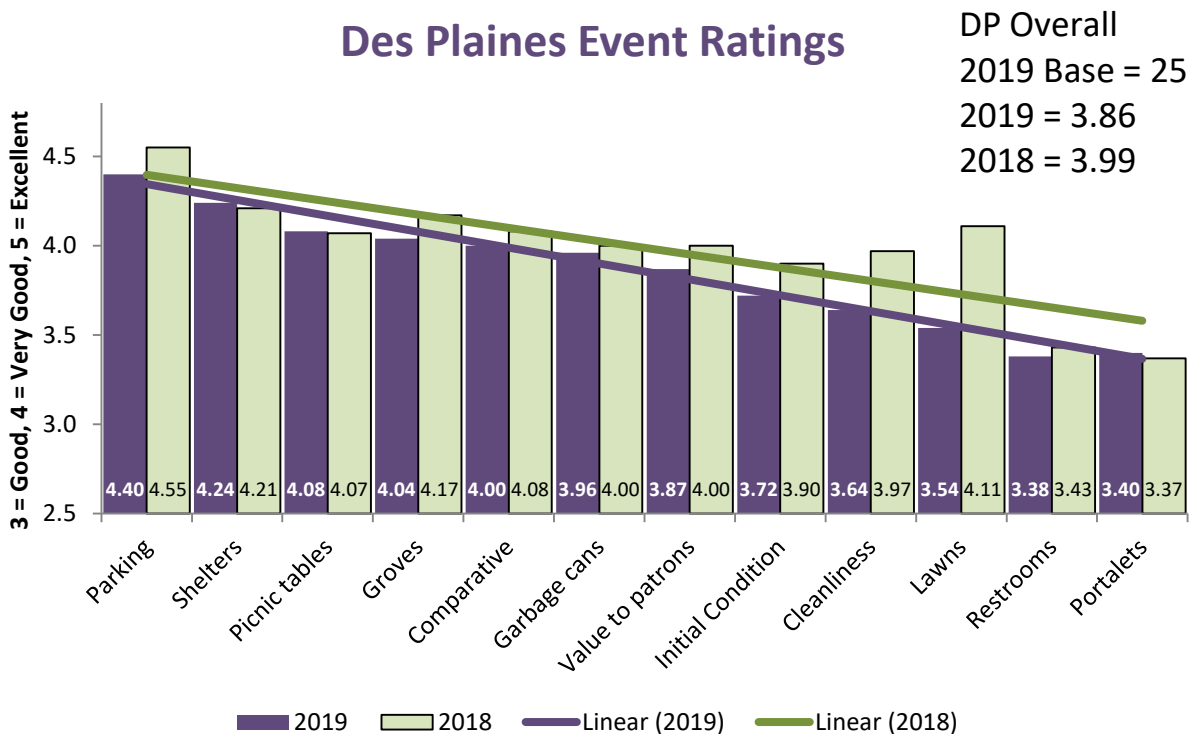


Ratings for shelters, picnic tables, garbage cans, and restrooms at North Branch improved in 2019 compared to 2018. Ratings for parking, the two values, and cleanliness were similar at North Branch for both years.

Scores for groves, lawns, and the initial condition of location decreased in 2019 compared to a year ago.

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Figure 16 shows the ratings for North Zone’s Des Plaines in 2019 and 2018.



Patron ratings for shelters, picnic tables and restrooms at Des Plaines were similar in 2019 compared to 2018.

Other event attributes (parking, groves, the two values, garbage cans, initial condition of the location, cleanliness, and lawns) received lower scores at Des Plaines in 2019 compared to 2018—especially lawns, which were rated 4.1 last year and 3.5 this season.

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2019 Summary Data: Base = 789 patrons

1. Please select the type of permit you applied for.

Picnic permit85.6%
Special event permit.....14.4%

Device Type (server data)

Desktop.....43.1%
Mobile.....56.9%

2a. How was your permit application(s) submitted? CHECK ALL THAT APPLY.

Online at fpdcc.com 76.6%
In person at the Forest Preserves General HQ..... 21.7%
In person at Dan Ryan Visitors Center 6.3%
Email 6.5%
Fax 0.5%
Mail 0.3%

2b. 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 FPCC 41.0%
1-2 events in the last 12 months 55.7%
3-4 events in the last 12 months 2.4%
5 or more events in the last 12 months 0.9%

2c. Was your first choice of location available?

Yes.....71.0%
No.....29.0%

2d. Did you host your event at the same location previously?

Yes.....73.9%
No.....26.1%

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

1-2 miles from home.....	13.6%
3-5 miles from home.....	30.4%
6-10 miles from home.....	28.1%
Over 10 miles away.....	27.9%

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

Base	604
<u>GOOD/USER-FRIENDLY/NO ANSWER</u>	70.5%
No answer	37.6%
All good/user-friendly	32.9%
<u>CALENDAR/GROVES</u>	10.6%
Confusing/ available/reserved/faster updates/releases	3.3%
Calendar confusing/date availability?	1.8%
Back and forth between calendar and groves	1.7%
Date filter/search by date for multiple groves	1.5%
Ensure correct grove/shelter info/update maps	1.3%
Grove photos	1.2%
Show available locations on a map	0.7%
Groves having different reservation schedules	0.3%
Add grove intersection	0.3%
Search location by ZIP code	0.2%
<u>UNDERSTANDABILITY</u>	3.8%
Make it simpler/less cumbersome/fewer restrictions	2.3%
Number the steps of the process/shorten	1.2%
Too many links	0.3%
<u>SPECIAL USE PERMITS</u>	3.6%
Make Special Use permit less confusing	1.2%
Permit and Special Use application at the same time	0.8%
Submit Special Use permits online	0.7%
Make it more obvious that a Special Use application is required	0.5%
Special use equipment to be more specific	0.3%
Let us chose our own vendors	0.2%
Special Use permit should list items (i.e. Special Permit: Inflatables)	0.2%

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<u>ADDITIONAL OPTIONS</u>	3.5%
Post forms/documents online	1.0%
Able to return into the system to add other items/change data	0.8%
Auto-populate from previous year	0.8%
Online/mobile access to permit	0.5%
Section for people who have never reserved a permit/more detail	0.3%
<u>OFFICE SUPPORT</u>	2.8%
Answer phone/long waits	2.6%
Respond to emails	0.3%
<u>NAVIGATION</u>	2.8%
Easier navigation/navigate from grove to grove	1.5%
Faster system/website	0.7%
System returns to home page after results/results lost	0.7%
<u>OTHER</u>	2.5%
Annual reminder/reminders	0.7%
Miscellaneous	0.7%
Maker more user-friendly	0.5%
Error message checking multiple locations	0.3%
Make groves available in November	0.3%
<u>PAYMENT OPTIONS</u>	1.5%
More payment options/credit cards/AMEX/PayPal	0.8%
Email payment confirmation	0.2%
Flat rate for everything	0.2%
List military discount	0.2%
Refund if grove not needed	0.2%
<u>PERMIT PRINTING</u>	1.2%
Re-enter system to print permit	0.5%
Option to forward permit for printing	0.3%
Map has grove numbers, permit has cardinal directions	0.2%
Reprint permit/printer friendly	0.2%
<u>INSURANCE</u>	0.3%
Cost examples	0.2%
FPCC to provide insurance at a reasonable cost	0.2%

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

Friendly.....4.71
Attentive to you.....4.62
Knowledgeable.....4.53
Appropriately dressed.....4.50
Processing time.....4.50

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

Friendly4.53
Attentive to you4.53
Knowledgeable4.51
Appropriately dressed4.49
Processing time4.43

4. Please rate your email/fax/mail application interaction with the permit office employee(s) on the following attributes:

Knowledgeable.....4.06
Responsive to you.....3.84
Easy to contact3.82
Processing time.....3.82

5a. Did you rent any Special Use items (e.g. tent, bounce house, generator etc.) for your event?

Yes.....30.6%
No.....69.4%

5b. Were you aware that the Forest Preserves of Cook County has an Approved Vendor list?

Yes.....64.7%
No.....35.3%

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5b(i). Did you use an Approved Vendor's services?

Yes.....64.4%

No.....35.6%

5c. Did you obtain insurance for your event?

Yes..... 29.6%

No.....70.4%

5c(i). How would you rate your experience getting insurance for your event?

Overall Rating.....3.73

5d. Did you rent a Portable Restroom(s) through the FPCC program?

Yes.....8.4%

No.....91.6%

6. Please indicate if you interacted with any of the following staff during your recent event.

CHECK ALL THAT APPLY.

Police Officer(s).....39.9%

Maintenance employees.....33.0%

None44.4%

6a. Please rate the Forest Preserves **Police Officer(s)** on the following attributes:

Knowledgeable 4.45

Professional 4.45

Easy to approach 4.42

Helpful 4.41

Friendly 4.40

6(i). Please rate the Forest Preserves **maintenance employee(s)** on the following attributes:

Uniform identified them as FP employee(s) 4.65

Friendly 4.59

Professional 4.56

Helpful 4.55

Easy to approach 4.54

Knowledgeable 4.51

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

Parking	4.48
Grove area	4.26
Shelter	4.26
Value to you	4.20
Value compared to other similar venues	4.14
Garbage cans	4.10
Picnic tables	4.07
Cleanliness of the area	4.07
Initial condition of location	3.96
Lawns	3.90
Restroom Buildings	3.70
Portable Restroom(s)	3.62

8. Did you or anyone attending your event have a disability that required accessibility features such as accessible parking, accessible portalet or comfort station, or an accessible path of travel from the parking lot or comfort station to the picnic shelter?

Yes.....27.3%
 No.....72.7%

8a. Was the accessibility feature available or provided?

Yes.....66.2%
 No.....33.8%

9. 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.

Overall Rating for 2019.....4.17

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10. I went hiking in the Forest Preserves in the last 12 months

Yes.....21.5%

No.....78.5%

I went biking in the Forest Preserves in the last 12 months

Yes.....18.2%

No.....81.8%

I visited one of the Nature Centers in the Forest Preserves in the last 12 months

Yes.....19.2%

No.....80.8%

I went to a concert/movie/special event in the Forest Preserves in the last 12 months

Yes.....8.2%

No.....91.8%

I went camping in the Forest Preserves campgrounds in the last 12 months

Yes.....2.6%

No.....97.4%

I went boating at the Forest Preserves in the last 12 months

Yes.....3.3%

No.....96.7%

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

Yes.....19.8%
No.....53.1%
Not sure.....27.0%

11a. If possible, please let us know the news or media for the Forest Preserves of Cook County that you recall.

Base	143
<u>DON'T RECALL/NO ANSWER</u>	32.2%
<u>MEDIA</u>	23.1%
TV	6.3%
Online	5.6%
News	3.5%
Radio	3.5%
Advertising	2.1%
Newspapers	2.1%
Billboard	0.7%
<u>FPCC MEDIA</u>	23.1%
Email/newsletter	18.2%
Facebook	3.5%
Flyers	1.4%
Mail	0.7%
<u>INFORMATION</u>	13.3%
Specific information	9.8%
Camping	2.8%
Parking tickets	0.7%
<u>CRIME</u>	10.5%
Puerto Rican shirt	3.5%
Robbery/mugged	2.8%
Crime	2.1%
Assault	1.4%
Shooting	0.7%

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12. The Forest Preserves of Cook County would like to know your information preferences. Which of the following would appeal to you for information about the Forest Preserves? CHECK ALL THAT APPLY.

Email newsletter (Forest Way) ..	71.6%
Facebook	19.6%
Twitter	2.5%
Other (please specify)	4.1%
Don't know	20.9%

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

Yes.....	77.0%
No.....	4.7%
Not sure.....	18.3%

13a. Will you host your event at the same location?

Yes.....	79.1%
No.....	5.1%
Not sure.....	15.8%

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

Yes.....	83.4%
No.....	16.6%

15. Are you . . .

Male.....	40.9%
Female.....	59.1%

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16. What is your age range?

21-25.....	3.1%
26-34.....	9.1%
35-44.....	18.2%
45-54.....	22.8%
55-64.....	27.2%
65-75.....	17.3%
76 & over.....	2.4%

Time of day for completing questionnaire (server data)

12-5am	2.0%
5-8am	5.3%
8-10am	9.9%
10-12am	11.9%
12-3pm	26.6%
3-6pm	22.3%
6-9pm	12.7%
9-12pm	9.3%

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Groves (server data) $\geq 1\%$ of sample

Busse Woods/Ned Brown Meadow	12.0%
Dan Ryan Woods	9.6%
Bunker Hill	5.3%
Schiller Woods	3.5%
Bemis Woods	3.2%
Catherine Chevalier Woods	2.4%
Miller Meadow	2.4%
Deer Grove East	2.0%
Brezina Woods	1.6%
Bur Oak Woods	1.6%
Sunset Bridge Meadow	1.6%
Midlothian Meadow	1.5%
Rubio Woods	1.5%
Thatcher Woods	1.5%
La Bagh Woods	1.4%
Palos Park Woods	1.3%
Buffalo Woods	1.1%
Caldwell Woods	1.1%
Crooked Creek Woods	1.1%
National Grove	1.1%
Tampier Lake	1.1%
Teason's Woods	1.1%
Willow Springs Woods	1.1%
Cherry Hill Woods	1.0%
Evans Field	1.0%
Linne Woods	1.0%
North Creek Meadow	1.0%
Sundown Meadow	1.0%
Wampum Lake	1.0%

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Grove Types

Small Grove Shelter.....	47.1%
Large Grove Shelter.....	43.2%
Small Grove No Shelter.....	7.6%
Large Grove No Shelter.....	0.5%
Event area.....	1.5%

Divisions

Salt Creek	15.2%
Northwest	14.7%
Indian Boundary	14.1%
North Branch	13.3%
Calumet	12.2%
Tinley Creek	8.6%
Palos	5.6%
Sag Valley	5.3%
Thorn Creek	4.9%
Des Plaines	3.3%
Skokie Division	1.9%
Poplar Creek	0.9%

Size of event

Average Size of party	120
Total for all events.....	95,280

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Conclusions and Recommendations

FIRST CHOICE OF LOCATION

Figure 17 shows that having the first choice of location is critical to permit application satisfaction.

	First Choice of Location	
	Yes	No
BASE:	434	156
ALREADY USER-FRIENDLY & SKIP	76.0%	54.5%
All good/is user-friendly	37.3%	21.2%
Saw question, but skipped	38.7%	33.3%
COMPLAINTS	24.0%	45.5%
Calendar/grove selection	6.5%	21.8%
Understanding application	2.8%	6.4%
Special Use permits	3.7%	3.8%
Additional options	3.7%	3.2%
Office support	3.2%	1.9%
Navigation	1.6%	5.8%
Payment options	1.2%	2.6%
Permit printing	1.4%	0.6%

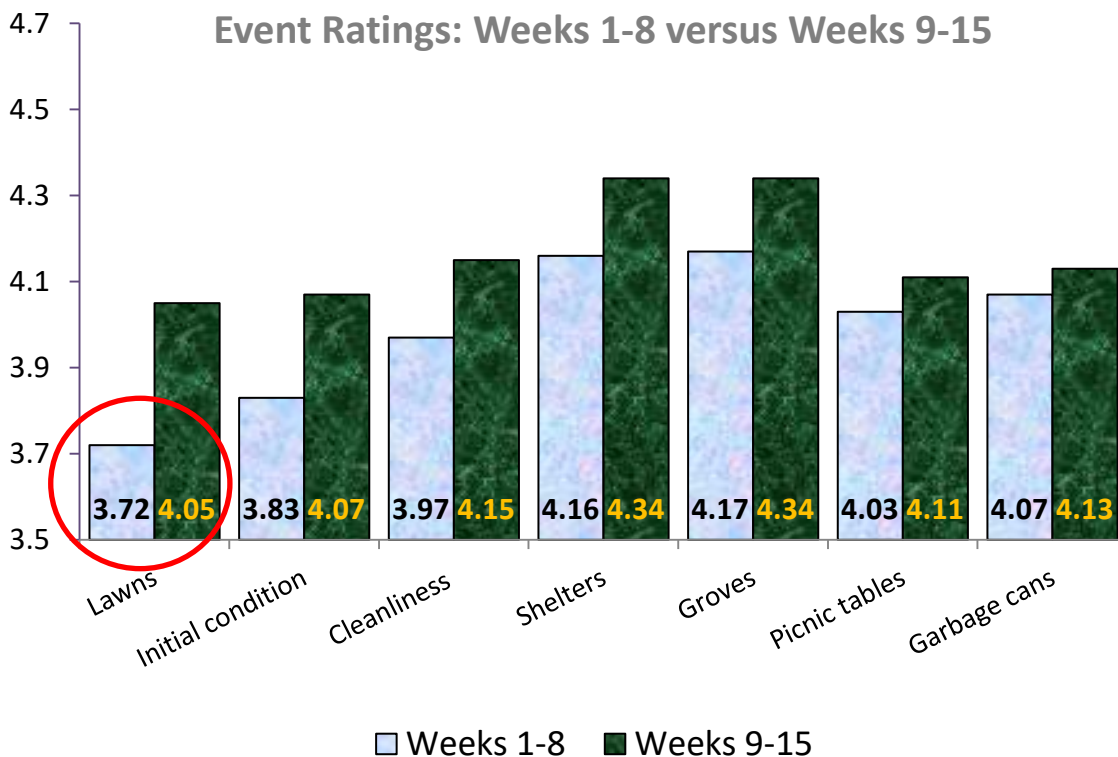
Some 32.9% of patrons responded that the application process was already user-friendly and 37.6% chose to skip the question. So the implication here is that 70.5% of patrons are satisfied with the system. However, some 178 patrons (29.5%) applying online had suggestions.

The data show that when patrons secure their first choice of location their satisfaction with both the application process and event increases. The percentage of patrons getting their first choice of location increased in 2019 compared to last year and contributed to higher ratings.

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LAWNS

Figure 18 shows specific event attribute ratings comparing the scores during the first half of the season with the second half.



The wet condition of the groves early in the season caused lower ratings for lawns. These ratings did not recover. Correlation analysis shows that the lower ratings for lawns impacted scores for other attributes. Some 31.5% of patrons providing low ratings for lawns have not recommended FPC to family member or friend, which compares to 10.3% of patrons giving lawns high ratings (*very good* and *excellent*) not recommending FPC.

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It is recommended that if substantial rain impacts groves in 2020, then patrons should be redirected to other groves within the same Division.

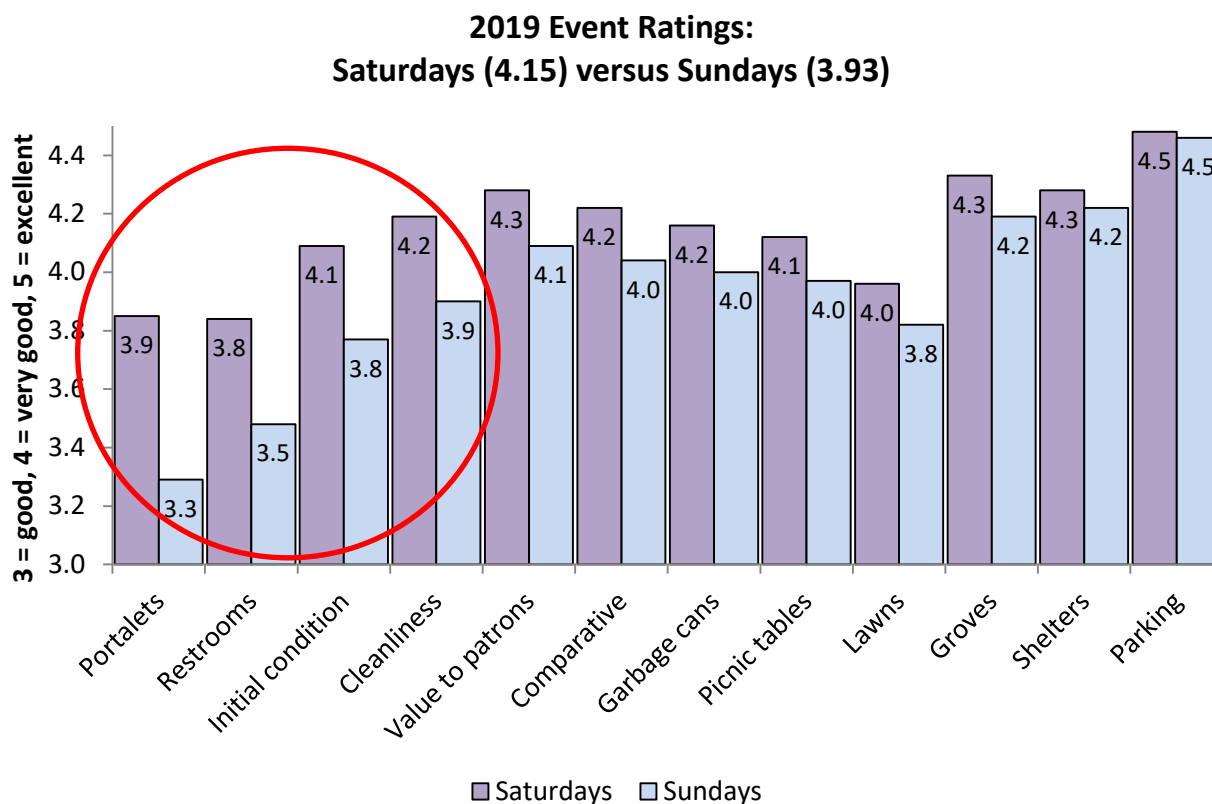
Figure 19 shows groves with low ratings for lawns during the first 1-8 weeks of 2019 and a possible redirect to groves where the flooding did not cause low ratings. The last row shows the impact on scores this action would have in 2020.

FLOODING/RAINS	<i>fair or poor</i>	REDIRECT
Bunker Hill (NB)	19%	Linne Woods (NB)
Catherine Chevalier Woods (IB)	25%	Robinson Woods South (IB)
Dan Ryan Woods (CA)	17%	Caldwell Woods (CA)
Deer Grove East (NW)	25%	Busse Woods (NW)
Bemis Woods (SC)	33%	Andrew Toman (SC)
Bur Oak Woods (TI)	40%	Midlothian Meadow (TI)
Jerome Huppert Woods (IB)	75%	Evans Field (IB)
North Branch Trail North (NB)	100%	La Bagh (NB)
Plum Creek Play Meadow (TH)	66%	Glenwood Woods (TH)
Possum Hollow Woods (SC)	100%	Ottawa Trail Woods (SC)
Thatcher Woods (IB)	60%	Sunset Bridge Meadow (IB)
Wayside Woods (NB)	75%	Edgebrook Woods (NB)
Willow Springs Woods (PA)	66%	Buffalo Woods (PA)
3.72		4.07

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SUNDAYS

Figure 20 shows the event ratings for the 2019 season on Saturdays and Sundays.



The data shows substantially lower ratings on Sundays for restrooms, initial condition of location, and cleanliness of area.

This exact analysis was run on last year's data and this situation was not happening during the 2018 season. So this is a new finding for 2019.

- Last year ratings for portable restrooms decreased from 3.5 on Saturday to 3.0 on Sunday. This year portable restrooms were 3.85 on Saturday and 3.29 on Sunday.
- Last year restroom buildings rating decreased slightly 3.7 to 3.6. This year restroom buildings went from 3.84 on Saturday to 3.48 on Sunday.
- Last year the location's initial condition was rated 3.9 on both Saturday and Sunday. This year the initial condition was rated 4.09 on Saturday and 3.77 on Sunday.
- Last year the cleanliness of the area was rated 3.9 on Saturday and 3.8 on Sunday. This year cleanliness went from 4.19 on Saturday to 3.90 on Sunday.

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Figure 21 shows the distribution of event related complaints from 187 patrons on Saturdays and Sundays.

COMPLAINTS DISTRIBUTION	SATURDAYS	SUNDAYS
BASE:	102	85
Grass not cut/too long	19.5%	9.5%
Debris in area	11.7%	15.5%
Animal/bird droppings	10.4%	6.1%
Portable restroom not clean	3.2%	6.8%
Birds' nests in shelter	4.5%	5.4%
Mud/water on grass	2.6%	6.1%
Garbage cans were full	1.3%	6.8%
Picnic tables were dirty	1.9%	5.4%
Not enough garbage cans	3.9%	2.7%
Restroom not clean	3.2%	2.0%
No toilet paper in restroom	1.9%	2.7%
No toilet paper in portable restroom	1.3%	2.0%
Portable restroom was full	0.6%	2.7%

We recommend earlier and/or additional clean-up opportunities to occur on Sundays. 2020 Sundays to be debris-free, with empty garbage cans, serviced portalets (clean, empty, toilet paper, hand sanitizer), and washed picnic tables.

**This concludes Penn and Associates' final report for The Forest Preserves of Cook County
Customer Satisfaction Survey, 2019**