



Legislation Details (With Text)

File #: 23-0122 **Version:** 1 **Name:**
Type: Report **Status:** Filed
File created: 1/5/2023 **In control:** Office of the General Superintendent
On agenda: 1/24/2023 **Final action:** 1/24/2023
Title: REPORT

Department: Department of Permits, Rentals and Concessions

Request: Receive and File

Report Title: Event and Permit Application Survey

Report Period: 2022

Summary: The Department of Permits, Rentals and Concessions (“PRC”) contracts with a third-party consultant, Penn and Associates, to survey customers who hold picnics or special events in our groves on a weekly basis throughout the summer months. This year, one thousand, one hundred and forty-seven (1,147) patrons completed questionnaires, a 23.5% response rate. Overall, customer satisfaction increased in 2022 compared to a year ago and the results showed continuous month-by-month improvement throughout the 2022 season. PRC, Department of Landscape Maintenance, and Department of Law Enforcement staff who interacted with customers all received extremely high ratings. The full report and presentation include detailed findings. Results of the survey are reviewed by all relevant staff on a weekly basis during the summer months to gauge and improve areas of operations within the Forest Preserves of Cook County.

Sponsors:

Indexes: (Inactive) ARNOLD RANDALL, General Superintendent

Code sections:

Attachments: 1. PR8_Final_Report

Date	Ver.	Action By	Action	Result
1/24/2023	1	FPD Board of Commissioners	receive and filed	Pass

REPORT

Department: Department of Permits, Rentals and Concessions

Request: Receive and File

Report Title: Event and Permit Application Survey

Report Period: 2022

Summary: The Department of Permits, Rentals and Concessions (“PRC”) contracts with a third-party consultant, Penn and Associates, to survey customers who hold picnics or special events in our groves on a weekly basis throughout the summer months. This year, one thousand, one hundred and forty-seven (1,147) patrons completed questionnaires, a

23.5% response rate. Overall, customer satisfaction increased in 2022 compared to a year ago and the results showed continuous month-by-month improvement throughout the 2022 season. PRC, Department of Landscape Maintenance, and Department of Law Enforcement staff who interacted with customers all received extremely high ratings. The full report and presentation include detailed findings. Results of the survey are reviewed by all relevant staff on a weekly basis during the summer months to gauge and improve areas of operations within the Forest Preserves of Cook County.