

City of Galion

Park Satisfaction Survey Results

Dec. 5, 2016



Goal: To get feedback from the community on:

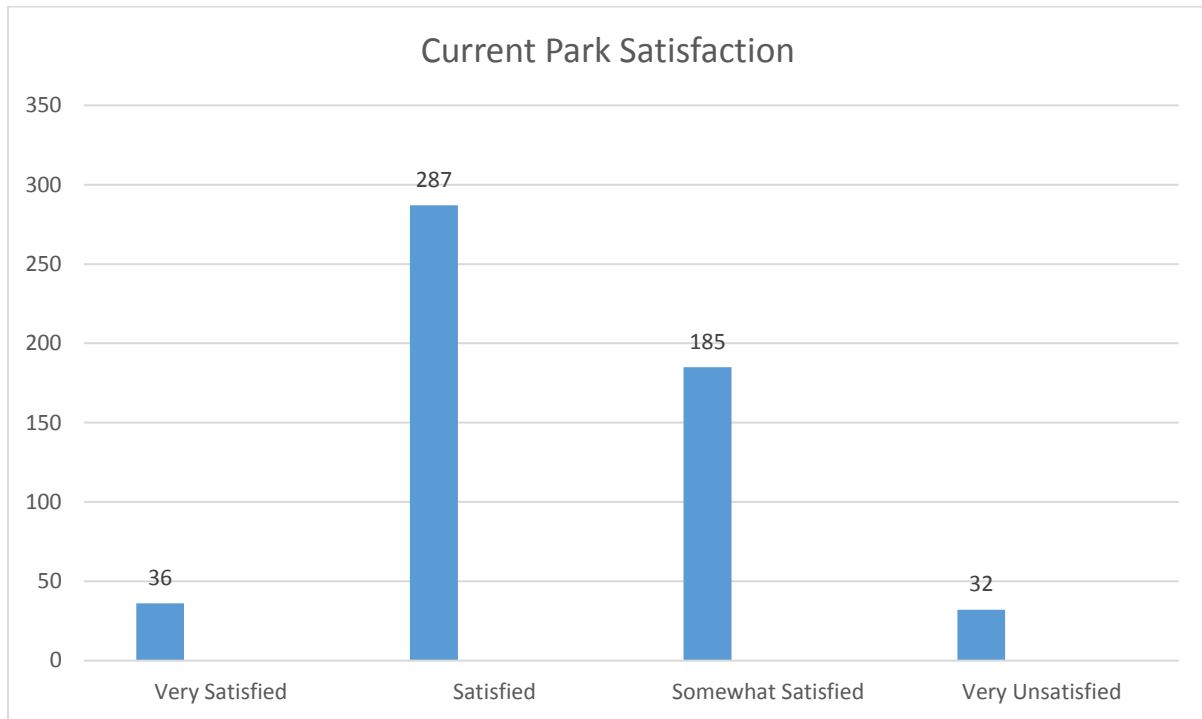
1. General satisfaction of city-owned parks
2. How to improve park facilities and recreation opportunities
3. Which projects should receive highest priority

Survey Period: Hard copies were sent out with utility bills on Sept. 5, 2016. The online version, administered through Survey Monkey, went active on Sept. 1, 2016 and closed Nov. 25, 2016.

Content: The survey contained a total of 9 questions. Most questions allowed respondents to select an answer from multiple choices, and four questions allowed an extended response. The final question asked respondents to rank project ideas on a 1-10 scale, and allowed them to write in an alternative project idea. Respondents also had an option to provide their name, age group, and contact information.

Results: During the period that the city requested feedback, 260 hard copy surveys were received and 313 online surveys were received. **Total surveys collected was 573.** Results will be used to help the city develop a Capital Improvement Plan.

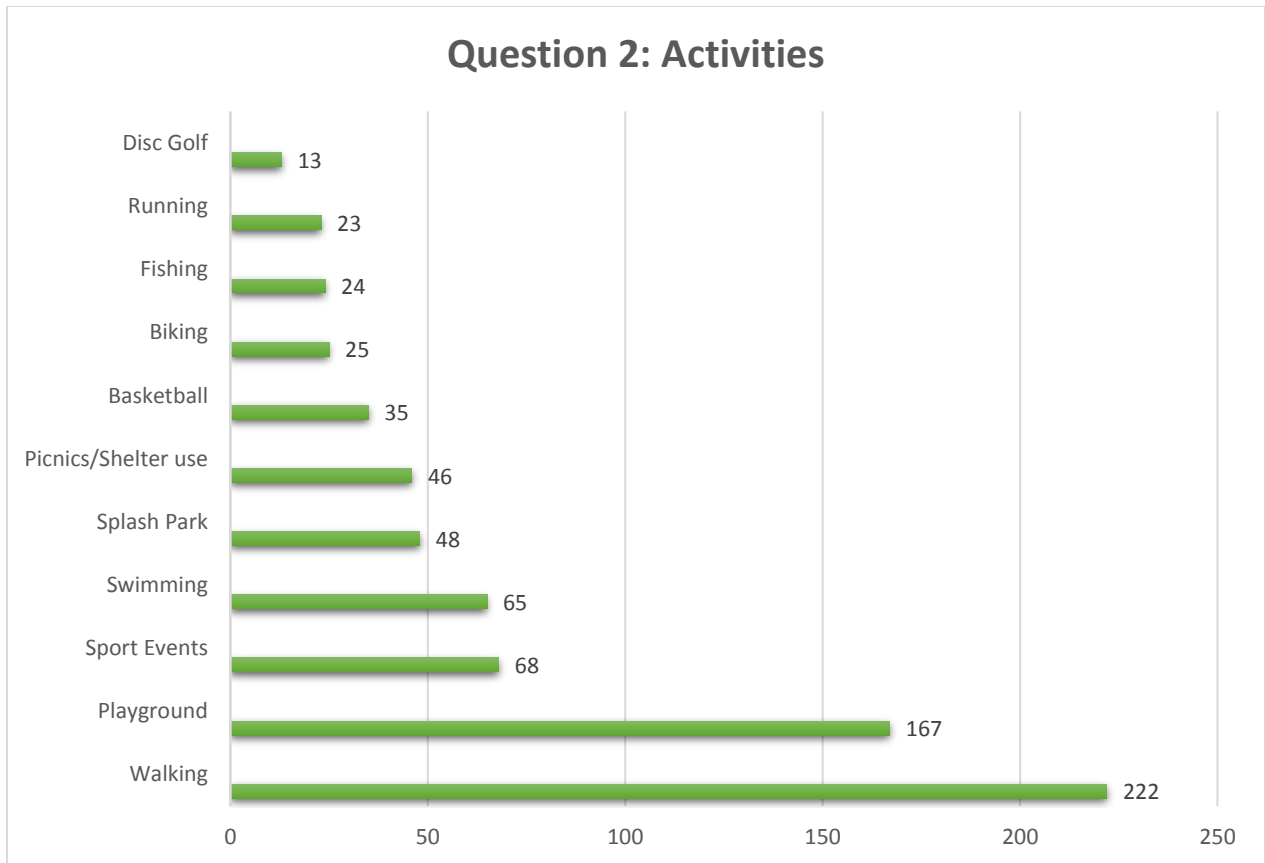
Question 1: How satisfied are you with the current Galion park system?



A total of 540 respondents answered Question 1.

- 287 people (53.1%) said they were “satisfied.”
- 185 people (34.3%) said they were “somewhat satisfied.”
- Responses for “very satisfied” and “very unsatisfied” were close at 36 responses (6.7%) and 32 responses (5.9%), respectively.

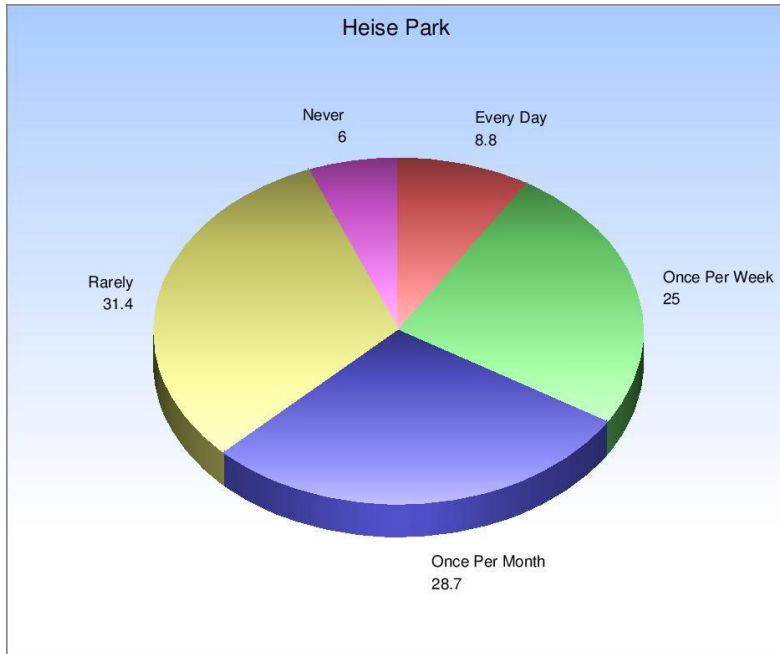
Question 2: What activities do you most often enjoy while at the parks?



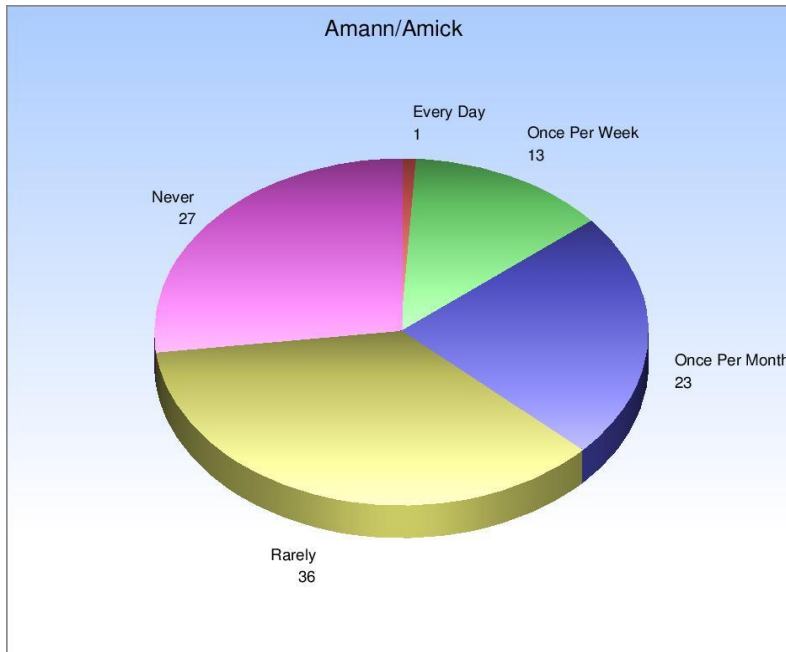
Respondents were asked to list the top 3 activities they do while at the parks.

- Walking was the most common answer with more than 200 people listing this as an activity.
- Playground use was the second most common.
- Watching or participating in sporting events was the third most common, followed closely by swimming.

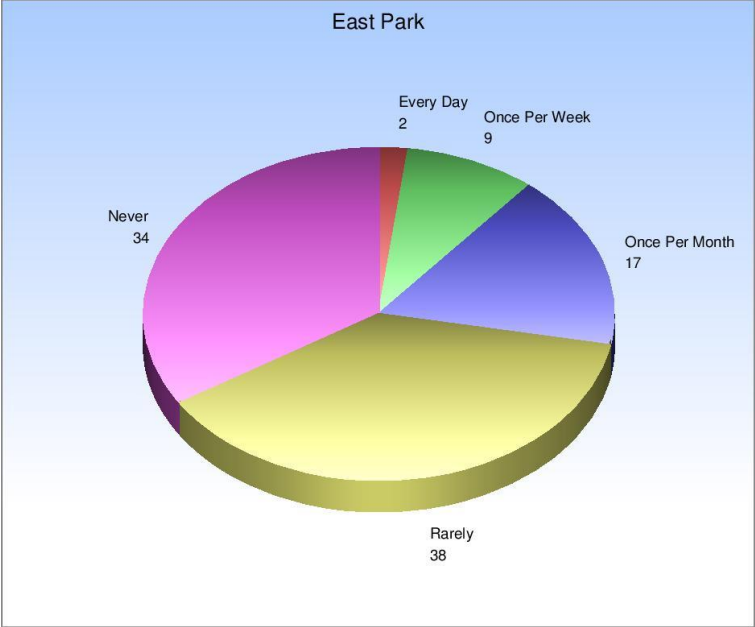
Question 3: How often do you visit each park?



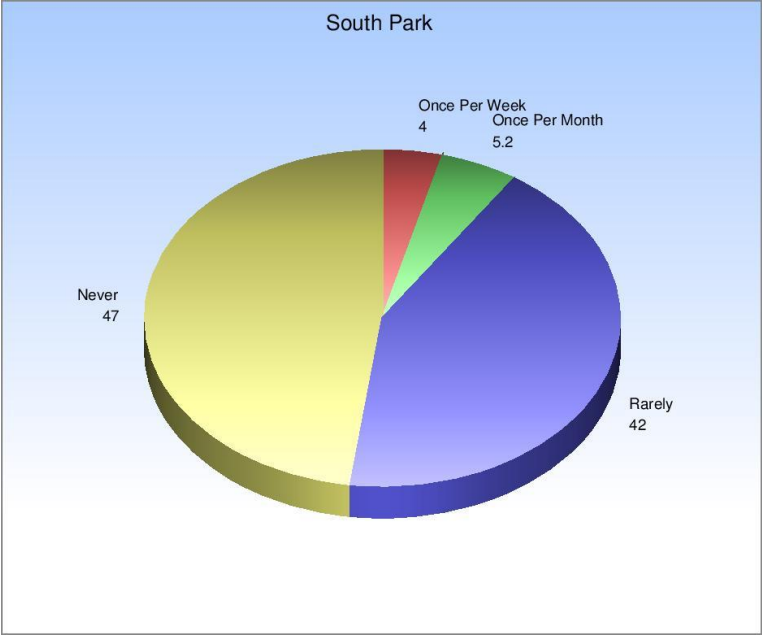
Heise Park was the most frequently visited park with 8.8% of respondents visiting every day and 25% visiting once per week.

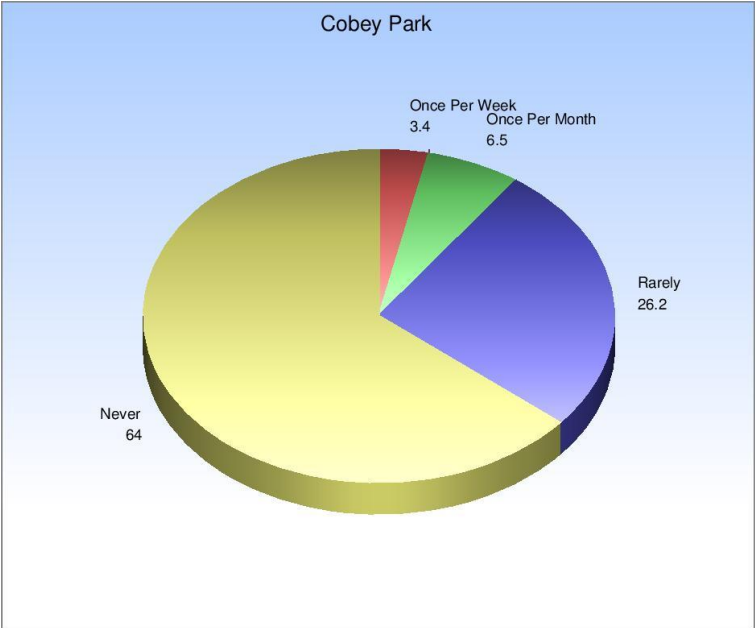
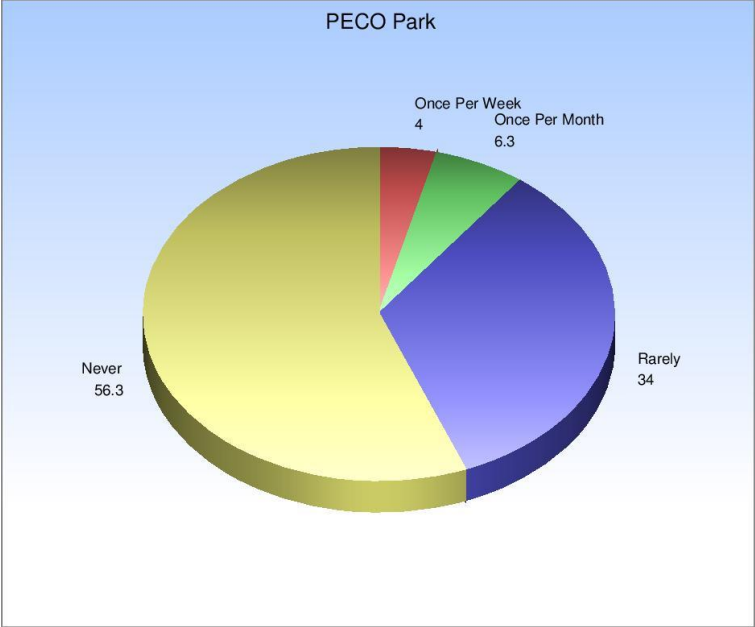


The reservoirs ranked second, but more than 50% of respondents reported rarely or never visiting.



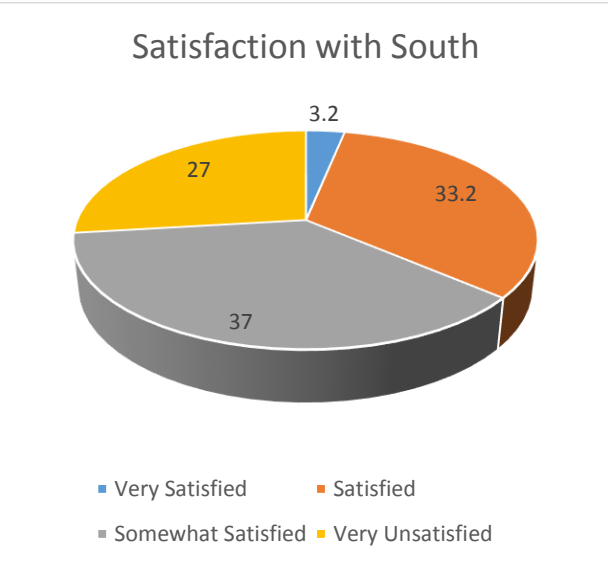
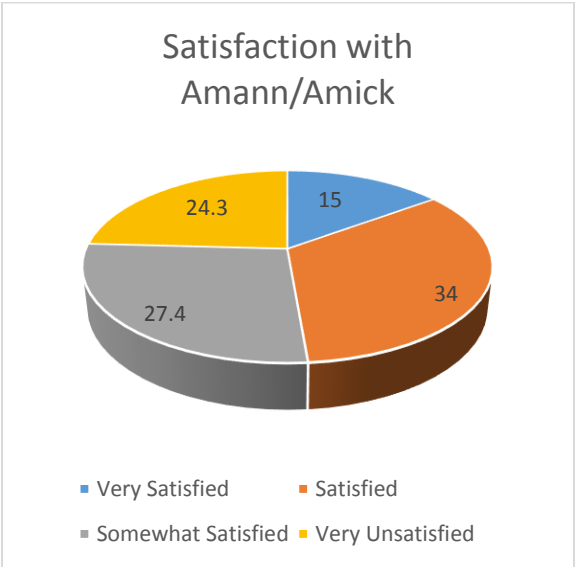
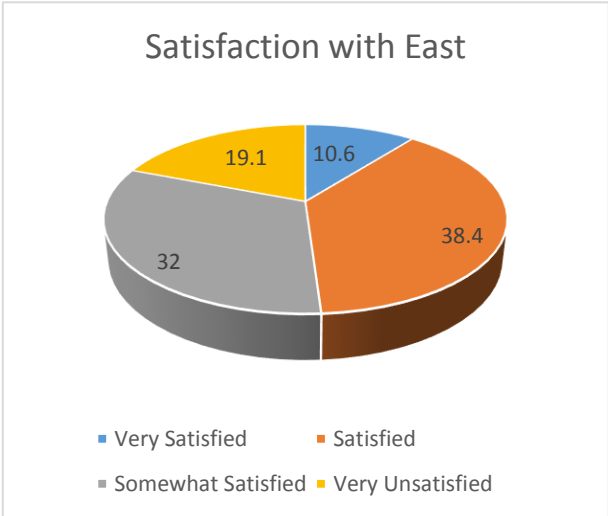
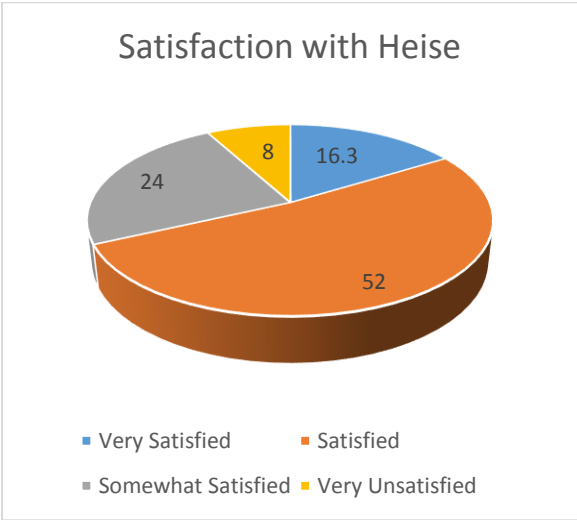
East Park ranked third but also had over 50% of respondents who rarely or never visit.

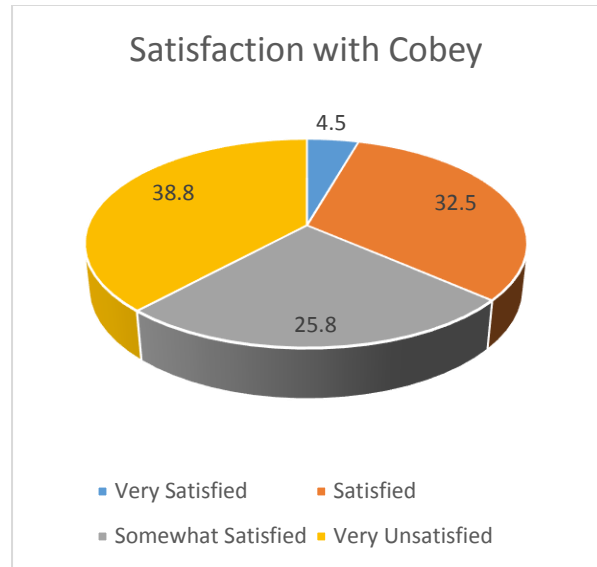
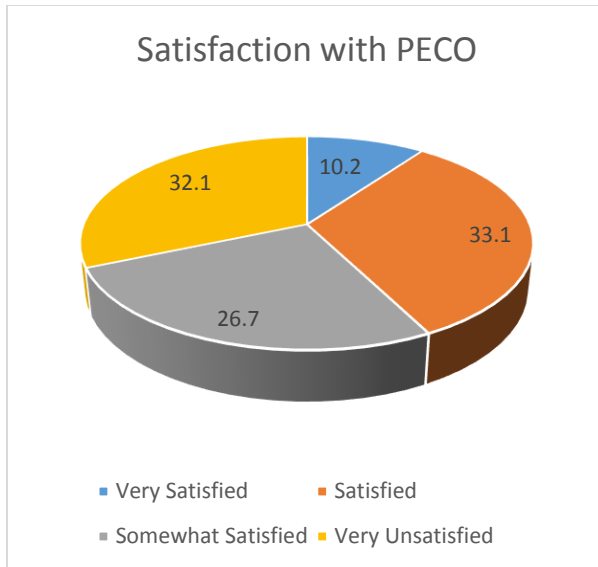




Question 5: How satisfied are you with the facilities at each park?

Heise Park ranked highest for satisfaction level. East Park and the reservoirs ranked closely with each other, followed by PECO and South parks. Cobey received the lowest ranking with a 39% of respondents saying they were “very unsatisfied.”





**Question 6: Describe your level of satisfaction/general impression
of Heise Park Pool**

38 respondents indicated they were satisfied with the facilities.

13 respondents said they would like longer hours of operation and 12 respondents said they would like an extended season:

- Pool not open long enough daily and seasonally – closed hottest days of the year in August
- Need longer hours and more weekends, don't close until Labor Day.
- Pool closes too early, at least be open on weekends after school begins
- Very nice. Not open long enough. If you work and don't get off until 5 the pool is closed.

Suggestions:

- great but bathrooms need to be suited for moms, babies, and toddlers
- wish they had adult swim nights
- Bathroom needs updated
- Update bathroom, clean floor
- Should be more to do
- Good, should be able to take floaties in for little kids
- We have one of the best pools around. Just cannot afford to go there a lot.
- Ok. Restrooms need to be cleaner. Rinse off showers need to be brought back.
- Good, clean, need more and newer lawn chairs (not sturdy)

- Somewhat clean. Bathrooms were disgusting.
- My children wanted to leave after the second time the whistle blew for them to get out because it seemed they were out longer than they got to be in.
- Crestline pool is cheaper and has better slide
- Not very clean
- Needs some upgrades
- Morning or evening adult swims
- Would love for the pool to have more slides and to be bigger

Pool Staff:

35 respondents said the staff was good or friendly.

There were 12 negative reviews:

- Acted like they could care less who or what was going on.
- More important to be on cellphones than watching the kids swimming especially the one at the slide.
- Some very immature
- not real friendly
- better discipline policies need to be enforced for unsupervised children
- not impressed – slide attendant reads instead of supervising
- rude
- Some are very rude. They need an adult there all the time to be in charge. Overall not bad just a few.
- Not real customer oriented, jobs done ok
- Somewhat rude
- Not satisfied. After three different problems went to Crestline pool.

Question 7: Describe your level of satisfaction/general impression of the Splash Park

Satisfied/Good: 23

More shade: 10

- Need more umbrellas/shaded areas
- More shade
- Loved the new item but no shade or seating for adults who accompany children.
- My daughter enjoyed it very much. Could use some shade closer to the splash area
- Very nice and clean. Would like to see more shade, maybe umbrellas over the picnic tables
- Need more places for the adults to sit and shade

- Vending machine and more shade at splash park.
- Needs more shade, non-slippery deck

Suggestions:

- Glow splash at splash park
- The pad below the slide needs secured. Water level was very low on a couple visits. Excited to have a space like this in town and FREE to kids!
- Love it! Need more cushions and more shade!
- Exciting! Very concerned there is no rubber safe stuff on all the cement. The slide really needs attention.

“Daughter (age 8) love it this summer. We visited it several times. It is one of the best ideas Galion has had. I talked to people there who came from out of town.”

“We love it! The only thing is there needs to be more padding on the ground as they come out of the tiger slide. A lot of kids were bleeding from the pad not being long enough and going on the concrete.”

Question 8: What are the top unmet recreational needs or park improvements?

More/Updated Restrooms: 37

Reservoir Improvements (including restrooms): 31

Biking/Walking Path: 27

Other ideas:

Senior recreation

More ways to exercise

More activity areas needed for all ages

Pool for the east side

Repair tennis courts

Accessibility for disabled kids and facilities for their needs.

Why no parks for older citizens?

More upkeep

Repave basketball courts

More seating/benches

Improved/more walkways

Keep weeds out!

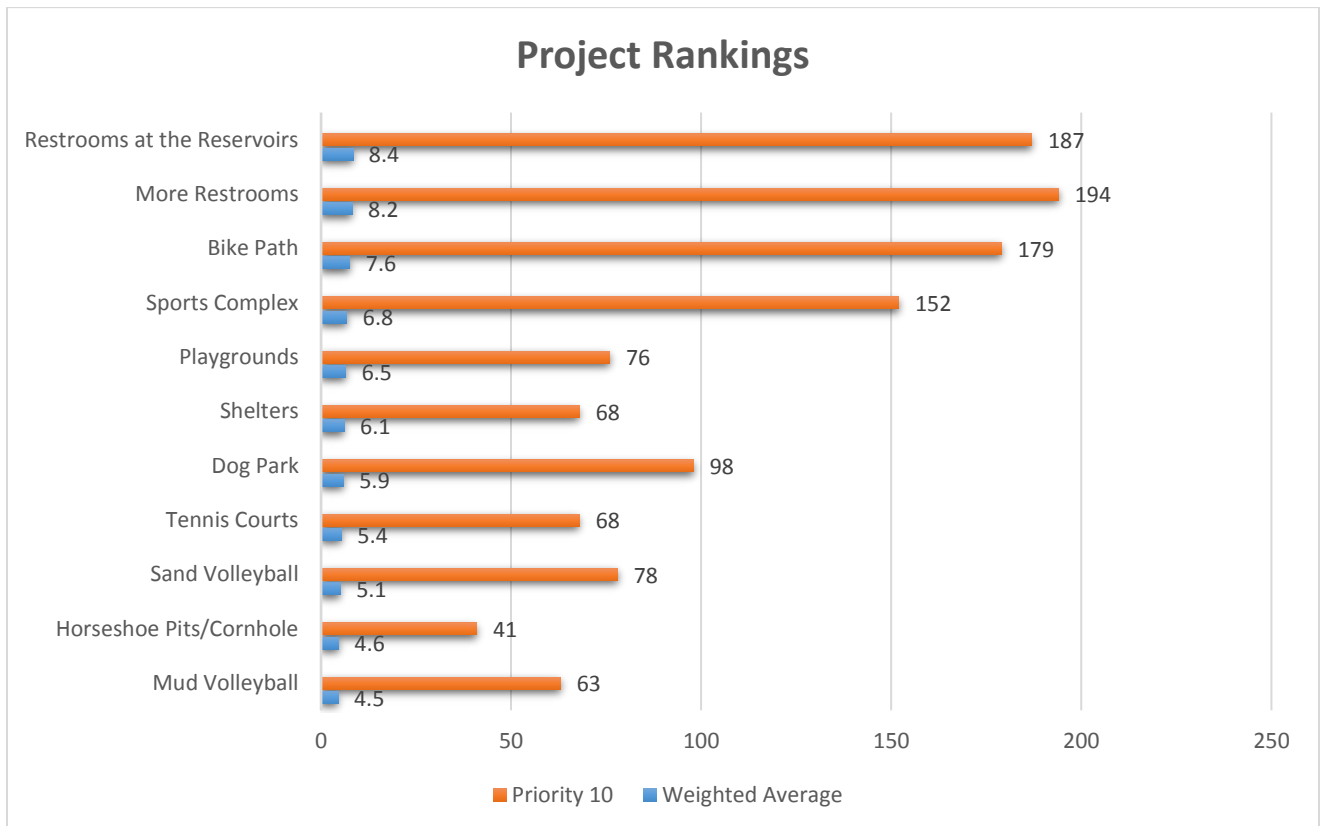
More water fountains

More lighting

Question 9: Rank the importance of each project.

Projects were scored based on a point system of 1-10 points. A weighted average was calculated based on the total amount of points divided by the total responses. The blue line in the chart shows the weighted average for each project, and the orange line represents the number of respondents that rated the project as a “10.”

- Restrooms at the reservoirs received the highest weighted average at 8.4. 187 respondents ranked the priority at a 10.
- More or updated restrooms came at a close second with a weighted average of 8.2. 194 respondents ranked the priority at a 10.
- Biking/walking path received a weighted average of 7.6. 179 respondents ranked the priority at 10.



Q.9	1	2	3	4	5	6	7	8	9	10
Restrooms at reservoirs	26	5	11	5	31	31	21	34	46	187
More restrooms	12	7	7	9	27	21	34	45	57	194
Bike Path	23	13	15	8	32	29	33	52	33	179
Complex	61	9	8	22	42	21	37	32	21	152
Playgrounds	25	9	27	20	62	52	41	54	23	76
Shelters	37	13	21	36	71	41	41	59	22	68
Dog Park	79	12	25	22	52	20	39	36	24	98
Tennis courts	76	23	34	30	50	34	39	28	21	68
sand volleyball	104	23	28	22	54	27	22	24	22	78
shoe pits	115	26	29	29	61	30	25	31	17	41
mud volleyball	133	26	30	21	51	26	20	14	19	63

Other project suggestions:

Some shaded areas/shelters

Only East Park has exercise stations – need more at other parks

Dog stations with bags and disposal cans

Batting cages would be nice

East Park horse shoe pit/cornhole court, South Park shelter house

Winter ice skating! (See Bellville as an example)

Replace the small park across from Galion Center Y with parking

Update the band shell

indoor year-round playground

What about a shooting range? It's different, and it could be made to offer safety classes as well as hourly admittance or a yearly membership. It could be indoor/outdoor and offer areas for archery as well.

Something at East Park for older children

Peco needs more to do and more parking

Trails to hike and walk dogs, bike trails, something for older kids to do

south park needs new things and the tee ball field needs redone

batting cages

I think it would be super to have another splash pad that is more of a fountain, something artistic, like the fountains at bicentennial park and north bank park in Columbus.

“Landscape sculpture park” like in Wooster – a fabulous, updated and fun park! With only a normal shelter house that is NOT enclosed!

A decorative water fountain with benches

Soccer field

We really need a soccer field for high school soccer games

Mark the mileage around town and encourage people to walk

Handicap equipment for kids

Zipline at heise park would be neat

A pool like Marion’s would be neat

Indoor shooting range

Frisbee golf at city parks

Swimming pool at east park

Soccer fields

Senior or multi-generational playground

East Park has a ball field not being used, is a big waste. Room to put something else.

Upgrade playground equipment by the Frank Shelter. Move shelter at South Park closer to ballfield.

Need soccer field!

Community garden plots

Enclosable shelters. Not enough tables at the shelter house

Badminton and cornhole

New football field at school campus

Outdoor fitness equipment (stationary bikes, etc. www.gfoutdoorfitness.com)

Dirt bike/4-wheeler trails

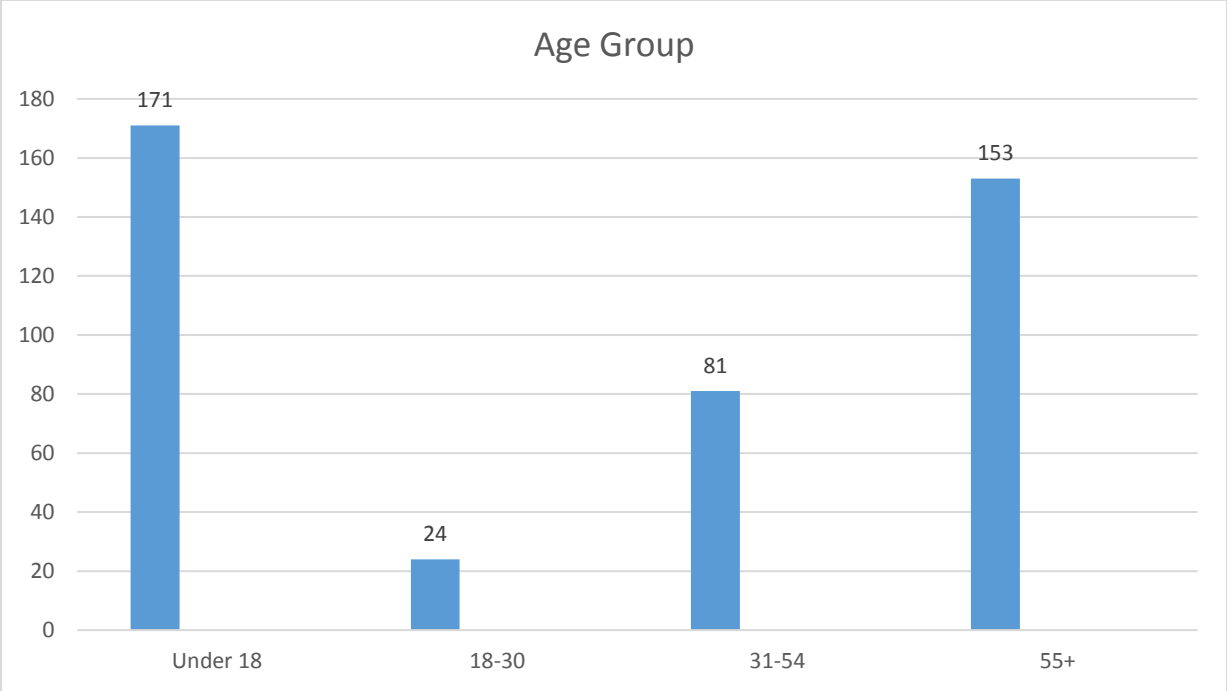
Some kind of bike park would be nice

More workout equipment similar to East Park

Concession stand with hot foods during periods of frequent use

Update basketball courts

Sand play area at splash park and across from YMCA



Respondents had the option in the hard copy survey to provide the age group to which they belonged. Galion High School students participated in the survey, making the under 18 demographic the largest age group sampled. People over the age of 55 made up the majority of respondents. This question was not offered in the online survey due to a limit on the number of questions.