

# 2011 Cypress Cove Season Pass Holders Survey #2



## 1. What city are you from?

		Response Percent	Response Count
Woodridge		51.8%	87
Bolingbrook		2.4%	4
Darien		16.7%	28
Downers Grove		26.2%	44
Lemont		0.6%	1
Lisle		0.0%	0
Naperville		1.2%	2
Westmont		1.2%	2
Other (please specify)			3
<b>answered question</b>			<b>168</b>
<b>skipped question</b>			<b>0</b>

## 2. Please rate your household's level of satisfaction regarding various facility components:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know / Not Applicable	R
A. Cleanliness of shower areas	<b>35.5% (59)</b>	33.1% (55)	11.4% (19)	8.4% (14)	1.8% (3)	9.6% (16)	
B. Cleanliness of restrooms (toilets/sinks/mirrors)	29.2% (49)	<b>42.9% (72)</b>	12.5% (21)	10.1% (17)	4.2% (7)	1.2% (2)	
C. Cleanliness of changing areas	29.5% (49)	<b>30.7% (51)</b>	14.5% (24)	6.0% (10)	1.8% (3)	17.5% (29)	
D. Sufficient toilet paper available	<b>47.3% (79)</b>	29.3% (49)	10.2% (17)	2.4% (4)	1.8% (3)	9.0% (15)	
E. Locker availability	27.5% (46)	9.6% (16)	10.8% (18)	1.2% (2)	0.0% (0)	<b>50.9% (85)</b>	
F. Cleanliness of lockers	27.1% (45)	9.0% (15)	9.6% (16)	1.2% (2)	0.0% (0)	<b>53.0% (88)</b>	
G. Clarity of pool water	<b>72.0% (118)</b>	23.2% (38)	3.7% (6)	1.2% (2)	0.0% (0)	0.0% (0)	
H. Pool water temperature	<b>68.5% (115)</b>	25.6% (43)	2.4% (4)	3.6% (6)	0.0% (0)	0.0% (0)	
I. Cleanliness of pool deck areas	<b>79.8% (134)</b>	17.3% (29)	0.6% (1)	1.8% (3)	0.6% (1)	0.0% (0)	
J. Cleanliness of concession areas	<b>49.7% (83)</b>	25.1% (42)	6.6% (11)	4.2% (7)	1.8% (3)	12.6% (21)	
K. Availability of lounge chair seating	28.0% (46)	<b>37.8% (62)</b>	11.6% (19)	17.1% (28)	4.9% (8)	0.6% (1)	
L. Cleanliness of lounge chairs	<b>56.0% (93)</b>	33.1% (55)	5.4% (9)	3.6% (6)	1.2% (2)	0.6% (1)	
M. Availability of shade structures	<b>30.7% (51)</b>	28.3% (47)	10.8% (18)	20.5% (34)	6.6% (11)	3.0% (5)	
N. Availability of parking spaces	29.9% (49)	<b>34.1% (56)</b>	9.8% (16)	17.7% (29)	6.7% (11)	1.8% (3)	
O. Overall level of landscaping	<b>70.2% (118)</b>	25.6% (43)	3.0% (5)	0.0% (0)	0.0% (0)	1.2% (2)	
P. Overall level of grounds maintenance	<b>70.2% (118)</b>	26.2% (44)	1.8% (3)	0.6% (1)	0.0% (0)	1.2% (2)	

Q. Overall physical condition of aquatic facility (pools/buildings/decks/water features/etc.)	<b>58.9% (99)</b>	35.1% (59)	3.0% (5)	2.4% (4)	0.6% (1)	0.0% (0)
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If dissatisfied with any of the above, please provide a comment or suggestion(s) and reference the corresponding letter.

<b>answered question</b>
<b>skipped question</b>

### 3. Please rate your household's level of satisfaction of the following life safety & operational components:

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know / Not Applicable	Re
A. Lifeguard visibility/attentiveness/position	<b>82.1% (138)</b>	13.1% (22)	1.8% (3)	1.2% (2)	1.2% (2)	0.6% (1)	
B. Level of confidence of lifeguard staff to perform aquatic rescue	<b>83.9% (141)</b>	11.3% (19)	1.8% (3)	0.6% (1)	0.0% (0)	2.4% (4)	
C. Emergency response time	<b>57.7% (97)</b>	6.5% (11)	4.2% (7)	0.6% (1)	0.0% (0)	31.0% (52)	
D. First aid care	<b>44.0% (74)</b>	7.7% (13)	5.4% (9)	0.0% (0)	0.0% (0)	42.9% (72)	
E. Staff professionalism	<b>61.3% (98)</b>	26.3% (42)	8.8% (14)	1.9% (3)	1.3% (2)	0.6% (1)	
F. Lifeguard/deckguard staff courteousness	<b>60.7% (102)</b>	29.2% (49)	3.0% (5)	4.2% (7)	1.2% (2)	1.8% (3)	
G. Staff enforcement of rules & regulations	<b>57.8% (96)</b>	26.5% (44)	4.8% (8)	4.2% (7)	5.4% (9)	1.2% (2)	
H. Communication of rules & regulations (announcements/sign postings/brochure/etc.)	<b>56.3% (94)</b>	31.1% (52)	7.2% (12)	3.0% (5)	2.4% (4)	0.0% (0)	
I. Security (personal safety from crime/theft/injury/etc.)	<b>50.3% (83)</b>	23.6% (39)	12.7% (21)	2.4% (4)	1.8% (3)	9.1% (15)	
J. Overall level of communication	<b>56.6% (94)</b>	30.1% (50)	12.0% (20)	0.0% (0)	0.6% (1)	0.6% (1)	
K. Designated Adult lap swim lane opportunity	<b>49.1% (82)</b>	15.6% (26)	7.2% (12)	1.8% (3)	1.2% (2)	25.1% (42)	
L. Safety break (Adult swim only)	<b>65.5% (110)</b>	20.8% (35)	5.4% (9)	4.8% (8)	2.4% (4)	1.2% (2)	

If dissatisfied with any of the above, please provide a comment or suggestion(s) and reference the corresponding letter.

answered question

skipped question

#### 4. Please rate your household's level of satisfaction regarding admissions/pass registration

	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know / Not Applicable	Re
A. Check-in Timeliness	<b>50.3% (84)</b>	35.9% (60)	3.6% (6)	6.6% (11)	3.0% (5)	0.6% (1)	
B. Ability to answer questions/provide assistance	<b>52.7% (88)</b>	27.5% (46)	6.6% (11)	1.8% (3)	1.8% (3)	9.6% (16)	
C. Admissions staff professionalism	<b>57.3% (94)</b>	35.4% (58)	6.7% (11)	0.0% (0)	0.0% (0)	0.6% (1)	
D. Admissions staff courteousness	<b>64.1% (107)</b>	28.7% (48)	5.4% (9)	1.8% (3)	0.0% (0)	0.0% (0)	
E. Security check of personal belongings	<b>49.1% (82)</b>	24.6% (41)	12.6% (21)	6.6% (11)	3.6% (6)	3.6% (6)	
F. Season Pass Registration/Renewal Process	<b>72.0% (121)</b>	16.1% (27)	7.1% (12)	3.6% (6)	0.6% (1)	0.6% (1)	
G. 30 Minute Early Entry for Pass Holders	<b>66.7% (110)</b>	9.7% (16)	3.6% (6)	1.8% (3)	3.6% (6)	14.5% (24)	

If dissatisfied with any of the above, please provide a comment or suggestion(s) and reference the corresponding letter.

<b>answered question</b>
<b>skipped question</b>

## 5. Please rate your household's level of satisfaction regarding concession operations:







	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Don't Know / Not Applicable	Re
A. Food choices	13.1% (22)	<b>36.3% (61)</b>	10.7% (18)	14.3% (24)	7.1% (12)	18.5% (31)	
B. Soft drink choices	26.3% (44)	<b>29.9% (50)</b>	15.6% (26)	1.8% (3)	3.0% (5)	23.4% (39)	
C. Food/Beverage Cost compared to other amusement type venues visited	13.3% (22)	<b>30.1% (50)</b>	19.3% (32)	11.4% (19)	6.6% (11)	19.3% (32)	
D. Waiting time to receive order	13.1% (22)	<b>22.6% (38)</b>	16.1% (27)	17.3% (29)	10.1% (17)	20.8% (35)	
E. Concession staff professionalism	<b>26.8% (45)</b>	<b>26.8% (45)</b>	17.9% (30)	6.0% (10)	3.0% (5)	19.6% (33)	
F. Concession staff courteousness	<b>31.1% (52)</b>	27.5% (46)	16.2% (27)	3.0% (5)	2.4% (4)	19.8% (33)	
G. Cleanliness of concession tables	28.1% (47)	<b>29.3% (49)</b>	12.0% (20)	5.4% (9)	4.2% (7)	21.0% (35)	

If dissatisfied with any of the above, please provide a comment or suggestion(s) and reference the corresponding letter.

**answered question**

**skipped question**

## 6. How satisfied were you with the quality/taste of this year's pizza?





		Response Percent	Response Count
Very Satisfied		4.8%	8
Somewhat Satisfied		14.9%	25
Neutral		3.6%	6
Somewhat Dissatisfied		5.4%	9
Very Dissatisfied		8.3%	14
<b>Don't Know / Not Applicable</b>		<b>63.1%</b>	<b>106</b>

Comments about the pizza: 18

answered question 168

skipped question 0

## 7. Which pizza do you prefer?



		Response Percent	Response Count
This year's pizza		11.3%	19
Previous year's pizza from Home Run Inn Pizza		26.2%	44
<b>Don't eat pizza from concessions</b>		<b>57.1%</b>	<b>96</b>
Other Pizza Brand (list suggestion below)		5.4%	9

Other (please specify other preferred pizza brand) 9




answered question 168

skipped question 0

**8. Were you aware there is a satellite concession stand by the program pool (Alligator Alley)?**

		Response Percent	Response Count
Yes		70.2%	118
No		29.8%	50
answered question			168
skipped question			0

**9. How important is it to you and your family to have healthy food items available at Cypress Cove?**

		Response Percent	Response Count
Very Important		47.0%	79
Somewhat Important		36.3%	61
Not Important		16.7%	28
answered question			168
skipped question			0






**10. If healthy choices are very or somewhat important, please list preferred food choices:**

	Response Count
	95
answered question	95
skipped question	73





**11. Please list two items you would like to see added to the concessions menu.**

	Response Count
	75
<b>answered question</b>	<b>75</b>
<b>skipped question</b>	<b>93</b>



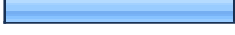
**12. When seeking information about Cypress Cove, which method are you most likely to use?**

	Response Percent	Response Count
Refer to the Cypress Cove activity guide 	31.7%	53
Call Cypress Cove 	11.4%	19
Call the Woodridge Park District Community Center	0.0%	0
Call the Woodridge Park District Info Line 	0.6%	1
<b>Visit the Woodridge Park District/Cypress Cove website</b> 	<b>53.9%</b>	<b>90</b>
Visit the Cypress Cove Facebook page 	2.4%	4
Other (please specify)		6
<b>answered question</b>		<b>167</b>
<b>skipped question</b>		<b>1</b>



**13. During the season, how would you prefer to receive information about upcoming events, modified hours, specials, etc?**

		Response Percent	Response Count
Email		89.0%	146
Facebook		9.1%	15
Twitter		0.6%	1
Website		18.9%	31
Other (please specify)			3
<b>answered question</b>			<b>164</b>
<b>skipped question</b>			<b>4</b>

**14. Should the two designated lap swim lanes in the program pool be open to all ages?**

		Response Percent	Response Count
Yes		20.5%	34
No		42.8%	71
No Opinion		36.7%	61
<b>answered question</b>			<b>166</b>
<b>skipped question</b>			<b>2</b>





### 15. Will you renew your Cypress Cove season pass in 2012?

		Response Percent	Response Count
Yes		88.6%	148
No		11.4%	19
If no, why not?			18
answered question			167
skipped question			1

### 16. What would make your visit to Cypress Cove more enjoyable?

	Response Count
	98
answered question	98
skipped question	70

### 17. How did your visit(s) to Cypress Cove compare to other area water parks?

		Response Percent	Response Count
Enjoyed Cypress Cove more		47.3%	79
Enjoyed the same		25.7%	43
Enjoyed Cypress Cove less		3.6%	6
N/A		23.4%	39
If you answered "enjoyed less", please explain why:			6
answered question			167
skipped question			1