

2025 Resident Survey Findings Report





2025 COMMUNITY SURVEY REPORT

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Executive Summary

Introduction

The Public Research Group LLC provides a variety of data gathering techniques and types of analysis to help park and recreation agencies identify the needs of their residents. The data gathering techniques used for this study included a random sample survey using postcard mailing and email delivery methods.

Public Research Group, LLC (PRG) conducted a Community Survey during the Fall of 2025 for the Tinley Park-Park District. The purpose of the survey was to gather resident opinions to help set future priorities for the Park District. The survey was designed to obtain statistically valid results from a random sample of households throughout the Tinley Park-Park District. The consultant worked comprehensively with the Park District staff during the survey process.

The survey data was collected from a random sample of a postcard mailer and email blasts. The goal was to obtain a total of at least 400 survey responses. The goal was exceeded with a total of 535 responses received. Statistically, a sample of 535 households provides a margin of error of plus or minus 4.2% at a 95% confidence level ensuring that the findings are representative of the residents of the Park District.

Survey respondents were asked to complete a survey with a total of 35 questions. Within those questions, there were approximately 588 variables, leading to 20,580 possible data points, most of which were statistically quantified with only a limited number of open-ended questions. The open-ended questions were summarized. In addition to the Community Survey, a series of supplemental qualitative research efforts that were completed included a Delphi Committee focus group, public canvassing and stakeholder sessions. All these opportunities provided additional data which is valuable in the overall evaluation of the needs of the community.



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Major Survey Findings

The Tinley Park-Park District Community Survey revealed strong resident satisfaction with the Park District and the services it provides. Respondents consistently praised the wide variety of programs, clean and well-maintained parks and facilities, friendly staff, and the positive role the Park District plays in fostering community connections and enhancing quality of life. Overall, the survey demonstrates that the Park District is viewed as a highly valued community asset, with residents seeking continued investment and service enhancements to meet evolving community needs.

Overall Satisfaction

Residents expressed a strong overall satisfaction with the Tinley Park-Park District. Most respondents highlighted the quality and variety of programs, well-maintained facilities, friendly staff, and the Park District's important role in enhancing community quality of life. Long-term residents frequently cited positive experiences spanning multiple decades. However, concerns were expressed regarding political conflicts, communication issues, customer service inconsistencies, and the management of the former Mental Health Center property.

What Residents Like Most About the Park District

The greatest strengths identified by residents include:

- Wide variety of programs and activities for all ages
- Clean, safe, and well-maintained parks and facilities
- Recreation amenities such as Bettenhausen Recreation Center, Tinley Fitness, White Water Canyon, walking tracks and neighborhood parks
- Friendly and helpful staff
- Strong sense of community fostered through programs and events



Program and Service Strengths

Facilities and parks received very favorable ratings. Residents frequently described facilities as clean, safe, attractive, and well-maintained. Bettenhausen Recreation Center, White Water Canyon, neighborhood parks, and walking paths were among the most highly regarded amenities. Some residents noted that certain facilities and older parks are beginning to show signs of aging and could benefit from renovation or expansion.

Communication and Customer Service

While many respondents praised staff professionalism and helpfulness, communication emerged as one of the most significant areas for improvement. Residents cited concerns regarding class cancellations, delayed updates, inaccurate program information, lack of follow-up on concerns, and inconsistent customer service experiences. Front desk interactions and communication regarding athletics and schedule changes were specifically noted.

Recreation Program Concerns

Several respondents reported frustration with:

- Frequent class cancellations due to low enrollment
- Scheduling challenges and limited program times
- Lack of adult and advanced-level programming
- Insufficient senior program offerings
- Athletic program organization, coaching quality, and officiating consistency



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Facility Needs and Future Opportunities

Residents identified numerous opportunities for future investment, including:

- Additional adult and evening programming
- Expanded senior programming and activities
- More aquatic opportunities, including additional pool capacity and expanded hours
- Additional pickleball courts and play opportunities
- Longer walking trails and expanded indoor recreation space
- Additional indoor gymnasium space for basketball and volleyball

Cost and Affordability

Although many respondents considered programs reasonably priced, cost concerns were common. Residents expressed concerns regarding membership fees, non-resident fees, refund policies, water park costs, and program affordability compared to neighboring Park Districts.

Governance and Community Trust

A notable theme throughout the survey involved concerns related to politics, transparency, and the relationship between the Park District and the Village. Many residents indicated a desire for stronger cooperation between the Park District and Village leadership.

Overall Community Value

Residents overwhelmingly view the Tinley Park-Park District as a valuable community asset. The Park District is widely recognized for providing quality recreation opportunities, enhancing quality of life, fostering community connections, and supporting family-oriented experiences throughout the community.

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TINLEY PARK-PARK DISTRICT COMMUNITY SURVEY RESULTS

EXECUTIVE SUMMARY FALL 2025 RANDOM SAMPLE SURVEY

Thank you to the 535 residents who participated in our Fall 2025 random sample survey. Your feedback helps guide the Tinley Park-Park District as we plan for the future and continue to enhance the parks, programs and facilities you value most.

535
TOTAL RESPONSES

95% CONFIDENCE LEVEL

± 5.2% MARGIN OF ERROR



FAMILIARITY WITH
THE PARK DISTRICT

65%

13% VERY FAMILIAR
33% SOMEWHAT FAMILIAR
2% NOT FAMILIAR



MOST RECENT
INTERACTION POSITIVE

89%

8% NO OPINION
3% NOT POSITIVE



OVERALL SATISFACTION
(SATISFIED OR NEUTRAL)

96%

4% UNSATISFIED
(Improved from 94% in 2019)

NET PROMOTER SCORE
(0-10 SCALE)



+32.2

GOOD
(50-70 = Excellent)



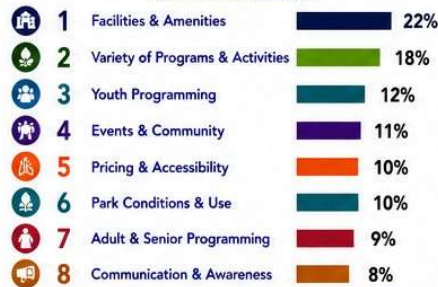
LIKELIHOOD TO
RECOMMEND (0-10)

83.3%

WOULD RECOMMEND
OR WERE NEUTRAL

COMMUNITY PERCEPTION THEMES

% OF RESIDENT MENTIONS



Percentages represent the share of all theme mentions in open-ended responses.

TOP COMMUNITY PRIORITIES

Rated as High Priority by Respondents



OPPORTUNITIES & FUTURE NEEDS

- | | |
|--|--|
| ☒ More Adult Evening Programs | ☒ Better Athletic Program Organization |
| ☒ More Senior Activities | ☒ Improved Communication |
| ☒ Additional Water Fitness Classes | ☒ Longer Facility Hours |
| ☒ More Pickleball Courts | ☒ Better Park District / Village Collaboration |

MENTAL HEALTH SITE (183RD & HARLEM)

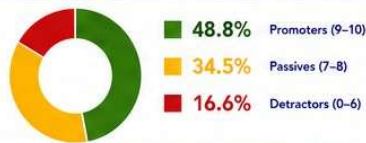


Residents shared strong interest in thoughtful development of the former Tinley Mental Health Center site to create a community asset that enhances Tinley Park for current and future generations.

- ✓ Parks, natural spaces & wetlands
- ✓ Trails, walking paths & connectivity
- ✓ Recreation & community facilities
- ✓ Aquatic amenities
- ✓ Multi-use & event spaces
- ✓ Environmental restoration

Top area of excitement and opportunity for the future of Tinley Park!

NET PROMOTER SCORE BREAKDOWN (0-10 SCALE)



NET PROMOTER SCORE: **+32.2**

ABOUT THE SURVEY



Survey conducted Fall 2025 via email and postcard mailer.
Statistically valid results at the 95% confidence level.

KEY TAKEAWAY



Residents expressed strong satisfaction with the quality of parks, facilities, programs, and community value provided by the Tinley Park-Park District. Future opportunities focus on enhancing communication, expanding adult and senior recreation opportunities, improving athletic program consistency, and continuing investment in high-quality recreational



GREAT PARKS.



GREAT PROGRAMS.



STRONG COMMUNITY.

Together, we make Tinley Park better for all!



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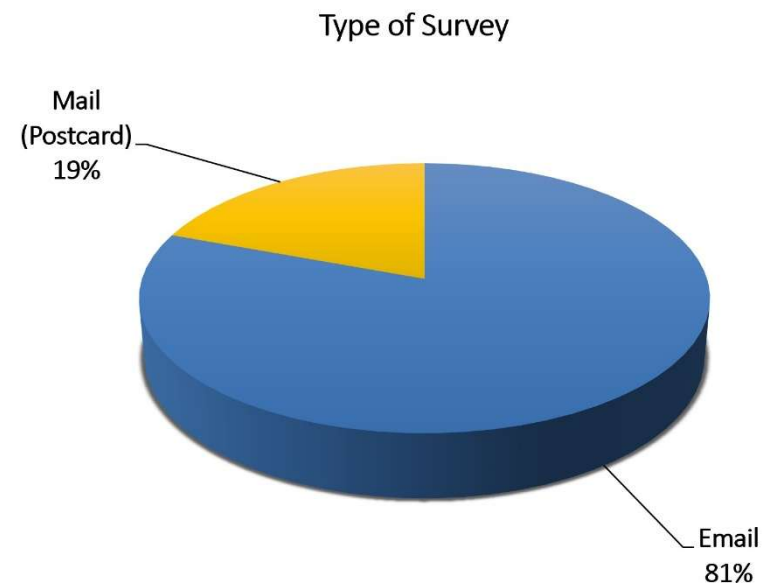
Methodology

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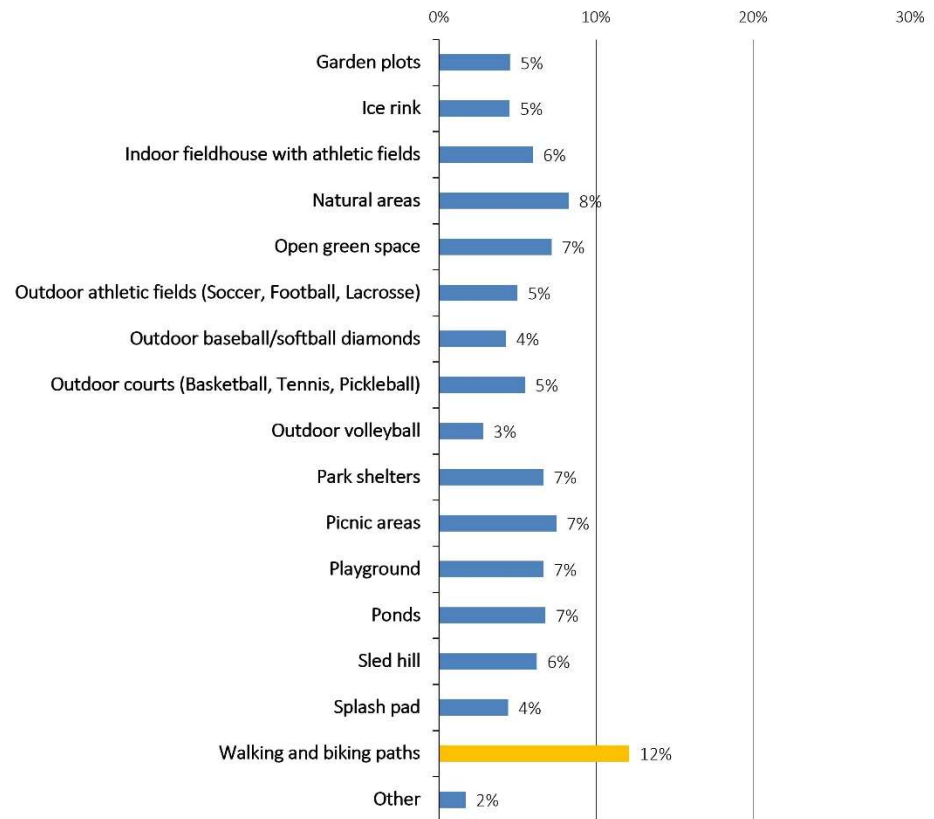


Former Tinley Park Mental Health Center Property (280 Acres)

Q1. The Tinley Park-Park District is leading a state-funded, environmental cleanup of the former Tinley Park Mental Health Center site. Once the extensive environmental cleanup is completed on the 280-acre site, the Park District is planning a separate community engagement process on its redevelopment. The Tinley Park-Park District would like to gather preliminary information on which of the following would be important to you and your household in the development of the former Tinley Park Mental Health Center site? (Check all that apply)

Residents overwhelmingly supported transforming the 280-acre property into a community asset that balances recreation with natural preservation. The highest priorities centered on trails, open space, recreation amenities, environmental conservation, and family-oriented uses. Respondents generally favored a mix of active recreation, passive recreation, and natural areas rather than single-use development.

Q1. The Tinley Park-Park District would like to gather preliminary information on which of the following would be important to you and your household in the development of the former Tinley Park Mental Health Center site? (Check all that apply)



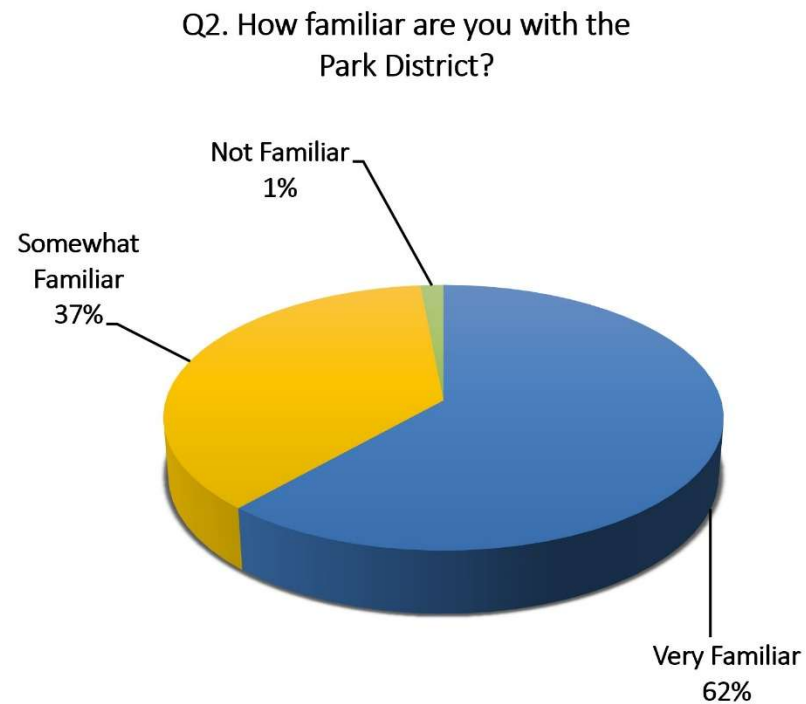


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Experience & Satisfaction

Q2. How familiar are you with the Park District?

Survey respondents indicated they are generally very familiar with the Tinley Park-Park District and its services, reflecting strong community awareness and long-term engagement with District facilities and programs.



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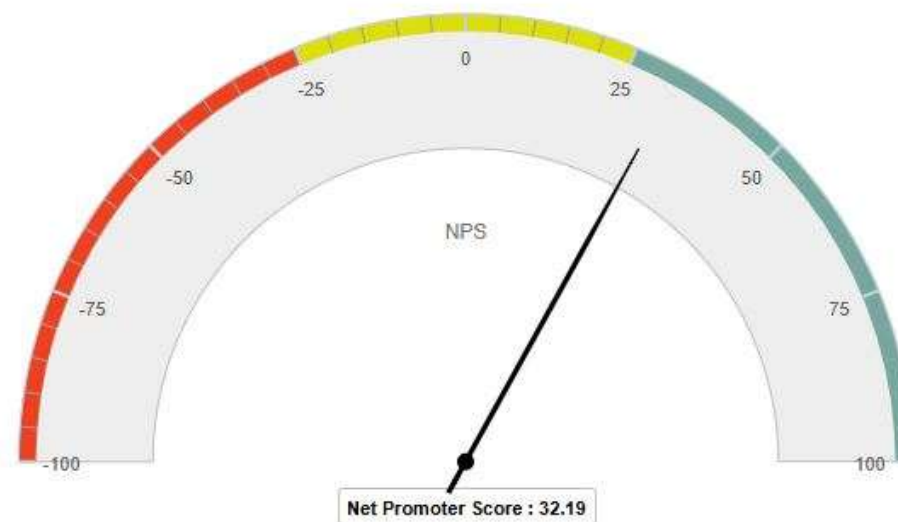


Q3. How likely would you be to recommend the Tinley Park-Park District to a friend, family member or neighbor? (0 being not at all and 10 being very likely)

Another approach to gauge brand loyalty to the Park District is the use of The Net Promoter Score. It is linked to customer loyalty and positive word-of-mouth, in which a high NPS suggests the potential for greater retention and more opportunities for growth. This question had an overall score of 32.19 representing a good level of customer loyalty and satisfaction.

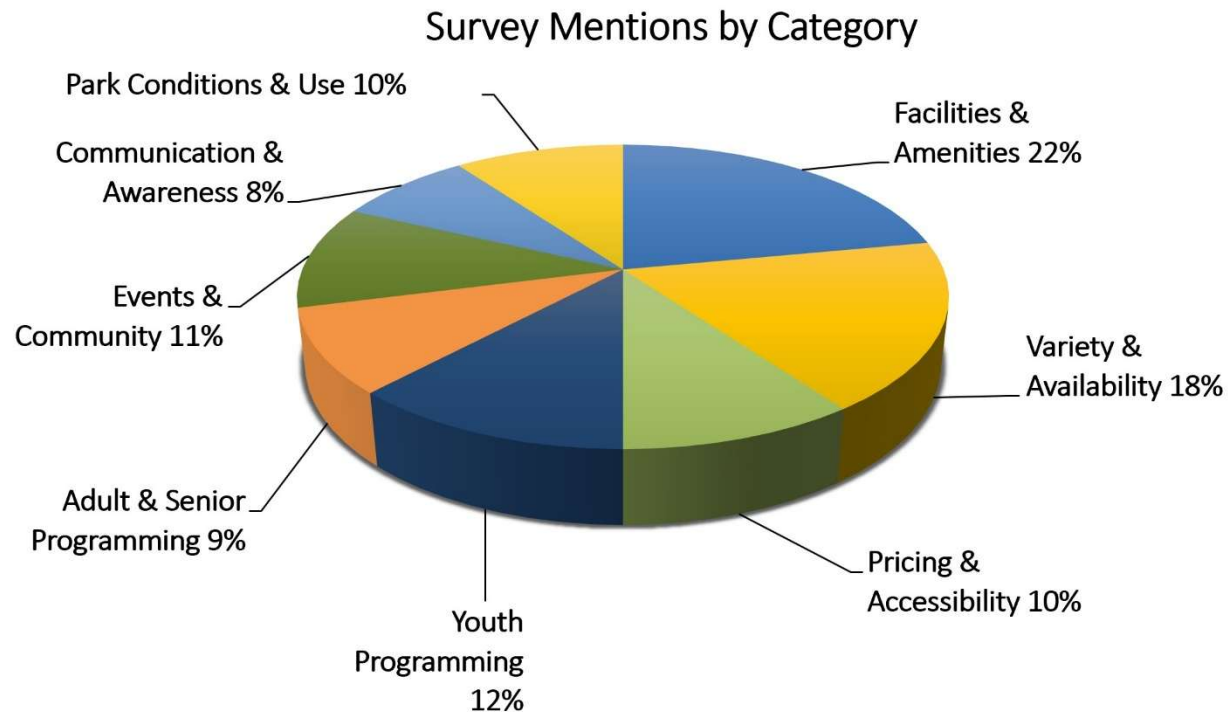
- Promoters: **48.8%**
- Passives: **34.5%**
- Detractors: **16.6%**

Overall, nearly five out of six respondents were either promoters or neutral, indicating a positive public perception of the Park District.



Q3a. What is the most important reason for your score? (Please be as specific as possible)

Overall, comments were predominantly positive while providing constructive recommendations for District wide improvements. The following chart illustrates a summary of the primary categories generated from an analysis of the open-ended responses.



The open-ended comments reveal several consistent themes.

Most Frequently Mentioned Strengths

- Excellent variety of recreation programs for all ages
- Well-maintained parks and facilities
- High-quality fitness center, recreation center, pools and walking tracks
- Family-oriented atmosphere
- Friendly and knowledgeable staff
- Strong sense of community
- Affordable youth sports and recreation opportunities

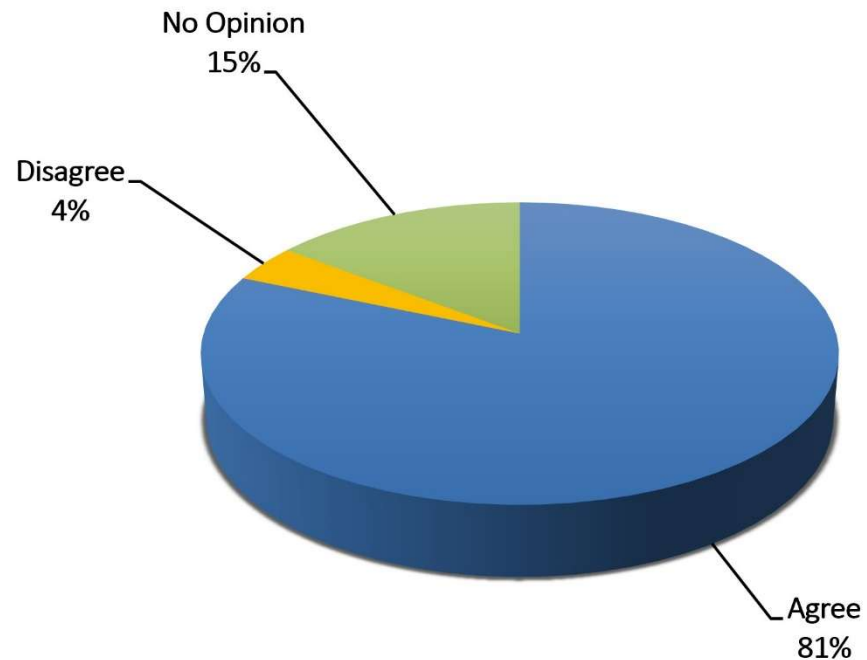
Most Frequently Mentioned Concerns

- Desire for more adult and senior programming, particularly evenings
- Program cancellations due to low enrollment
- Website and registration system improvements
- Inconsistent customer service from some front desk staff.
- Concerns regarding overcrowding at White Water Canyon
- Requests for additional indoor recreation space
- Questions regarding transparency and future development of the Mental Health Center property

Q4. Would you agree that the Park District contributes to your quality of life?

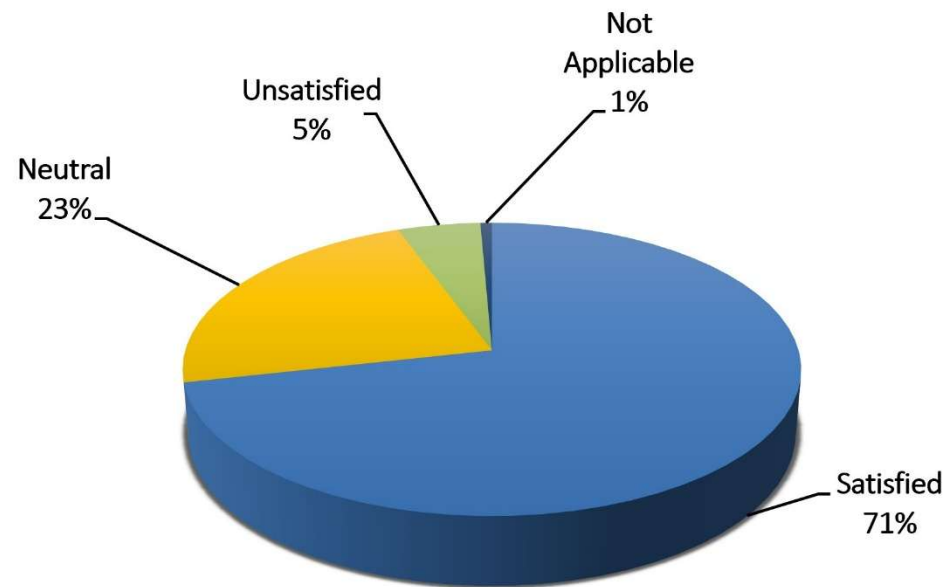
Residents overwhelmingly agreed that the Park District positively contributes to their quality of life. The combination of parks, recreational opportunities, programs and community events was viewed as an important community asset.

Q4. Would you agree that the Park District contributes to your quality of life?



Q5. How would you rate your overall satisfaction with the Park District?

Overall satisfaction was very high. Most respondents reported being satisfied or very satisfied with the Park District's programs, facilities, and services, demonstrating strong public support for the organization.

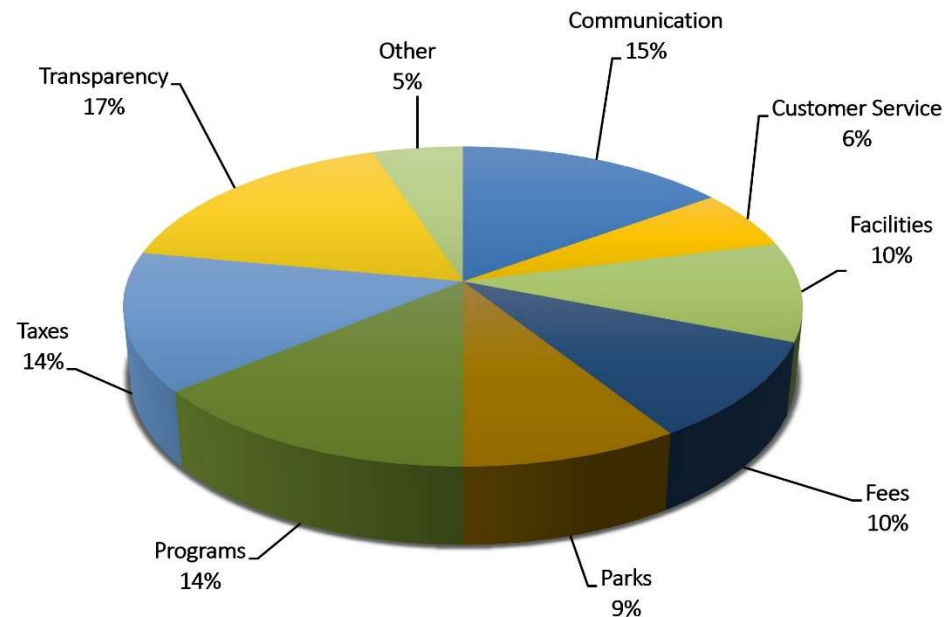
Q5. How would you rate your overall satisfaction with the Park District?

Q5a. If you answered Unsatisfied above, please tell us which area(s) you are displeased with and why? (Choose all that apply)

Of the 5% that responded to the dissatisfied who expressed dissatisfaction, the most common concerns included:

- Limited evening aquatic programming
- Program pricing
- Ball field development proposals for the Mental Health Center property
- Noise concerns
- Additional comments throughout the survey also referred to communication, program availability and facility improvements

Q5a. If you answered Unsatisfied above, please tell us which area(s) you are displeased with and why? (Choose all that apply)



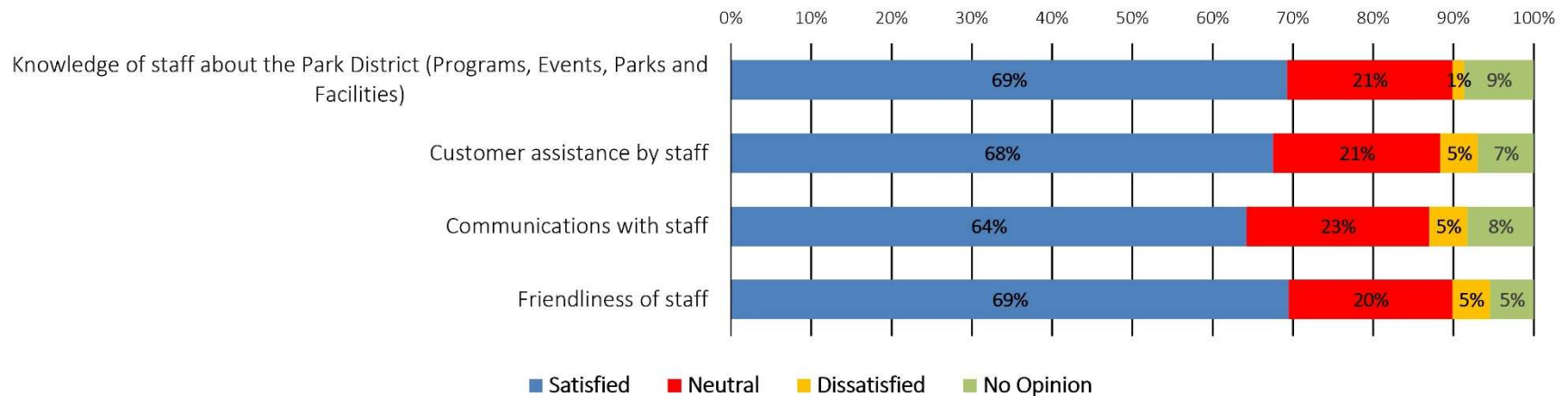
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Q6. Please rate your satisfaction with the customer service provided by the Park District staff you have interacted with by circling the number on a scale of 1 to 4, where 4 means “Satisfied” and 1 means “No Opinion”.

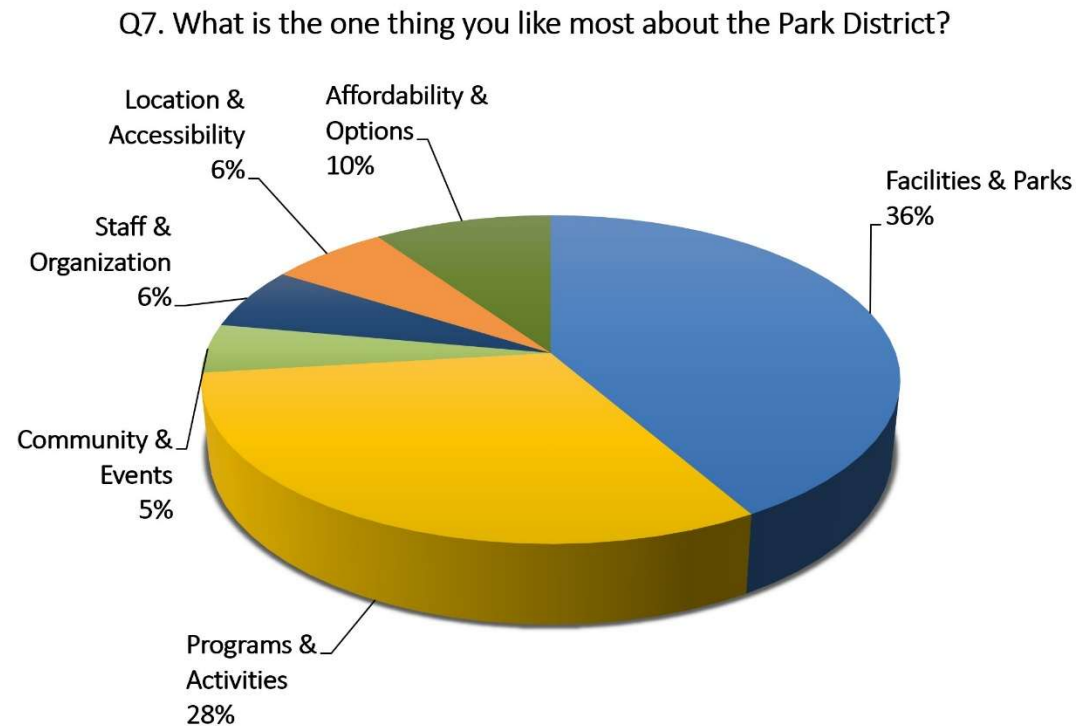
Customer service ratings were generally positive and were pleased. Most respondents reported satisfactory interactions with Park District staff and appreciated their professionalism and helpfulness. A smaller number cited inconsistent experiences with front desk personnel and communication.

Q6. Please rate your satisfaction with the customer service provided by the Park District staff you have interacted with.



Q7. What is the one thing you like most about the Park District?

Overall, residents most frequently praised the breadth of recreation opportunities, well-maintained parks and facilities and the Park District's ability to serve residents throughout every stage of life. The following chart illustrates a summary of the primary categories generated from an analysis of the open-ended responses.



Several themes consistently emerged from the open-ended responses.

Top Responses

- Wide variety of recreation programs and classes
- Fitness Center and Bettenhausen Recreation Center
- White Water Canyon and neighborhood parks
- Walking trails and open space
- Clean, well-maintained facilities
- Family events and community programming
- Friendly staff
- Opportunities for residents of all ages
- Convenient locations and accessibility
- Strong community atmosphere





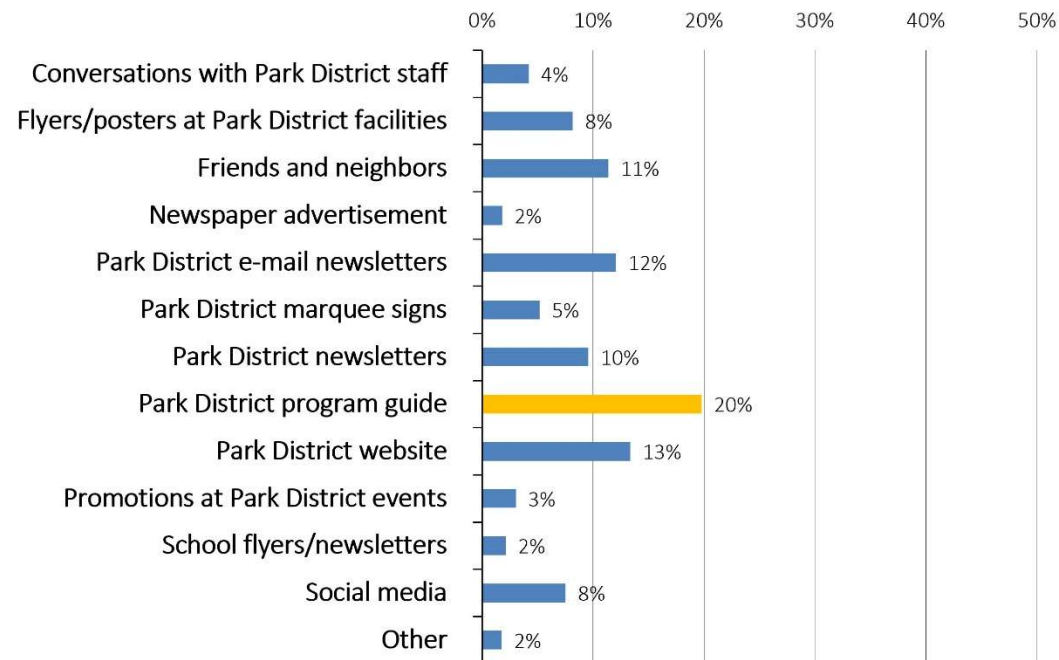
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Communication

Q8. How do you learn about the Park District? (Choose all that apply)

Residents primarily learn about the Park District through the seasonal program guide, website, email communications, social media, direct mail, and word-of-mouth. Many respondents also indicated they are long-time residents and are familiar with the Park District simply through years of living in the community and participating in its programs.

Q8. How do you learn about the Park District? (Choose all that apply)

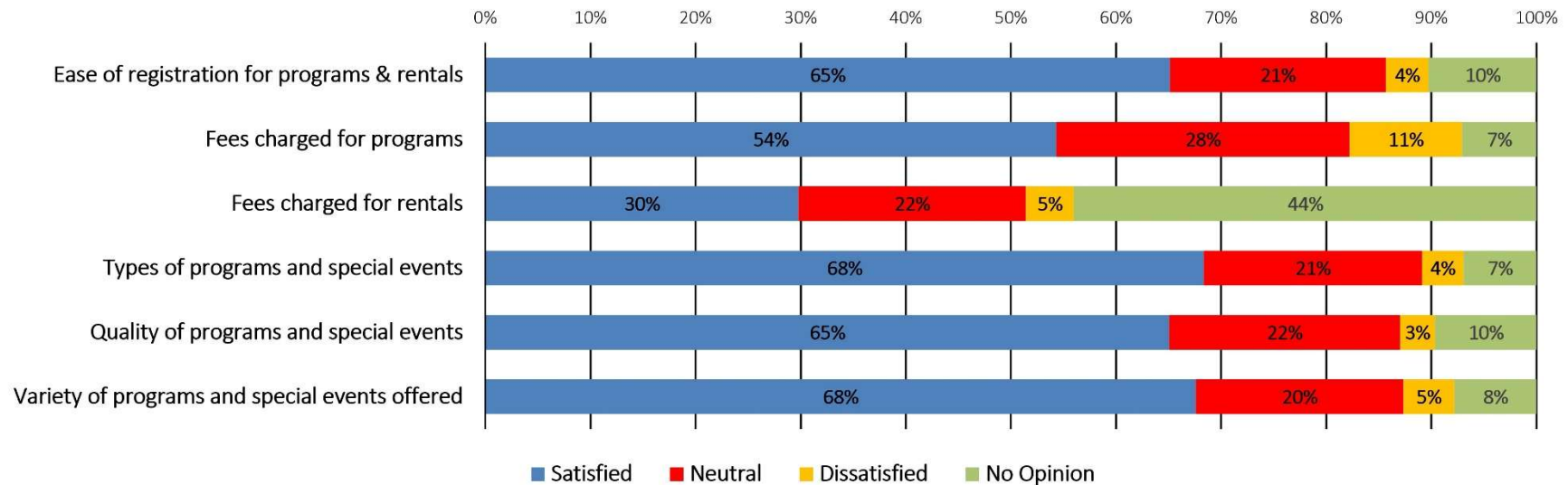


Recreation Experiences

Q9. Please rate your satisfaction with the following recreation experiences provided by the Park District.

Overall satisfaction with recreation experiences was very positive which includes the quality and variety of recreation programs and special events indicating the Park District consistently delivers quality recreational services. The lowest satisfaction level was fees charged for rentals, scoring under 50%.

Q9. Please rate your satisfaction with the following recreation experiences provided by the Park District.



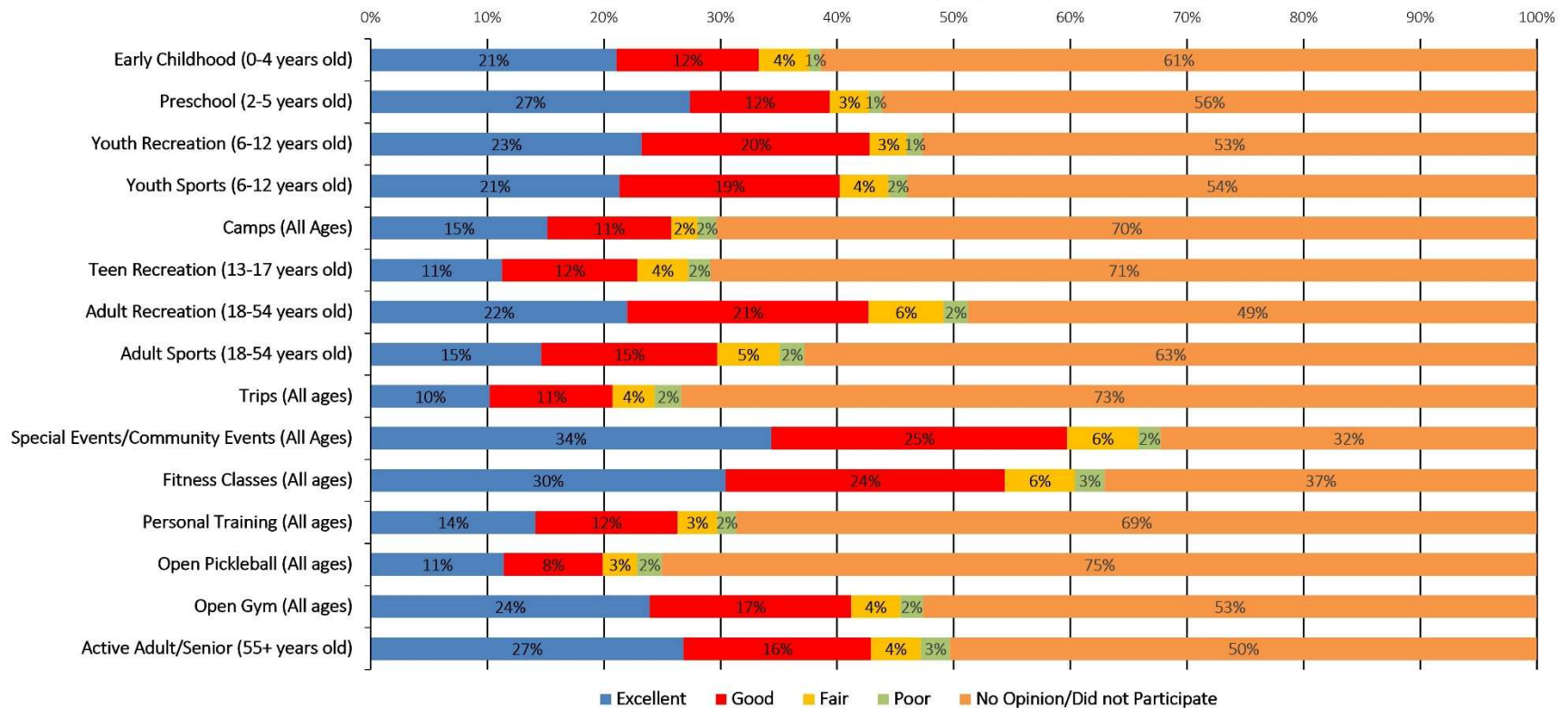


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Q10. Please rate the overall quality of the Park District recreation programs for the following specific age groups below.

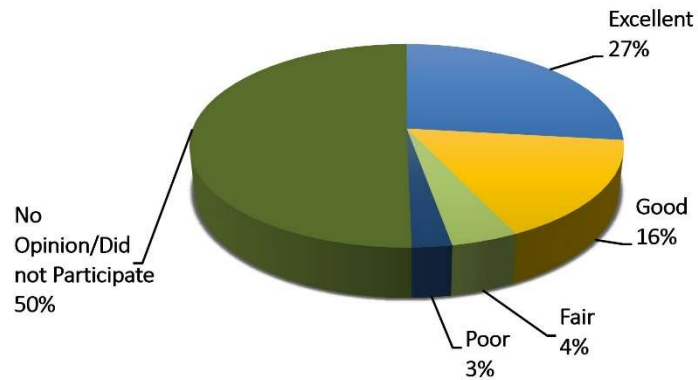
Respondents rated recreation programming highly across all age groups. Special events, fitness classes and programs for young children, youth and families received particularly strong ratings, while residents also expressed appreciation for adult and senior offerings. Several comments suggested opportunities to expand programming for teens, young adults and working adults.

Q10. Please rate the overall quality of the Park District recreation programs for the following specific age groups below.

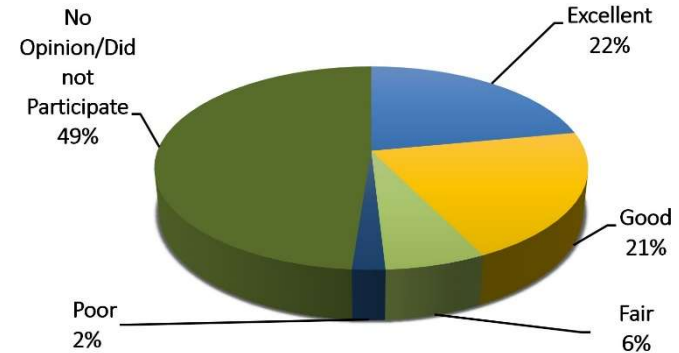


Age Specific Program Satisfaction

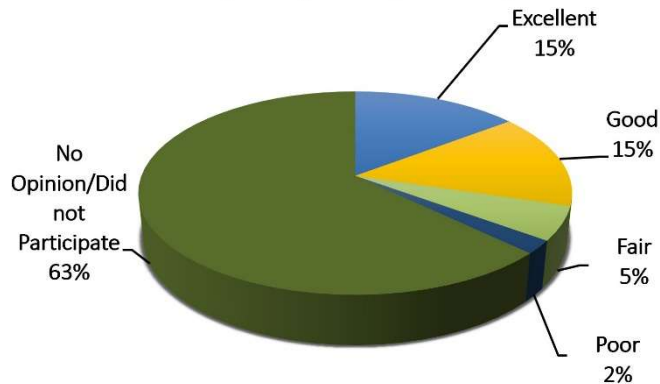
Active Adult/Senior (55+ years old)



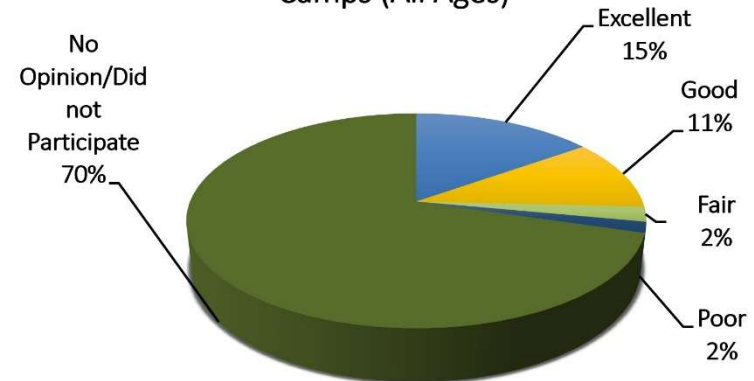
Adult Recreation (18-54 years old)



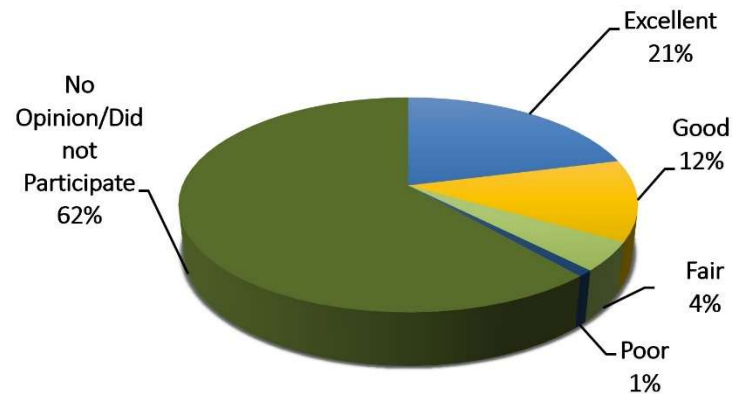
Adult Sports (18-54 years old)



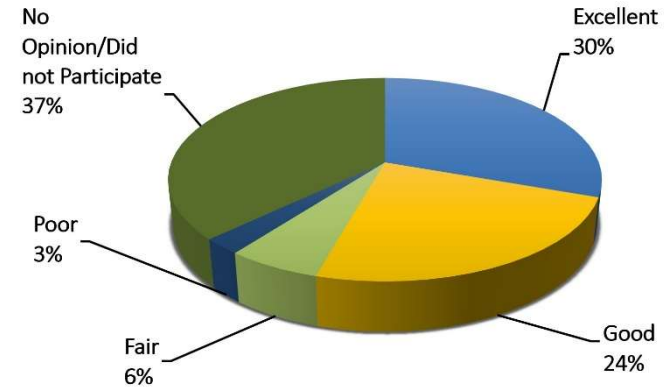
Camps (All Ages)



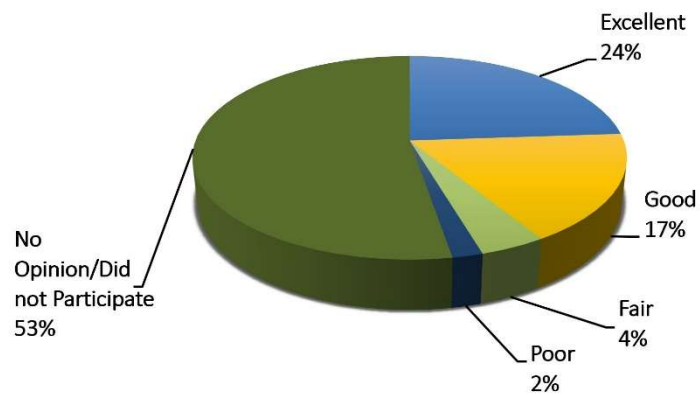
Early Childhood (0-4 years old)



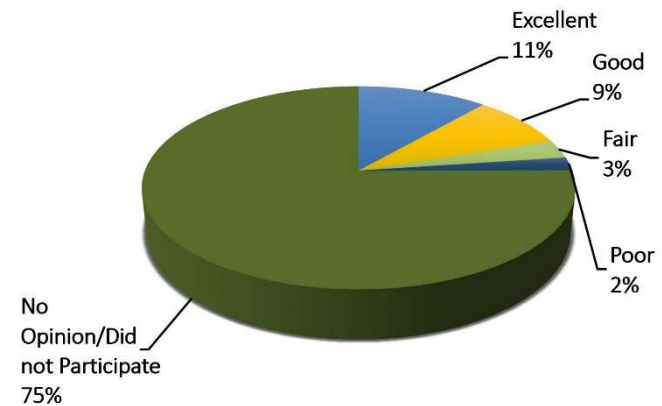
Fitness Classes (All Ages)



Open Gym (All Ages)



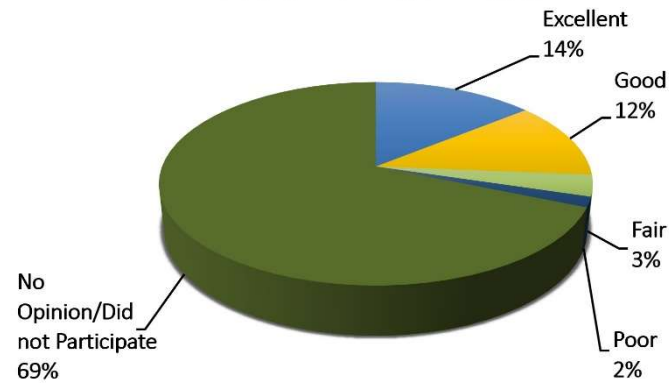
Open Pickleball (All Ages)



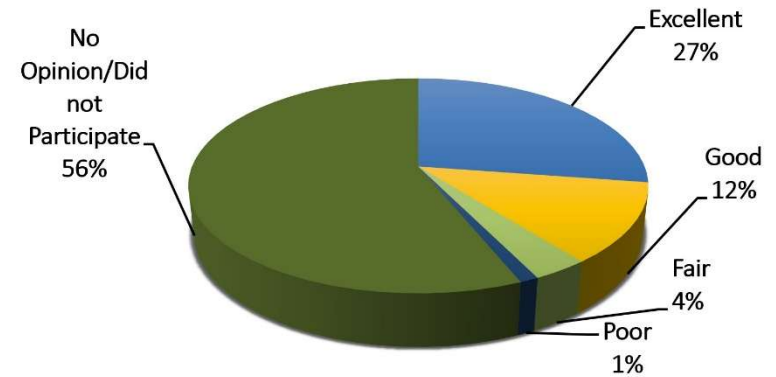
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Personal Training (All Ages)



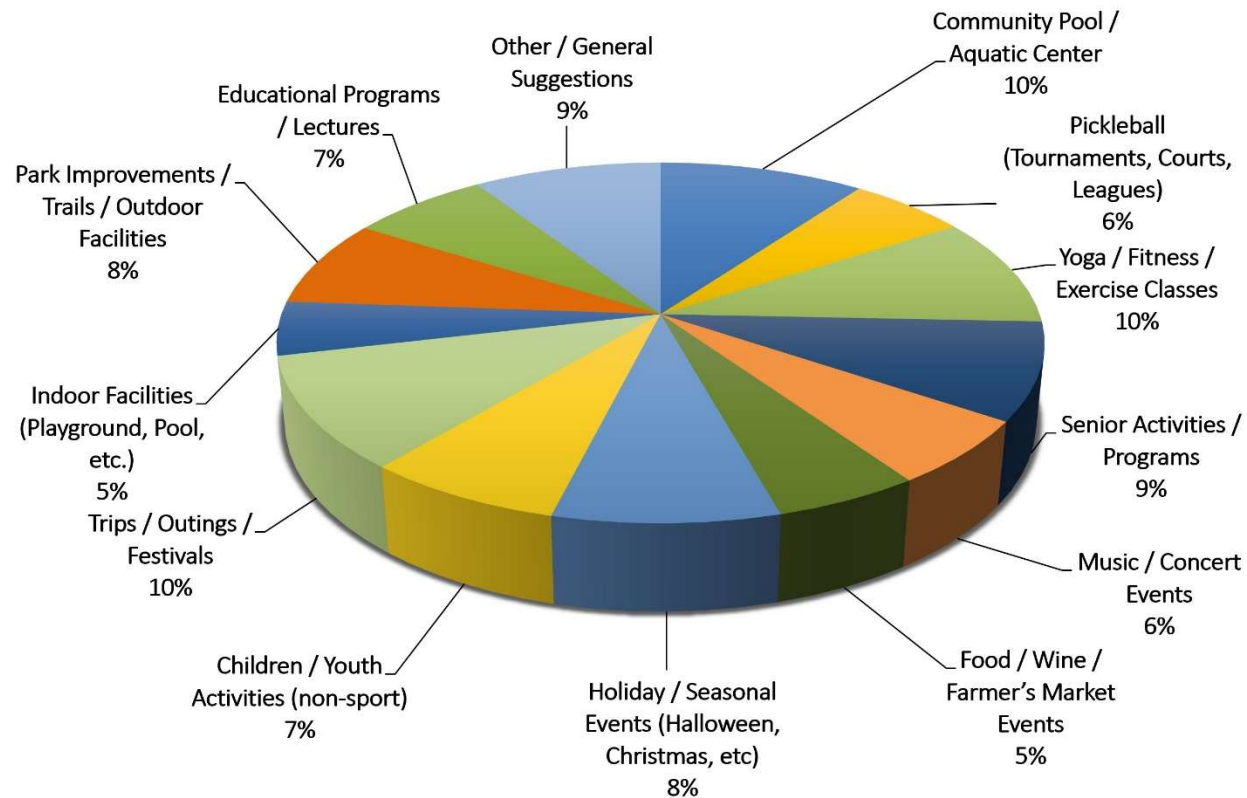
Preschool (2-5 years old)



Q11. Please list one new program, special/community event that the Park District should consider for the future.

The following chart illustrates a summary of the primary categories generated from an analysis of the open-ended responses.

Q11. Please list one new program, special/community event that the Park District should consider for the future?



2025 COMMUNITY SURVEY REPORT



Residents provided hundreds of suggestions that generally fell into several recurring themes:

- More teen programming and recreational sports
- Expanded adult and senior programs, trips, and social events
- Additional pickleball, basketball, volleyball, soccer, and hockey opportunities
- More arts, crafts, cooking, language, gardening, and cultural classes
- Increased fitness programming, especially evenings and weekends
- More live music, festivals, holiday events, and community gatherings
- Expanded winter recreation, including an ice rink, sledding hill, and skating
- Additional nature programs, walking clubs, and community gardens
- An opportunity for spectacular family events and activities centered around the future Mental Health Center redevelopment.



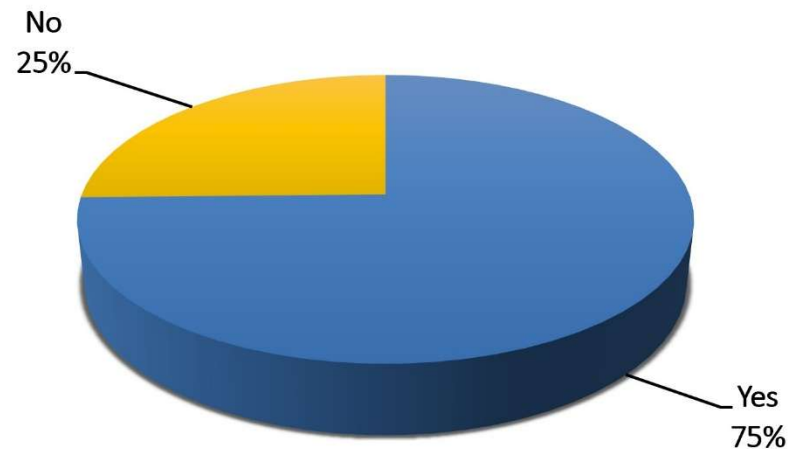
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Tony Bettenhausen Center & Tinley Fitness

Q12. Do you use the Tony Bettenhausen Recreation Center?

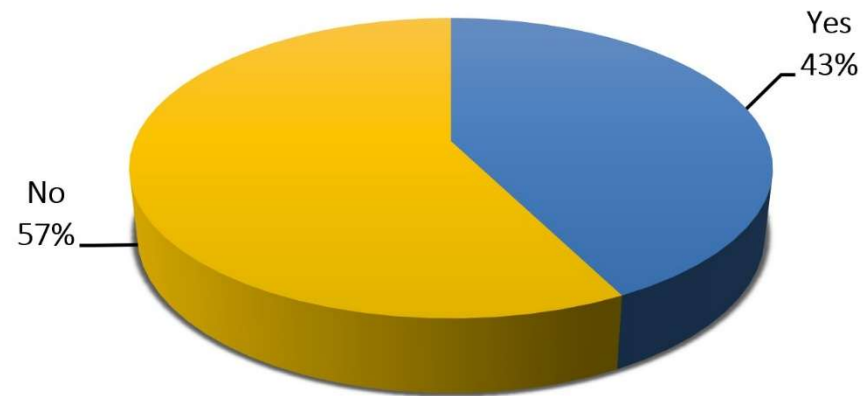
The Recreation Center is heavily utilized and serves as one of the Park District's primary recreation destinations. Respondents frequently cited the walking track, gymnasium, fitness classes, indoor playground, preschool, sports programs, and community events as major reasons for visiting.

Q12. Do you use the Tony Bettenhausen Recreation Center?



Q13. Do you have a membership at Tinley Fitness?

Tinley Fitness enjoys strong community participation. However, a significant portion of residents do not maintain memberships.

Q13. Do you have a membership at Tinley Fitness?



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Q13a. If you answered No, please tell us why?

The most common responses included:

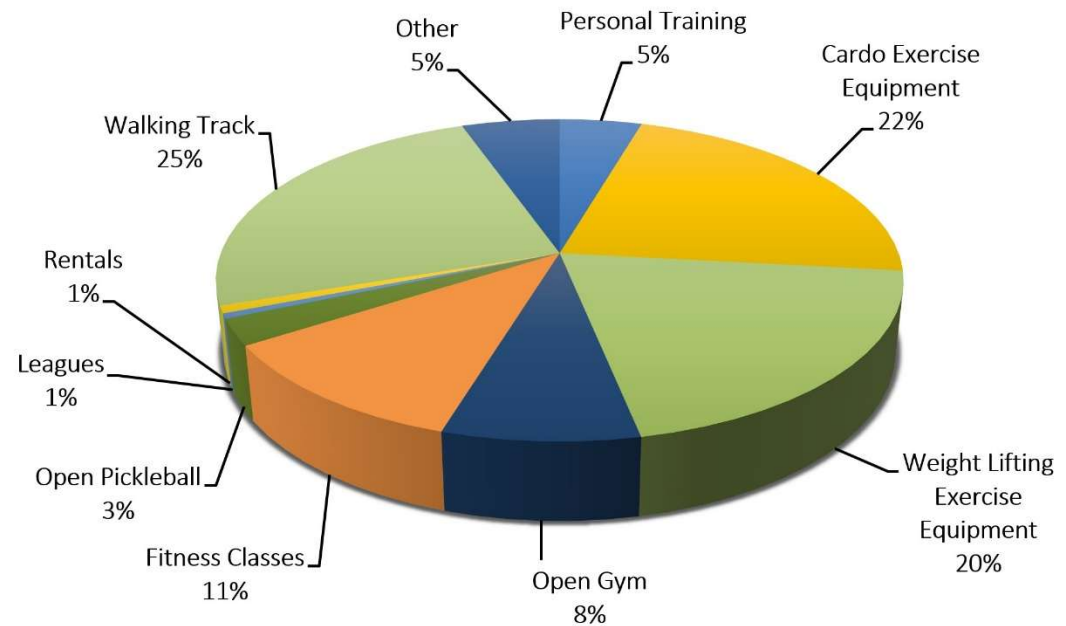
- Membership cost
- Already belonging to another fitness center
- Exercising at home or outdoors
- Lack of time
- Distance from home
- Limited childcare
- Crowding
- Limited evening hours or class availability
- Health limitations or personal preference

Several respondents compared pricing to other commercial gyms such as Planet Fitness or Lifetime Fitness.

Q13b. What types of activities do you use at Tinley Fitness?

Among members, the most frequently used activities included:

- Indoor swimming pool
- Group fitness classes
- Walking/running track
- Cardio and strength equipment
- Aquatic fitness classes
- Open gym
- Wellness and specialty classes such as yoga

Q13b. What types of activities do you use at Tinley Fitness?



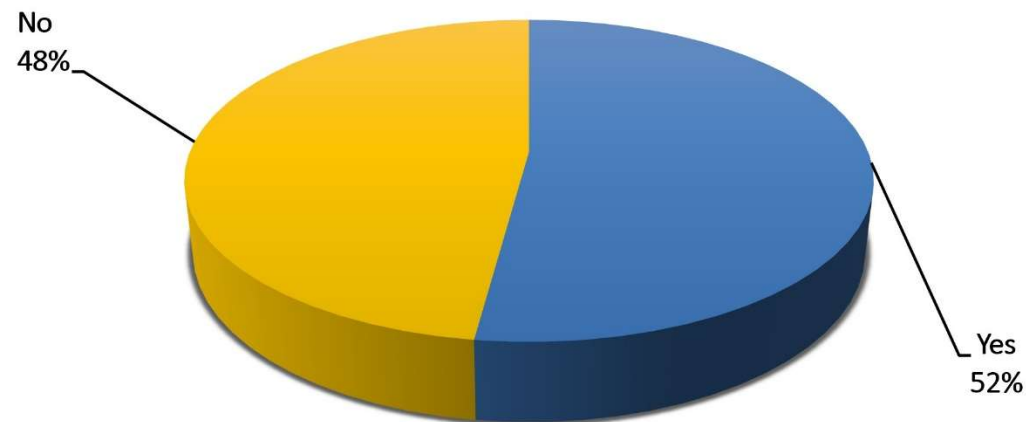
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Recreation Participation

Q14. Do you or any of your household go outside the Tinley Park-Park District for recreation programs and/or services?

Survey respondents indicated they do occasionally participate in recreation opportunities outside the Park District.

Q14. Do you or any of your household go outside the Tinley Park-Park District for recreation programs and/or services?

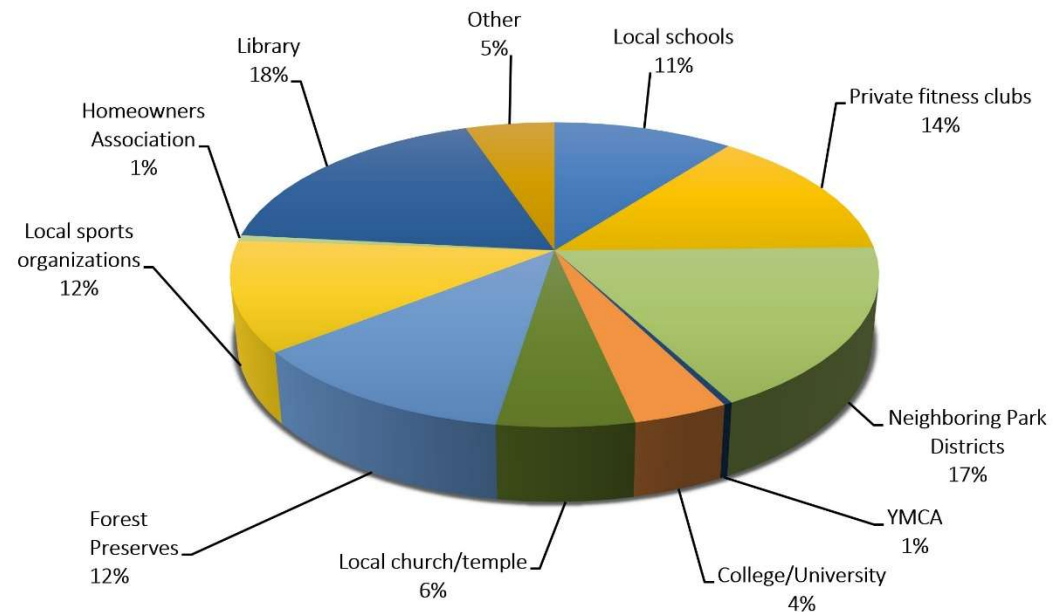


Q14a. Where do you or your household go for recreation and/or services?

Most mentioned destinations included:

- Other Park Districts & Agencies (Orland Park, Frankfort, Mokena)
- Lifetime Fitness
- Planet Fitness
- Private sports clubs
- Dance studios
- Ice Arenas
- Tennis clubs
- Special recreation programs
- Travel sports organizations
- Community centers

Q14a. Where do you or your household go for recreation and/or services?



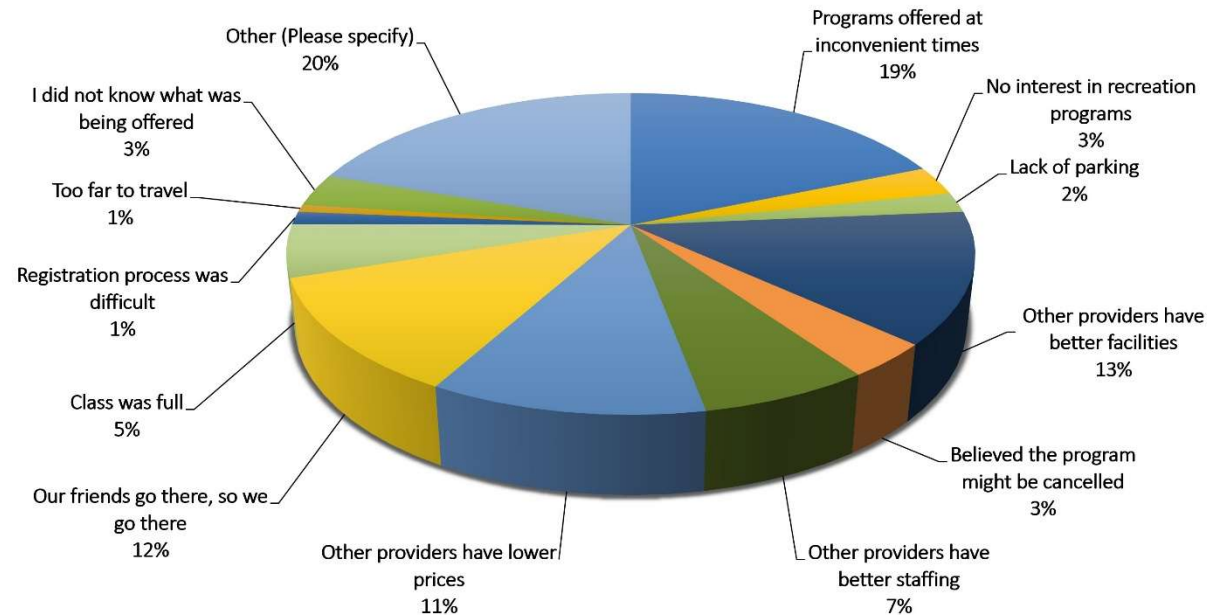
Q14b. Why do you find it necessary to do so?

These responses suggest opportunities to reduce "leakage" by expanding specialized recreation offerings locally.

Primary reasons included:

- Programs not offered in Tinley Park
- Greater program variety
- More competitive sports
- Special needs programming
- Indoor tennis and specialized facilities
- Better schedules
- Closer locations
- Lower costs
- More advanced fitness opportunities
- Childcare availability

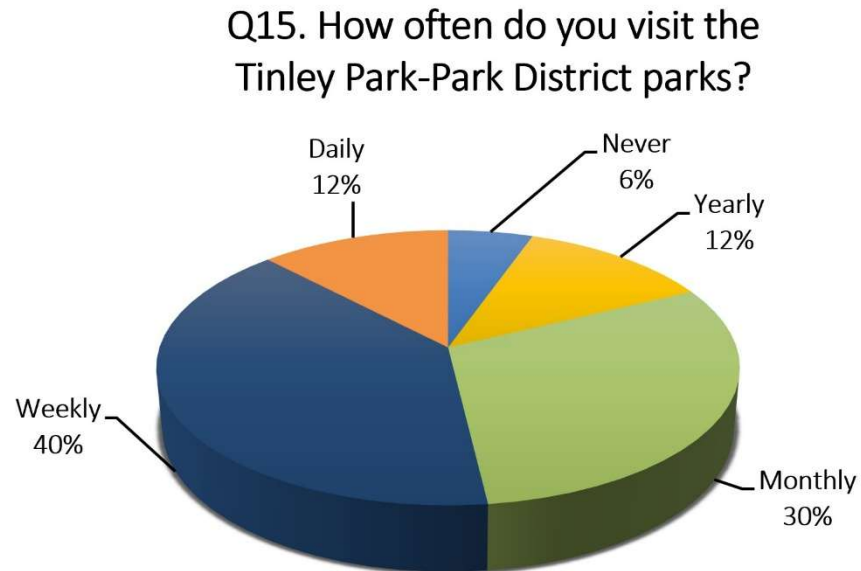
Q14b. Why do you find it necessary to do so? (Choose all that apply)



Parks & Facilities

Q15. How often do you visit the Tinley Park-Park District parks?

Most respondents reported visiting Park District parks frequently, demonstrating that neighborhood parks remain one of the Park District's most valued assets.





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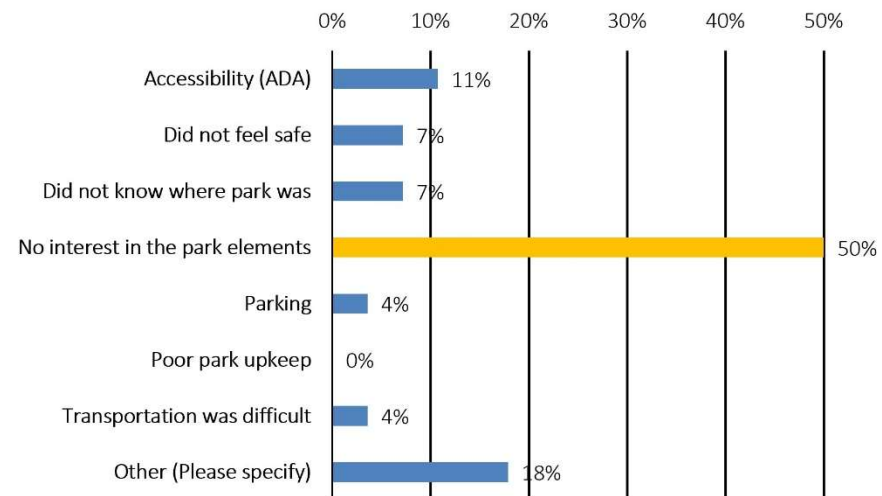
Q15a. Did any of the following factors prevent you or a household member from visiting a Park District park? (Choose all that apply)

Only about **6%** indicated they never visit parks.

Common barriers included:

- The park elements were not of interest
- Physical limitations and accessibility
- Lack of time
- Distance
- Preference for other recreational opportunities

Q15a. Did any of the following factors prevent you or a household member from visiting a Park District park? (Choose all that apply)



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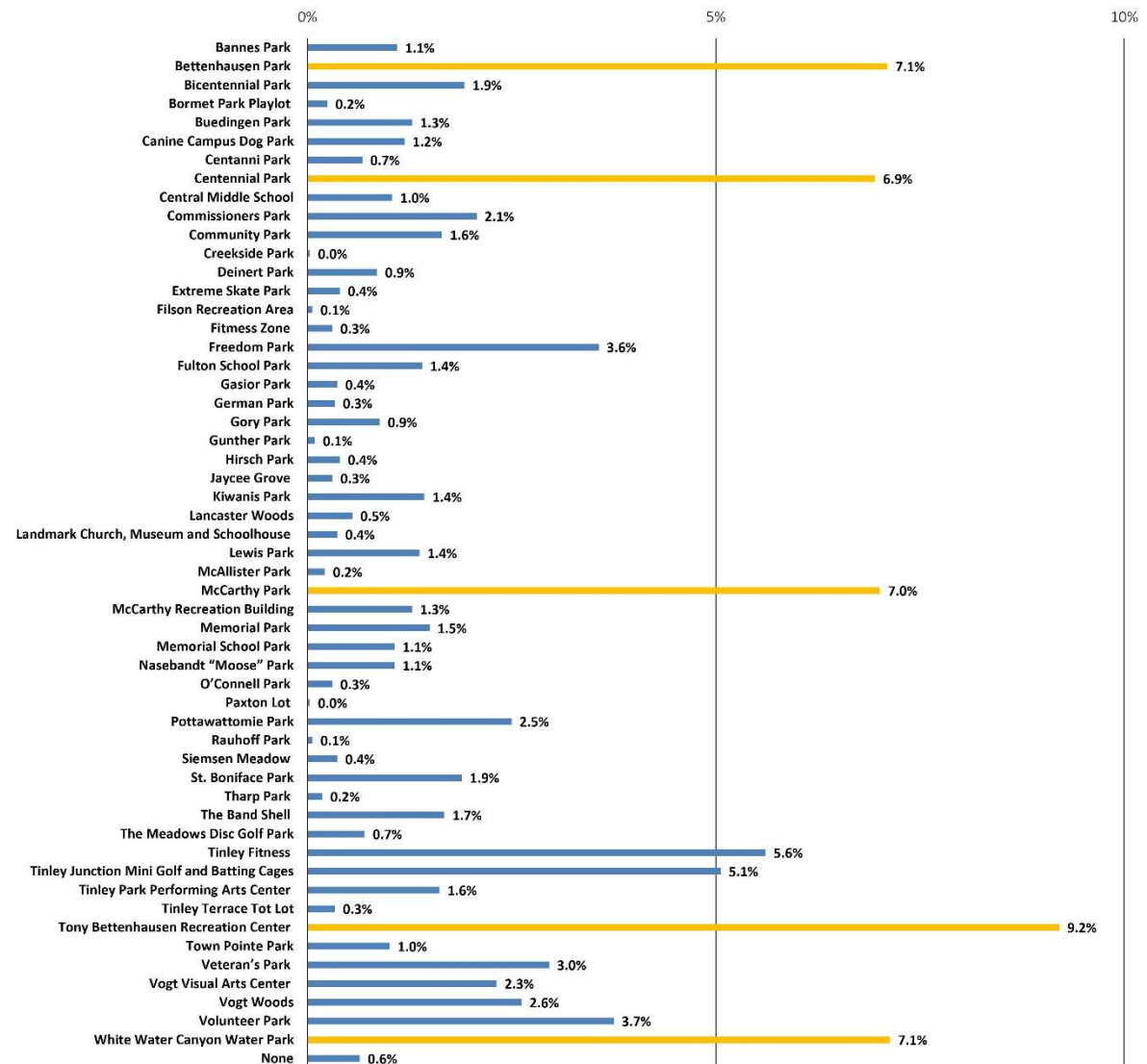


Q16. Which of the following Park District parks and facilities do you or other members of your household use? (Choose all that apply)

The top five included:

- Tony Bettenhausen Recreation Center
- Bettenhausen Park
- White Water Canyon Water Park
- McCarthy Park
- Centennial Park

Q16. Which of the following Park District parks and facilities do you or other members of your household use?
(Choose all that apply)





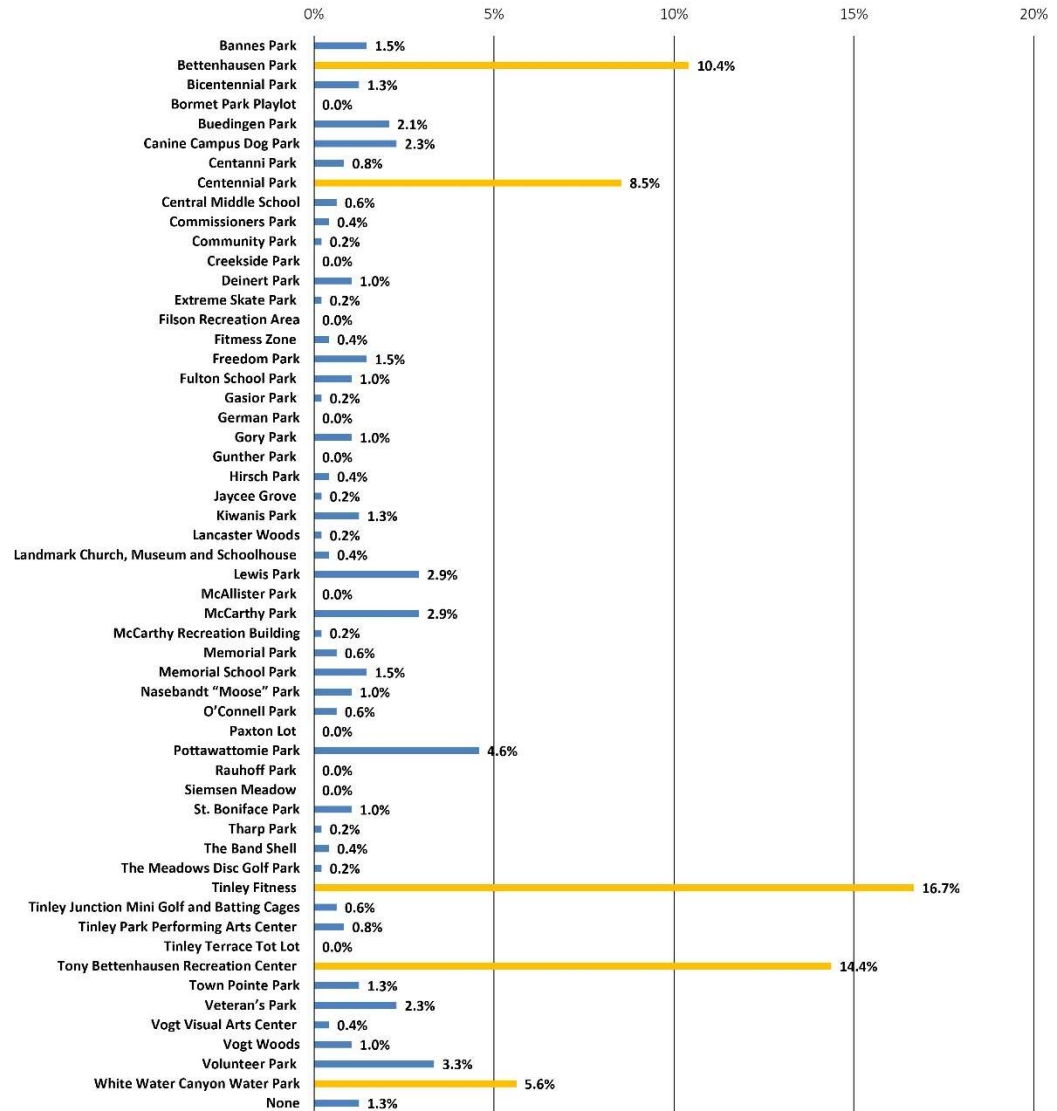
2025 COMMUNITY SURVEY REPORT

Q17. Which of the following Park District parks and facilities do you or other members of your household most often visit from this list?

The top five include:

- Tinley Fitness
- Tony Bettenhausen Recreation Center
- Bettenhausen Park
- Centennial Park

Q17. Which do you most often visit from this list



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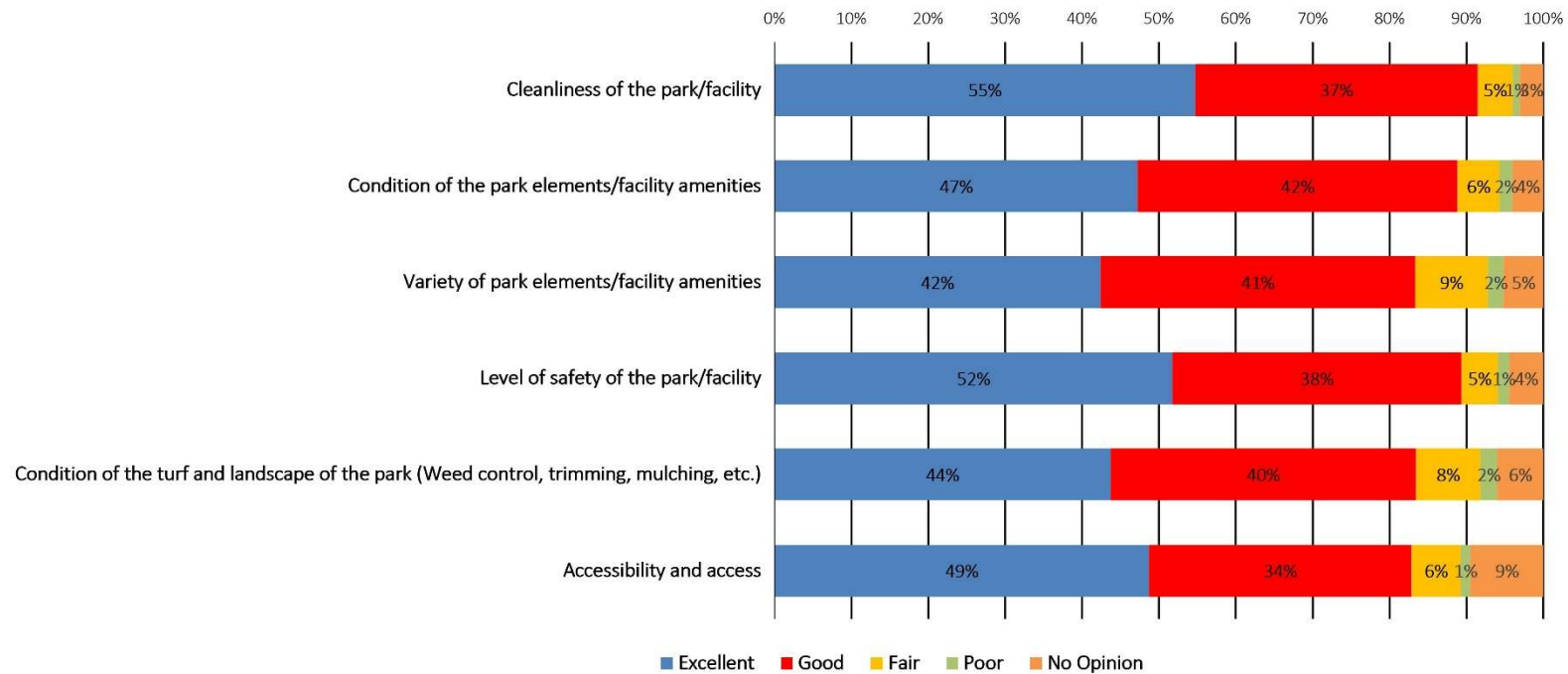


Q18. Please rate your feelings about that park or facility from Question 17 for you and your household.

Residents expressed very favorable opinions toward the parks and facilities they use most often. Positive comments focused on:

- Cleanliness
- Safety
- Well-maintained amenities
- Quality equipment
- Convenient locations
- Friendly atmosphere
- Variety of recreational opportunities

Q18. Please rate your feelings about that park or facility from Question 17 for you and your household.





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Q19. As a follow up to Questions 17 & 18, please tell us why you visit it most often.

Convenience and proximity were by far the strongest factors influencing facility use.

The most common reasons include:

- Close to home
- Convenient location
- Walking and exercise
- Fitness classes
- Swimming
- Children's activities
- Dog walking
- Preschool and youth programs
- Meeting friends
- Beautiful natural surroundings
- Access to multiple recreational opportunities in one location

The following is a SWOT summary generated from an analysis of the open-ended responses about why you visit it most often.

Strengths

- Friendly, helpful staff noted consistently as a positive interaction point.
- Wide variety of programs and classes offered for all age groups, including seniors.
- Well-liked facilities, including the rec center, parks and White Water Canyon Water Park.
- Community excitement about ongoing and future construction improvements.



Weaknesses

- Limited facility and water park hours, reducing accessibility.
- Long lines and chaotic check-in procedures for classes.
- Insufficient evening swim classes and other program availability gaps.
- Operational inefficiencies affecting user experience.

Opportunities

- Expand program times, especially evenings and aquatic offerings.
- Improve check-in systems to reduce waiting times and streamline flow.
- Leverage upcoming construction to enhance access, amenities, and service quality.
- Increase targeted programming for under-served age groups or interests.

Threats

- Customer dissatisfaction from ongoing operational issues (hours, check-in bottlenecks).
- Competing facilities or programs offer more convenient schedules.
- Potential cost increases or staffing shortages that could worsen capacity limits.
- Weather or facility disruptions impacting outdoor amenities like the water park.

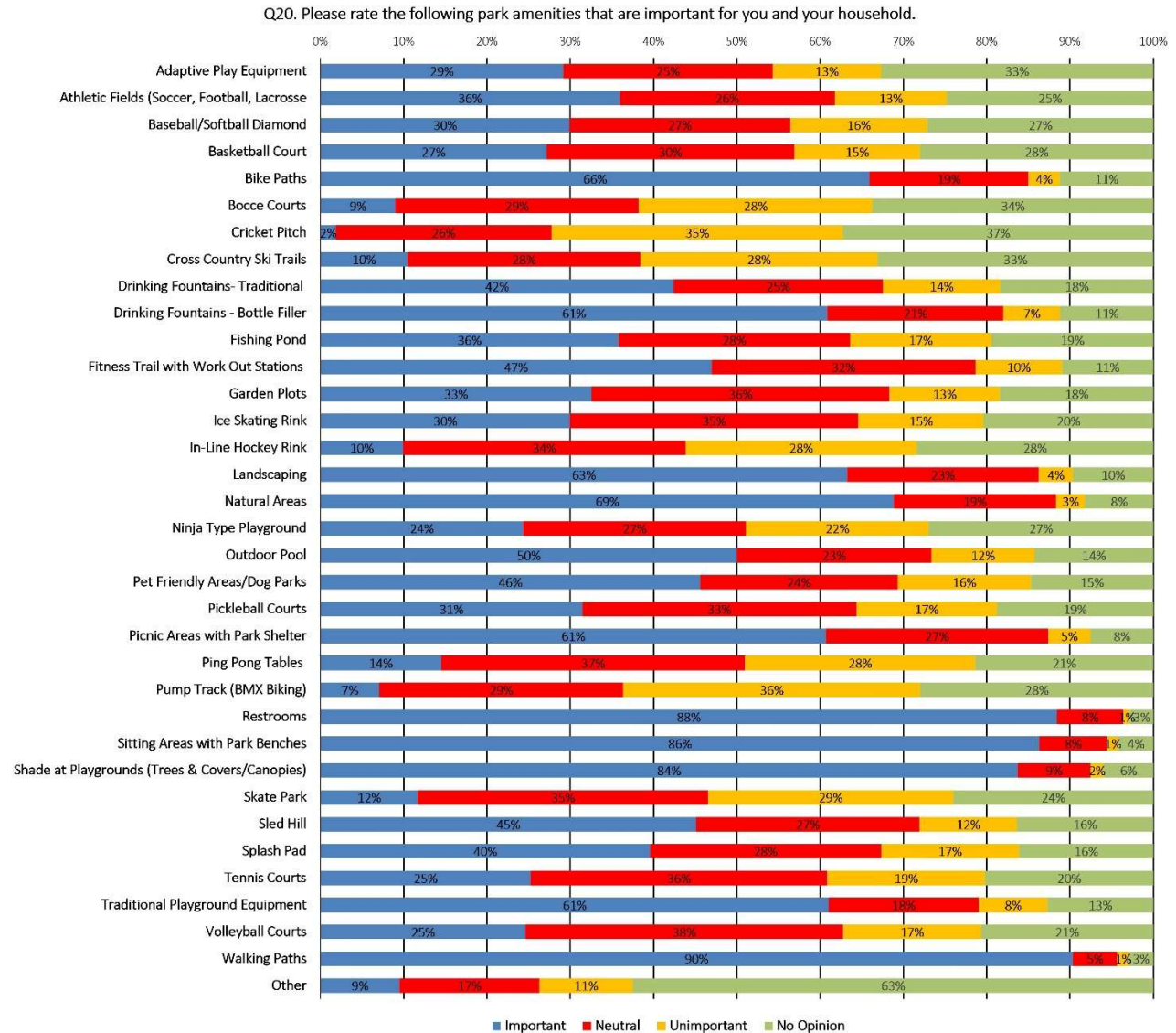


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Q20. Please rate the following park amenities that are important for you and your household.

The top five include:

- Walking Paths
- Restrooms
- Sitting Areas with Park Benches
- Shade at Playgrounds (Trees & Covers/Canopies)
- Natural Areas



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Priorities

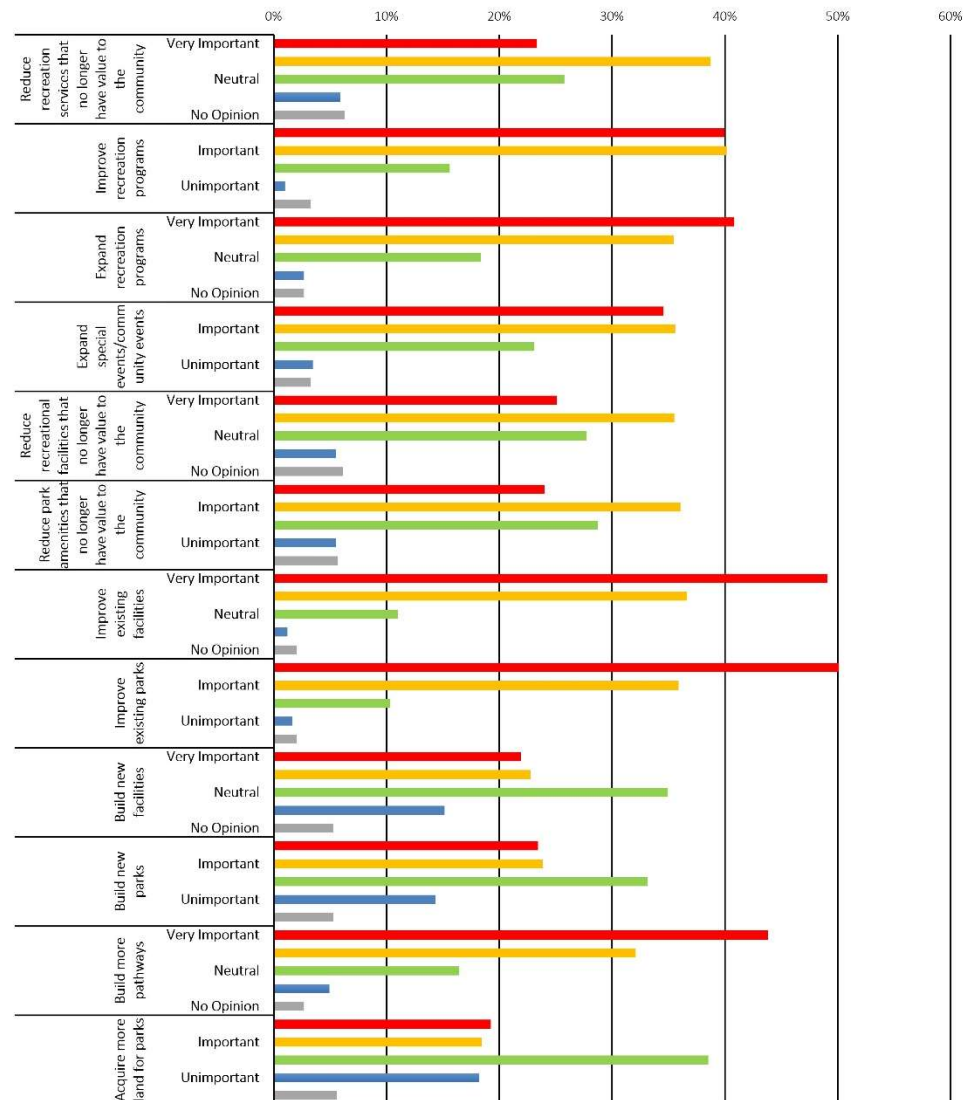
Q21. Please rate each of the following Park District priorities which would be important to you and your household. (Choose all that apply)

Overall, respondents expressed strong support for continued investment in improving Park District services and facilities. The highest-rated priorities focused on enhancing recreation programs, improving parks and facilities, maintaining existing amenities, and investing in trails and open space. While respondents also supported eliminating programs that no longer provide community value, this was viewed as a lower priority than expanding and improving services.

Top priorities included:

- Nearly 80% rated improving recreation programs as Important or Very Important.
- Residents favor investing in quality programs and maintaining existing assets over simply reducing services.
- There is broad community support for continuous improvement and reinvestment in Park District offerings.

Q21. Please rate each of the following Park District priorities which would be important to you and your household. (Choose all that apply)



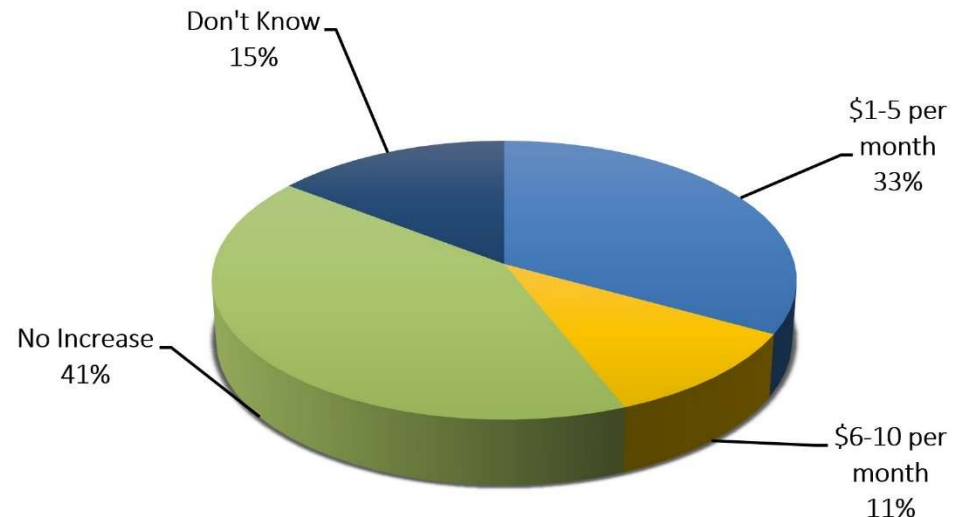
Q22. How much of a tax increase would you be willing to pay to fund the costs to continue to build, operate and maintain our parks, trails and facilities?

Responses indicate that residents remain cautious about additional taxes. The largest share of respondents (41%) preferred no tax increase, while approximately 44% indicated they would support a modest increase of up to \$10 per month. A smaller percentage remained undecided.

Insights included:

- 41% preferred no tax increase.
- About 33% would support \$1–\$5 per month.
- About 11% would support \$6–\$10 per month.
- Results suggest support for future improvements may depend on clearly demonstrating community benefits and fiscal responsibility.

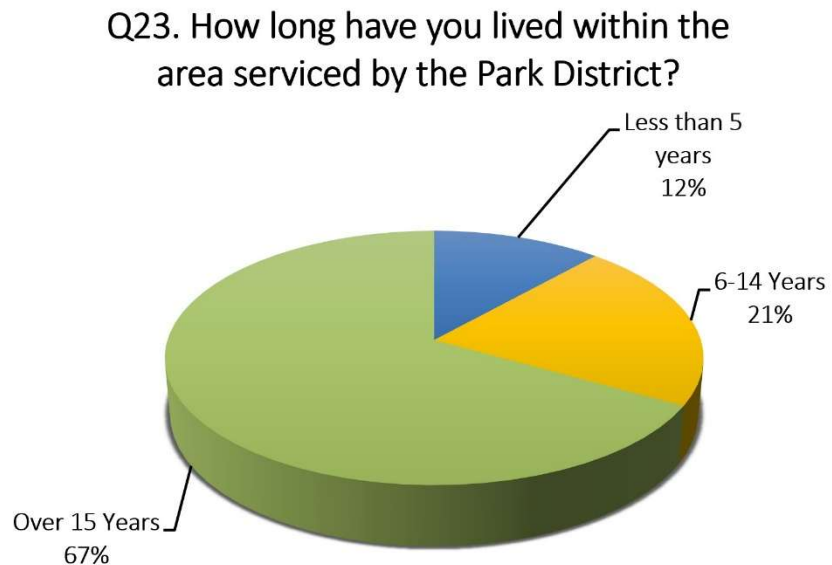
Q22. How much of a tax increase would you be willing to pay to fund the costs to continue to build, operate an maintain our parks, trails and facilities?



Demographics

Q23. How long have you lived within the area serviced by the Park District?

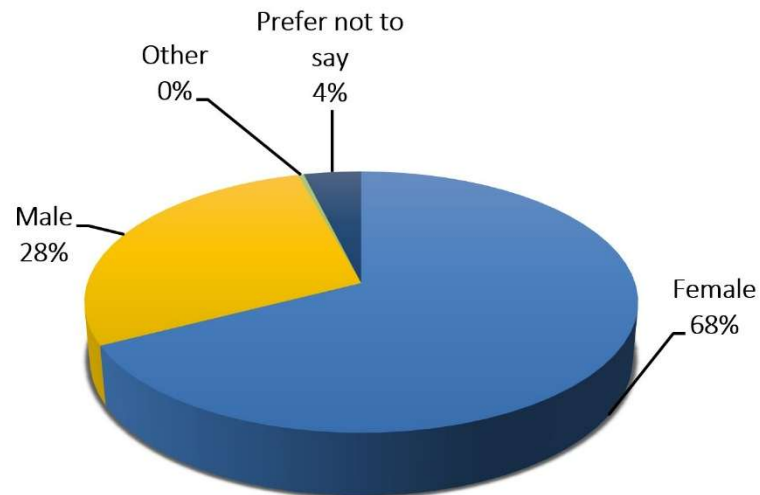
Survey respondents are overwhelmingly long-term residents of the community. More than two-thirds have lived within the Park District for over fifteen years, indicating that feedback reflects the perspectives of residents with substantial knowledge and experience using District parks, facilities, and programs. The survey largely represents established households with long-term familiarity with the Park District.



Q24. What is your gender?

The survey population consisted primarily of female respondents, which is common with social science research, who represented approximately two-thirds of participants. Male respondents accounted for just over one-quarter of the sample, while very few respondents selected another gender identity or preferred not to answer. Results should be interpreted recognizing the stronger participation from female residents.

Q24. What is your gender?



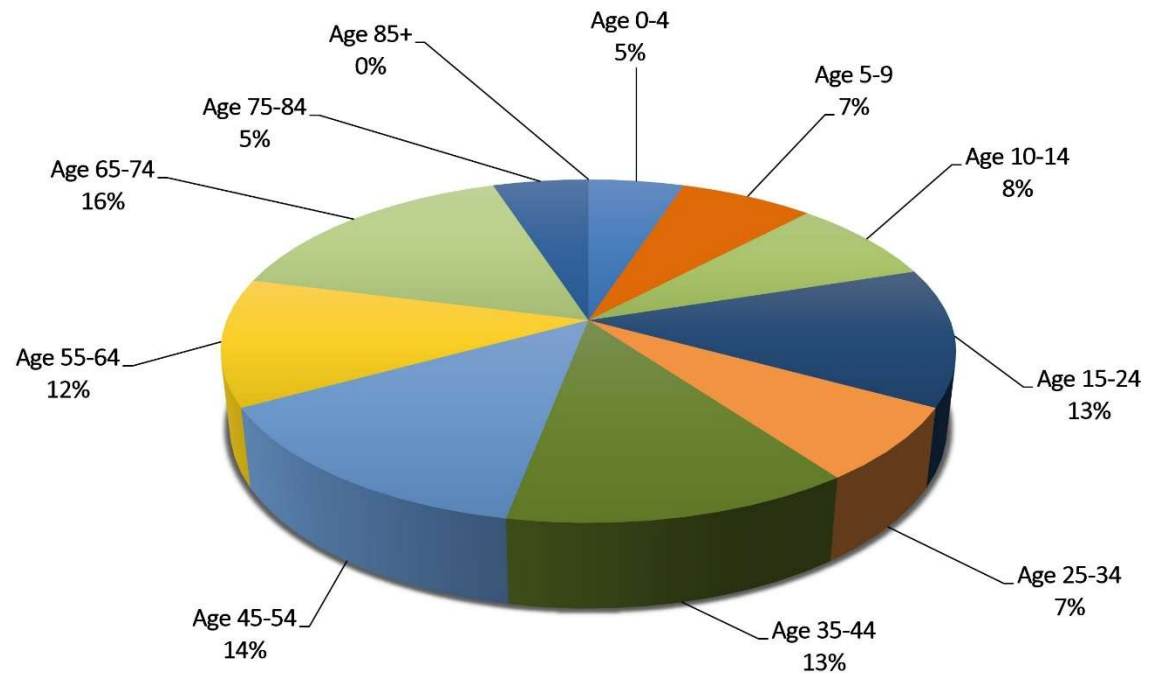
Q25. Beginning with yourself, what are the ages of those in your household?

The survey reflects a broad cross-section of households, with the greatest representation among middle-aged and older adults. Household composition also includes children and young adults, indicating demand for recreation opportunities across all age groups.

Key Takeaways:

- Respondents themselves were most commonly between 45 and 74 years old.
- Household data also indicates meaningful representation of children and teens.
- The results reinforce the importance of maintaining balanced programming for youth, families, adults, and active older adults.
- Future planning should continue emphasizing multigenerational recreation opportunities.

Q25. What are the ages of those within your household?





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Demographic Profile Median Age: 44.00

Survey Median Age: 46.32

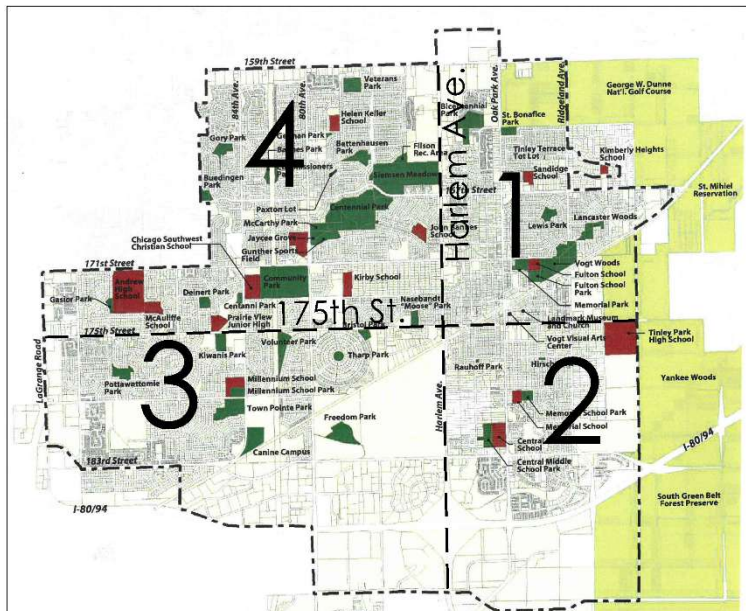
Age	Demographic Profile	Survey
0-4	4.8%	4.6%
5-9	5.0%	7.3%
10-14	5.7%	8.2%
15-24	11.4%	12.6%
25-34	12.8%	6.6%
35-44	11.8%	13.3%
45-54	11.9%	13.6%
55-64	15.9%	12.2%
65-74	12.4%	16.0%
75-84	5.9%	5.2%
85+	2.4%	0.4%

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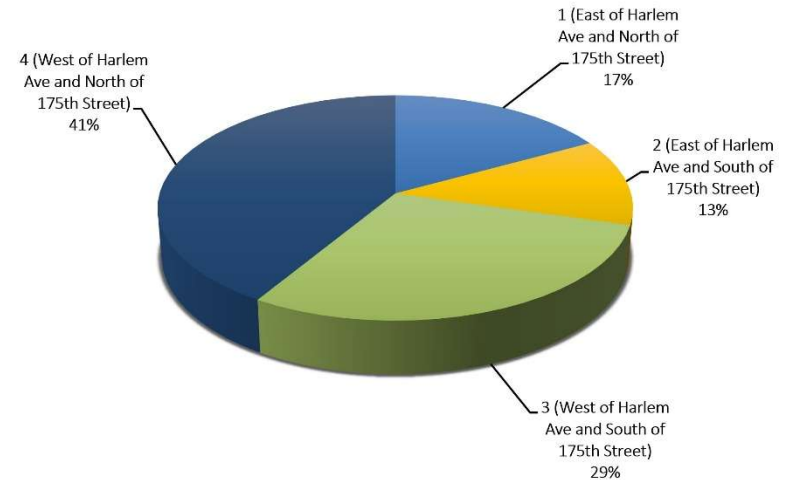


Q26. Please tell us from the map below the area of town you live in. (Area 1 is East of Harlem Ave and North of 175th Street. Area 2 is East of Harlem Ave and South of 175th Street. Area 3 is West of Harlem Ave and South of 175th Street. Area 4 is West of Harlem Ave and North of 175th Street)

Responses were well distributed throughout the Park District, although the greatest participation came from residents living in the northwest portion of the Park District (West of Harlem Avenue and North of 175th Street). The southwest area also generated substantial participation, providing good geographic representation across the community. Survey responses provide a balanced geographic perspective with the largest population concentration of residents living in Area 4.



Q26. Please tell us from the map below the area of town you live in. Area 1 is East of Harlem Ave and North of 175th Street. Area 2 is East of Harlem Ave and South of 175th Street. Area 3 is West of Harlem Ave and South of 175th Street. Area 4 is West of



Key Takeaways:

- 41% of respondents live in Area 4 (West of Harlem Ave., North of 175th Street).
- 29% live in Area 3 (West of Harlem Ave., South of 175th Street).
- 17% live in Area 1 (East of Harlem Ave., North of 175th Street).
- 12% live in Area 2 (East of Harlem Ave., South of 175th Street).



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Additional Comments

Q27. Please make any additional comments that you think would be helpful.

Question 27 provided residents with an opportunity to share open-ended comments regarding the Tinley Park-Park District. Overall, responses were constructive and reinforced many of the themes identified throughout the survey. Residents expressed appreciation for the Park District's overall performance while offering thoughtful recommendations for future improvements. The most common comments focused on expanding recreation opportunities, improving existing facilities, enhancing trails and connectivity, and thoughtfully planning the future of the former Tinley Park Mental Health Center property.

The themes included:

Thoughtful Redevelopment of the Mental Health Property

- Residents widely recognize the property as a unique community asset.
- Many support preserving significant natural open space while incorporating trails, passive recreation, and carefully planned regional amenities.
- Several respondents cautioned against overdevelopment and emphasized responsible, fiscally sustainable improvements.

Trails, Connectivity and Outdoor Recreation

- Expand and improve walking and biking trails.
- Improve trail maintenance, including winter snow removal.
- Add amenities such as benches, trash receptacles, lighting, and pedestrian connections, including improved crossings over major roadways.

Facility Improvements

- Renovate aging facilities, including locker rooms and recreation amenities.
- Improve indoor recreation opportunities, particularly during winter months.
- Continue investing in the maintenance and modernization of existing parks and facilities.



Programs and Services

- Increase programming for teens, adults, and older adults.
- Expand indoor recreation, fitness, tennis, and family programming.
- Offer programs that better align with participant age groups and evolving community interests.
- Residents expressed interest in life skills, wellness, and nontraditional recreation programs.

Aquatics

- Continue investing in pool safety and qualified lifeguards.
- Improve resident access and evaluate nonresident fee structures.
- Restore popular aquatic fitness and evening programs.

Customer Service and Operations

- Continue improving communication and community engagement.
- Maintain welcoming, friendly, and knowledgeable staff.
- Ensure facilities remain clean, safe, and accessible for all users.

The open-ended comments reinforce the findings from the quantitative survey. Residents are highly supportive of the Tinley Park-Park District and appreciate the quality of its parks, programs, and services. Rather than calling for major changes, respondents encouraged the Park District to continue investing in existing facilities, expand recreation opportunities for all ages, improve trail connectivity, and carefully plan the redevelopment of the former Mental Health Center property. Collectively, these comments highlight a community that values balanced growth, environmental stewardship, fiscal responsibility, and continued investment in high-quality parks and recreation services.



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Conclusion

The community survey provides a comprehensive assessment of resident perceptions, priorities, and expectations for the Tinley Park-Park District. Overall, the results demonstrate a high level of satisfaction with the Park District's parks, facilities, programs, and staff while also identifying clear opportunities for continued investment and improvement. Residents recognize the Park District as a valuable community asset and expressed strong support for maintaining and enhancing the quality of parks, recreation programs, and customer service.

The survey findings consistently indicate that residents place the highest value on maintaining existing parks and facilities, improving recreation programs, expanding walking and biking trails, enhancing open spaces, and providing activities that serve all ages and abilities. While respondents appreciate the current diversity of recreational offerings, they also identified opportunities to expand adult, teen, and older adult programming, improve indoor recreation opportunities, and continue investing in accessible and inclusive amenities. Maintaining aging infrastructure and improving existing facilities were viewed as higher priorities than developing entirely new amenities.

One of the most significant themes emerging from the survey is the tremendous opportunity presented by the redevelopment of the former Tinley Park Mental Health Center property. Residents overwhelmingly recognize this 280-acre site as a transformational asset capable of shaping the future of parks and recreation within the community for generations. Survey participants expressed strong interest in preserving natural open space while thoughtfully developing the property with regional recreational amenities, trails, athletic facilities, passive recreation areas, and destinations that complement—not duplicate—the Park District's existing parks. The redevelopment of this property represents a once-in-a-generation opportunity to create a signature regional destination that enhances community wellness, environmental stewardship, and economic vitality.

Residents also emphasized the importance of responsible financial stewardship. Although a majority of respondents support continued investment in the Park District, support for additional property taxes remains limited, reinforcing the need to pursue grants, partnerships, sponsorships and other alternative funding sources whenever possible. Future capital improvements should continue to demonstrate clear community benefits, fiscal responsibility, and long-term value.

The demographic profile of survey participants reflects an engaged and well-established community, with most respondents having lived within the Park District for many years. Responses were geographically well distributed throughout the Park District, providing confidence that the findings represent community-wide perspectives and priorities.

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Overall, the survey reflects a highly engaged and supportive community that values the Park District's commitment to excellence. The findings establish a clear roadmap for the future by preserving and enhancing existing assets, expanding recreation opportunities for all generations, responsibly redeveloping the Mental Health property, and implementing strategic investments that improve the quality of life for current and future residents. Together, these priorities provide the foundation for the Comprehensive Master Plan and will guide decision-making as the Tinley Park-Park District continues to build a vibrant, healthy, and connected community.



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Appendix

Survey Instrument

Dear Park District Resident

Since 1967, the Tinley Park-Park District has provided valuable and meaningful recreation programs, facilities, parks and service to our community. Your household was one of a limited number selected at random to receive this survey. The community input collected from this survey will be used in developing a new Comprehensive Park & Recreation Master Plan for the next 5 years which will identify parks and recreation needs and help establish priorities for the future development of Park District facilities, programs and services. The Park District has selected a local, independent consulting company, Public Research Group, to administer this survey. They will compile the data received and prepare a report for Park District use, which will be posted on the District's website upon completion. Your responses to this survey are confidential and anonymous. Please take this opportunity to let your voice be heard! Your input is critical in helping set the future direction of the Tinley Park-Park District. Thank you very much for your time and support. Please start with the survey now by clicking on the Next button below.

Please enter the unique code number provided on the back of your postcard or in your email invitation:

Q1. The Tinley Park-Park District is leading a state-funded, environmental cleanup of the former Tinley Park Mental Health Center site. Once the extensive environmental cleanup is completed on the 280-acre site, the Park District is planning a separate community engagement process on its redevelopment. The Tinley Park-Park District would like to gather preliminary information on which of the following would be important to you and your household in the development of the former Tinley Park Mental Health Center site? (Check all that apply)

1. Garden plots
2. Ice Rink
3. Indoor fieldhouse with athletic fields
4. Natural areas
5. Open green space
6. Outdoor athletic fields (Soccer, Football, Lacrosse)
7. Outdoor baseball/softball diamonds
8. Outdoor courts (Basketball, Tennis, Pickleball)
9. Outdoor volleyball
10. Park shelters
11. Picnic areas
12. Playground

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13. Ponds
14. Sled Hill
15. Splash pad
16. Walking and biking paths
17. Other _____

Q2. How familiar are you with the Park District?

1. Very familiar
2. Somewhat familiar
3. Not at all familiar

Q3. How likely would you be to recommend the Park District to a friend or family member? (0 being not at all and 10 being very likely)

1. 0
2. 1
3. 2
4. 3
5. 4
6. 5
7. 6
8. 7
9. 8
10. 9
11. 10

Q3a. What is the most important reason for your score? (Please be as specific as possible)

Q4. Would you agree that the Park District contributes to your quality of life?

1. Agree
2. Disagree
3. No Opinion



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Q5. How would you rate your overall satisfaction with the Park District?

1. Satisfied
2. Neutral
3. Unsatisfied
4. Not Applicable

Q5a. If you answered Unsatisfied above, please tell us which area(s) you are displeased with and why? (Choose all that apply)

1. Communication
2. Customer Service
3. Facilities
4. Fees
5. Parks
6. Programs
7. Taxes
8. Transparency
9. Other & Please tell us Why _____

Q6. Please rate your satisfaction with the customer service provided by the Park District staff you have interacted with by circling the number on a scale of 1 to 4, where 4 means "Satisfied" and 1 means "No Opinion".

	Satisfied	Neutral	Dissatisfied	No Opinion
Knowledge of staff about the Park District (Programs, Events, Parks and Facilities)	☐	☐	☐	☐
Customer assistance by staff	☐	☐	☐	☐
Communications with staff	☐	☐	☐	☐
Friendliness of staff	☐	☐	☐	☐

Q7. What is the one thing you like most about the Park District?

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Q8. How do you learn about the Park District? (Choose all that apply)

1. Conversations with Park District staff
2. Flyers/posters at Park District facilities
3. Friends and neighbors
4. Newspaper advertisement
5. Park District e-mail newsletters
6. Park District marquee signs
7. Park District newsletters
8. Park District program guide
9. Park District website
10. Promotions at Park District events
11. School fliers/newsletters
12. Social media
13. Other (Please specify) _____

Q9. Please rate your satisfaction with the following recreation experiences provided by the Park District.

	Satisfied	Neutral	Dissatisfied	No Opinion
Ease of registration for programs & rentals	☐	☐	☐	☐
Fees charged for programs	☐	☐	☐	☐
Fees charged for rentals	☐	☐	☐	☐
Types of programs and special events	☐	☐	☐	☐
Quality of programs and special events	☐	☐	☐	☐
Variety of programs and special events offered	☐	☐	☐	☐



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Q10. Please rate the overall quality of the Park District recreation programs for the following specific age groups below.

	Excellent	Good	Fair	Poor	No Opinion/Did not Participate
Early Childhood (0-4 years old)	☐	☐	☐	☐	☐
Preschool (2-5 years old)	☐	☐	☐	☐	☐
Youth Recreation (6-12 years old)	☐	☐	☐	☐	☐
Youth Sports (6-12 years old)	☐	☐	☐	☐	☐
Camps (All Ages)	☐	☐	☐	☐	☐
Teen Recreation (13-17 years old)	☐	☐	☐	☐	☐
Adult Recreation (18-54 years old)	☐	☐	☐	☐	☐
Adult Sports (18-54 years old)	☐	☐	☐	☐	☐
Trips (All ages)	☐	☐	☐	☐	☐
Special Events/Community Events (All Ages)	☐	☐	☐	☐	☐
Fitness Classes (All ages)	☐	☐	☐	☐	☐
Personal Training (All ages)	☐	☐	☐	☐	☐
Open Pickleball (All ages)	☐	☐	☐	☐	☐
Open Gym (All ages)	☐	☐	☐	☐	☐
Active Adult/Senior (55+ years old)	☐	☐	☐	☐	☐

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Q11. Please list one new program, special/community event that the Park District should consider for the future?

Q12. Do you use the Tony Bettenhausen Recreation Center?

1. Yes
2. No

Q13. Do you have a membership at Tinley Fitness?

1. Yes
2. No

Q13a. If you answered No, please tell us why?

Q13b. What type of activities do you use at Tinley Fitness?

1. Personal Training
2. Cardio Exercise Equipment
3. Weight Lifting Exercise Equipment
4. Open Gym
5. Fitness Classes
6. Open Pickleball
7. Leagues
8. Rentals
9. Walking Track
10. Other _____



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Q14. Do you or members of your household go outside the Tinley Park-Park District for recreation programs and/or services?

1. Yes
2. No

Q14a. Where do you or members of your household go for recreation programs and/or services? (Choose all that apply)

1. Local schools
2. Private fitness clubs
3. Neighboring Park Districts
4. YMCA
5. College/University
6. Local church/temple
7. Forest Preserves
8. Local sports organizations
9. Homeowners Association
10. Library
11. Other (Please specify) _____

Q14b. Why do you find it necessary to do so? (Choose all that apply)

1. Programs offered at inconvenient times
2. No interest in recreation programs
3. Lack of parking
4. Other providers have better facilities
5. Believed the program might be cancelled
6. Other providers have better staffing
7. Other providers have lower prices
8. Our friends go there, so we go there
9. Class was full
10. Registration process was difficult
11. Too far to travel
12. I did not know what was being offered
13. Other (Please specify) _____

Q15. How often do you visit the Tinley Park-Park District parks?

1. Daily
2. Weekly
3. Monthly
4. Yearly
5. Never

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Q15a. Did any of the following factors prevent you or a household member from visiting a Park District park? (Choose all that apply)

1. Accessibility (ADA)
2. Did not feel safe
3. Did not know where park was
4. No interest in the park elements
5. Parking
6. Poor Park upkeep
7. Transportation was difficult
8. Other (Please specify) _____

Q16. Which of the following Park District parks and facilities do you or other members of your household use? (Choose all that apply)

1. Bannes Park
2. Bettenhausen Park
3. Bicentennial Park
4. Bormet Park Playlot
5. Buedingen Park
6. Canine Campus Dog Park
7. Centanni Park
8. Centennial Park
9. Central Middle School
10. Commissioners Park
11. Community Park
12. Creekside Park
13. Deinert Park
14. Extreme Skate Park
15. Filson Recreation Area
16. Fitness Zone
17. Freedom Park
18. Fulton School Park
19. Gasior Park
20. German Park
21. Gory Park
22. Gunther Park
23. Hirsch Park
24. Jaycee Grove
25. Kiwanis Park
26. Lancaster Woods
27. Landmark Church, Museum and Schoolhouse



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28. Lewis Park
29. McAllister Park
30. McCarthy Park
31. McCarthy Recreation Building
32. Memorial Park
33. Memorial School Park
34. Nasebandt "Moose" Park
35. O'Connell Park
36. Paxton Lot
37. Pottawattomie Park
38. Rauhoff Park
39. Siemsen Meadow
40. St. Boniface Park
41. Tharp Park
42. The Band Shell
43. The Meadows Disc Golf Park
44. Tinley Fitness
45. Tinley Junction Mini Golf and Batting Cages
46. Tinley Park Performing Arts Center
47. Tinley Terrace Tot Lot
48. Tony Bettenhausen Recreation Center
49. Town Pointe Park
50. Veteran's Park
51. Vogt Visual Arts Center
52. Vogt Woods
53. Volunteer Park
54. White Water Canyon Water Park
55. None

Q17. Which do you most often visit from this list?

- Bannes Park _____
- Bettenhausen Park _____
- Bicentennial Park _____
- Bormet Park Playlot _____
- Buedingen Park _____
- Canine Campus Dog Park _____
- Centanni Park _____
- Centennial Park _____

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- Central Middle School _____
- Commissioners Park _____
- Community Park _____
- Creekside Park _____
- Deinert Park _____
- Extreme Skate Park _____
- Filson Recreation Area _____
- Fitness Zone _____
- Freedom Park _____
- Fulton School Park _____
- Gasior Park _____
- German Park _____
- Gory Park _____
- Gunther Park _____
- Hirsch Park _____
- Jaycee Grove _____
- Kiwanis Park _____
- Lancaster Woods _____
- Landmark Church, Museum and Schoolhouse _____
- Lewis Park _____
- McAllister Park _____
- McCarthy Park _____
- McCarthy Recreation Building _____
- Memorial Park _____
- Memorial School Park _____
- Nasebandt "Moose" Park _____
- O'Connell Park _____
- Paxton Lot _____
- Pottawattomie Park _____
- Rauhoff Park _____
- Siemsen Meadow _____
- St. Boniface Park _____
- Tharp Park _____
- The Band Shell _____
- The Meadows Disc Golf Park _____
- Tinley Fitness _____



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- Tinley Junction Mini Golf and Batting Cages _____
- Tinley Park Performing Arts Center _____
- Tinley Terrace Tot Lot _____
- Tony Bettenhausen Recreation Center _____
- Town Pointe Park _____
- Veteran's Park _____
- Vogt Visual Arts Center _____
- Vogt Woods _____
- Volunteer Park _____
- White Water Canyon Water Park _____
- None _____

Q18. Please rate your feelings about that park or facility from Question 17 for you and your household.

	Excellent	Good	Fair	Poor	No Opinion
Cleanliness of the park/facility	☐	☐	☐	☐	☐
Condition of the park elements/facility amenities	☐	☐	☐	☐	☐
Variety of park elements/facility amenities	☐	☐	☐	☐	☐
Level of safety of the park/facility	☐	☐	☐	☐	☐
Condition of the turf and landscape of the park (Weed control, trimming, mulching, etc.)	☐	☐	☐	☐	☐
Accessibility and access	☐	☐	☐	☐	☐

Q19. As a follow up to Questions 17 & 18, please tell us why you visit it most often.

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Q20. Please rate the following park amenities that are important for you and your household.

	Important	Neutral	Unimportant	No Opinion
Adaptive Play Equipment	☐	☐	☐	☐
Athletic Fields (Soccer, Football, Lacrosse)	☐	☐	☐	☐
Baseball/Softball Diamonds	☐	☐	☐	☐
Basketball Courts	☐	☐	☐	☐
Bike Paths	☐	☐	☐	☐
Bocce Courts	☐	☐	☐	☐
Cricket Pitch	☐	☐	☐	☐
Cross Country Ski Trails	☐	☐	☐	☐
Drinking Fountains - Traditional	☐	☐	☐	☐
Drinking Fountains - Bottle Filler	☐	☐	☐	☐
Fishing Pond	☐	☐	☐	☐
Fitness Trail with Work Out Stations	☐	☐	☐	☐
Garden Plots	☐	☐	☐	☐
Ice Skating Rink	☐	☐	☐	☐
In-Line Hockey Rink	☐	☐	☐	☐
Landscaping	☐	☐	☐	☐



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Natural Areas	☐	☐	☐	☐
Ninja Type Playground	☐	☐	☐	☐
Outdoor Pool	☐	☐	☐	☐
Pet Friendly Areas/Dog Parks	☐	☐	☐	☐
Pickleball Courts	☐	☐	☐	☐
Picnic Areas with Park Shelter	☐	☐	☐	☐
Ping Pong Tables	☐	☐	☐	☐
Pump Track (BMX Biking)	☐	☐	☐	☐
Restrooms	☐	☐	☐	☐
Sitting Areas with Park Benches	☐	☐	☐	☐
Shade at Playgrounds (Trees & Covers/Canopies)	☐	☐	☐	☐
Skate Park	☐	☐	☐	☐
Sled Hill	☐	☐	☐	☐
Splash Pad	☐	☐	☐	☐
Tennis Courts	☐	☐	☐	☐
Traditional Playground Equipment	☐	☐	☐	☐
Volleyball Courts	☐	☐	☐	☐
Walking Paths	☐	☐	☐	☐

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Other	☐	☐	☐	☐
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Q21. Please rate each of the following Park District priorities which would be important to you and your household. (Choose all that apply)

	Very Important	Important	Neutral	Unimportant	No Opinion
Reduce recreation services that no longer have value to the community	☐	☐	☐	☐	☐
Improve recreation programs	☐	☐	☐	☐	☐
Expand recreation programs	☐	☐	☐	☐	☐
Expand special events/community events	☐	☐	☐	☐	☐
Reduce recreational facilities that no longer have value to the community	☐	☐	☐	☐	☐
Reduce park amenities that no longer have value to the community	☐	☐	☐	☐	☐
Improve existing facilities	☐	☐	☐	☐	☐
Improve existing parks	☐	☐	☐	☐	☐
Build new facilities	☐	☐	☐	☐	☐
Build new parks	☐	☐	☐	☐	☐
Build more pathways	☐	☐	☐	☐	☐
Acquire more land for parks	☐	☐	☐	☐	☐



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Q22. How much of a tax increase would you be willing to pay to fund the costs to continue to build, operate and maintain our parks, trails and facilities?

1. \$1-5 per month
2. \$6-10 per month
3. No increase
4. Don't know

Q23. How long have you lived within the area serviced by the Park District?

1. Less than 5 years
2. 6-14 years
3. Over 15 years

Q24. What is your gender?

1. Female
2. Male
3. Other
4. Prefer not to say

Q25. Beginning with yourself, what are the ages of those in your household?

Q26. Please tell us from the map below the area of town you live in? (Area 1 is East of Harlem Ave and North of 175th Street. Area 2 is East of Harlem Ave and South of 175th Street. Area 3 is West of Harlem Ave and South of 175th Street. Area 4 is West of Harlem Ave and North of 175th Street.)

1. Area 1 is East of Harlem Ave and North of 175th Street
2. Area 2 is East of Harlem Ave and South of 175th Street
3. Area 3 is West of Harlem Ave and South of 175th Street
4. Area 4 is West of Harlem Ave and North of 175th Street

Q27. Please make any additional comments that you think would be helpful.

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Survey Comparison

After reviewing the previous Tinley Park-Park District survey summary, there is a remarkable level of consistency between the historical survey and the 2025 survey. While the current survey expands the discussion to include the former Mental Health Center property and emerging community needs, the core priorities of residents have remained stable over time.

This comparison partially utilized Artificial Intelligence (AI) software tools for advanced analytics.

Comparison of Previous Survey vs. 2025–2026 Survey Table

Previous Survey Findings	2025–2026 Survey Findings	Trend
High satisfaction with parks, recreation programs, and facilities.	Residents continue to report high overall satisfaction with the Park District, its parks, facilities, programs, and customer service.	Consistent
Walking and biking trails were identified as the highest recreation need (81%).	Trails remain one of the community's highest priorities, with residents requesting additional trail connections, improved maintenance and expanded regional trail opportunities.	Consistent and Strengthened
Residents prioritized upgrading existing neighborhood and community parks over building new facilities.	Maintaining and modernizing existing parks and facilities continues to rank ahead of constructing new amenities.	Consistent
Adult fitness and wellness programs represented the greatest program need.	Residents continue requesting expanded programming for adults, older adults, wellness, fitness, and lifelong learning, while also seeking additional opportunities for teens and families.	Expanded
High satisfaction with recreation programs, instructors, customer service, and facility quality.	Positive ratings remain high, although respondents identified opportunities to improve communication, program variety, and indoor recreation opportunities.	Consistent with New Expectations
Parks, playgrounds, recreation centers, and aquatic facilities received strong satisfaction ratings.	Residents continue expressing satisfaction while placing greater emphasis on renovating aging facilities and improving accessibility.	Shift Toward Reinvestment
Residents supported investing in trails and neighborhood park improvements.	Support has broadened to include trails, facility modernization, recreation expansion, accessibility improvements, and strategic capital investments.	Broader Investment Priorities



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Major Changes Since the Previous Survey

1. The Mental Health Center Property Has Become the Community's Highest Long-Term Opportunity

The most significant difference between the two surveys is the addition of the **280-acre former Tinley Park Mental Health Center property**.

This topic did not exist in the previous survey but became one of the defining themes in the current planning process. Residents consistently described the property as a once-in-a-generation opportunity to:

- Preserve natural open space
- Expand regional trail systems
- Develop destination recreation amenities
- Improve community wellness
- Create a signature regional park
- Enhance environmental stewardship

This project has become the Park District's largest long-term strategic initiative.

2. Greater Emphasis on Fiscal Responsibility

The previous survey showed residents willing to invest in improvements such as trail development. The current survey demonstrates that residents continue supporting improvements but are more cautious regarding property tax increases. Instead, they encourage the Park District to pursue:

- Grants
- Partnerships
- Sponsorships
- Alternative revenue sources
- Phased implementation

The expectation has shifted toward maximizing outside funding before relying on additional taxes.

3. Recreation Needs Have Expanded

Historically, recreation priorities focused heavily on:

- Adult fitness
- Outdoor recreation
- Water fitness

The current survey reflects broader community expectations, including:

- Teen programming
- Older adult programming
- Indoor recreation
- Inclusive recreation
- Wellness programming
- Arts and cultural opportunities
- Lifelong learning

This suggests the community is seeking a more comprehensive recreation system that serves residents throughout every stage of life.

4. Increased Focus on Existing Facilities

Both surveys recognize the importance of quality parks and facilities.

However, today's residents place greater emphasis on:

- Renovating aging facilities
- Modernizing recreation centers
- Improving accessibility
- Enhancing customer experience
- Reinvesting in infrastructure before expanding the system



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Conclusion

The comparison demonstrates that the Tinley Park-Park District has remained highly aligned with community priorities over time. Long-standing values—including maintaining quality parks, expanding trails, delivering excellent recreation programs, and providing outstanding customer service—continue to define resident expectations.

At the same time, the current survey reveals an evolution in community priorities. Residents are thinking more strategically about the future of the Park District, with strong support for reinvesting in existing assets, expanding recreation opportunities for all ages, responsibly managing public finances, and thoughtfully redeveloping the former Tinley Park Mental Health Center property. This new planning opportunity distinguishes the 2025–2026 survey from previous efforts and establishes a clear long-term vision for the Park District.

Taken together, the comparison indicates that while community priorities have remained remarkably consistent, the scope of the Park District's future has expanded significantly. The Comprehensive Master Plan should continue building on the Park District's strengths while leveraging the transformational potential of the Mental Health property to meet the recreation, conservation, and wellness needs of future generations.

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8125 W 171st St
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