

APPENDIX B

Open Ended Responses to Community Survey
Questions 21 and 25

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Question 21: "Please tell us about any unpleasant experiences you've had at Pleasant Prairie parks or facilities in the past year."*

Question 25: "Please add any comments that you or your family would like to share with the Pleasant Prairie parks and Recreation Departments."*

Comments Related to Parks and Outdoor Parks Facilities

Positive Comments:

- Appreciate being asked for input on community services.
- Enjoy walking on the paths at Prairie Springs Park.
- Every event at Prairie Family Days is fun.
- Excellent job with parks.
- Great parks and recreation services. Everything is kept clean and new looking.
- Residents love living in the Village.
- Parks staff is friendly, courteous and responsive.
- Thanks to all of those you make Pleasant Prairie so pleasant.
- The current parks are beautiful-keep it up.
- Village is doing a good/great job.

Experiences, Recommendations and Comments:

- Add benches in parks to watch softball practices.
- Baseball fields need irrigation and lighting.
- Basketball courts are needed in parks.
- Beach needs clean-up, noise and other rules enforced at Lake Michigan Beach.
- Bicycle paths are needed off-street throughout Village for safety.
- Bicycle speed needs to be enforced at Prairie Springs Park.
- Boating is restricted on Lake Andrea, yet several special events use motor boats.
- Bow hunting areas are needed in the Village.
- Bring in more special events – especially with music.
- Commercial services are needed in Prairie Springs Park (near the former Common Grounds) such as restaurants and other services.
- Conflicts with walkers and bicyclists on paved paths.
- Construct more walking paths to Prairie Springs Park and RecPlex.
- Dog leash and clean-up laws need to be enforced in parks and on paths.
- Fireworks and laser show desired at Prairie Family Days.
- Focus resources on the other parks other than Prairie Springs Park/RecPlex.
- Garbage cans are needed in more areas and garbage must be picked up more often in the Lake Michigan and Carol Beach Parks.
- Ice skating outdoors should be provided at a Village park.
- Inadequate parking areas at Prairie Springs Park during RecPlex special events.
- More park amenities – playgrounds should be added to other parks, not just Prairie Springs Park.
- Lake Andrea beach area needs to be enlarged.

- Lake Andrea being closed to public windsurfing during the many special events is a problem.
- Lake Andrea should be stocked with fish.
- Lake Andrea is too small for electric trolling motors.
- Lake Andrea parking stickers should not be required.
- Lake Andrea shade is needed at the beach.
- Lake Michigan Beach is overcrowded with out-of-state users, charge out-of-state residents.
- Lake Andrea lifeguards are easily distracted at the beach.
- Lights are needed in the parks – Carol Beach and Rolling Meadows Parks.
- Marketing materials/brochures about the Village’s parks and recreational facilities are needed and should be sent out to residents.
- Maintenance of Village roads would improve accessibility to Prairie Springs Park.
- Outdoor pool is needed, along with a lazy river.
- Parents need to supervise their children more closely at the playgrounds.
- Park rental fees should be reduced for Village residents.
- Park users should not be parking vehicles in the 104th Avenue travel lanes.
- Paths and sidewalks need to be accessible in the winter months.
- Prairie Family Days is a great event and should continue in some form for residents.
- Property taxes should not increase to make park improvements.
- Provide dog stations with bags in the parks, especially along trails.
- Regular Lake Michigan beach clean-up needed.
- Restrooms in parks should be cleaner and open in the spring.
- Scheduling and traveling issues experienced during summer triathlons.
- Scoreboard is not working at the ballfields.
- Special events, especially triathlons impose on park, facility and Village roadways.
- Special event variety is needed other than exercise related – e.g. free music festivals free car shows, 4th of July celebration, sail boat regatta.
- Spray for mosquitoes in the parks, especially Prairie Springs Parks.
- Tennis courts are needed outside.
- Triathlons should look for other routes-stop closing roads so often.
- Vandalism in the public parks and beach areas, including portable toilets being knocked over.
- Village residents should be provided with free passes to the Lake Andrea Beach.
- Violation of park curfew hours and inappropriate late night activities is a problem, especially in Carol Beach and Lake Michigan Parks.
- Walking trails should be extended throughout the community, especially in residential areas.
- Watch the spending and budget for growth and changes.
- Water fountains/stations are needed in parks and around Lake Andrea path.

*The open ended answers were summarized. The responses are listed alphabetically and not in priority order.

Comments Related to RecPlex Facilities

Positive Comments:

- Appreciates special needs programs and adult day care.
- Day care services are wonderful.
- Drop-in day care offers a very good service.
- Great facility, love using the facility.
- Great foundation in the Village.
- Keep up the good work.
- Members enjoy using the facility.
- RecPlex and Lake Andrea are great places.
- RecPlex is doing a great job.
- RecPlex is a first class facility.
- The facility is awesome.
- The volunteers are great and very organized.

Experiences, Recommendations and Comments:

- Adult day care facilities are wonderful for special needs persons.
- Brochures and other printed information should be provided about the RecPlex and Prairie Springs Park.
- Charging of tournament fees even with family membership to RecPlex is a problem.
- Children's inappropriate behaviors/language in the locker rooms needs to be monitored.
- Clarify that the RecPlex facility is not being funded by the Village property tax payers.
- Class sign up on line and refund problems for dropped classes.
- Classes such as group fitness should be free if a membership is purchased.
- Concerns regarding summer camp program planning, events and staff.
- Consider adding facilities and teams for competitive travel soccer.
- Front desk staff needs to be more focused and less staff conversation.
- Healthy cooking classes and snack bar healthy foods is desired.
- Hockey Programs should be expanded to include AAA, bantam, peewee and squirt levels
- Increase spacing between stationary weight machines.
- Inside walking track is blocked with gawkers, walkers and users stretching on track.
- Items stolen from the locker room.
- Limitations on field house to members/users due to outside organized sporting events.
- Lockers in women's locker room are getting old and are difficult to open and shut.
- Locker rooms need updating.
- More focus is needed on customer service.
- Notices are sent out late for cancelled organized sports.
- Offer greater business/corporate discounts for employees to benefit.
- Organize baseball teams fairly.

- Parking fees at the RecPlex parking lot is causing RecPlex users to park on adjacent street.
- Parking is inadequate and difficult to maneuver because of gating at the RecPlex.
- Parking needs to be expanded at RecPlex.
- Pool temperature is cold.
- RecPlex facility is overcrowded during open gym.
- RecPlex Members should not have to pay for parking in the lot.
- RecPlex Membership and facility costs inhibit resident users during tough economic times.
- RecPlex Memberships should be more affordable and offered for: one (1) to six (6) months, summer memberships, senior citizens and college memberships.
- RecPlex Memberships are cancelled due to high class program fees. Free classes should be offered.
- RecPlex revised/reduced membership pricing structure should be considered.
- Requests for information, telephone calls, and personal trainer requests were unanswered.
- Routine maintenance is needed on all fitness equipment.
- Senior citizen programs and discounts should be provided.
- Silver Sneakers program should be added to the RecPlex.
- Sound system is needed for aqua classes.
- Swimming lesson problems need to be addressed.
- Towel service should be provided.
- Ventilation is inadequate in the aquatic center, reduce pool chemicals.
- Waiting times for fitness equipment is sometimes a problem.

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