


NOTICE AND CALL OF SPECIAL MEETING

**JOINT MEETING OF THE CHINO CITY COUNCIL/SUCCESSOR AGENCY TO THE REDEVELOPMENT AGENCY
AND CHINO COMMUNITY SERVICES COMMISSION**

Notice is hereby given that a special joint meeting of the Chino City Council / Successor Agency to the Redevelopment Agency and Chino Community Services Commission will be held on Tuesday January 4, 2022 at 5:00 p.m. in the Chino City Council Chambers located at 13220 Central Avenue, Chino, CA 91710 for the purpose of discussing the Parks and Facilities Master Plan Final Update.


Eunice M. Ulloa, Mayor


Robert Martinez, Chairperson



Those persons wishing to speak on any item included on the agenda, or on any matter within the subject matter jurisdiction of the City Council, are invited to fill out and submit to the City Clerk a "Request to Speak" form (name and address optional) which is available at the entrance to the Chino City Council Chambers. Members of the public may submit electronic inquiries or comments by submitting emails to CityClerk@cityofchino.org.

In compliance with the Americans with Disabilities Act, if you require a reasonable accommodation to participate in this meeting, please contact the City Clerk's Office (909) 334-3306, at least 48 hours prior to the advertised starting time of the meeting. Additionally, if you require an accommodation to participate via GoToWebinar, please dial 711 for the California Relay Service.

Any documents produced by the City and distributed to a majority of the City Council Members regarding any item on this agenda will be made available in the City Clerk's Office during normal business hours at City Hall located at 13220 Central Avenue, Chino. In addition, such documents will be posted on the City's website at www.cityofchino.org.

**CHINO CITY COUNCIL
SUCCESSOR AGENCY TO THE REDEVELOPMENT AGENCY
CHINO COMMUNITY SERVICES COMMISSION
PARKS AND FACILITIES MASTER PLAN UPDATE
CHINO CITY COUNCIL CHAMBERS
13220 CENTRAL AVENUE
CHINO, CA 91710
TUESDAY, JANUARY 4, 2022
5:00 P.M.**

AGENDA

ROLL CALL – CITY COUNCIL

Mayor Eunice M. Ulloa, Mayor Pro Tem Marc Lucio, Council Members Karen C. Comstock, Christopher Flores, and Walt Pocock.

ROLL CALL – COMMUNITY SERVICES COMMISSION

Chairperson Robert Martinez, Vice Chairperson Linda Takeuchi, Members Jamie Harwood, Neal Jerry, Gregory Marquez, Julissa Montenegro-Olivas, and Brenda Strong.

FLAG SALUTE

PUBLIC COMMUNICATIONS

This is the time and place for the general public to address the City Council and Community Services Commission about subjects that do not appear elsewhere on the agenda. Due to Council policy and Brown Act requirements, action will not be taken on any issues not on the agenda. Ordinance No. 97-08 (Chino Municipal Code Section 2.04.090) limits speakers to no more than five (5) minutes in which to address the Council and Community Services Commission.

NEW BUSINESS

1. Parks and Facilities Master Plan Final Update. Receive the final update from the City's consultant, Pros Consulting Inc., regarding the Parks and Facilities Master Plan.

Presentation by: Linda Reich, Director of Community Services.

RECOMMENDATION: Receive a final update from the City's consultant, Pros Consulting Inc., regarding the Parks and Facilities Master Plan.

ADJOURN

The next Regular Meeting of the City Council will be held on Tuesday, January 4, 2022 at 7:00 p.m. in these Council Chambers.

The next Regular Meeting of the Community Services Commission will be held on Monday, January 24, 2022 at 7:00 p.m. in the Council Chambers.

I, Angela Robles, City Clerk of the City of Chino, hereby declare that on December 30, 2021 this agenda was posted on the south window of Chino City Hall and this agenda together with all of the agenda reports and related documents were posted on the City's website at www.cityofchino.org by myself or under my direction.



Angela Robles, City Clerk

M E M O R A N D U M
CITY OF CHINO
COMMUNITY SERVICES DEPARTMENT

COUNCIL MEETING DATE: JANUARY 4, 2022

TO: MATTHEW C. BALLANTYNE, CITY MANAGER

FROM: LINDA REICH, DIRECTOR OF COMMUNITY SERVICES

SUBJECT: PARKS AND FACILITIES MASTER PLAN FINAL UPDATE.

RECOMMENDATION

To receive a final update from the City's consultant, PROS Consulting, Inc. regarding the Parks and Facilities Master Plan.

FISCAL IMPACT

None.

Revenue:	Expenditure:
Transfer In:	Transfer Out:

BACKGROUND

The Fiscal Year 2019-20 Park Fund provided funding for a Parks and Facilities Master Plan. On November 19, 2019, the City Council approved a contract with PROS Consulting, Inc., to develop a Parks and Facilities Master Plan for the City. The previous plan was completed in the 1980s, was outdated, and did not meet the current needs of the City.

The scope of work includes:

1. A park and facility inventory and assessment;
2. A community needs survey pertaining to recreation facilities and program service level assessments and recommendations;
3. Community Services/Recreation programs assessment and recommendations;
4. Per Capita Spending Analysis;
5. A capital improvement plan through build out;
6. An operations and maintenance plan;
7. A review and summarization of City policy and General Plan updates; and
8. A financial strategy plan.

On July 20, 2021, the City Council and Community Services Commission held a joint session to receive an update on the plan, which included survey and outreach results.

ISSUES/ANALYSIS

Today's meeting will provide the final update to the City Council and Community Services Commission on the draft final document. The final plan will come back to the City Council for approval at a future meeting.

Attachment: Draft Park & Facilities Master Plan Executive Summary and ETC Findings Report

2021

PARKS AND RECREATION MASTER PLAN





CHAPTER ONE INTRODUCTION

The City Council of the City of Chino selected PROS Consulting to assist in developing a Parks and Facilities Master Plan (“Plan”). The Plan’s purpose is to create a clear vision, action plan, and financial strategy for the community. This document intends to be dynamic and forward-thinking to strengthen existing programs, facilities, and amenities to serve as a road map for the future.



The following goals were identified as a key outcome of this planning process:

1. Engage the diverse Chino community, leadership, and stakeholders through an innovative, public outreach process to build a shared vision for parks, recreation, and community services.
2. Utilize a wide variety of data sources and best practices including a statistically-valid survey to predict trends and patterns of use and how to address unmet needs in the City of Chino.
3. Determine unique Level of Service Standards, validated by local data, to develop appropriate actions regarding parks, recreation, and community services that reflects the City’s strong commitment in providing high quality services and amenities for the community.
4. Shape financial and operational preparedness through innovation and “next” practices for the City to achieve the strategic objectives and recommended actions, goals, objectives, and implementation strategies outlined in the plan.
5. Develop a dynamic and realistic strategic action plan that is clear, concise and adaptable to ensure long-term success and financial sustainability for the City’s parks, recreation, and community services, as well as action steps to support the family-oriented community and businesses that call Chino home.

1.1 PROJECT PROCESS

The analysis describes the population within the City. This assessment is reflective of the total population and its key characteristics, such as age segments, race, ethnicity, and income levels. It is important to note that future projections are based on historical patterns.



1.2 RECOMMENDATIONS

Based on an iterative visioning process with staff combined with the community input, demographics and trends and an analysis of the Department’s programs, maintenance and operations and levels of service, the following Core Values, Vision and Mission Statement and Big Moves were identified by the staff.

1.2.1 CORE VALUES

The City’s six core values that will guide the Department’s actions in the future are:

1. Commitment to our Community
2. Integrity & Accountability
3. Fiscal Responsibility
4. Partnership & Teamwork
5. Innovation
6. Communication & Engagement

1.2.2 VISION

The Department’s Vision is adopted from the City’s overall vision:

“Chino is a vibrant city. It is a great community in which to live, work, and play, that is recognized for integrity and dedication to public service.”

1.2.3 MISSION

The Citywide Mission is:

“Together we take pride in providing quality, caring service to our community.”

The Department’s Mission is:

“To impact lives and build a connected community.”



1.2.4 BIG MOVES

The following are the Big Moves that will shape the Plan's Roadmap. These are the signature action items, both internal and external focused, that will help the Department stay true to its Core Values and realize its Vision and Mission as they serve the Chino community.

- 1. Dedicated marketing/branding support (including staff position) to assist with increasing awareness, branding campaign, tracking return on investment (ROI), etc.**
 - a. Hiring additional dedicated staff to support the team
- 2. Focus on long term financial sustainability**
 - a. Add a revenue generating position (E.g., a grant writer)
 - b. Create true Community Services department budget
 - i. Department currently operates as a fund rather than a standalone budget; revenue generated and cost recovery / general fund support are not clearly visible
 - c. Ensure fees and charges are established by staff based on market rates and cost recovery goals
- 3. Support efforts to reenergize the downtown area (E.g., a civic center, more walkways/connection, new special events, a farmers' market)**
- 4. Prioritize trail connectivity and increase equity of access to park land citywide**
 - a. Deficit of 7 miles of paved walking trails and 11 miles of unpaved trails
 - b. Deficit of 25 acres of Neighborhood Park acreage to be met in an equitable manner
- 5. Upgrade existing facilities/amenities and explore new amenities to enhance the user experience**
 - a. E.g. Upgrade restrooms and shade structures etc. to meet amenity needs
 - b. Projected deficit of 67,000sf of indoor recreation space in the next five years can be met with a large multigenerational, multifunctional Community Center

1.3 CONCLUSION

This Plan is meant to be a strategic roadmap that can adapt as times and circumstances change. This is even more timely as the City continues to plan its future in a post Covid19 world. The growing population numbers will require a higher level of service for indoor and outdoor offerings but how the City delivers the service will evolve, for example, to address greater (maybe temporary) social distancing guidelines and (long term) hygiene / sanitation requirements.

In addition, the financial realities of Governments and public agencies nationwide have changed with reduced revenues and the Department will need to have an even greater emphasis on cost recovery to ensure long-term financial sustainability.

Amidst these uncertain times, it is comforting to know that the Department's staff is a group of experienced professionals dedicated to the community's well-being and the organizational culture centers on teamwork and forward-looking focus, elements that are critical to the success of a plan's implementation. The Consulting Team has no doubt that the Department staff in conjunction with the City's leadership will leave no stone unturned to ensure this plan continues to meet and exceed the parks, recreation, trails, culture and open space needs of the Chino community now and in the years to come.



City of Chino Parks and Facilities Master Plan

Findings Report

...helping organizations make better decisions since 1982

2020

**Submitted to the City of Chino Community Services
Department**

ETC Institute
725 W. Frontier Lane,
Olathe, Kansas
66061

June 2020





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City of Chino Parks and Facilities Master Plan

Executive Summary

Overview

ETC Institute administered a parks and recreation needs assessment in the Winter of 2020 for the City of Chino. This assessment was administered as part of the City's efforts to develop area parks, facilities, and programs. Information compiled from the assessment will provide key data to set a clear vision for the future. This survey will determine priorities for parks, recreation facilities, program offerings, and special event offerings in the City of Chino.

Methodology

ETC Institute mailed a survey packet to a random sample of households in the City of Chino. Each survey packet contained a cover letter, a copy of the survey, and a postage-paid return envelope. Residents who received the survey were given the option of returning the survey by mail or completing it online at www.ChinoSurvey.org.

Ten days after the surveys were mailed, ETC Institute sent emails to the households that received the survey to encourage participation. The emails contained a link to the online version of the survey to make it easy for residents to complete the survey. To prevent people who were not residents of the City from participating, everyone who completed the survey online was required to enter their home address prior to submitting the survey. ETC Institute then matched the addresses that were entered online with the addresses that were originally selected for the random sample. If the address from a survey completed online did not match one of the addresses selected for the sample, the online survey was not counted.

The goal was to obtain completed surveys from at least 375 residents. The goal was exceeded with a total of 475 residents completing the survey. The overall results for the sample of 475 households have a precision of at least +/-4.5% at the 95% level of confidence.

This report contains the following:

- Charts showing the overall results of the survey (Section 1)
- Benchmarking analysis comparing the City's results to national results (Section 2)
- Priority Investment Rating (PIR) that identifies priorities for facilities and programs (Section 3)
- Tabular data showing the overall results for all questions on the survey (Section 4)
- A copy of the survey instrument (Section 5)

The major findings of the survey are summarized below and on the following pages.

Program Participation and Ratings

Participation. Thirty-eight percent (38%) of respondents indicated they or members of their household have participated in City recreation programs in the past 12 months. These responding households (38%) were asked how many different programs their respective household participated in over the past 12 months.

- 35% participated in 1 program
- 48% participated in 2 to 3 programs
- 12% participated in 4 to 6 programs
- 5% participated in 7 or more programs

Barriers to Participation in Programs. Respondents that indicated they had not participated in City programs (62%) were asked what reasons they had to not participating. The top three reasons were: too busy/not interested (40%), I do not know what is offered (32%), and program times are not convenient (13%).

Ratings. Of the respondents that indicated they have participated in recreation programs in the past 12 months (38%); 35% rated the overall quality of programs as excellent, 58% rated the overall quality of programs as good, 6% rated the overall quality as fair, and 1% rated the overall quality of programs as poor.

Park/Facility Use and Ratings

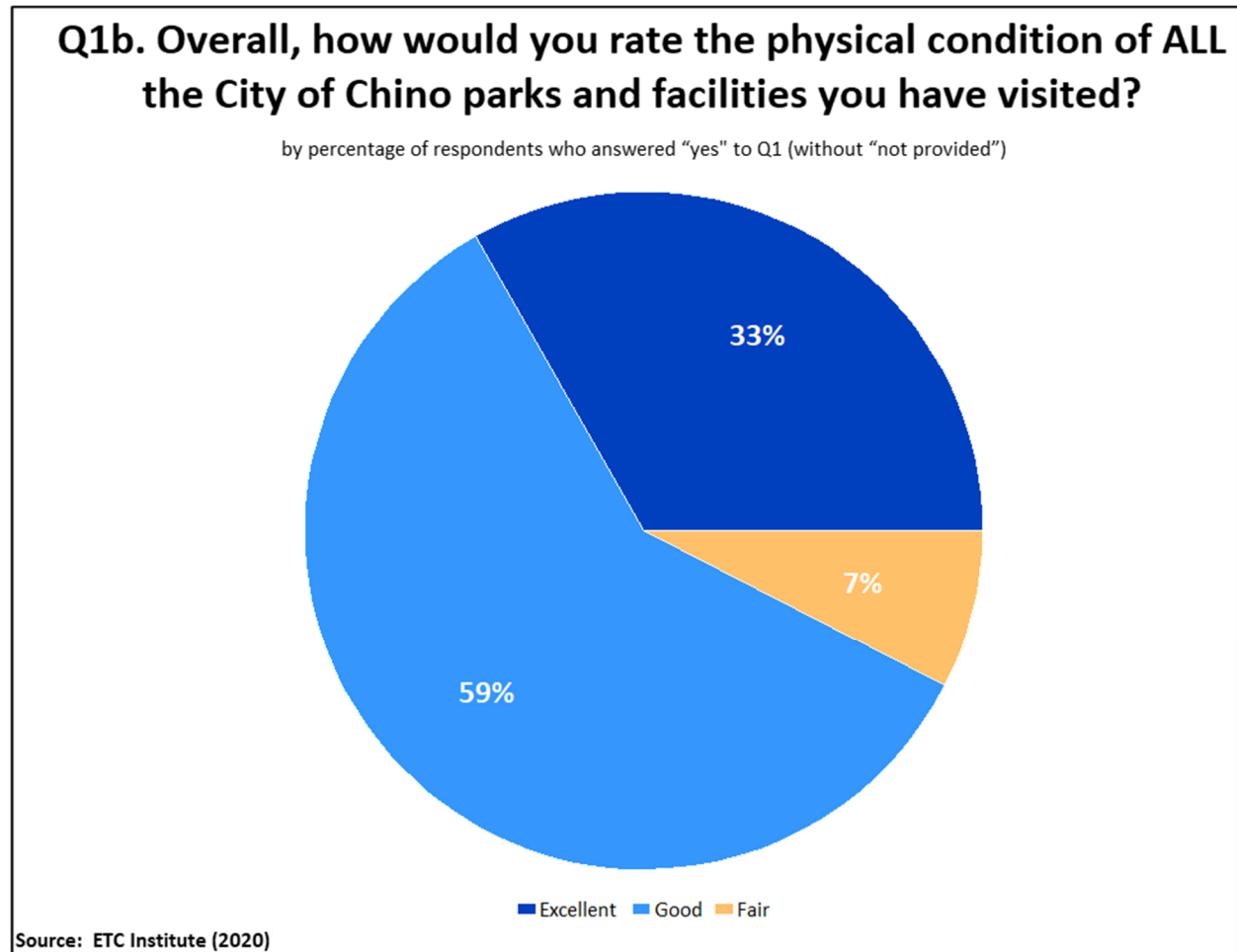
Use. Eighty-six percent (86%) of respondents visited City parks and recreation facilities during the past 12 months. The respondents that have visited City parks and recreation facilities were asked how often they had visited these places during the past 12 months.

- 8% visited City parks/facilities 5 or more times a week
- 30% visited City parks/facilities 2 to 4 times a week
- 17% visited City parks/facilities once a week
- 23% visited City parks/facilities 1 to 3 times a month
- 22 %visited City parks/facilities less than once a month

Barriers to Use of Parks/Facilities. Of the respondents that did not visit any City parks/facilities during the past 12 months (14%), 21% indicated they did not use any of the parks/facilities because of the lack of features their household wanted to use and 10% were not aware of parks' or facilities' locations.

Organizations Used for Recreation/Sports Activities. Respondents were asked to indicate which parks/facilities they or members of their household have used recreation and sports activities during the past 12 months. The top four organizations used were: places of worship (30%), private workout facilities (27%), public schools (27%), and the City of Chino Community Services Department (27%).

Ratings. Ninety-two percent (92%) of respondents rated the physical condition of all the City parks/facilities they visited as “excellent” (33%) or “good” (59%).



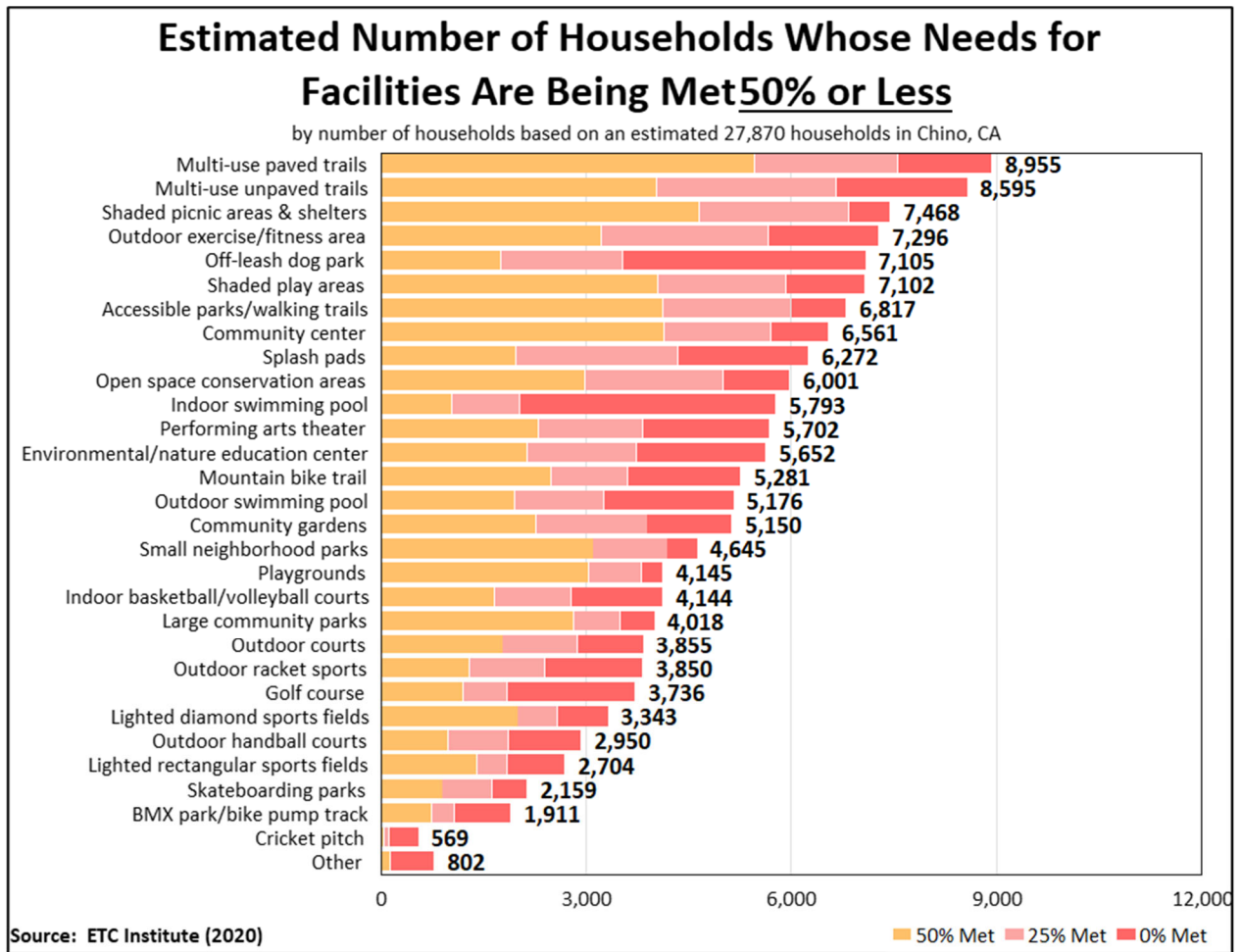
Facility Needs and Priorities

Facility Needs. Respondents were asked to identify if their household had a need for 29 facilities and rate how well their needs for each were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had the greatest “unmet” need for various facilities.

The four facilities with the highest percentage of households that have an unmet need were:

1. multi-use paved trails – 8,955 households (or 32%),
2. multi-use unpaved trails – 8,595 households (or 31%),
3. shaded picnic areas and shelters – 7,468 households (or 27%), and
4. outdoor exercise/fitness area – 7,296 households (or 26%).

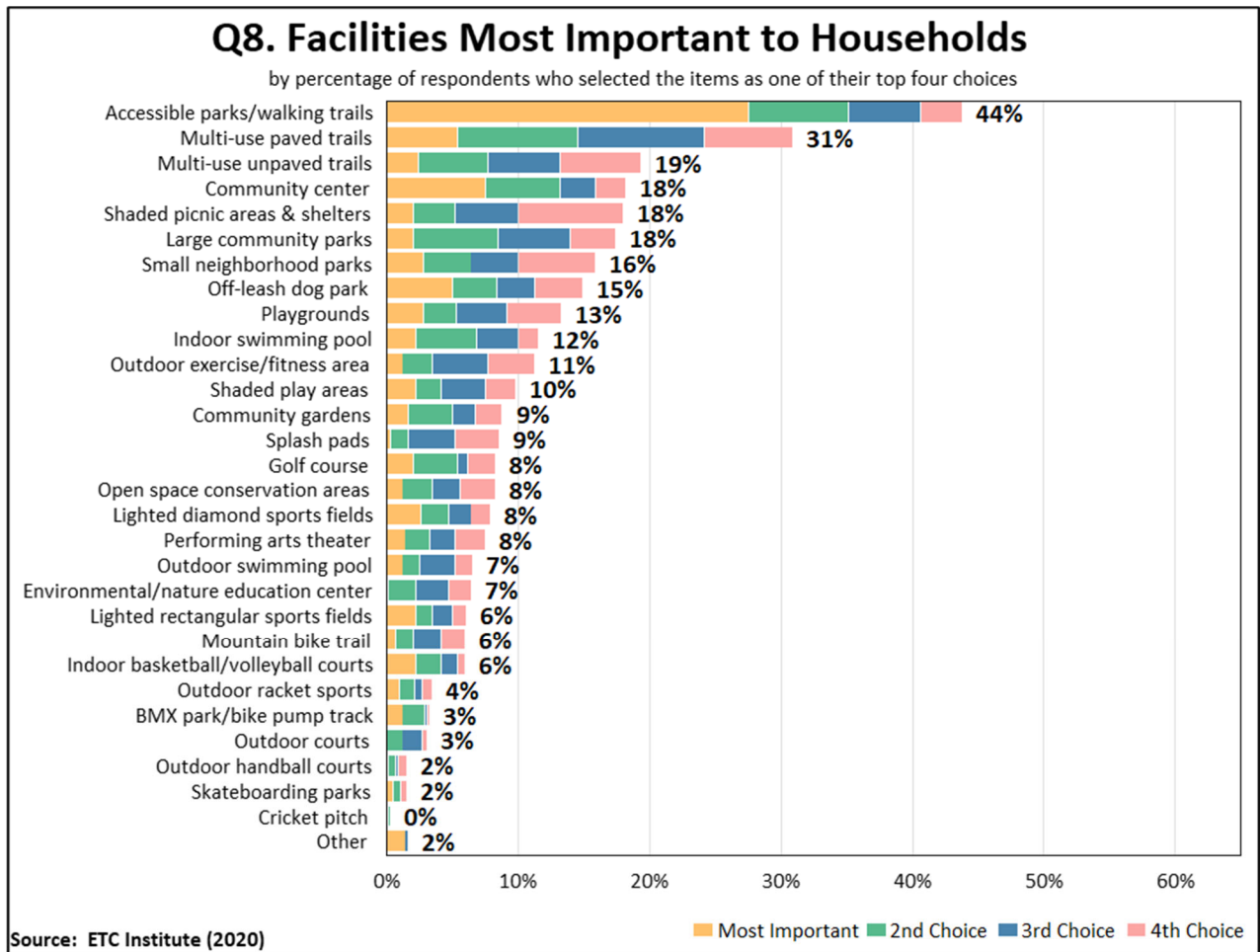
The estimated number of households that have unmet needs for each of the 29 facilities that were assessed is shown in the graph at the top of the next page.



Facility Importance: In addition to assessing the needs for each facility, ETC Institute also assessed the importance that residents placed on each facility. Based on the sum of respondents’ top four choices, the four most important facilities to residents were:

1. accessible parks/walking trails (44%),
2. multi-use paved trails (31%),
3. multi-use unpaved trails (19%), and
4. community center (18%).

The percentage of residents who selected each facility as one of their top four choices is shown in the graph on the following page.

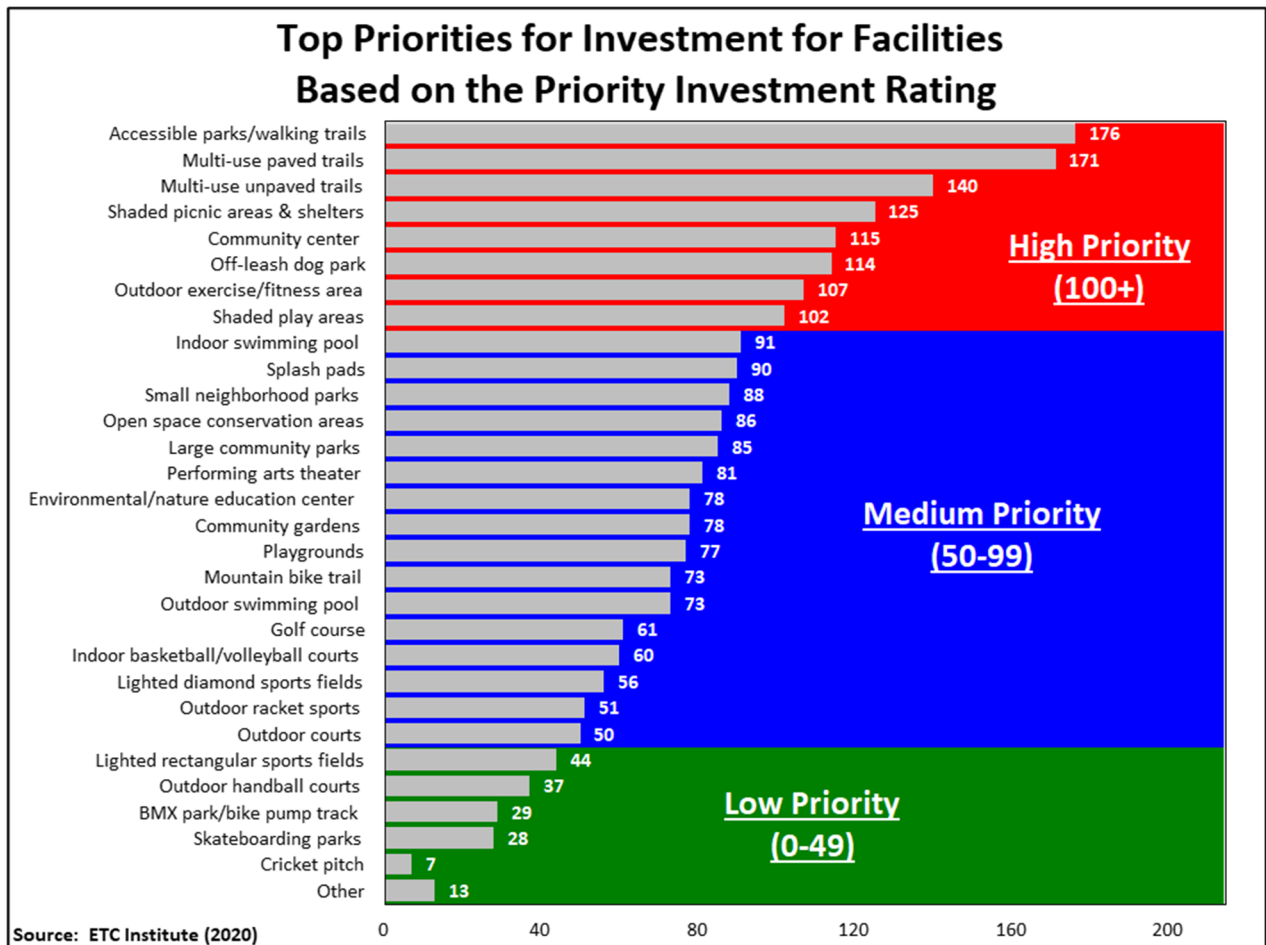


Priorities for Facility Investments: The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide organizations with an objective tool for evaluating the priority that should be placed on Parks and Recreation investments. The Priority Investment Rating (PIR) equally weighs (1) the importance that residents place on amenity/program and (2) how many residents have unmet needs for the facility/program. [Details regarding the methodology for this analysis are provided in Section 3 of this report.]

Based the Priority Investment Rating (PIR), the following eight facilities were rated as high priorities for investment:

- Accessible parks/walking trails (PIR=176)
- Multi-use paved trails (PIR=171)
- Multi-use unpaved trails (PIR=140)
- Shaded picnic areas and shelters (PIR=125)
- Community center (PIR=115)
- Off-leash dog park (PIR=114)
- Outdoor exercise/fitness area (PIR=107)
- Shaded play areas (PIR=102)

The graph below shows the Priority Investment Rating for each of the 29 facilities that were rated.



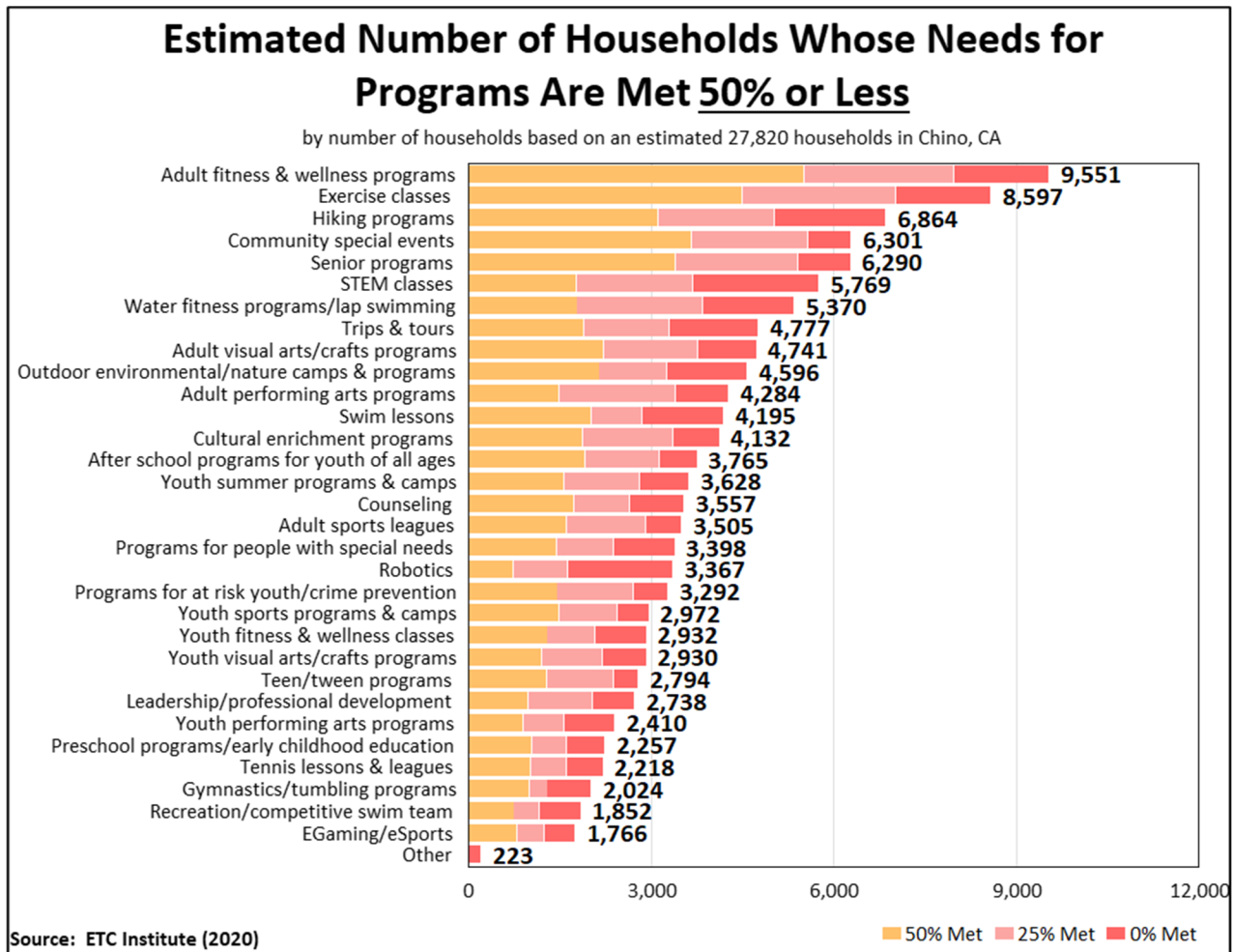
Program Needs and Priorities

Program Needs. Respondents were also asked to identify if their household had a need for 31 programs and rate how well their needs for each program were currently being met. Based on this analysis, ETC Institute was able to estimate the number of households in the community that had “unmet” needs for each program.

The four recreation programs with the highest percentage of households that have an unmet need were:

1. adult fitness and wellness programs – 9,551 households (or 34%),
2. exercise classes – 8,597 households (31%),
3. hiking programs – 6,864 households (25%), and
4. community special events – 6,301 households (23%).

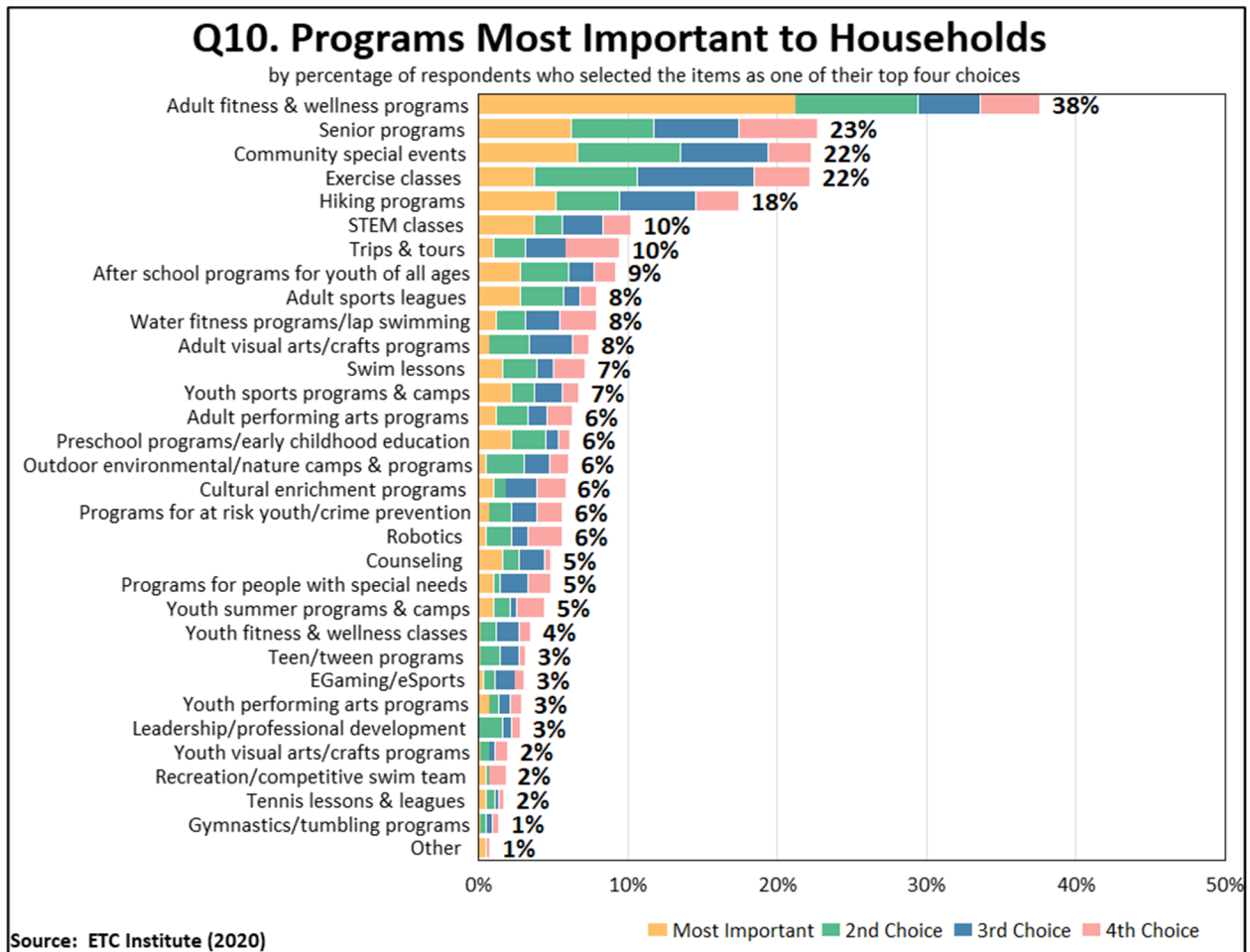
The estimated number of households that have unmet needs for each of the 31 programs that were assessed is shown in the graph on the following page.



Program Importance. In addition to assessing the needs for each program, ETC Institute also assessed the importance that residents placed on each program. Based on the sum of respondents’ top four choices, the four most important programs to residents were:

1. adult fitness and wellness programs (38%),
2. senior programs (23%),
3. community special events (22%), and
4. exercise classes (22%).

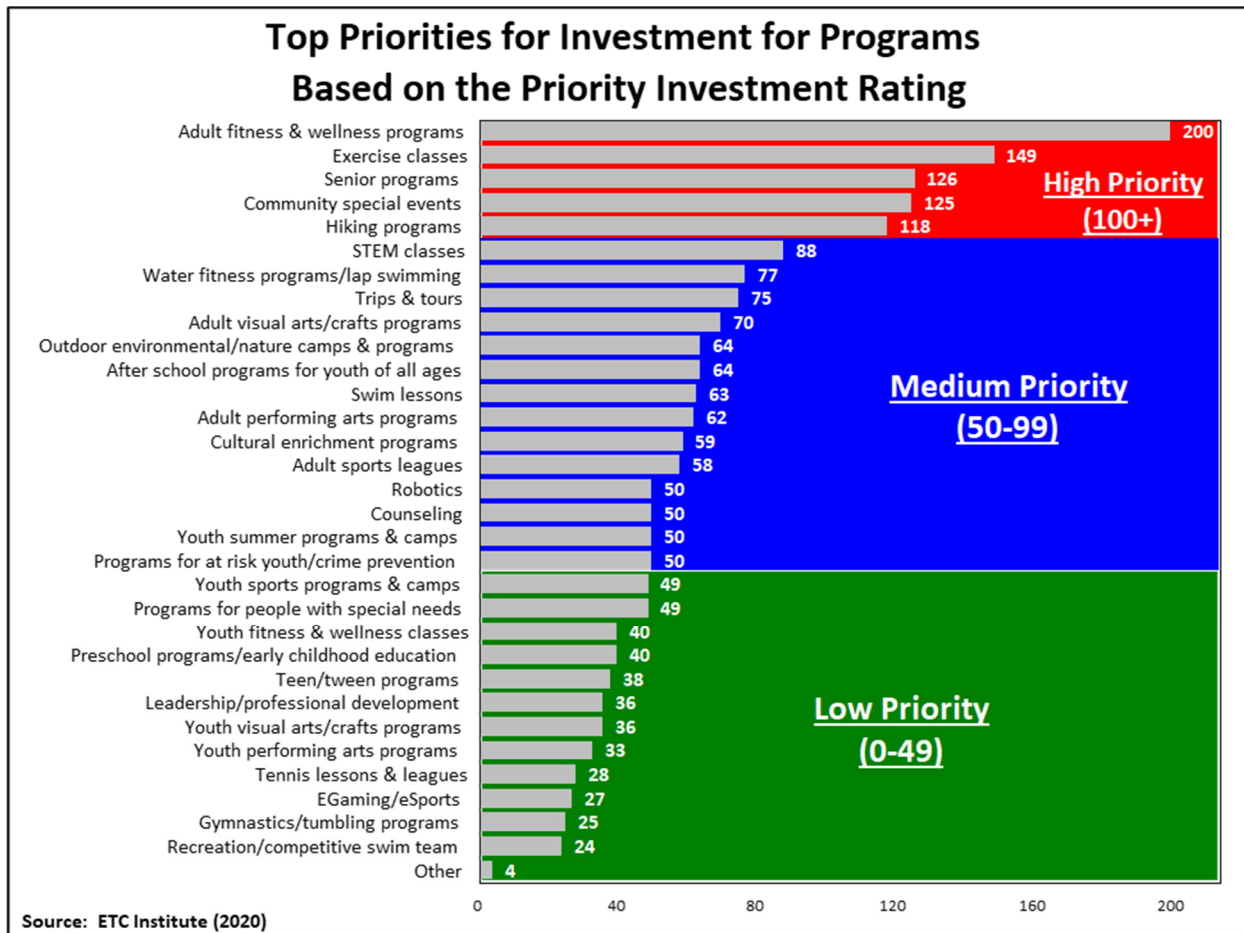
The percentage of residents who selected each program as one of their top four choices is shown in the chart on the next page.



Priorities for Program Investments. Based on the priority investment rating (PIR), which was described briefly on Page v of this Executive Summary and is described in more detail in Section 3 of this report, the following five programs were rated as “high priorities” for investment:

- Adult fitness and wellness programs (PIR=200)
- Exercise classes (PIR=149)
- Senior programs (PIR=126)
- Community special events (PIR=125)
- Hiking programs (PIR=118)

The graph at the top of the following page shows the Priority Investment Rating for each of the 31 programs that were rated.



Additional Findings

Overall Level of Satisfaction. Respondents were asked to rate their satisfaction with the overall value they and their household receives from the City Community Services Department.

- 19% are very satisfied with the overall value of services received
- 46% are somewhat satisfied with the overall value of services received
- 31% are neutral with the overall value of services received
- 4% are somewhat dissatisfied with the overall value of services received
- 1% are very dissatisfied with the overall value of services received

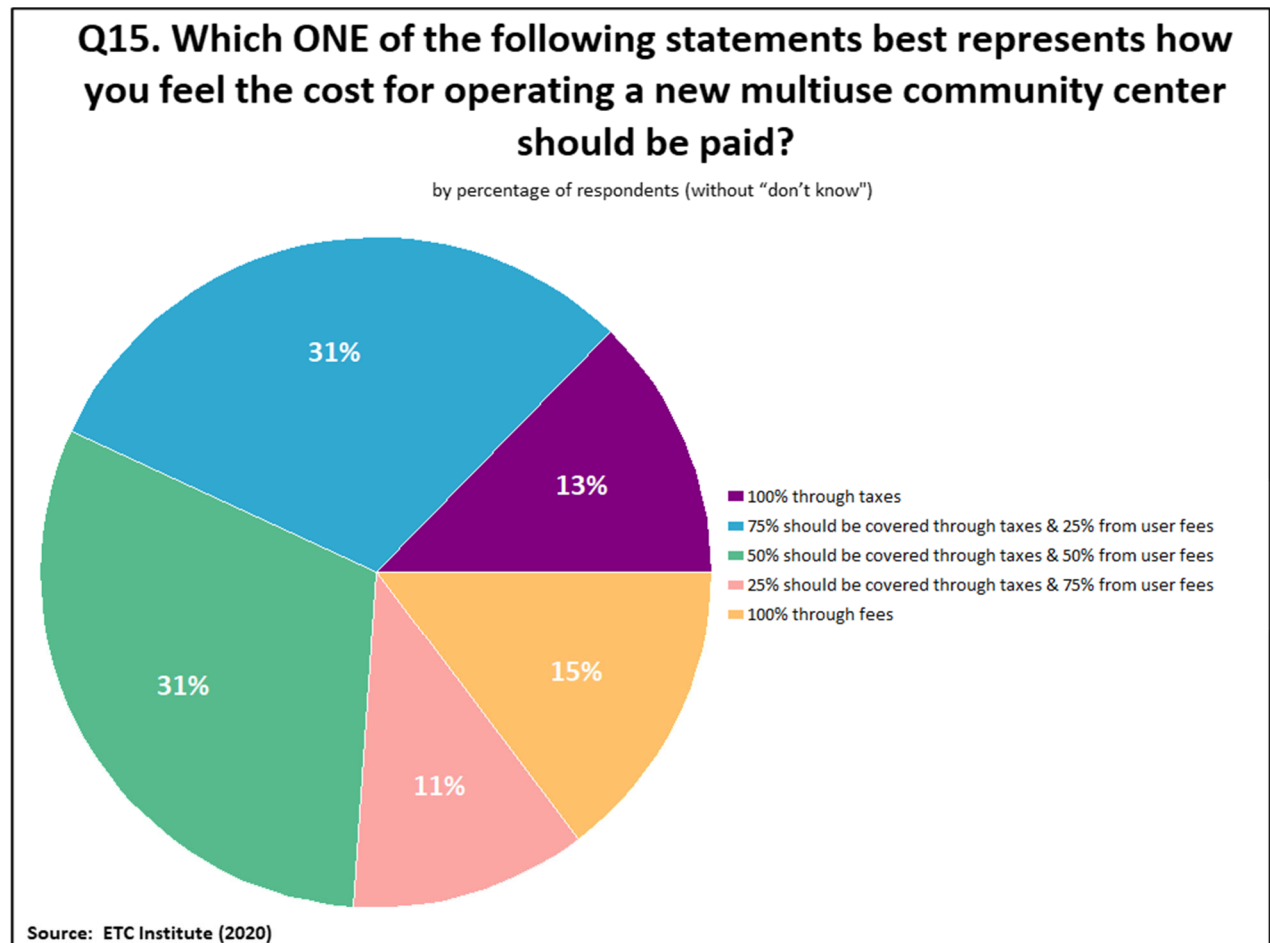
Potential Benefits of City Facilities and Programs. The items with the highest levels of agreement of potential benefits of City parks, facilities, and recreation programs/services, based on the sum of “strongly agree” and “agree” responses among residents *who had an opinion*, were: makes Chino a more desirable place to live (93%), preserves open space and protects environment (88%), and improves physical health and fitness (83%).

Special Events. Respondent households were asked what single or multi-day event concepts they or members of their household would be most interested in, the highest rated choices were, food events (70%), entertainment (53%), and holiday celebrations (40%). Sixty-five percent (65%) of respondents think the City should offer a multi-day (2 to 3 day) special event.

Multiuse Community Center. The multiuse community features rated the highest in frequency of use, based on the sum of “several times per week” and “a few times per month” responses among residents *who had an opinion*, were: indoor running/walking track (53%), aerobics/fitness/gymnastics space (51%), and weight room/cardiovascular equipment area (45%). The top three features that respondent households indicated they and their household would most likely use if they were included in community center, based on the sum of respondents’ top four choices, were: indoor running/walking track (39%), aerobics/fitness/gymnastics space (39%), and weight room/cardiovascular equipment area (30%).

Funding. From a list of statements, regarding the cost of operating a new community center, respondents were asked which statement best represented how they feel the cost of operating a new multiuse community center should be paid.

- 13% feel operations should be paid 100% through taxes
- 31% feel operations should be paid 75% through taxes and 25% from user fees
- 31% feel operations should be paid 50% through taxes and 50% from user fees
- 11% feel operations should be paid 25% through taxes and 75% from user fees
- 15% feel operations should be paid 100% through user fees



Improvements. The improvements with the highest levels of support for parks, facilities, and recreation services improvements, based on the sum of “very supportive” and “somewhat supportive” responses among residents *who had an opinion*, were: develop new walking trails (78%), improve existing park restrooms (73%), and improve existing parks (72%). The potential improvements that responding household would be most willing to fund, based on the sum of respondents’ top four choices, were: develop new walking trails (33%), improve existing parks (22%), and improve existing park restrooms (20%).

Method of Information. The top three methods respondents have used to learn about recreation programs and services are City recreation guide/Chino Connection (59%), newspaper (54%), and word of mouth (41%). Respondents were asked what methods they preferred to learn about Community Services programs and services.

- 47% prefers the City using the recreation guide/Chino Connection
- 40% prefers the City using the newspaper
- 38% prefers the City using the City’s website
- 29% prefers the City sending e-mails to communicate
- 28% prefers the City using social media to communicate

Conclusions

To ensure that the City of Chino continues to meet the needs and expectations of the community, ETC Institute recommends that the Parks and Recreation Department sustain and/or improve the performance in areas that were identified as “high priorities” by the Priority Investment Rating (PIR). The facilities and programs with the highest PIR ratings are listed below.

Facility Priorities

- Accessible parks/walking trails (PIR=176)
- Multi-use paved trails (PIR=171)
- Multi-use unpaved trails (PIR=140)
- Shaded picnic areas and shelters (PIR=125)
- Community center (PIR=115)
- Off-leash dog park (PIR=114)
- Outdoor exercise/fitness area (PIR=107)
- Shaded play areas (PIR=102)

Program Priorities

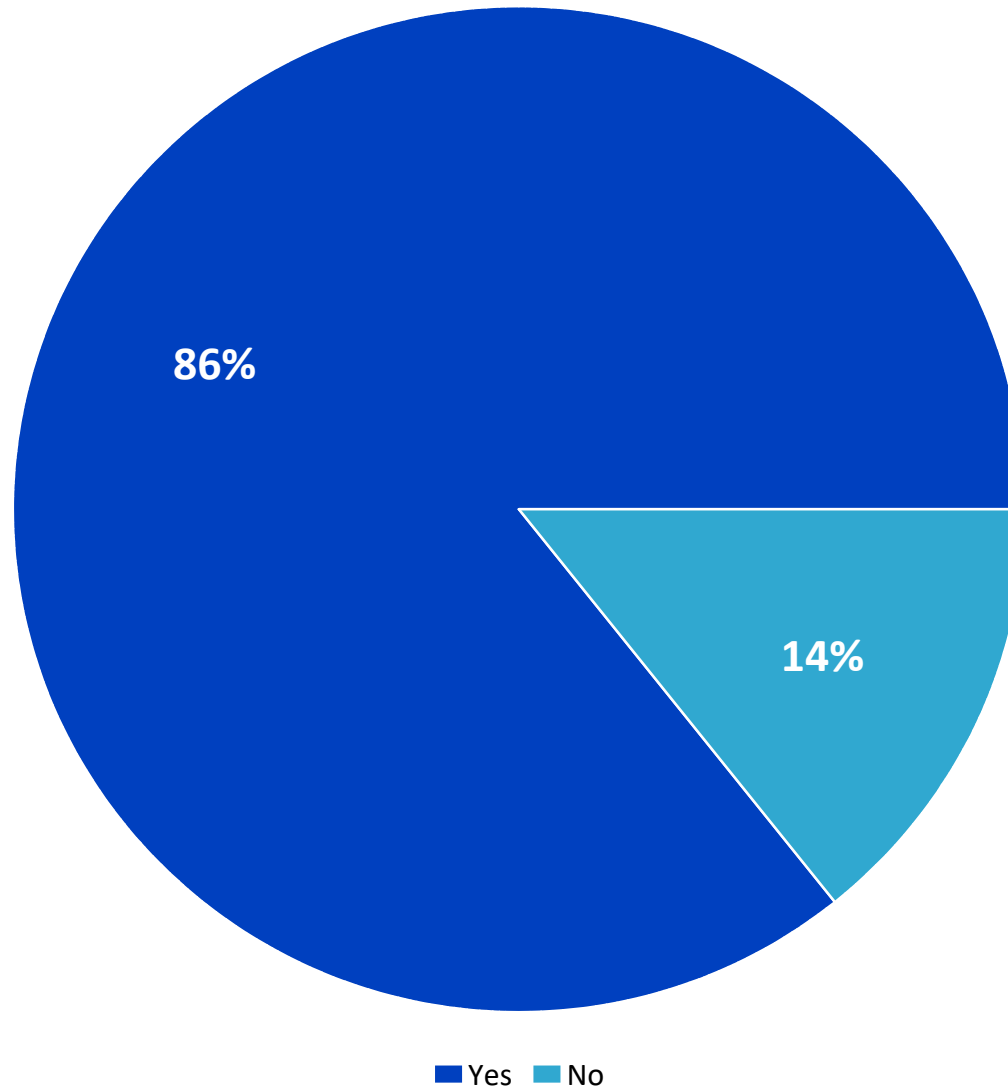
- Adult fitness and wellness programs (PIR=200)
- Exercise classes (PIR=149)
- Senior programs (PIR=126)
- Community special events (PIR=125)
- Hiking programs (PIR=118)

Section 1

Charts and Graphs

Q1. Have you or any member of your household visited any City of Chino parks and/or facilities during the past 12 months?

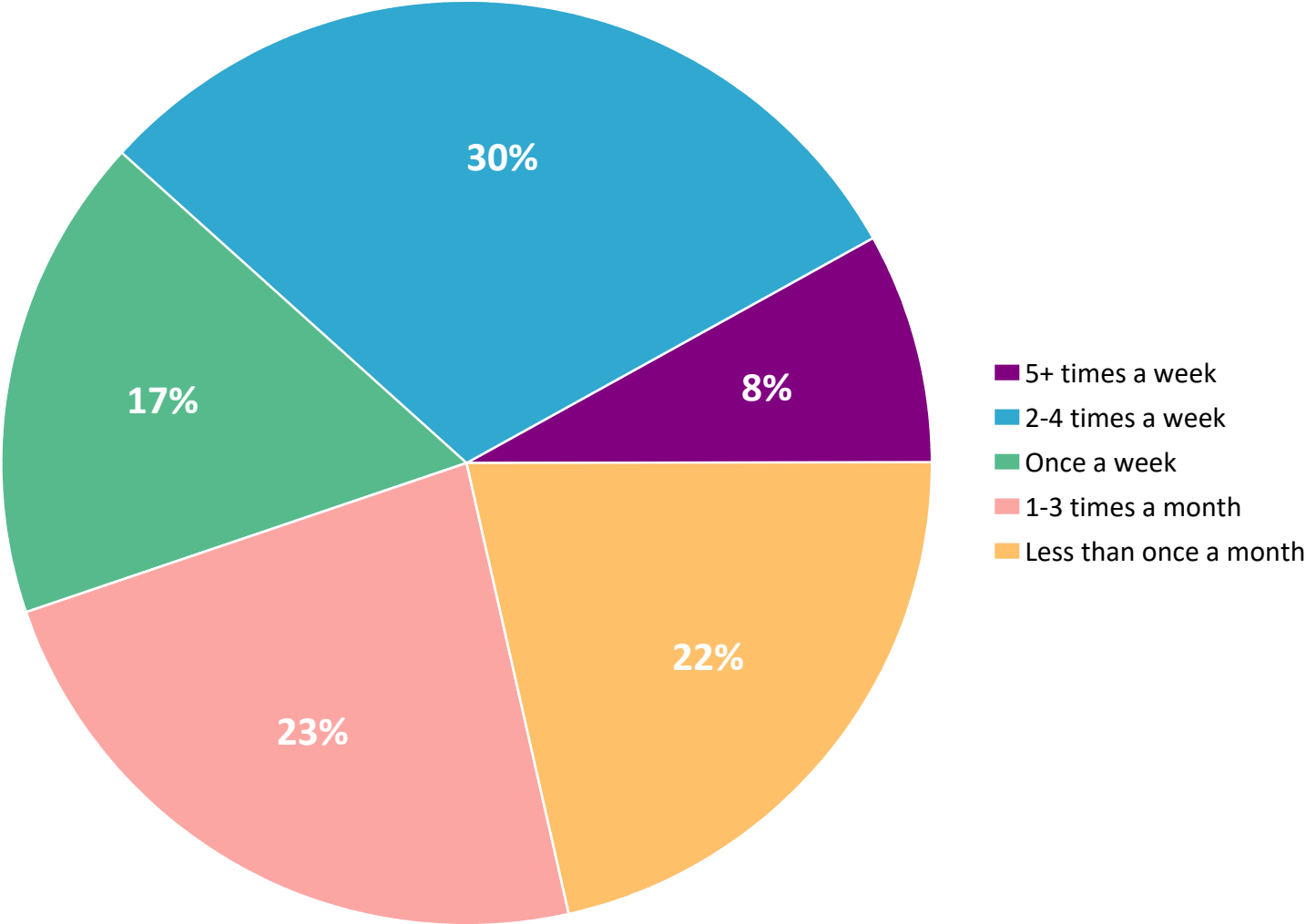
by percentage of respondents



Source: ETC Institute (2020)

Q1a. How often have you visited City of Chino parks and/or facilities during the past 12 months?

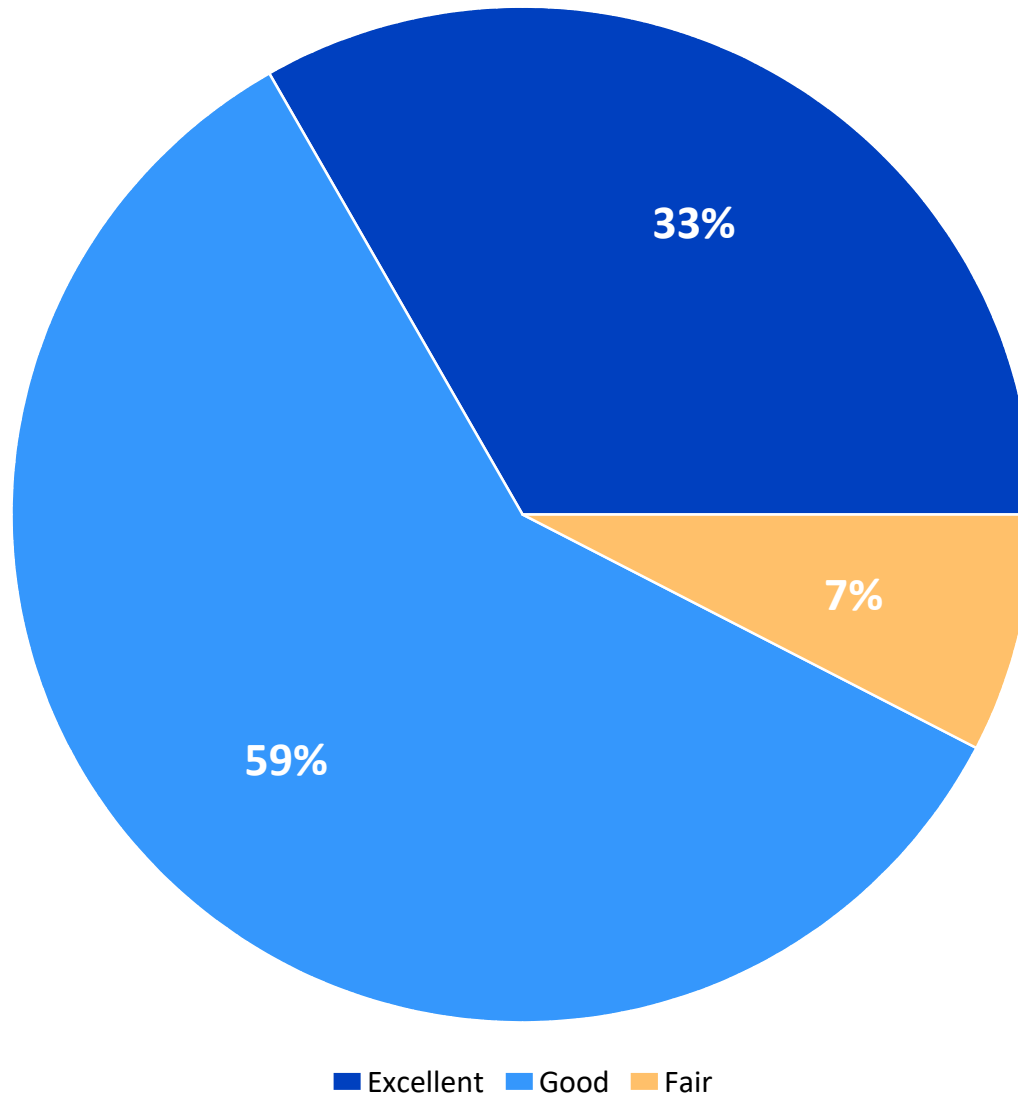
by percentage of respondents who answered "yes" to Q1 (without "don't know")



Source: ETC Institute (2020)

Q1b. Overall, how would you rate the physical condition of ALL the City of Chino parks and facilities you have visited?

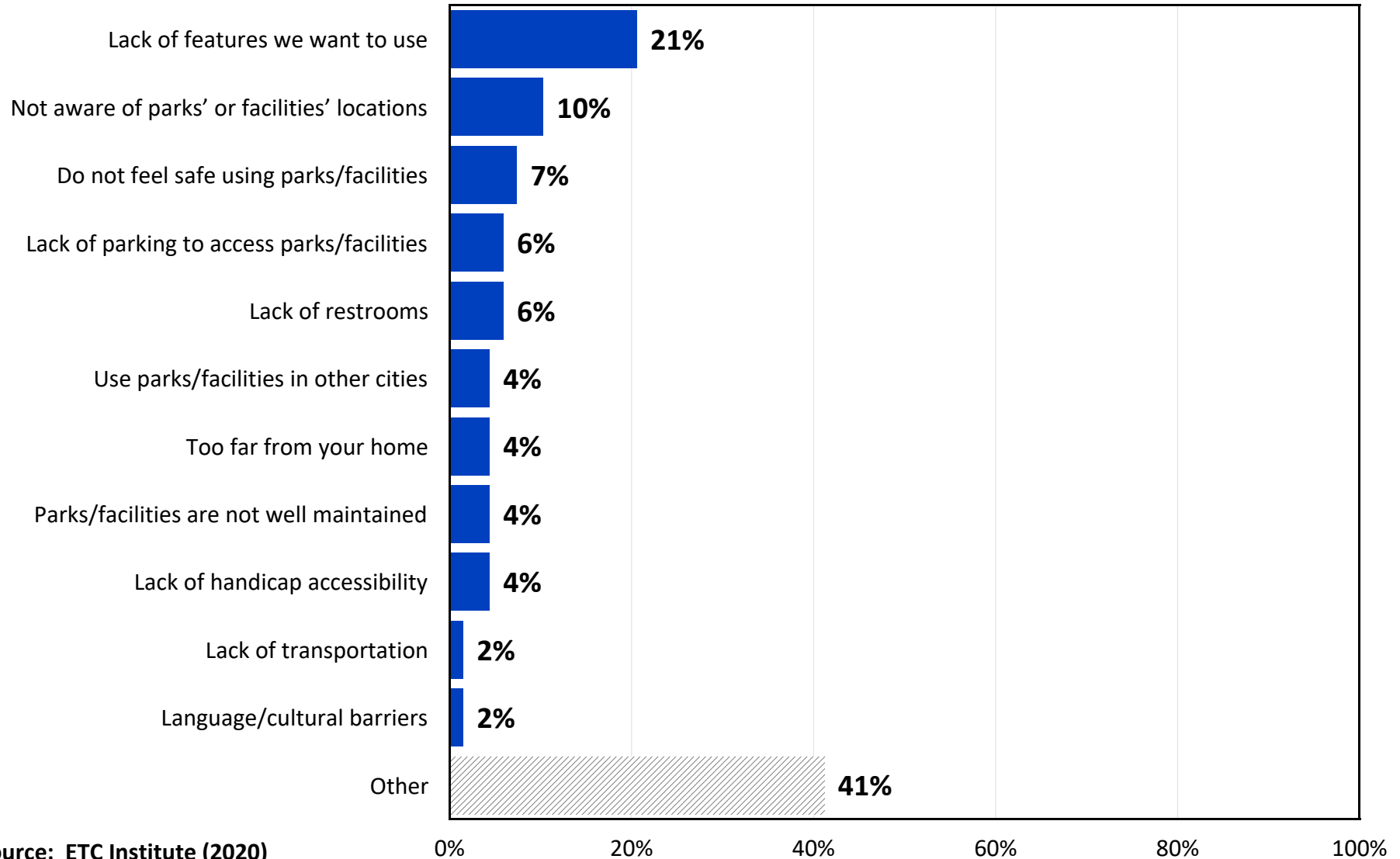
by percentage of respondents who answered "yes" to Q1 (without "not provided")



Source: ETC Institute (2020)

Q1c. If your household has NOT visited any City of Chino parks and/or facilities during the past 12 months, please CHECK ALL of the following reasons you have NOT visited.

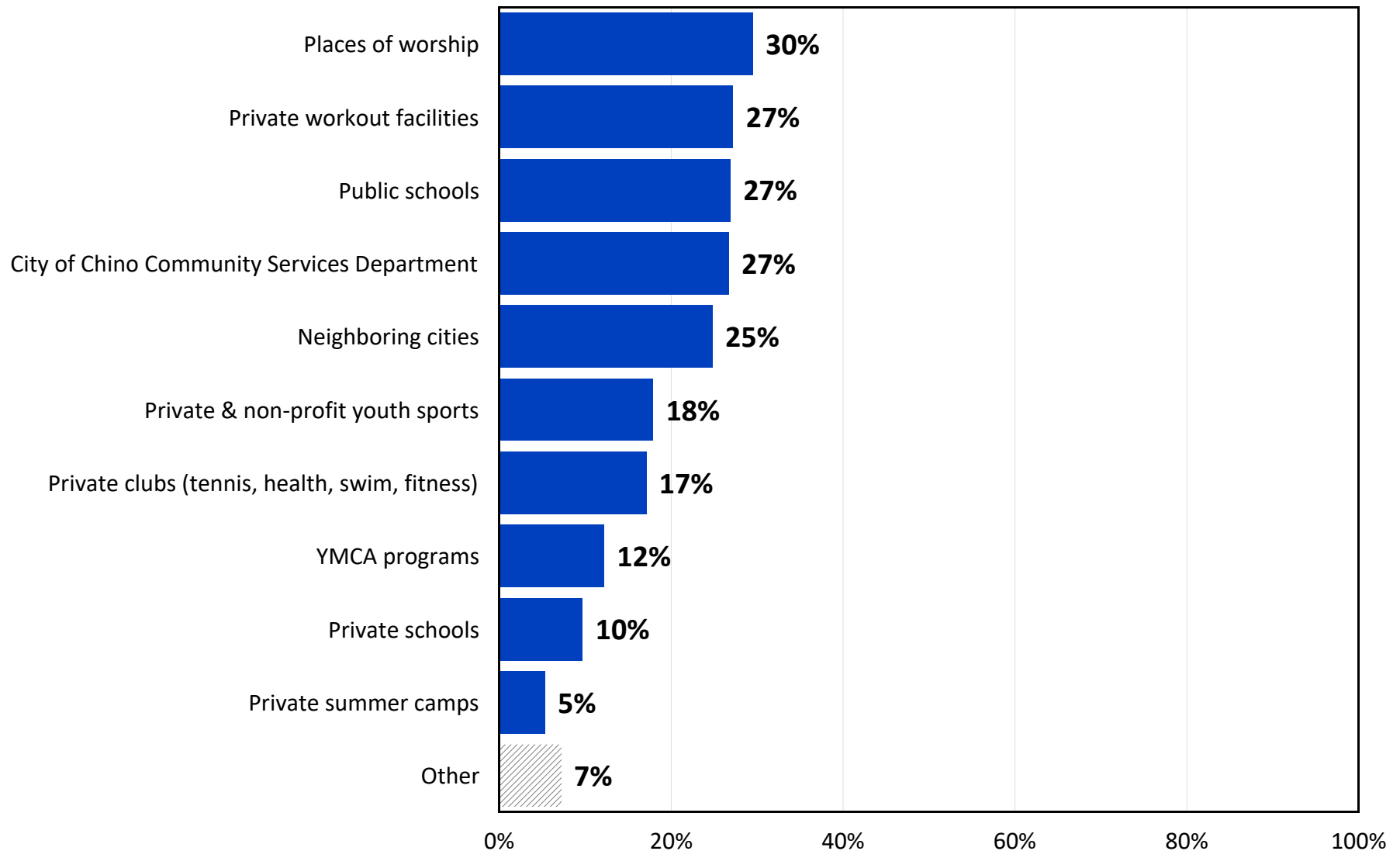
by percentage of respondents who answered "no" to Q1 (multiple responses could be selected)



Source: ETC Institute (2020)

Q2. From the following list, please CHECK ALL of the organizations that you or members of your household have used for recreation and sports activities during the last 12 months.

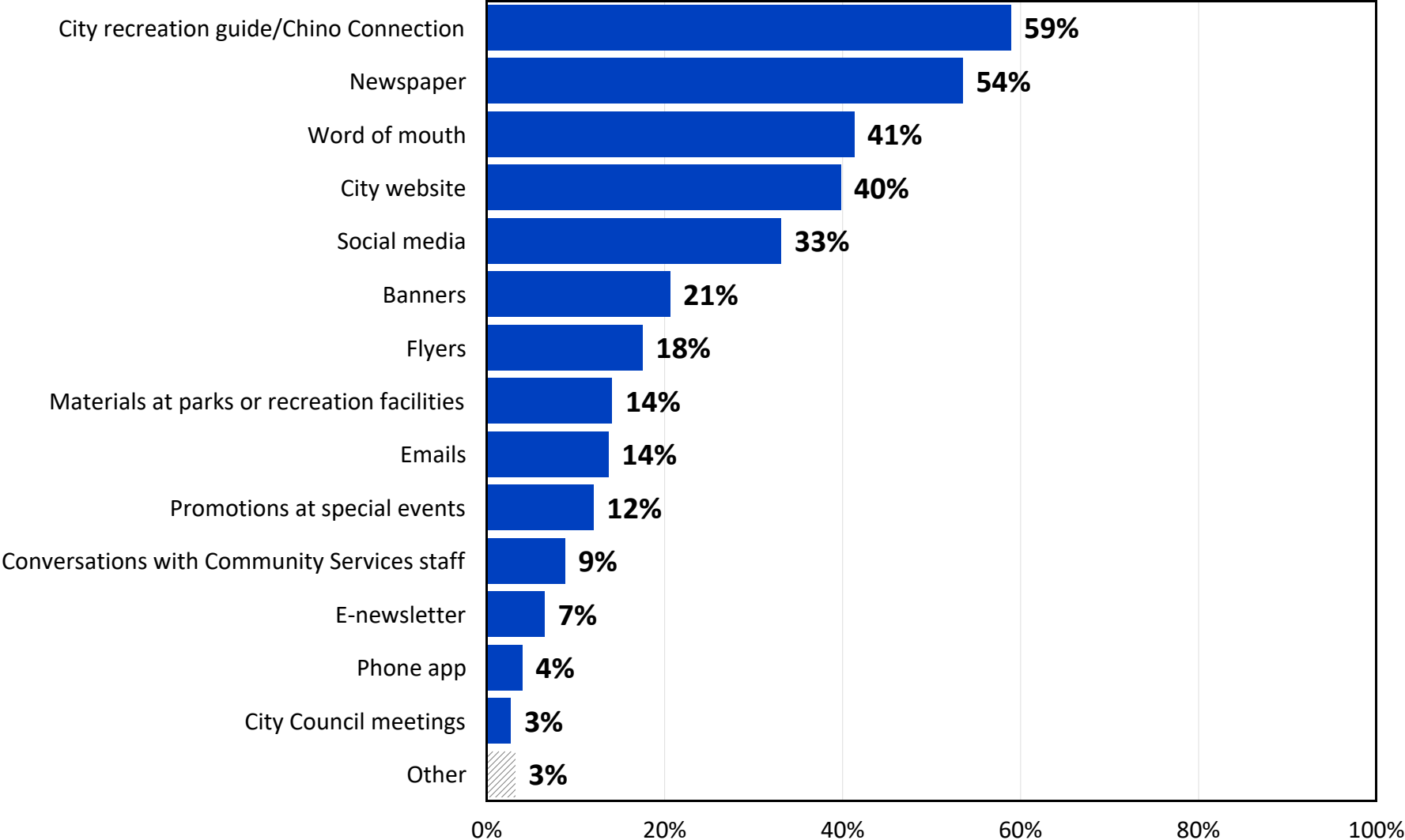
by percentage of respondents (multiple responses could be selected)



Source: ETC Institute (2020)

Q3. From the following list, please CHECK ALL the ways you learn about City of Chino Community Services Department programs and services.

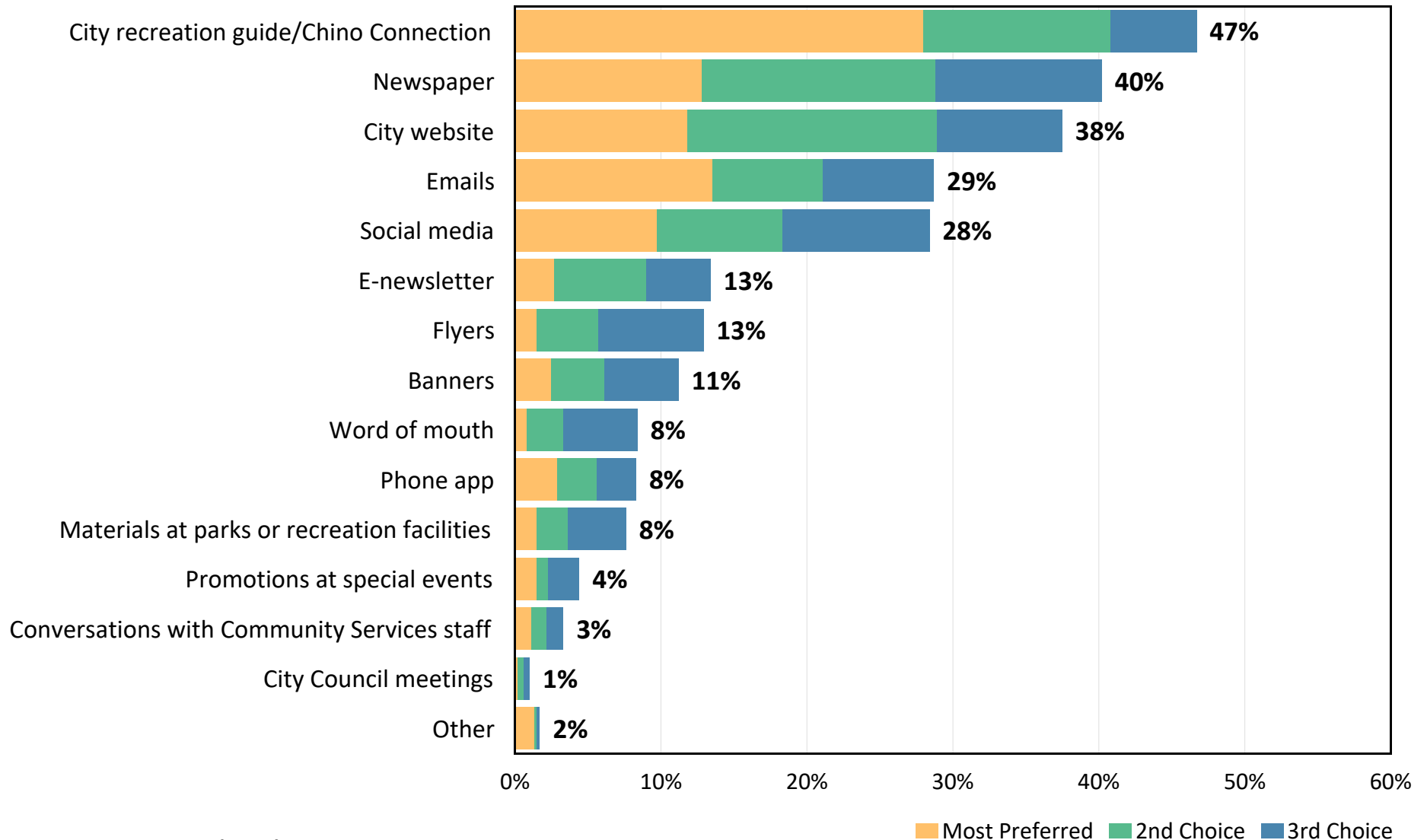
by percentage of respondents (multiple responses could be selected)



Source: ETC Institute (2020)

Q4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services?

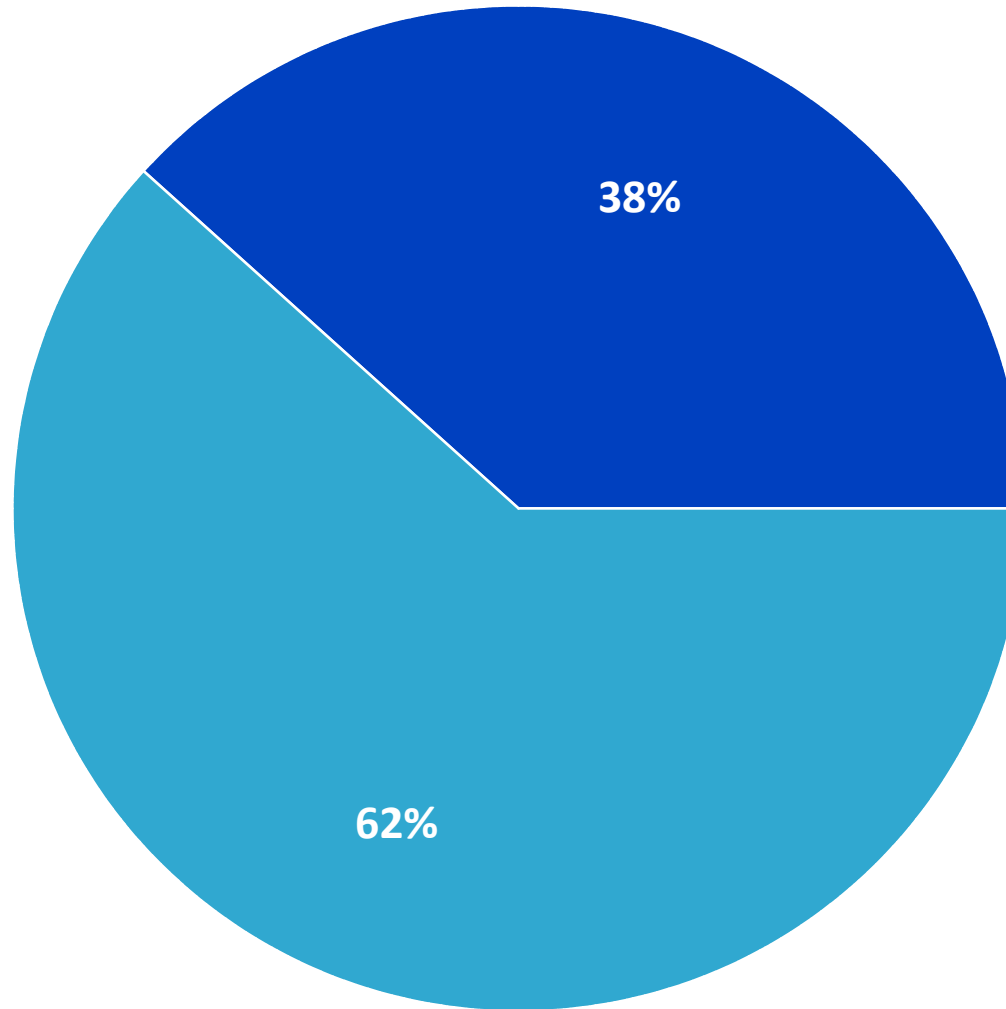
by percentage of respondents who selected the items as one of their top three choices



Source: ETC Institute (2020)

Q5. Has your household participated in any programs offered by the City of Chino Community Services Department during the past 12 months?

by percentage of respondents

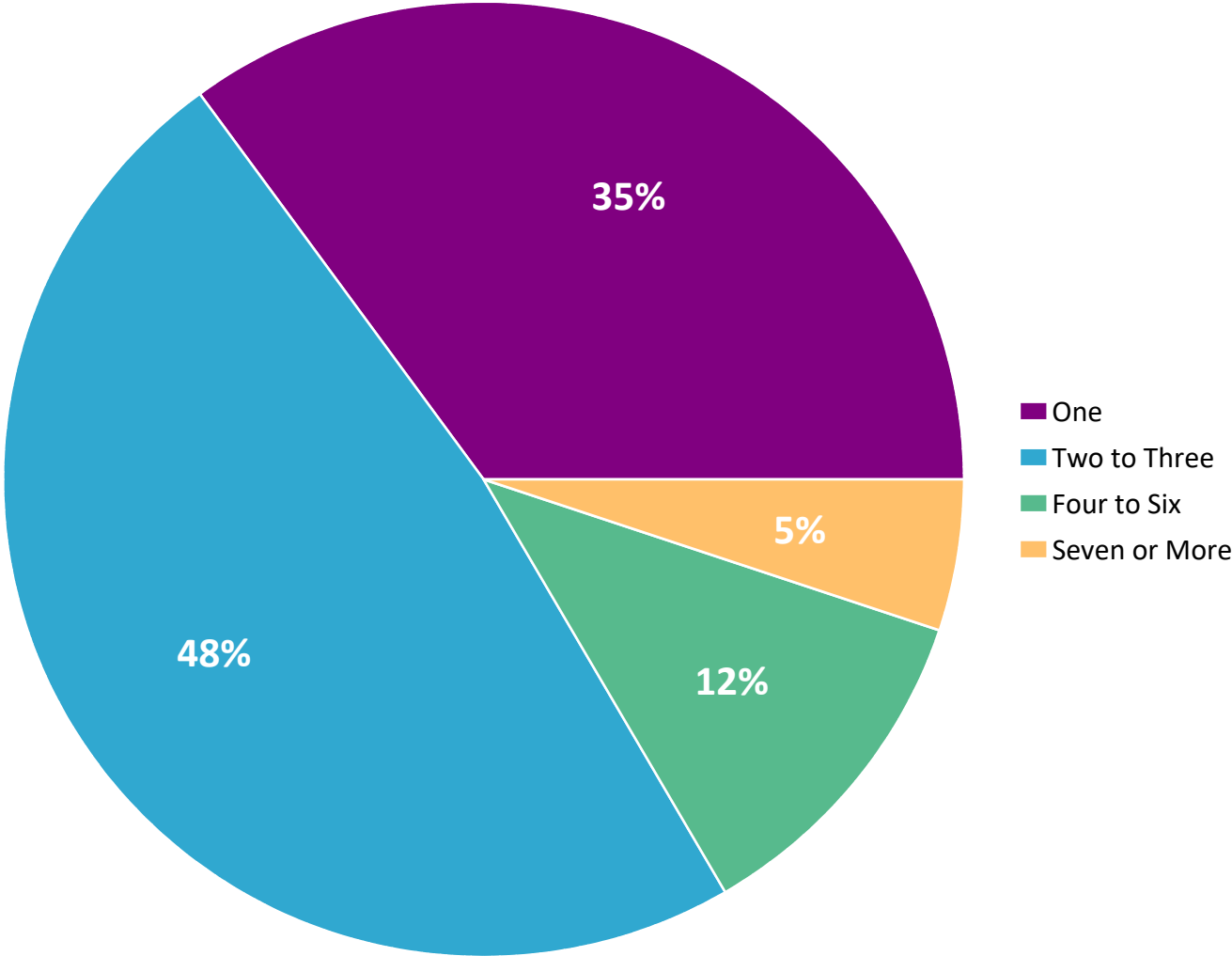


■ Yes ■ No

Source: ETC Institute (2020)

Q5a. How many programs offered by the City of Chino Community Services Department have you or members of your household participated in during the past 12 months?

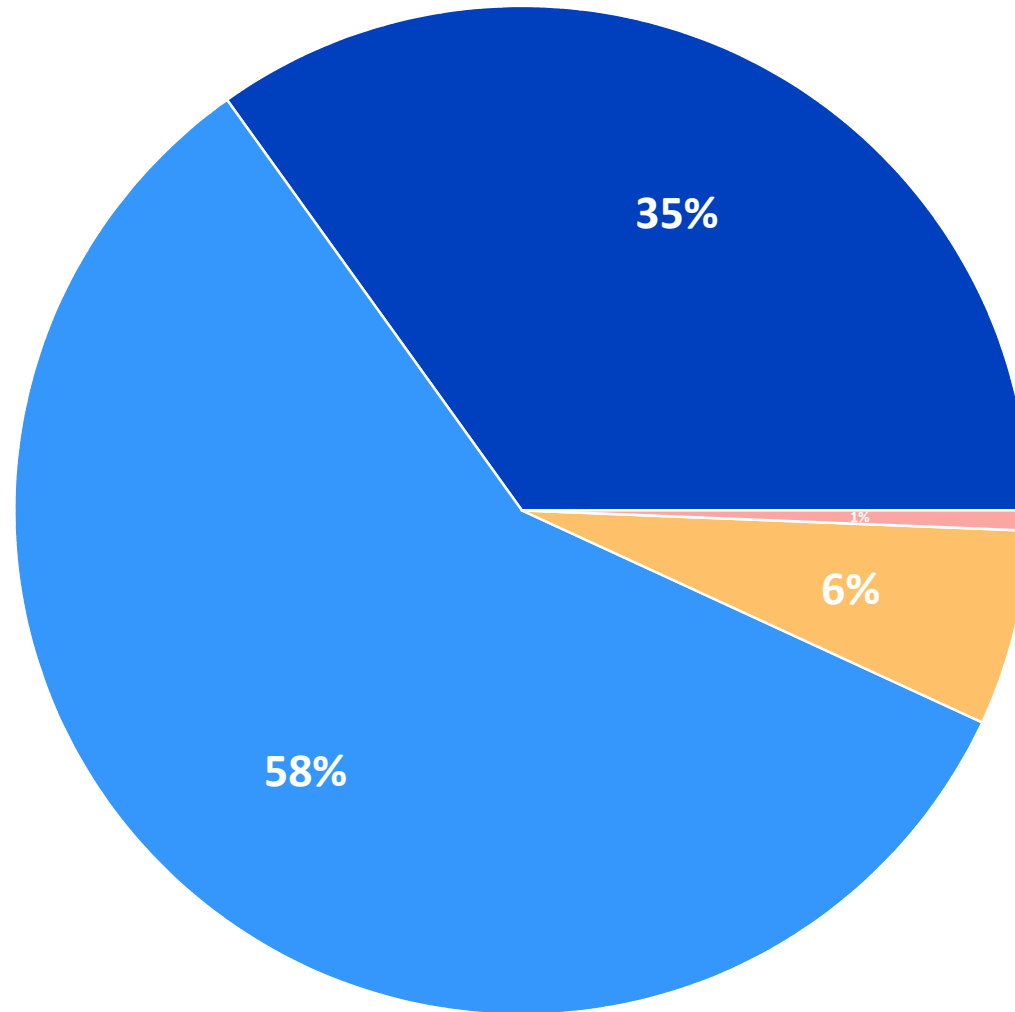
by percentage of respondents who answered "yes" to Q5 (without "not provided")



Source: ETC Institute (2020)

Q5b. How would you rate the overall quality of the City of Chino Community Services Department programs in which your household has participated?

by percentage of respondents who answered "yes" to Q5 (without "not provided")

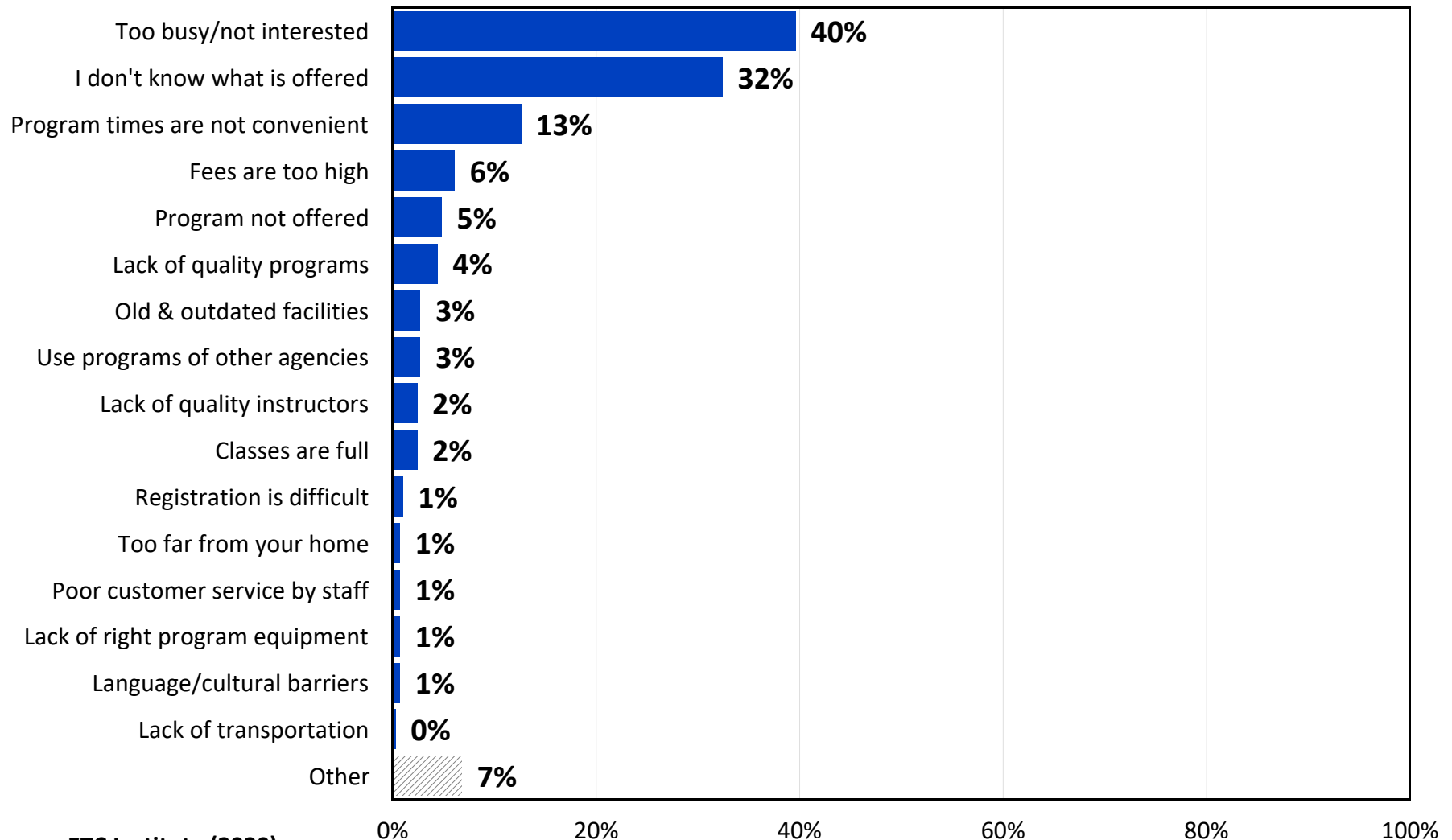


■ Excellent ■ Good ■ Fair ■ Poor

Source: ETC Institute (2020)

Q5c. If your household has NOT participated in any City of Chino Community Services Department programs during the past 12 months, please CHECK ALL of the following reasons why you may have NOT participated.

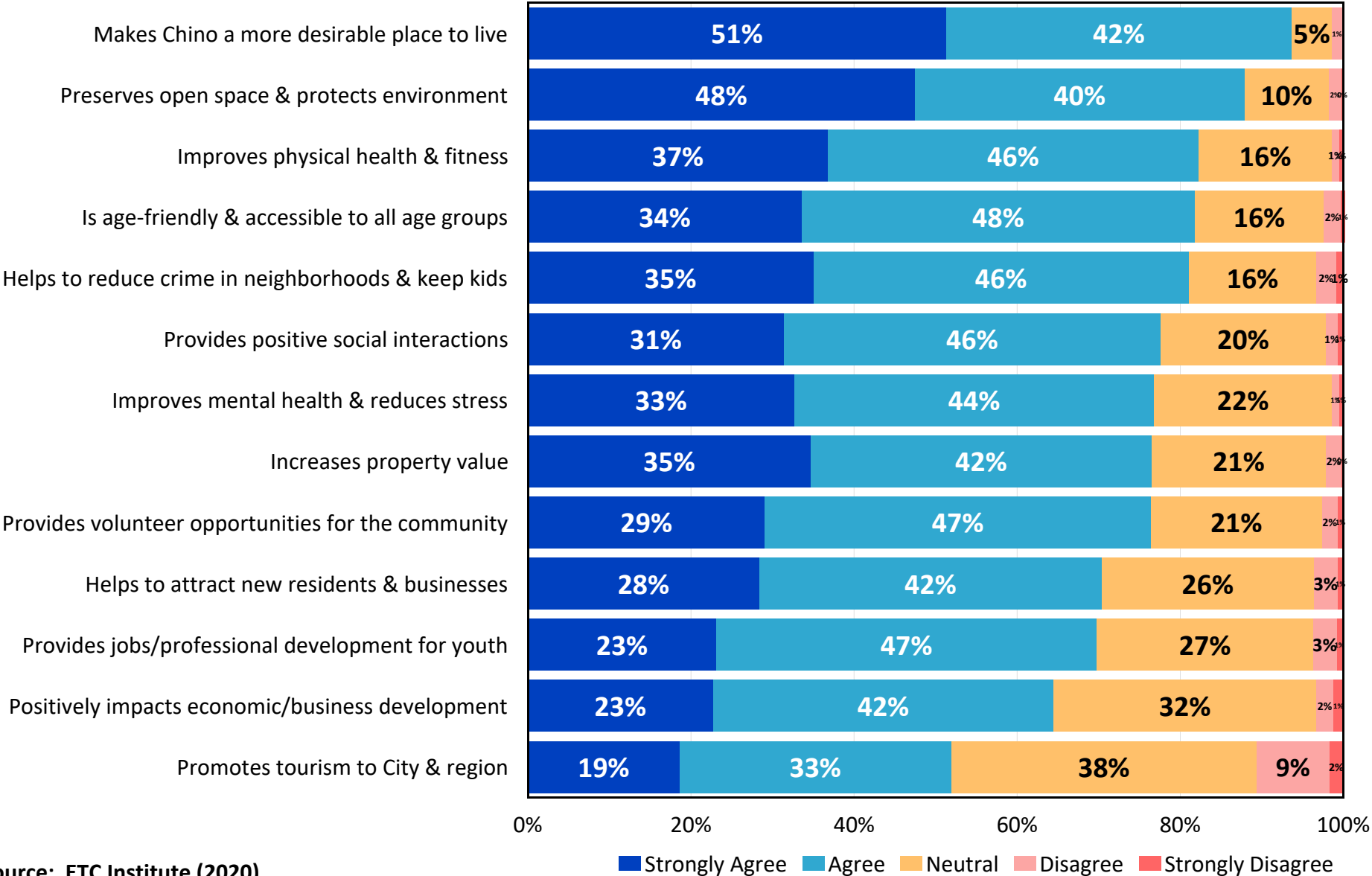
by percentage of respondents who answered "no" to Q5 (multiple responses could be selected)



Source: ETC Institute (2020)

Q6. Level of Agreement with Potential Benefits of City Parks, Facilities, and Recreation Programs/Services

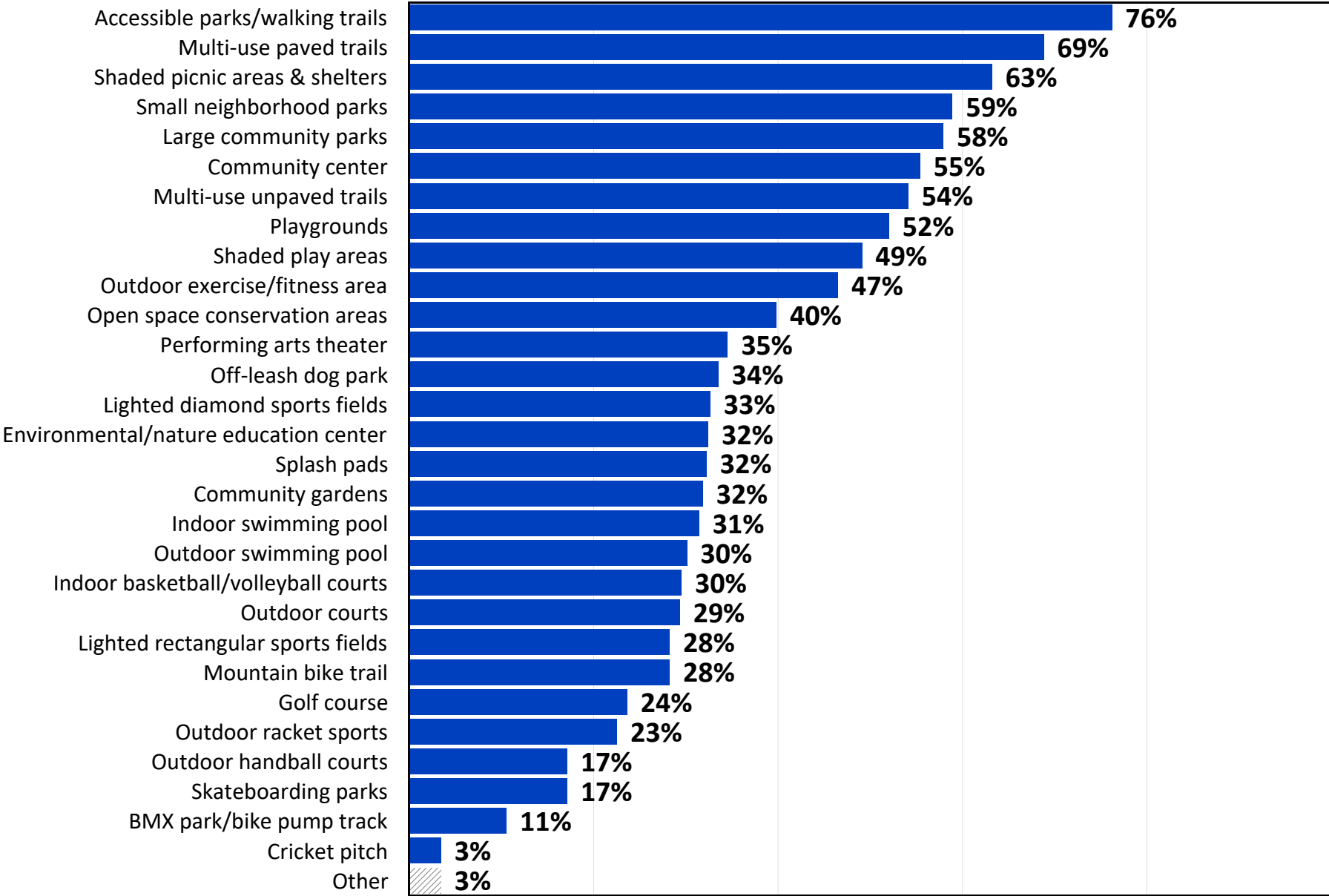
by percentage of respondents using a 5-point scale, where 5 means "strongly agree" and 1 means "very disagree" (without "don't know")



Source: ETC Institute (2020)

Q7. Households' Facility Needs

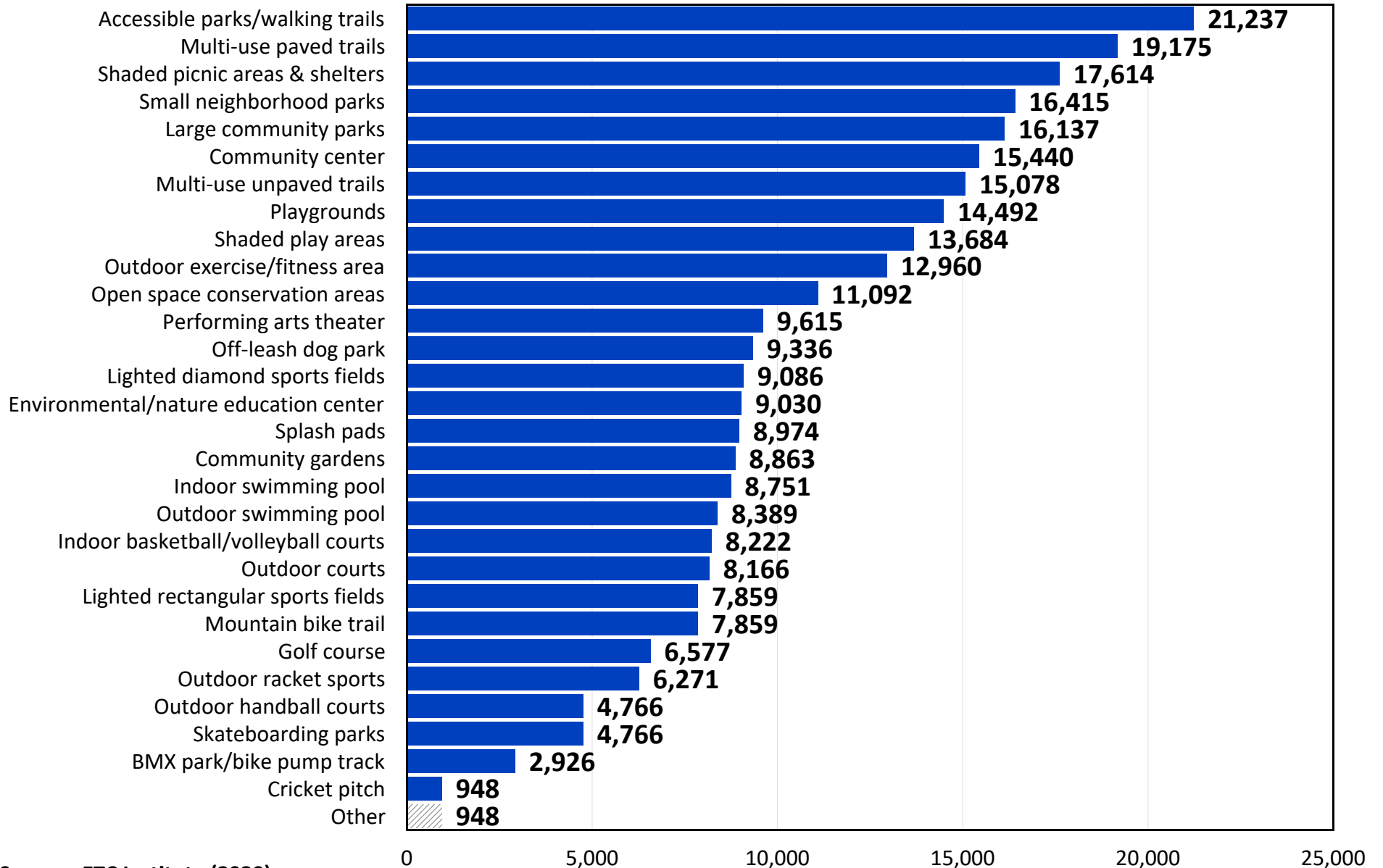
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Estimated Number of Households That Have a Need for Various Facilities

by number of households based on an estimated 27,870 households in Chino, CA

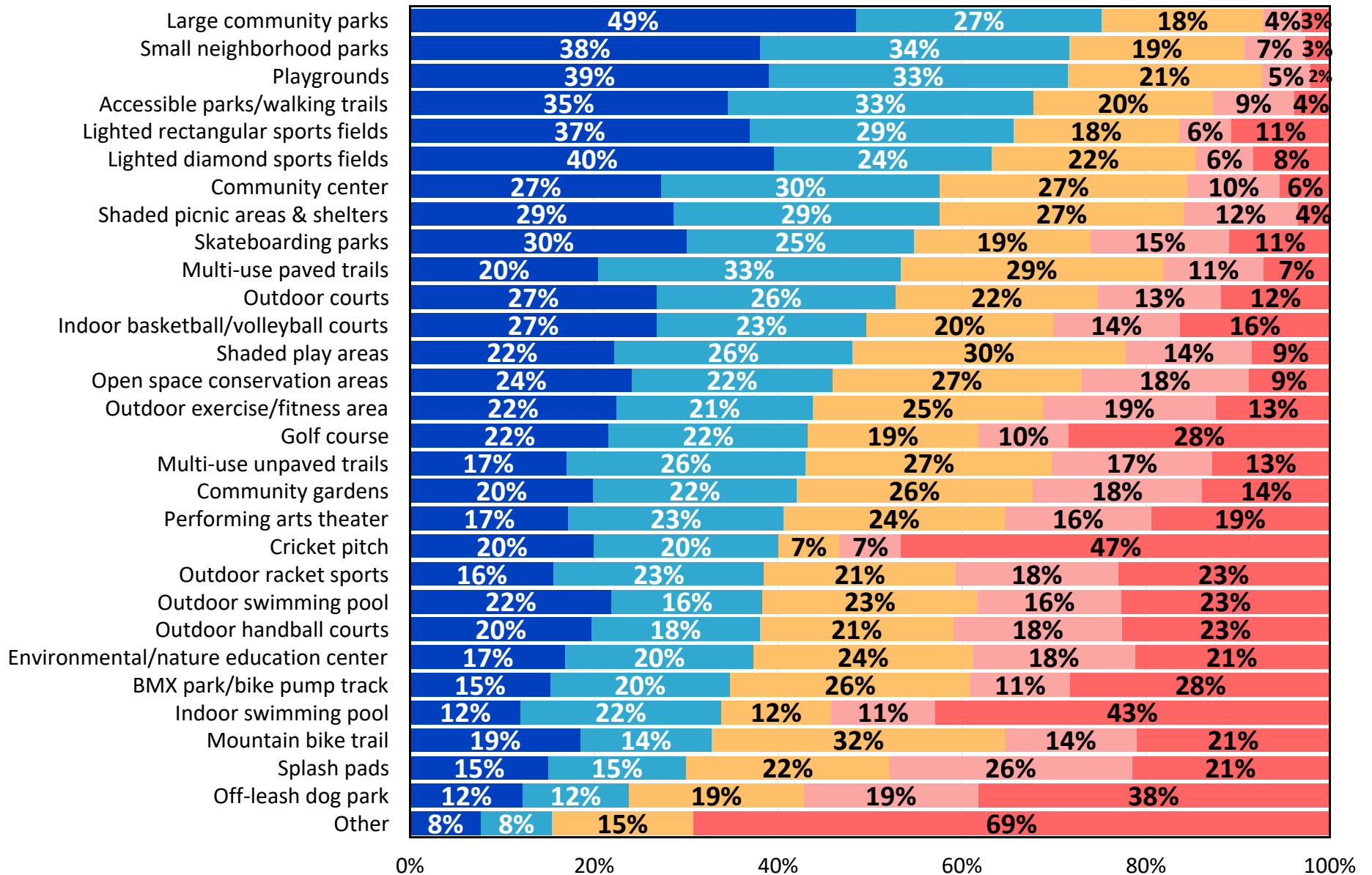


Source: ETC Institute (2020)

Q7. How Well Facilities Meet the Needs of Respondent Households

by percentage of respondents with a need for facilities

(using a scale of 1 to 5, where 5 means your needs are "100% Met" and 1 means "0% Met.")

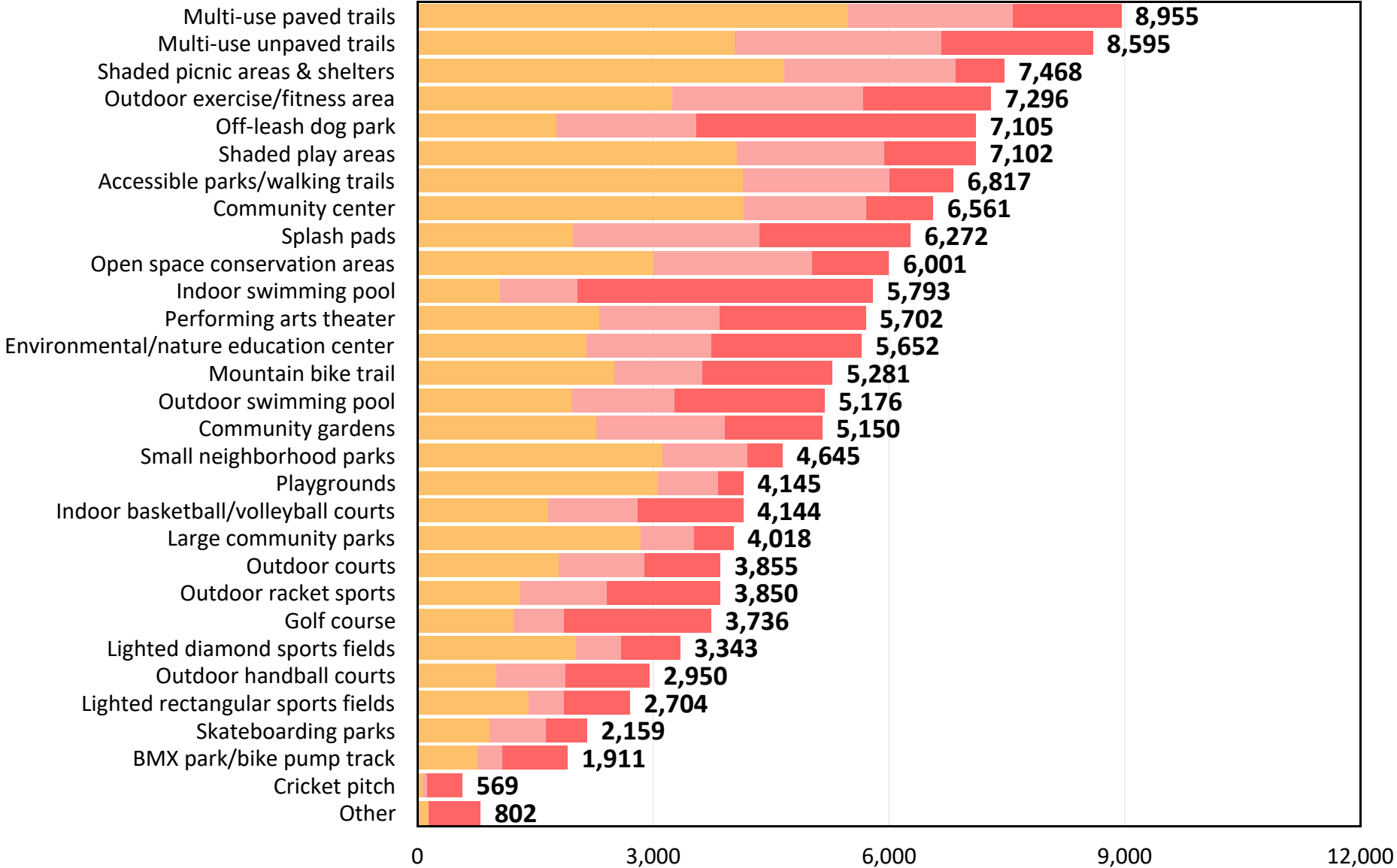


Source: ETC Institute (2020)

100% Met 75% Met 50% Met 25% Met 0% Met

Estimated Number of Households Whose Needs for Facilities Are Being Met 50% or Less

by number of households based on an estimated 27,870 households in Chino, CA

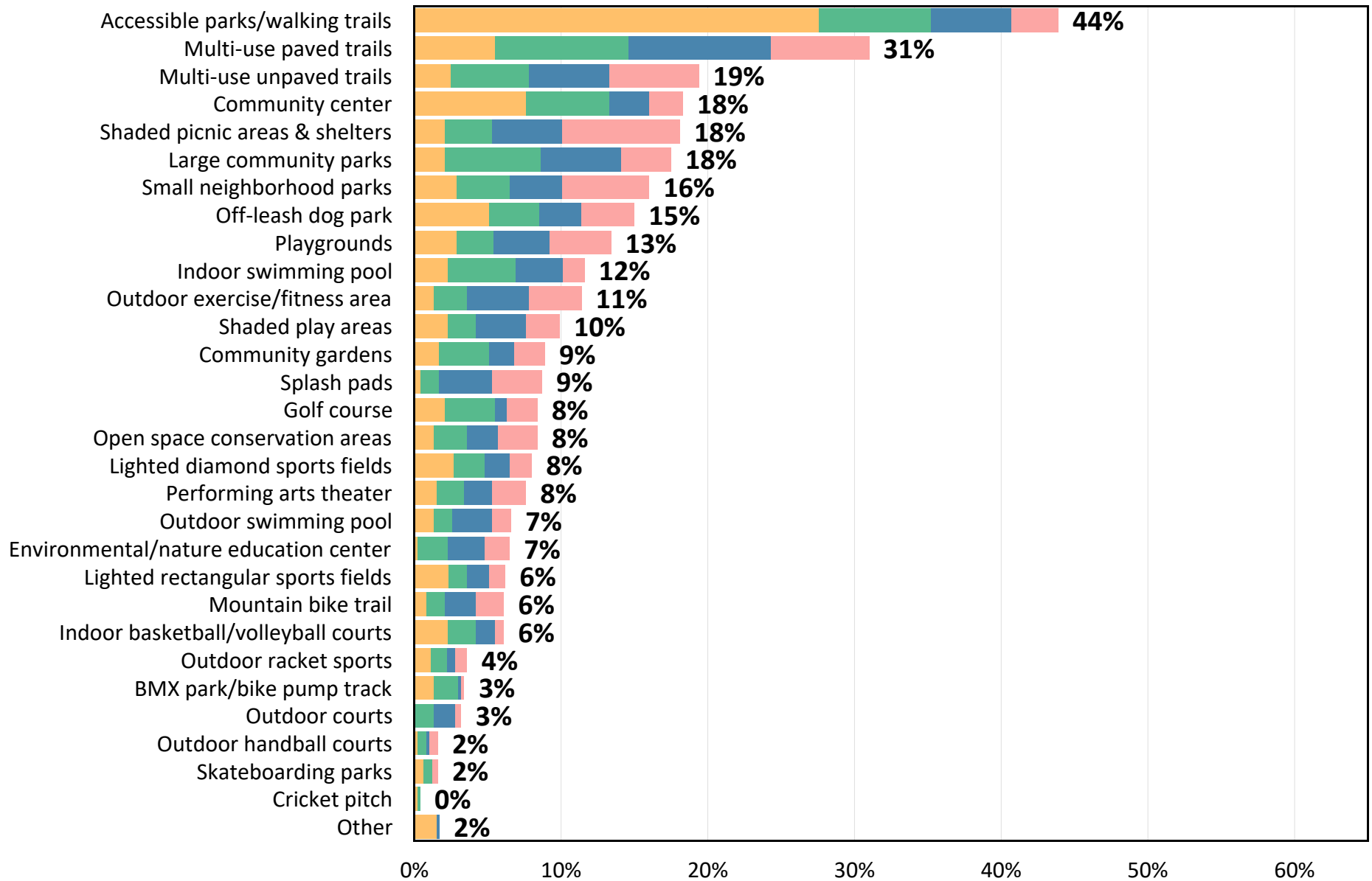


Source: ETC Institute (2020)

50% Met 25% Met 0% Met

Q8. Facilities Most Important to Households

by percentage of respondents who selected the items as one of their top four choices

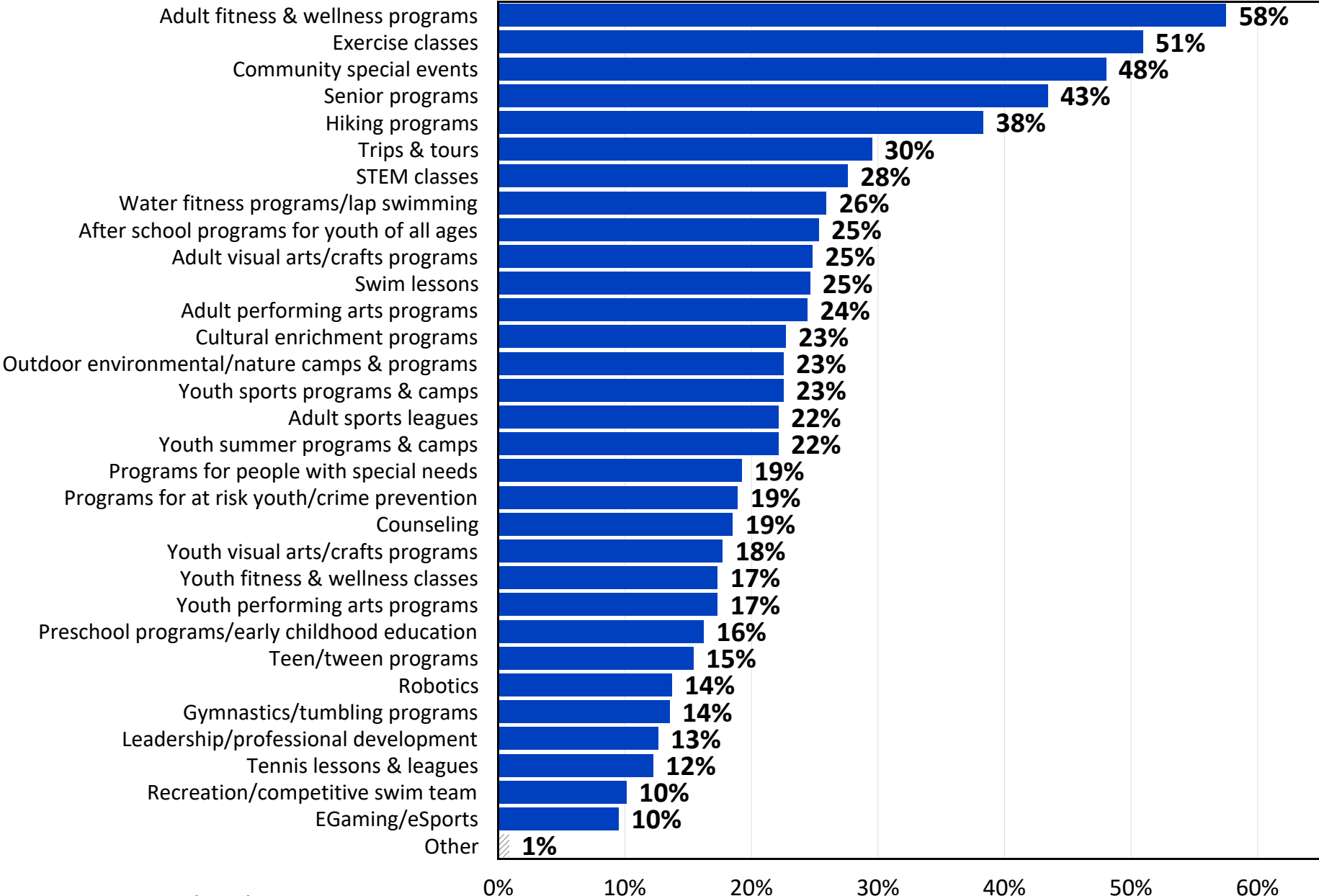


Source: ETC Institute (2020)

Most Important 2nd Choice 3rd Choice 4th Choice

Q9. Households' Program Needs

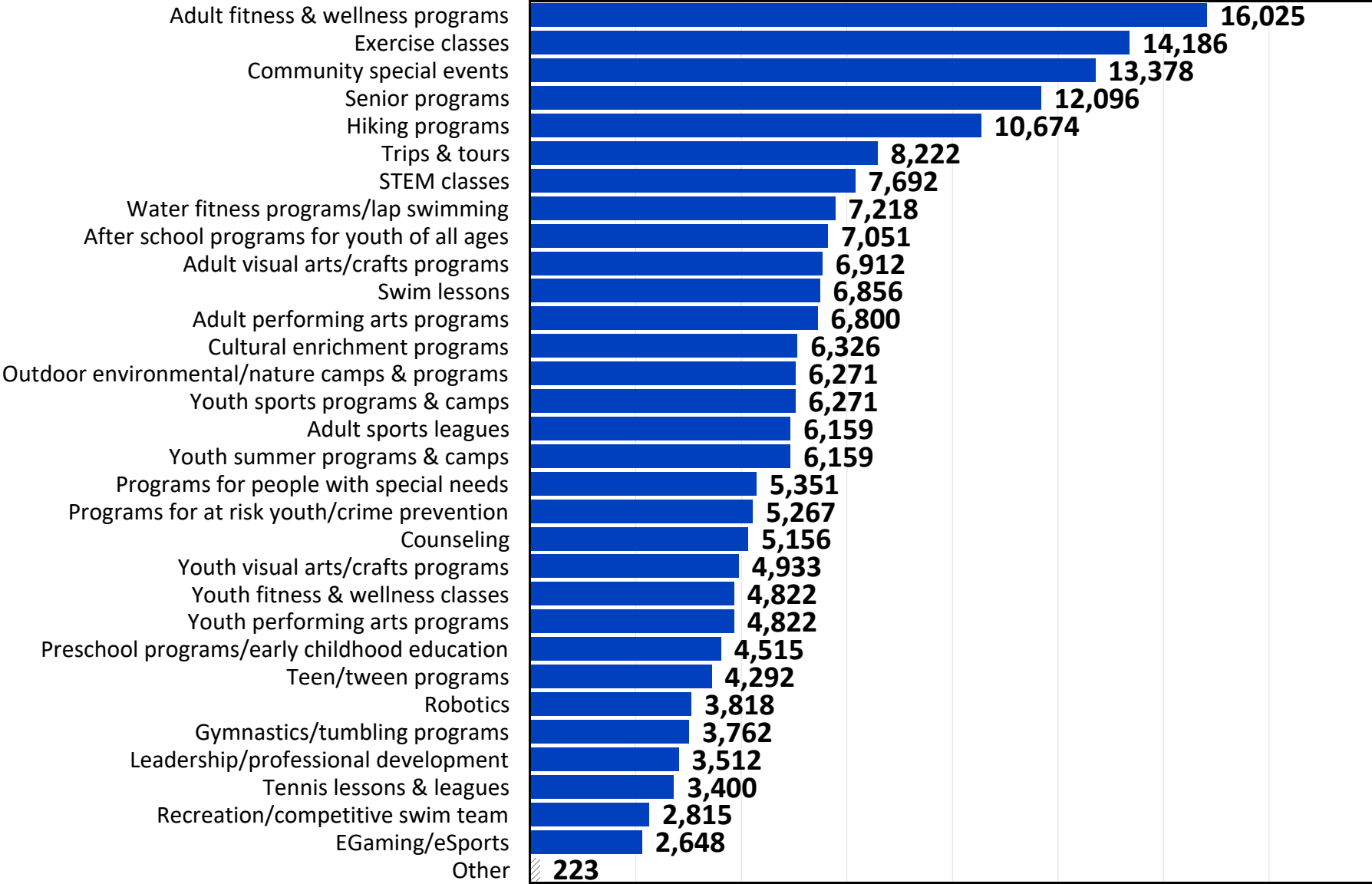
by percentage of respondents (multiple choices could be made)



Source: ETC Institute (2020)

Estimated Number of Households That Have a Need for Various Programs

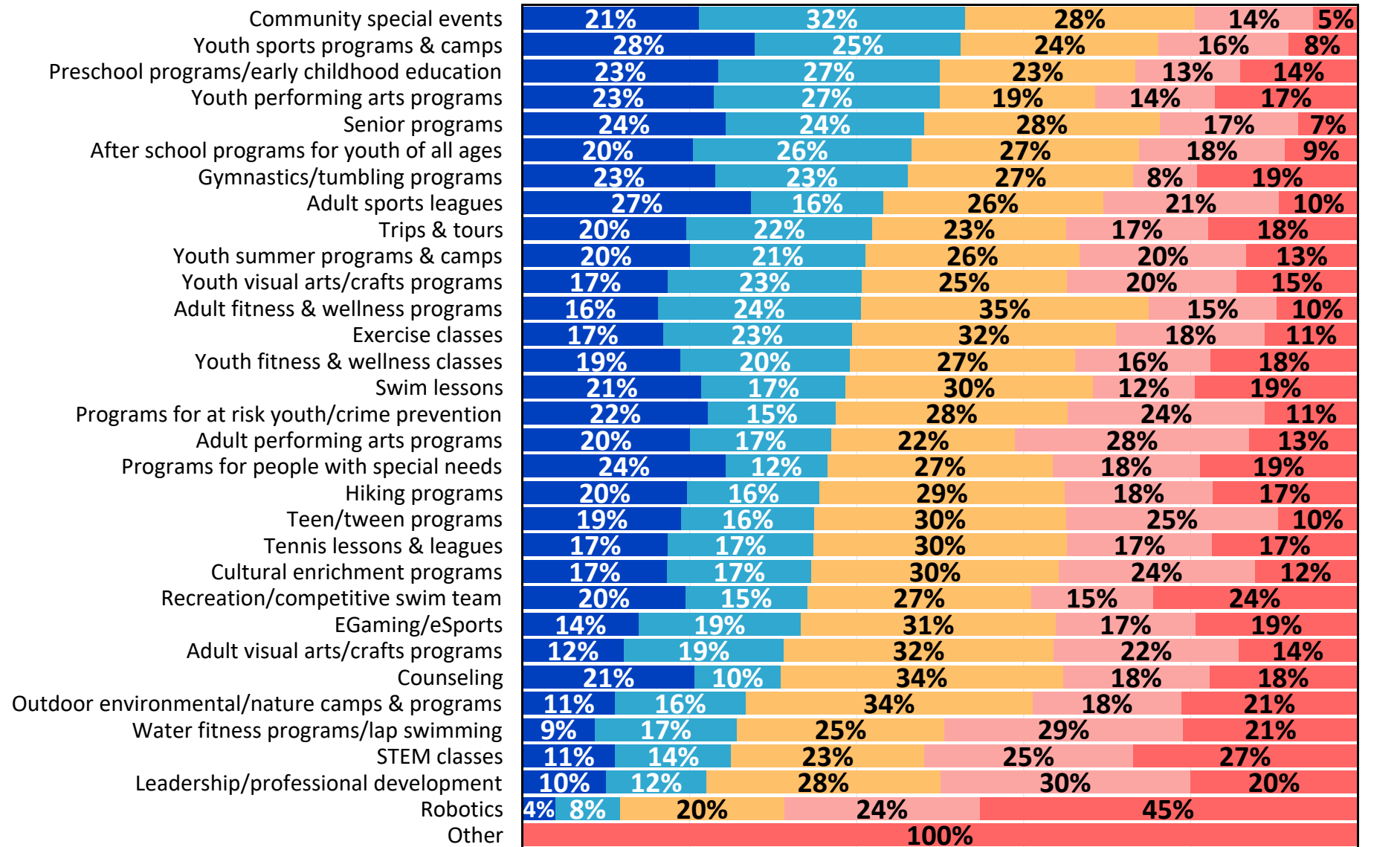
by number of households based on an estimated 27,870 households in Chino, CA



Source: ETC Institute (2020)

Q9. How Well Programs Meet the Needs of Respondent Households

by percentage of respondents with a need for programs
 (using a scale of 1 to 5, where 5 means your needs are "100% Met" and 1 means "0% Met.")



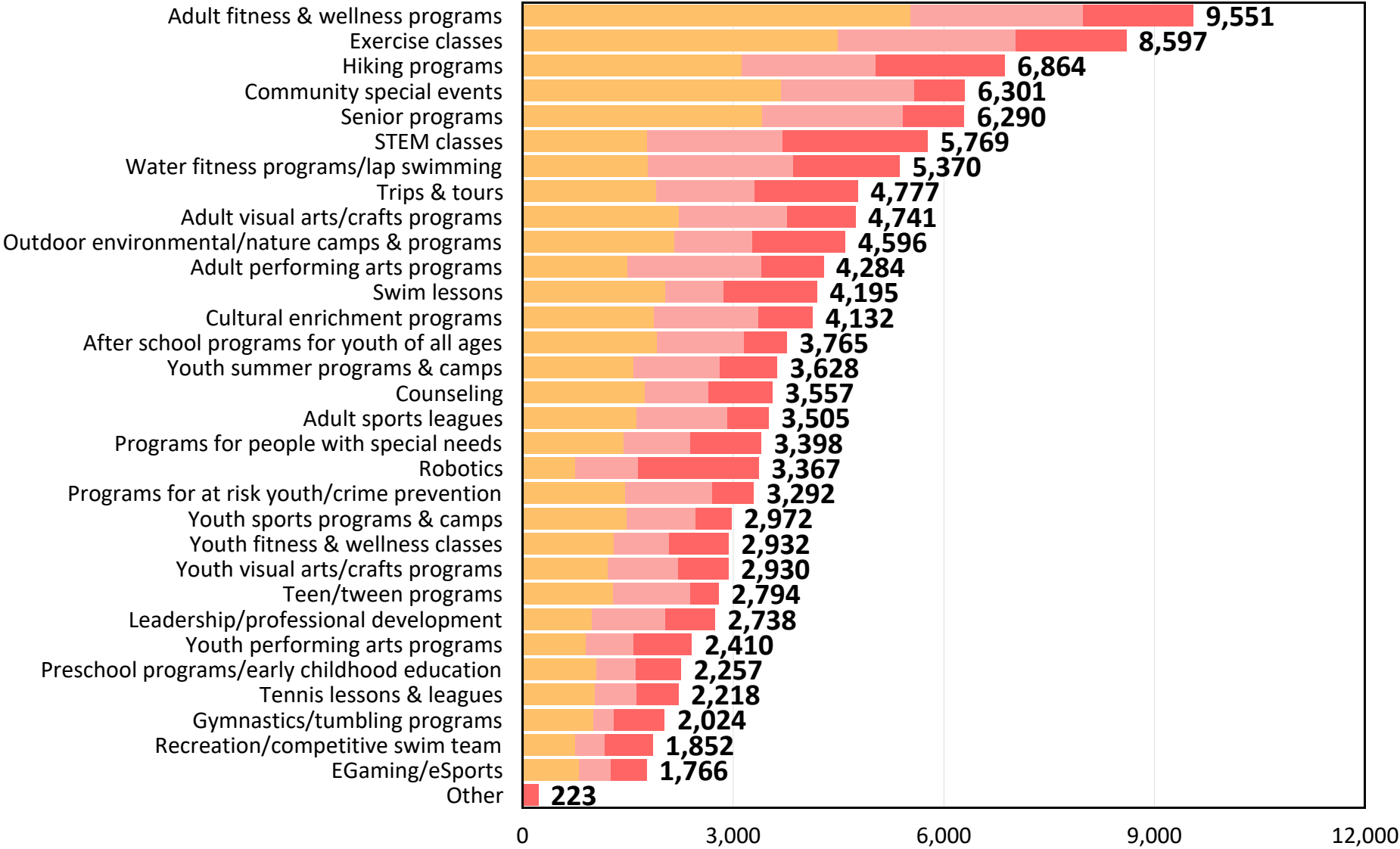
0% 20% 40% 60% 80% 100%

100% Met 75% Met 50% Met 25% Met 0% Met

Source: ETC Institute (2020)

Estimated Number of Households Whose Needs for Programs Are Met 50% or Less

by number of households based on an estimated 27,870 households in Chino, CA

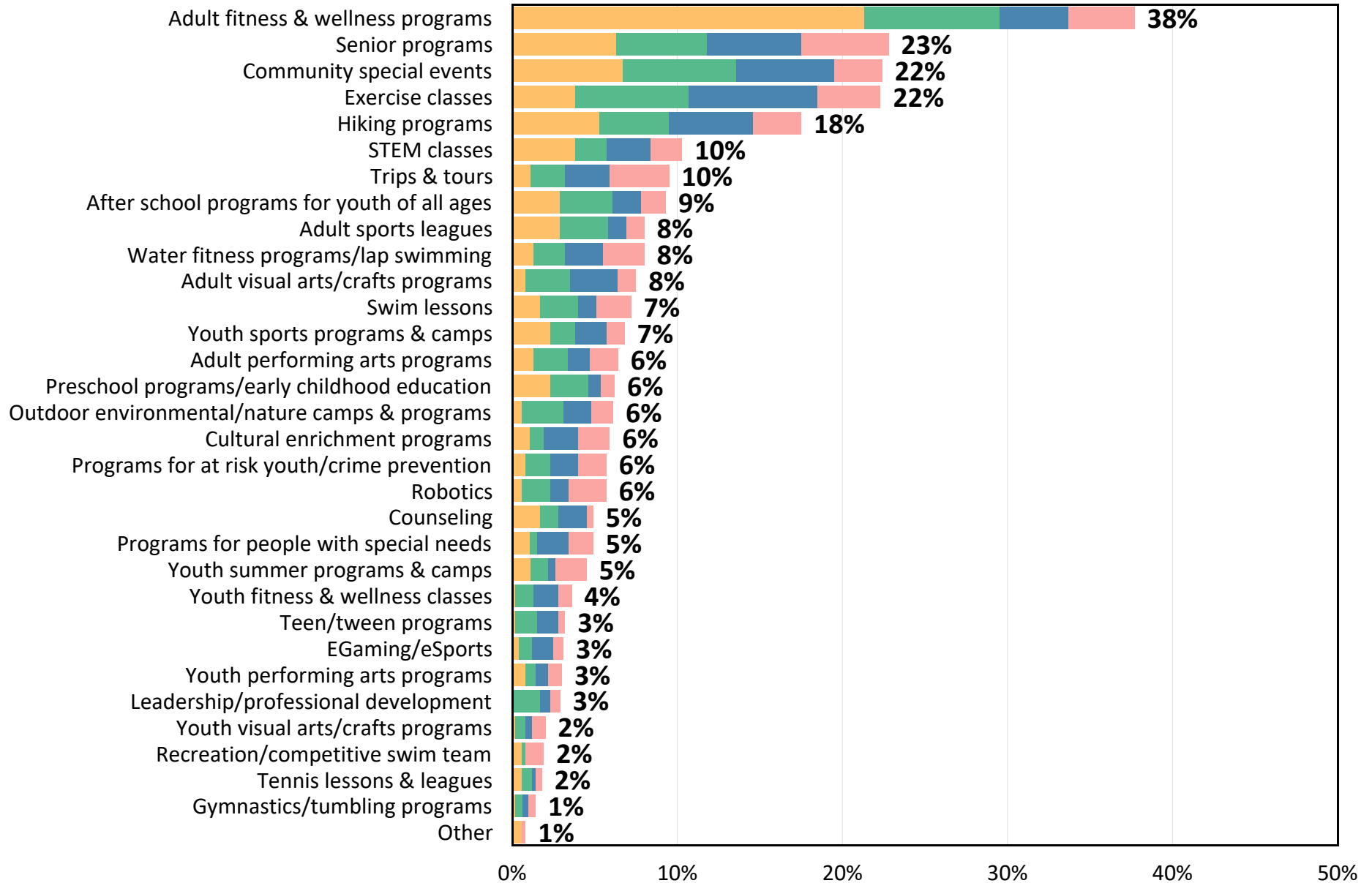


Source: ETC Institute (2020)

50% Met 25% Met 0% Met

Q10. Programs Most Important to Households

by percentage of respondents who selected the items as one of their top four choices

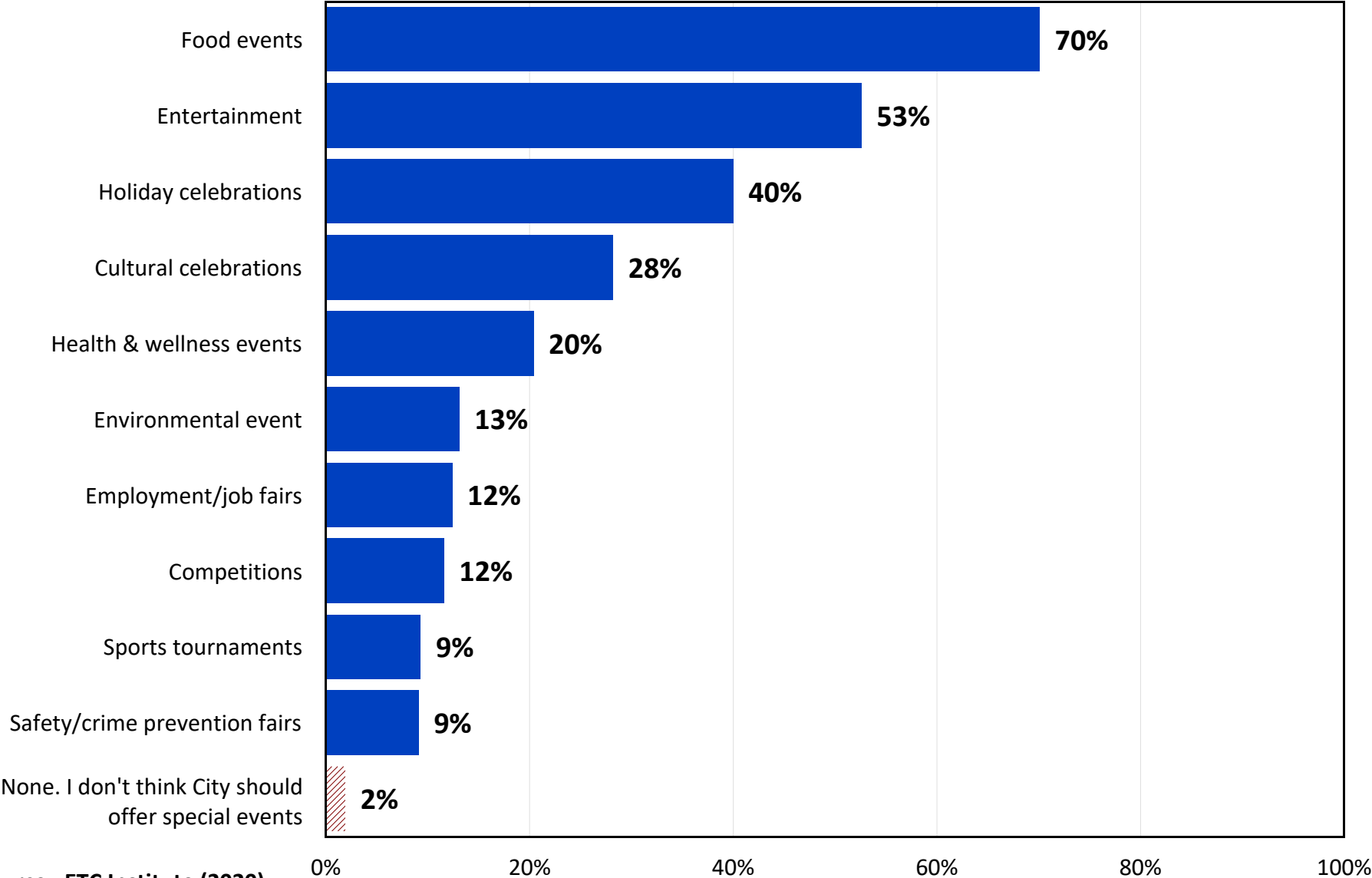


Source: ETC Institute (2020)

Most Important 2nd Choice 3rd Choice 4th Choice

Q11. The City of Chino is in the process of evaluating its special events. With that in mind, please check the THREE single or multi-day event concepts that you and members of your household would be MOST INTERESTED in.

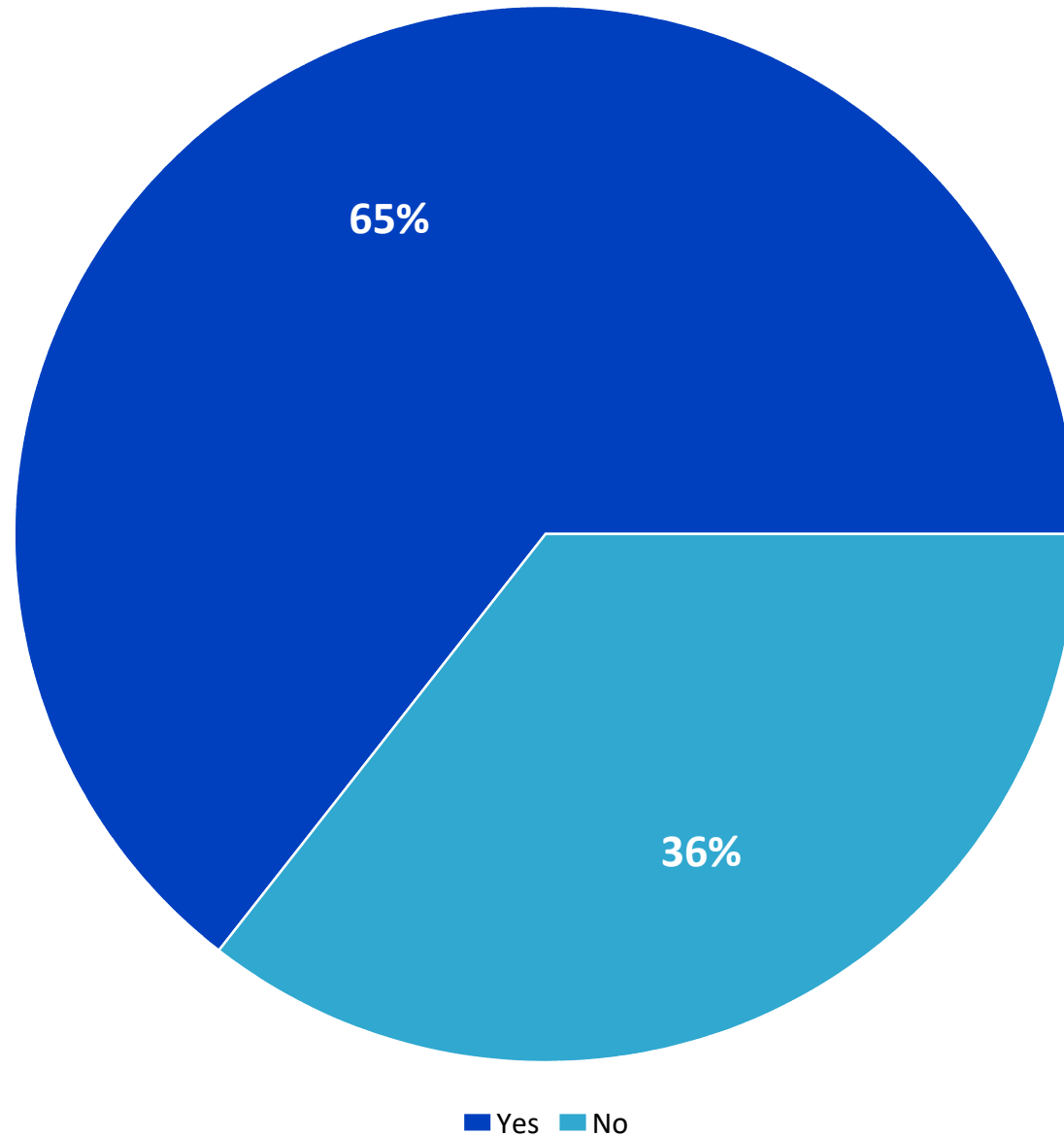
by percentage of respondents (multiple responses could be selected)



Source: ETC Institute (2020)

Q12. Should the city offer a multi-day (2-3 day) special event?

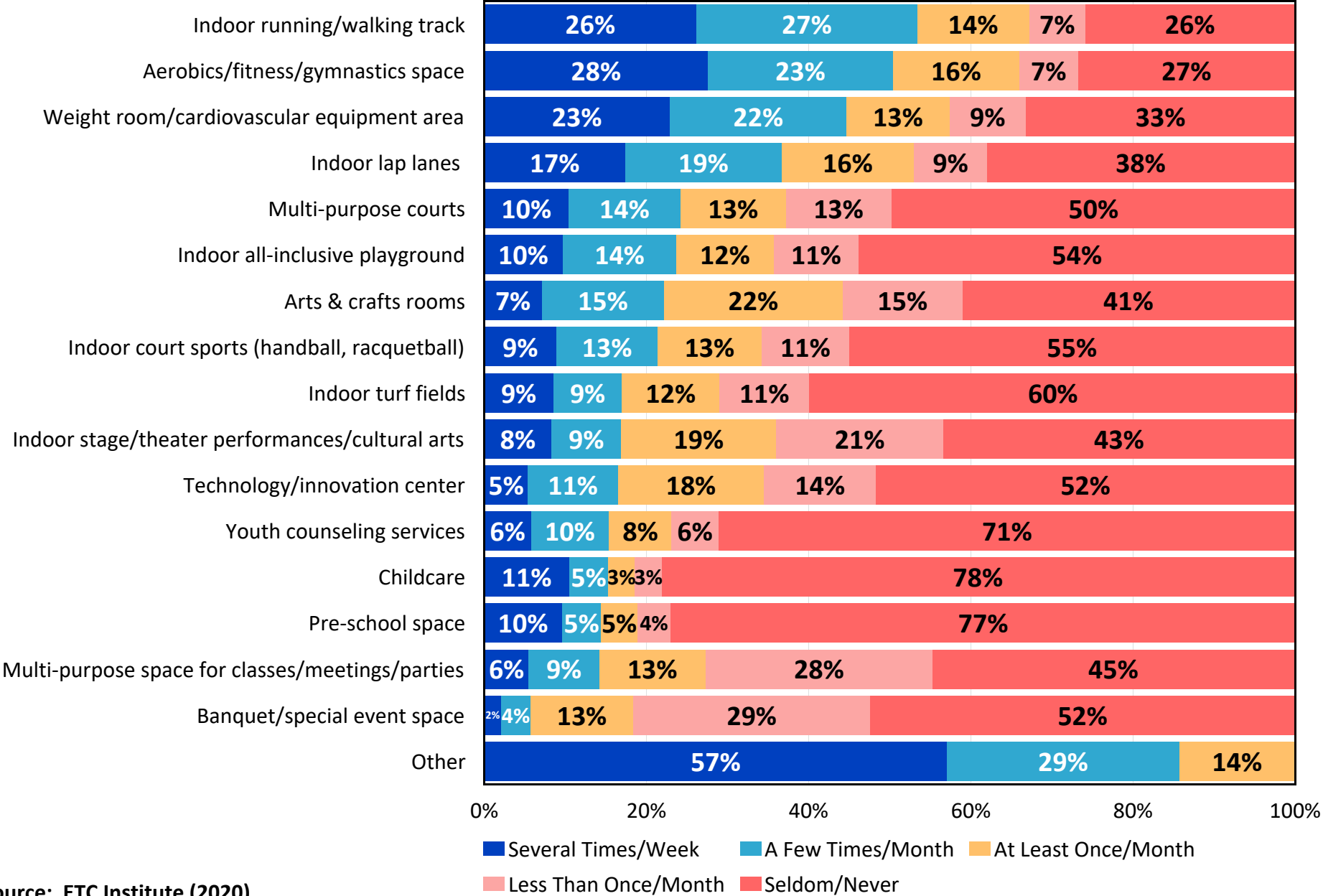
by percentage of respondents (without "not provided")



Source: ETC Institute (2020)

Q13. Use of Features in a Multiuse Community Center

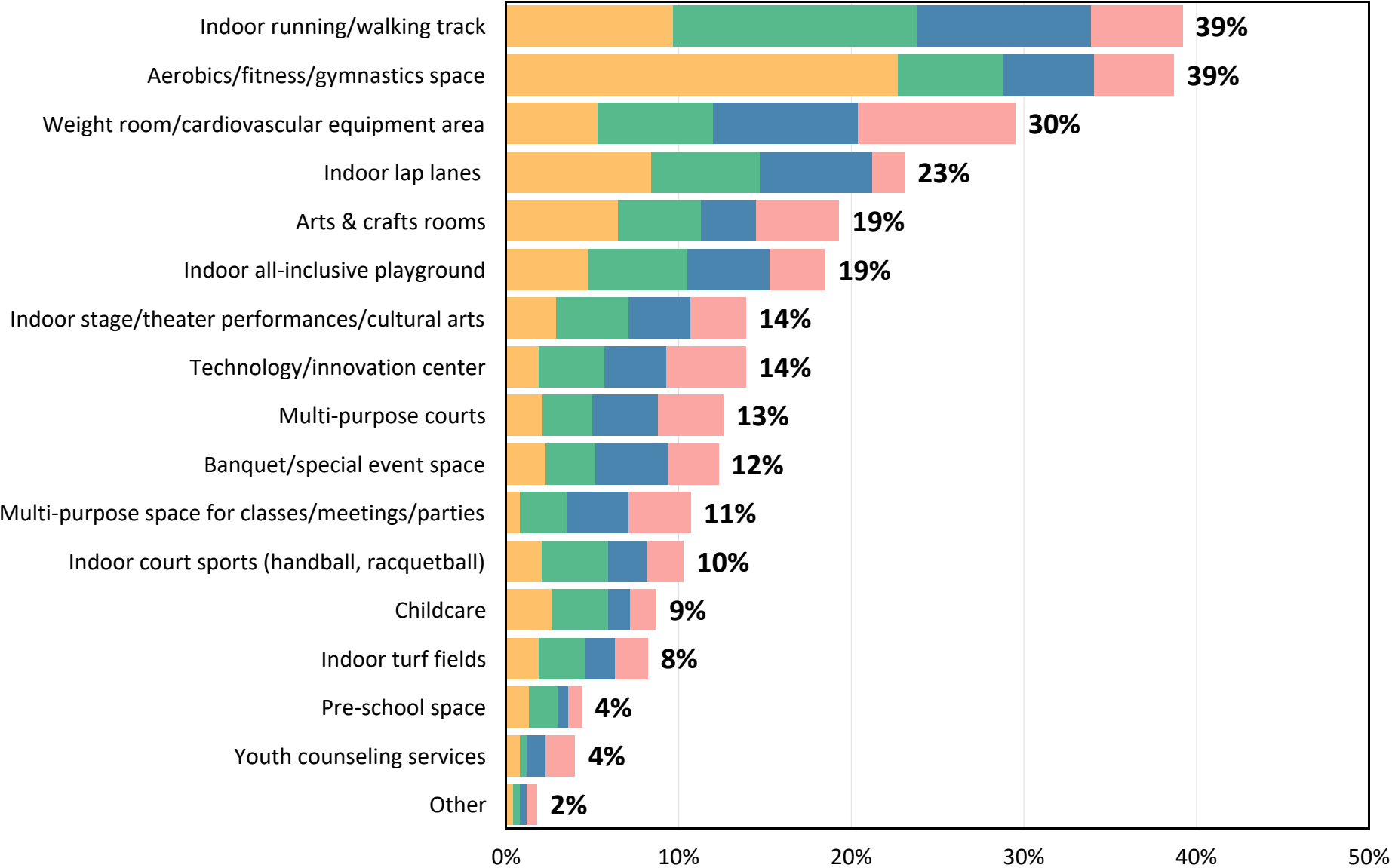
by percentage of respondents using a 5-point scale, where 5 means "several times/week" and 1 means "seldom/never" (without "don't know")



Source: ETC Institute (2020)

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center?

by percentage of respondents who selected the items as one of their top four choices

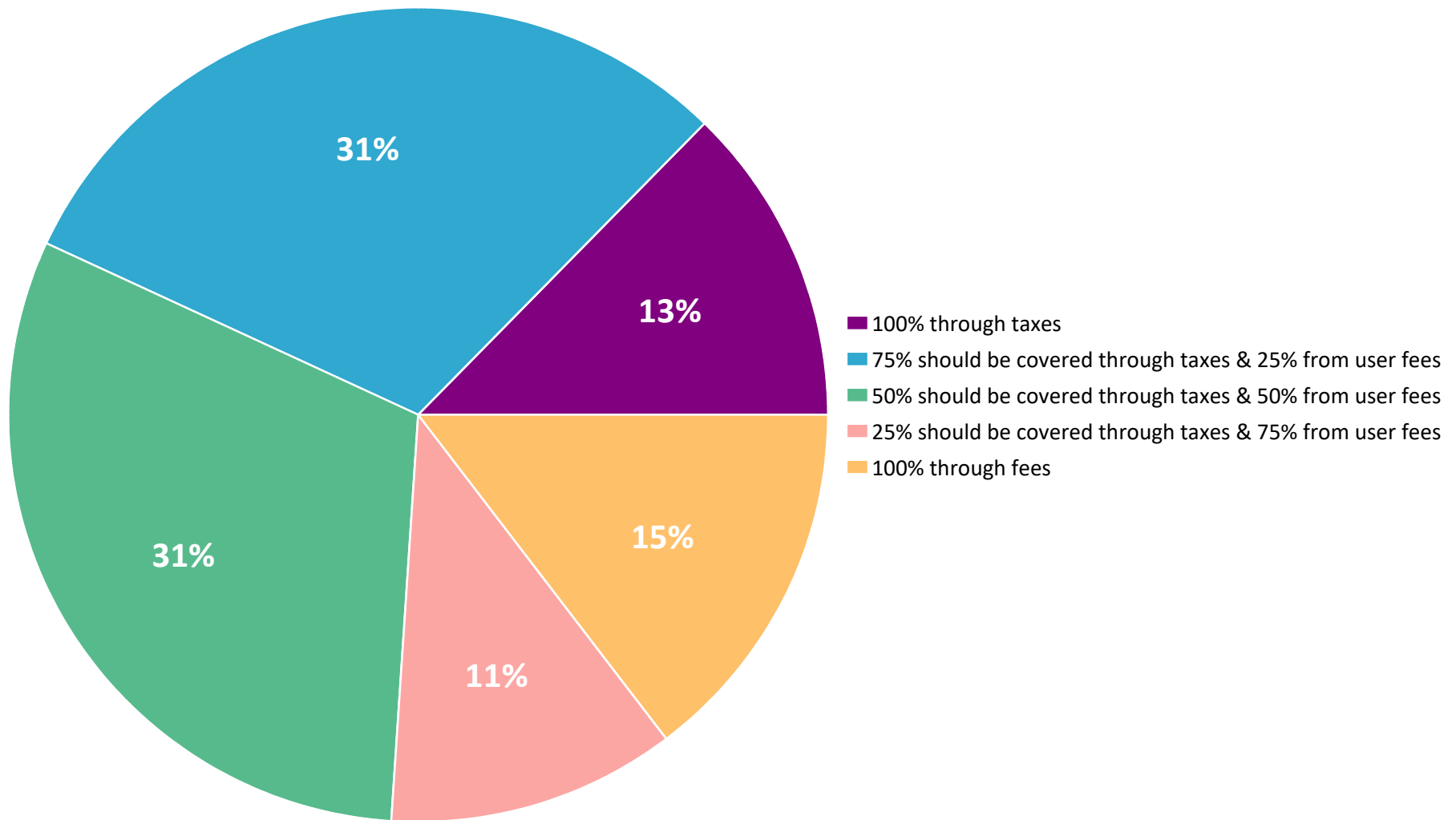


Source: ETC Institute (2020)

Most Likely 2nd Choice 3rd Choice 4th Choice

Q15. Which ONE of the following statements best represents how you feel the cost for operating a new multiuse community center should be paid?

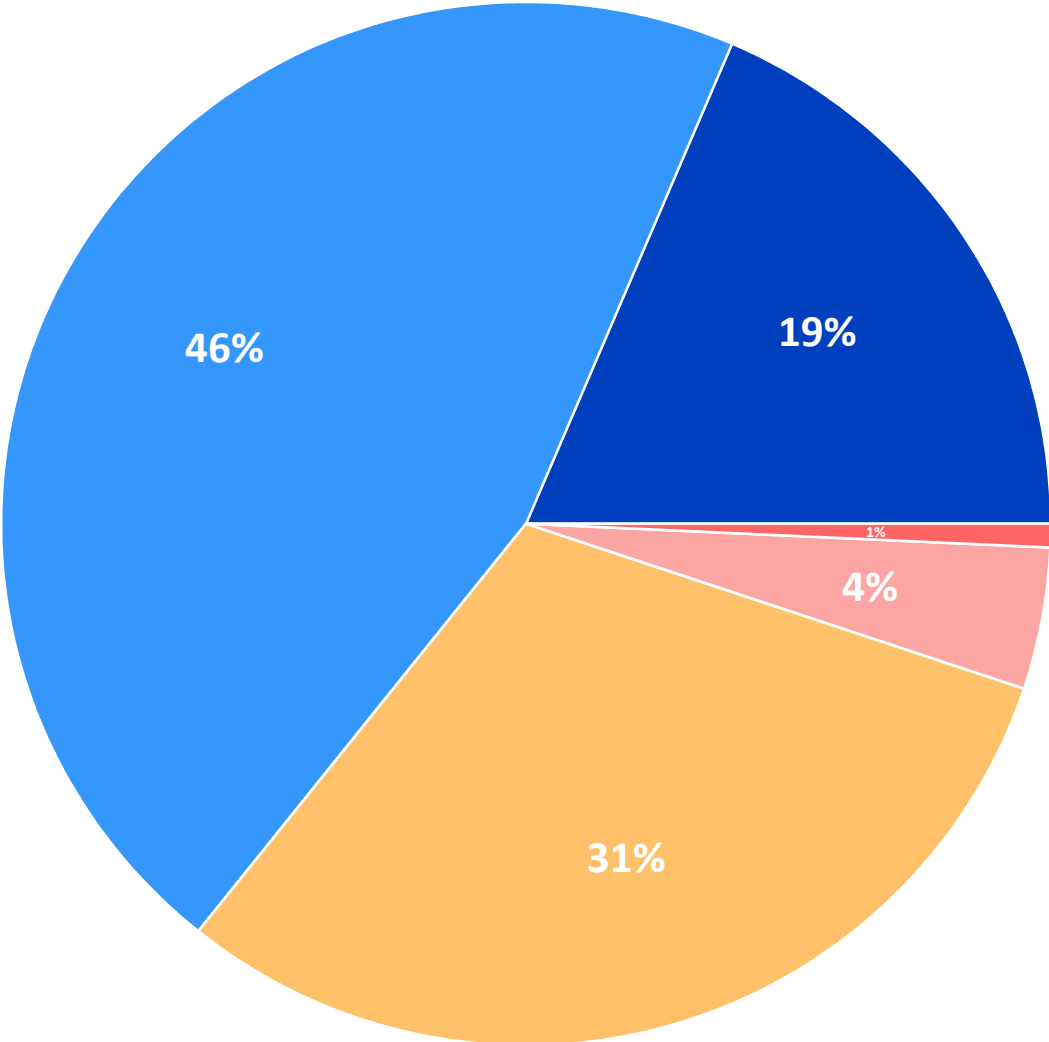
by percentage of respondents (without "don't know")



Source: ETC Institute (2020)

Q16. Please rate your level of satisfaction with the overall value that your household receives from the City of Chino Community Services Department.

by percentage of respondents (without "don't know")

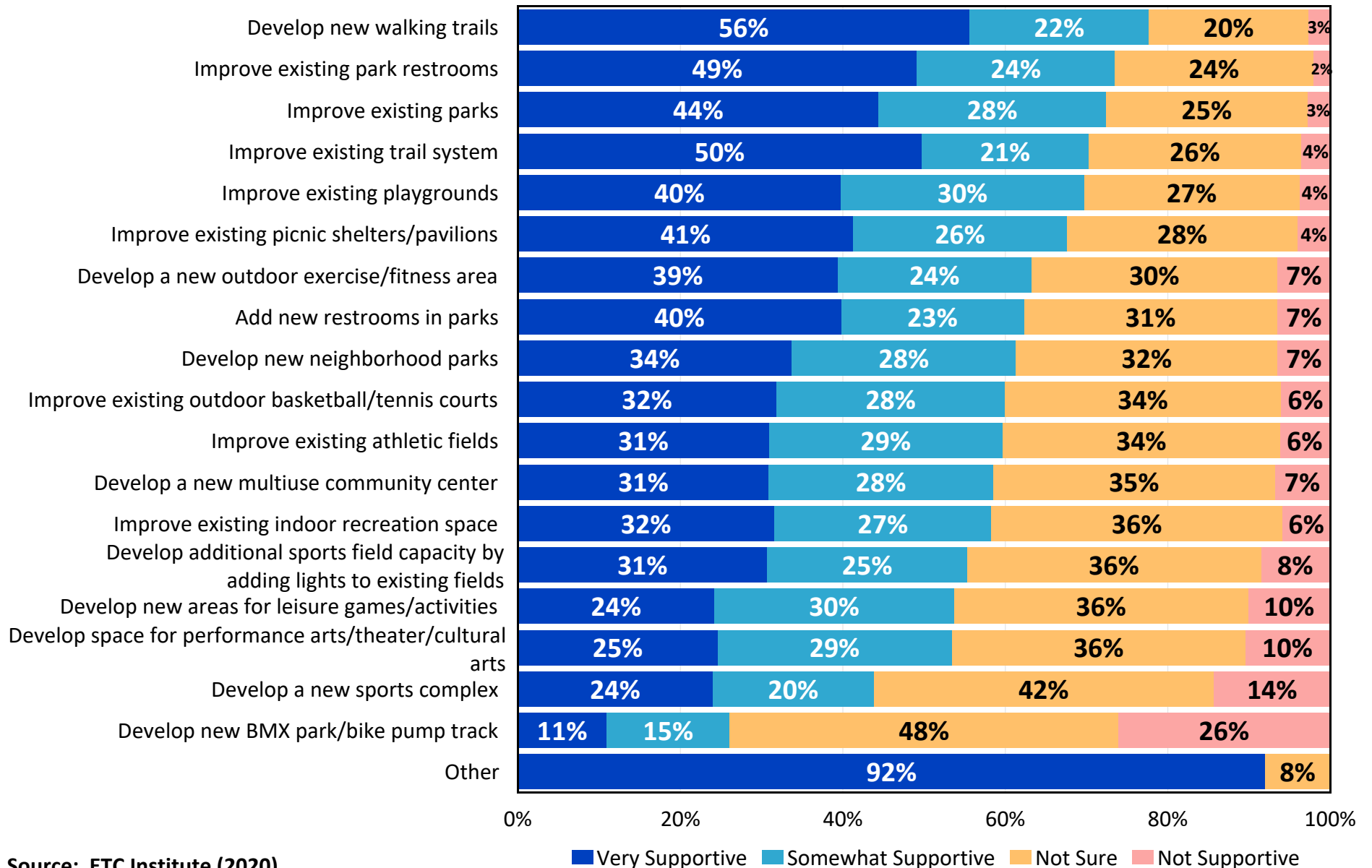


Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

Source: ETC Institute (2020)

Q17. Level of Support for Parks, Facilities, and Recreation Services Improvements

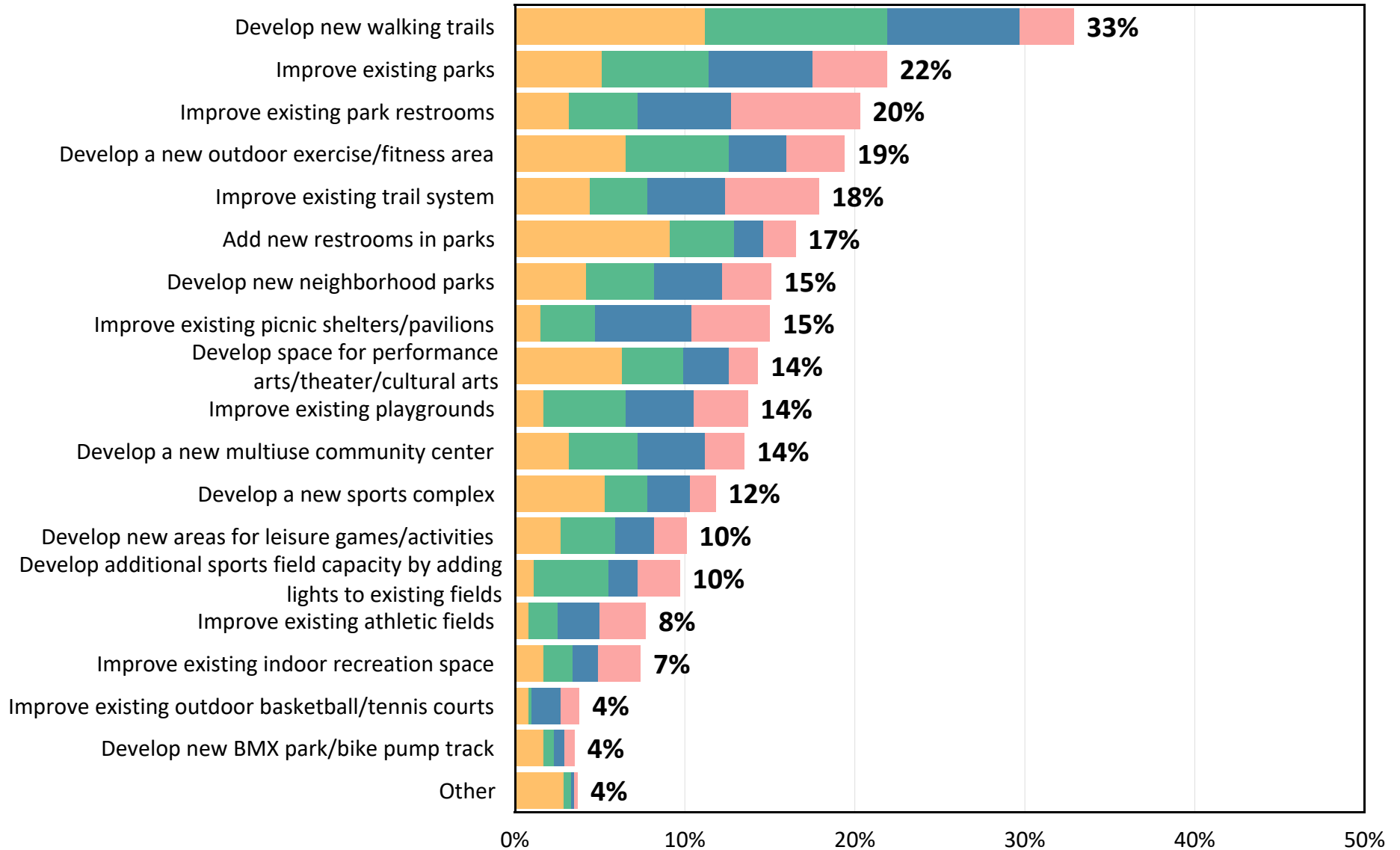
by percentage of respondents using a 5-point scale, where 5 means "very supportive" and 1 means "not supportive" (without "don't know")



Source: ETC Institute (2020)

Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund?

by percentage of respondents who selected the items as one of their top four choices

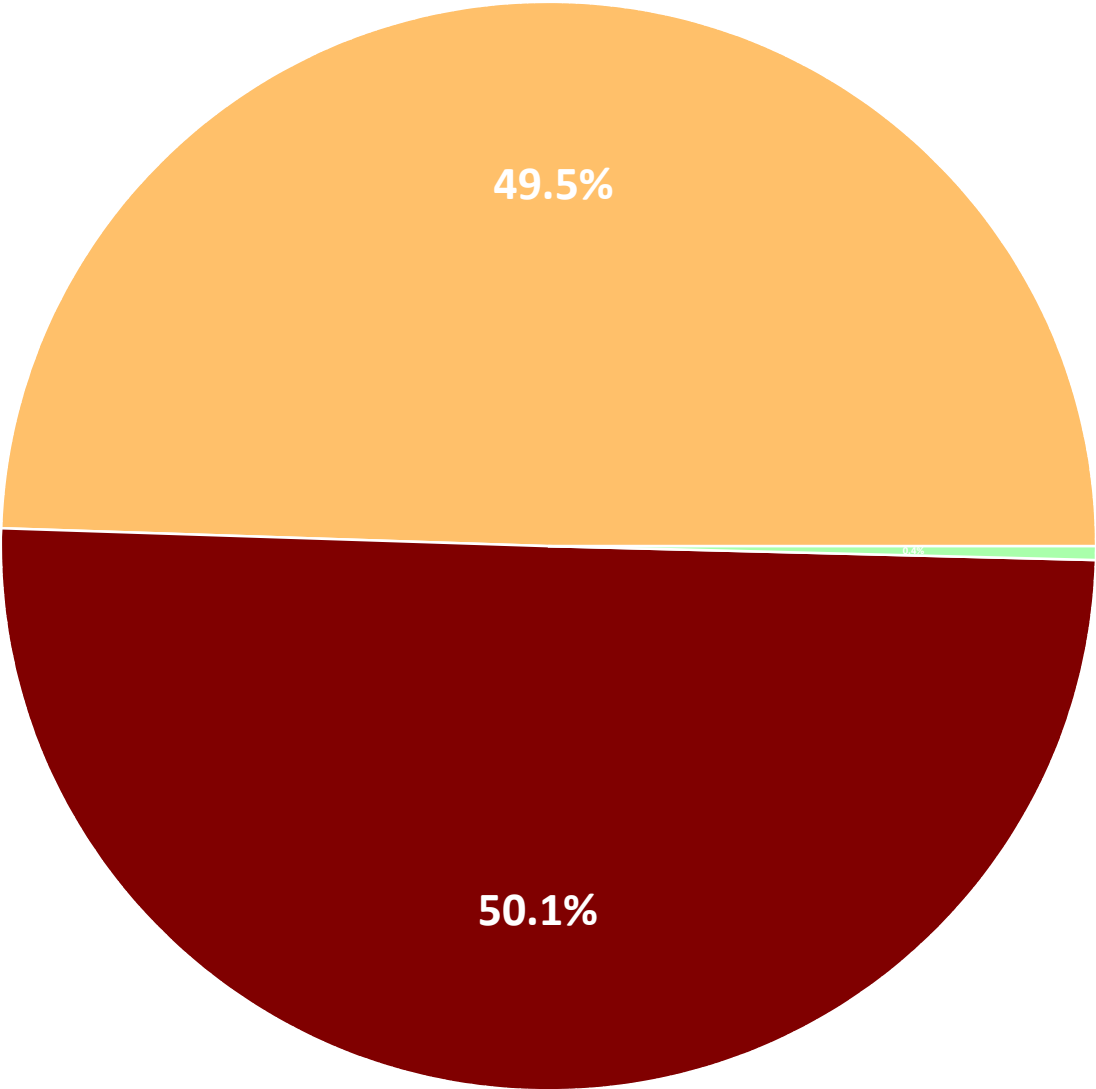


Source: ETC Institute (2020)

Most Willing 2nd Choice 3rd Choice 4th Choice

Q19. Demographics: Your gender:

by percentage of respondents (without “not provided”)

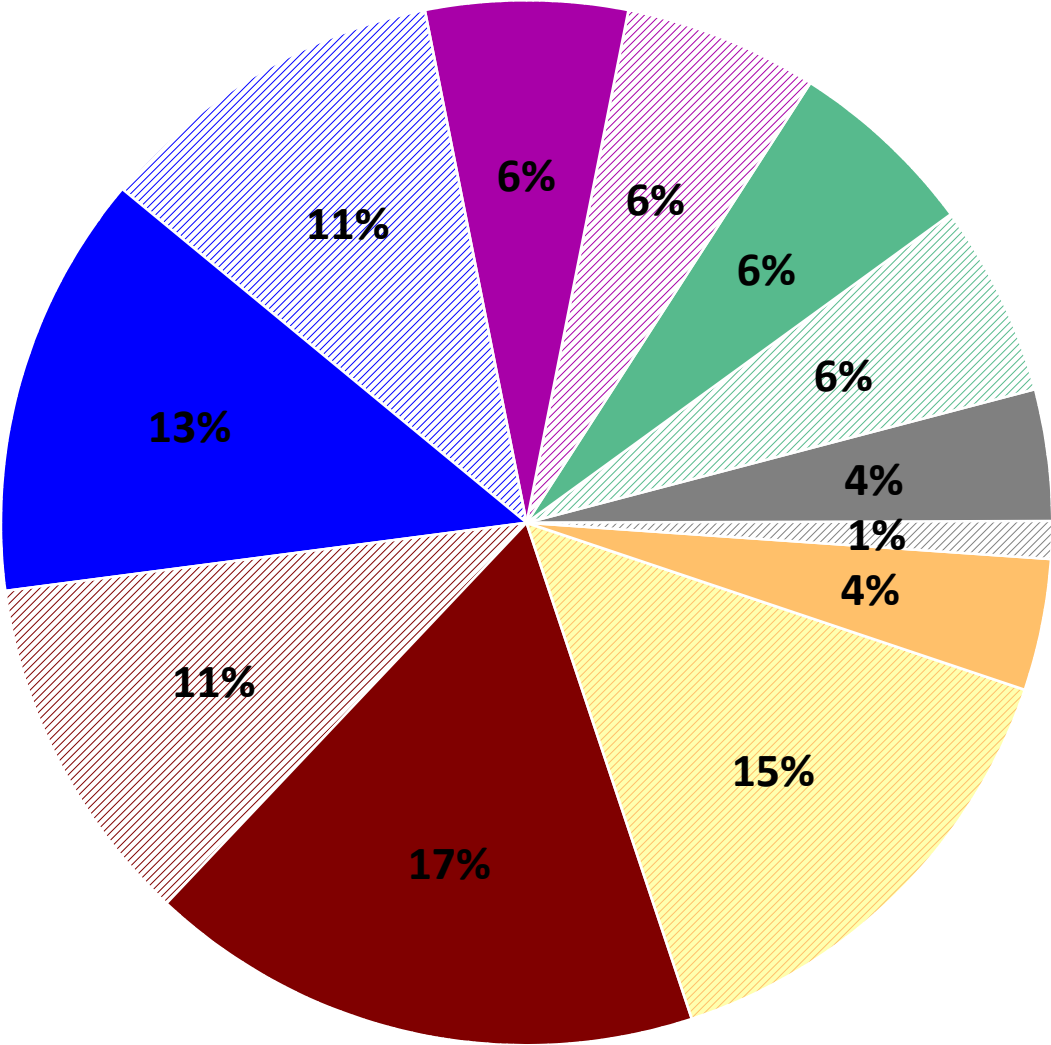


Male Female Non-binary

Source: ETC Institute (2020)

Q20. Demographics: Including yourself, how many people in your household are...

by percentage of respondents



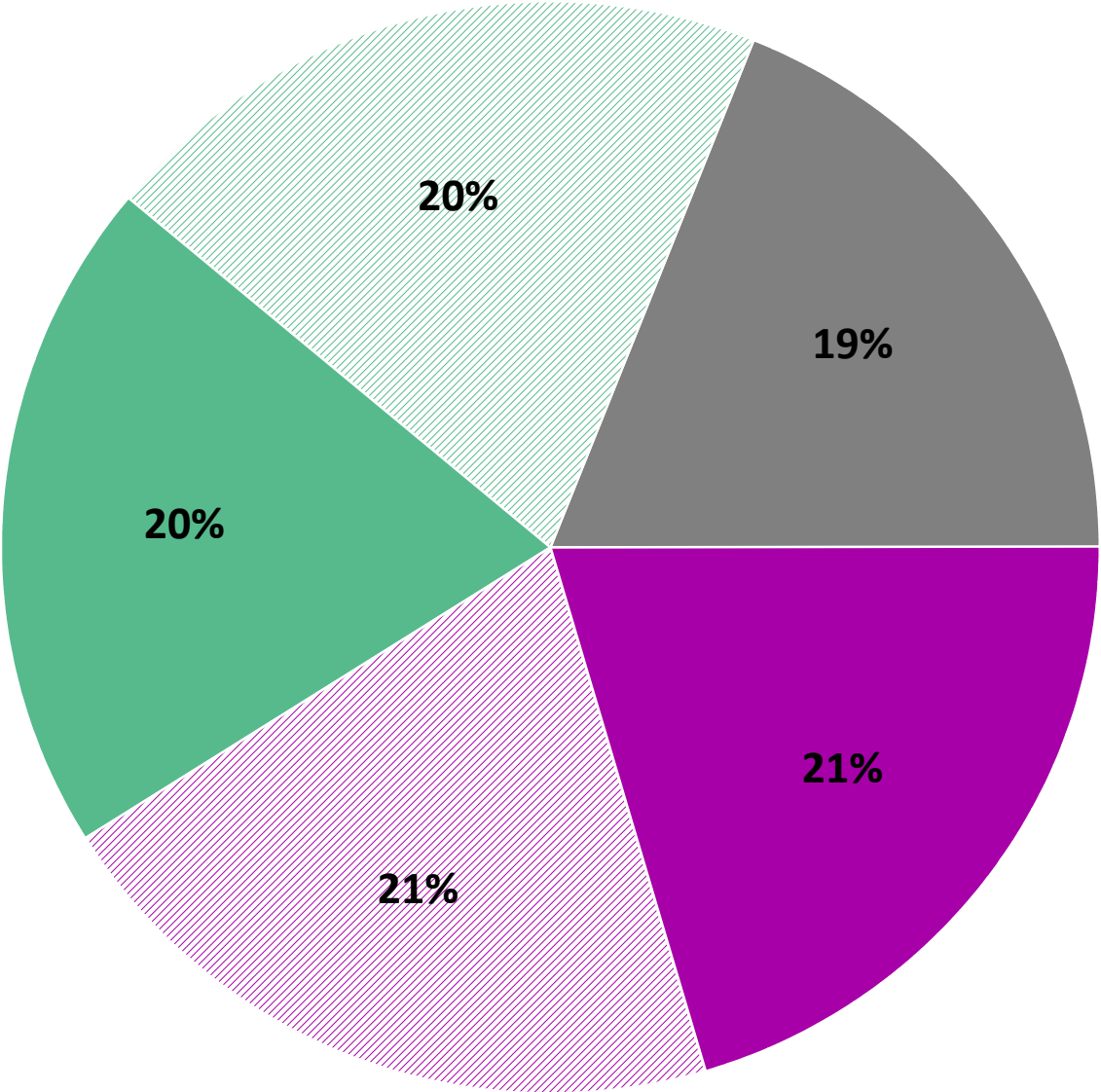
Legend for the pie chart:

- Under age 5
- Ages 5-9
- Ages 10-14
- Ages 15-19
- Ages 20-24
- Ages 25-34
- Ages 35-44
- Ages 45-54
- Ages 55-64
- Ages 65-74
- Ages 75-84
- Ages 85+

Source: ETC Institute (2020)

Q21. Demographics: Your age:

by percentage of respondents (without "not provided")

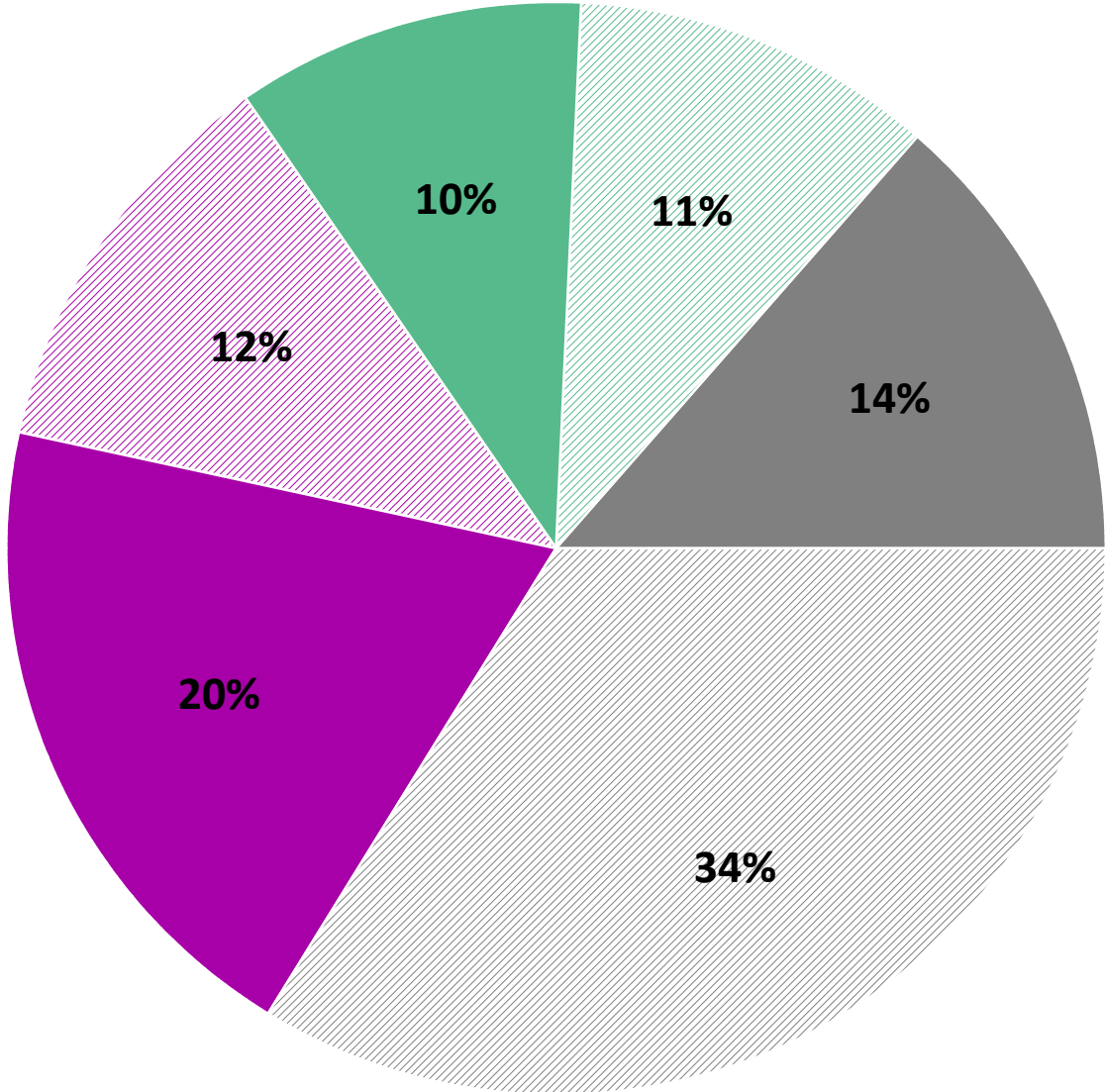


■ 18-34 years ▨ 35-44 years ■ 45-54 years ▨ 55-64 years ■ 65+ years

Source: ETC Institute (2020)

Q22. Demographics: How many years have you lived in Chino?

by percentage of respondents (without "not provided")

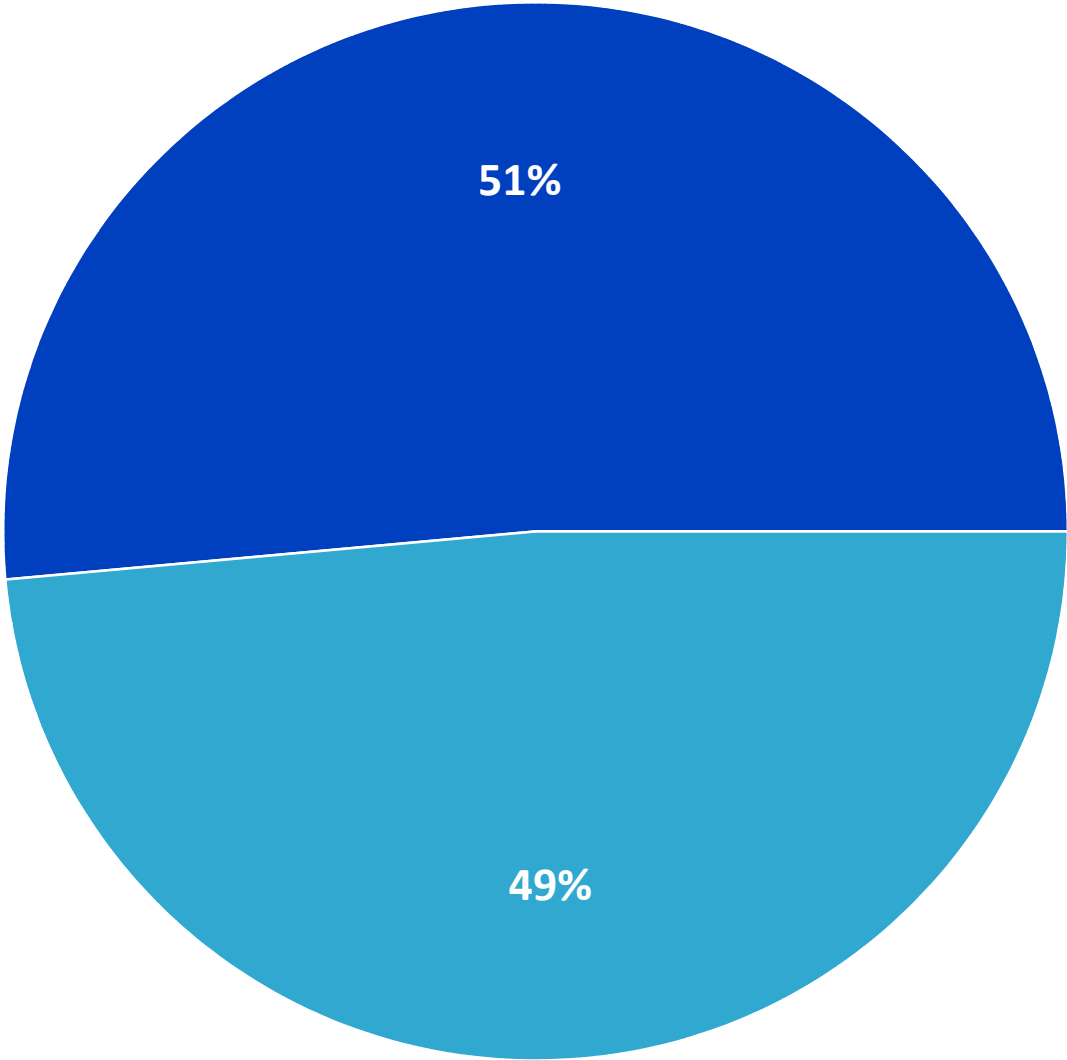


■ 0-5 years ▨ 6-10 years ■ 11-15 years ▨ 16-20 years ■ 21-30 years ▨ 31+ years

Source: ETC Institute (2020)

Q23. Demographics: Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

by percentage of respondents

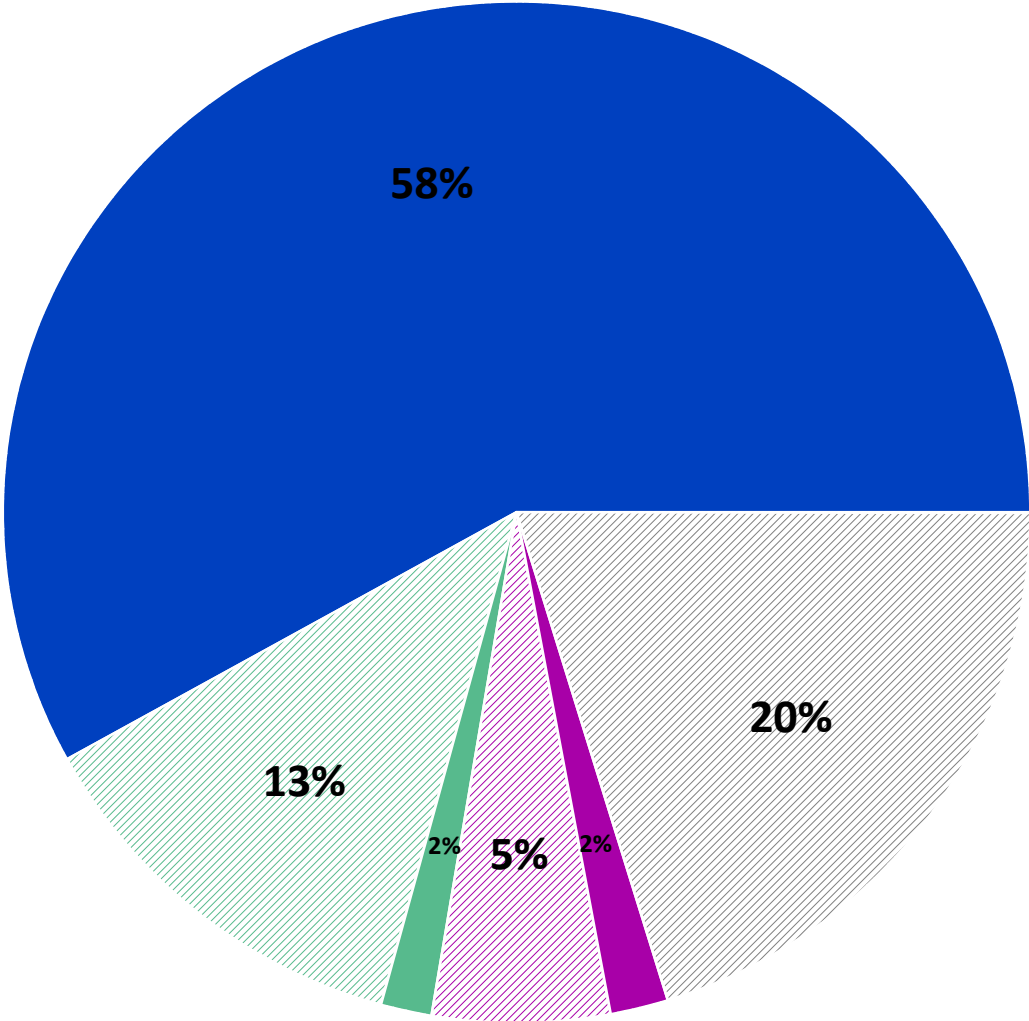


■ Yes ■ No

Source: ETC Institute (2020)

Q24. Demographics: Which of the following best describes your race/ethnicity?

by percentage of respondents



■ White/Caucasian ▨ Asian ■ Pacific Islander ▨ African American/Black ■ Native American ▨ Other

Source: ETC Institute (2020)

Section 2

Benchmarking Analysis

Benchmarking Summary Report

Chino, California

Since 1998, ETC Institute has conducted household surveys for needs assessments, feasibility studies, customer satisfaction, fees and charges comparisons, and other parks and recreation issues in more than 400 communities in 49 states across the country.

The results of these surveys has provided an unparalleled data base of information to compare responses from household residents in client communities to “National Averages” and therefore provide a unique tool to “assist organizations in better decision making.”

Communities within the data base include a full-range of municipal and county governments from 20,000 in population through over 1 million in population. They include communities in warm weather climates and cold weather climates, mature communities and some of the fastest growing cities and counties in the country.

“National Averages” have been developed for numerous strategically important parks and recreation planning and management issues including: customer satisfaction and usage of parks and programs; methods for receiving marketing information; reasons that prevent members of households from using parks and recreation facilities more often; priority recreation programs, parks, facilities and trails to improve or develop; priority programming spaces to have in planned community centers and aquatic facilities; potential attendance for planned indoor community centers and outdoor aquatic centers; etc.

Results from household responses for the City of Chino, California were compared to National Benchmarks to gain further strategic information. A summary of all tabular comparisons are shown on the following page.

Note: The benchmarking data contained in this report is protected intellectual property. Any reproduction of the benchmarking information in this report by persons or organizations not directly affiliated with the City of Chino (CA) is not authorized without written consent from ETC Institute.

Benchmarking for the City of Chino Parks and Facilities Master Plan Needs Assessment			
Satisfaction with the overall value received from the parks and recreation department	National Average	Chino, California 2020	Difference
Very Satisfied	24%	16%	-7%
Somewhat Satisfied	35%	40%	5%
Neutral	22%	27%	5%
Somewhat Dissatisfied	6%	4%	-2%
Very Dissatisfied	3%	1%	-2%
Don't Know	11%	12%	1%
Have you or members of your household visited any City/County/Park District parks over the past year?	National Average	Chino, California 2020	Difference
Yes	76%	86%	10%
No	23%	14%	-9%
How would you rate the quality of all the parks you've visited?	National Average	Chino, California 2020	Difference
Excellent	29%	33%	4%
Good	53%	59%	6%
Fair	14%	8%	-7%
Poor	3%	0%	-3%
Have you or members of your household participated in City/County/Park District recreation programs during the past year?	National Average	Chino, California 2020	Difference
Yes	33%	38%	5%
No	67%	62%	-5%
How would you rate the quality of all the recreation programs you've participated in?	National Average	Chino, California 2020	Difference
Excellent	33%	35%	2%
Good	55%	58%	4%
Fair	10%	6%	-4%
Poor	2%	1%	-1%

Benchmarking for the City of Chino Parks and Facilities Master Plan Needs Assessment			
Ways respondents learn about recreation programs and activities	National Average	Chino, California 2020	Difference
Departmental Brochure (Seasonal program guide)	39%	59%	19%
Newspaper	31%	54%	23%
Word of Mouth/Friends/Coworkers	48%	41%	-7%
Website	36%	40%	4%
Social media	25%	33%	8%
Newsletters/Flyers/Brochures	24%	18%	-7%
Flyers/Materials at City/County/Park District facilities	22%	14%	-8%
E-mail bulletins/notification (Email)	16%	14%	-3%
Conversations with City/County/Park District staff	6%	9%	3%
Organizations used for parks and recreation programs and facilities	National Average	Chino, California 2020	Difference
Churches	25%	30%	4%
Private Clubs	23%	27%	5%
School District	25%	27%	2%
City/County Parks & Recreation Department	50%	27%	-24%
Other Cities/Park Districts	28%	25%	-3%
Youth Sports Leagues	14%	18%	4%
Private sports clubs	13%	17%	4%
YMCA	17%	12%	-5%
Private schools	12%	10%	-2%
Reasons preventing the use of parks and recreation facilities and programs more often	National Average	Chino, California 2020	Difference
We are too busy	32%	40%	8%
I do not know what is being offered	35%	32%	-2%
Program times are not convenient	18%	13%	-5%
I do not know location of facilities	14%	10%	-4%
Security is insufficient	9%	7%	-1%
Fees are too expensive	15%	6%	-9%
Lack of parking	7%	6%	-1%
Programs I am interested in are not offered	18%	5%	-13%
Facilities are not well maintained	10%	4%	-5%
Lack of accessibility (Not accessible for people w disabilities)	3%	4%	1%
Lack of quality programs	10%	4%	-6%
Too far from residence	14%	4%	-9%
Use facilities in other Cities/Park Districts	11%	4%	-6%
Use services of other agencies	10%	3%	-7%
Waiting list/programs were full	5%	2%	-3%
Lack of transportation	3%	2%	-2%
Registration for programs is difficult	3%	1%	-2%
Facilities do not have right equipment	9%	1%	-9%
Poor customer service by staff	3%	1%	-3%

Benchmarking for the City of Chino Parks and Facilities Master Plan Needs Assessment			
Recreation programs that respondent households have a need for	National Average	Chino, California 2020	Difference
Adult fitness and wellness programs	48%	58%	9%
Special events	39%	48%	9%
Seniors/Adult programs for 50 years and older	26%	43%	17%
Water fitness programs	26%	26%	0%
Before and after school programs	16%	25%	9%
Youth Learn to Swim programs	22%	25%	3%
Adult arts, dance, performing arts	21%	24%	3%
Youth sports programs	22%	23%	1%
Adult sports programs	23%	22%	-1%
Youth summer camp programs	19%	22%	3%
Programs for people with disabilities	10%	19%	9%
Youth art, dance, performing arts	16%	17%	1%
Youth fitness and wellness programs	17%	17%	0%
Preschool programs	13%	16%	3%
Teen programs	15%	15%	0%
Gymnastics/tumbling programs	13%	14%	1%
Tennis lessons and leagues	14%	12%	-2%
Most important recreation programs (sum of top choices)	National Average	Chino, California 2020	Difference
Adult fitness and wellness programs	30%	38%	8%
Seniors/Adult programs for 50 years and older	16%	23%	7%
Special events	21%	22%	1%
Before and after school programs	8%	9%	2%
Adult sports programs	10%	8%	-2%
Water fitness programs	11%	8%	-3%
Youth Learn to Swim programs	12%	7%	-5%
Youth sports programs	12%	7%	-5%
Adult arts, dance, performing arts	9%	6%	-3%
Preschool programs	7%	6%	0%
Programs for people with special needs/disabled	4%	5%	1%
Youth summer camp programs	8%	5%	-4%
Youth fitness and wellness programs	6%	4%	-2%
Teen programs	6%	3%	-3%
Youth art, dance, performing arts	5%	3%	-2%
Tennis lessons and leagues	5%	2%	-3%
Gymnastics/tumbling programs	4%	1%	-3%

Benchmarking for the City of Chino Parks and Facilities Master Plan Needs Assessment			
Parks and recreation facilities that respondent households have a need for	National Average	Chino, California 2020	Difference
Walking & Biking Trails	70%	69%	-1%
Picnic Areas and Shelters	47%	63%	16%
Small neighborhood parks	53%	59%	5%
Large Multi Use Community Parks	51%	58%	7%
Community/Recreation Centers	31%	55%	24%
Unpaved hiking/walking/mountain biking trails	56%	54%	-2%
Playground Equipment for Children	40%	52%	12%
Natural areas/wildlife habitats (Greenspace and natural areas)	55%	40%	-16%
Performing Arts Center	30%	35%	4%
Off-leash dog parks	30%	34%	3%
Adult Baseball/Softball Fields	15%	33%	18%
Nature Center/Nature Trails	51%	32%	-18%
Splash park/pad	24%	32%	8%
Community Gardens	30%	32%	2%
Indoor Swimming Pools/Aquatic Center	40%	31%	-8%
Outdoor Swimming Pools/Aquatic Center	40%	30%	-10%
Indoor basketball/volleyball courts (Gymnasiums)	20%	30%	9%
Outdoor basketball/multi-use courts	20%	29%	9%
Mountain bike trails	22%	28%	6%
Soccer, Lacrosse Fields (Outdoor field space)	21%	28%	7%
18 Hole Golf Course	22%	24%	1%
Tennis Courts (outdoor)	21%	23%	1%
BMX Bicycle Course	12%	17%	5%
Skateboarding Park/Area	11%	17%	6%
Most important parks and recreation facilities (sum of top choices)	National Average	Chino, California 2020	Difference
Walking and Biking Trails	45%	31%	-14%
Unpaved hiking/walking/mountain bike trails	33%	19%	-13%
Community/Recreation Centers	10%	18%	8%
Picnic Areas and Shelters	14%	18%	4%
Large Community Parks	19%	18%	-2%
Small Neighborhood Parks	24%	16%	-8%
Off-Leash Dog Park	16%	15%	-1%
Playground Equipment for Children	17%	13%	-4%
Indoor Swimming Pools/Aquatic Facilities	17%	12%	-5%
Community Gardens	9%	9%	0%
Splash park/pad	8%	9%	1%
18 Hole Golf Course	9%	8%	-1%
Natural areas/wildlife habitats (Greenspace and natural areas)	24%	8%	-16%
Adult Baseball/Softball Fields	4%	8%	4%
Performing Arts Center	11%	8%	-4%
Outdoor Swimming Pools/Aquatic Facilities	17%	7%	-11%
Nature Center/Nature Trails (Nature trails/nature parks)	21%	7%	-15%
Soccer, Lacrosse Fields (Outdoor field space)	7%	6%	-1%
Mountain bike trails	7%	6%	-1%
Indoor basketball/volleyball courts (Gymnasiums)	5%	6%	1%
Tennis Courts (outdoor)	6%	4%	-2%
BMX Bicycle Course	2%	3%	1%
Outdoor Basketball Courts	4%	3%	-1%
Skateboarding Area	2%	2%	0%

Section 3

Priority Investment Ratings

Priority Investment Rating

Chino, California

The **Priority Investment Rating (PIR)** was developed by ETC Institute to provide governments with an objective tool for evaluating the priority that should be placed on parks and recreation investments. The Priority Investment Rating was developed by ETC Institute to identify the facilities and programs residents think should receive the highest priority for investment. The priority investment rating reflects the importance residents place on items (sum of top 4 choices) and the unmet needs (needs that are only being partly or not met) for each facility and program relative to the facility and program that rated the highest overall. Since decisions related to future investments should consider both the level of unmet need and the importance of facilities and programs, the PIR weights each of these components equally.

The PIR reflects the sum of the Unmet Needs Rating and the Importance Rating as shown in the equation below:

$$\text{PIR} = \text{UNR} + \text{IR}$$

For example, suppose the Unmet Needs Rating for shaded play areas is 79 (out of 100) and the Importance Rating for shaded play areas is 23 (out of 100), the Priority Investment Rating for shaded play areas is 102 (out of 200).

How to Analyze the Charts:

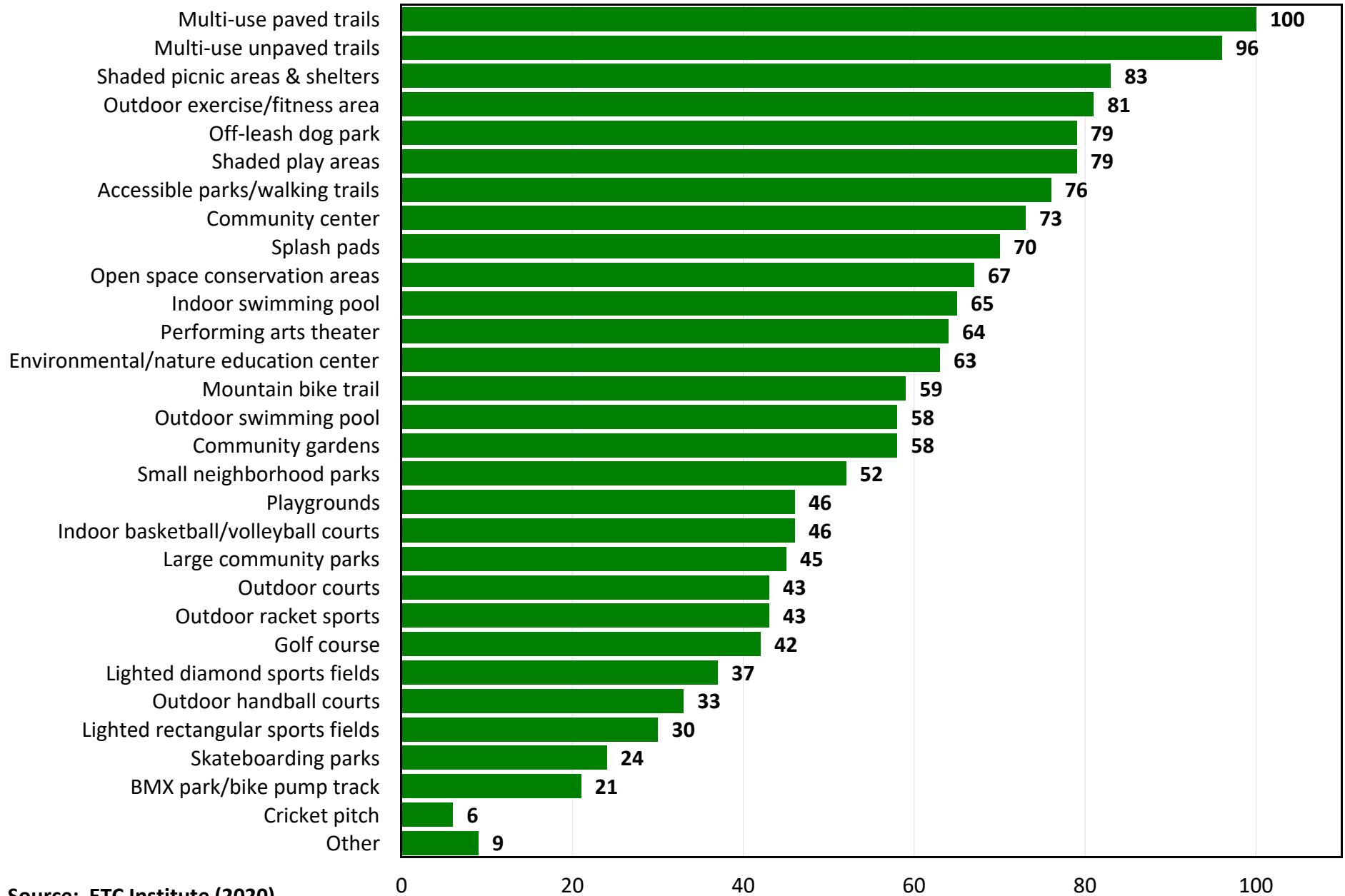
- **High Priority Areas** are those with a PIR of at least 100. A rating of 100 or above generally indicates there is a relatively high level of unmet need and residents generally think it is important to fund improvements in these areas. Improvements in this area are likely to have a positive impact on the greatest number of households.
- **Medium Priority Areas** are those with a PIR of 50-99. A rating in this range generally indicates there is a medium to high level of unmet need or a significant percentage of residents generally think it is important to fund improvements in these areas.
- **Low Priority Areas** are those with a PIR below 50. A rating in this range generally indicates there is a relatively low level of unmet need and residents do not think it is important to fund improvements in these areas. Improvements may be warranted if the needs of very specialized populations are being targeted.

The following pages show the Unmet Needs Rating, Importance Rating, and Priority Investment Rating for facilities and programs.

Unmet Needs Rating for Facilities

the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need

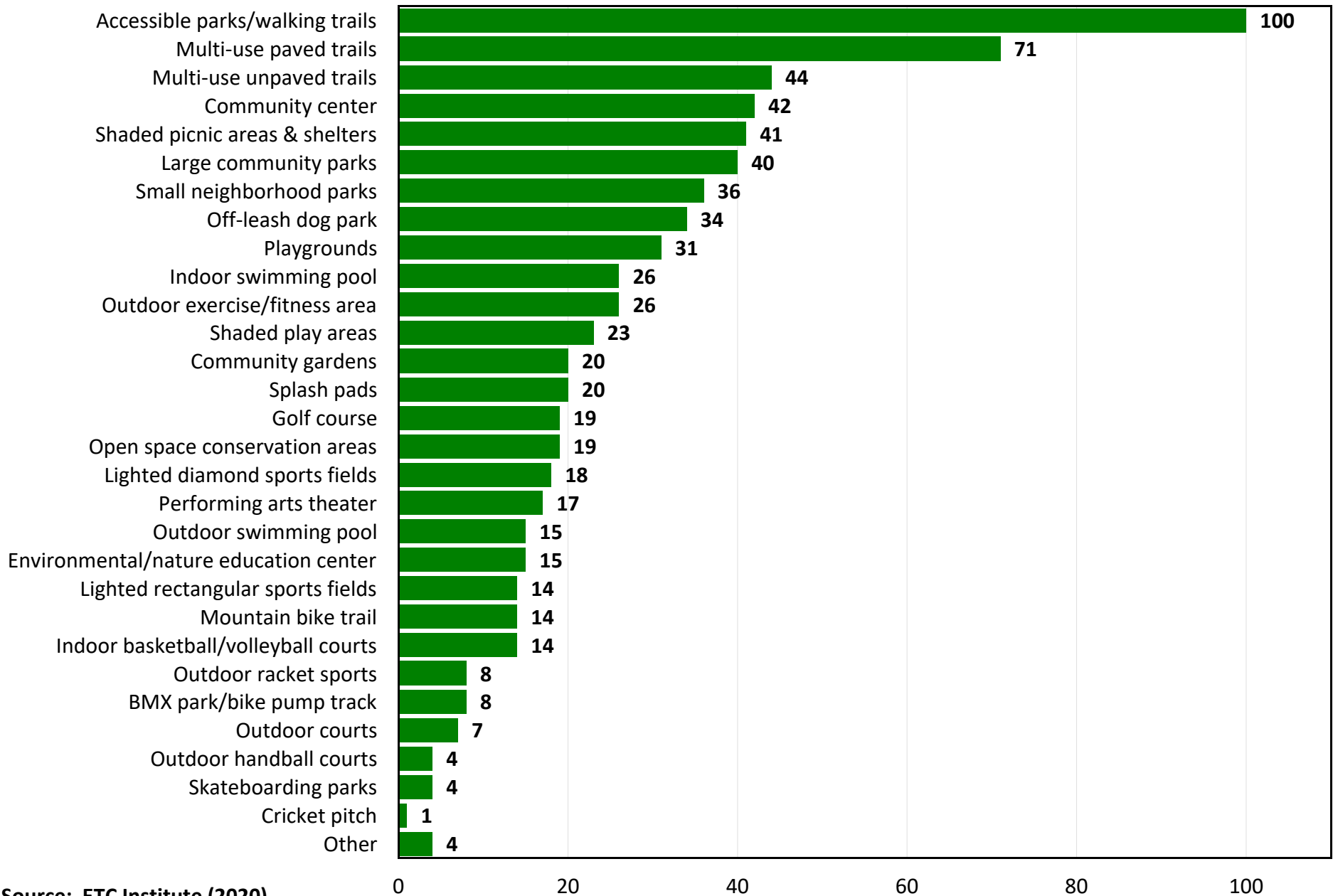


Source: ETC Institute (2020)

Importance Rating for Facilities

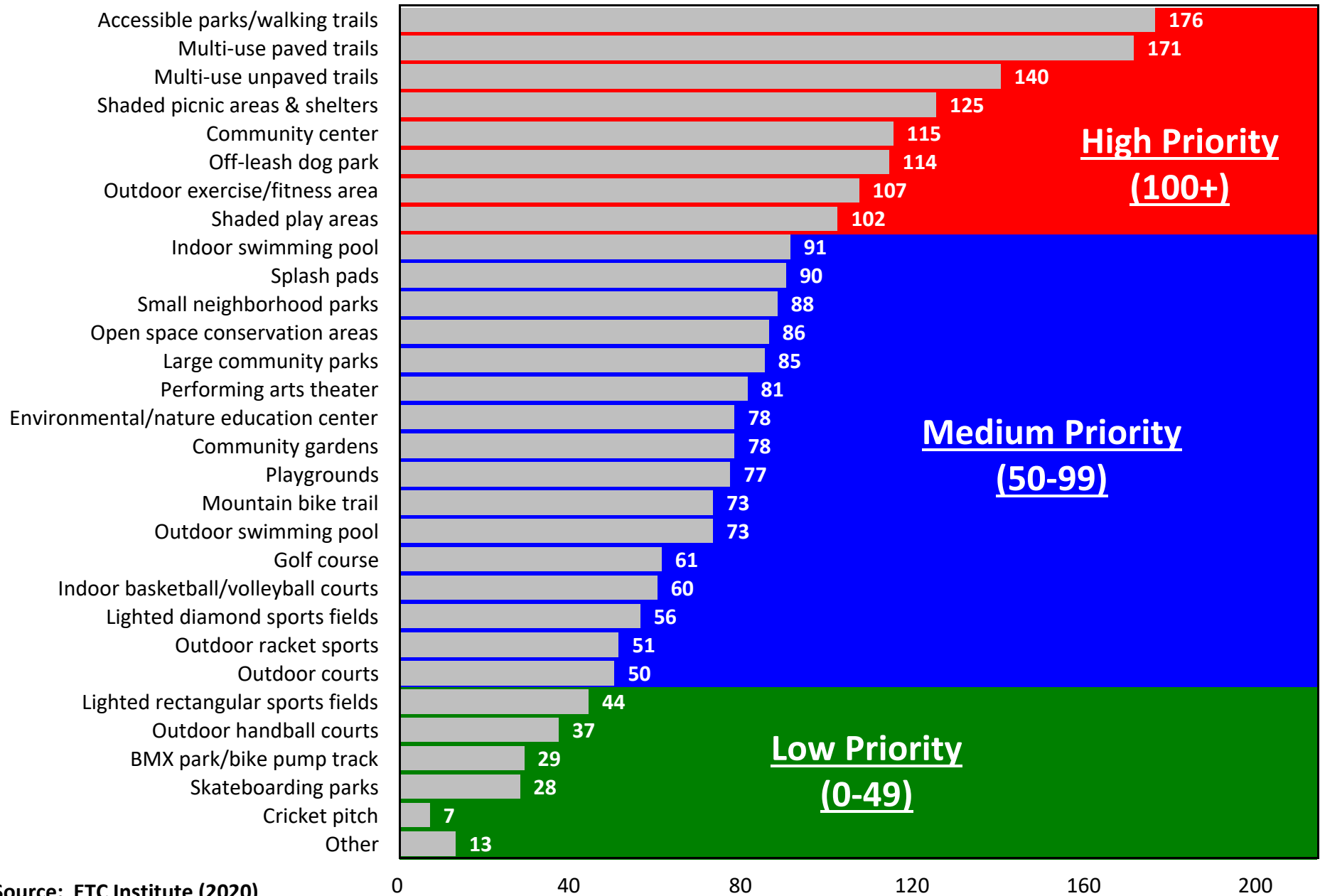
the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2020)

Top Priorities for Investment for Facilities Based on the Priority Investment Rating

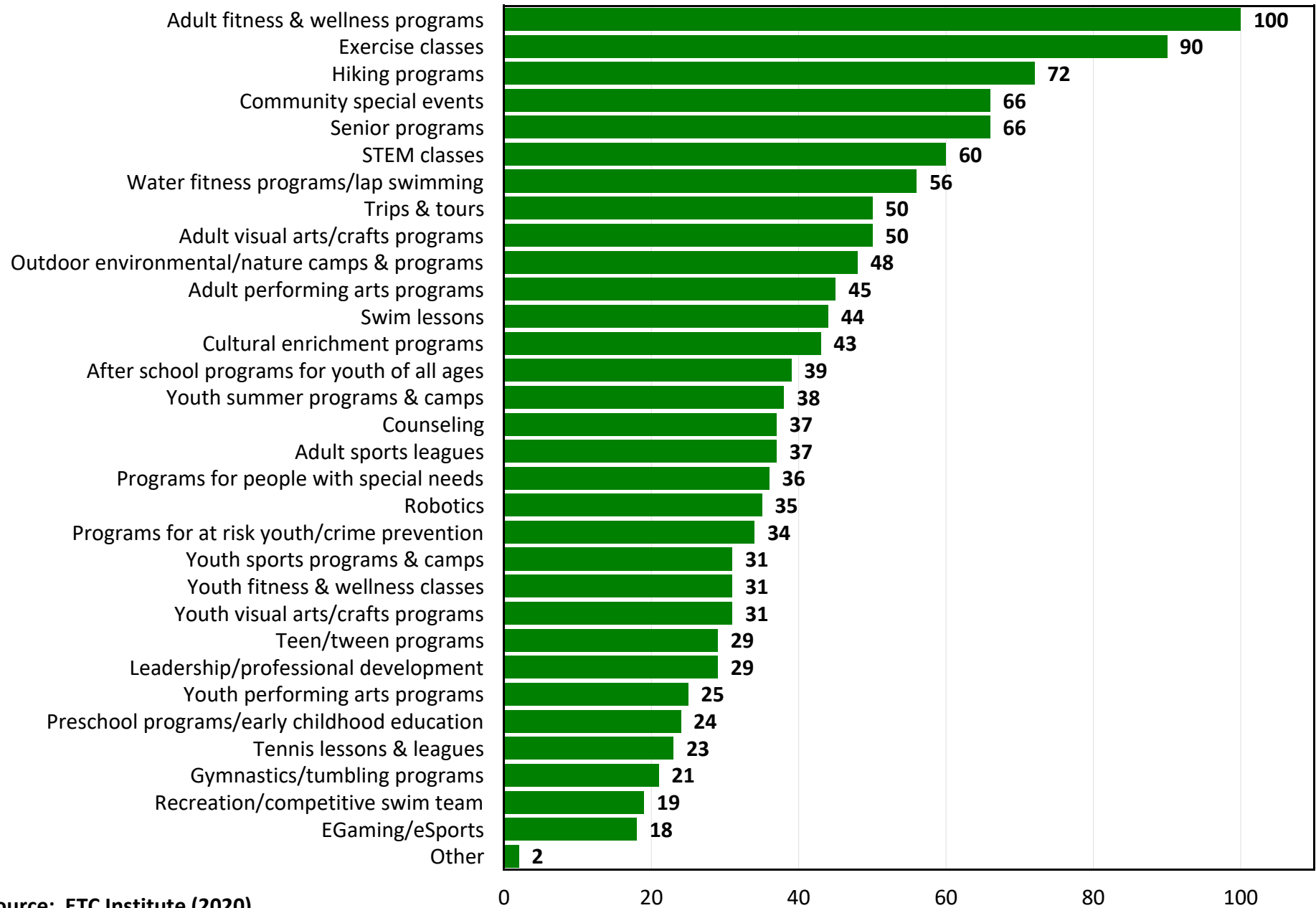


Source: ETC Institute (2020)

Unmet Needs Rating for Programs

the rating for the item with the most unmet need=100

the rating of all other items reflects the relative amount of unmet need for each item compared to the item with the most unmet need

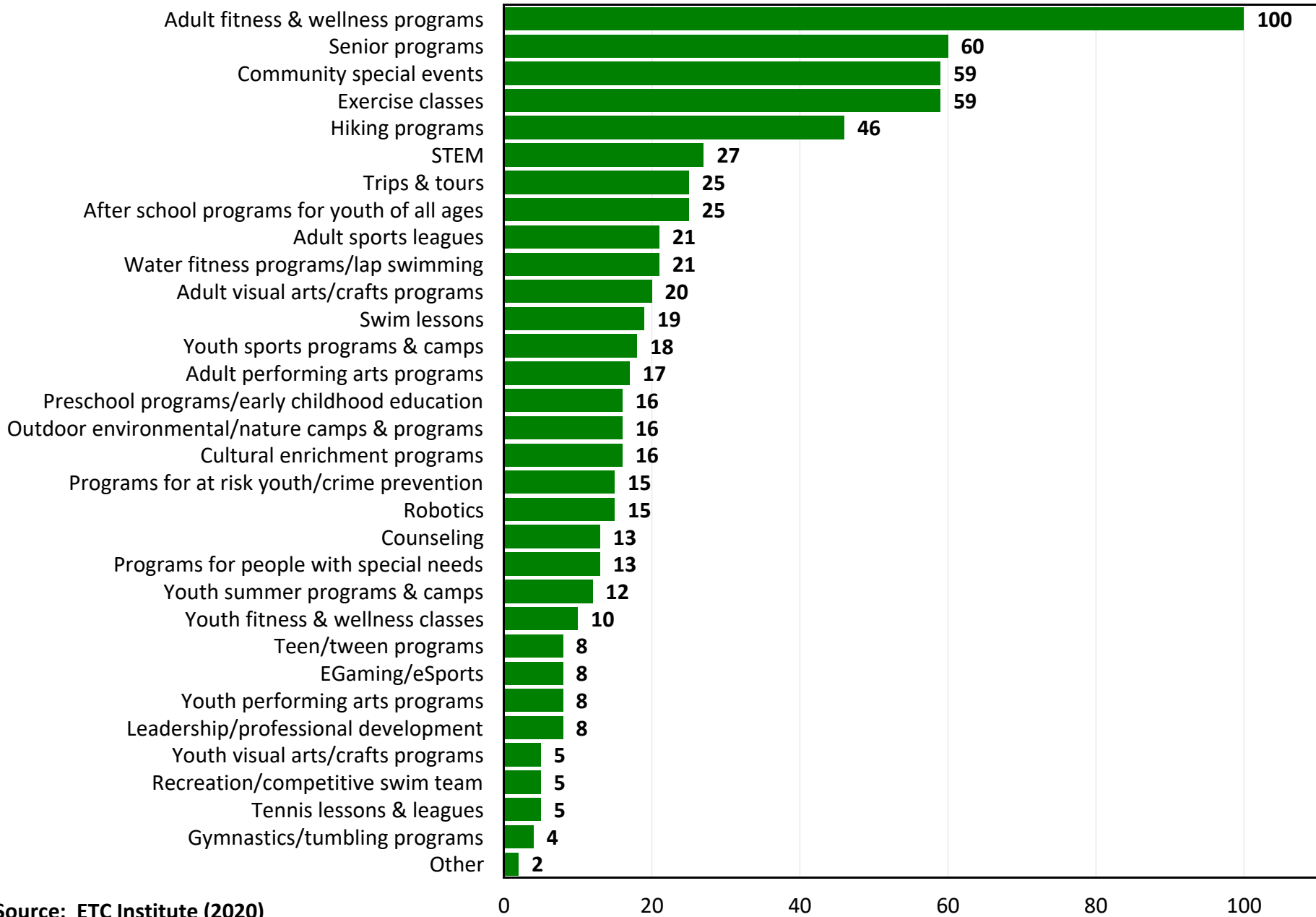


Source: ETC Institute (2020)

Importance Rating for Programs

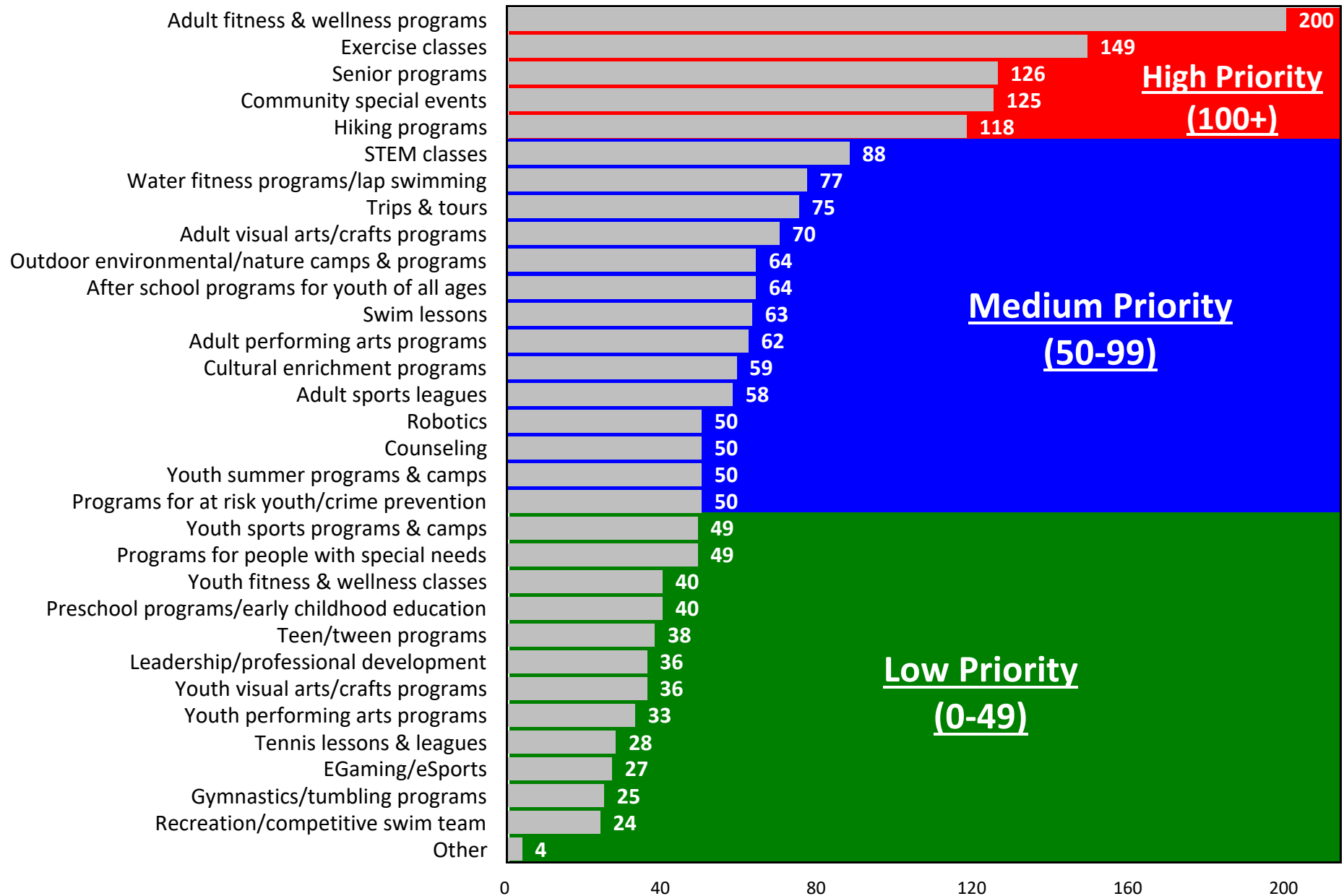
the rating for the item rated as the most important=100

the rating of all other items reflects the relative level of importance for each item compared to the item rated as the most important



Source: ETC Institute (2020)

Top Priorities for Investment for Programs Based on the Priority Investment Rating



Source: ETC Institute (2020)

Section 4

Tabular Data

Q1. Have you or any member of your household visited any City of Chino parks and/or facilities during the past 12 months?

Q1. Have you visited any City parks and/or facilities during past 12 months	Number	Percent
Yes	407	85.7 %
No	68	14.3 %
Total	475	100.0 %

Q1a. How often have you visited City of Chino parks and/or facilities during the past 12 months?

Q1a. How often have you visited City parks and/or facilities during past 12 months	Number	Percent
5+ times a week	32	7.9 %
2-4 times a week	121	29.7 %
Once a week	67	16.5 %
1-3 times a month	93	22.9 %
Less than once a month	86	21.1 %
Don't know	8	2.0 %
Total	407	100.0 %

WITHOUT DON'T KNOW**Q1a. How often have you visited City of Chino parks and/or facilities during the past 12 months? (without "don't know")**

Q1a. How often have you visited City parks and/or facilities during past 12 months	Number	Percent
5+ times a week	32	8.0 %
2-4 times a week	121	30.3 %
Once a week	67	16.8 %
1-3 times a month	93	23.3 %
Less than once a month	86	21.6 %
Total	399	100.0 %

Q1b. Overall, how would you rate the physical condition of ALL the City of Chino parks and facilities you have visited?

Q1b. How would you rate physical condition of all

City parks & facilities you have visited	Number	Percent
Excellent	133	32.7 %
Good	238	58.5 %
Fair	30	7.4 %
Not provided	6	1.5 %
Total	407	100.0 %

WITHOUT NOT PROVIDED

Q1b. Overall, how would you rate the physical condition of ALL the City of Chino parks and facilities you have visited? (without "not provided")

Q1b. How would you rate physical condition of all

City parks & facilities you have visited	Number	Percent
Excellent	133	33.2 %
Good	238	59.4 %
Fair	30	7.5 %
Total	401	100.0 %

Q1c. If your household has NOT visited any City of Chino parks and/or facilities during the past 12 months, please CHECK ALL of the following reasons you have NOT visited.

Q1c. All reasons why you have not visited any

City parks and/or facilities during past 12 months	Number	Percent
Use parks/facilities in other cities	3	4.4 %
Too far from your home	3	4.4 %
Parks/facilities are not well maintained	3	4.4 %
Lack of features we want to use	14	20.6 %
Lack of parking to access parks/facilities	4	5.9 %
Do not feel safe using parks/facilities	5	7.4 %
Lack of handicap accessibility	3	4.4 %
Not aware of parks' or facilities' locations	7	10.3 %
Lack of transportation	1	1.5 %
Lack of restrooms	4	5.9 %
Language/cultural barriers	1	1.5 %
Other	28	41.2 %
Total	76	

Q1c-13. Other

<u>Q1c-13. Other</u>	<u>Number</u>	<u>Percent</u>
BABYSIT INFANT GRAND CHILD	1	3.6 %
Didn't have any reasons to visit any parks and/or facilities during last 12 months	1	3.6 %
Don't want to go to a park	1	3.6 %
EXERCISE IN FITNESS CENTER	1	3.6 %
FLYING BUGS	1	3.6 %
HEALTH REASONS	1	3.6 %
I have not had a need or desire to visit our parks currently	1	3.6 %
ILLNESS	1	3.6 %
ILLNESS KEEPS US AT HOME	1	3.6 %
LACK OF DOG PARKS	1	3.6 %
Medical	1	3.6 %
NO CHILDREN AND AGE	1	3.6 %
NO NEED AT THIS TIME	1	3.6 %
NO REASON	1	3.6 %
NO WALKING TRAILS IN PARKS NEARBY	1	3.6 %
NOT INTERESTED	3	10.7 %
No interest currently	1	3.6 %
No reason	1	3.6 %
No time	1	3.6 %
TOO BUSY	2	7.1 %
TOO OLD	1	3.6 %
Too busy with church and organization events	1	3.6 %
Too crowded	1	3.6 %
Work all the time	1	3.6 %
Work never get home for summer concerts	1	3.6 %
Total	28	100.0 %

Q2. From the following list, please CHECK ALL of the organizations that you or members of your household have used for recreation and sports activities during the last 12 months.

Q2. All organizations you have used for recreation
& sports activities during last 12 months

	Number	Percent
Private schools	46	9.7 %
Places of worship (e.g. synagogues, churches)	140	29.5 %
Private & non-profit youth sports	85	17.9 %
Public schools	128	26.9 %
Private summer camps	25	5.3 %
Private workout facilities	129	27.2 %
Neighboring cities	118	24.8 %
Private clubs (tennis, health, swim, fitness)	81	17.1 %
City of Chino Community Services Department	127	26.7 %
YMCA programs	58	12.2 %
Other	34	7.2 %
Total	971	

Q2-11. Other

Q2-11. Other	Number	Percent
AYALA BATTING CAGES	1	2.9 %
BACKYARD	1	2.9 %
BEACH	1	2.9 %
CHINO COMMUNITY THEATRE	1	2.9 %
CHINO CORN FEED RUN	1	2.9 %
CHRISTMAS EVENT	1	2.9 %
CITY OF CHINO SENIOR CENTER	1	2.9 %
COMMUNITY AMENITIES	1	2.9 %
Chino National Park	1	2.9 %
Community	1	2.9 %
DISNEYLAND	1	2.9 %
DOUGLAS PARK	1	2.9 %
Dance	1	2.9 %
EARTH DAY EVENT EVERY YEAR	1	2.9 %
Exercise, walking, running	1	2.9 %
FAMILY PARTY	1	2.9 %
HANDBALL	1	2.9 %
LA FITNESS	1	2.9 %
LITTLE LEAGUE AND SOCCER	1	2.9 %
MUSEUMS	1	2.9 %
PARKS	3	8.8 %
PARKS/BIKE RIDES	1	2.9 %
PERSONAL USE	1	2.9 %
PRIVATE PROGRAM	1	2.9 %
PUBLIC PARKS	1	2.9 %
PUBLIC SIDEWALKS	1	2.9 %
Park walking trails	1	2.9 %
Prado Radio Controlled Air Field, Pomona Valley Model		
Aircraft Club	1	2.9 %
RESTAURANTS	1	2.9 %
WALK	1	2.9 %
WALK THE DOG	1	2.9 %
Walking at Aayla Park	1	2.9 %
Total	34	100.0 %

Q3. From the following list, please CHECK ALL the ways you learn about City of Chino Community Services Department programs and services.

Q3. All the ways you learn about City Community Services Department programs & services	Number	Percent
City recreation guide/Chino Connection	280	58.9 %
City website	189	39.8 %
Materials at parks or recreation facilities	67	14.1 %
Conversations with Community Services staff	42	8.8 %
Newspaper	254	53.5 %
Word of mouth	196	41.3 %
Promotions at special events	57	12.0 %
Banners	98	20.6 %
Phone app	19	4.0 %
Emails	65	13.7 %
E-newsletter	31	6.5 %
Social media	157	33.1 %
Flyers	83	17.5 %
City Council meetings	13	2.7 %
Other	15	3.2 %
Total	1566	

Q3-15. Other

Q3-15. Other	Number	Percent
BIKE PATHS	1	6.7 %
BY MYSELF	1	6.7 %
CHURCHES	1	6.7 %
Chino American Little League	1	6.7 %
Chino Champion	2	13.3 %
Driving by parks and friends who recommend	1	6.7 %
I am a former Community Services Commissioner	1	6.7 %
Mail	4	26.7 %
PRESERVE COMMUNITY APP	1	6.7 %
TEXT MESSAGES	1	6.7 %
Word of mouth	1	6.7 %
Total	15	100.0 %

Q4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services?

Q4. Top choice	Number	Percent
City recreation guide/Chino Connection	133	28.0 %
City website	56	11.8 %
Materials at parks or recreation facilities	7	1.5 %
Conversations with Community Services staff	5	1.1 %
Newspaper	61	12.8 %
Word of mouth	4	0.8 %
Promotions at special events	7	1.5 %
Banners	12	2.5 %
Phone app	14	2.9 %
Emails	64	13.5 %
E-newsletter	13	2.7 %
Social media	46	9.7 %
Flyers	7	1.5 %
City Council meetings	1	0.2 %
Other	6	1.3 %
None chosen	39	8.2 %
Total	475	100.0 %

Q4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services?

Q4. 2nd choice	Number	Percent
City recreation guide/Chino Connection	61	12.8 %
City website	81	17.1 %
Materials at parks or recreation facilities	10	2.1 %
Conversations with Community Services staff	5	1.1 %
Newspaper	76	16.0 %
Word of mouth	12	2.5 %
Promotions at special events	4	0.8 %
Banners	17	3.6 %
Phone app	13	2.7 %
Emails	36	7.6 %
E-newsletter	30	6.3 %
Social media	41	8.6 %
Flyers	20	4.2 %
City Council meetings	2	0.4 %
Other	1	0.2 %
None chosen	66	13.9 %
Total	475	100.0 %

Q4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services?

Q4. 3rd choice	Number	Percent
City recreation guide/Chino Connection	28	5.9 %
City website	41	8.6 %
Materials at parks or recreation facilities	19	4.0 %
Conversations with Community Services staff	5	1.1 %
Newspaper	54	11.4 %
Word of mouth	24	5.1 %
Promotions at special events	10	2.1 %
Banners	24	5.1 %
Phone app	13	2.7 %
Emails	36	7.6 %
E-newsletter	21	4.4 %
Social media	48	10.1 %
Flyers	34	7.2 %
City Council meetings	2	0.4 %
Other	1	0.2 %
None chosen	115	24.2 %
Total	475	100.0 %

SUM OF TOP 3 CHOICES

Q4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services? (top 3)

Q4. Sum of Top 3 Choices	Number	Percent
City recreation guide/Chino Connection	222	46.7 %
City website	178	37.5 %
Materials at parks or recreation facilities	36	7.6 %
Conversations with Community Services staff	15	3.2 %
Newspaper	191	40.2 %
Word of mouth	40	8.4 %
Promotions at special events	21	4.4 %
Banners	53	11.2 %
Phone app	40	8.4 %
Emails	136	28.6 %
E-newsletter	64	13.5 %
Social media	135	28.4 %
Flyers	61	12.8 %
City Council meetings	5	1.1 %
Other	8	1.7 %
None chosen	39	8.2 %
Total	1244	

Q5. Has your household participated in any programs offered by the City of Chino Community Services Department during the past 12 months?

Q5. Has your household participated in any programs offered by City Community Services Department during past 12 months

	Number	Percent
Yes	182	38.3 %
No	293	61.7 %
Total	475	100.0 %

Q5a. How many programs offered by the City of Chino Community Services Department have you or members of your household participated in during the past 12 months?

Q5a. How many programs have you participated in during past 12 months

	Number	Percent
One	63	34.6 %
2-3	87	47.8 %
4-6	21	11.5 %
7+	9	4.9 %
Not provided	2	1.1 %
Total	182	100.0 %

WITHOUT NOT PROVIDED

Q5a. How many programs offered by the City of Chino Community Services Department have you or members of your household participated in during the past 12 months? (without "not provided")

Q5a. How many programs have you participated in during past 12 months

	Number	Percent
One	63	35.0 %
2-3	87	48.3 %
4-6	21	11.7 %
7+	9	5.0 %
Total	180	100.0 %

Q5b. How would you rate the overall quality of the City of Chino Community Services Department programs in which your household has participated?

Q5b. How would you rate overall quality of City Community Services Department programs in which your household has participated

	Number	Percent
Excellent	62	34.1 %
Good	104	57.1 %
Fair	11	6.0 %
Poor	1	0.5 %
Not provided	4	2.2 %
Total	182	100.0 %

WITHOUT NOT PROVIDED

Q5b. How would you rate the overall quality of the City of Chino Community Services Department programs in which your household has participated? (without "not provided")

Q5b. How would you rate overall quality of City Community Services Department programs in which your household has participated

	Number	Percent
Excellent	62	34.8 %
Good	104	58.4 %
Fair	11	6.2 %
Poor	1	0.6 %
Total	178	100.0 %

Q5c. If your household has NOT participated in any City of Chino Community Services Department programs during the past 12 months, please CHECK ALL of the following reasons why you may have NOT participated.

Q5c. Reasons why you may have not participated
in any City Community Services Department
programs during past 12 months

	Number	Percent
Lack of quality instructors	7	2.4 %
Old & outdated facilities	8	2.7 %
Use programs of other agencies	8	2.7 %
I don't know what is offered	95	32.4 %
Lack of quality programs	13	4.4 %
Fees are too high	18	6.1 %
Too far from your home	2	0.7 %
Program times are not convenient	37	12.6 %
Classes are full	7	2.4 %
Program not offered	14	4.8 %
Registration is difficult	3	1.0 %
Poor customer service by staff	2	0.7 %
Lack of transportation	1	0.3 %
Lack of right program equipment	2	0.7 %
Too busy/not interested	116	39.6 %
Language/cultural barriers	2	0.7 %
Other	20	6.8 %
Total	355	

Q6. Please indicate your level of agreement with the following statements concerning some potential benefits of the City of Chino's parks, facilities, and recreation programs or services.

(N=475)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Don't know
Q6-1 Improves my (my household's) physical health & fitness	32.8%	40.6%	14.5%	0.8%	0.4%	10.7%
Q6-2 Helps to reduce crime in my neighborhood & keep kids out of trouble	31.2%	41.1%	13.9%	2.1%	0.8%	10.9%
Q6-3 Makes Chino a more desirable place to live	48.6%	40.2%	4.6%	1.3%	0.0%	5.3%
Q6-4 Preserves open space & protects environment	43.8%	37.3%	9.5%	1.5%	0.2%	7.8%
Q6-5 Increases my (my household's) property value	31.2%	37.5%	19.2%	1.7%	0.2%	10.3%
Q6-6 Improves my (my household's) mental health & reduces stress	29.7%	40.0%	19.8%	0.8%	0.4%	9.3%
Q6-7 Provides positive social interactions for me (my household/family)	28.6%	42.1%	18.5%	1.3%	0.6%	8.8%
Q6-8 Helps to attract new residents & businesses	25.1%	37.1%	22.9%	2.5%	0.6%	11.8%
Q6-9 Promotes tourism to City & re.g.ion	15.8%	28.2%	31.8%	7.6%	1.5%	15.2%
Q6-10 Positively impacts economic/business development	20.0%	36.8%	28.4%	1.9%	1.1%	11.8%
Q6-11 Is age-friendly & accessible to all age groups	30.9%	44.4%	14.5%	1.9%	0.4%	7.8%
Q6-12 Provides jobs/professional development for youth	20.2%	40.8%	23.2%	2.5%	0.6%	12.6%
Q6-13 Provides volunteer opportunities for the community	25.7%	41.7%	18.5%	1.7%	0.6%	11.8%

WITHOUT DON'T KNOW**Q6. Please indicate your level of agreement with the following statements concerning some potential benefits of the City of Chino's parks, facilities, and recreation programs or services. (without "don't know")**

(N=475)

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Q6-1 Improves my (my household's) physical health & fitness	36.8%	45.5%	16.3%	0.9%	0.5%
Q6-2 Helps to reduce crime in my neighborhood & keep kids out of trouble	35.0%	46.1%	15.6%	2.4%	0.9%
Q6-3 Makes Chino a more desirable place to live	51.3%	42.4%	4.9%	1.3%	0.0%
Q6-4 Preserves open space & protects environment	47.5%	40.4%	10.3%	1.6%	0.2%
Q6-5 Increases my (my household's) property value	34.7%	41.8%	21.4%	1.9%	0.2%
Q6-6 Improves my (my household's) mental health & reduces stress	32.7%	44.1%	21.8%	0.9%	0.5%
Q6-7 Provides positive social interactions for me (my household/family)	31.4%	46.2%	20.3%	1.4%	0.7%
Q6-8 Helps to attract new residents & businesses	28.4%	42.0%	26.0%	2.9%	0.7%
Q6-9 Promotes tourism to City & re.g.ion	18.6%	33.3%	37.5%	8.9%	1.7%
Q6-10 Positively impacts economic/business development	22.7%	41.8%	32.2%	2.1%	1.2%
Q6-11 Is age-friendly & accessible to all age groups	33.6%	48.2%	15.8%	2.1%	0.5%
Q6-12 Provides jobs/professional development for youth	23.1%	46.7%	26.5%	2.9%	0.7%
Q6-13 Provides volunteer opportunities for the community	29.1%	47.3%	21.0%	1.9%	0.7%

Q7. Please indicate if you or any member of your household has a need for each of the parks and recreation facilities/amenities in the City of Chino listed below.

(N=475)

	Yes	No
Q7-1. Accessible parks/walking trails	76.2%	23.8%
Q7-2. BMX park/bike pump track	10.5%	89.5%
Q7-3. Community center (multi-use space for events, exercise & activities)	55.4%	44.6%
Q7-4. Community gardens	31.8%	68.2%
Q7-5. Cricket pitch	3.4%	96.6%
Q7-6. Environmental/nature education center	32.4%	67.6%
Q7-7. Golf course	23.6%	76.4%
Q7-8. Indoor basketball/volleyball courts (indoor gyms)	29.5%	70.5%
Q7-9. Indoor swimming pool	31.4%	68.6%
Q7-10. Large community parks	57.9%	42.1%
Q7-11. Lighted diamond sports fields (baseball, softball)	32.6%	67.4%
Q7-12. Lighted rectangular sports fields (football, rugby, soccer)	28.2%	71.8%
Q7-13. Mountain bike trail	28.2%	71.8%
Q7-14. Multi-use paved trails (hiking, biking, walking)	68.8%	31.2%
Q7-15. Multi-use unpaved trails (hiking, biking, walking)	54.1%	45.9%
Q7-16. Off-leash dog park	33.5%	66.5%
Q7-17. Open space conservation areas	39.8%	60.2%
Q7-18. Outdoor exercise/fitness area	46.5%	53.5%
Q7-19. Outdoor courts (volleyball & basketball)	29.3%	70.7%
Q7-20. Outdoor racket sports (tennis, pickleball)	22.5%	77.5%

Q7. Please indicate if you or any member of your household has a need for each of the parks and recreation facilities/amenities in the City of Chino listed below.

	Yes	No
Q7-21. Outdoor swimming pool	30.1%	69.9%
Q7-22. Performing arts theater	34.5%	65.5%
Q7-23. Shaded picnic areas & shelters	63.2%	36.8%
Q7-24. Outdoor handball courts	17.1%	82.9%
Q7-25. Playgrounds	52.0%	48.0%
Q7-26. Shaded play areas	49.1%	50.9%
Q7-27. Skateboarding parks	17.1%	82.9%
Q7-28. Small neighborhood parks	58.9%	41.1%
Q7-29. Splash pads	32.2%	67.8%
Q7-30. Other	3.4%	96.6%

Q7. If "YES," please rate how well your need for facilities of this type are being met using a scale of 1 to 5, where 5 means they are "100% Met" and 1 means "0% Met."

(N=449)

	100% met	75% met	50% met	25% met	0% met
Q7-1. Accessible parks/walking trails	34.5%	33.3%	19.5%	8.8%	3.8%
Q7-2. BMX park/bike pump track	15.2%	19.6%	26.1%	10.9%	28.3%
Q7-3. Community center (multi-use space for events, exercise & activities)	27.3%	30.3%	26.9%	10.1%	5.5%
Q7-4. Community gardens	19.9%	22.1%	25.7%	18.4%	14.0%
Q7-5. Cricket pitch	20.0%	20.0%	6.7%	6.7%	46.7%
Q7-6. Environmental/nature education center	16.9%	20.4%	23.9%	17.6%	21.1%
Q7-7. Golf course	21.6%	21.6%	18.6%	9.8%	28.4%
Q7-8. Indoor basketball/volleyball courts (indoor gyms)	26.8%	22.8%	20.3%	13.8%	16.3%
Q7-9. Indoor swimming pool	12.0%	21.8%	12.0%	11.3%	42.9%
Q7-10. Large community parks	48.5%	26.7%	17.6%	4.2%	3.1%
Q7-11. Lighted diamond sports fields (baseball, softball)	39.6%	23.6%	22.2%	6.3%	8.3%
Q7-12. Lighted rectangular sports fields (football, rugby, soccer)	36.9%	28.7%	18.0%	5.7%	10.7%
Q7-13. Mountain bike trail	18.5%	14.3%	31.9%	14.3%	21.0%
Q7-14. Multi-use paved trails (hiking, biking, walking)	20.4%	32.9%	28.6%	10.9%	7.2%
Q7-15. Multi-use unpaved trails (hiking, biking, walking)	17.0%	26.0%	26.8%	17.4%	12.8%
Q7-16. Off-leash dog park	12.2%	11.6%	19.0%	19.0%	38.1%
Q7-17. Open space conservation areas	24.1%	21.8%	27.1%	18.2%	8.8%
Q7-18. Outdoor exercise/fitness area	22.4%	21.4%	25.0%	18.8%	12.5%
Q7-19. Outdoor courts (volleyball & basketball)	26.8%	26.0%	22.0%	13.4%	11.8%
Q7-20. Outdoor racket sports (tennis, pickleball)	15.6%	22.9%	20.8%	17.7%	22.9%

Q7. If "YES," please rate how well your need for facilities of this type are being met using a scale of 1 to 5, where 5 means they are "100% Met" and 1 means "0% Met."

	100% met	75% met	50% met	25% met	0% met
Q7-21. Outdoor swimming pool	21.9%	16.4%	23.4%	15.6%	22.7%
Q7-22. Performing arts theater	17.2%	23.4%	24.1%	15.9%	19.3%
Q7-23. Shaded picnic areas & shelters	28.6%	29.0%	26.5%	12.4%	3.5%
Q7-24. Outdoor handball courts	19.7%	18.3%	21.1%	18.3%	22.5%
Q7-25. Playgrounds	39.0%	32.5%	21.1%	5.3%	2.2%
Q7-26. Shaded play areas	22.2%	25.9%	29.7%	13.7%	8.5%
Q7-27. Skateboarding parks	30.1%	24.7%	19.2%	15.1%	11.0%
Q7-28. Small neighborhood parks	38.0%	33.7%	19.0%	6.6%	2.7%
Q7-29. Splash pads	15.0%	15.0%	22.1%	26.4%	21.4%
Q7-30. Other	7.7%	7.7%	15.4%	0.0%	69.2%

Q8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household?

Q8. Top choice	Number	Percent
Accessible parks/walking trails	131	27.6 %
BMX park/bike pump track	6	1.3 %
Community center (multi-use space for events, exercise & activities)	36	7.6 %
Community gardens	8	1.7 %
Cricket pitch	1	0.2 %
Environmental/nature education center	1	0.2 %
Golf course	10	2.1 %
Indoor basketball/volleyball courts (indoor gyms)	11	2.3 %
Indoor swimming pool	11	2.3 %
Large community parks	10	2.1 %
Lighted diamond sports fields (baseball, softball)	13	2.7 %
Lighted rectangular sports fields (football, rugby, soccer)	11	2.3 %
Mountain bike trail	4	0.8 %
Multi-use paved trails (hiking, biking, walking)	26	5.5 %
Multi-use unpaved trails (hiking, biking, walking)	12	2.5 %
Off-leash dog park	24	5.1 %
Open space conservation areas	6	1.3 %
Outdoor exercise/fitness area	6	1.3 %
Outdoor racket sports (tennis, pickleball)	5	1.1 %
Outdoor swimming pool	6	1.3 %
Performing arts theater	7	1.5 %
Shaded picnic areas & shelters	10	2.1 %
Outdoor handball courts	1	0.2 %
Playgrounds	14	2.9 %
Shaded play areas	11	2.3 %
Skateboarding parks	3	0.6 %
Small neighborhood parks	14	2.9 %
Splash pads	2	0.4 %
Other	7	1.5 %
None chosen	68	14.3 %
Total	475	100.0 %

Q8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household?

Q8. 2nd choice	Number	Percent
Accessible parks/walking trails	36	7.6 %
BMX park/bike pump track	8	1.7 %
Community center (multi-use space for events, exercise & activities)	27	5.7 %
Community gardens	16	3.4 %
Cricket pitch	1	0.2 %
Environmental/nature education center	10	2.1 %
Golf course	16	3.4 %
Indoor basketball/volleyball courts (indoor gyms)	9	1.9 %
Indoor swimming pool	22	4.6 %
Large community parks	31	6.5 %
Lighted diamond sports fields (baseball, softball)	10	2.1 %
Lighted rectangular sports fields (football, rugby, soccer)	6	1.3 %
Mountain bike trail	6	1.3 %
Multi-use paved trails (hiking, biking, walking)	43	9.1 %
Multi-use unpaved trails (hiking, biking, walking)	25	5.3 %
Off-leash dog park	16	3.4 %
Open space conservation areas	11	2.3 %
Outdoor exercise/fitness area	11	2.3 %
Outdoor courts (volleyball & basketball)	6	1.3 %
Outdoor racket sports (tennis, pickleball)	5	1.1 %
Outdoor swimming pool	6	1.3 %
Performing arts theater	9	1.9 %
Shaded picnic areas & shelters	15	3.2 %
Outdoor handball courts	3	0.6 %
Playgrounds	12	2.5 %
Shaded play areas	9	1.9 %
Skateboarding parks	3	0.6 %
Small neighborhood parks	17	3.6 %
Splash pads	6	1.3 %
None chosen	80	16.8 %
Total	475	100.0 %

Q8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household?

Q8. 3rd choice	Number	Percent
Accessible parks/walking trails	26	5.5 %
BMX park/bike pump track	1	0.2 %
Community center (multi-use space for events, exercise & activities)	13	2.7 %
Community gardens	8	1.7 %
Environmental/nature education center	12	2.5 %
Golf course	4	0.8 %
Indoor basketball/volleyball courts (indoor gyms)	6	1.3 %
Indoor swimming pool	15	3.2 %
Large community parks	26	5.5 %
Lighted diamond sports fields (baseball, softball)	8	1.7 %
Lighted rectangular sports fields (football, rugby, soccer)	7	1.5 %
Mountain bike trail	10	2.1 %
Multi-use paved trails (hiking, biking, walking)	46	9.7 %
Multi-use unpaved trails (hiking, biking, walking)	26	5.5 %
Off-leash dog park	14	2.9 %
Open space conservation areas	10	2.1 %
Outdoor exercise/fitness area	20	4.2 %
Outdoor courts (volleyball & basketball)	7	1.5 %
Outdoor racket sports (tennis, pickleball)	3	0.6 %
Outdoor swimming pool	13	2.7 %
Performing arts theater	9	1.9 %
Shaded picnic areas & shelters	23	4.8 %
Outdoor handball courts	1	0.2 %
Playgrounds	18	3.8 %
Shaded play areas	16	3.4 %
Small neighborhood parks	17	3.6 %
Splash pads	17	3.6 %
Other	1	0.2 %
None chosen	98	20.6 %
Total	475	100.0 %

Q8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household?

Q8. 4th choice	Number	Percent
Accessible parks/walking trails	15	3.2 %
BMX park/bike pump track	1	0.2 %
Community center (multi-use space for events, exercise & activities)	11	2.3 %
Community gardens	10	2.1 %
Environmental/nature education center	8	1.7 %
Golf course	10	2.1 %
Indoor basketball/volleyball courts (indoor gyms)	3	0.6 %
Indoor swimming pool	7	1.5 %
Large community parks	16	3.4 %
Lighted diamond sports fields (baseball, softball)	7	1.5 %
Lighted rectangular sports fields (football, rugby, soccer)	5	1.1 %
Mountain bike trail	9	1.9 %
Multi-use paved trails (hiking, biking, walking)	32	6.7 %
Multi-use unpaved trails (hiking, biking, walking)	29	6.1 %
Off-leash dog park	17	3.6 %
Open space conservation areas	13	2.7 %
Outdoor exercise/fitness area	17	3.6 %
Outdoor courts (volleyball & basketball)	2	0.4 %
Outdoor racket sports (tennis, pickleball)	4	0.8 %
Outdoor swimming pool	6	1.3 %
Performing arts theater	11	2.3 %
Shaded picnic areas & shelters	38	8.0 %
Outdoor handball courts	3	0.6 %
Playgrounds	20	4.2 %
Shaded play areas	11	2.3 %
Skateboarding parks	2	0.4 %
Small neighborhood parks	28	5.9 %
Splash pads	16	3.4 %
None chosen	124	26.1 %
Total	475	100.0 %

SUM OF TOP 4 CHOICES**Q8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household? (top 4)**

Q8. Sum of Top 4 Choices	Number	Percent
Accessible parks/walking trails	208	43.8 %
BMX park/bike pump track	16	3.4 %
Community center (multi-use space for events, exercise & activities)	87	18.3 %
Community gardens	42	8.8 %
Cricket pitch	2	0.4 %
Environmental/nature education center	31	6.5 %
Golf course	40	8.4 %
Indoor basketball/volleyball courts (indoor gyms)	29	6.1 %
Indoor swimming pool	55	11.6 %
Large community parks	83	17.5 %
Lighted diamond sports fields (baseball, softball)	38	8.0 %
Lighted rectangular sports fields (football, rugby, soccer)	29	6.1 %
Mountain bike trail	29	6.1 %
Multi-use paved trails (hiking, biking, walking)	147	30.9 %
Multi-use unpaved trails (hiking, biking, walking)	92	19.4 %
Off-leash dog park	71	14.9 %
Open space conservation areas	40	8.4 %
Outdoor exercise/fitness area	54	11.4 %
Outdoor courts (volleyball & basketball)	15	3.2 %
Outdoor racket sports (tennis, pickleball)	17	3.6 %
Outdoor swimming pool	31	6.5 %
Performing arts theater	36	7.6 %
Shaded picnic areas & shelters	86	18.1 %
Outdoor handball courts	8	1.7 %
Playgrounds	64	13.5 %
Shaded play areas	47	9.9 %
Skateboarding parks	8	1.7 %
Small neighborhood parks	76	16.0 %
Splash pads	41	8.6 %
Other	8	1.7 %
None chosen	68	14.3 %
Total	1598	

Q9. Please indicate if you or any member of your household has a need for each of the Community Services

Department programs in the City of Chino listed below.

(N=475)

	Yes	No
Q9-1. Adult fitness & wellness programs	57.5%	42.5%
Q9-2. Adult sports leagues	22.1%	77.9%
Q9-3. After school programs for youth of all ages	25.3%	74.7%
Q9-4. Adult performing arts programs (dance/music)	24.4%	75.6%
Q9-5. Adult visual arts/crafts programs	24.8%	75.2%
Q9-6. Community special events	48.0%	52.0%
Q9-7. Counseling	18.5%	81.5%
Q9-8. Cultural enrichment programs	22.7%	77.3%
Q9-9. EGaming/eSports	9.5%	90.5%
Q9-10. Exercise classes	50.9%	49.1%
Q9-11. Gymnastics/tumbling programs	13.5%	86.5%
Q9-12. Hiking programs (e.g. Hike the Valley)	38.3%	61.7%
Q9-13. Leadership/professional development	12.6%	87.4%
Q9-14. Outdoor environmental/nature camps & programs	22.5%	77.5%
Q9-15. Preschool programs/early childhood education	16.2%	83.8%
Q9-16. Programs for at risk youth/crime prevention	18.9%	81.1%
Q9-17. Programs for people with special needs	19.2%	80.8%
Q9-18. Recreation/competitive swim team	10.1%	89.9%
Q9-19. Robotics	13.7%	86.3%
Q9-20. Senior programs	43.4%	56.6%
Q9-21. STEM (science, technology, engineering, & mathematics) classes	27.6%	72.4%

Q9. Please indicate if you or any member of your household has a need for each of the Community Services Department programs in the City of Chino listed below.

	Yes	No
Q9-22. Swim lessons	24.6%	75.4%
Q9-23. Teen/tween programs	15.4%	84.6%
Q9-24. Tennis lessons & leagues	12.2%	87.8%
Q9-25. Trips & tours	29.5%	70.5%
Q9-26. Youth fitness & wellness classes	17.3%	82.7%
Q9-27. Youth performing arts programs (dance/music)	17.3%	82.7%
Q9-28. Youth sports programs & camps	22.5%	77.5%
Q9-29. Youth summer programs & camps	22.1%	77.9%
Q9-30. Youth visual arts/crafts programs	17.7%	82.3%
Q9-31. Water fitness programs/lap swimming	25.9%	74.1%
Q9-32. Other	0.8%	99.2%

Q9. If "YES," please rate how well your need for programs of this type are being met using a scale of 1 to 5, where 5

means they are "100% Met" and 1 means "0% Met."

(N=413)

	100% met	75% met	50% met	25% met	0% met
Q9-1. Adult fitness & wellness programs	16.2%	24.3%	34.5%	15.3%	9.8%
Q9-2. Adult sports leagues	27.4%	15.8%	26.3%	21.1%	9.5%
Q9-3. After school programs for youth of all ages	20.4%	26.2%	27.2%	17.5%	8.7%
Q9-4. Adult performing arts programs (dance/music)	20.0%	17.0%	22.0%	28.0%	13.0%
Q9-5. Adult visual arts/crafts programs	12.1%	19.2%	32.3%	22.2%	14.1%
Q9-6. Community special events	21.1%	31.9%	27.5%	14.2%	5.4%
Q9-7. Counseling	20.6%	10.3%	33.8%	17.6%	17.6%
Q9-8. Cultural enrichment programs	17.3%	17.3%	29.6%	23.5%	12.2%
Q9-9. EGaming/eSports	13.9%	19.4%	30.6%	16.7%	19.4%
Q9-10. Exercise classes	16.8%	22.6%	31.7%	17.8%	11.1%
Q9-11. Gymnastics/tumbling programs	23.1%	23.1%	26.9%	7.7%	19.2%
Q9-12. Hiking programs (e.g. Hike the Valley)	19.7%	15.9%	29.3%	17.8%	17.2%
Q9-13. Leadership/professional development	10.0%	12.0%	28.0%	30.0%	20.0%
Q9-14. Outdoor environmental/nature camps & programs	11.1%	15.6%	34.4%	17.8%	21.1%
Q9-15. Preschool programs/early childhood education	23.4%	26.6%	23.4%	12.5%	14.1%
Q9-16. Programs for at risk youth/crime prevention	22.2%	15.3%	27.8%	23.6%	11.1%
Q9-17. Programs for people with special needs	24.3%	12.2%	27.0%	17.6%	18.9%
Q9-18. Recreation/competitive swim team	19.5%	14.6%	26.8%	14.6%	24.4%
Q9-19. Robotics	3.9%	7.8%	19.6%	23.5%	45.1%
Q9-20. Senior programs	24.3%	23.8%	28.2%	16.6%	7.2%
Q9-21. STEM (science, technology, engineering, & mathematics) classes	11.1%	13.9%	23.1%	25.0%	26.9%

Q9. If "YES," please rate how well your need for programs of this type are being met using a scale of 1 to 5, where 5 means they are "100% Met" and 1 means "0% Met."

	100% met	75% met	50% met	25% met	0% met
Q9-22. Swim lessons	21.4%	17.3%	29.6%	12.2%	19.4%
Q9-23. Teen/tween programs	19.0%	15.9%	30.2%	25.4%	9.5%
Q9-24. Tennis lessons & leagues	17.4%	17.4%	30.4%	17.4%	17.4%
Q9-25. Trips & tours	19.6%	22.3%	23.2%	17.0%	17.9%
Q9-26. Youth fitness & wellness classes	18.9%	20.3%	27.0%	16.2%	17.6%
Q9-27. Youth performing arts programs (dance/music)	22.9%	27.1%	18.6%	14.3%	17.1%
Q9-28. Youth sports programs & camps	27.8%	24.7%	23.7%	15.5%	8.2%
Q9-29. Youth summer programs & camps	20.0%	21.1%	25.6%	20.0%	13.3%
Q9-30. Youth visual arts/crafts programs	17.4%	23.2%	24.6%	20.3%	14.5%
Q9-31. Water fitness programs/lap swimming	8.6%	17.1%	24.8%	28.6%	21.0%
Q9-32. Other	0.0%	0.0%	0.0%	0.0%	100.0%

Q9-32. Other

Q9-32. Other	Number	Percent
Adult Roller Hockey	1	25.0 %
CLASSES WITH IVHS, ETC	1	25.0 %
MORE YOUTH BASEBALL FACILITIES	1	25.0 %
Simple well-lit paved walking areas	1	25.0 %
Total	4	100.0 %

Q10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household?

<u>Q10. Top choice</u>	<u>Number</u>	<u>Percent</u>
Adult fitness & wellness programs	101	21.3 %
Adult sports leagues	14	2.9 %
After school programs for youth of all ages	14	2.9 %
Adult performing arts programs (dance/music)	6	1.3 %
Adult visual arts/crafts programs	4	0.8 %
Community special events	32	6.7 %
Counseling	8	1.7 %
Cultural enrichment programs	5	1.1 %
EGaming/eSports	2	0.4 %
Exercise classes	18	3.8 %
Gymnastics/tumbling programs	1	0.2 %
Hiking programs (e.g. Hike the Valley)	25	5.3 %
Outdoor environmental/nature camps & programs	3	0.6 %
Preschool programs/early childhood education	11	2.3 %
Programs for at risk youth/crime prevention	4	0.8 %
Programs for people with special needs	5	1.1 %
Recreation/competitive swim team	3	0.6 %
Robotics	3	0.6 %
Senior programs	30	6.3 %
STEM (science, technology, engineering, & mathematics) classes	18	3.8 %
Swim lessons	8	1.7 %
Teen/tween programs	1	0.2 %
Tennis lessons & leagues	3	0.6 %
Trips & tours	5	1.1 %
Youth fitness & wellness classes	1	0.2 %
Youth performing arts programs (dance/music)	4	0.8 %
Youth sports programs & camps	11	2.3 %
Youth summer programs & camps	5	1.1 %
Youth visual arts/crafts programs	1	0.2 %
Water fitness programs/lap swimming	6	1.3 %
Other	3	0.6 %
<u>None chosen</u>	<u>120</u>	<u>25.3 %</u>
Total	475	100.0 %

Q10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household?

<u>Q10. 2nd choice</u>	<u>Number</u>	<u>Percent</u>
Adult fitness & wellness programs	39	8.2 %
Adult sports leagues	14	2.9 %
After school programs for youth of all ages	15	3.2 %
Adult performing arts programs (dance/music)	10	2.1 %
Adult visual arts/crafts programs	13	2.7 %
Community special events	33	6.9 %
Counseling	5	1.1 %
Cultural enrichment programs	4	0.8 %
EGaming/eSports	4	0.8 %
Exercise classes	33	6.9 %
Gymnastics/tumbling programs	2	0.4 %
Hiking programs (e.g. Hike the Valley)	20	4.2 %
Leadership/professional development	8	1.7 %
Outdoor environmental/nature camps & programs	12	2.5 %
Preschool programs/early childhood education	11	2.3 %
Programs for at risk youth/crime prevention	7	1.5 %
Programs for people with special needs	2	0.4 %
Recreation/competitive swim team	1	0.2 %
Robotics	8	1.7 %
Senior programs	26	5.5 %
STEM (science, technology, engineering, & mathematics) classes	9	1.9 %
Swim lessons	11	2.3 %
Teen/tween programs	6	1.3 %
Tennis lessons & leagues	3	0.6 %
Trips & tours	10	2.1 %
Youth fitness & wellness classes	5	1.1 %
Youth performing arts programs (dance/music)	3	0.6 %
Youth sports programs & camps	7	1.5 %
Youth summer programs & camps	5	1.1 %
Youth visual arts/crafts programs	3	0.6 %
Water fitness programs/lap swimming	9	1.9 %
<u>None chosen</u>	<u>137</u>	<u>28.8 %</u>
Total	475	100.0 %

Q10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household?

Q10. 3rd choice	Number	Percent
Adult fitness & wellness programs	20	4.2 %
Adult sports leagues	5	1.1 %
After school programs for youth of all ages	8	1.7 %
Adult performing arts programs (dance/music)	6	1.3 %
Adult visual arts/crafts programs	14	2.9 %
Community special events	28	5.9 %
Counseling	8	1.7 %
Cultural enrichment programs	10	2.1 %
EGaming/eSports	6	1.3 %
Exercise classes	37	7.8 %
Gymnastics/tumbling programs	2	0.4 %
Hiking programs (e.g. Hike the Valley)	24	5.1 %
Leadership/professional development	3	0.6 %
Outdoor environmental/nature camps & programs	8	1.7 %
Preschool programs/early childhood education	4	0.8 %
Programs for at risk youth/crime prevention	8	1.7 %
Programs for people with special needs	9	1.9 %
Robotics	5	1.1 %
Senior programs	27	5.7 %
STEM (science, technology, engineering, & mathematics) classes	13	2.7 %
Swim lessons	5	1.1 %
Teen/tween programs	6	1.3 %
Tennis lessons & leagues	1	0.2 %
Trips & tours	13	2.7 %
Youth fitness & wellness classes	7	1.5 %
Youth performing arts programs (dance/music)	4	0.8 %
Youth sports programs & camps	9	1.9 %
Youth summer programs & camps	2	0.4 %
Youth visual arts/crafts programs	2	0.4 %
Water fitness programs/lap swimming	11	2.3 %
None chosen	170	35.8 %
Total	475	100.0 %

Q10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household?

Q10. 4th choice	Number	Percent
Adult fitness & wellness programs	19	4.0 %
Adult sports leagues	5	1.1 %
After school programs for youth of all ages	7	1.5 %
Adult performing arts programs (dance/music)	8	1.7 %
Adult visual arts/crafts programs	5	1.1 %
Community special events	14	2.9 %
Counseling	2	0.4 %
Cultural enrichment programs	9	1.9 %
EGaming/eSports	3	0.6 %
Exercise classes	18	3.8 %
Gymnastics/tumbling programs	2	0.4 %
Hiking programs (e.g. Hike the Valley)	14	2.9 %
Leadership/professional development	3	0.6 %
Outdoor environmental/nature camps & programs	6	1.3 %
Preschool programs/early childhood education	4	0.8 %
Programs for at risk youth/crime prevention	8	1.7 %
Programs for people with special needs	7	1.5 %
Recreation/competitive swim team	5	1.1 %
Robotics	11	2.3 %
Senior programs	25	5.3 %
STEM (science, technology, engineering, & mathematics) classes	9	1.9 %
Swim lessons	10	2.1 %
Teen/tween programs	2	0.4 %
Tennis lessons & leagues	2	0.4 %
Trips & tours	17	3.6 %
Youth fitness & wellness classes	4	0.8 %
Youth performing arts programs (dance/music)	4	0.8 %
Youth sports programs & camps	5	1.1 %
Youth summer programs & camps	9	1.9 %
Youth visual arts/crafts programs	4	0.8 %
Water fitness programs/lap swimming	12	2.5 %
Other	1	0.2 %
None chosen	221	46.5 %
Total	475	100.0 %

SUM OF TOP 4 CHOICES**Q10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household? (top 4)**

Q10. Sum of Top 4 Choices	Number	Percent
Adult fitness & wellness programs	179	37.7 %
Adult sports leagues	38	8.0 %
After school programs for youth of all ages	44	9.3 %
Adult performing arts programs (dance/music)	30	6.3 %
Adult visual arts/crafts programs	36	7.6 %
Community special events	107	22.5 %
Counseling	23	4.8 %
Cultural enrichment programs	28	5.9 %
EGaming/eSports	15	3.2 %
Exercise classes	106	22.3 %
Gymnastics/tumbling programs	7	1.5 %
Hiking programs (e.g. Hike the Valley)	83	17.5 %
Leadership/professional development	14	2.9 %
Outdoor environmental/nature camps & programs	29	6.1 %
Preschool programs/early childhood education	30	6.3 %
Programs for at risk youth/crime prevention	27	5.7 %
Programs for people with special needs	23	4.8 %
Recreation/competitive swim team	9	1.9 %
Robotics	27	5.7 %
Senior programs	108	22.7 %
STEM (science, technology, engineering, & mathematics) classes	49	10.3 %
Swim lessons	34	7.2 %
Teen/tween programs	15	3.2 %
Tennis lessons & leagues	9	1.9 %
Trips & tours	45	9.5 %
Youth fitness & wellness classes	17	3.6 %
Youth performing arts programs (dance/music)	15	3.2 %
Youth sports programs & camps	32	6.7 %
Youth summer programs & camps	21	4.4 %
Youth visual arts/crafts programs	10	2.1 %
Water fitness programs/lap swimming	38	8.0 %
Other	4	0.8 %
None chosen	120	25.3 %
Total	1372	

Q11. The City of Chino is in the process of evaluating its special events. With that in mind, please check the THREE single or multi-day event concepts that you and members of your household would be MOST INTERESTED in.

Q11. What single or multi-day event concepts you would be most interested in	Number	Percent
Cultural celebrations (ethnic music, traditions, performances)	134	28.2 %
Food events (farmer's market, food tastings, beer/wine)	333	70.1 %
Entertainment (music, movies, performers)	250	52.6 %
Health & wellness events (nutrition counseling, preventative health education, mental health wellness, community resources)	97	20.4 %
Environmental event (Earth Day, sustainability, recycling)	62	13.1 %
Employment/job fairs	59	12.4 %
Competitions (triathlon, bike, 5K/10K runs, adventure/obstacle courses)	55	11.6 %
Sports tournaments (basketball, football, dodgeball, pickleball, soccer)	44	9.3 %
Safety/crime prevention fairs	43	9.1 %
Holiday celebrations—Memorial, Veterans, 4th of July	190	40.0 %
None. I don't think City should offer special events	9	1.9 %
Total	1276	

Q12. Should the city offer a multi-day (2-3 day) special event?

Q12. Should City offer a multi-day (2-3 day) special event	Number	Percent
Yes	282	59.4 %
No	155	32.6 %
Not provided	38	8.0 %
Total	475	100.0 %

WITHOUT NOT PROVIDED

Q12. Should the city offer a multi-day (2-3 day) special event? (without "not provided")

Q12. Should City offer a multi-day (2-3 day) special event	Number	Percent
Yes	282	64.5 %
No	155	35.5 %
Total	437	100.0 %

Q13. The City of Chino is exploring the importance of a multiuse community center. Below are some features that could be included in that facility. Please indicate how often your household would use each of these features.

(N=475)

	Several times/ week	A few times/ month	At least once/ month	Less than once/ month	Seldom/ never	Don't know
Q13-1. Aerobics/fitness/gymnastics space	21.9%	18.1%	12.4%	5.7%	21.3%	20.6%
Q13-2. Arts & crafts rooms	5.5%	11.6%	16.8%	11.4%	31.4%	23.4%
Q13-3. Banquet/special event space	1.5%	2.5%	8.8%	20.4%	36.6%	30.1%
Q13-4. Childcare	7.4%	3.4%	2.3%	2.3%	54.5%	30.1%
Q13-5. Indoor all-inclusive playground	7.2%	10.3%	8.8%	7.8%	39.8%	26.1%
Q13-6. Indoor court sports (handball, racquetball)	6.7%	9.5%	9.7%	8.2%	41.7%	24.2%
Q13-7. Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	13.5%	14.9%	12.6%	6.9%	29.3%	22.7%
Q13-8. Indoor running/walking track	21.5%	22.3%	11.4%	5.7%	21.3%	17.9%
Q13-9. Indoor stage/theater performances/ cultural arts	6.1%	6.3%	14.1%	15.2%	32.0%	26.3%
Q13-10. Indoor turf fields	6.1%	6.1%	8.6%	8.0%	43.4%	27.8%
Q13-11. Multi-purpose courts for basketball, pickleball, volleyball, etc.	7.8%	10.3%	9.7%	9.7%	37.3%	25.3%
Q13-12. Multi-purpose space for classes/ meetings/parties	4.0%	6.3%	9.5%	20.2%	32.2%	27.8%
Q13-13. Pre-school space	6.3%	3.2%	2.9%	2.7%	50.9%	33.9%
Q13-14. Technology/innovation center (creative/ maker space)	3.8%	7.8%	12.6%	9.7%	36.2%	29.9%
Q13-15. Weight room/cardiovascular equipment area	17.9%	17.1%	9.9%	7.4%	25.9%	21.9%
Q13-16. Youth counseling services	3.8%	6.3%	5.1%	3.8%	46.9%	34.1%
Q13-17. Other	53.3%	26.7%	13.3%	0.0%	0.0%	6.7%

WITHOUT NOT PROVIDED

Q13. The City of Chino is exploring the importance of a multiuse community center. Below are some features that could be included in that facility. Please indicate how often your household would use each of these features. (without "don't know")

(N=475)

	Several times/week	A few times/month	At least once/month	Less than once/month	Seldom/ never
Q13-1. Aerobics/fitness/gymnastics space	27.6%	22.8%	15.6%	7.2%	26.8%
Q13-2. Arts & crafts rooms	7.1%	15.1%	22.0%	14.8%	40.9%
Q13-3. Banquet/special event space	2.1%	3.6%	12.7%	29.2%	52.4%
Q13-4. Childcare	10.5%	4.8%	3.3%	3.3%	78.0%
Q13-5. Indoor all-inclusive playground	9.7%	14.0%	12.0%	10.5%	53.8%
Q13-6. Indoor court sports (handball, racquetball)	8.9%	12.5%	12.8%	10.8%	55.0%
Q13-7. Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	17.4%	19.3%	16.3%	9.0%	37.9%
Q13-8. Indoor running/walking track	26.2%	27.2%	13.8%	6.9%	25.9%
Q13-9. Indoor stage/theater performances/ cultural arts	8.3%	8.6%	19.1%	20.6%	43.4%
Q13-10. Indoor turf fields	8.5%	8.5%	12.0%	11.1%	60.1%
Q13-11. Multi-purpose courts for basketball, pickleball, volleyball, etc.	10.4%	13.8%	13.0%	13.0%	49.9%
Q13-12. Multi-purpose space for classes/ meetings/parties	5.5%	8.7%	13.1%	28.0%	44.6%
Q13-13. Pre-school space	9.6%	4.8%	4.5%	4.1%	77.1%
Q13-14. Technology/innovation center (creative/ maker space)	5.4%	11.1%	18.0%	13.8%	51.7%
Q13-15. Weight room/cardiovascular equipment area	22.9%	21.8%	12.7%	9.4%	33.2%
Q13-16. Youth counseling services	5.8%	9.6%	7.7%	5.8%	71.2%
Q13-17. Other	57.1%	28.6%	14.3%	0.0%	0.0%

Q13-17. Other

<u>Q13-17. Other</u>	<u>Number</u>	<u>Percent</u>
Aquatic center	1	6.7 %
BOUTIQUE SALES	1	6.7 %
CLASSES FROM DIFFERENT AGENCIES	1	6.7 %
COOKING CLASSES	1	6.7 %
DOG PARK	1	6.7 %
DOG PLAY AREA	1	6.7 %
GOLF	1	6.7 %
INDOOR SWIMMING POOL	1	6.7 %
OFFER BAND LESSONS	1	6.7 %
OUTDOOR POOL	1	6.7 %
OUTDOOR RECREATION LESSONS	1	6.7 %
Playing with family	1	6.7 %
Police sponsored neighborhood watch updates to citizens	1	6.7 %
VETERANS CONCERNS	1	6.7 %
Water aerobics for seniors	1	6.7 %
Total	15	100.0 %

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center?

Q14. Top choice	Number	Percent
Aerobics/fitness/gymnastics space	108	22.7 %
Arts & crafts rooms	31	6.5 %
Banquet/special event space	11	2.3 %
Childcare	13	2.7 %
Indoor all-inclusive playground	23	4.8 %
Indoor court sports (handball, racquetball)	10	2.1 %
Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	40	8.4 %
Indoor running/walking track	46	9.7 %
Indoor stage/theater performances/cultural arts	14	2.9 %
Indoor turf fields	9	1.9 %
Multi-purpose courts for basketball, pickleball, volleyball, etc.	10	2.1 %
Multi-purpose space for classes/meetings/parties	4	0.8 %
Pre-school space	6	1.3 %
Technology/innovation center (creative/maker space)	9	1.9 %
Weight room/cardiovascular equipment area	25	5.3 %
Youth counseling services	4	0.8 %
Other	2	0.4 %
None chosen	110	23.2 %
Total	475	100.0 %

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center?

Q14. 2nd choice	Number	Percent
Aerobics/fitness/gymnastics space	29	6.1 %
Arts & crafts rooms	23	4.8 %
Banquet/special event space	14	2.9 %
Childcare	15	3.2 %
Indoor all-inclusive playground	27	5.7 %
Indoor court sports (handball, racquetball)	18	3.8 %
Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	30	6.3 %
Indoor running/walking track	67	14.1 %
Indoor stage/theater performances/cultural arts	20	4.2 %
Indoor turf fields	13	2.7 %
Multi-purpose courts for basketball, pickleball, volleyball, etc.	14	2.9 %
Multi-purpose space for classes/meetings/parties	13	2.7 %
Pre-school space	8	1.7 %
Technology/innovation center (creative/maker space)	18	3.8 %
Weight room/cardiovascular equipment area	32	6.7 %
Youth counseling services	2	0.4 %
Other	2	0.4 %
None chosen	130	27.4 %
Total	475	100.0 %

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center?

Q14. 3rd choice	Number	Percent
Aerobics/fitness/gymnastics space	25	5.3 %
Arts & crafts rooms	15	3.2 %
Banquet/special event space	20	4.2 %
Childcare	6	1.3 %
Indoor all-inclusive playground	23	4.8 %
Indoor court sports (handball, racquetball)	11	2.3 %
Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	31	6.5 %
Indoor running/walking track	48	10.1 %
Indoor stage/theater performances/cultural arts	17	3.6 %
Indoor turf fields	8	1.7 %
Multi-purpose courts for basketball, pickleball, volleyball, etc.	18	3.8 %
Multi-purpose space for classes/meetings/parties	17	3.6 %
Pre-school space	3	0.6 %
Technology/innovation center (creative/maker space)	17	3.6 %
Weight room/cardiovascular equipment area	40	8.4 %
Youth counseling services	5	1.1 %
Other	2	0.4 %
None chosen	169	35.6 %
Total	475	100.0 %

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center?

Q14. 4th choice	Number	Percent
Aerobics/fitness/gymnastics space	22	4.6 %
Arts & crafts rooms	23	4.8 %
Banquet/special event space	14	2.9 %
Childcare	7	1.5 %
Indoor all-inclusive playground	15	3.2 %
Indoor court sports (handball, racquetball)	10	2.1 %
Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	9	1.9 %
Indoor running/walking track	25	5.3 %
Indoor stage/theater performances/cultural arts	15	3.2 %
Indoor turf fields	9	1.9 %
Multi-purpose courts for basketball, pickleball, volleyball, etc.	18	3.8 %
Multi-purpose space for classes/meetings/parties	17	3.6 %
Pre-school space	4	0.8 %
Technology/innovation center (creative/maker space)	22	4.6 %
Weight room/cardiovascular equipment area	43	9.1 %
Youth counseling services	8	1.7 %
Other	3	0.6 %
None chosen	211	44.4 %
Total	475	100.0 %

SUM OF TOP 4 CHOICES

Q14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center? (top 4)

Q14. Sum of Top 4 Choices	Number	Percent
Aerobics/fitness/gymnastics space	184	38.7 %
Arts & crafts rooms	92	19.4 %
Banquet/special event space	59	12.4 %
Childcare	41	8.6 %
Indoor all-inclusive playground	88	18.5 %
Indoor court sports (handball, racquetball)	49	10.3 %
Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	110	23.2 %
Indoor running/walking track	186	39.2 %
Indoor stage/theater performances/cultural arts	66	13.9 %
Indoor turf fields	39	8.2 %
Multi-purpose courts for basketball, pickleball, volleyball, etc.	60	12.6 %
Multi-purpose space for classes/meetings/parties	51	10.7 %
Pre-school space	21	4.4 %
Technology/innovation center (creative/maker space)	66	13.9 %
Weight room/cardiovascular equipment area	140	29.5 %
Youth counseling services	19	4.0 %
Other	9	1.9 %
None chosen	110	23.2 %
Total	1390	

Q15. Which ONE of the following statements best represents how you feel the cost for operating a new multiuse community center should be paid?

Q15. How should cost for operating a new multiuse community center be paid	Number	Percent
100% through taxes	45	9.5 %
75% should be covered through taxes & 25% from user fees	108	22.7 %
50% should be covered through taxes & 50% from user fees	109	22.9 %
25% should be covered through taxes & 75% from user fees	40	8.4 %
100% through fees	52	10.9 %
Don't know	121	25.5 %
Total	475	100.0 %

WITHOUT DON'T KNOW

Q15. Which ONE of the following statements best represents how you feel the cost for operating a new multiuse community center should be paid? (without "don't know")

Q15. How should cost for operating a new multiuse community center be paid	Number	Percent
100% through taxes	45	12.7 %
75% should be covered through taxes & 25% from user fees	108	30.5 %
50% should be covered through taxes & 50% from user fees	109	30.8 %
25% should be covered through taxes & 75% from user fees	40	11.3 %
100% through fees	52	14.7 %
Total	354	100.0 %

Q16. Please rate your level of satisfaction with the overall value that your household receives from the City of Chino Community Services Department.

Q16. Your level of satisfaction with overall value
your household receives from City Community

Services Department	Number	Percent
Very satisfied	78	16.4 %
Satisfied	190	40.0 %
Neutral	128	26.9 %
Dissatisfied	18	3.8 %
Very dissatisfied	3	0.6 %
Don't know	58	12.2 %
Total	475	100.0 %

WITHOUT DON'T KNOW

Q16. Please rate your level of satisfaction with the overall value that your household receives from the City of Chino Community Services Department. (without "don't know")

Q16. Your level of satisfaction with overall value
your household receives from City Community

Services Department	Number	Percent
Very satisfied	78	18.7 %
Satisfied	190	45.6 %
Neutral	128	30.7 %
Dissatisfied	18	4.3 %
Very dissatisfied	3	0.7 %
Total	417	100.0 %

Q17. The following is a list of actions the City of Chino could take to improve parks, facilities, and recreation services. Please indicate your level of support for each potential action.

(N=475)

	Very supportive	Somewhat supportive	Not sure	Not supportive
Q17-1. Add new restrooms in parks	39.8%	22.5%	31.2%	6.5%
Q17-2. Develop a new outdoor exercise/fitness area	39.4%	23.8%	30.3%	6.5%
Q17-3. Develop a new sports complex (e.g. baseball, soccer, softball)	24.0%	19.8%	41.9%	14.3%
Q17-4. Develop space for performance arts/theater/cultural arts	24.6%	28.8%	36.2%	10.3%
Q17-5. Develop additional sports field capacity by adding lights to existing fields	30.7%	24.6%	36.2%	8.4%
Q17-6. Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	24.2%	29.5%	36.2%	10.1%
Q17-7. Develop new BMX park/bike pump track	10.9%	15.2%	47.8%	26.1%
Q17-8. Develop new neighborhood parks	33.7%	27.6%	32.2%	6.5%
Q17-9. Develop new walking trails	55.6%	22.1%	19.6%	2.7%
Q17-10. Develop a new multiuse community center	30.9%	27.6%	34.7%	6.7%
Q17-11. Improve existing athletic fields	30.9%	28.8%	34.1%	6.1%
Q17-12. Improve existing indoor recreation space	31.6%	26.7%	35.8%	5.9%
Q17-13. Improve existing parks	44.4%	28.0%	24.8%	2.7%
Q17-14. Improve existing outdoor basketball/tennis courts	31.8%	28.2%	33.9%	6.1%
Q17-15. Improve existing picnic shelters/pavilions	41.3%	26.3%	28.4%	4.0%
Q17-16. Improve existing playgrounds	39.8%	29.9%	26.5%	3.8%
Q17-17. Improve existing park restrooms	49.1%	24.4%	24.4%	2.1%
Q17-18. Improve existing trail system (increasing connectivity/accessibility)	49.7%	20.6%	26.1%	3.6%
Q17-19. Other	92.0%	0.0%	8.0%	0.0%

Q17-19. Other

<u>Q17-19. Other</u>	<u>Number</u>	<u>Percent</u>
A dog park as beautiful and large as the one in Chino Hills	1	4.0 %
ADA PLAYGROUND EQUIPMENT(INCLUSIVE)	1	4.0 %
ADD MORE PARKS, AND MAINTAIN THE BEAUTY OF EXISTING PARKS	1	4.0 %
Aquatic center or indoor swimming pool	1	4.0 %
CITY HALL	1	4.0 %
COMMUNITY GARDENS	1	4.0 %
DEVELOP INDOOR RACQUET COURTS BADMINTON	1	4.0 %
DEVELOP A PARK WITH INTE.G.RATED BIKE ROUTE	1	4.0 %
DOG PARK	6	24.0 %
Dance studio space	1	4.0 %
Discussion regarding outdoor amphitheater at Ayala Park	1	4.0 %
EXERCISE STATIONS AT PARKS	1	4.0 %
GET RID OF THE HOMELESS AT THE PARKS	1	4.0 %
GOLF RANGE	1	4.0 %
IMPROVE PERIMETER LIGHTING AROUND PARKS TO DETER CRIMINAL ACTIVITY	1	4.0 %
INDOOR POOL	1	4.0 %
NO NEW TAXES	1	4.0 %
RESTORE AYALA BATTING CAGES	1	4.0 %
Restrooms next to playground (Liberty Park)	1	4.0 %
<u>Update and offer more at YMCA for seniors and special needs</u>	<u>1</u>	<u>4.0 %</u>
Total	25	100.0 %

Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund?

Q18. Top choice	Number	Percent
Add new restrooms in parks	43	9.1 %
Develop a new outdoor exercise/fitness area	31	6.5 %
Develop a new sports complex (e.g. baseball, soccer, softball)	25	5.3 %
Develop space for performance arts/theater/cultural arts	30	6.3 %
Develop additional sports field capacity by adding lights to existing fields	5	1.1 %
Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	13	2.7 %
Develop new BMX park/bike pump track	8	1.7 %
Develop new neighborhood parks	20	4.2 %
Develop new walking trails	53	11.2 %
Develop a new multiuse community center	15	3.2 %
Improve existing athletic fields	4	0.8 %
Improve existing indoor recreation space	8	1.7 %
Improve existing parks	24	5.1 %
Improve existing outdoor basketball/tennis courts	4	0.8 %
Improve existing picnic shelters/pavilions	7	1.5 %
Improve existing playgrounds	8	1.7 %
Improve existing park restrooms	15	3.2 %
Improve existing trail system (increasing connectivity/accessibility)	21	4.4 %
Other	14	2.9 %
None chosen	127	26.7 %
Total	475	100.0 %

Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund?

Q18. 2nd choice	Number	Percent
Add new restrooms in parks	18	3.8 %
Develop a new outdoor exercise/fitness area	29	6.1 %
Develop a new sports complex (e.g. baseball, soccer, softball)	12	2.5 %
Develop space for performance arts/theater/cultural arts	17	3.6 %
Develop additional sports field capacity by adding lights to existing fields	21	4.4 %
Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	15	3.2 %
Develop new BMX park/bike pump track	3	0.6 %
Develop new neighborhood parks	19	4.0 %
Develop new walking trails	51	10.7 %
Develop a new multiuse community center	19	4.0 %
Improve existing athletic fields	8	1.7 %
Improve existing indoor recreation space	8	1.7 %
Improve existing parks	30	6.3 %
Improve existing outdoor basketball/tennis courts	1	0.2 %
Improve existing picnic shelters/pavilions	15	3.2 %
Improve existing playgrounds	23	4.8 %
Improve existing park restrooms	19	4.0 %
Improve existing trail system (increasing connectivity/accessibility)	16	3.4 %
Other	2	0.4 %
None chosen	149	31.4 %
Total	475	100.0 %

Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund?

Q18. 3rd choice	Number	Percent
Add new restrooms in parks	8	1.7 %
Develop a new outdoor exercise/fitness area	16	3.4 %
Develop a new sports complex (e.g. baseball, soccer, softball)	12	2.5 %
Develop space for performance arts/theater/cultural arts	13	2.7 %
Develop additional sports field capacity by adding lights to existing fields	8	1.7 %
Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	11	2.3 %
Develop new BMX park/bike pump track	3	0.6 %
Develop new neighborhood parks	19	4.0 %
Develop new walking trails	37	7.8 %
Develop a new multiuse community center	19	4.0 %
Improve existing athletic fields	12	2.5 %
Improve existing indoor recreation space	7	1.5 %
Improve existing parks	29	6.1 %
Improve existing outdoor basketball/tennis courts	8	1.7 %
Improve existing picnic shelters/pavilions	27	5.7 %
Improve existing playgrounds	19	4.0 %
Improve existing park restrooms	26	5.5 %
Improve existing trail system (increasing connectivity/accessibility)	22	4.6 %
Other	1	0.2 %
None chosen	178	37.5 %
Total	475	100.0 %

Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund?

Q18. 4th choice	Number	Percent
Add new restrooms in parks	9	1.9 %
Develop a new outdoor exercise/fitness area	16	3.4 %
Develop a new sports complex (e.g. baseball, soccer, softball)	7	1.5 %
Develop space for performance arts/theater/cultural arts	8	1.7 %
Develop additional sports field capacity by adding lights to existing fields	12	2.5 %
Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	9	1.9 %
Develop new BMX park/bike pump track	3	0.6 %
Develop new neighborhood parks	14	2.9 %
Develop new walking trails	15	3.2 %
Develop a new multiuse community center	11	2.3 %
Improve existing athletic fields	13	2.7 %
Improve existing indoor recreation space	12	2.5 %
Improve existing parks	21	4.4 %
Improve existing outdoor basketball/tennis courts	5	1.1 %
Improve existing picnic shelters/pavilions	22	4.6 %
Improve existing playgrounds	15	3.2 %
Improve existing park restrooms	36	7.6 %
Improve existing trail system (increasing connectivity/accessibility)	26	5.5 %
Other	1	0.2 %
None chosen	220	46.3 %
Total	475	100.0 %

SUM OF TOP 4 CHOICES**Q18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund? (top 4)**

Q18. Sum of Top 4 Choices	Number	Percent
Add new restrooms in parks	78	16.4 %
Develop a new outdoor exercise/fitness area	92	19.4 %
Develop a new sports complex (e.g. baseball, soccer, softball)	56	11.8 %
Develop space for performance arts/theater/cultural arts	68	14.3 %
Develop additional sports field capacity by adding lights to existing fields	46	9.7 %
Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	48	10.1 %
Develop new BMX park/bike pump track	17	3.6 %
Develop new neighborhood parks	72	15.2 %
Develop new walking trails	156	32.8 %
Develop a new multiuse community center	64	13.5 %
Improve existing athletic fields	37	7.8 %
Improve existing indoor recreation space	35	7.4 %
Improve existing parks	104	21.9 %
Improve existing outdoor basketball/tennis courts	18	3.8 %
Improve existing picnic shelters/pavilions	71	14.9 %
Improve existing playgrounds	65	13.7 %
Improve existing park restrooms	96	20.2 %
Improve existing trail system (increasing connectivity/accessibility)	85	17.9 %
Other	18	3.8 %
None chosen	127	26.7 %
Total	1353	

Q19. Your gender:

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	234	49.3 %
Female	237	49.9 %
Non-binary	2	0.4 %
Not provided	2	0.4 %
Total	475	100.0 %

WITHOUT NOT PROVIDED

Q19. Your gender: (without "not provided")

<u>Q19. Your gender</u>	<u>Number</u>	<u>Percent</u>
Male	234	49.5 %
Female	237	50.1 %
Non-binary	2	0.4 %
Total	473	100.0 %

Q20. Including yourself, how many people in your household are...

	<u>Mean</u>	<u>Sum</u>
number	2.95	1379
Under age 5	0.12	55
Ages 5-9	0.17	79
Ages 10-14	0.19	87
Ages 15-19	0.18	84
Ages 20-24	0.18	84
Ages 25-34	0.32	148
Ages 35-44	0.38	176
Ages 45-54	0.34	158
Ages 55-64	0.50	233
Ages 65-74	0.43	200
Ages 75-84	0.12	56
Ages 85+	0.04	19

Q21. Your age:

Q21. Your age	Number	Percent
18-34	90	18.9 %
35-44	94	19.8 %
45-54	94	19.8 %
55-64	97	20.4 %
65+	97	20.4 %
Not provided	3	0.6 %
Total	475	100.0 %

WITHOUT NOT PROVIDED

Q21. Your age: (without "not provided")

Q21. Your age	Number	Percent
18-34	90	19.1 %
35-44	94	19.9 %
45-54	94	19.9 %
55-64	97	20.6 %
65+	97	20.6 %
Total	472	100.0 %

Q22. How many years have you lived in Chino?

Q22. How many years have you lived in Chino	Number	Percent
0-5	64	13.5 %
6-10	50	10.5 %
11-15	48	10.1 %
16-20	57	12.0 %
21-30	92	19.4 %
31+	158	33.3 %
Not provided	6	1.3 %
Total	475	100.0 %

WITHOUT NOT PROVIDED

Q22. How many years have you lived in Chino? (without "not provided")

Q22. How many years have you lived in Chino	Number	Percent
0-5	64	13.6 %
6-10	50	10.7 %
11-15	48	10.2 %
16-20	57	12.2 %
21-30	92	19.6 %
31+	158	33.7 %
Total	469	100.0 %

Q23. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?

Q23. Are you of Hispanic, Latino, or Spanish ancestry	Number	Percent
Yes	244	51.4 %
No	231	48.6 %
Total	475	100.0 %

Q24. Which of the following best describes your race/ethnicity?

Q24. Your race/ethnicity	Number	Percent
White/Caucasian	260	54.7 %
Asian	58	12.2 %
Pacific Islander	7	1.5 %
African American/Black	24	5.1 %
Native American	8	1.7 %
Other	91	19.2 %
Total	448	

Q24-6. Other

Q24-6. Other	Number	Percent
Asian Indian	1	1.1 %
BASQUE	1	1.1 %
Filipino	1	1.1 %
Hispanic	65	71.4 %
Latino	4	4.4 %
Mexican	11	12.1 %
Mexican, Chicano	1	1.1 %
Mixed	2	2.2 %
PORTUGUESE	1	1.1 %
Puerto Rican	1	1.1 %
Spanish	3	3.3 %
Total	91	100.0 %

Section 5

Survey Instrument

Dear Chino Resident:

To better serve you and your family in the future, the City of Chino, Community Services Department, has embarked on a comprehensive parks, facility, and program needs assessment. Part of this process is to hear from you through a community-wide survey. We need a few minutes of your time to share your valuable input.

Your response to the enclosed survey is extremely important...

Your household was one of a limited number randomly selected to receive this survey, therefore, it is very important that you participate.

We appreciate your time...

We realize this survey will take approximately 10-15 minutes to complete, but each question is important. The time you invest in completing this survey will aid the Community Services Department in taking a resident-driven approach to making decisions that will enrich the future of the community and positively affect the lives of its residents.

Please complete and return your survey within the next two weeks...

We have selected ETC Institute, an independent consulting company, as our partner to administer this survey. They will compile the data received and present the results to the Community Services Department. The results will then be available to the community. **Your responses will remain confidential.** Please return your completed survey in the enclosed postage-paid envelope addressed to ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061. If you prefer, you can complete the survey online at www.chinosurvey.org.

If you have any questions, please feel free to contact us at (909) 334-3256 or by email at communityservices@cityofchino.org. The Needs Assessment Survey is a tool that will benefit all Chino residents. Please take this opportunity to let your voice be heard!

Sincerely,



Linda Reich
Director of Community Services

LR:ma

Enclosure



City of Chino Parks and Facilities Master Plan Needs Assessment

Let your voice be heard today!

The City of Chino would like your input to help determine park, facility, and recreation priorities for the community. Parks and recreation facilities contribute significantly to the quality of life in Chino, and your opinions are very important. This survey will take 10-15 minutes to complete. When you are finished, please return your completed survey in the enclosed postage-paid, return-reply envelope. If you prefer, you can complete the survey online at www.chinosurvey.org. We greatly appreciate and value your time!

1. Have you or any member of your household visited any City of Chino parks and/or facilities during the past 12 months?

___(1) Yes [Answer Q1a-b.] ___(2) No [Skip to Q1c.]

1a. How often have you visited City of Chino parks and/or facilities during the past 12 months?

___(1) More than 5 times a week ___(3) Once a week ___(5) Less than once a month
 ___(2) 2-4 times a week ___(4) 1-3 times a month ___(9) Don't know

1b. Overall, how would you rate the physical condition of ALL the City of Chino parks and facilities you have visited?

___(1) Excellent ___(2) Good ___(3) Fair ___(4) Poor

1c. If your household has NOT visited any City of Chino parks and/or facilities during the past 12 months, please CHECK ALL of the following reasons you have NOT visited.

___(01) Use parks/facilities in other cities	___(07) Lack of handicap accessibility
___(02) Too far from your home	___(08) Not aware of parks' or facilities' locations
___(03) Parks/facilities are not well maintained	___(09) Lack of transportation
___(04) Lack of features we want to use	___(10) Lack of restrooms
___(05) Lack of parking to access parks/facilities	___(11) Lack of trust in government
___(06) Do not feel safe using parks/facilities	___(12) Language/cultural barriers
	___(13) Other: _____

2. From the following list, please CHECK ALL of the organizations that you or members of your household have used for recreation and sports activities during the last 12 months.

___(01) Private schools	___(07) Neighboring cities
___(02) Places of worship (e.g. synagogues, churches)	___(08) Private clubs (tennis, health, swim, fitness)
___(03) Private and non-profit youth sports	___(09) City of Chino Community Services Department
___(04) Public schools	___(10) YMCA programs
___(05) Private summer camps	___(11) Other: _____
___(06) Private workout facilities	

3. From the following list, please CHECK ALL the ways you learn about City of Chino Community Services Department programs and services.

___(01) City recreation guide/Chino Connection	___(05) Newspaper	___(12) Social Media
___(02) City website	___(06) Word of mouth	___(13) Flyers
___(03) Materials at parks or recreation facilities	___(07) Promotions at special events	___(14) City Council meetings
___(04) Conversations with Community Services staff	___(08) Banners	___(15) Other: _____
	___(09) Phone app	
	___(10) Emails	
	___(11) E-newsletter	

4. From the list in Question 3, which THREE methods of communication would you MOST PREFER the City use to communicate with you about Community Services programs and services? [Write in your answers below using the numbers from the list in Question 3, or circle "NONE."]

1st: ___ 2nd: ___ 3rd: ___ NONE

5. Has your household participated in any programs offered by the City of Chino Community Services Department during the past 12 months?

___(1) Yes [Answer Q5a-b.] ___(2) No [Skip to Q5c]

5a. How many programs offered by the City of Chino Community Services Department have you or members of your household participated in during the past 12 months?

___(1) One ___(2) 2-3 ___(3) 4-6 ___(4) 7 or more

5b. How would you rate the overall quality of the City of Chino Community Services Department programs in which your household has participated?

___(1) Excellent ___(2) Good ___(3) Fair ___(4) Poor

5c. If your household has NOT participated in any City of Chino Community Services Department programs during the past 12 months, please CHECK ALL of the following reasons why you may have NOT participated.

- | | |
|--|---|
| ___(01) Lack of quality instructors | ___(10) Program not offered |
| ___(02) Old and outdated facilities | ___(11) Registration is difficult |
| ___(03) Use programs of other agencies | ___(12) Poor customer service by staff |
| ___(04) I don't know what is offered | ___(13) Lack of transportation |
| ___(05) Lack of quality programs | ___(14) Lack of right program equipment |
| ___(06) Fees are too high | ___(15) Too busy/Not interested |
| ___(07) Too far from your home | ___(16) Language/cultural barriers |
| ___(08) Program times are not convenient | ___(17) Other: _____ |
| ___(09) Classes are full | |

6. Please indicate your level of agreement with the following statements concerning some potential benefits of the City of Chino's parks, facilities, and recreation programs or services by circling the corresponding number.

The recreation system in Chino...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
01. Improves my (my household's) physical health and fitness	5	4	3	2	1	9
02. Helps to reduce crime in my neighborhood and keep kids out of trouble	5	4	3	2	1	9
03. Makes Chino a more desirable place to live	5	4	3	2	1	9
04. Preserves open space and protects the environment	5	4	3	2	1	9
05. Increases my (my household's) property value	5	4	3	2	1	9
06. Improves my (my household's) mental health and reduces stress	5	4	3	2	1	9
07. Provides positive social interactions for me (my household/family)	5	4	3	2	1	9
08. Helps to attract new residents and businesses	5	4	3	2	1	9
09. Promotes tourism to the City and the region	5	4	3	2	1	9
10. Positively impacts economic/business development	5	4	3	2	1	9
11. Is age-friendly and accessible to all age groups	5	4	3	2	1	9
12. Provides jobs/professional development for youth	5	4	3	2	1	9
13. Provides volunteer opportunities for the community	5	4	3	2	1	9

7. Please indicate if you or any member of your household has a need for each of the parks and recreation facilities/amenities in the City of Chino listed below by circling either "Yes" or "No."

If "Yes," please rate how well your need for facilities of this type are being met using a scale of 1 to 5, where 5 means they are "100% Met" and 1 means "0% Met."

Type of Facility/Amenity	Do you have a need for this facility/amenity?		If "Yes," how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Accessible parks/walking trails	Yes	No	5	4	3	2	1
02. BMX park/bike pump track	Yes	No	5	4	3	2	1
03. Community center (multi-use space for events, exercise and activities)	Yes	No	5	4	3	2	1
04. Community gardens	Yes	No	5	4	3	2	1
05. Cricket pitch	Yes	No	5	4	3	2	1
06. Environmental/Nature education center	Yes	No	5	4	3	2	1
07. Golf course	Yes	No	5	4	3	2	1
08. Indoor basketball/volleyball courts (indoor gyms)	Yes	No	5	4	3	2	1
09. Indoor swimming pool	Yes	No	5	4	3	2	1
10. Large community parks	Yes	No	5	4	3	2	1
11. Lighted diamond sports fields (baseball, softball)	Yes	No	5	4	3	2	1
12. Lighted rectangular sports fields (football, rugby, soccer)	Yes	No	5	4	3	2	1
13. Mountain bike trail	Yes	No	5	4	3	2	1
14. Multi-use paved trails (hiking, biking, walking)	Yes	No	5	4	3	2	1
15. Multi-use unpaved trails (hiking, biking, walking)	Yes	No	5	4	3	2	1
16. Off-leash dog park	Yes	No	5	4	3	2	1
17. Open space conservation areas	Yes	No	5	4	3	2	1
18. Outdoor exercise/fitness area	Yes	No	5	4	3	2	1
19. Outdoor courts (volleyball and basketball)	Yes	No	5	4	3	2	1
20. Outdoor racket sports (tennis, pickleball)	Yes	No	5	4	3	2	1
21. Outdoor swimming pool	Yes	No	5	4	3	2	1
22. Performing arts theater	Yes	No	5	4	3	2	1
23. Shaded picnic areas and shelters	Yes	No	5	4	3	2	1
24. Outdoor handball courts	Yes	No	5	4	3	2	1
25. Playgrounds	Yes	No	5	4	3	2	1
26. Shaded play areas	Yes	No	5	4	3	2	1
27. Skateboarding parks	Yes	No	5	4	3	2	1
28. Small neighborhood parks	Yes	No	5	4	3	2	1
29. Splash Pads	Yes	No	5	4	3	2	1
30. Other: _____	Yes	No	5	4	3	2	1

8. Which FOUR facilities/amenities from the list in Question 7 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 7, or circle "NONE."]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

- 9. Please indicate if you or any member of your household has a need for each of the Community Services Department programs in the City of Chino listed below by circling either "Yes" or "No." If "Yes," please rate how well your need for programs of this type are being met using a scale of 1 to 5, where 5 means they are "100% Met" and 1 means "0% Met."**

Type of Program	Do you have a need for this program?		If "Yes," how well are your needs being met?				
	Yes	No	100% Met	75% Met	50% Met	25% Met	0% Met
01. Adult fitness and wellness programs	Yes	No	5	4	3	2	1
02. Adult sports leagues	Yes	No	5	4	3	2	1
03. After school programs for youth of all ages	Yes	No	5	4	3	2	1
04. Adult performing arts programs (dance/music)	Yes	No	5	4	3	2	1
05. Adult visual arts/crafts programs	Yes	No	5	4	3	2	1
06. Community special events	Yes	No	5	4	3	2	1
07. Counseling	Yes	No	5	4	3	2	1
08. Cultural enrichment programs	Yes	No	5	4	3	2	1
09. EGaming/ESports	Yes	No	5	4	3	2	1
10. Exercise classes	Yes	No	5	4	3	2	1
11. Gymnastics/tumbling programs	Yes	No	5	4	3	2	1
12. Hiking programs (e.g. Hike the Valley)	Yes	No	5	4	3	2	1
13. Leadership/professional development	Yes	No	5	4	3	2	1
14. Outdoor environmental/nature camps and programs	Yes	No	5	4	3	2	1
15. Preschool programs/early childhood education	Yes	No	5	4	3	2	1
16. Programs for at risk youth/crime prevention	Yes	No	5	4	3	2	1
17. Programs for people with special needs	Yes	No	5	4	3	2	1
18. Recreation/competitive swim team	Yes	No	5	4	3	2	1
19. Robotics	Yes	No	5	4	3	2	1
20. Senior programs	Yes	No	5	4	3	2	1
21. STEM (science, technology, engineering, and mathematics) Classes	Yes	No	5	4	3	2	1
22. Swim lessons	Yes	No	5	4	3	2	1
23. Teen/Tween programs	Yes	No	5	4	3	2	1
24. Tennis lessons and leagues	Yes	No	5	4	3	2	1
25. Trips and tours	Yes	No	5	4	3	2	1
26. Youth fitness and wellness classes	Yes	No	5	4	3	2	1
27. Youth performing arts programs (dance/music)	Yes	No	5	4	3	2	1
28. Youth sports programs and camps	Yes	No	5	4	3	2	1
29. Youth summer programs and camps	Yes	No	5	4	3	2	1
30. Youth visual arts/crafts programs	Yes	No	5	4	3	2	1
31. Water fitness programs/lap swimming	Yes	No	5	4	3	2	1
32. Other: _____	Yes	No	5	4	3	2	1

- 10. Which FOUR programs from the list in Question 9 are MOST IMPORTANT to your household? [Write in your answers below using the numbers from the list in Question 9, or circle "NONE."]**

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

11. The City of Chino is in the process of evaluating its special events. With that in mind, please check the THREE single or multi-day event concepts that you and members of your household would be MOST INTERESTED in.

- (01) Cultural celebrations (ethnic music, traditions, performances)
- (02) Food events (farmer's market, food tastings, beer/wine)
- (03) Entertainment (music, movies, performers)
- (04) Health and wellness events (nutrition counseling, preventative health education, mental health wellness, community resources)
- (05) Environmental event (Earth Day, sustainability, recycling)
- (06) Employment/job fairs
- (07) Competitions (triathlon, bike, 5K/10K runs, adventure/obstacle courses)
- (08) Sports tournaments (basketball, football, dodgeball, pickleball, soccer)
- (09) Safety/crime prevention fairs
- (10) Holiday celebrations – Memorial, Veterans, 4th of July
- (11) None - I don't think the City should offer special events

12. Should the city offer a multi-day (2-3 day) special event?

- (1) Yes (2) No

13. The City of Chino is exploring the importance of a multiuse community center. Below are some features that could be included in that facility. Please indicate how often your household would use each of these features.

How often would you use these features:		Several times/week	A few times/month	At least once/month	Less than once/month	Seldom/ Never	Don't Know
01.	Aerobics/fitness/gymnastics space	5	4	3	2	1	9
02.	Arts and crafts rooms	5	4	3	2	1	9
03.	Banquet/special event space	5	4	3	2	1	9
04.	Childcare	5	4	3	2	1	9
05.	Indoor all-inclusive playground	5	4	3	2	1	9
06.	Indoor court sports (handball, racquetball)	5	4	3	2	1	9
07.	Indoor lap lanes for swim lessons, exercise swimming, competitive swimming or therapeutic purposes	5	4	3	2	1	9
08.	Indoor running/walking track	5	4	3	2	1	9
09.	Indoor stage/theater performances/cultural arts	5	4	3	2	1	9
10.	Indoor turf fields	5	4	3	2	1	9
11.	Multi-purpose courts for basketball, pickleball, volleyball, etc.	5	4	3	2	1	9
12.	Multi-purpose space for classes/meetings/parties	5	4	3	2	1	9
13.	Pre-school space	5	4	3	2	1	9
14.	Technology/innovation center (creative/maker space)	5	4	3	2	1	9
15.	Weight room/cardiovascular equipment area	5	4	3	2	1	9
16.	Youth counseling services	5	4	3	2	1	9
17.	Other: _____	5	4	3	2	1	9

14. Which FOUR of the features listed in Question 13 would your household be MOST LIKELY to use if they were included in the multiuse community center? [Write in your answers below using the numbers from the list in Question 13, or circle "NONE".]

1st: _____ 2nd: _____ 3rd: _____ 4th: _____ NONE

15. Which ONE of the following statements best represents how you feel the cost for operating a new multiuse community center should be paid?

- ____ (1) 100% through taxes
- ____ (2) 75% should be covered through taxes and 25% from user fees
- ____ (3) 50% should be covered through taxes and 50% from user fees
- ____ (4) 25% should be covered through taxes and 75% from user fees
- ____ (5) 100% through fees
- ____ (9) Don't know

16. Please rate your level of satisfaction with the overall value that your household receives from the City of Chino Community Services Department.

- ____(1) Very satisfied
- ____(2) Satisfied
- ____(3) Neutral
- ____(4) Dissatisfied
- ____(5) Very dissatisfied
- ____(9) Don't know

17. The following is a list of actions the City of Chino could take to improve parks, facilities, and recreation services. Please indicate your level of support for each potential action by circling the corresponding number to the right.

Types of Improvements		Very Supportive	Somewhat Supportive	Not Sure	Not Supportive
01.	Add new restrooms in parks	4	3	2	1
02.	Develop a new outdoor exercise/fitness area	4	3	2	1
03.	Develop a new sports complex (e.g. baseball, soccer, softball)	4	3	2	1
04.	Develop space for performance arts/theater/cultural arts	4	3	2	1
05.	Develop additional sports field capacity by adding lights to existing fields	4	3	2	1
06.	Develop new areas for leisure games/activities (e.g. bocce, horseshoes, ping pong)	4	3	2	1
07.	Develop new BMX park/bike pump track	4	3	2	1
08.	Develop new neighborhood parks	4	3	2	1
09.	Develop new walking trails	4	3	2	1
10.	Develop a new multiuse community center	4	3	2	1
11.	Improve existing athletic fields	4	3	2	1
12.	Improve existing indoor recreation space	4	3	2	1
13.	Improve existing parks	4	3	2	1
14.	Improve existing outdoor basketball/tennis courts	4	3	2	1
15.	Improve existing picnic shelters/pavilions	4	3	2	1
16.	Improve existing playgrounds	4	3	2	1
17.	Improve existing park restrooms	4	3	2	1
18.	Improve existing trail system (increasing connectivity/accessibility)	4	3	2	1
19.	Other: _____	4	3	2	1

18. Which FOUR actions from the list in Question 17 would you be MOST WILLING to fund? [Write in your answers below using the numbers from the list in Question 17, or circle "NONE."]

1st: ____ 2nd: ____ 3rd: ____ 4th: ____ NONE

19. Your gender: ____ (1) Male ____ (2) Female ____ (3) Non-binary

20. Including yourself, how many people in your household are...

Under age 5: ____ Ages 15-19: ____ Ages 35-44: ____ Ages 65-74: ____
 Ages 5-9: ____ Ages 20-24: ____ Ages 45-54: ____ Ages 75-84: ____
 Ages 10-14: ____ Ages 25-34: ____ Ages 55-64: ____ Ages 85+: ____

21. Your age: ____ years

- 22. How many years have you lived in Chino?** _____ years (if less than 1 year write "0")
- 23. Are you or other members of your household of Hispanic, Latino, or Spanish ancestry?**
____(1) Yes ____ (2) No
- 24. Which of the following best describes your race/ethnicity?**
____(1) White/Caucasian ____ (3) Pacific Islander ____ (5) Native American
____(2) Asian ____ (4) African American/Black ____ (6) Other: _____

This concludes the survey – Thank you for your time!

Please return your completed survey in the enclosed return-reply envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain completely confidential. The information to the right will ONLY be used to help identify the level of need in your area. Thank you!