



**CHAMPAIGN  
PARK DISTRICT**



CHAMPAIGN PARK DISTRICT

# **FACILITY REPORT CARD** 2018



# CHAMPAIGN PARK DISTRICT

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# INTRODUCTION

The Champaign Park District (CPD) has a wide range of facilities that provide a variety of educational, recreational and cultural opportunities.

The physical structure of CPD facilities are as diverse as the programming within them. For example, the District owns two buildings that have historic registry designations, a branch library, very active recreation centers, a farm and an aquatic center, just to highlight a few. Ages of the facilities span over 110 years. Only four of the facilities in our survey were originally built by the District to our standards of use. Seven of the facilities were acquired from other entities and modified or retrofit to accomplish CPD's needs. Therefore, a broad spectrum of care is required to assure the built environment will perform the functions for which the facility was intended and to ensure a positive visitor experience.

Proper parks and recreation facility management should balance the rapidly changing needs and demands of the various stakeholders that it serves with effective, safe and financially sound procedures and expectations. It is vital to incorporate preventative and sustainable operational measures in order to maintain infrastructure investments and to ensure the safety of employees and patrons.

Facility surveys are an effective way to evaluate the needs and perceptions of people working and recreating in facilities. Facility surveys offer a level of detail that is not captured with district-wide community surveys, and can be a tool to evaluate financial considerations across facilities. After a successful Parks Report Card was completed in 2017, the CPD chose to assess its facilities in a similar fashion. Specific goals for the CPD Report Card included:

Design a repeatable, multi-year survey system with an intent to repeat the survey every three to five years.

Evaluate the physical state of CPD facilities in user areas to establish baseline facility data.

Develop a data set that can be used to compare similar features across facilities in order to set operational priorities.

Develop a Facility Report Card booklet for sharing information with the public.

Develop a compiled data dashboard that can be used by staff to prioritize capital projects and responsible expenditure of operating budgets.

The 2018 Facility Report Card is the first evaluation of its kind for CPD facilities.

# METHODOLOGY

## DEVELOPMENT OF REPORT CARD

In November 2017, CPD submitted a proposal for student work to the University of Illinois Community Learning Lab. The Lab creates and supports relationships between the community and the students at the University of Illinois to complete projects within the community. The Learning Lab connected CPD with a group from the Students Consulting for Nonprofit Organizations (SCNO) that led the development of the survey used for this Report Card.

The survey was developed to assess the physical structure of the facility as the visitor would experience it. The survey did not assess private offices, storage areas, mechanical rooms, or similar areas not frequented by the public. Questions centered on the physical aspects of the building. The evaluation process began outside the facility, at the point of arrival, and carried through the facility. It is important to note that the survey was not designed to be a customer service survey evaluating Park District staff.

## SURVEYS

A total of eleven facilities were evaluated. The facilities differ greatly in their purpose and offerings. The survey was designed to capture two elements at the facilities. First, the survey contained a subset of standardized questions about amenities found across all facilities, such as restrooms, parking and directional signs. Second, it contained a subset of questions specific to the facility such as the theatre box office, gymnasiums, and pools.

The survey used a standard Likert Scale of 5 = Excellent, 4 = Good, 3 = Acceptable, 2 = Poor, and 1 = Very Poor. An additional rating of “DNE” was included for items that the surveyor “Did Not Evaluate.” The median score of each category was used to assign the grades in the following manner:

5 = A  
4 = B  
3 = C  
2 = D  
1 = F

Four facilities were not surveyed for the report card. The Cage, an indoor baseball sporting complex, was not included as it is maintained by a third party with different standards than CPD. The Operations Building was excluded due to its upcoming \$2.5 million renovation this year. The Spalding Recreation Center was not included as it was slated to be demolished for Champaign School District Unit 4 sports field construction, and the Kaufman Lake Boathouse was excluded since it has limited public access; during rentals only.

One facility, Dodds Tennis Center, was closed for the season during the survey process, but was still scored.



# RESULTS

A total of 204 surveys were completed for eleven facilities during the months of July and August 2018. Each facility received a minimum of 15 independent surveys.

## OVERALL SCORES BY FACILITY

In the first year of this report, the Champaign Park District facilities were graded very well with the overall grade of “A.”

OVERALL SCORES BY FACILITY	NUMBER OF COMPLETED SURVEYS	GRADE
Bresnan Meeting Center	19	A
Dodds Tennis Center	15	A
Douglass Annex	19	A
Douglass Branch Library	18	A
Douglass Community Center	19	B
Hays Recreation Center	30	A
Leonhard Recreation Center	19	A
Prairie Farm	18	A
Sholem Aquatic Center	15	A
Springer Cultural Center	17	A
Virginia Theatre	15	A
<b>AVERAGE SCORE ALL PARKS</b>		<b>A</b>

## COMBINED FACILITY CATEGORIES

Eight categories were assessed throughout all facilities and were combined to determine the score.

Combined Facilities Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A

### Parking and Exterior

Overall, parking scores were very high across all facilities. Two facility areas were ranked slightly lower than the others. The Douglass Park complex that includes the Annex, Branch Library, and Community Center share parking areas. Douglass facilities parking scores may have been lower because several evaluators were not aware that a parking lot on the corner of Grove St. and N. Fifth St., is for Douglass Park and its facilities. The Springer Cultural Center also received slightly lower scores for parking. Dedicated parking spaces there may have been difficult for evaluators to locate. Additionally, downtown public parking areas are used as supplemental parking spots. Parking concerns were also brought up for the Virginia Theatre, which has no specific dedicated parking lot and heavily relies on city parking. However, the final score for the Virginia Theatre was an “A.”

### Entrance

Across all facilities, entrances were graded excellent. The biggest area of comment or concern were related to the American’s with Disabilities Act (ADA) accessibility. Although the front doors of the Douglass Community Center are accessible, ADA access into the classroom is non-existent and access into the gymnasium is cumbersome from the outside. Changes to meet these needs will take long-term planning and capital. The Douglass Annex also ranked slightly lower than other areas and was driven by the need to have outdoor directional signage to the entrance.

### Reception, Lobby, and Commons Area

Recent renovations and improvements in these areas led to very high scores across all facilities. Attention to routine maintenance, keeping areas in good shape, will be needed. Some suggestions for improving the Bresnan Meeting Center will be considered in capital improvements over the next year. The Douglass Community Center ranked slightly lower than others, but there were few comments describing the lower scores.

### Interior Signage

Overall, interior signage was given a grade of "A." This category included descriptive, interpretive, and directional signage within the facilities. Suggestions were made to improve Prairie Farm's directional and interpretive signs as well as directional signs within the Virginia Theatre, which will need to match historical aspects of the theatre.

### Restrooms and Locker Rooms

Our restrooms and locker rooms scored very high with one exception, Prairie Farm. This concern has been recognized by staff and is one of the drivers behind a master planning effort for the facility that will begin in the fall of 2018.

### Wall and Window Condition

Again, the Park District scored very well in this category. Not surprisingly, three areas where walls were graded slightly lower all have very high levels of activity. While the survey was underway, sections of the Douglass Community Center were being painted which will likely lead to improved scores upon reassessment. Also, some Springer Cultural Center surveys were completed when art exhibits were removed from the first floor hallway, which highlighted the need to make repairs to the wall.

### Floor Condition

Of all the combined facilities results, floor condition, was the category that could be most improved upon. Four facilities received grades of "B." Three of those facilities have flooring improvements slated for the fiscal years of 2018 and 2019. Recognizing a need for flooring improvements, the District implemented an annual capital flooring replacement budget in 2018 that will guide a flooring replacement schedule.

### Safety and Comfort

Park District staff take pride in providing safe and comfortable places for our patrons and that is reflected in the outcome of this category. *Safety and Comfort* is the only combined category to receive straight "A's" across all facilities.

# Bresnan Meeting Center

706 Kenwood Road

# A

- Built in 1960
- Open year-round
- Hours: Monday through Friday  
8am to 5pm
- 10,409 square feet

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A
Meeting Room	A
<b>Overall Grade</b>	<b>A</b>

Serving primarily as the headquarters for the Champaign Park District, the Bresnan Meeting Center contains staff offices and a rentable public meeting space. The lobby, restrooms and meeting room areas were evaluated during the survey. Overall the facility scored very well. Many comments from the evaluators centered on the need to update the interior, as well as needed improvements to ADA accessibility outside of the building.



# Dodds Tennis Center

2802 Farber Drive

# A

- Built 1972 and Acquired by CPD 1994
- Seasonal Facility Open September through May
- Hours: Monday – Friday 7am to 10pm  
Saturday - Sunday 8:30am to 10pm
- 36,800 Square Feet

The Dodds Tennis Center features six indoor courts, locker rooms with showers, a spacious lobby and a Wilson Pro Shop. Well trained staff offer a vast array of programs including lessons, drills and plays, and workouts.

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A
Tennis Courts	A
<b>Overall Grade</b>	<b>A</b>

This unique facility scored very well overall. It was the only facility closed for the season during the survey period. A few of the comments on wall condition and cleanliness were improved upon during the annual closure of the facility.





# Douglass Annex

804 N 5th Street

# A

- Built in 1967 Acquired by CPD 1978
- Open year-round
- Hours: Monday through Friday  
9am to 3pm
- 3,800 Square Feet

Category	Grade
Parking and Exterior	B
Entrance	B
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Meeting/Rental Area/Kitchen	A
Computer Lab	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>

The Douglass Annex is a multipurpose facility adjacent to the Douglass Community Center and the Douglass Branch Library. The Annex is primarily a senior center that hosts 50 Plus! programming as well as other formal and informal

programs and gatherings. It is equipped with a large activity room with kitchen, computer lab, and a combined lounge/craft room. The facility can be rented for private gatherings.

Overall the Annex scored “Excellent” or an “A” grade. However, all three Douglass facilities had consistent survey scores that were slightly lower than the rest in two areas. First, the category of *Parking and Exterior*, scores were lower mostly because of parking difficulties. It seems, many evaluators were unaware that the large lot on the corner of Grove St. and N. Fifth St. is parking for Douglass Park and its facilities. Second, scores were slightly lower in the *Entrance* category. We received comments that exterior directional and facility signs were needed and facility operating hours should be on the entrance of all three facilities, especially on the park side of the facilities. An overall wayfinding and facility sign plan will need to be designed and implemented.



# Douglass Branch Library

504 E Grove Street

# A

- Built 1996
- Open year-round
- Hours: Monday and Tuesday 10am to 8pm  
Wednesday - Friday 10am to 6pm  
Saturday 10am to 4pm
- 6,315 Square Feet

Category	Grade
Parking and Exterior	B
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A
Meeting Room/Kitchen	A
Library	A
<b>Overall Grade</b>	<b>A</b>

The Douglass Branch Library of the Champaign Public Library operates through an intergovernmental agreement between the Champaign Park District and the Champaign

Public Library. The Douglass Branch Library provides community members free access to materials throughout the Lincoln Trail Libraries system, including books, CDs, DVDs, videos, magazines, and audiobooks.

This relatively new facility scored very high across all categories. Park District and Public Library staff work together to keep this facility operating well. As mentioned in the Douglass Annex results, parking was a concern that came up for the Library.



# Douglass Community Center

512 E Grove Street

# B

- Built in 1976
- Open year-round
- Hours: Monday – Friday 8am to 6pm  
Saturday and Sunday Programs only
- 17,058 Square Feet

The Douglass Community Center is a multi-use facility equipped with one full-size gymnasium (including 6 basketball hoops), locker rooms, a stage, office, lobby and a classroom.

Category	Grade
Parking and Exterior	B
Entrance	B
Reception, Lobby, Commons Area	B
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	B
Floor Condition	B
Safety and Comfort	A
Education Room	B
Gymnasium	B
<b>Overall Grade</b>	<b>B</b>

The Douglass Community Center was the only facility to be graded “B” overall. Scores and comments reflect evaluators noting the age of the building, accessibility concerns, and possible parking issues. Two categories, *Wall and Window Condition* and *Floor Condition* will be improved with two budgeted improvements in those areas over the next year. As mentioned above, *Entrance* scores for all Douglass facilities were driven by the need to have directional signage on the park side of the facilities.

Of all the facilities, the Community Center had the most concern for accessibility. Although the front doors are accessible, once inside, the classroom and the gymnasium are not accessible by a wheelchair. An outer ramp to access the gym is cumbersome and is somewhat restricted for use when the facility is open. Long-term visioning will be needed for this facility. Despite these concerns, the facility still scored well overall and several positive comments about cleanliness were recorded.





# Hays Recreation Center

1311 W Church Street

# A

- Built in 1950 Acquired by CPD 1967
- Open year-round
- Hours: Monday through Friday  
9am to 5pm
- 4,138 Square Feet

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Meeting Room/Rental/Kitchen Area	A
Wall and Window Condition	A
Floor Condition	B
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>

Hays Recreation Center, in the heart of Eisner Park, was originally a grocery store that was purchased by the City of Champaign in 1959. The building was enlarged and remodeled in 1975. Today, it is a heavily used, multipurpose facility that supports 50 Plus! programs as well as Champaign-Urbana Special Recreation (CUSR). It has meeting rooms and a kitchen and houses offices for CUSR, Special Events, and Volunteer coordination. It is a popular rental space for individuals and community groups.

The Hays Recreation Center was the facility that had the greatest number of completed surveys. We had the most surveys come in for this facility, many of which were from participants from the 50 Plus! program. Although *Parking and Exterior* received a grade of “A”, it was the category with the most guiding comments. Surveyors wondered if additional parking, closer to the Center. The category of *Floor Condition* received a “B.” Future carpet replacement in the hallways is warranted.





# Leonhard Recreation Center

2307 Sangamon Drive

# A

- Built 2013
- Open year-round
- Hours: Monday – Friday 6am to 10pm  
Saturday 7am to 10pm  
Sunday 9am to 9pm
- 40,000 Square Feet

The Leonhard Recreation Center is a heavily used facility that features an indoor walking track, weight room, indoor playground, large gym, fitness classes and rooms for rent. Afterschool and day camp programs provide much of the activity in the facility.

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Indoor Playspace	A
Room 101 (Party Room)	A
Gymnasium	A
Room 201 (Group Fitness)	A
Room 203 (Classroom)	A
Room 202 (Weight Room)	A
Track	A
Wall and Window Condition	B
Floor Condition	A
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>

Leonhard Recreation Center is CPD’s newest facility and the activities within it are diverse. Overall scores were very high. Most of the guiding comments suggested improvements to wall appearance in areas that have heavy activity, such as the classroom, gymnasium and track. Addressing several of these aesthetic concerns will need to be a priority.



# Prairie Farm

2202 W Kirby Avenue

# A

- Built 1966 and Farmhouse Built 1976
- Seasonal Facility: Open Memorial Day to second week in August
- Hours: Daily 1 to 7pm
- 2.52 Acres

Prairie Farm is a replica turn-of-the century farm complete with live animals, barns, sheds, picnic and play areas, a farmhouse, pond, pasture, and a garden. Since opening in 1966, several of the structures have been added, replaced or improved upon in its 52 year history.

This one-of-a-kind facility scored well overall. Two areas ranked slightly lower than most. The Historic Farm House had several small issues noted, including accessibility items, aesthetic updates, and minor safety considerations. Several evaluators noted they were not sure if the Historic Farm House was open to the public, or if it is regularly used for programming. This led some evaluators to skip surveying the interior all together, thinking it was not a public space. Therefore, we had very few comments and scores for the interior of the Farm House. Restrooms were also ranked low. Currently, Prairie Farm's main restroom facility is a single chemical toilet. These two issues played a role in the recent push to have master planning completed for Prairie Farm in the near future. Other items of comment were to have better directional signage/mapping (including hours of operation in the parking lots) and more interpretive signs to enhance the visitor experience.

Category	Grade
Parking and Exterior	A
Entrance	A
Commons Area	A
Signage and Educational Materials	B
Tractor Play Area	A
Animal Display Areas	A
Historic Farm House Office	B
Restrooms	C
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>





# Sholem Aquatic Center

2205 Sangamon Dr.

# A

- Built 2006
- Seasonal Facility: Open Memorial Day to Labor Day
- Hours: Monday – Friday 12:30 to 7pm  
Saturday and Sunday 11:30am to 7pm
- 4.66 Acres

The Sholem Aquatic Center is an outdoor community favorite that features waterslides, a pool with spray features, a baby pool, a lazy river and concessions. Programming and lessons occur frequently during the season. These amenities make this a popular destination for all ages.

Sholem Aquatic Center also scored “A” across all categories.

Comments made by the evaluators did not show any particular area in need of improvement.

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Wall and Window Condition	A
Floor Condition	A
Safety and Comfort	A
Pass/Ticket Window(s)	A
Poolside Common Area	A
Concession Area	A
Large and Kiddie Pools	A
Water Slides and Lazy River	A
<b>Overall Grade</b>	<b>A</b>



# Springer Cultural Center

301 N. Randolph St.

# A

- Built 1906 Acquired by CPD 1991
- Open year-round
- Hours: Monday and Tuesday 8am to 9pm,  
Wednesday – Friday 8am to 5:30pm  
Saturday 9am to 3pm
- 24,000 Square Feet

The Springer Cultural Center offers cultural, recreation, and education programming for all ages including workshops, lectures, exhibits, and performances. Some rooms within the building are rentable spaces. Preschool and cultural arts programming are housed here and keep the facility at a high level of use. Originally the Champaign Post Office, the building was deeded to the Park District in 1991 after it was declared surplus by the U.S. Government. It was listed on the National Register of Historic Places in 1975.

Category	Grade
Parking and Exterior	B
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	A
Restrooms/Locker Rooms	A
Meeting Room with Kitchen	B
Dance Studios (2)	A
School Classrooms	A
Hallways	A
Arts Studio (Ceramics)	B
Arts Studio (Painting)	A
Meeting and Conference Rooms (2)	A
Wall and Window Condition	B
Floor Condition	B
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>

Although Springer Cultural Center is the oldest building in the District, the overall score was high. Many of the scores and comments, especially those related to *Wall and Window Condition* and *Floor Condition* are direct reflections of an aging building with a high level of daily activity. Some of the activities offered at the Center are inherently messy (painting, ceramics, display of artwork), which leads to a greater need for routine maintenance and improvements. Late in the summer during the survey period, staff implemented a “closure” of Springer for deep cleaning and minor repairs. This was the first time a closure was implemented and may become an annual venture, potentially leading to higher future scores.





# Virginia Theatre

203 W. Park Ave.

# A

- Built 1921 and Acquired by CPD 2000
- Open year-round
- Box Office Hours: Monday – Friday  
10am to 5:30pm
- 30,625 Square Feet

The Virginia Theatre is a historic performing arts center and movie palace that hosts concerts, stage plays, dance, spoken word, children’s events, films, comedy, private parties, corporate events, meetings and is home to the Roger Ebert’s Film Festival. It is a rentable space.

Category	Grade
Parking and Exterior	A
Entrance	A
Reception, Lobby, Commons Area	A
Interior Signage	B
Box Office	A
Concession Area	A
Auditorium	A
Restrooms	A
East Lobby	A
Wall and Window Condition	A
Floor Condition	B
Safety and Comfort	A
<b>Overall Grade</b>	<b>A</b>

The second oldest building in District ownership also scored very well in all categories. High scores may have been correlated with the renovations to the facility that have been completed since 2000. Only two areas had slight concerns, both of which have projects underway. Flooring improvements are made annually. Interior signage, fitting to the era and décor of the theatre, are currently being examined and will be put in place soon. (Photo Credit Simone)



# SUMMARY

In 2017, the Champaign Park District released the results of a community survey that examined several aspects of facility user satisfaction. In this study, more than 87% of users were satisfied or very satisfied with the maintenance and care of the interior and exterior of District buildings and facilities. The results of this Facility Report Card indicates evaluators were still very satisfied with the facilities.

The Champaign Park District facilities are doing well with an overall score of “Excellent” and a grade of “A.” Very few major improvements were recognized as a need in the survey. Several smaller routine improvements were noted by evaluators in each facility and will need to be addressed.

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