Please check all the ways that you learn about Somerset County parks and programs. ☐ Visited or called a park/recreation office ☐ Brochures hanging in park kiosks ☐ Flyers ☐ Park Commission website ☐ Newspaper ads ☐ Parks, Programs, and People guide in newspaper ☐ Parks, Programs, and People guide by mail ☐ Somerset County Arts and Leisure guide ☐ Word of mouth from friends and family
Are you a resident of Somerset County? ——yes —no
Please check the township or borough in which you reside: Bedminster Township Bernards Township Bernardsville Borough Bound Brook Borough Branchburg Township Bridgewater Township Far Hills Borough Franklin Township Green Brook Township Hillsborough Township Manville Township Millstone Borough North Plainfield Borough Peapack/Gladstone Borough Raritan Borough Rocky Hill Borough Somerville Borough Somerville Borough South Bound Brook Warren Township Watchung Borough

Non-Somerset County town:

What I like best about the Somerset County park system is:

If I were in charge of the Somerset County Park Commission, a change I would make is:

Thank you for responding to this survey. Please return it to:

Somerset County Park Commission Attn: Satisfaction Survey PO Box 5327 North Branch NJ 08876



CUSTOMER SATISFACTION SURVEY

MAILER

www.somersetcountyparks.org www.neshanicvalleygolf.com

CUSTOMER SATISFACTION SURVEY

Somerset County Park Commission would like your assistance in helping us to provide high-quality facilities and programs to meet your needs and to better serve you. Thank you in advance for participating in this survey.

Few times a week Few times a
Several times a month Several times a month Several times a month Several times a year Several times a
In which three Somerset County Park Commission programs/activities do you participate most often? Play golf Compete in golf tournaments For each of the same three programs/facilities that you selected, please rate the following statements according to your level of agreement, or write NA if not applicable. Play miniature golf Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable Play tennis Choice #1
programs/activities do you participate most often? Play golf Gompete in golf tournaments Evel of agreement, or write NA if not applicable. Take golf lessons Evel of agreement, or write NA if not applicable. Play miniature golf Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable Play tennis Choice #1
Play golf Compete in golf tournaments Evel of agreement, or write NA if not applicable. (5) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (5) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (5) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (5) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (6) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (7) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (7) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (7) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (8) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (8) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (8) Strongly Agree (4) Agree (3) Neutral (2) Disagree (1) Strongly Disagree (NA) Not applicable (8) Strongly Disagree (NA) Not applicable (8) Strongly Disagree (NA) Not applicable (9) Strongly Disagree (NA) Not applicable (1) Strongly Disagree (NA) Not applicable (1) Strongly Disagree (1) Strongly D
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Compete in golf tournaments level of agreement, or write NA if not applicable.
□ Play tennis
□ Play tennis □ Play tennis Choice #1 □ Compete in tennis tournaments The facility is clean. — □ Take tennis lessons The registration process is convenient. — □ Take swim at Warrenbrook Pool The instructor is competent/knowledgeable. — □ Take swim lessons Good customer service is provided by facility staff. — □ Rent paddleboats I would recommend this facility/program. — □ Visit the gardens I would visit this facility/participate in this program again. — □ Participate in EEC programs Choice #2 □ Take horseback riding lessons The facility is clean. — □ Take horseback riding lessons The facility is clean. — □ Ride the horse trails The instructor is competent/knowledgeable. — □ Participate in kid's lead line pony rides Good customer service is provided by facility staff. — □ Mountain bike the trails I would recommend this facility/program. — □ Hike on trails I would recommend this facility/program. — □ Participate in TR programs I would visit this facility/participate in this program again. — □ Participate in TR programs I would visit this facility/participate in this program again. — □ Attend Camp Okee Sunokee Choice #3 — — □ Attend Eco-Explorers or AWESIM Kids programs The facility is clean. —
□ Compete in tennis tournaments The facility is clean □ Take tennis lessons The registration process is convenient □ Swim at Warrenbrook Pool The instructor is competent/knowledgeable □ Take swim lessons Good customer service is provided by facility staff □ Rent paddleboats I would recommend this facility/program □ Visit the gardens I would visit this facility/participate in this program again □ Participate in EEC programs Choice #2 □ Take horseback riding lessons The facility is clean □ Ride the horse trails The registration process is convenient □ Ride the horse trails The instructor is competent/knowledgeable □ Mountain bike the trails Good customer service is provided by facility staff □ Hike on trails I would recommend this facility/program □ Participate in TR programs I would visit this facility/participate in this program again □ Attend Camp Okee Sunokee Choice #3 □ Attend Eco-Explorers or AWESIM Kids programs The facility is clean
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□ Hike the EEC trails □ Take horseback riding lessons □ Ride the horse trails □ Participate in kid's lead line pony rides □ Mountain bike the trails □ Hike on trails □ Participate in TR programs □ Attend Camp Okee Sunokee □ Attend Eco-Explorers or AWESIM Kids programs □ The facility is clean The facility is clean The instructor is competent/knowledgeable Good customer service is provided by facility staff I would recommend this facility/program I would visit this facility/participate in this program again Choice #3 The facility is clean
□ Ride the horse trails □ Participate in kid's lead line pony rides □ Mountain bike the trails □ Hike on trails □ Participate in TR programs □ Attend Camp Okee Sunokee □ Attend Eco-Explorers or AWESIM Kids programs □ The registration process is convenient. □ The instructor is competent/knowledgeable. □ Good customer service is provided by facility staff. □ I would recommend this facility/program. □ I would visit this facility/participate in this program again. □ Choice #3 □ The facility is clean. □ The registration process is convenient. □ The instructor is competent/knowledgeable. □ Look customer service is provided by facility staff. □ I would recommend this facility/program. □ Look customer service is provided by facility staff. □ Look customer service is provided by
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☐ Hike on trails ☐ Participate in TR programs ☐ Attend Camp Okee Sunokee ☐ Attend Eco-Explorers or AWESIM Kids programs ☐ I would recommend this facility/program I would recommend this facility/program I would visit this facility/participate in this program again Choice #3 The facility is clean
☐ Participate in TR programs ☐ Attend Camp Okee Sunokee ☐ Attend Eco-Explorers or AWESIM Kids programs ☐ I would visit this facility/participate in this program again. ☐ The facility is clean
☐ Attend Camp Okee Sunokee ☐ Attend Eco-Explorers or AWESIM Kids programs ☐ The facility is clean
□ Attend Eco-Explorers or AWESIM Kids programs The facility is clean
□ Attend Eco-Explorers or AWESIM Kids programs The facility is clean
☐ Visit parks to picnic, use playgrounds, walk,
sunbathe, etc. The instructor is competent/knowledgeable
☐ Visit the leash free dog area Good customer service is provided by facility staff
☐ Use the rollerhockey rink I would recommend this facility/program
☐ League play on baseball, softball or soccer fields I would visit this facility/participate in this program again
☐ Attend summer concerts in Duke Island Park
☐ Attend concerts at Commerce Bank Ballpark Please check all the reasons that prevent you from using Somerset County parks and programs more often.
☐ Attend the Fourth of July Festival ☐ None, I do use them all I want.
☐ Attend special events at the EEC ☐ Too far from my home. ☐ Registration for programs is difficult.
Other: Drogram times are not convenient. Drogram times are service by staff.
□ Park facilities are not well maintained. □ Fees are too high.
□ I do not know what is being offered. □ I use facilities/programs of other recreation agencies.
☐ I do not know the locations of facilities. Other:

Choice #1 ___

☐ Once a week

Of the three you selected, how often do you visit/utilize each of them?

Choice #2 _

☐ Once a week

Choice #3 _____

☐ Once a week