



AGENDA

President and Board of Trustees

Village of Arlington Heights

Committee-of-the-Whole

Board Room

33 S. Arlington Heights Road, Arlington Heights, IL 60005

July 11, 2022

7:00 PM

I. CALL TO ORDER

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL OF MEMBERS

IV. NEW BUSINESS

- A. Senior Center Utilization, Modernization, & Programming Study

V. OTHER BUSINESS

VI. ADJOURNMENT

Any member of the public wishing to speak will be given the opportunity to do so. If the item is on the Agenda, that opportunity will be while that Agenda item is being discussed. Any member of the public wishing to speak on an item not on the Agenda will be given the opportunity during the Other Business portion of the meeting. Please limit comments to three minutes.

Persons with disabilities requiring auxiliary aids or services, such as an American Sign Language interpreter or written materials in accessible formats, should contact Rosangela Maldonado, at 33 S. Arlington Heights Road, Arlington Heights, Illinois 60005, rmaldonado@vah.com or (847)368-5791.



Committee-of-the-Whole
7/11/2022

Item: Senior Center Utilization, Modernization, & Programming Study

Department: Planning & Community Development

The Village retained the services of BKV Group in partnership with Lifespan Design Studios, who specialize in Senior programming needs across the country and Jill Jackson Ledford, who provides leadership and specialty in senior center designs and community partnerships.

At the upcoming Committee of the Whole meeting BKV will present the final report to the Board.

Recommendation

It is recommended that after review and input, the Board accept the final Senior Center Utilization, Modernization and Programming Study.

ATTACHMENTS:

Description

Memo

Senior Center Utilization Modernization & Programming Study Report

Type

Memorandum

Report

MEMORANDUM

TO: Randy Recklaus, Village Manager

FROM: Charles Witherington-Perkins
Director of Planning and Community Development

DATE: June 24, 2022

SUBJECT: Senior Center Utilization, Modernization, & Programming Study

The Village retained the services of BKV Group in partnership with Lifespan Design Studios, who specialize in Senior programming needs across the country and Jill Jackson Ledford, who provides leadership and specialty in senior center designs and community partnerships.

In July 2021, a virtual public information session was hosted to overview a wide variety of Senior Centers and programs around the country. A community survey, focus groups, and meetings with key stakeholders also occurred.

In September 2021, at the Committee of the Whole meeting, the consultants presented an overview of the project approach, initial physical assessment summary, and general observations of the Senior Center. The presentation also focused on the findings of the Senior Center survey that was completed. 634 responses were received to the survey, which was an important part of assessing the Senior Center Feasibility Needs Study.

After the September Committee of the Whole meeting, the consultant team moved forward with the Space Planning Needs Assessment and Facility Programming. Each space was evaluated based on function and square footage. A preferred concept floor plan was developed to best fit the future needs and program areas for the Senior facility, as well as addressing the numerous physical deficiencies within the structure, that were presented at the earlier Committee of the Whole meeting.

In January 2022, at a Committee of the Whole meeting, the consultant team walked through the progress made on the programming and presented the proposed concept floor plan in more detail. Feedback taken from these meetings with the Board, as well as outreach to partner agencies, and other governmental bodies, has been analyzed and incorporated into the final report.

Recommendation

It is recommended that after review and input, the Board accept the final Senior Center Utilization, Modernization and Programming Study.

Attachment

C: BVK Group Consultant Team
James McCalister: Director of Health & Human Services
Tracey Colagrossi: Manager Senior Center
Cris Papierniak: Director of Public Works
Nora Boyer: Housing Planner

CW-P:Imp



SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN **SUMMARY REPORT**

JUNE 15, 2022





“Senior Centers across the country are vibrant community focal points because of the people who participate, the professionals who provide services and supports, and the local stakeholders who offer their resources, volunteers and expertise. Supported by policy and funding changes, these individuals and organizations, like those that came before them, will imagine, transform and create senior centers for this new century.”

--- An excerpt from “Transforming Senior Centers into 21st Century Wellness Centers”

by Kathryn Lawler

Table of Contents

Summary Report

Acknowledgements	ii
Executive Summary	1
Introduction + Background	6
Project Visioning	
The Visioning Process	8
Stakeholder Interviews	9
Public Education Session	10
Community Survey	12
Analysis and Findings	17
Resources and Bibliography	19
Property Condition Assessment Update	
Introduction	20
Property Condition Assessment Update	21
Programming, Planning & Design	
Information Gathering & Project Visioning	23
Existing Conditions Implications for Renovations	24
Project Values	24
Programming & Planning Concepts Overview	25
Program of Requirements Overview	25

Spaces Available to all Partners	28
General Use Spaces and Amenities	29
Square Footage Allocation: Existing v Proposed	29
Parking Lot Improvement Considerations	30
Space Plan Development	31
Partner / Tenant Feedback	33
Exterior Building Concept	33
Interior Visioning Concept	35

Recommended Concept

Concept Summary	36
Preferred Planning Concept/Key Features	37
Proposed Outdoor Amenities	40
Implementation Plan	41
Total Construction Budget Estimate	41
Escalation	42

Appendices

Appendix A – Community Survey Questions	A1-A
Appendix B – Community Survey Responses	B1-B
Appendix C – Draft Program of Requirements	C1-C
Appendix D – Construction Budget	D1-D
Appendix E – Existing and Concept Drawings	E1-E

Acknowledgements

We would like to acknowledge the following groups and individuals for their guidance, input, and direction throughout the study.

Arlington Heights Village Board

Mayor Thomas W. Hayes

Trustee Richard Baldino

Trustee James J. Bertucci

Trustee Mary Beth Canty

Trustee Nicolle Grasse

Trustee Robin LaBedz

Trustee John Scaletta

Trustee Thomas F. Schwingbeck, Jr.

Trustee Jim Tinaglia

Village Leadership

Randall Recklaus, Village Manager

Executive Committee Members

Charles Perkins, Director, Planning & Community Development

Nora Boyer, Planning & Community Development

James McCalister, Director, Health & Human Services

Tracey Colagrossi, Senior Center Manager

Cris Papierniak, Director, Public Works

Village Departments / Commissions

- Village of Arlington Heights Senior Citizens Commission
- Senior Center Advisory Council
- Senior Center, Inc.
- Planning & Community Development
- Integrated Services
- Public Works

Senior Center Partner Agencies

- Arlington Heights Park District
- Arlington Heights Memorial Library
- Catholic Charities Community Development and Outreach Services (Nutrition)
- Catholic Charities Northwest Senior Services (tenant agencies)
- Connections To Care
- Arlington Heights Nurses Club (Lending Closet)
- Northwest Community Healthcare

BKV Group Team

Henry Pittner, Principal-In-Charge
Christopher Palkowitsch, Lead Designer
Liza Kapisak, Lead Interior Designer

Property Condition Assessment Team

Brian Reising, Team Leader
Alexander Griebel, Architecture
Chad Kurdi, Electrical
Alex Sawka, Mechanical/Plumbing

Senior Center Project Visioning

Jill Jackson Ledford, MSW

Senior Center Facility Program & Planning Concepts

Doug Gallow, Lifespan Design Studio, LLC
Ellen Gallow, Lifespan Design Studio, LLC

Budget Cost Estimating

John Emser, W.B. Olson, Inc.
Chris Powell, W.B. Olson, Inc.

Executive Summary

Purpose of Study

With the percent of senior adults increasing in the Village of Arlington Heights, the award winning current senior center dedicated in 1998 continues to be a vital community asset. The Village recognized that generations of senior adults have changed over the last 22-years along with their interests and needs. As a result of these potential changes, it was determined that the senior center facility and programming (classes, activities, services) needed to be reviewed for updates and enhancements launched as the Senior Center Space Utilization, Modernization and Programming Study.

The purpose of the study is to provide information and guidance on how to best enhance the current senior center to continue to meet the needs and desires of the growing senior population. In order to maintain the senior center as an active, vibrant, and relevant community organization, the study was designed utilizing a Visioning Process to gather information, opinions, and input from the public, as well as understanding best practices and national trends for senior centers; evaluated the existing property condition; determined the space and operational needs of the facility; and developed a recommended concept with an implementation plan and budget estimate.

Project Visioning

The Visioning process included review of previous reports and documents, stakeholder interviews, community survey, research, public meeting and focus groups. The results of each of these efforts are discussed in this report. The results were analyzed, and initial suggested findings were developed from the results.

The stakeholder interviews, community survey, open house/forum and focus groups conducted during the visioning phase yielded insight into the kinds of programs, services, and drop-in activities that are of greatest interest/need among the Center's current and emerging target populations. Themes in the opinions expressed about these functions *with obvious ties to the constructed environment* include:

- The Center should offer a wider range of active (fitness/sports/recreation) and creative (arts of all kinds, lifelong learning/enrichment) programs.
- Provide appropriate space and/or amenities to support a larger variety of informal, drop-in activities including playing games (cards/tile games, billiards, ping pong, outdoor lawn/court games, virtual reality games, etc.), working out on fitness equipment, working on art projects, etc.).
- Provide more social (lounge) space for people to gather informally or just "hang out."

- Update and expand the Athletic Club (equipped fitness area).
- Incorporate an inviting café for the enjoyment of patrons and to forge connections with the surrounding community.
- Pair programs and services to empower and support people through critical life transitions (caregiving, loss of spouse/partner, retirement/re-careering, etc.).
- Incorporate technology throughout the building to deliver state-of-the-art in-person and remote experiences.

The visioning phase discussions also made it very clear that the Center's well-established partnership model is sound, with clear benefits reaped in collocating and coordinating programs and services offered by multiple partners under one roof. It was agreed that a plan for the Center's future should incorporate considerations in its design (and the allocation of space) that will further enable and support the partners in working together to address common goals, engage a broader cross-section of the community and expand program and service offerings. The need for a more prominent Information and Referral resource housed at the Center was voiced in several visioning discussions.

As the Visioning effort drew to a close, conclusions most clearly tied to the physical facility included:

1. The appearance of the building (inside and out) should be updated to look and feel current, vibrant, and ageless.
2. The re-design effort should be paired with a re-branding effort for the Center as a whole, focused on erasing outdated impressions and/or misperceptions of what the center is, what it offers, and for whom.
3. Experiences and services enjoyed/received by seniors *on-site at the Center* should be prioritized in making determinations about the allocation of limited space.

Property Condition Assessment

The process included reviewing the existing documentation and then performing the field work to document any changes in the floor plan and to the existing 2017 Facility Study which documented the condition of the building and included a repair / replacement schedule. The detailed walk-through included review of the architecture, site, accessibility, interior finishes, mechanical and electrical systems

The building is 5-years older now (24-years old) from when the 2017 Report was originally submitted. Almost all of the systems are or will be exceeding normal life expectancy within the next 0-5-years; however, the facility has been well maintained and the maintenance effort has extended normal life expectancies of the systems and finishes as compared with industry standard BOMA (Building Owners and Managers Association).

Findings of the assessment indicate that all of the major systems in the building will require replacement, virtually a gut and rehabilitation of the entire existing facility and site. Highlights include:

1. Exterior Wall Replacement of north and east walls due to air and water leakage, energy management.
2. Mechanical Systems. All mechanical systems are at their life expectancy and require replacement including air distribution systems and boiler replacement
3. Accessibility. Renovation of the building occurred in 1997 and building was compliant with 1990 Americans with Disability Act, Title II, Public Facilities; however, ADA was amended in 2010 with additional requirements that need to be addressed with the modernization.
4. Electrical Systems

- A-V systems are operational but past useful life expectancy, replace
- Replace all lighting fixtures to LED fixtures to save energy – in addition, senior center lighting levels will be increased per national standards requirements for senior centers
- Provide a lighting control system to save energy
- Provide access control (proximity cards) throughout the building to allow for better access for the partners into and within the building

The reimagining of the Spaces and Programs is perfectly timed with the required modernization of the facility systems and finishes.

Space Needs

The process to determine space needs and preferred space layout concepts involves interviews with the Partner Agencies focused on space needs to accommodate their future vision for programs, services, drop-in activities, staffing, and corresponding operational/storage requirements. Partners interviewed included:

- Arlington Heights Park District
- Arlington Heights Memorial Library
- Catholic Charities NW Suburban Senior Services
- Catholic Charities Nutrition Services
- Arlington Heights Nurses Club (Lending Closet)
- Connections to Care
- Northwest Community Healthcare
- Village of Arlington Heights Senior Center

The Draft Program of Requirements describes parameters for accommodations to support the future vision and functional needs expressed to the study team by the partner agencies in interviews and follow-up communications. The partners' needs were not considered in vacuums—in keeping with the Project

Values adopted for this study, opportunities for accommodating needs through the shared use of space were considered where appropriate. Various alternatives were incorporated in the draft to support the discussion of options for addressing an apparent shortfall in the availability of space to accommodate all expressed needs.

The Program that was ultimately approved by the Executive Committee as expressed in the Preferred Layout Concept incorporates rooms and spaces identified for:

1. Dedicated Use by a specific partner
2. Some for Shared Use with Priority Scheduling assigned to a specific partner
3. And some for General/Shared Use by all

Although the study doesn't include parking lot design, as senior center design specialists, we have identified important issues to be addressed with further study as the project moves forward. These are primarily focused on creating a safer, more comfortable experience for drivers and pedestrians, as well as meeting parking needs. Many of these issues and items were raised by patrons, partners and/or staff during the Visioning phase.

1. Create a curbside passenger drop-off/pick-up zone with overhead weather protection (sized to allow several vehicles to queue).
2. Explore the feasibility of a covered entry.
3. Explore the possibility of creating sidewalks between nose-to-nose parking so that people can proceed to/from the building without walking in traffic lanes.
4. Evaluate the feasibility of increasing the accessible parking space count to accommodate the needs of the target patron population.

- Explore options for maximizing patron parking space count to support the projected demand.

The following table demonstrates differences in the allocation of space for various partners and functions in the current Center versus the proposed improvements. Various types of spaces have been added or enlarged in response to Project Visioning Phase findings, while others have been trimmed accordingly.

Name	Notes	Existing Sq. Ft.	Preferred Concept Sq. Ft.
Nurses Club Lending Closet	Lending Closet, processing/storage space	545	574
Connections to Care	Offices, support space	329	391
NW Community Healthcare	Office/consultation room	116	140
Arlington Heights Memorial Library	Reading Room, Training Room, office, storage	1608	2206
Arlington Heights Park District	Customer service desk, offices, copy area, gift shop, Athletic Club , exercise/dance studio, wet art studio, dry art studio , cards/game room , wood shop, storage	9067	10234
Catholic Charities NW Suburban Senior Services	Offices, cubicle areas, conference room, copy room, file storage (Preferred concept only accommodates direct service staff and services)	3827	658
Catholic Charities Nutrition Services	Kitchen (shared use), dining area , receiving/processing area, storage (Preferred concept only accommodates Home Delivered Meals functions)	1891	956
Village of Arlington Heights dedicated use space	Concierge/customer service areas, copy room, offices	1572	849
Lounges	Main lounge, various lounges scattered throughout building	1231	1948
Café	Restricted access area, customer service, seating	375	1369
Billiards	4 tables existing & proposed	899	997
Assembly/Dining	Including program & table/chair storage	3053	3926
Kitchen	Equipped for caterer use and demonstration	451	374
Classroom	Including associated storage	550	1058
Conference Rooms	One existing, two proposed	673	712
Virtual Gaming Room	None existing, uses flex space	0	1277
Personal Services Suite	3 private consultation rooms (plus one included in NWCH), waiting area	781	691
Restrooms	Multi-fixture, personal/companion, staff	1060	1554

Additional square footage has been assigned in the Program of Requirements as deemed appropriate for building systems, maintenance & janitorial needs, general storage, furniture storage, air lock vestibule at main entrance, corridors, etc.

A summary of the major dedicated program components and shared use with priority scheduling by facility partners and the Village is detailed in the full report.

Concept Options Considered

Three interior layout concepts incorporating different program options were developed: Concept A: Full Program, Modified Concept B: Modified Program with Courtyard, and Concept C: Modified Program without Courtyard. Each concept is detailed in the full report.

The three layout concepts were reviewed by the Executive Committee who identified a “Preferred Concept”.

Recommendation



The final recommendation is to completely renovate and remodel the existing approximately 40,000 square foot Village of Arlington Heights Senior Center using Concept C: Modified Program without Courtyard as the preferred option. This concept is consistent with leading edge practices and trends in senior center facilities nationwide and highly reflective of the vision that

emerged during the project visioning portion of this study. The new concept will continue to include recreation, education, learning, the arts, personal services, meeting rooms of all sizes, and a new café that will be the center of the social scene of the facility.



Concept C Floor Plan

Implementation Plan

The construction would be bid as a single phased contract with a design phase duration of 12-months and a construction phase duration of 14-months. The construction time frame could be longer if supply chain difficulties and/or production capabilities continue to be an issue.

Construction disruption of the Senior Center will occur - the project requires a complete gut and rehabilitation of the building finishes, materials, and systems. The entire staff and services of

the Senior Center will require relocation to other locations within the village.

Project Budget Estimate

The Total Project Budget Estimate including hard construction cost, contingencies, and soft costs in the current 2022 dollars is \$13.314 MM.

Construction escalation costs are real-time escalation of materials, transportation and/or labor costs. With a construction budget of \$13.314 MM for the 2022 time frame, escalation has been estimated for the next several years to understand the implications when developing the next Capital Improvement Plan for the Village. The costs are cumulative and are broken down as follows:

2023 escalation of 12% = \$14.911 MM
 2024 escalation of 8% = \$16.104 MM
 2025 escalation of 4% = 16.749 MM
 2026 escalation of 4% = \$17, 418 MM
 2027 escalation of 4% = \$18.115 MM

A detailed summary of the concept, implementation plan, and cost is included in the full report.

Partner/tenant Agency Feedback

An overview of the activities and findings of this report was presented to the partner/tenant agencies for feedback. Based in the understanding of the preliminary nature of the programming and concept development effort at this point, all but Catholic Charities Northwest Suburban Senior Services expressed that the Preferred Concept is consistent with their current vision for future use of space at the Senior Center.

Introduction & Background

Introduction

The Senior Center was founded in 1982 by the Village of Arlington Heights and operated out of the former Park School. Upon completion of its 1996 Senior Citizens Needs Assessment, the Senior Citizens Commission recommended in its Five Year Plan that the Village plan for the future of the Senior Center including the needs for additional space, parking, and amenities. On January 31, 1998, the current, 42,000 square foot Senior Center was dedicated at its new location, 1801 W Central Road. In 1998, the Senior Center won a U.S. Department of Housing and Urban Development (HUD)'s Blue Ribbon Practices in Housing and Community Development John J. Gunther Award for Neighborhood Revitalization. The Senior Center won the Association of Illinois Senior Center's "Program of the Year" in 2008" and the Senior Center Manager won the Association's "Senior Center Director of the Year" in December 2008.

The Village of Arlington Heights has additional strategies to address services and programs for older adults. In addition to the Space Utilization, Modernization, and Program Plan study, it was to achieve Senior Center Accreditation with the National Council on Aging, which achieves nine standards of excellence in 2021. Additionally, it is for Arlington Heights to have an Age-Friendly designation. The Village of Arlington Heights Senior Citizens Commission and staff and volunteers have created and implemented an Age-Friendly action plan.

Senior Center staffing has changed with the departure of a longtime senior center manager and program coordinator. The new Senior Center team have been focused on increased marketing of Senior Center programs and services through social media, e-blasts, and other marketing efforts. Additionally, the center acquired data management software in December 2021 to effectively and efficiently communicate to agencies, patrons, and the community.

The Village recognized that generations of senior adults have changed over the last 22-years along with their interests and needs. Because of this, it was determined that the senior center facility and programming (classes, activities, services) needed to be reviewed for updates and enhancements and issued a Request for Proposals (RFP).

In answer to the RFP, BKV Group developed and submitted a proposal in association with Senior Center Planning and Design Specialists Jill Jackson Ledford, MSW and Lifespan Design Studio, LLC – a multi-disciplinary team of professionals with the experience, knowledge, and vision to collaborate successfully with the Village to achieve the project goals. The proposal outlined a multi-layered process and an integrated approach with each phase of the project led by a highly qualified specialist with the full team actively participating throughout all phases for continuity.

Project Scope of Work

The project scope included six tasks as identified in the RFP:

1. Facility Condition Assessment Update
2. Project Visioning
3. Facility Programming
4. Facility Tour
5. Conceptual Design
6. Final Report and Presentation

An executive committee provided oversight to the contract requirements and helped provide information and direction throughout all tasks of the project.

Report Organization

The report is organized starting with the Project Visioning, an update of the Property Condition Assessment, Programming and Planning Concepts, and Project Recommendations. A separate appendix to the report includes the community survey, survey responses, and the power point presentations from the three Village Board meetings.

Project Visioning

With the percent of senior adults increasing in the Village of Arlington Heights, the senior center continues to be a vital community asset. The 2020 Census shows that the 65+ population has increased from 17% in the 2010 Census to 19.8%. Village staff need information and guidance on how to best enhance the current senior center to continue to meet the needs and desires of the growing senior population. They recognize that senior adults may desire different amenities for the senior center to be meaningful to them. In order to maintain the senior center as an active, vibrant, and relevant community organization, the Village seeks to gather information, opinions, and input from the public, as well as understand best practices and national trends for senior centers.

As a result of this need, the Village of Arlington Heights has launched the Senior Center Space Utilization, Modernization and Programming Plan to develop a programmatic and building/site strategy for the Arlington Heights Senior Center.

The Visioning Process

The Visioning process unfolded over a 10-week period including review of previous reports and documents, stakeholder interviews, community survey, research, public meeting and focus groups. The results of each of these efforts are discussed in this

report. The results were analyzed, and initial suggested findings were developed from the results.

A successful planning project begins with gathering information from stakeholders as well as the patrons to be served. This project is no different and it began with the Visioning phase. The goals and objectives of this task were to develop a baseline of information to help inform the vision and action plan for future programming and design. Strategies to learn about the needs, interests, and preferences of current and prospective patrons, and tenant/partner agencies included review of previous documents, staff interviews, stakeholder interviews, public education presentation, community survey, and focus groups. This task was led by Jill Jackson Ledford, Senior Center Planning Specialist along with input and support by other team members.

Demographics

The Village of Arlington Heights is a suburb of Chicago, Illinois and located on the northwest side of Chicago. The Village has a population of 77,676 per the 2020 Census. Of the population, 19.8% of the residents are 65 years of age and older. This is an increase from 17% in the 2010 Census and is above the national average of 14.5%. Thirty-one percent of older adults live alone. Of the overall Village population, 78% are Caucasian, 11 % are Asian.

Document Review

The relevant documents reviewed included Senior Accreditation materials, Senior Center Plans (1997), Maintenance Infrastructure Priorities (2019), Arlington Heights Senior Center Update (2019), Evaluation by Senior Center agencies, Exterior and Interior Photographs (2020), Senior Center Facility Condition Assessment (2017), AARP Livable Community survey, Arlington Heights Park District plan and 2017 Resident Survey, Letters of Agreement with Partners/Tenant, Gen-Next 2030 Hanover Township report and other demographic information.

Stakeholder Interviews

The team reviewed potential organizations with the Village of Arlington Heights (the Village) Staff to identify stakeholders for initial interviews. Interviews were held with Village staff, community partners and senior center tenants. Five separate stakeholder interviews were held. The interviews included:

- Arlington Heights Park District
- Arlington Heights Memorial Library
- Catholic Charities Community Development and Outreach Services (Nutrition), Catholic Charities Northwest Senior Services (tenant agencies)
- Connections To Care, Arlington Heights Nurses Club, Northwest Community Healthcare
- Village of Arlington Heights Senior Citizens Commission, Senior Center, Inc. and the Senior Center Advisory Council

Interview questions were developed for each stakeholder interview group. Answers were recorded and used in the final analysis. In addition, stakeholders were asked for questions to include in the community survey. Twenty-one people participated

in the Stakeholder interviews. The interviews were conducted via Zoom.

Findings and themes from the stakeholder interview included the following:

- Younger seniors want more active and adventurous pursuits like hiking, cycling, kayaking, etc.
- Need evening and weekend hours
- Members want “pay as you go”, short sessions, low commitments
- Senior Center needs more space and redesigned space, larger and better equipped fitness room
- The Library area at senior center is considered a branch of the library system and additional space is not needed for the library activities
- Improved technology is needed at the center as well as improved sound proofing between rooms
- Of the population served by the Library, 40% are senior adults and many do not use the senior center due to perceived stigma that the senior center is for “old” people
- The Library offers senior classes and lectures at the library and at the senior center. They opened Makers Place in August which includes classes for sewing, technology, green room, creative arts, commercial kitchen, etc.
- The Library strives to anticipate patron needs/wants with system of continuous improvement
- Classes and activities offered at the center need to be more engaging supporting 55+ people throughout life transitions
- The ability to reserve rooms at the center needs to be simplified and more timely

- There is an opportunity for senior center to offer counseling or life coaching
- There is an opportunity for the center to provide internships for students to help with staffing and to introduce future generations to working with older adult populations
- Several services exist in the community for senior adults, but there is no central clearing house for information
- The center needs to offer more programming for men
- Café needs to be more inviting and more visible
- Some participants thought location of senior center may be a barrier, being that it is not centrally located
- The center needs to engage and support caregivers
- The center needs program innovation, energized image, increased promotion
- Most stakeholder interviews agreed that the center needed a physical update such as providing an updated and engaging entrance, incorporation technology, providing a vibrant look, space for HIPAA compliance, etc.
- Classes to empower people with knowledge and should be wholistic approach with more active classes

Public Education Session

Following the Stakeholder Interviews, a public education session was organized to help the community understand national senior center trends and learn about the different models of senior centers developed over the last twenty years. In addition, information was shared about the various needs, wants and desires of the three to four generations served at the senior center.

The session was held at the senior center on July 27, 2021. Approximately 30 people participated in the session. The session was presented via Zoom by Jill Jackson Ledford, consultant, with local facilitation by Tracey Colagrossi, Senior Center Manager. The session lasted 90-minutes including a 30-minute Question and Answer session. The session was recorded and was available for viewing over a period of weeks through the Village and senior center websites. Feedback and questions from this session were noted for later inclusion in the survey, focus groups and this report.

In order to develop successful programming that resonates with potential patrons, staff need to understand the generations to be served at the Senior Center. Many people lump the 50+ generation into to one category, but actually this segment of the population is segmented into four groups or generation, each with its own characteristics, needs and values. Information was shared on the four potential generations for which activities and classes should be developed. The current Older Americans Act of 1965 was developed around the needs and interests of the GI Generation born between 1901 and 1924. This generation was considered the “first senior citizens” due to the legislation that was developed to support them in their retirement. Due to their current age, very few members of this generation participate in senior centers today but may need more supportive services and caregiver services. Classes and activities need to mainly target the other three generations that are potential patrons.

The four generations include:

- GI Generation (Born between 1901-1924)
- Silent Generation (Born between 1925-1945)
- Baby Boomers (Born between 1946-1964)
- Generation X (Born between 1965-1980)

Each generation has shared experiences coming of age that shapes their values, interests, attitudes lifestyles, etc. For example, for the GI Generation growing up through the Depression Era shaped their vision of senior centers based on minimum facilities that had large multipurpose spaces. Government influences including the Older Americans Act of 1965 and Medicare legislation were some of the programs and policies that supported the needs, values and interests of the GI Generation who had a higher poverty rate in retirement, limited access to health care in retirement, and enjoyed joining groups and congregate dining.

The changes witnessed in senior center development in the last 20 years are a result of responding to the needs, interests, and values of the Baby Boomer generations. Today very few GI Generation senior adults, in their late 90's, are attending senior centers. Most senior center attendance today consists of the Silent Generation and Baby Boomers. The next big challenge is incorporating the interests, needs and values of Generation X who are in their 40's and 50's. Understanding characteristics of current and future generations is important in achieving successful senior center marketing and participation.

The presentation included national trends observed in senior centers over the last 10 to 20 years. Some of the national trends include:

- Food service is moving from full meals (one option) to salads, soups, sandwiches or small bites or a variety of options. Some

centers are recruiting franchises or 3rd parties to provide food service. The generations served by senior centers desire options.

- Along with this trend, senior centers are moving from "dining halls" to comfortable, trendy looking cafés with Wi-Fi and seating areas for small groups.
- Interest in outdoor activities has increased and senior centers are accommodating by adding pickleball courts, outdoor Tai Chi platforms, screen porches and organizing hiking and walking clubs, kayak groups and similar.
- Senior centers today are generally serving 3 generations of older adults.
- Senior centers have evolved from one large room facilities to multi-room facilities to accommodate day and evening calendar of activities and places to hang out and socialize
- The appearance of facilities has become much more important. Where communities once built fairly plain centers or housed centers in church basements or borrowed halls, now more attention is given to the appearance of the building.
- Where once senior centers were mostly free, now more centers are charging a membership fee and/or setting fees for classes and activities.
- Many new models of senior centers have been developed such as the Wellness model, Social Service model, Intergenerational model, etc.

Information on new models of senior centers was shared during the Public Education Session. This information was taken from the National Institute of Senior Centers New Models Report (2009) and showcased the following models all developed over the last 20 years:

- Multi-generational Community Centers

- Wellness Model
- Lifelong Learning Model
- Continuum of Care/Transitions models
- Entrepreneurial Model
- The Café Model

These models are based on specific criteria related to their organizational model or programming model. The various models showcase that no one approach is the best, but the best model is chosen based on the needs, interests, and resources of the community.

Community Survey

With input from previous documents, stakeholder interviews, and the public information session, a non-randomized customer survey was developed. The intended audience included senior adults, pre-senior adults, current and former senior center users, caregivers and other appropriate target groups. The survey was drafted and reviewed by team members and Village staff. Some of the questions the survey hoped to answer included:

- What do the current senior adults want regarding services and activities?
- What will Gen X and future generations of senior adults want or need in services, programs, activities? What will resonate with them?
- How important is it to have other agencies co-located at the senior center?
- Are there gaps in services and activities? Are there duplication of services and activities?
- What would you call a facility that offers activities and classes to adults 55 +?

The survey consisted of 28 questions with options to list other comments. The 28 questions included questions on

demographics along with programming and facility questions. The survey was delivered via online to senior center member email lists, Library and Park District lists, and other target groups. A link to the survey was also posted on the website and other social media to encourage wide and varied distribution. Limited hard copies of the survey were also available.

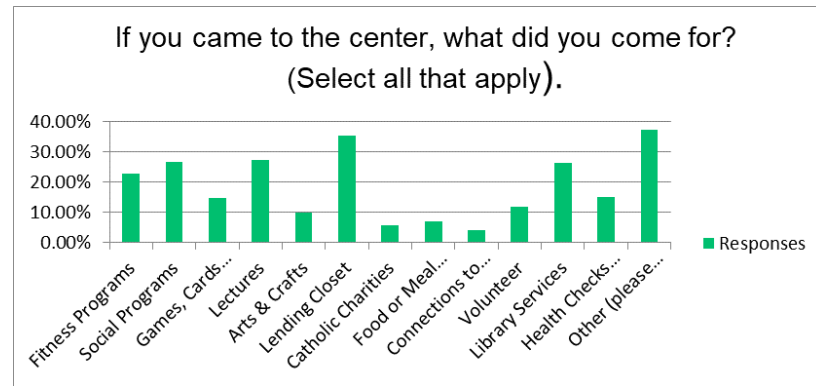
The survey was developed in SurveyMonkey and opened on August 4, 2021. It was available through August 22, 2021. At least one reminder email was sent to potential participants. There were 634 respondents, of which 33% were male and 67% were female. Ninety-three percent were Caucasian, 2% were Hispanic/Latino and two percent were Asian. The remaining percentage included American Indian, Pacific Islander. African American and Asian Indian. When asked if respondents would like to receive project updates, 259 people indicated their interest and signed up for the email list. The zip codes collected in the survey showed participation from the following areas:

- 60004 – 57%,
- 60005 – 31%,
- 60008 – 3%,
- 60056 – 3%
- Others < 1% - 60089, 60039, 60010, 60013, 60067, 60090, 60091, 60192

The age make-up of the survey respondents showed that 3% were 50 years of age or younger, 14% were 51-60, 32% were 61-70, 37% were 71-80, 13% were 81 and older. Eleven of the respondents were 90 years or older. Sixty-nine percent reported that they were retired, with 89% reporting that they were very or somewhat healthy and active. Seventy-three percent live with spouse, family member or a non-family member.

Highlights of the survey results are discussed in this section of the report. The entire survey can be viewed in the appendix.

Of the respondents, 69% had visited the center while 31% had not visited the center. The chart below shows for those who visited the center, the purpose of their participation.



ANSWER CHOICES	RESPONSES	
Fitness Programs	22.60%	106
Social Programs	26.65%	125
Games, Cards or Billiards	14.71%	69
Lectures	27.29%	128
Arts & Crafts	9.81%	46
Lending Closet	35.39%	166
Catholic Charities	5.76%	27
Food or Meal Program	6.82%	32
Connections to Care (transportation)	4.05%	19
Volunteer	11.73%	55
Library Services	26.44%	124
Health Checks and Health Screenings (Blood Pressure, Ask the Nurse..)	15.14%	71
Other (please specify)	37.31%	175
Total Respondents: 469		

The "Other" category showed mostly reasons that could be classified in one of the above categories. Additional reasons listed under "Other" include to pick up information for a parent, take a tour, apply for garbage discount, income tax preparation, and reduce RTA fares.

The next question focused on further exploring why people had not visited the center. The responses show an opportunity for increased marketing that resonates with the various age groups as well updating the appearance and amenities of the senior center.

ANSWER CHOICES	RESPONSES	
Classes and activities don't interest me	14.87%	51
I don't have transportation	1.46%	5
The hours are not convenient	7.29%	25
Doesn't look like a place I would hang out	19.24%	66
I never heard of the place	6.71%	23
I don't think of myself as a "senior"	23.32%	80
I'm not 55 years of age yet	11.08%	38
I'm too busy	18.66%	64
Other (please specify)	34.99%	120

The next question focused on what could be changed to encourage people to participate in activities at the center. This result shows opportunities for further exploration of classes and activities to add to the schedule as well as changes in hours of operation.

What changes would motivate you to participate in activities and classes that the senior center offers? (Check all that apply)

	MOST LIKELY	SOMEWHAT LIKELY	NETURAL	NOT LIKELY	TOTAL RESPONDENTS
Offer classes that appeal to me	57.04% 316	30.87% 171	9.21% 51	3.43% 19	554
Offer classes and information in my own language. Which language? (Note in comment box)	20.23% 70	7.80% 27	45.09% 156	27.75% 96	346
Be open early in the morning, in the evening, and/or on weekends	40.45% 199	26.42% 130	21.75% 107	12.20% 60	492
Improve the quality of the classes and activities offered	41.54% 199	28.81% 138	25.05% 120	4.59% 22	479
Offer classes and activities at different locations in the area	26.08% 121	27.37% 127	28.66% 133	18.53% 86	464
Improve the appearance of the building	17.43% 80	20.48% 94	43.79% 201	18.30% 84	459
Offer a wider range of food or different type of food	19.78% 91	20.00% 92	37.83% 174	22.83% 105	460
Add other amenities. Please list in comment box. (Note in comment box)	17.07% 49	14.63% 42	50.87% 146	18.47% 53	287

The question concerning food served at the center shows that people are interested in lighter fare, soup, salads, small bites with choices as opposed to a large hot meal with one option.

What kind of food would bring you to the center?

ANSWER CHOICES	RESPONSES	
Soup, salads, and sandwiches	64.38%	309
Meat and vegetables	13.33%	64
Coffee or juice bar	45.00%	216
Snack bar	31.87%	153
Breakfast bar	24.58%	118
Other (please specify)	12.29%	59
Total Respondents: 480		

There are multiple agencies and services co-located at the senior center. The survey asked respondents how important it was to have these other agencies or their representation at the senior center.

ANSWER CHOICES	RESPONSES	
▼ Very important	56.89%	347
▼ Somewhat Important	23.77%	145
▼ Neutral	13.61%	83
▼ Not Important	5.74%	35
TOTAL		610

The following chart reflects what types of Health and Wellness activities respondents wanted. All age groups surveyed showed a high interest in exercise and fitness classes and activities. The Under 50 age group that weight training and walking, hiking, etc. clubs were the most important followed by exercise classes. The 51+ age groups reflected that exercise classes were their number one interest followed by other wellness activities.

ANSWER CHOICES	RESPONSES	
Health Education Classes (chronic health conditions, staying healthy, healthy cooking, health insurance issues)	45.44%	259
Exercise Classes (Tai Chi, yoga, Zumba, aerobics, dance, etc.)	58.25%	332
Weight Training and Exercise Equipment	45.61%	260
Water Aerobics, Swimming, Walking Lap Pool	39.30%	224
Walking Clubs, Hiking Clubs, Biking Clubs, Running Clubs	41.05%	234
Senior Olympic Type Competitions	8.42%	48
Health Screenings	41.05%	234
Ask a Nurse Program	26.84%	153
Medicare or Health Insurance Counseling	36.49%	208
Individual Counseling, Life Coaching or Social Services	17.89%	102
Café or Food Service Co-Located with Programs	26.14%	149
Cooking and Nutrition classes	38.07%	217
Other (please specify)	8.77%	50
Total Respondents: 570		

The following information summarizes the top general activities in which all age groups are interested.

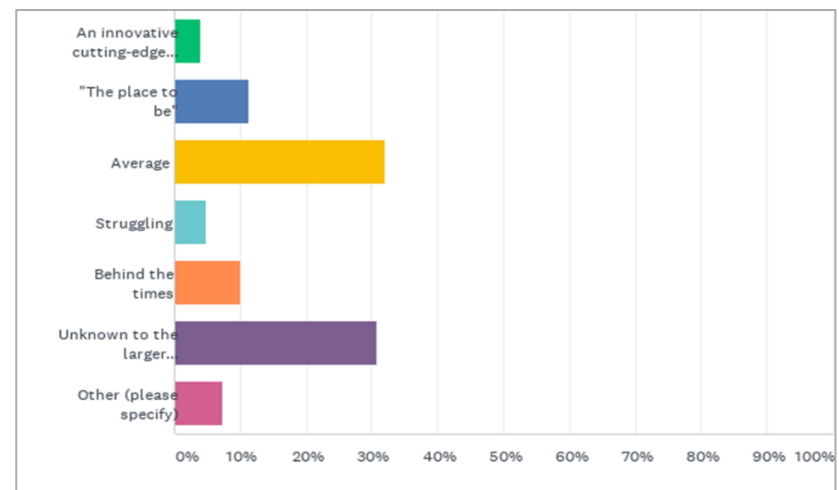
Survey Question: Which of the following general activities would you participate in either individually or with a group of your peers at the center? (Check all that apply)

- Small social events (book clubs, supper clubs, cards) 47%
- Entertainment at the center (concerts, standup comics, musicals, plays) 44%
- Technology classes (smart phones, Facebook Marketplace, software, apps) 38%
- Social Opportunities (concerts, shopping, movies, theater, etc.) 36%
- Lifelong Learning Classes (current events, languages, new skills, culture) 34 %

- Hobbies (cooking, antiques, collecting, short wave radio, sewing, etc.) 34%
- Sporting Opportunities (pickleball, bowling, golf, softball, table tennis, etc.) 32%

There was also interest in receiving feedback on the reputation of the senior center within the greater community. A question was added to the survey to further analyze this issue.

Survey Question: How do you think the senior center is perceived by the general community?



The next three questions dealt with family caregiving issues. Most of the respondents reported that they were not caregivers. Approximately 15% of the respondents indicated that they were family caregivers. Those that indicated they were caregivers were mostly in the younger age groups. When asked what services they currently needed for themselves or family members, or what services they thought they would need in the future, the top five included day care/respite care, help with caring for the home, help

with caring for a relative, transportation and Medicare/Insurance counseling.

The Village staff wanted feedback on what to call the senior center, wondering if the name “senior center” was a barrier to attendance. The survey asked the question: What would you call a facility that provides services, activities, and information to the 55+ population? The following chart reflects the response.

ANSWER CHOICES	RESPONSES	
Senior Center	21.89%	132
Adult Activity Center	9.95%	60
Mature Adult Center	1.82%	11
Live Well, Age Well Center	26.87%	162
Adult Community Center	20.90%	126
55+ Center	13.60%	82
Other (please specify)	4.98%	30
TOTAL		603

It is helpful to remember that the name of a facility is only one part of the equation to marketing the center, participation, and image in the community. What the center offers, how the activities are marketed and presented, and the appearance and access of the center are also important elements.

Focus Groups

Results of the survey were analyzed and reviewed with the senior center staff. From the analysis, three focus groups were organized. The three focus groups included a group of professionals working in the senior services field, a group of Minority individuals and a group of individuals under 55 years of age. These groups appeared to be underrepresented in the survey results. The three focus groups were held separately via Zoom. Senior staff recruited focus group participants through email invitations and the survey.

A presentation of the survey results and follow-up questions was prepared for the focus groups for feedback and reactions. The three focus groups were conducted at various times of the day. One group was held in the morning, one group in the afternoon and one group in the evening.

The following information summarizes the demographics on the three focus groups. The groups consisted of 100% female participants with 71% Caucasian, 14% Asian and 14% African American. Twenty-nine percent were 40 or under, 14% were age 41-50, 43% were 51-60 and 14% were age 71-80. Seventy-one percent were employed fulltime, 14% were employed parttime and 14% were retired. All three groups indicated that their best source for information was the internet (57%) Email (29%) and newspaper (14%). The participants resided in the 60004, 60005, 60074, 60148, 60089, 60030 zip code areas. The combined ages of the focus groups participants trended younger, which was a positive as the survey respondents trended older.

The following summarizes the results of the focus groups:

- Findings expressed in all three focus groups support the need to update the building and develop an enhanced schedule of activities and classes
- All three focus groups expressed a need for improved marketing about activities at the center.
- All three focus groups were in general agreement with the findings in the survey
- Two focus groups were surprised that the Lending Closet was the number one reason for visiting the center. (Note: The Under 55 group knew about the center due to the Lending closet and the app “Next Door”. They suggested that this was a great app to get the word out and market the center.)

Analysis and Findings

Information and data gathered from the review of previous documents, stakeholder interviews, the public information session, survey results and focus groups were analyzed and compiled. Findings were developed from the compilation of this information.

Facility

- The analysis shows clear enthusiastic support for the renovation and enhancement of the current senior center facility and activities.
- Design should be engaging, vibrant, with a current and modern look, abundant natural light, and easy-way finding.
- There is large support for enlarging and enhancing the Athletic Club (fitness room) by improving the size, equipment, and decor of the room.
- The front area of the senior center should be assessed to improve the drop off for attendees as well as the building entrance. There were several comments supporting an upgrade to these areas.
- There was much discussion on the small outdoor area at the senior center. Most people thought it should be redesigned for better use. Many felt that it is a lovely area for outdoor concerts, readings, and other activities, but the street noise level makes it difficult to hear. Respondents suggested improvements to decrease the noise, others thought it should be enclosed for a walking lap pool or for a Bocci court. It is recommended that this area be redesigned to improve usage.
- The analysis shows major support for a café area offering small bites, a coffee bar or similar with wi-fi for phones, iPads and laptops and smaller seating areas.

Operations

- To support the Village of Arlington Heights' emphasis on diversity, equity and inclusion, the senior center should develop an outreach plan to connect with minority groups, LGBTQ individuals and others through church connections, group specific organizations, WhatsApp, and social media groups. Further discussion needs to happen with these various groups to better understand needs for programming, activities, and services.
- The survey included several comments about the senior center not being centrally located in the Village. Further exploration with partners is suggested to learn more about needs of seniors located in the north area and to explore whether partnerships should be developed for providing a larger variety of activities at different locations.
- It has been several years since tenant agency agreements have been reviewed. It is suggested that these agreements be reviewed and revised with a discussion on the actual space needs as well as other expansion, innovation or changes to services, activities, and responsibilities. Where feasible, space should be shared among partners for optimal efficiency.
- Most Senior Centers collect a minimum amount of data on participation. They collect data as many of their funding sources require this type of information. Senior Centers also collect information on participation to better understand their patrons, and for evaluation purposes. The senior center has started to collect information about the participants as they attend the center and stores the information in an Excel spreadsheet. While this is a good attempt to collect information, the center should have current information on everyone that attends programs for emergency situations as well as to collect and report program data. The center should invest in an appropriate

software and scanner system to improve the collection of information. This would also include the use of a membership application for senior center users and show data as to how many attend the center for which activities or services. This will provide good data for informing decisions.

- Identify champions and ambassadors for this initiative to broaden the connection to community groups. Use the champions as a part of the team to assist with building support and input for this project.
- Both this survey and the AARP Livable Communities Survey indicated the need for a “clearinghouse type of service” for services, programs, and activities for the 55+ population and caregivers. Catholic Charities operates the Aging and Disability Resource Network (ADRN) for Age Options (area agency on aging) and staff are located at the senior center. There appears to be a need and an opportunity to further market and expand this service so that residents are better aware of the Information and Referral services currently available.

Staffing

- The senior center has a part time volunteer coordinator on staff. This position recruits volunteers for the senior center as well as for some of the partner/tenant agencies. Current duties include recruitment, placement, and recognition. The volunteer program could be enhanced and expanded to provide an improved, innovative volunteer experience with a full-time staff position. Increasing the hours can result in expanded volunteer FTE hours offering more meaningful opportunities to the community. This could include developing and supporting self-directed volunteer teams that work on resolving issues in the community, filling boards for non-profits or engaging in other civic duties as well as expanding center activities

Programming

- Programming needs to be enhanced, expanded and attractive to 55-65/70 age range. Current programming appears to mostly resonate with the 70 + cohort. This was a finding from the AARP Livable Community Survey results also. The AARP survey respondents were age 40 years and older. Only 29% of those surveyed through the Livable Community Survey accessed the senior center for programming and activities.
- It would enhance programming to have a quality improvement system in place to regularly collect data from senior center users and non-users as to current interests so that the senior center can pivot and quickly adapt to offer trendy and current programming for members of all generations.
- The Under 55 group is interested in activities organized by clubs – Cookie club, Poetry club, Supper club etc., as well as downsizing, home remodeling, organizing, caregiving issues and life transition programs, etc.
- Staff should look at how the different generations served in the senior center socialized in their teenage years for ideas on activities. Generation X respondents indicated they were nostalgic for pinball machines and arcades and opportunities for social gatherings, gaming and “hanging out”.
- Focus group respondents indicated they were interested in seeing more online posts from the Village on events and activities through their social media outlets.
- The senior center should continue to have a regular, daily, virtual senior center. This component would allow caregivers, senior adults and people located elsewhere to participate in classes and activities. Renovations should include considerations for technology, sound panels, and appropriate upgrades to rooms to facilitate video broadcasts.

The Village of Arlington Heights has an exciting opportunity with this project to develop a state of the art senior center along with leading-edge programs and services. The facility, while needing updating, is of a good size to house a variety of activity areas. There's opportunity to expand programming into the afternoon and evening hours. The Village has a talented staff in place at the senior center. The Village and the Center have developed strong partnerships with other community partners who share their values and interests. All of these factors are important elements needed to tackle the task of enhancing the center and to help raise the bar for senior center services in the area.

Resources and Bibliography

- AARP, *Transforming Senior Centers into 21st Century Wellness Centers*, Kathryn Lawler and Louisiana AARP State Office, 2011
- Aday, Ronald H., PhD, Middle Tennessee University, *The Evolving Role of Senior Centers in the 21st Century*, Testimony for the Senate Committee on Aging, 2003
- BUILDING EXCELLENCE: National Council On Aging/National Institute of Senior Centers -The National Senior Center Self-Assessment Process www.ncoa.org
- International Council on Active Aging www.icaa.cc –an association that leads, connects and defines the active-aging industry, supports organizations and professionals that develop wellness environments and services for adults over 50.
- Pardasani, Manoj and Thompson, Peter “Senior Centers: Innovative and Emerging Models” *Journal of Applied Gerontology*, August 2010
- CDC - www.cdc.gov information on health issues, chronic conditions and evidence based programming.
- NCOA/Center for Healthy Aging www.ncoa.org - information on evidence based programming.
- Beisgen, Beverly and Kraitchman, Marilyn: *Senior Centers: Opportunities For Successful Aging*
- Howe, Neil and Strauss, William. *Generations: The History of America's Future, 1984 to 2069*. New York: William Morrow. 1991
- Moody, Harry R., *The Experience of Aging*. <http://www.hrmoody.com>
- Rowe, John W., and Kahn, Robert, *Successful Aging*. Dell, 1999.
- Wolfe, David, and Snyder, Robert. *Ageless Marketing: Strategies for Reaching the Hearts and Minds of the New Customer Majority*. Dearborn Trade Publishers. 2003.
- Marconi, Joe. *Future Marketing: Targeting Seniors, Boomers, and Generations X and Y*
- *A Blueprint for Action: Developing a Community for All Ages*, Partners for Livable Communities, <http://livable.org/livability-resources/reports-a-publications/184--a-blueprint-for-action-developing-a-livable-community-for-all-ages>

Property Condition Assessment Update

Introduction

This task contained three goals to establish baseline information that will be used throughout the project regarding the physical components of the facility:

1. Field measure and develop base floor plans, sections, and exterior images of the existing conditions to create a Building Information Model that can be used by the planning team to develop interior planning concepts and by the design team to develop the exterior design concepts.
2. Document current agency spaces and occupancies of the facility and identifying spaces utilized by current programs – this will be used during the programming phase to compare existing square footage to new square foot and to study adjacency requirements.
3. Utilizing the 2017 Senior Center Facility Condition Assessment, the team walked-through the facility and updated the document noting the deficiencies that have been corrected and documenting any new potential deficiencies that need to be addressed. Additionally, potential accessibility improvements to the facility were reviewed. This information will be used to help develop construction budgets.

Documents Reviewed

The team reviewed the study documents provided in the RFP including:

- 1997 Senior Center Plans
- 2017 Senior Center Facility Condition Assessment
- 2019 Maintenance Infrastructure Priorities
- 2019 Arlington Heights Senior Center Update Evaluation by Senior Center Agencies
- 2020 Exterior and Interior Photographs of the Senior Center

After a request of documents, the following additional documents were received and reviewed:

- Existing Site Information including the legal description, boundary survey and topographic survey
- Received building energy bills / usage

It should be noted that there is no record of any environmental studies for the facility or site and the Village team is not aware of any environmental issues.

Process

The process included reviewing the existing documentation and then performing the field work to document any changes in plan – there were very few variations noted. Locations of the partner agencies in the facility and room uses were noted and later shown on a floor plan. A detailed walk-through of the architecture, site, accessibility, interior finishes, mechanical and electrical systems obtained the information required to do the Property Condition Assessment comparison. A kick-off meeting started the process

with the BKV Group team, Public Works Supervisor responsible for the facility, and the Director of the Senior Center to discuss the history of the building, any work maintenance work completed since 2017 or scheduled for the next several years, and any areas of concern within the building regarding accessibility, comfort, and acoustics. After the meeting, the field work commenced, measuring, and confirming the items from the 2017 Facility Study.

Observations

The building is 5-years older now (24-years old) from when the report was originally submitted. Almost all of the systems are or will be exceeding normal life expectancy within the next 0-5-years; however, the facility has been well maintained and the maintenance effort has extended normal life expectancies of the systems and finishes as compared with industry standard BOMA (Building Owners and Managers Association). The reimaging of the Spaces and Programs is perfectly timed with the required modernization of the facility systems and finishes.

Property Condition Assessment Update

The following is a summary of the Replacement Reserves Report found on page 3 of the 2017 Facilities Condition Report performed by EMG that is informing the Village's Capital Improvement Plan for the Senior Center. Topics include the items that were completed, items that were deferred as of 2022, and future items that should be moved into the modernization effort. A new section was added on deficiencies observed that should be included in the modernization effort.

A. Items completed 2018 - 2022

- Reroofing was scheduled for 2018 and was completed
- Asphalt Pavement Repairs of approximately 2000 SF was scheduled for 2018 and was completed

- A snow melt system on the metal roofs was not identified in the report but was completed in 2019
- Water heater replacement was scheduled for 2032, but was replaced in 2020
- A recirculation pump and thermostatic mixing valve station were not on the schedule but were replaced in 2020

B. Deferred Items Not Completed 2018 – 2022 (\$161,017 deferred total)

- Package Unit. The 6-7.5 ton package air unit was scheduled for replacement 2018 and has not been completed (\$14,396), this should be completed as part of the modernization plan
- Exterior Light Pole. Scheduled for 2021, should be deferred until the modernization plan (\$6,741)
- Interior Finishes. This item was scheduled for 2020, but was deferred pending the recommendations of this study and should be completed as part of the modernization plan (\$116,101)
- Kitchen Equipment. The commercial equipment including refrigerators, icemaker, food warmer, freezer, and dishwasher were schedule to be replaced in 2022 – this work was deferred pending the recommendations of this study (\$4,256 + \$4,256 + \$6,116 + \$3,104 + \$9,288 + \$3,500)

C. Future Items that should be completed with the modernization plan timeline versus original maintenance schedule 2023 – 2037 (\$422,193 total)

- Parking Lot. The parking is due for a major overhaul, scheduled for 2027 for a mill and overlay, this should be completed as part of the modernization plan (\$161,888)

- Window & Storefront Replacement. Scheduled for 2027, this should be completed as part of the modernization plan (\$17,409 + \$6,320)
 - The air-cooled condensing units were slated for replacement in 2023, this should be completed as part of the modernization plan (129,934 + \$106,642)
- D. New Items Added to List scheduled to be completed during the modernization plan
- Exterior Wall Replacement. The exterior walls on the north and east side of the building are leaking moisture and have air infiltration issues and require to be rebuilt as part of the modernization effort.
 - Moveable partitions are in good operational condition; however, they need to be replaced since they no longer provide acoustical separations to allow for multiple activities to occur simultaneously
 - Mechanical Systems. All mechanical systems are at their life expectancy and will require replacement as follows:
 - Air distribution systems (ductwork, VAV boxes) to spaces require changes to allow for proper air flow
 - Dust collecting system is currently inadequate, RTU filters require a lot of changes and dust collection system is not keeping up, should be replaced
 - Boiler Replacement – two boilers, on one of the boilers, eight total boiler modules have been shut down permanently, the other boiler is of the same age – both should be replaced
 - HVAC Water distribution pump – one was recently replaced, the other needs to be replaced
 - Accessibility. Renovation of the building occurred in 1997 and building was compliant with 1990 Americans with Disability Act, Title II, Public Facilities; however, ADA was amended in 2010 with additional requirements that need to be addressed with the modernization. Modernization planning will incorporate best practices for universal design.
 - Signage to permanent spaces (office and program spaces) require braille signage for the visually impaired
 - Building entrance curb ramp requires 5-foot flat areas at top and bottom of ramp, access in the vehicle access drive not allowed
 - Sidewalk slope from the public sidewalk at New Wilke Road to the building is greater than allowed and will not be compliant if major renovations are completed
 - Clearances in the larger restrooms have changed and will require reconfiguration
 - Electrical Systems
 - A-V systems are operational but past useful life expectancy, replace
 - Replace all lighting fixtures to LED fixtures to save energy – in addition, senior center lighting levels will be increased per national standards requirements for senior centers
 - Provide a lighting control system to save energy
 - Provide access control (proximity cards) throughout the building to allow for better access for the partners into and within the building

Programming, Planning & Design

Key findings from the Project Visioning and Property Condition Assessment Update gave direction to the effort as the study transitioned to a focus on *space needs and configuration*. These findings are summarized below, along with a list of Project Values that they gave rise to.

Information Gathering & Project Visioning

The stakeholder interviews, community survey, open house/forum and focus groups conducted during the visioning phase yielded insight into the kinds of programs, services, and drop-in activities that are of greatest interest/need among the Center's current and emerging target populations. Themes in the opinions expressed about these functions *with obvious ties to the constructed environment* include:

- The Center should offer a wider range of active (fitness/sports/recreation) and creative (arts of all kinds, lifelong learning/enrichment) programs.
- Provide appropriate space and/or amenities to support a larger variety of informal, drop-in activities including playing games (cards/tile games, billiards, ping pong, outdoor lawn/court games, virtual reality games, etc.), working out on fitness equipment, working on art projects, etc.).
- Provide more social (lounges) space for people to gather informally or just "hang out."

- Update and expand the Athletic Club (equipped fitness area).
- Incorporate an inviting café for the enjoyment of patrons and to forge connections with the surrounding community.
- Pair programs and services to empower and support people through critical life transitions (caregiving, loss of spouse/partner, retirement/re-careering, etc.).
- Incorporate technology throughout the building to deliver state-of-the-art in-person and remote experiences.

The visioning phase discussions also made it very clear that the Center's well-established partnership model is sound, with clear benefits reaped in collocating and coordinating programs and services offered by multiple partners under one roof. It was agreed that a plan for the Center's future should incorporate considerations in its design (and the allocation of space) that will further enable and support the partners in working together to address common goals, engage a broader cross-section of the community and expand program and service offerings. The need for a more prominent Information and Referral resource housed at the Center was voiced in several visioning discussions.

As the Visioning effort drew to a close, conclusions most clearly tied to the physical facility included:

1. The appearance of the building (inside and out) should be updated to look and feel current, vibrant, and ageless.

2. The re-design effort should be paired with a re-branding effort for the Center as a whole, focused on erasing outdated impressions and/or misperceptions of what the center is, what it offers, and for whom.
3. Experiences and services enjoyed/received by seniors *on-site at the Center* should be prioritized in making determinations about the allocation of limited space.
4. Given the limited site space available to accommodate staff and patron parking, this issue should be carefully monitored in the ongoing planning efforts.

Existing Conditions Implications for Renovations

Several assumptions about the scope of the renovation effort (based in project goals and the existing conditions evaluation completed in the project visioning) were reviewed with the Executive Committee as the study transitioned to a focus on the physical facility. These included:

1. The renovation will need to be a near complete “gut rehab.” It will not be feasible for Center operations to continue due to construction.
2. Applicable outside walls will be reconstructed for energy, air, and water tightness, to add windows, and to create a new exterior image.
3. Most inside walls will be demolished to reconfigure space and address sound transmission issues.
4. Mechanical systems will be completely replaced
5. The building will not be expanded (horizontally or vertically) due to an easement to the east and because adding square footage would require additional parking. Consequently,

increases in the quantity of space assigned to functions identified as high priority (such as the Athletic Club, café, lounges, etc.) will require corresponding reductions in space allocated for other functions.

6. A high priority was assigned (by patrons and staff) to modifying the parking lot for improved passenger drop-off and pick-up (with protection from the elements), and enhanced pedestrian and vehicular safety. This could result in the loss of some parking capacity in the existing lot and will require further study.

Project Values

The Visioning Phase findings and Existing Conditions Implications were melded into a summary list of Values that guided the study team as we transitioned to a focus on design:

1. The design should be Leading Edge for long-lasting effectiveness, yet adaptable in anticipation of inevitable change.
2. The design should elevate the Center’s brand through aesthetic impressions:
 - a. Eye-catching, contemporary, and non-institutional, with broad-based appeal: erase the remaining grocery store features)
 - b. Welcoming & friendly ambiance, with an emphasis on community spaces
 - c. Natural light injected throughout the building via additional windows, skylights, clerestories, etc.
3. Incorporate design features that communicate, support, and celebrate the strategic partnerships.

4. Incorporate universal design for seamless ageless accessibility, safety, and comfort (inside and out).
5. Assign available space efficiently:
 - a. Review and update the tenant agreements for efficient space use and maximum flexibility.
 - b. Identify space needs issues that can be addressed through scheduling rather than duplication of space types.

Programming & Planning Concepts Overview

The following pages summarize the process used and discussion associated with development of an Architectural Program of Requirements and Preferred Space Layout Concept for improvements to the building. The steps and work product developed included:

1. Partner interviews focused on space needs to accommodate their future vision for programs, services, drop-in activities, staffing and corresponding operational/storage requirements with:
 - Arlington Heights Park District
 - Arlington Heights Memorial Library
 - Catholic Charities NW Suburban Senior Services
 - Catholic Charities Nutrition Services
 - Arlington Heights Nurses Club (Lending Closet)
 - Connections to Care
 - Northwest Community Healthcare
 - Village of Arlington Heights Senior Center
2. Drafted a Program of Requirements (POR - descriptive list of rooms and spaces to be incorporated in the improved facility, with options) in response to partner input and the established

project goals and values. The draft of the POR was reviewed with the Executive Committee.

3. Completed a parking needs analysis and identified parking lot improvement considerations for further study.
4. Developed three interior layout concepts incorporating different program options. The layout concepts were reviewed by the Executive Committee who identified a "Preferred Concept".
5. Presented and discussed preliminary study findings to date with the partner agencies.

Note: the determination of partners' actual space needs and preferences will remain dynamic until a formal direction and timeline for renovations is established by the Village. The Program of Requirements and preferred layout concept were developed to inform options for interior and exterior design aesthetics for the improved facility, and the probable cost of construction. All programming and design work associated with this study is preliminary, and subject to review and refinement should the project continue into a formal design effort.

Program of Requirements Overview

The Draft Program of Requirements (see Appendix) describes parameters for accommodations to support the future vision and functional needs expressed to the study team by the partner agencies in interviews and follow-up communications. The partners' needs were not considered in vacuums—in keeping with the Project Values adopted for this study, opportunities for accommodating needs through the *shared use* of space were considered where appropriate. *Various alternatives were*

incorporated in the draft to support the discussion of options for addressing an apparent shortfall in the availability of space to accommodate all expressed needs.

The Program that was ultimately approved by the Executive Committee as expressed in the Preferred Layout Concept incorporates rooms and spaces identified for:

1. Dedicated Use by a specific partner
2. Some for Shared Use with Priority Scheduling assigned to a specific partner
3. And some for General/Shared Use by all

The following is a summary of the major dedicated program components and shared use with priority scheduling by facility partners and the Village.

Arlington Heights Park District Program Summary

The Park District expressed a desire to continue and expand upon the programs and activities that they currently provide at the Center, including but not limited to an enhanced/expanded Athletic Club (equipped fitness studio), Exercise/Dance programs, Art & Craft programs (various media), Scheduled Games (cards, tile games, etc.), and Wood Shop. Space needs to accommodate the anticipated staffing/customer service needs, gift shop, and storage associated with their programs and operations also were addressed.

1. Dedicated Use Spaces
 - Athletic Club (equipped fitness)
 - Exercise/Dance Studio
 - Wood Shop
 - Guest Services Desk & Gift Shop

- Offices, storage accommodations
2. Shared Use with Priority Scheduling
 - “Wet/Dirty” Art Studio (media that may generate dust or residue that don’t mix well with media that require a cleaner environment – especially pottery/ceramics)
 - “Dry/Clean” Art Studio
 - Cards/Games Room

Arlington Heights Memorial Library Program Summary

The Library expressed a progressive vision for an inviting “reading room” (“stacks,” resources, and seating areas) with state-of-the-art technology, current, high-demand publications and an expansive “library of things” available for check-out. This service/amenity will be paired with a diverse slate of program offerings including classes, presentations, discussion groups, and creative activities. These activities will make use of a Flex-use Training Center/classroom with priority scheduling for Library programs, and other scheduled/shared-use activity rooms, depending on the group size and focus of the program.

1. Dedicated Use Spaces
 - “Reading Room” with shelved media, tech bar, seating areas
 - Circulation desk
 - Office, storage
2. Shared Use with Priority Scheduling
 - Flex Training Center/Classroom

Catholic Charities Northwest Suburban Senior Services Program Summary

The full program for this partner agency envisioned staffing similar to (or potentially larger than) pre-pandemic operations, with adjustments to space allocation to more effectively support staff, client, operational and storage needs. A variety of issues were addressed in discussions with the Executive Committee that led to the determination that a modified program that limits accommodations at the Senior Center to a *direct service* office suite for the Agency's Aging & Disabilities Resource Network (ADRN) should be explored. Issues of concern included the significant quantity of space required to accommodate the expressed needs; the fact that (*other than the ADRN*) most staff rarely meet with clients on-site at the Center; and concerns about the number of parking spaces that may be required by Catholic Charities staff on a regular basis, reducing the quantity of spaces available for senior center patron use.

1. Full Program – Dedicated Use Spaces

- Large dedicated-use suite with private and shared offices, staff cubicles, conference room, copy room, and extensive file storage to support an array of services provided *in-home and on-site*. Although the case workers would be in and out of the building, it was estimated that as many as 20 parking spaces might be used by staff daily.

2. Modified Program – Dedicated Use Spaces

- Dedicated-use four-office suite with reception/waiting area to support information & referral and other services provided *on-site* by Catholic Charities' Aging & Disabilities Resource Network.

Catholic Charities Nutrition Services

The program for Catholic Charities Nutrition Services accommodates the continued use of space within the Senior Center for the transfer of home delivered meals prepared off-site by a caterer to a crew of volunteers (largely recruited and trained through the Senior Center) who deliver the meals to patrons' homes. A small, dedicated room is included for storage, along with priority use of a flex-use activity room on a fixed daily schedule. It was assumed that the senior nutrition site currently housed at the Center will be phased out prior to or as part of the transition to the updated facility.

Arlington Heights Nurses Club (Lending Closet)

Space included in the program for this service (identified as high priority in the public input effort) includes two (connected) dedicated rooms used for receiving, processing, storing, and distributing medical equipment for in-home use. Ease of distributing and receiving equipment to and from patrons' vehicles was considered in the review of options for its location within the building.

Connections to Care

This small partner agency that coordinates transportation to essential services for at-risk seniors will make part-time use of flex office space proposed in the program for the updated facility.

Northwest Community Healthcare

A long-standing partner of the Center, Northwest Community Healthcare will continue to offer health screenings, services, counseling, and supportive programs ranging from presentations to specialized exercise programs making use of a dedicated office within a suite of shared flex-use health service rooms, and

through scheduled use of other shared rooms throughout the building.

Village of Arlington Heights

The Village of Arlington Heights provides a core staff for management and maintenance of the facility; coordinates scheduling of programs, amenities and services provided by its own program staff as well as partners, contractors, and tenants; staffs the primary welcome desk/customer service counter; and operates a robust volunteer service. Dedicated-use spaces included in the Program of Requirements directly managed or used exclusively by Village staff or others to be determined include:

- Pool/billiards room (4 tables with participant and guest seating)
- Lobby-area café (envisioned as a commercial entity to be operated by a partner/tenant to be determined)
- Virtual gaming room
- Concierge desk/welcome center
- Customer service counter
- Village staff offices and support space
- General and janitorial/maintenance storage and workspace

Spaces Available to all Partners for Scheduled Use

While the program identifies significant square footage as dedicated or prioritized to accommodate specific partners' unique needs (as described above), substantial space has also been allocated for rooms that will be available to all for scheduled activities. Some are deliberately sized, configured and appointed

to work well for a flexible variety of activity types, while others are more purposefully envisioned for specific uses.

1. Assembly/Dining Room – the largest assembly space in the building, this room will be dividable into three autonomous spaces with high quality motorized acoustic partitions providing sound separation comparable to permanent walls—thus offering three room size options so that various group sizes can be staged in right-sized rooms.
2. Catering/Demonstration Kitchen – connected to the Assembly/Dining room, this space will be equipped and configured for use by caterers of dining events and to stage cooking demonstrations (a trending high-demand program in senior centers today).
3. Classroom – sized for “typical” classes and presentations for groups of 20-30, and equipped with technology to support a spectrum of educational experiences, this room will be flexible and adaptable to support a variety of activity types.
4. Conference rooms (2) – the program includes two conference rooms at different size points to comfortably accommodate smaller and larger discussion-based meetings and programs.
5. Personal Services Suite – Small suite incorporating a waiting area and four appropriately sized, equipped and configured private consultation rooms for scheduled use for health and personal services/consultations. One of the offices is dedicated for use by Northwest Community Healthcare as described above.
6. Volunteer Center – Small suite with flex-use workspace and secure personal items storage for volunteers who provide

services onsite. The Village of Arlington Heights Volunteer Coordinator's office is also incorporated in the suite.

7. Staff Break Room and Rest Room – Shared-use break room with refrigerator and microwave, counter-cabinet area with sink, and tables. Adjacent private restroom for staff use only.

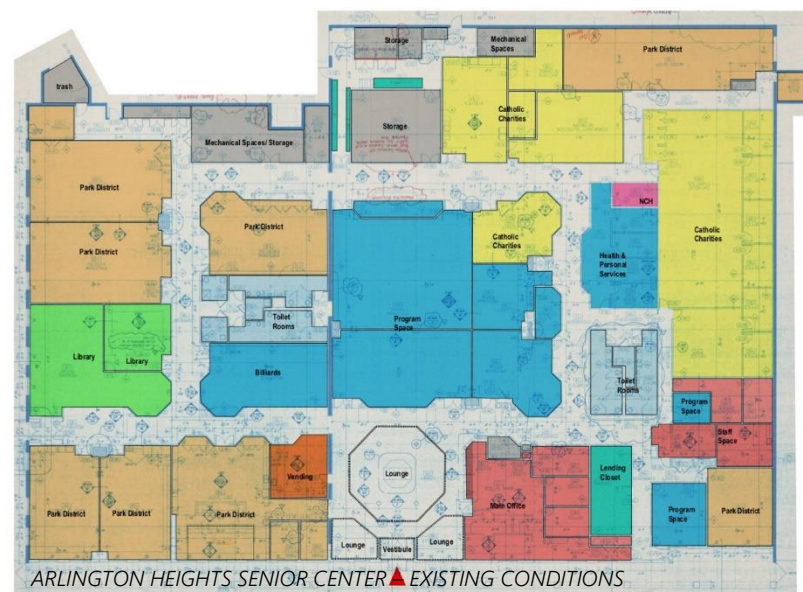
General-use Spaces and Amenities

1. Air lock entry vestibule – large airlock vestibule with automatic sliding doors at the main entrance, wide enough to allow people to pass comfortably as they enter/exit, and deep enough to function effectively as a “walk-off” zone for water, snow, salt, gravel, etc.
2. Main lobby-lounge – large open space with a hospitality feel, immediately adjacent to the main entrance, concierge, and café, “zoned” with different kinds of furnishings to support waiting before and after scheduled activities, enjoying food and beverages purchased at the café, informal socialization, and drop-in activities such as playing games at card tables.
3. Café seating/lounge area – an additional square footage allowance for seating more specifically associated with the café, adjacent to the cafe customer service area.
4. Fitness area lounge – Open lounge close to the fitness amenities to support waiting/gathering before and after scheduled activities
5. Lifelong learning & arts area lounge – Open lounge close to the classroom/conference room and art studios to support waiting/gathering before and after scheduled activities and to offer an alternative to the main lounge

6. Restrooms – A mix of multi-fixture and private/companion use restrooms distributed for easy access from all activity spaces. Generous allowance to allow for privacy and ease of use to be effectively accommodated for patrons of diverse ages and needs.

Square Footage Allocation: Existing vs. Proposed

The existing conditions floor plan below demonstrates the allocation of space in the current facility (see Appendix for full-page image). The table on the following page demonstrates differences in the allocation of space for various partners and functions in the current Center versus the proposed improvements. Various types of spaces have been added or enlarged in response to Project Visioning Phase findings, while others have been trimmed accordingly.



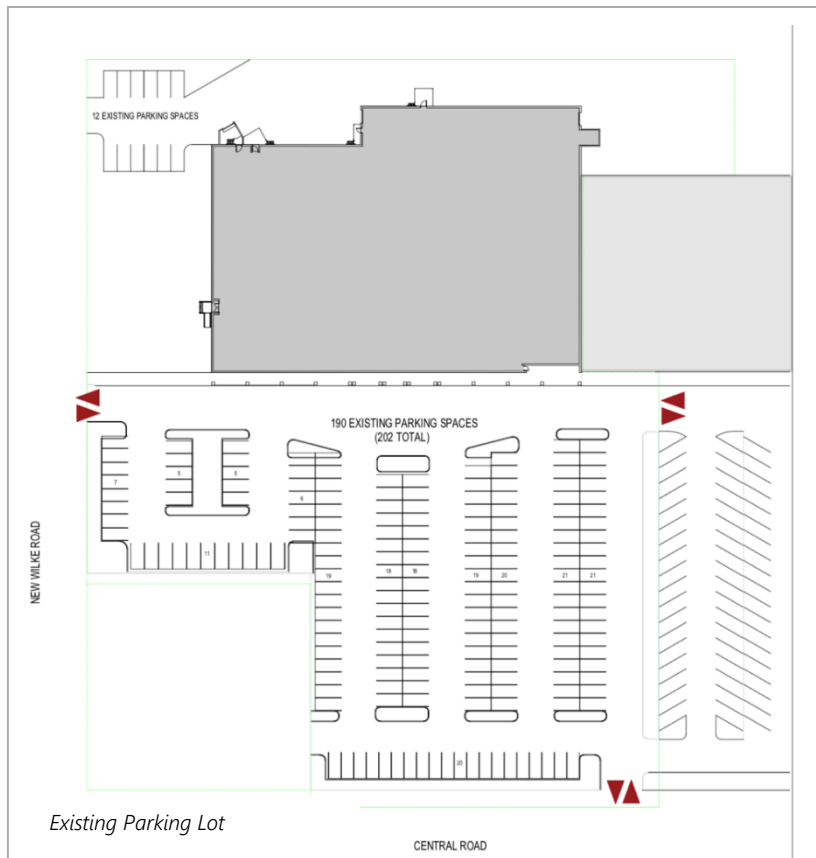
Additional square footage has been assigned in the Program of Requirements as deemed appropriate for building systems, maintenance & janitorial needs, general storage, furniture storage, air lock vestibule at main entrance, corridors, etc.. (see Appendix A).

Name	Notes	Existing Sq. Ft.	Preferred Concept Sq. Ft.
Nurses Club Lending Closet	Lending Closet, processing/storage space	545	574
Connections to Care	Offices, support space	329	391
NW Community Healthcare	Office/consultation room	116	140
Arlington Heights Memorial Library	Reading Room, Training Room, office, storage	1608	2206
Arlington Heights Park District	Customer service desk, offices, copy area, gift shop, Athletic Club , exercise/dance studio, wet art studio, dry art studio , cards/game room , wood shop, storage	9067	10234
Catholic Charities NW Suburban Senior Services	Offices, cubicle areas, conference room, copy room, file storage (Preferred concept only accommodates direct service staff and services)	3827	658
Catholic Charities Nutrition Services	Kitchen (shared use), dining area , receiving/processing area, storage (Preferred concept only accommodates Home Delivered Meals functions)	1891	956
Village of Arlington Heights dedicated use space	Concierge/customer service areas, copy room, offices	1572	849
Lounges	Main lounge, various lounges scattered throughout building	1231	1948
Café	Restricted access area, customer service, seating	375	1369
Billiards	4 tables existing & proposed	899	997
Assembly/Dining	Including program & table/chair storage	3053	3926
Kitchen	Equipped for caterer use and demonstration	451	374
Classroom	Including associated storage	550	1058
Conference Rooms	One existing, two proposed	673	712
Virtual Gaming Room	None existing, uses flex space	0	1277
Personal Services Suite	3 private consultation rooms (plus one included in NWCH), waiting area	781	691
Restrooms	Multi-fixture, personal/companion, staff	1060	1554

Parking Lot Improvement Considerations

Although the study doesn't include parking lot design, as senior center design specialists, we have identified important issues to be addressed with further study as the project moves forward. These are primarily focused on creating a safer, more comfortable experience for drivers and pedestrians, as well as meeting parking needs. Many of these issue and items were raised by patrons, partners and/or staff during the Visioning phase.

1. Create a curbless passenger drop-off/pick-up zone with overhead weather protection (sized to allow several vehicles to queue).
2. Explore the feasibility of a covered entry.
3. Explore the possibility of creating sidewalks between nose-to-nose parking so that people can proceed to/from the building without walking in traffic lanes.
4. Evaluate the feasibility of increasing the accessible parking space count to accommodate the needs of the target patron population.
5. Explore options for maximizing patron parking space count to support the projected demand.



Space Plan Concept Development

Phase Two continued with the development and review of a variety of layout concepts demonstrating opportunities and limitations for the arrangement of the rooms and spaces identified in the Program of Requirements (in a configuration that is functional and user-friendly for the anticipated uses and users of the facility). The three diagrams that follow demonstrate the

progression from a “first look” to the “preferred concept.” Full-page diagrams of each are provided in the Appendix.

Concept A: Full Program

Although it was acknowledged during program development that it was highly unlikely that the “full program” could be appropriately accommodated, a plan was developed to illustrate and potentially challenge this assumption. As the scheme below demonstrates, it was found that including the full program for offices and support space for Catholic Charities Northwest Suburban Senior Services staff *who serve seniors both on and off site* (shown in yellow - based upon initial needs projections) significantly reduces the availability of square footage that can be



allocated for other activities and services accessed on site by patrons: there is no dedicated classroom, the games room is smaller than needed to support the anticipated demand,

lounge/drop-in social space (deemed high priority during project visioning) is limited, and various other areas are somewhat smaller than preferred.

Concept B: Modified Program with Courtyard

Upon completing the full program exercise, the process continued utilizing a modified program that reduced square footage assigned to Catholic Charities Senior Services to a smaller suite accommodating only services provided *directly to seniors on-site* through its Aging and Disabilities Resource Network staff.



The square footage regained was to be assigned to high-priority functions that were under-served in the full program option. Because enhanced natural lighting throughout the building was established as a design priority during project visioning, consideration was given to incorporating an interior courtyard

that could be used seasonally for socialization and applicable scheduled programs while bringing natural light into the core of the building year-round. After reviewing this option, the Executive Committee determined that other methods for enhancing natural lighting should be explored, rather than committing this square footage to space with limited programmatic usefulness. The addition of a virtual gaming room—a leading edge amenity of interest for this facility type—was suggested as a compelling use for some of the recaptured space.

Concept C: Modified Program - Preferred

The final step in the concept development and review effort resulted in the layout concept that the Executive Committee determined to be *preferred* to address project goals effectively.



Based upon the *modified* program of requirements with the addition of the virtual gaming room as explained above, the scheme is consistent with leading edge practices and trends in senior center facilities nationwide and highly reflective of the vision that emerged during the project visioning portion of this study.

Key differences of this concept include elimination of the internal courtyard to recapture additional space, re-organization of the Park District Office and shared wet/dry art studios, and some of the internal spaces including the billiards room, flex office space, and the addition of a virtual gaming room.

Partner/Tenant Feedback

An overview of the activities and findings of this report was presented to the partner/tenant agencies for feedback. Based in the understanding of the preliminary nature of the programming and concept development effort at this point, all but Catholic Charities Northwest Suburban Senior Services expressed that the Preferred Concept is consistent with their current vision for future use of space at the Senior Center.

The significant short-term impact that the Covid-19 epidemic has had upon staff functioning (and use of workspace and parking at the Senior Center) by the Catholic Charities Northwest Suburban Senior Services makes it difficult to project their long-term needs and preferences at this time. It is *possible* that they may not require or desire as much space in the future as was projected in the full program developed for this study. Although they would welcome the opportunity to continue to accommodate all of their workspace needs at the Center in the future, they expressed understanding for the priority assigned through this study to activities and services accessed directly by patrons and clients *on*

site (as reflected in the modified program and preferred layout concept).

Due to the ongoing impact of the epidemic and *emerging changes* in previously established patterns of use and program/service demand, it is anticipated that all partners' space needs will be reviewed and updated as needed should this study continue into a formal design effort in the future.

Exterior Building Concept

Introduction

Developing the exterior building concept is a process of looking at the existing context of the Arlington Heights municipal facilities, immediate context of the Senior Center, and relative comparisons of senior centers around the country. The design began with an



Arlington Heights Context

exterior and interior visioning session highlighting different potential architectural styles consistent with the goal of elevating the Center's brand through aesthetic impressions that are eye-catching, contemporary, and non-institutional, with broad-based appeal: erase the remaining grocery store features.

Three exterior concepts were discussed during the visioning session to assess preferences of the Executive Committee: Wood & Stone, Modern Forms, and Village Connections. Each concept included pictures representing the idea and key words that describe each concept. Three concepts were presented based on the preferred planning concept.



Three Exterior Concepts

The Executive Committee liked components of all three concepts and a hybrid concept of all three concepts was developed. Key components to be included in the hybrid concept included:

- A modern tower element at the corner of the building like option C
- Framed window areas and a more solid wall with punched windows like option A

- Wrap-around canopy was favored that terminates in a porte cochere at the entrance for vehicle loading / unloading for patrons
- Brick and stone look with tall windows highlighting the activity spaces of the building
- Adding wood-like material to provide scale and warmth

The final design concept resulted in multiple iterations adjusting proportions of the tower, the porte cochere size and roof pitch, wood elements in the canopies and office feature wall, and overall materials.



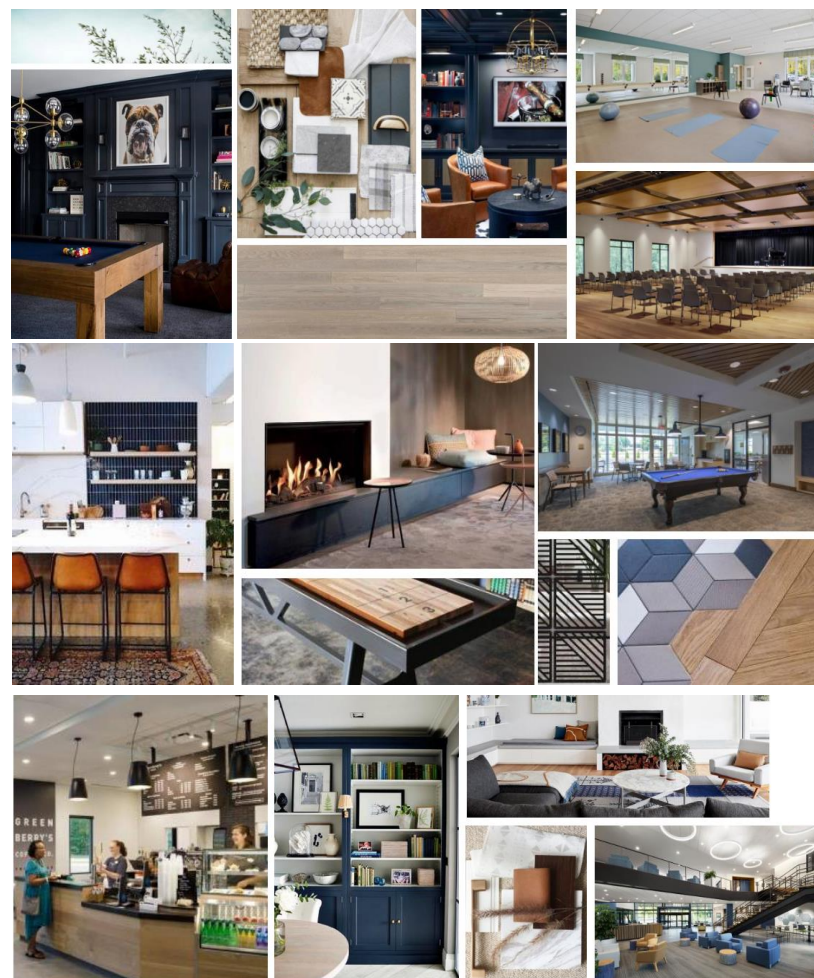
Final Design Concept

Interior Visioning Concept

Since the exterior and interiors are linked, interior design concepts were developed similarly with a review of comparable Senior Centers across the country and development of three concepts during the interior design visioning session. The three concepts included:

- Fresh | Simple | Bright - nature inspired that is textured with contrast in spaces that are invigorating, energizing and open
- Artisan | Organic | Handcrafted – features a local natural craft that is soft and familiar inspiring spaces that are relaxing and calm
- Warmth | Authentic | Retreat – features tranquility and solitude through the use of familiar natural materials in modern forms that provide a sanctuary or haven in the spaces

The Executive Committee liked all three concepts and narrowed the final concepts to a hybrid solution combining elements of the Fresh | Simple | Bright and Warmth | Authentic | Retreat. The following images capture the intent of some of the amenity spaces visually.



Recommended Concept



Concept Summary

The remodeled approximately 40,000 square foot Village of Arlington Heights Senior Center will continue to include recreation, education, learning, the arts, personal services, meeting rooms of all sizes, and a new café that will be the center of the social scene of the facility. The construction would be bid as a single phased contract with a design phase duration of 12-months and a construction phase duration of 14-months. The Total Project Budget Estimate including hard construction cost, contingencies and soft costs in the current 2022 dollars is \$13.314 MM.

Preferred Planning Concept

Concept C: Modified Program is the preferred facility program and planning concept that is consistent with leading edge practices and trends in senior center facilities nationwide and highly reflective of the vision that emerged during the project visioning portion of this study.

Key features of the proposed layout concept include:

1. The building entrance opens to a sizeable lobby/lounge with hospitality venue appeal, a highly visible café service counter and seating area, and prominently positioned concierge desk. Large expanses of glass along the north and east faces of the area provide natural light and enticing views into and out of the space. The idea of a “tower” design element with clerestory lighting to add volume and bring additional light to the space was discussed.
 - The café is tentatively envisioned as a commercial entity to be operated by a partner/tenant to be determined. Products offered may include light fare such as salads, soups and sandwiches, baked goods, smoothies, coffee, tea, and

other beverages. A variety of seating options may be considered ranging from 2-tops and 4-tops to booths, banquettes, and soft seating, and direct access to an outdoor dining patio to the east is indicated. A fireplace will be a feature of this space. Consideration is also being made for a potential outside fireplace / fire pit to extend use of the exterior café seating.

2. The concierge desk will be a newcomer’s first stop for information or directions to their destination within the building, and a quick check-in point for seasoned patrons. The immediately adjacent customer service counter will accommodate program registration and payments. These staff members will also serve as gatekeepers to the secured administrative office suite utilized by Village staff. Deliberately positioned on the face of the building near the main entrance for ease of access and security, this suite also incorporates a volunteer center and conference room for scheduled use by all partners.
3. The billiards room offers quick access and enticing views of an appealing drop-in activity from the adjacent lounge areas.
4. The spaces described above form the northeast corner of the facility and are the gateway to a proposed “circular” interior corridor system with activity spaces and infrastructure arranged around the perimeter and grouped in a central core.
5. Beyond the café, the remaining space along the east face of the building (looking out to attractive patios and side yard amenities) is dedicated to a large flex-use assembly/dining room and the associated kitchen and table & chair storage spaces. The room, which was sized to accommodate the largest requested group sizes for assembly and dining



Concept C: Modified Program – Planning Concept

activities, is proposed with two motorized acoustic partitions allowing the space to be utilized as own, two, or three autonomous rooms concurrently for optimal flexibility.

- The attached demonstration and catering kitchen is sized and configured to meet basic catering needs and to accommodate cooking demonstrations with a telescoping wall that can be opened to allow seated participants to view the demonstration from the adjacent space.
 - The large table & chair storage room at the south end of the space is sized to absorb furniture needed for the assembly/dining spaces when not in use. A portable stage/platform and other less frequently use items would also be conveniently stored here.
 - The corridor area that the assembly/dining room/s opens off of is intentionally wide to comfortably accommodate large groups of patrons as they come and go (and occasionally linger) before and after activities. Restrooms with generous fixture counts are directly across the hall, as are two private/companion restrooms for those who need assistance or an extra measure of space and privacy.
 - A flex-use conference room also across from dining/assembly is sized and configured for a variety of smaller group functions, and support add-on functions associated with special events that use the full assembly and dining space.
6. Returning to the main lobby and continuing to the east past the office suite, the Arlington Heights Memorial Library Reading Room is prominently positioned on the front face of the building for high visibility and easy access. Their flex

training center, for which natural light and views are lower priority, is immediately across the hall in the central core.

7. The rooms and amenities provided for exclusive and/or priority use by the Arlington Heights Park District are grouped toward the west side of the building.
- The strategically positioned Park District offices (with customer service desk) and gift shop are the first spaces encountered as guests pass the Library and approach the Park District amenities.
 - The Athletic Club (equipped fitness room) is also positioned on the face of the building for high visibility and abundant natural light.
 - The immediately adjacent Exercise Studio is flanked by a pair of private/companion restrooms (that can double as changing rooms), and lounge/seating area.
8. The Arlington Heights Nurses Club Lending Closet is positioned in the southwest corner of the face of the building, adjacent to a secondary entrance for convenient, unobtrusive drop-off and pick-up of items.
9. A second set of multi-fixture restrooms (which like those on the east side of the building are located where plumbing currently exists) are positioned for ease of access from the Parks District and flex-use rooms that compose the southwest corner of the building: the wet arts studio, dry arts studio, woodshop, card/games room and classroom.
- These spaces are arranged for shared access to a generously sized lounge area for waiting or lingering before and after activities. It was suggested that opportunities for providing skylights and/or clerestories to inject natural light

from above be explored as the study continues, along with the possibility of adding windows in the classroom and cards/game room along the south wall.

10. Completing the loop along the south face of the building are a variety of spaces devoted to personal services that require quiet and privacy.

- The Aging and Disabilities Resources Network suite is proposed for dedicated use by Catholic Charities Northwest Suburban Senior Services for information and referral, benefits counseling, and connecting clients with essential services.
- Catholic Charities Nutrition Services' Home Delivered Meals program (HDM) will have priority use of a room easily accessed from the rear of the building for processing meals prepared off site for home delivery by center-based volunteers. This generic space will be available for scheduled use by other partners from mid-day on.
 - A small dedicated room for Home Delivered Meals storage and administrative needs has been provided at the rear entrance.
- The health and personal services suite incorporates a waiting area and four private rooms for the provision of a variety of personal and health services by multiple partners, with one dedicated for use by Northwest Community Healthcare.
 - An adjacent private/companion restroom offers easy access when required in association with health screenings and services that may be accommodated.

- Across the hall, a small suite of flex-use offices will be used by various partners including scheduled use by the Connections to Care transportation service.

11. The proposed virtual gaming room, which does not require natural light, is also proposed in the central core, along with a privately "tucked away" staff break room and staff rest room.

12. Rooms earmarked for maintenance, storage and building systems along the south wall of the building will make use of existing spaces currently accommodating those functions.

Proposed Outdoor Amenities



The public input gathered in Phase One along with stakeholder input and discussions with the Executive Committee pointed toward a re-envisioning of the green space on the east end of the building (along New Wilke Rd.). The diagram above shows the space arranged on two levels to accommodate outdoor extensions of uses associated with the adjacent interior spaces on a porch spanning the face of the building, as well as outdoor activities of high interest including lawn games (bocce ball) and two pickleball courts slightly below.

Implementation Plan

The design phase of the project will take approximately a year to complete the design, documents for permitting, and bidding documents. Standard Design | Bid | Build construction procurement will take about two months and will end with Board approval of a general contractor. Construction will take approximately 14-months. The construction time frame could be longer if supply chain difficulties and/or production capabilities continue to be an issue.

Construction disruption of the Senior Center will occur - the project requires a complete gut and rehabilitation of the building finishes, materials, and systems. The entire staff and services of the Senior Center will require relocation to other locations within the village. It is anticipated the Public Works team will coordinate the move of the village staff and furniture with the tenant partners coordinating their staff and furniture.

Total Construction Budget Estimate

The construction budget estimate includes four components: 1) hard 'brick and mortar' costs, 2) Owner Contingencies, 3) Soft

'non-construction' costs, and 4) construction escalation costs. All four categories equal a total project cost budget.

Hard costs include typical 'brick and mortar' costs including site development, concrete and steel, building envelope, interior finishes, and building engineering systems including mechanical, plumbing, electrical, data, and fire protection. Owner design and construction contingency is money set aside for 'unforeseen conditions' either in the design or construction and owner-requested changes during construction. Soft costs include the 'non-construction' costs needed to design, furnish, document, and finance the project. Typical categories include professional services, fixtures, furniture & equipment, insurance and surveys.

The total construction project budget is broken down as follows:

Hard Construction Budget.....	\$9,404,000
• Interior Build-out.....	\$7,824,000
• Building Envelop Updates.....	\$1,180,000
• Courtyard Renovation	\$230,000
• North Parking Lot	\$175,000
Contingency (10% design, 5% construction)	\$1,411,350
Soft Cost Budget.....	\$2,493,408
• Professional Services.....	\$1,102,984
• Temporary Move.....	\$50,000
• Furniture (delivery & installation)....	\$773,220
• Appliances.....	\$15,000
• Technology	\$444,000
• Insurance	\$108,204
2022 TOTAL CONSTRUCTION PROJECT BUDGET.....	\$13,313,758

Escalation

Construction escalation costs are real-time escalation of materials, transportation and/or labor costs. For this project, the total construction budget is \$13.314 MM for the 2022 time frame. Since the project has not yet been budgeted or scheduled in the Capital Improvement Plan, budget escalation has been estimated for the next several years to understand the implications – the costs are cumulative and are broken down as follows:

2023 escalation of 12% = \$14.911 MM

2024 escalation of 8% = \$16.104 MM

2025 escalation of 4% = 16.749 MM

2026 escalation of 4% = \$17, 418 MM

2027 escalation of 4% = \$18.115 MM



SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

APPENDICES

JUNE 15, 2022



TABLE OF CONTENTS

Appendix A – Community Survey Questions	A1-A8
Appendix B – Community Survey Responses	B1-B78
Appendix C – Draft Program of Requirements	C1-C5
Appendix D – Construction Budget	D1-D3
Appendix E – Existing and Concept Drawings.....	E1-E4



SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

APPENDIX A **COMMUNITY SURVEY QUESTIONS**

JUNE 15, 2022



Senior Center Programming Survey Questionnaire

The Village of Arlington Heights is thinking about your future.....and we want to hear from you!

*We need your opinions! We have an opportunity to redesign and enhance our facility located at 1801 West Central Road. The staff at this facility along with partner agencies and volunteers plan and offer a variety of activities and services for adults 55 years of age and older. The Village of Arlington Heights has authorized a Senior Center Modernization, Space Utilization and Program Plan Study. With the growing number of adults 55 years and older in the area, we want to ensure we have sufficient, effective, and state of the art services and programs available to meet the needs of **current and future** generations. With that in mind, we are taking this opportunity to engage the community in a planning process to look at the needs of adults. Please complete the following short survey and let us know what you think. Your responses are confidential, and it should take less than 10 minutes of your time to complete.*

Thanks for your help!

1. Have you attended the Village of Arlington Heights Senior Center?
 - ☐ Yes
 - ☐ No
2. If so, how often do you visit or use the center?
 - ☐ Daily/nearly every day
 - ☐ More than once a week
 - ☐ Weekly
 - ☐ Monthly
 - ☐ Less than 6 times a year
 - ☐ Not applicable
3. If you come to the center, what do you come for? (Select all that apply)
 - ☐ Fitness Programs
 - ☐ Social Programs
 - ☐ Games, Cards or Billiards
 - ☐ Lectures
 - ☐ Arts & Crafts
 - ☐ Lending Closet
 - ☐ Catholic Charities
 - ☐ Food or meal program
 - ☐ Connections to Care (transportation)
 - ☐ Volunteer
 - ☐ Library Services
 - ☐ Health checks and health screenings (blood pressure, Ask a Nurse)
 - ☐ Other _____

4. If you haven't attended, why not?

- ☐ Classes and activities don't interest me
- ☐ I don't have transportation
- ☐ The hours are not convenient
- ☐ Doesn't look like a place I would hang out
- ☐ I never heard of the place
- ☐ I don't think of myself as "senior"
- ☐ I'm not 55 years of age yet
- ☐ I'm too busy
- ☐ Other _____

5. What changes would motivate you to participate in activities and classes that the senior center offers?

- ☐ Offer classes that appeal to me
 - ☐ Offer classes and information in my own language. Which language? (add comment box)
 - ☐ Be open early in the morning, in the evening, and/or on weekends
 - ☐ Improve the quality of the classes and activities offered
 - ☐ Offer classes and activities at different locations in the area
 - ☐ Improve the appearance of the building
 - ☐ Offer a wider range of food or different type of food
 - ☐ Add other amenities. Please list in comment box.
- _____

6. What hours would you most likely attend classes and activities?

- ☐ Morning hours
- ☐ Afternoon hours
- ☐ Evening hours
- ☐ Other hours? _____

7. What kind of food would bring you to the center?

- ☐ Soup, salads, and sandwiches
- ☐ Meat and vegetables
- ☐ Coffee or juice bar
- ☐ Snack bar
- ☐ Breakfast bar
- ☐ Other _____

8. Is there a particular service or activity missing that if provided would encourage you to participate in at the senior center? _____

9. How important is it for the Center to offer appealing lounges, game rooms, and other spaces for people to drop in and hang out with friends?
- ☐ Very important
 - ☐ Somewhat important
 - ☐ Neutral
 - ☐ Not important
10. Are you or would you be able to drive to the center?
- ☐ Yes
 - ☐ No
11. There are several other agencies and services located at the Center. These agencies include Catholic Charities (food, assistance with bill paying, referral for services, etc.) Lending Closet to borrow walkers, wheelchairs, canes and other similar equipment), Library to browse books or pick up books, Northwest Community Healthcare for health screening and insurance counseling services and Connections to Care for transportation. How important is it to have these agencies located at the center?
- ☐ Very important
 - ☐ Somewhat important
 - ☐ Neutral
 - ☐ Not important
12. How important is it to have services like these co-located at the senior center?
- ☐ Very Important
 - ☐ Somewhat important
 - ☐ Neutral
 - ☐ Not important
13. Which of the following **health and wellness activities** would you participate in either individually or with a group of your peers if provided at the senior center? (Check all that apply)
- ☐ Health Education Classes (chronic health conditions, staying healthy, healthy cooking, health insurance issues)
 - ☐ Exercise Classes (Tai Chi, yoga, Zumba, aerobics, dance, etc.)
 - ☐ Weight Training and Exercise Equipment
 - ☐ Water Aerobics, Swimming, lap pool
 - ☐ Walking Clubs, Hiking Clubs, Biking Clubs, Running clubs
 - ☐ Senior Olympic Type Competitions
 - ☐ Health Screenings
 - ☐ Ask a Nurse program
 - ☐ Medicare or health insurance counseling
 - ☐ Counseling, Life Coaching or Social services
 - ☐ Café or Food Service co-located with programs
 - ☐ Cooking and nutrition classes

☐ Other _____

14. Which of the following **general activities** would you participate in either individually or with a group of your peers at the center? (Check all that apply)

- ☐ Investment Club
- ☐ Technology Classes (Facebook, smartphones, various software users, online communities, eBay, Facebook Marketplace, photos, etc.)
- ☐ Financial Planning, Money Management, Retirement Planning
- ☐ Employment Programs, Work Skill Development, Job Training
- ☐ Job Seeking Assistance, Career Change and Transitions (resume, applications, interview skills)
- ☐ Entrepreneurship Opportunities, training and incubator programs
- ☐ Legal Issues, Assistance
- ☐ Consumer Credit counseling
- ☐ Volunteer Opportunities with Children or Youth, Intergenerational Activities
- ☐ Volunteer Opportunities with Museums, Parks, Libraries, Zoo
- ☐ Volunteer Opportunities with Senior Adults
- ☐ Individual activities (meditation, puzzles, reading, etc.)
- ☐ Opportunities to Share Skills
- ☐ Group Travel
- ☐ Gift shop at the Center
- ☐ Gardening, greenhouse activities or Farmer's market
- ☐ Social Activities (movies, theater, concerts, shopping trips)
- ☐ Entertainment at the center (music concerts, stand-up comics, musicals, plays, performances)
- ☐ Participate in spiritual activities services and activities
- ☐ Small social events (books clubs, supper clubs, cards)
- ☐ Large social events (themed parties, dances, Karaoke nights)
- ☐ Activities for LGBTQ (presentations, social gatherings)
- ☐ Dance lessons
- ☐ Intergenerational classes and activities
- ☐ Participate in Political and Civic Discussions
- ☐ Performing Arts (chorus, band, orchestra, drama, poetry, comedy, etc.)
- ☐ Hobbies (cooking, antiques, collecting, short wave radio, scrapbooking, sewing, etc.)
- ☐ Crafts, Craft shows or markets (pottery, weaving, jewelry, quilting)
- ☐ Photography lessons or shows
- ☐ Music lessons and/or jam sessions
- ☐ Wood shop classes and drop-in use
- ☐ Lifelong Learning classes (current events, languages, culture, new skills, etc.)
- ☐ Art classes, Art shows
- ☐ Virtual classes
- ☐ Video arcade, gaming room
- ☐ Participate in Civic Associations
- ☐ Sporting Opportunities (pickleball, bowling, golf, softball, tennis, frisbee golf, horseshoes, volleyball, billiards, table tennis, etc.)
- ☐ Outdoor Groups – (Jeeping or 4-wheeling, hunting, fishing, hiking, visiting parks, boating, rock climbing)
- ☐ Other _____

15. How do you think the senior center is perceived by the general community?

- ☐ An innovative cutting-edge facility
- ☐ "The place to be"
- ☐ Average
- ☐ Struggling
- ☐ Behind the times
- ☐ Unknown to the larger community
- ☐ Other _____

16. Are you a caregiver for a family member or other relative?

- ☐ Yes
- ☐ No

17. Are there sufficient services available in the community to help you in caring for your family member?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Not applicable

18. Which of the following support services do you personally or you as a caregiver either currently use or anticipate needing within ten years? (Check all that apply.)

- ☐ Adult Daycare, Respite Care, Sitter Services
- ☐ Caregiver Counseling
- ☐ Help in taking care of a relative
- ☐ Help with taking care of my home
- ☐ Help with bathing, dressing, walking, taking medications
- ☐ Chore Services, Help with errands
- ☐ Transportation
- ☐ Dementia Care Services
- ☐ Home Delivered Meal Services
- ☐ Someone to call and check on me or my family member daily
- ☐ Nursing/Assisted Living home placement counseling
- ☐ Emergency Response System/Lifeline type services
- ☐ Case Management
- ☐ Reverse Mortgage Counseling
- ☐ Help with legal issues
- ☐ Help with depression
- ☐ Insurance/Medicare benefits counseling
- ☐ Assistance in home organization
- ☐ Financial Planning/Counseling
- ☐ Are there other services you need or might need? Please list:

19. What would you call a facility that provides services, activities, and information to the 55+ population?

- ☐ Senior Center
- ☐ Adult Activity Center
- ☐ Mature Adult Center
- ☐ Live Well, Age Well Center
- ☐ Adult Community Center
- ☐ 55+ Center
- ☐ Other _____

Tell us about yourself:

1. What are your preferred sources for important information?

- ☐ Internet
- ☐ Email
- ☐ Newspaper
- ☐ Radio/TV
- ☐ Friends/Relatives
- ☐ Church
- ☐ Twitter
- ☐ Facebook
- ☐ Instagram
- ☐ Texting
- ☐ Other _____

2. What is your age?

- ☐ 18 - 40
- ☐ 41 - 50
- ☐ 51 - 60
- ☐ 61 - 70
- ☐ 71 - 80
- ☐ 81 - 90
- ☐ 90+

3. What is your current health & activity status?

- ☐ Very Healthy, Active
- ☐ Somewhat Healthy, Active
- ☐ Somewhat Healthy/Inactive
- ☐ Frail Health, Inactive

4. What is your employment status?

- ☐ Full time
- ☐ Part time

- ☐ Retired
- ☐ Unemployed
- ☐ Receiving disability
- ☐ Prefer not to answer

5. With whom do you live?

- ☐ By myself
- ☐ With my spouse or partner only
- ☐ With other family members
- ☐ With non-family only

6. What is your Zip code?

- ☐ 60004
- ☐ 60005
- ☐ 60007
- ☐ 60008
- ☐ 60016
- ☐ 60018
- ☐ 60025
- ☐ 60056
- ☐ 60067
- ☐ 60070
- ☐ 60074
- ☐ 60090
- ☐ 60173
- ☐ 60193
- ☐ 60194
- ☐ 60195
- ☐ Other? Please list _____

7. Sex/Gender

- ☐ Male
- ☐ Female

8. What is your race and/or ethnicity?

- ☐ American Indian or Alaska Native
- ☐ Hispanic/Latino
- ☐ Asian
- ☐ Native Hawaiian/Other
- ☐ Pacific Islander
- ☐ Black or African American
- ☐ White
- ☐ Other

9. Is there other information that you would like to share with us?

10. Would you like to receive updates or more information via email? If so, please enter your email address below:

Email address: _____

Thank you for completing this survey. This information will help us develop the best plan for enhancing our facility, activities, and services in our community. Your help is greatly appreciated! Please return this form to the Senior Center.



SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

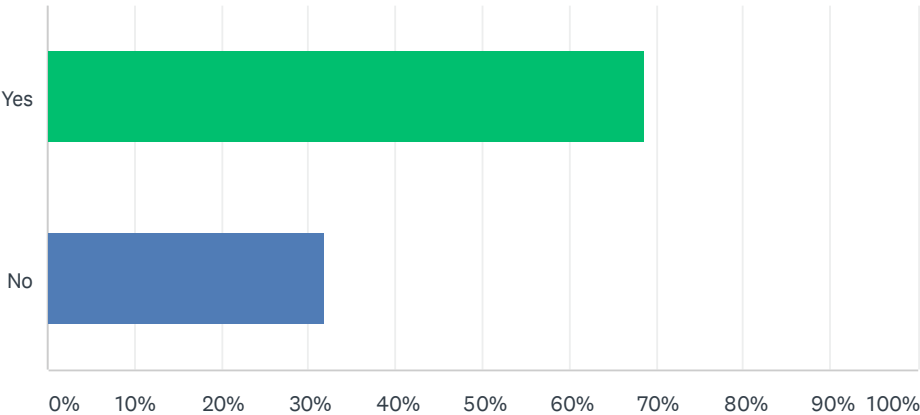
APPENDIX B **COMMUNITY SURVEY RESPONSES**

JUNE 15, 2022



Q1 Have you attended the Village of Arlington Heights Senior Center?

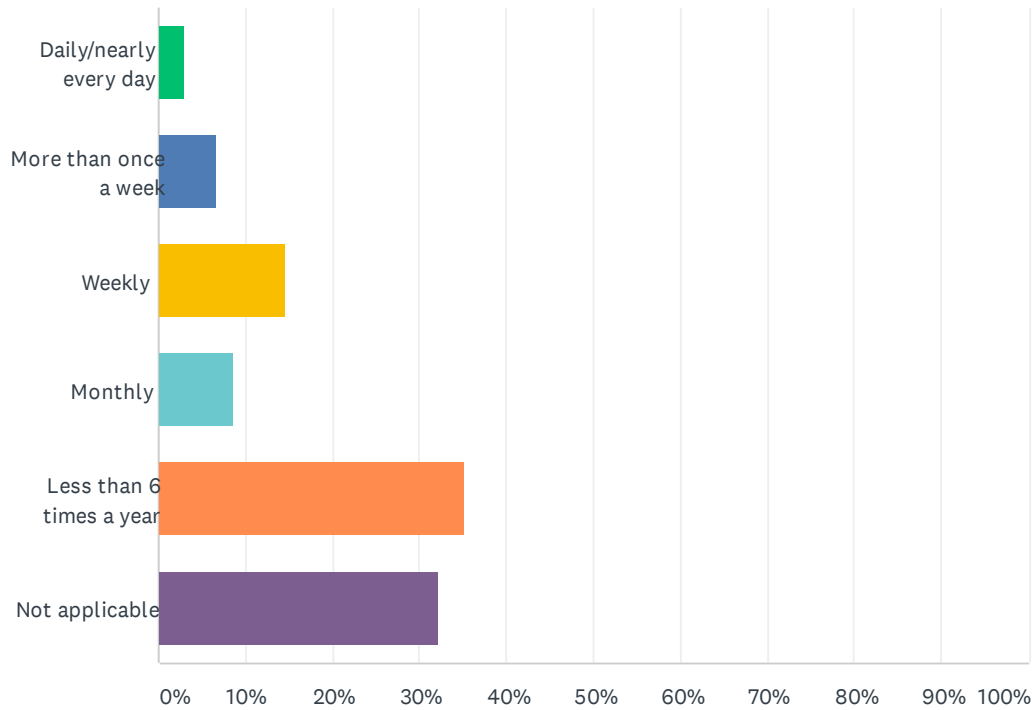
Answered: 629 Skipped: 5



ANSWER CHOICES		RESPONSES	
Yes		68.68%	432
No		31.80%	200
Total Respondents: 629			

Q2 If so, how often do you visit or use the center?

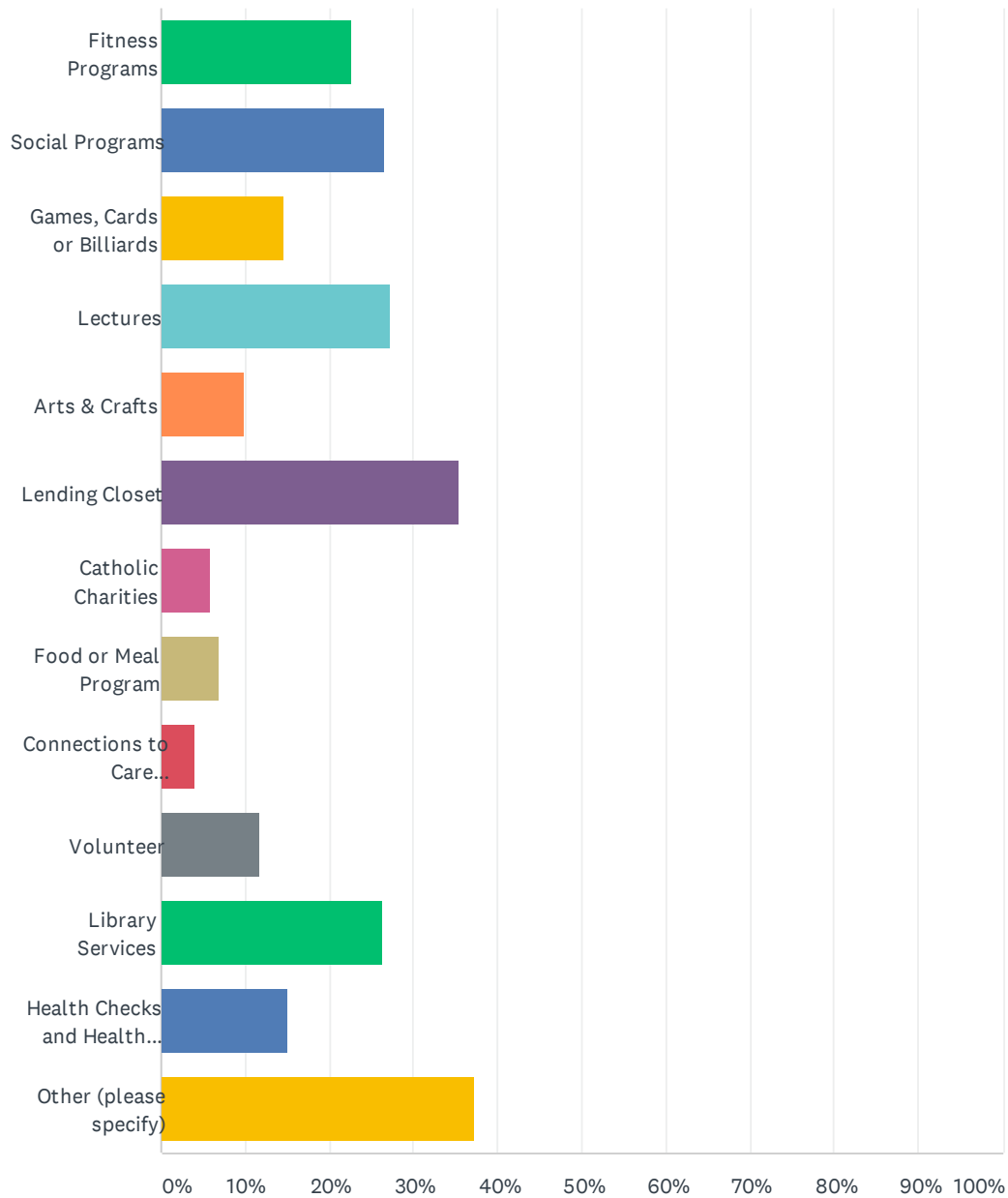
Answered: 598 Skipped: 36



ANSWER CHOICES	RESPONSES	
Daily/nearly every day	2.84%	17
More than once a week	6.69%	40
Weekly	14.55%	87
Monthly	8.53%	51
Less than 6 times a year	35.12%	210
Not applicable	32.27%	193
TOTAL		598

Q3 If you came to the center, what did you come for? (Select all that apply).

Answered: 469 Skipped: 165



Village of Arlington Heights is thinking about your future

ANSWER CHOICES	RESPONSES	
Fitness Programs	22.60%	106
Social Programs	26.65%	125
Games, Cards or Billiards	14.71%	69
Lectures	27.29%	128
Arts & Crafts	9.81%	46
Lending Closet	35.39%	166
Catholic Charities	5.76%	27
Food or Meal Program	6.82%	32
Connections to Care (transportation)	4.05%	19
Volunteer	11.73%	55
Library Services	26.44%	124
Health Checks and Health Screenings (Blood Pressure, Ask the Nurse..)	15.14%	71
Other (please specify)	37.31%	175
Total Respondents: 469		

#	OTHER (PLEASE SPECIFY)	DATE
1	Deliver home meals for Catholic Charities	8/22/2021 10:48 AM
2	Delivered for library	8/21/2021 11:53 PM
3	Drivers test review	8/21/2021 9:44 PM
4	current events, movies with discussions	8/21/2021 11:15 AM
5	so glad to be back	8/21/2021 11:10 AM
6	music lunch and ice cream	8/21/2021 11:01 AM
7	movies	8/21/2021 10:47 AM
8	need fitness classes geared toward older people.	8/21/2021 10:43 AM
9	entertainment	8/21/2021 10:13 AM
10	computer room	8/21/2021 10:11 AM
11	belong to CET	8/21/2021 9:58 AM
12	play pool and pingpong	8/21/2021 9:56 AM
13	bring chair yoga back please	8/21/2021 9:47 AM
14	special lectures/presentations e.g. village government	8/21/2021 9:43 AM
15	current events, movie discussions and bridge	8/21/2021 9:27 AM
16	exercise room	8/20/2021 5:06 PM
17	I'm newly retired, so will participate more in the future.	8/19/2021 12:07 PM
18	Stopped in to check it out.	8/19/2021 11:59 AM
19	line dancing	8/19/2021 11:12 AM

Village of Arlington Heights is thinking about your future

20	Appointment with SHIP Consultant	8/19/2021 10:19 AM
21	Current events, Friday movie,	8/19/2021 1:00 AM
22	Park district knitting class	8/18/2021 11:29 PM
23	SHIP Counselor	8/18/2021 10:18 PM
24	Play pool table and lecture , music class	8/18/2021 10:02 PM
25	Medicare info	8/18/2021 1:40 PM
26	AARP Income Tax Preparation & RTA discount pass	8/18/2021 12:50 PM
27	Animal Assisted Therapy	8/17/2021 8:26 PM
28	advice	8/17/2021 9:22 AM
29	signed up for senior garbage discount	8/16/2021 5:17 PM
30	Medical equipment	8/16/2021 4:59 PM
31	Bus trips	8/16/2021 1:16 PM
32	Info meeting on Medicare	8/16/2021 12:44 PM
33	movies	8/16/2021 11:01 AM
34	Current eventsd	8/16/2021 10:57 AM
35	wood shop	8/16/2021 10:54 AM
36	computer room and computer seminars, would like to see cooking classes and bocce in the east outdoor area.	8/16/2021 10:50 AM
37	SHIP counselor, photo for passport, and a movie	8/16/2021 10:50 AM
38	wood shop	8/16/2021 10:16 AM
39	Bridge	8/15/2021 2:16 PM
40	Current Events; walking for exercise	8/15/2021 12:38 PM
41	Sharps container	8/15/2021 12:15 PM
42	To scope out the facility	8/15/2021 10:09 AM
43	special events Xmas & New Year Celebration Ice Cream social etc.	8/15/2021 10:01 AM
44	Annual Medicare review. Tax preparation. Book sharing.	8/14/2021 11:42 PM
45	Cancer program	8/14/2021 10:56 PM
46	medication disposal	8/14/2021 10:37 PM
47	current event discussions	8/14/2021 6:48 PM
48	Bears day	8/14/2021 5:59 PM
49	Walking path is one of my favorites!	8/14/2021 5:50 PM
50	dementia meetings	8/14/2021 4:44 PM
51	help with senior medical insurance and drugs	8/14/2021 4:37 PM
52	AARP Income Tax	8/14/2021 12:09 PM
53	to socialize, Movies	8/14/2021 11:10 AM
54	We used the gym equipment when it was available, bu other seniors were monopolizing it. We liked the ping pong game but that didn't last long.	8/14/2021 11:06 AM
55	New to the village	8/14/2021 10:14 AM
56	Line dancing classes and metra senior discount application	8/14/2021 10:12 AM

Village of Arlington Heights is thinking about your future

57	take a day tour	8/14/2021 9:32 AM
58	obtain garbage pickup discount	8/14/2021 1:15 AM
59	Movies & Park District Day Trips	8/13/2021 10:48 PM
60	Current Events Room 172 (previously zoom meetings)	8/13/2021 10:25 PM
61	Came with a friend who was interested in possibly attending.	8/13/2021 10:01 PM
62	aarp taxes	8/13/2021 9:42 PM
63	drop off medications	8/13/2021 9:39 PM
64	Trips. Senior monthly luncheons	8/13/2021 9:27 PM
65	DL events, flu shots	8/13/2021 8:48 PM
66	Special events	8/13/2021 8:18 PM
67	Medicare seminar	8/13/2021 7:59 PM
68	Medicare information	8/13/2021 6:36 PM
69	Computers	8/13/2021 6:21 PM
70	Fitness room	8/13/2021 5:52 PM
71	travelogs	8/13/2021 5:51 PM
72	Classes	8/13/2021 5:29 PM
73	Bridge class	8/13/2021 5:24 PM
74	Walking	8/13/2021 5:19 PM
75	Senior trips	8/13/2021 5:16 PM
76	Trips & social activities	8/13/2021 5:08 PM
77	came to get photo taken for reduced fare for RTA, and get senior discount for Groot	8/13/2021 5:04 PM
78	Visit	8/13/2021 4:41 PM
79	Acting class, movies, lending closet	8/13/2021 4:24 PM
80	Recycled used dry cell batteries.	8/13/2021 4:08 PM
81	Bridge class	8/13/2021 4:05 PM
82	Wood shop sevices	8/13/2021 3:57 PM
83	Sharps drop off	8/13/2021 3:37 PM
84	Walking	8/13/2021 3:32 PM
85	income tax preparation	8/13/2021 3:29 PM
86	Speakers	8/13/2021 3:14 PM
87	Groot discount for seniors	8/13/2021 2:45 PM
88	Woodworking and tours	8/13/2021 2:45 PM
89	Senior Center band	8/13/2021 2:44 PM
90	SHIP and AARP taxes and a movie	8/13/2021 2:33 PM
91	Dancing	8/13/2021 2:30 PM
92	wood shop	8/13/2021 2:18 PM
93	Get Park District Information for parent	8/13/2021 1:55 PM
94	woodshop	8/13/2021 1:54 PM

Village of Arlington Heights is thinking about your future

95	I don't attend the center	8/13/2021 1:54 PM
96	Woodshop	8/13/2021 1:50 PM
97	needed to verify I was a senior for Groot senior discount	8/13/2021 1:48 PM
98	Tax preparer	8/13/2021 1:44 PM
99	Not applicable	8/13/2021 1:37 PM
100	Nothing. It's located too far from me	8/13/2021 1:36 PM
101	p/u & drop sharps containers	8/13/2021 1:36 PM
102	Drop off recycled meds	8/13/2021 1:34 PM
103	N/a	8/13/2021 1:33 PM
104	Duplicate bridge	8/13/2021 1:30 PM
105	To pickup stickers at the main desk for licenses and landscape pickup.	8/13/2021 1:29 PM
106	Medical insurance evaluation assistance	8/13/2021 1:28 PM
107	NA	8/13/2021 1:19 PM
108	Came with my husband. He signed up for a RTA reduced fare card.	8/13/2021 1:19 PM
109	Current Events	8/13/2021 1:14 PM
110	To take a tour before we retired	8/13/2021 1:10 PM
111	Just to look around	8/13/2021 1:09 PM
112	Ship	8/12/2021 10:59 AM
113	Tap Dance	8/11/2021 7:01 PM
114	Animal Assisted Therapy With Our Dog	8/11/2021 5:40 PM
115	Staff	8/11/2021 4:48 PM
116	Bus trips	8/10/2021 6:27 PM
117	Bridge classes	8/9/2021 2:24 PM
118	interact with friends	8/9/2021 12:32 PM
119	To get information on programs	8/8/2021 10:10 PM
120	Senior Olympics and Back to School Days and Travelogues	8/8/2021 7:58 PM
121	To check it out	8/8/2021 4:30 PM
122	Library	8/8/2021 10:59 AM
123	Nurses closet, SHIP, woodshop	8/7/2021 7:51 PM
124	taxes	8/7/2021 11:29 AM
125	I work for a partner agency	8/7/2021 8:18 AM
126	wood shop classes	8/7/2021 1:41 AM
127	programs, especially holiday & music	8/6/2021 11:37 PM
128	Harper College presentations	8/6/2021 10:17 PM
129	Monthly support group for care givers.	8/6/2021 9:08 PM
130	movies	8/6/2021 6:18 PM
131	Computer	8/6/2021 5:20 PM
132	Donated items	8/6/2021 4:13 PM

Village of Arlington Heights is thinking about your future

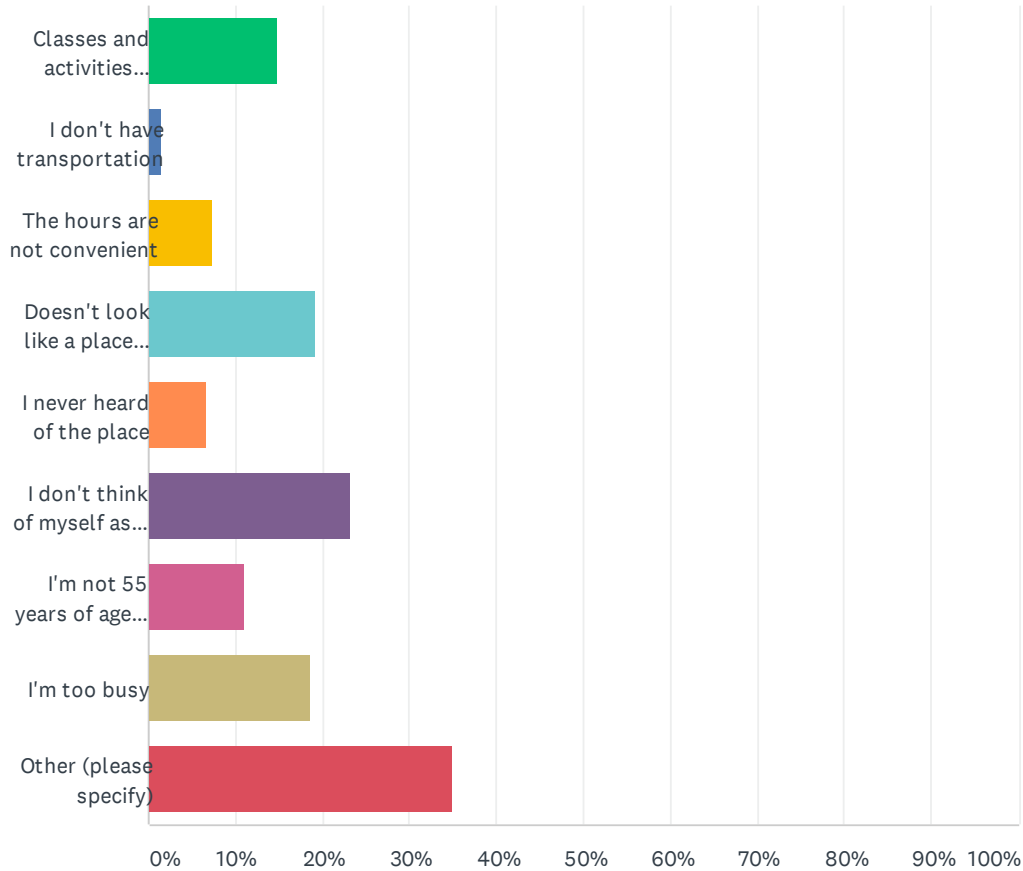
133	Recycling	8/6/2021 1:49 PM
134	Woodworking shop, but had horrible experience with Bob. 🙄	8/6/2021 12:15 PM
135	Arlington Classic Tours	8/6/2021 9:50 AM
136	To find out more about Medicare and the options for supplement policies	8/6/2021 8:50 AM
137	movies	8/5/2021 10:03 PM
138	Classes on how to use our iPhone.	8/5/2021 9:15 PM
139	Day trips	8/5/2021 8:49 PM
140	Work out equipment	8/5/2021 7:57 PM
141	Information for my father	8/5/2021 6:59 PM
142	Movies	8/5/2021 6:55 PM
143	diabetes classes, parkinson support and exercise.	8/5/2021 6:04 PM
144	AARP taxes	8/5/2021 2:54 PM
145	Line dance class	8/5/2021 2:12 PM
146	Movies	8/5/2021 12:38 PM
147	senior garbage discount; tour the wood shop	8/5/2021 12:18 PM
148	informational programs	8/5/2021 11:28 AM
149	n/a	8/5/2021 10:52 AM
150	Have taxes done	8/5/2021 10:10 AM
151	Wood Shop	8/5/2021 9:45 AM
152	information	8/5/2021 9:38 AM
153	Wood shop	8/5/2021 9:24 AM
154	Senior Expo	8/5/2021 9:12 AM
155	Trips to plays in Chicago	8/5/2021 9:05 AM
156	Current events	8/5/2021 8:47 AM
157	Current Events and Travelogues	8/5/2021 7:04 AM
158	Discount for refuse collection	8/4/2021 11:52 PM
159	Wood shop	8/4/2021 11:40 PM
160	gym	8/4/2021 9:00 PM
161	Watch friends playing pool	8/4/2021 8:57 PM
162	Borrow scooter	8/4/2021 8:52 PM
163	Wood shop classes	8/4/2021 8:33 PM
164	puzzles	8/4/2021 8:22 PM
165	wood shop till you hired Bob Dow	8/4/2021 7:37 PM
166	AHPk Dist Trips	8/4/2021 7:33 PM
167	Games with three friends that came with me	8/4/2021 6:47 PM
168	Meditation and current events	8/4/2021 6:45 PM
169	Not applicable	8/4/2021 6:41 PM
170	transportation to doctors	8/4/2021 6:24 PM

Village of Arlington Heights is thinking about your future

171	Borrow scooter	8/4/2021 6:21 PM
172	Outings	8/4/2021 6:15 PM
173	Woodshop and Driver Safety Class (Instructor)	8/4/2021 6:11 PM
174	Current events discussion; Computer Interest Group	8/4/2021 4:01 PM
175	Dance Class	8/4/2021 1:50 PM

Q4 If you haven't attended, why not? (Check all that apply)

Answered: 343 Skipped: 291



ANSWER CHOICES		RESPONSES	
Classes and activities don't interest me		14.87%	51
I don't have transportation		1.46%	5
The hours are not convenient		7.29%	25
Doesn't look like a place I would hang out		19.24%	66
I never heard of the place		6.71%	23
I don't think of myself as a "senior"		23.32%	80
I'm not 55 years of age yet		11.08%	38
I'm too busy		18.66%	64
Other (please specify)		34.99%	120
Total Respondents: 343			

#	OTHER (PLEASE SPECIFY)	DATE
1	Never thought of it as an option	8/22/2021 12:05 PM
2	Didn't know it was for 55 and up. Thought it was for 65 and up.	8/22/2021 12:04 PM

Village of Arlington Heights is thinking about your future

3	I'm still working during the day	8/22/2021 11:18 AM
4	Too far- need something on north side or more central	8/21/2021 9:44 PM
5	Offerings appear to be geared toward the elderly, not active 55+yr olds who work &-or are more youthful. Having stopped by no donate medical supplies, everyone I saw looked more my Dad's age	8/21/2021 1:47 PM
6	covid loses	8/21/2021 11:10 AM
7	responsibilities at home with my husbands dementia	8/21/2021 9:31 AM
8	Haven't had the time while working	8/19/2021 12:07 PM
9	Still working at 67	8/19/2021 1:56 AM
10	Did not think I was eligible	8/18/2021 2:19 PM
11	Teaching full time until this year.	8/18/2021 2:13 PM
12	Didn't fit into my routine at this moment	8/18/2021 1:40 PM
13	Initially interested in taking my aging father but he was not open to idea (he's now 94 and at Lutheran Home). My husband is 62 with early onset dementia and I'm looking for ways to engage him (with me or his 60 year old aid...). Based on the last time I was at the center, it seemed dated and more of a elderly crowd which my not appeal to my husband.	8/18/2021 1:08 PM
14	Don't think I need these services yet!	8/18/2021 12:50 PM
15	Until Covid hit, I was working part time. That didn't leave a lot of time to get to the Senior Center.	8/17/2021 9:54 PM
16	I'm 94 but walking/driving/exercise/active vs "seniors"	8/16/2021 10:01 PM
17	Didn't realize I could!	8/16/2021 4:59 PM
18	I am still working 5-6 days a week during the day 0630-1500	8/16/2021 3:59 PM
19	covid restrictions and Saturdays	8/16/2021 10:54 AM
20	Covid 19	8/16/2021 10:50 AM
21	THIS IS A Very Good Question...Not Sure I Can Answer WHY!!	8/15/2021 4:51 PM
22	covid	8/15/2021 3:16 PM
23	I joined the Wellness Center	8/15/2021 12:36 PM
24	Still work a full-time job	8/15/2021 12:15 PM
25	Covid	8/15/2021 10:01 AM
26	I was employed full time. However since my retirement 2018 and my just determining what I could do and participate in, Covid happened. Covid has	8/15/2021 12:20 AM
27	I am not a resident of Arlington Hts	8/14/2021 9:26 PM
28	Additionally fees	8/14/2021 4:55 PM
29	I have no idea what is offered.	8/14/2021 4:44 PM
30	I live on the far north end of Arlington hts.	8/14/2021 4:37 PM
31	D214 Community Ed classes for seniors who use the Gold Card discount are much cheaper. Your classes for Yoga are 7 classes which equal \$10 per class. D214 offers 14 classes for their Yoga and with the senior discount are about \$7.23 per class.	8/14/2021 2:29 PM
32	I was interested in some of the activities there. I saw that some people played ping pong and man said he would contact me about when they would play. Never heard from him so I could other activities on my side of town.	8/14/2021 1:22 PM
33	New resident to Arlington Heights	8/14/2021 1:15 PM

Village of Arlington Heights is thinking about your future

34	Didn't know about it	8/14/2021 12:47 PM
35	I'm not a Village of Arlington Heights resident	8/14/2021 12:09 PM
36	Some classes too expensive	8/14/2021 11:44 AM
37	Too far from house	8/14/2021 8:22 AM
38	Too far away	8/14/2021 7:39 AM
39	full time employed	8/13/2021 11:32 PM
40	Too far from me and I work FT	8/13/2021 11:24 PM
41	Not investigating opportunities	8/13/2021 11:03 PM
42	I am still working. Not retired	8/13/2021 10:01 PM
43	Still working, age 64	8/13/2021 9:47 PM
44	Still working	8/13/2021 9:43 PM
45	havent made it a priority thinking about looking into it	8/13/2021 9:39 PM
46	Not convenient. It's clickish.	8/13/2021 8:18 PM
47	Facility not promoted enough	8/13/2021 7:59 PM
48	Location	8/13/2021 7:35 PM
49	I was employed full time. However since my retirement 2018 and my just determining what I could do snd participate in, Covid happened. Covid has	8/13/2021 7:20 PM
50	Have not been back during pandemic	8/13/2021 5:52 PM
51	I don't know what they offer	8/13/2021 5:36 PM
52	Location	8/13/2021 5:22 PM
53	Never think of going there as we live in the north part of Arlington Heights	8/13/2021 5:04 PM
54	Just not sure, but definitely thinking about it	8/13/2021 5:03 PM
55	we have just purchased a home in Arlington Heights and have not had a chance to check out the senior center but we are interested in doing so very soon.	8/13/2021 4:46 PM
56	People there seem clique-ish...not inclusive	8/13/2021 4:38 PM
57	I don't want to purchase the equipment and they have the tools I req	8/13/2021 3:57 PM
58	Retired right as the pandemic hit	8/13/2021 3:37 PM
59	I didn't know it was for 55 and older.	8/13/2021 3:33 PM
60	Unable to attend because you were locked down because of Covid	8/13/2021 2:45 PM
61	too far from my house, a north of Rand/Palatine Rd. facility would help	8/13/2021 2:44 PM
62	Hope to attend	8/13/2021 2:42 PM
63	It was closed and the computer class I wanted was cancelled	8/13/2021 2:11 PM
64	did not know what was offered or available	8/13/2021 1:48 PM
65	A bit far from my home	8/13/2021 1:44 PM
66	need other activities	8/13/2021 1:36 PM
67	Have been involved with Covid and medical problems for my sister	8/13/2021 1:29 PM
68	The Village needs serious work on being more inclusive. All people should feel welcome but you fail to do that. Fly the pride flag!	8/13/2021 1:28 PM
69	Never thought about it, busy with family, friends, new dog, Covid....	8/13/2021 1:27 PM
70	Just moved to town	8/13/2021 1:23 PM

Village of Arlington Heights is thinking about your future

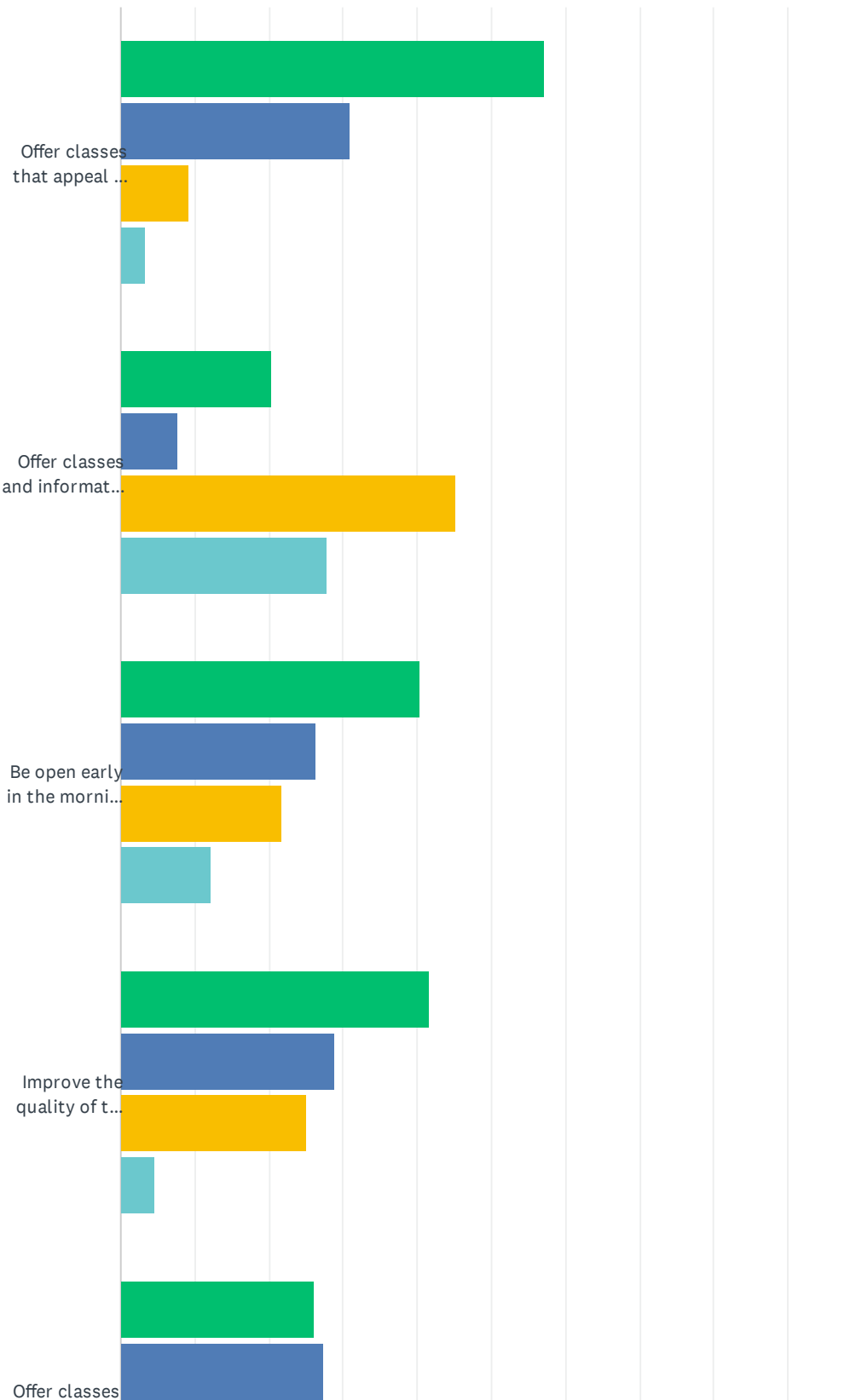
71	Not sure what programs and activities are available	8/13/2021 1:21 PM
72	It is far from my home. We live north of Dundee Rd.	8/13/2021 1:21 PM
73	Classes, activities too costly!	8/13/2021 1:20 PM
74	On the other side of town. It's not convenient.	8/13/2021 1:19 PM
75	With Covid, I'm not going indoors for activities; also I'm not sure that there are activities for me there.	8/13/2021 1:12 PM
76	I'm on the other side of the village. It's not convenient, especially with Arlington Heights Rd. construction.	8/13/2021 1:09 PM
77	No info on what is offered	8/13/2021 1:09 PM
78	I am attending.	8/13/2021 12:58 PM
79	It never occurred to me.	8/12/2021 12:34 PM
80	Covid	8/11/2021 7:01 PM
81	I'm a member of RM Senior Center	8/11/2021 3:35 PM
82	I belong to YMCA and I have lots of activities where I live at Luther Village	8/10/2021 2:54 PM
83	I was working full time until 2020 and then the Pandemic started and continues. I hope to both take classes and perhaps volunteer in the future at the senior center.	8/9/2021 3:54 PM
84	New resident; decided to wait until Covid scare subsides.	8/8/2021 10:10 PM
85	Just retired right before Covid	8/7/2021 7:51 PM
86	I am now a full time caregiver for my husband	8/7/2021 2:14 PM
87	Covid.	8/7/2021 2:01 PM
88	Used to come for years to the wood shop. With new mgmnt, classes are no longer listed in the newsletter and to find out what's being offered, you had to physically visit the facility. Have made made wonderful projects but with new mgmnt, classes are only for the select few who tend to physically come to the shop. Very sad and very disappointing	8/7/2021 1:41 AM
89	I used it weekly before pandemic. Before c-19 some classes were held at inconvenient times for me; otherwise I would have registered for them.	8/6/2021 11:37 PM
90	Covid closure and now still haven't taken the time to check it out.	8/6/2021 6:46 PM
91	I live in Barrington.	8/6/2021 6:15 PM
92	Don't live that close, but mostly because I never hear about it or what is going on. You have to go there to get a brochure.	8/6/2021 4:13 PM
93	I haven't paid attention to programs offered there	8/6/2021 2:40 PM
94	I am still working and will retire at the end of this year. which now will allow me time to investigate what is being offered .	8/6/2021 2:08 PM
95	I am not fluent in English and therefore I am unable to participate in most activities	8/6/2021 9:34 AM
96	I researched fitness classes there and found better selection, hours and prices at local gyms.	8/6/2021 9:34 AM
97	Inertia!	8/5/2021 10:47 PM
98	regulars seem to take over programs leaving newcomers feeling unwelcome	8/5/2021 10:03 PM
99	n/a	8/5/2021 6:52 PM
100	covid	8/5/2021 4:26 PM
101	covid has stopped a lot of programs	8/5/2021 3:48 PM
102	I Really dont know what it has to offer.	8/5/2021 2:54 PM
103	I am 64 and still work the hours do not help Thise of us who still work	8/5/2021 2:15 PM

Village of Arlington Heights is thinking about your future

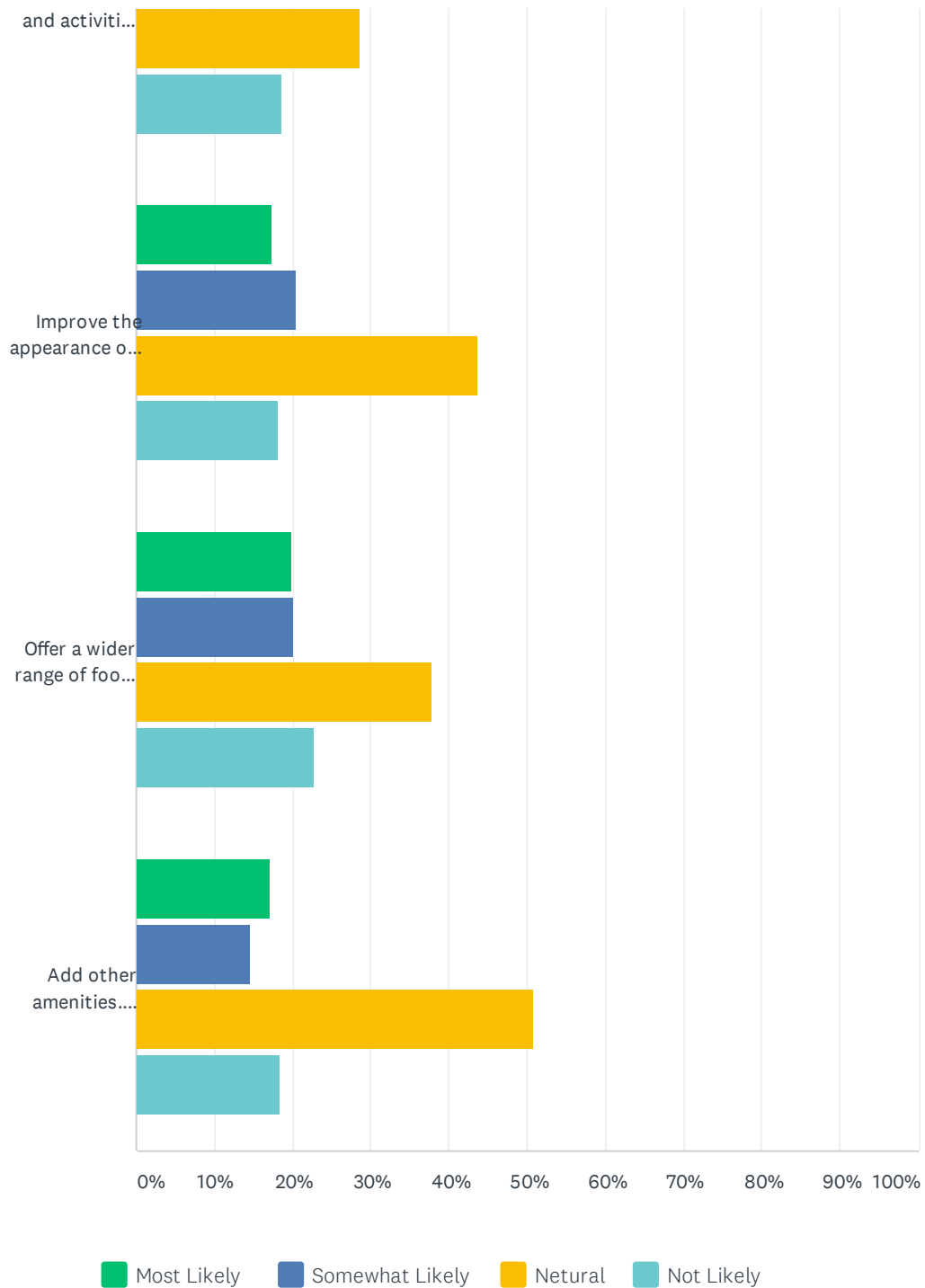
104	Do not remember its available	8/5/2021 2:10 PM
105	I have not retired yet, but I definitely plan to attend various programs the Senior Center offers when I can. I look at the activities and classes offered and think I can't wait!	8/5/2021 12:29 PM
106	I was surprised it was actually in AH! It is so far away from most of the community.	8/5/2021 12:18 PM
107	Been closed due to covid	8/5/2021 10:10 AM
108	Almost all activities I like are during day and I work.	8/5/2021 10:06 AM
109	Just have not taken advantage of your offerings yet	8/5/2021 9:38 AM
110	I just retired so maybe will have more time now	8/5/2021 9:22 AM
111	none of the activities interest me	8/5/2021 9:02 AM
112	Live in MOunt Prospect now, not sure I can attend anymore	8/4/2021 11:29 PM
113	Not sure of what they have to offer me	8/4/2021 10:55 PM
114	I was working full time until 2020 and then the Pandemic started and continues. I hope to both take classes and perhaps volunteer in the future at the senior center.	8/4/2021 9:55 PM
115	Location, I live in North Arlington Heights	8/4/2021 8:52 PM
116	mobility issues	8/4/2021 7:47 PM
117	there haven't been any luncheons & the current woodshop supervisor discourages participation..... thinks its a for profit organization rather than a place for residents who have an interest to do their thing	8/4/2021 7:37 PM
118	I still work full time	8/4/2021 6:39 PM
119	Location, I live in North Arlington Heights	8/4/2021 6:21 PM
120	I have attended on a regular basis	8/4/2021 6:11 PM

Q5 What changes would motivate you to participate in activities and classes that the senior center offers? (Check all that apply)

Answered: 578 Skipped: 56



Village of Arlington Heights is thinking about your future



Village of Arlington Heights is thinking about your future

	MOST LIKELY	SOMEWHAT LIKELY	NETURAL	NOT LIKELY	TOTAL RESPONDENTS
Offer classes that appeal to me	57.04% 316	30.87% 171	9.21% 51	3.43% 19	554
Offer classes and information in my own language. Which language? (Note in comment box)	20.23% 70	7.80% 27	45.09% 156	27.75% 96	346
Be open early in the morning, in the evening, and/or on weekends	40.45% 199	26.42% 130	21.75% 107	12.20% 60	492
Improve the quality of the classes and activities offered	41.54% 199	28.81% 138	25.05% 120	4.59% 22	479
Offer classes and activities at different locations in the area	26.08% 121	27.37% 127	28.66% 133	18.53% 86	464
Improve the appearance of the building	17.43% 80	20.48% 94	43.79% 201	18.30% 84	459
Offer a wider range of food or different type of food	19.78% 91	20.00% 92	37.83% 174	22.83% 105	460
Add other amenities. Please list in comment box. (Note in comment box)	17.07% 49	14.63% 42	50.87% 146	18.47% 53	287

#	PLEASE ELABORATE ON ANSWERS ABOVE:	DATE
1	Pilates class. Wood shop. Cooking class, pickleball league, sr softball, Basic home repair. Knitting class. I honestly don't know what you offer.	8/22/2021 12:04 PM
2	I appreciate being able to recycle electronics & things and turn in old meds. I would really like classes like Tai Chi which I did attend in the past.i also appreciate the lending closet.	8/21/2021 4:38 PM
3	Better fitness center (larger, ore equipment (machines - Free weights, larger library	8/21/2021 11:45 AM
4	I don't always know what is going on or hear too late. We are a couple, so far helathy and not limited in our activities. If I was alone, I would definitely show up more often	8/21/2021 11:15 AM
5	corn hole	8/21/2021 10:47 AM
6	we dont like to do evening activities or things, do you really have the tcoil supplies for hearing aides?	8/21/2021 10:22 AM
7	day trips and vacations	8/21/2021 9:50 AM
8	create programs and activities that promote friendliness and welcoming to boomers.	8/21/2021 9:43 AM
9	paddle tennis, ping pong	8/21/2021 9:27 AM
10	Everything is good to me	8/20/2021 3:25 PM
11	Healthy meals, yoga,	8/20/2021 2:37 PM
12	A more full service gym, that accepts programs like Silver Sneakers and Renew Active	8/19/2021 12:07 PM
13	Pool for Water exercise/ therapy programs	8/19/2021 10:19 AM
14	Yoga, mediation	8/19/2021 8:56 AM
15	Into to Senior, or new senior 101 types of classes for those of us resisting being called a senior but not yet senior enough to feel part of the club at the senior center	8/18/2021 9:12 PM
16	Turning 56 in September, have not been to Center	8/18/2021 9:26 AM
17	english	8/17/2021 9:44 AM
18	ESL classes	8/17/2021 9:22 AM
19	things that appeal to the younger baby boomers (seniors)	8/16/2021 12:32 PM

Village of Arlington Heights is thinking about your future

20	no change is necessary. I learned to play bridge here, play regularly each week and have met many new friends here. FOr my 90th birthday party 18 bridge playing friends attended, all from this senior center.	8/16/2021 11:06 AM
21	cooking classes, some weekend hours. cholesterol and glucose screening at the 1801 location	8/16/2021 11:01 AM
22	book clubs	8/16/2021 10:57 AM
23	open fitness room on Saturdays	8/16/2021 10:54 AM
24	I am 60 and still working. I have always viewed the senior center as existing for retirees. Create and promote programs for still working "seniors".	8/16/2021 8:56 AM
25	Better walking track	8/16/2021 6:33 AM
26	Once I retire, I will use the senior center	8/15/2021 12:15 PM
27	Modernize exercise room n add more lectures n book reviews with authors - provide beer n wine	8/15/2021 10:41 AM
28	Access to outside and inside facilities on weekends	8/15/2021 10:01 AM
29	Game Night w/ various games; Trivia; crafts or small household fixes, such as rewiring a simple lamp	8/14/2021 10:37 PM
30	If I can attend as non resident and the activities are in my available times I certainly would attend there. I am in Palatine close by and would only take me 10 minutes to get at the Cental Rd location.	8/14/2021 9:26 PM
31	Would like more movies, entertainment events and evening schedule however transportation is an issue. A bus or sign up program with pace would be helpful.	8/14/2021 6:48 PM
32	walk in lunch hours from 11:30 to 1:00 Sandwiches etc.	8/14/2021 4:37 PM
33	Bar, swimming pool	8/14/2021 12:47 PM
34	Unsure of amenities that are currently there.	8/14/2021 12:21 PM
35	love the movies -current	8/14/2021 11:10 AM
36	I did not know you served food	8/14/2021 9:40 AM
37	Are there age restrictions, minimum age of 55?	8/14/2021 12:48 AM
38	More physicallyrics active events besides exercise classes. Discussion groups &/or sessions on currenthe events, what's happening in within Arl. Hts.& surrounding area . Inside gym area for walking, basketball, badminton. Swimming pool. Putting green..	8/13/2021 10:48 PM
39	Taxes are outrageous. It feels like the village is looking fit ways to spend rather than save money at the worst possible time.	8/13/2021 9:18 PM
40	improve safe access for disabled, including parking, covered canopy for entry	8/13/2021 8:48 PM
41	Don't waist money on appearance's. Add quality to events . Movie nights are good.	8/13/2021 8:18 PM
42	We don't want anything to increase taxes. Our neighbors are fleeing bc of insane 10%+ increases. STOP SPENDING>	8/13/2021 7:07 PM
43	JUST NOT INTERESTED	8/13/2021 6:56 PM
44	Fitness center	8/13/2021 5:54 PM
45	I would participate more if I found classes I like	8/13/2021 5:52 PM
46	More card games	8/13/2021 5:19 PM
47	English language only. Improve noise level; difficult to hear with the necessity of hearing aids.	8/13/2021 5:07 PM
48	We would be there 3 x a week if you had a bocce court! Classes about technology would be great too!	8/13/2021 4:46 PM
49	cultural lectures, technology classes, athletic events	8/13/2021 4:36 PM
50	Improve the walkway around the inside of the building. Perhaps markers that say how far one	8/13/2021 4:34 PM

Village of Arlington Heights is thinking about your future

	has walked?	
51	Fitness classes	8/13/2021 4:18 PM
52	English	8/13/2021 4:08 PM
53	Depending on availability mornings otherwise a combination of weeknight & weekends	8/13/2021 3:57 PM
54	Italian class	8/13/2021 3:57 PM
55	Not a senior	8/13/2021 3:09 PM
56	More walking area in the facility. The present walking area is just to boring!	8/13/2021 2:37 PM
57	Fitness center, Walking pool (There is one similar to a lazy river which allows for less stress and socialization.	8/13/2021 2:37 PM
58	Offer Hindi language	8/13/2021 2:29 PM
59	North end of the Village	8/13/2021 1:57 PM
60	The facility is extremely outdated and rather depressing. It has the look and feel of a nursing home rather than a modern and vibrant senior center.	8/13/2021 1:54 PM
61	Approaching 55	8/13/2021 1:37 PM
62	Current location is not convenient	8/13/2021 1:36 PM
63	I do't know the classes that are offered, and I belong to a fitness gym, I speak English. Don't have any experience with the food offerings.	8/13/2021 1:34 PM
64	Marked not likely for all above until this village is inclusive to all. Shame on you for banning the pride flag.	8/13/2021 1:28 PM
65	Discussions on current topics	8/13/2021 1:28 PM
66	English	8/13/2021 1:21 PM
67	Swimming	8/13/2021 1:20 PM
68	Would like training on Cnc wood router.how to use how to make file to run. Would like recorded mp3 modules that you could download or checkout.	8/13/2021 1:18 PM
69	Add yoga	8/13/2021 1:15 PM
70	Offer Jazzercise and Book Clubs	8/13/2021 1:10 PM
71	AH Senior Center is great! More activities will make it best.	8/13/2021 12:58 PM
72	Before the pandemic I came to exercise classes 3 times a week & plan on coming back within the next few weeks	8/11/2021 5:21 PM
73	Improved staff lounge that meets all agencies covid restrictions	8/11/2021 4:48 PM
74	Different classes IE, mahjong, rummy q, etc.	8/11/2021 3:02 PM
75	Offering need to be consistent. Ping pong was cancelled more than it was held. Fitness center requires an expensive membershipq	8/11/2021 2:46 PM
76	Language - English. Amenities- cheap haircuts, manicures perhaps by supervised students	8/10/2021 4:16 PM
77	Need a nice area to have sandwiches and snacks, freshly made, or catered. Need an area where you can just sit and watch TV, like for a sports game. Meed an area tjht could serve the public with adult day care, even at a reasonable charge, it would be useful. Need more affprdable park district trips and activities.	8/10/2021 3:43 PM
78	Offer the Gym/exercise equipment open on Saturdays!	8/8/2021 10:09 PM
79	Offer Sports Pools. Super Bowl, World Series, Kentucky Derby. Let the seniors put up \$5, \$10, \$20 for a square.	8/8/2021 5:28 PM
80	Class on how to connect my tv with Netflix and using my iPhone more efficiently	8/7/2021 2:14 PM
81	English.	8/7/2021 2:01 PM

Village of Arlington Heights is thinking about your future

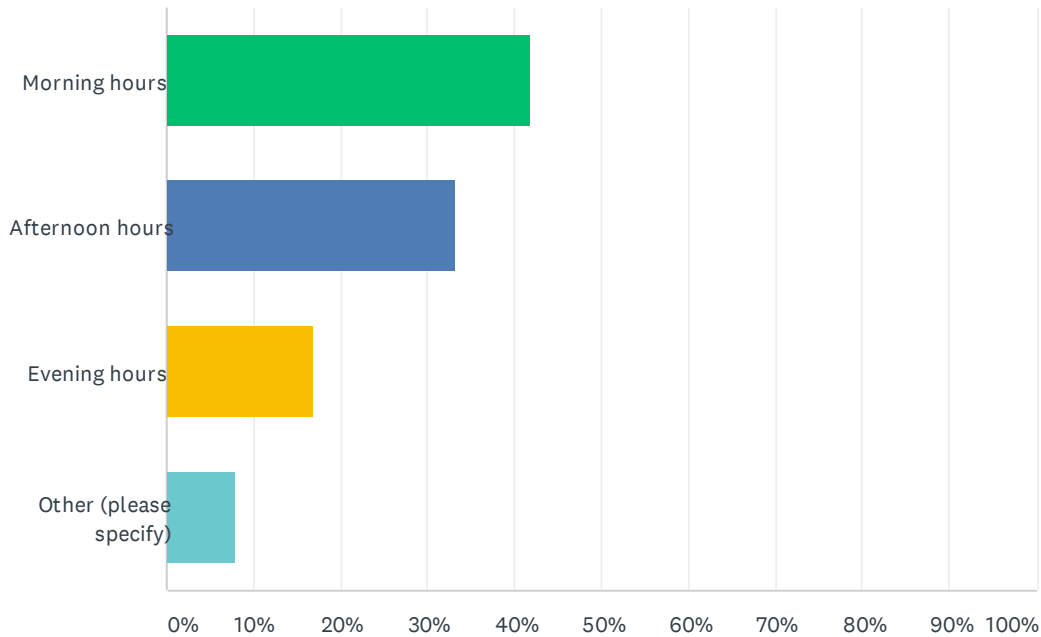
82	We started coming in 2016. Staff was fine but users did not seem all that friendly. They had their clicks. I guess we were supposed to make our own click. Also much music & entertainment was meant for the oldest users not the Baby Boomers.	8/6/2021 11:37 PM
83	tiein with other arl hgts facilities-swim,steam,gym,214classes	8/6/2021 6:18 PM
84	Classes that have some educational value...literature, art, film, etc.	8/6/2021 6:15 PM
85	Unsure what they have to offer.	8/6/2021 4:13 PM
86	I moved to the US to be closer to my daughter and while I have enrolled in several ESL classes, have found it very hard to participate in most community programs due to the language barrier. It would be great to be able to meet more people Spanish-speakers with similar interests to mine. I used to have a very active social life prior to moving to the US and have found it hard to do it here because of the language barrier.	8/6/2021 9:34 AM
87	I already belong to a health club. What I'm looking for are organized activities such as a pickle ball league, where I can meet other people on regular basis.	8/6/2021 8:58 AM
88	Speakers on Self Motivation, Retirement Planning, Social Security, Self-Help Stuff	8/5/2021 11:54 PM
89	A larger fitness room.	8/5/2021 10:45 PM
90	Running club. More action oriented activities like political, voting, environmental issues, educational events.	8/5/2021 7:57 PM
91	I am most impressed by the programs offered by the library—tech program, current events, monthly movie and discussion, library materials books,newspapers, magazines.etc.	8/5/2021 7:02 PM
92	Main room furniture needs replacement- Exercise room needs more space	8/5/2021 6:52 PM
93	Programs are too expensive compared to other suburbs.	8/5/2021 3:44 PM
94	more variety of lecturs & more arts programs	8/5/2021 3:15 PM
95	It would be nice to know what's going on there!	8/5/2021 2:54 PM
96	Longer hours	8/5/2021 2:15 PM
97	I would like to try some of the art classes, but I am unable to committ \$100 for a set of classes that I do not know if I would enjoy. Shorter groups of classes at a cheaper price is more in line with my budget..	8/5/2021 1:27 PM
98	Woodshop used to be inviting. New guy running it has chased many of us away.	8/5/2021 12:22 PM
99	Healthy foods	8/5/2021 11:28 AM
100	partner with wellness facilities such as NWC Wellness center	8/5/2021 10:52 AM
101	I love the interior of the building. Very pleasant environment.	8/5/2021 10:10 AM
102	I work during the day. Some of the activities like card games , crafts and such are things I would like, but since I work cannot attend.	8/5/2021 10:06 AM
103	a PLACE TOHAVE A LIGHT LUNCH.	8/5/2021 9:35 AM
104	More outside trips to plays, events, museums,etc	8/5/2021 9:05 AM
105	larger classes	8/5/2021 6:50 AM
106	Although I'm now 65 the Center feels like it's for older seniors in mid 70s on.	8/4/2021 9:14 PM
107	Have a cafe available for people who don't get the food for free so we can get it at get it at a decent price and open 7 days a week and especially for full day Saturday and Sunday and evenings until 9 o'clock And I gave many more comments to the manager Tracy in an email so please ask her for those	8/4/2021 8:57 PM
108	I don't know what is offered	8/4/2021 8:52 PM
109	improve entranbc area (covered for weather) - better handicapped parking near the doors- assistance for handicapped patrons	8/4/2021 7:47 PM
110	decent range	8/4/2021 7:33 PM

Village of Arlington Heights is thinking about your future

111	English	8/4/2021 6:37 PM
112	More activities that are fun, not necessarily full of wisdom or discussion groups. The few activities are recurring and structured. Need more fun based or hands-on fun things to do.	8/4/2021 6:34 PM
113	I don't know what is offered	8/4/2021 6:21 PM
114	Senior pickle ball	8/4/2021 6:19 PM
115	Pickleball, Bags, Shuffleboard & Poker.	8/4/2021 2:57 PM
116	Internet cafe that offers good food & beverages (wine would be nice)	8/4/2021 1:50 PM

Q6 What hours would you most likely attend classes and activities?

Answered: 583 Skipped: 51



ANSWER CHOICES	RESPONSES	
Morning hours	41.85%	244
Afternoon hours	33.28%	194
Evening hours	16.98%	99
Other (please specify)	7.89%	46
TOTAL		583

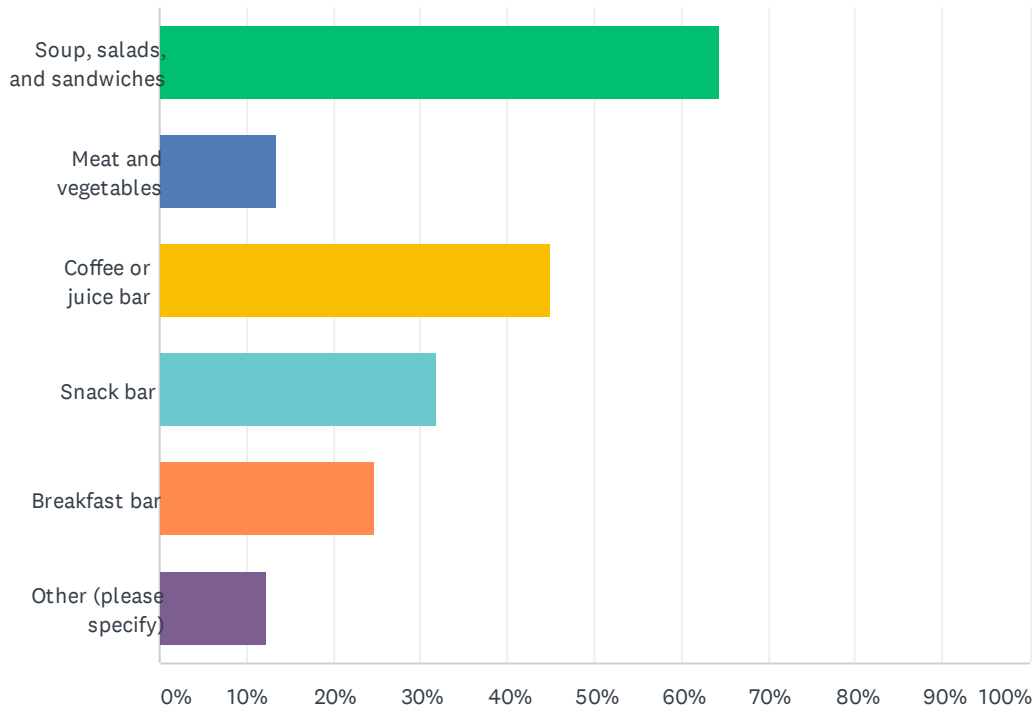
#	OTHER (PLEASE SPECIFY)	DATE
1	We still work days.	8/22/2021 12:04 PM
2	Weekend	8/21/2021 1:47 PM
3	unsure, as I am still working and have an adult special needs daughter to care for	8/21/2021 10:23 AM
4	evening performances and mid day 11-4	8/21/2021 9:43 AM
5	Weekend	8/19/2021 1:56 AM
6	Weekends	8/18/2021 9:12 PM
7	anytime something appeals to me	8/17/2021 7:44 AM
8	Hours okay to me	8/16/2021 10:50 AM
9	Early evenings	8/15/2021 12:20 AM
10	morning and afternoon	8/14/2021 4:37 PM
11	weekends	8/14/2021 11:44 AM
12	Wknds	8/13/2021 11:24 PM

Village of Arlington Heights is thinking about your future

13	All of the above.	8/13/2021 10:48 PM
14	Sunday	8/13/2021 10:01 PM
15	Snacks	8/13/2021 9:27 PM
16	Depends on the day	8/13/2021 8:18 PM
17	It should be open at any time. We work	8/13/2021 7:35 PM
18	Early evenings	8/13/2021 7:20 PM
19	NONE	8/13/2021 6:56 PM
20	all at different times or days	8/13/2021 5:51 PM
21	afternoon and evenings	8/13/2021 5:36 PM
22	Trip hours	8/13/2021 5:16 PM
23	various	8/13/2021 5:05 PM
24	Morning and afternoon	8/13/2021 5:05 PM
25	Evening and weekend depending on schedule	8/13/2021 3:57 PM
26	Any hours	8/13/2021 2:45 PM
27	weekends	8/13/2021 2:16 PM
28	It depends on my interest in the class. The time doesn't matter.	8/13/2021 2:09 PM
29	weekend	8/13/2021 1:57 PM
30	afternoon or evening	8/13/2021 1:36 PM
31	Weekends, evenings	8/13/2021 1:27 PM
32	Also week ends. I would attend mid morning classes, early evenings spring/summer/fall not winter. I would hope the SC has fkex on these.	8/9/2021 3:54 PM
33	Offer Morning and evenings.	8/8/2021 10:09 PM
34	Open to attending at all those times	8/7/2021 7:51 PM
35	Mid morning or afternoon	8/6/2021 11:37 PM
36	We use the library and Classic Tours	8/6/2021 9:50 AM
37	Weekends AM / PM or Friday & Saturday evenings	8/5/2021 11:54 PM
38	Any hours. I'm retired.	8/5/2021 7:57 PM
39	daylight hours	8/5/2021 3:15 PM
40	Availability will change once I retire, so morning and afternoon would work best at that time.	8/5/2021 12:29 PM
41	Morning and Afternoon	8/5/2021 12:01 PM
42	Anytime. Likely late morning	8/5/2021 9:22 AM
43	Weekend events	8/4/2021 11:29 PM
44	Also week ends. I would attend mid morning classes, early evenings spring/summer/fall not winter. I would hope the SC has fkex on these.	8/4/2021 9:55 PM
45	Afternoon and evening	8/4/2021 8:57 PM
46	Morning and afternoon hours	8/4/2021 4:01 PM

Q7 What kind of food would bring you to the center? (Check all that apply)

Answered: 480 Skipped: 154



ANSWER CHOICES	RESPONSES	
Soup, salads, and sandwiches	64.38%	309
Meat and vegetables	13.33%	64
Coffee or juice bar	45.00%	216
Snack bar	31.87%	153
Breakfast bar	24.58%	118
Other (please specify)	12.29%	59
Total Respondents: 480		

#	OTHER (PLEASE SPECIFY)	DATE
1	I don't really care about food offerings.	8/23/2021 12:23 AM
2	Ethnic	8/22/2021 12:04 PM
3	I don't know.	8/21/2021 4:38 PM
4	healthy meals / foods	8/20/2021 2:37 PM
5	Smoothies	8/19/2021 12:07 PM
6	Gluten free options	8/18/2021 11:29 PM
7	I enjoy going to restaurants	8/18/2021 12:50 PM
8	nothing	8/17/2021 9:30 AM

Village of Arlington Heights is thinking about your future

9	I do not use this facility for food	8/16/2021 11:06 AM
10	none	8/16/2021 10:50 AM
11	FRESH BAGELS!	8/15/2021 4:51 PM
12	None	8/15/2021 3:58 PM
13	Health oriented foods snd include organic and gluten-free	8/15/2021 12:20 AM
14	No kind of food would motivate more visits	8/14/2021 5:17 PM
15	tea	8/13/2021 11:15 PM
16	None	8/13/2021 11:03 PM
17	Irrelevant	8/13/2021 10:25 PM
18	Keep the prices down. Its a social event, not a challenge to see how much money you can spend on a cup of coffee	8/13/2021 8:18 PM
19	Health oriented foods snd include organic and gluten-free	8/13/2021 7:20 PM
20	NONE	8/13/2021 6:56 PM
21	Probably would not eat there	8/13/2021 5:52 PM
22	organic	8/13/2021 5:44 PM
23	Not interested in the food.	8/13/2021 5:07 PM
24	various	8/13/2021 5:05 PM
25	Healthy food	8/13/2021 4:41 PM
26	ethnic cuisine (mexican night, irish night); farm to table food with presentations by farmers (like those who participate in the farmers marker)	8/13/2021 4:36 PM
27	more classes, lectures in the arts	8/13/2021 4:24 PM
28	Not interested in eating at the center.	8/13/2021 4:08 PM
29	Bakery items, especially cookies	8/13/2021 4:05 PM
30	None currently	8/13/2021 3:57 PM
31	Food is not a necessity for me to attend the Sr. Center	8/13/2021 3:09 PM
32	smoothies	8/13/2021 2:50 PM
33	Not interested in food at the center	8/13/2021 2:45 PM
34	None	8/13/2021 1:54 PM
35	none	8/13/2021 1:40 PM
36	Gluten free and vegetarian	8/13/2021 1:34 PM
37	Not interested	8/13/2021 1:29 PM
38	Not important	8/13/2021 1:28 PM
39	NONE	8/13/2021 1:27 PM
40	None	8/13/2021 1:14 PM
41	Healthy oriented foods at reasonable costs or high end foods that are healthy and the same costs as local good restaurants. Slso a nice setting that is not cafeteria feeling yet has sone aspects of that.	8/9/2021 3:54 PM
42	I'd need friends at SC to stay for a meal. I'm not into snacks, etc.	8/6/2021 11:37 PM
43	None. Not necessary.	8/6/2021 6:15 PM
44	Plant based foods	8/6/2021 4:43 PM

Village of Arlington Heights is thinking about your future

45	Gluten free, Keto friendly, healthy options	8/5/2021 11:54 PM
46	Healthy, plant based food.	8/5/2021 7:57 PM
47	Starbucks type atmosphere	8/5/2021 7:02 PM
48	none	8/5/2021 6:04 PM
49	snacks and soft drinks	8/5/2021 4:26 PM
50	Ice cream or Panara like food	8/5/2021 10:47 AM
51	Not interested in eating at the center.	8/5/2021 10:41 AM
52	I wouldn't really go there for food. A good coffee place might be used.	8/5/2021 9:22 AM
53	Healthy oriented foods at reasonable costs or high end foods that are healthy and the same costs as local good restaurants. Slso a nice setting that is not cafeteria feeling yet has sone aspects of that.	8/4/2021 9:55 PM
54	smoothies	8/4/2021 8:57 PM
55	smoothie bar	8/4/2021 8:41 PM
56	not needed	8/4/2021 8:33 PM
57	Small plate items sort of like tapas.	8/4/2021 6:34 PM
58	Vegan	8/4/2021 4:01 PM
59	Panera quality food	8/4/2021 1:50 PM

Q8 Is there a particular service or activity missing that if provided would encourage you to participate at the senior center?

Answered: 187 Skipped: 447

#	RESPONSES	DATE
1	Listed above. Not sure what is offered.	8/22/2021 12:04 PM
2	Fitness programs offered at a variety of times	8/22/2021 9:23 AM
3	No	8/22/2021 8:39 AM
4	Tai Chi and some other classes like quilting.	8/21/2021 4:38 PM
5	Larger parking slots (too narrow and folks do not park properly, load tour buses in back of parking lot so folks park back there - many park in the front slots all day,	8/21/2021 11:45 AM
6	meditation	8/21/2021 11:10 AM
7	group: hobbies and bring sample of hobby and brown bag lunch	8/21/2021 10:47 AM
8	unknown	8/21/2021 10:23 AM
9	very happy with the senior center	8/21/2021 10:16 AM
10	you offer many already	8/21/2021 9:58 AM
11	good movies	8/21/2021 9:56 AM
12	larger variety	8/21/2021 9:50 AM
13	better food	8/21/2021 9:31 AM
14	movie screening and discussion	8/21/2021 9:27 AM
15	A real gym, a pool	8/19/2021 12:07 PM
16	Maybe a perk such as, exercise for ## hours and get a water bottle or shirt with name of Center.	8/19/2021 11:59 AM
17	Indoor pickle ball	8/19/2021 10:19 AM
18	More activities/hobbies to share and enjoy with others	8/19/2021 1:00 AM
19	Social gethering	8/18/2021 10:02 PM
20	Buddy with a seasoned senior? Pool tournament? Carpentry lessons? Senior library reading program? Bring your grandchild to the senior center day/ week?	8/18/2021 9:12 PM
21	no	8/18/2021 2:13 PM
22	Maybe another way to look at this is by having like age groups together and possibly like conditions. I would love to bring my husband to a cooking class but he would be challenged following directions so if he was with like individuals, he may feel more comfortable.	8/18/2021 1:08 PM
23	NA	8/18/2021 12:50 PM
24	music programs or live entertainment	8/17/2021 4:03 PM
25	group activities and or a singing group	8/17/2021 9:22 AM
26	Newsletter listing classes and services	8/17/2021 8:24 AM
27	senior excersie	8/17/2021 7:44 AM
28	Getting motivated when not working	8/16/2021 3:59 PM
29	No, but I appreciate all that is offered. As I grow older and retire, I will explore more activities	8/16/2021 12:44 PM

Village of Arlington Heights is thinking about your future

there.

30	overnight trips	8/16/2021 12:32 PM
31	Focus currently seems for those in late 70s and beyond. Currently it doesn't seem like the Senior Center has for any senior 55 and older.	8/16/2021 12:27 PM
32	No, I am delighted with all your programs.	8/16/2021 11:06 AM
33	cholesterol and glucose screenings	8/16/2021 11:01 AM
34	bocce in the outdoor space and garden in outdoor space	8/16/2021 10:50 AM
35	Fitness Center----Schwinn Air Dynes	8/15/2021 4:51 PM
36	don't know	8/15/2021 3:16 PM
37	Tai chi classes would be great. Both my husband and I would come for that. Also chair yoga classes would be especially good for my husband. Neither of these are offered at the wellness center.	8/15/2021 2:16 PM
38	spin classes	8/15/2021 12:36 PM
39	Not familiar with the services provided	8/15/2021 12:15 PM
40	walking trail	8/15/2021 10:09 AM
41	computer lab for media modification much like the main library	8/15/2021 10:01 AM
42	Crafts	8/14/2021 10:56 PM
43	Please see above answer	8/14/2021 10:37 PM
44	more help with transportation in evenings, theme related meals with games afterward or evening movie	8/14/2021 6:48 PM
45	I'm not very aware of what the Senior Center offers	8/14/2021 5:17 PM
46	reasonable crochet classes-wood working for husband always filled	8/14/2021 4:37 PM
47	Ping pong, pool, poker,	8/14/2021 1:22 PM
48	Unknown	8/14/2021 12:21 PM
49	happy with what the center offers	8/14/2021 12:02 PM
50	?	8/14/2021 11:10 AM
51	Teach guests how to play pool, ping pong etc.	8/14/2021 10:32 AM
52	Jewelry making	8/14/2021 9:40 AM
53	More health related activities	8/14/2021 8:49 AM
54	Educational workshops in carpentry or other household upkeep	8/14/2021 12:48 AM
55	I've never been there.	8/14/2021 12:20 AM
56	A variety of lectures	8/14/2021 12:09 AM
57	Love all art related classes	8/13/2021 11:24 PM
58	No	8/13/2021 11:03 PM
59	Book club	8/13/2021 10:48 PM
60	N/A	8/13/2021 10:25 PM
61	More trips or activities outside locations.	8/13/2021 10:01 PM
62	No	8/13/2021 9:13 PM
63	Crochet evening	8/13/2021 9:01 PM
64	A paper shredding event twice a year	8/13/2021 8:46 PM

Village of Arlington Heights is thinking about your future

65	Incomtax filing help	8/13/2021 8:19 PM
66	lower my property taxes.....	8/13/2021 7:59 PM
67	Daily trips	8/13/2021 7:59 PM
68	N/A	8/13/2021 6:56 PM
69	Harper college classes	8/13/2021 6:36 PM
70	don't know	8/13/2021 6:29 PM
71	Swimming pool	8/13/2021 6:14 PM
72	Field trips to interesting places, theater productions, comedy shows, musical performances	8/13/2021 5:52 PM
73	no	8/13/2021 5:51 PM
74	square dancing	8/13/2021 5:44 PM
75	would be interested in yoga and weight training	8/13/2021 5:36 PM
76	Travelogues	8/13/2021 5:32 PM
77	Seems it's designed for the 75+ crowd not 55+	8/13/2021 5:20 PM
78	No	8/13/2021 5:07 PM
79	no	8/13/2021 5:04 PM
80	Bocce ball courts. There are none in the area. It's such a fun sport for seniors.	8/13/2021 4:46 PM
81	Socializing via internet- teaching these internet skills	8/13/2021 4:41 PM
82	lectures on cultural events (operas, plays, concerts, etc.); outings to cultural and sporting events with transportation	8/13/2021 4:36 PM
83	Can't think of anything.	8/13/2021 4:08 PM
84	Chair yoga, restorative yoga	8/13/2021 4:05 PM
85	Additional programming for balsa and plywood parts or at least learning the capability on how to do it as well a machine to do it on that could handle small airplane parts	8/13/2021 3:57 PM
86	?	8/13/2021 3:57 PM
87	Golf instruction/exercises specific to that sport. Cultural lectures on subjects like Opera and Symphony.	8/13/2021 3:09 PM
88	Don't know yet	8/13/2021 2:45 PM
89	Walking area. Going around and around in a circle doesn't cut it!	8/13/2021 2:37 PM
90	Activities that can be drop in rather than scheduled	8/13/2021 2:37 PM
91	Better advertising of what is available	8/13/2021 2:30 PM
92	Not sure	8/13/2021 2:28 PM
93	Backgammon & poker tournaments	8/13/2021 2:16 PM
94	Can't think of anything at present, partially because I don't frequent the center enough now.	8/13/2021 2:09 PM
95	Photography class, how to avoid scams targeted at seniors	8/13/2021 2:08 PM
96	Not that I know of	8/13/2021 1:54 PM
97	Not sure	8/13/2021 1:54 PM
98	Open your woodshop to the community- make it like the Makerspace project that the AH memorial Library is doing	8/13/2021 1:50 PM
99	Different yoga classes (not just one type)	8/13/2021 1:47 PM
100	Travel logs with pictures..slides, film	8/13/2021 1:44 PM

Village of Arlington Heights is thinking about your future

101	more dance classes	8/13/2021 1:40 PM
102	Chair yoga	8/13/2021 1:37 PM
103	Pilates	8/13/2021 1:37 PM
104	Change location	8/13/2021 1:36 PM
105	fishing or hunting as subjects for discussion or joining	8/13/2021 1:36 PM
106	None	8/13/2021 1:35 PM
107	No	8/13/2021 1:34 PM
108	Swimming pool and track for walking	8/13/2021 1:33 PM
109	No	8/13/2021 1:33 PM
110	Pickle ball	8/13/2021 1:32 PM
111	Lower rates and program fees	8/13/2021 1:29 PM
112	Services that are inclusive for all - the village needs to rethink its stance on the pride flag because it affects seniors too	8/13/2021 1:28 PM
113	Day tours; overnight trips AT REASONABLE COST. Buffalo Grove Senior program offers many free or very inexpensive opportunities and activities. Even basic membership is VERY inexpensive to join.	8/13/2021 1:20 PM
114	Tai Chi	8/13/2021 1:19 PM
115	Need maintained list of service people who work in the area with listing of evaluations by homeowners	8/13/2021 1:18 PM
116	More music and performing arts shows	8/13/2021 1:17 PM
117	Yoga	8/13/2021 1:15 PM
118	No	8/13/2021 1:14 PM
119	Life Long Learning Enrichment	8/13/2021 1:10 PM
120	Ballroom dancing.	8/13/2021 12:58 PM
121	Basic Technology help courses	8/13/2021 8:45 AM
122	Tax preparation	8/11/2021 7:01 PM
123	I would join a ukelele group	8/11/2021 5:53 PM
124	Yoga	8/11/2021 3:30 PM
125	Afternoon activities with speakers and lunch. Call patti turner center in Deerfield for ideas.	8/11/2021 2:46 PM
126	Socials	8/10/2021 6:27 PM
127	affordable adult day care	8/10/2021 3:43 PM
128	Bingo	8/9/2021 10:09 AM
129	Exercise gym open on Saturdays!	8/8/2021 10:09 PM
130	More musical activities	8/8/2021 7:58 PM
131	I would like to learn how to play chess	8/8/2021 4:30 PM
132	Be able to get technical advice for at home equipment and how to set up. Husband is unable to do so and I am at a loss.	8/7/2021 2:14 PM
133	wood shop classes have stopped be included in the newsletter, for the last several years and seems to be available to only the elite who are there physically to learn/sign up for them	8/7/2021 1:41 AM
134	You had a lot of activities before C-19. They weren't always at times convenient for me.	8/6/2021 11:37 PM
135	I would like to relearn how to play cribbage, canasta and pinochle	8/6/2021 9:08 PM

Village of Arlington Heights is thinking about your future

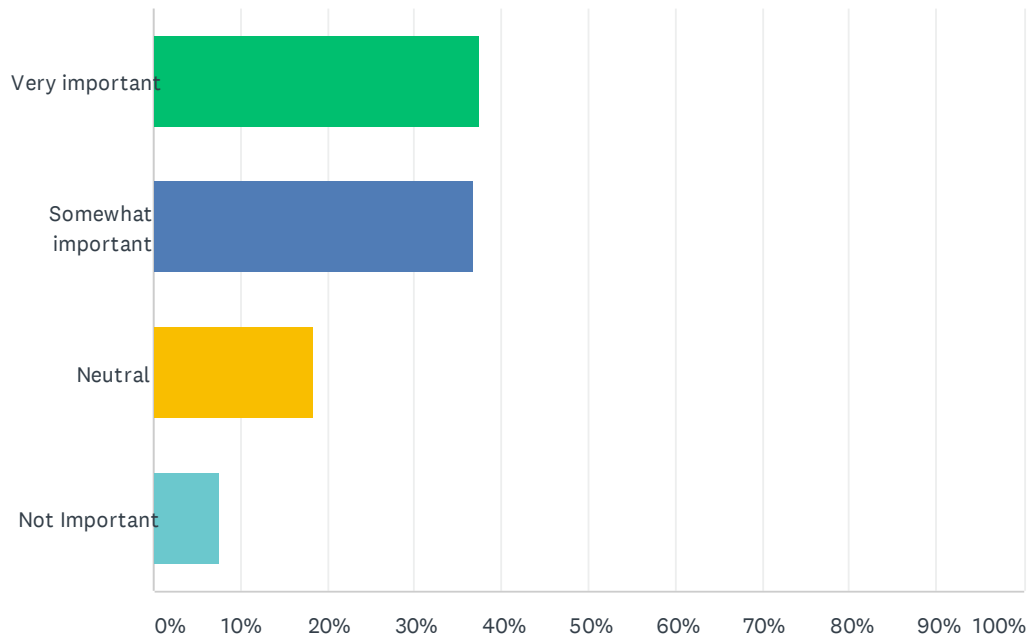
136	tie in with high school and harper activities	8/6/2021 6:18 PM
137	Unsure what they have.	8/6/2021 4:13 PM
138	Field trips! Museums, casino, etc	8/6/2021 3:29 PM
139	Computer training	8/6/2021 1:49 PM
140	Cornhole, darts, bocce, horseshoes? Country or folk bands, smaller/intimate seating groupings, outdoor fireplace	8/6/2021 12:30 PM
141	entertainment guests	8/6/2021 9:49 AM
142	Activities or meet-ups for Spanish speakers	8/6/2021 9:34 AM
143	Pickle ball league, card games, intro to playing bridge.	8/6/2021 8:58 AM
144	Bring a friend day or bring a child day. That way, I would feel better about walking into a place I'm not too familiar with.	8/5/2021 11:54 PM
145	welcome committee	8/5/2021 10:03 PM
146	Running club. Biking club. Activist activities.	8/5/2021 7:57 PM
147	Be open on Saturday mornings	8/5/2021 7:16 PM
148	Better use of outdoor area- tables and chairs for impromptu talk sessions - gaming Bacchae ball	8/5/2021 6:52 PM
149	inperson activities	8/5/2021 6:04 PM
150	computer, cell phones and any other new tech..	8/5/2021 3:48 PM
151	access (Q&A) to city dept. heads & VAH officials	8/5/2021 3:15 PM
152	Outings	8/5/2021 2:54 PM
153	No	8/5/2021 12:38 PM
154	Pinochle lessons, more board games - Clue, Sorry, Left Right Center, Hearts, Spades, etcetc	8/5/2021 12:22 PM
155	I am not sure what is offered. I might take classes to learn French, calligraphy, quilling, knitting, crocheting, cooking	8/5/2021 12:18 PM
156	Tai Chi	8/5/2021 11:28 AM
157	Take away the 'Old People" image make it 'active'	8/5/2021 10:47 AM
158	More board games:scrabble, Rummicube, also darts.	8/5/2021 10:10 AM
159	Art classes, yin and/or restorative yoga	8/5/2021 9:52 AM
160	No	8/5/2021 9:45 AM
161	Too bad center is located so far south, rather than in the center of town. Too bad it wasn't part of the new swimming and sports center. ts center. nter of town. It would have been great to have it located adjacent to or part of the new Athletic center	8/5/2021 9:35 AM
162	Larger walking track, golf simulator, putting green	8/5/2021 9:24 AM
163	Crochet. Pottery.	8/5/2021 9:22 AM
164	No	8/5/2021 9:17 AM
165	pickleball or martial arts	8/5/2021 9:02 AM
166	None	8/5/2021 7:55 AM
167	Larger exercise classes for seniors who can handle more	8/5/2021 6:50 AM
168	Music where we could dance	8/5/2021 12:01 AM
169	Sports	8/4/2021 11:40 PM
170	Just need to learn more about it	8/4/2021 10:55 PM

Village of Arlington Heights is thinking about your future

171	Quality music programs	8/4/2021 10:12 PM
172	swimming	8/4/2021 9:00 PM
173	board games and card games and jig saw puzzle	8/4/2021 8:57 PM
174	Bring back the woodturning class.	8/4/2021 8:33 PM
175	In the past you have had Current Events on Thursday.	8/4/2021 8:22 PM
176	assistance for disabled (hearing, visual, mobility)	8/4/2021 7:47 PM
177	None	8/4/2021 6:41 PM
178	Hands-on activities to create something; presentations by historian/teachers like Jim Gibbons, Leslie Goddard, Martine Matheson, etc. who tell interesting stories or act out historical characters.	8/4/2021 6:34 PM
179	Pickle ball	8/4/2021 6:19 PM
180	No.	8/4/2021 6:15 PM
181	Woodworking	8/4/2021 6:11 PM
182	linkage to other facilities such as ahpd offers with better pricing	8/4/2021 6:07 PM
183	I've never been there, so I don't know what you might be missing.	8/4/2021 4:08 PM
184	transportation: more time frame options	8/4/2021 3:14 PM
185	Pickleball, Bags, Shuffleboard and Poker.	8/4/2021 2:57 PM
186	no	8/4/2021 2:30 PM
187	Weekend wood shop classes and art classes	8/4/2021 1:50 PM

Q9 How important is it for the Center to offer appealing lounges, game rooms, and other spaces for people to drop in and hang out with friends?

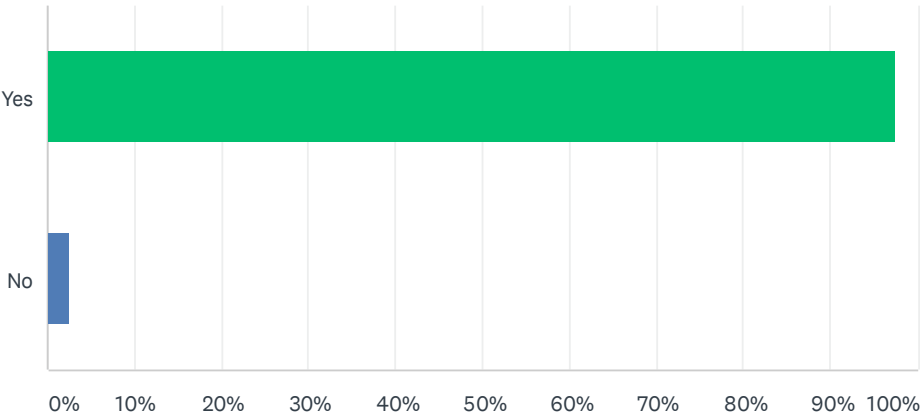
Answered: 601 Skipped: 33



ANSWER CHOICES	RESPONSES	
Very important	37.44%	225
Somewhat important	36.77%	221
Neutral	18.47%	111
Not Important	7.49%	45
Total Respondents: 601		

Q10 Are you or would you be able to drive to the center?

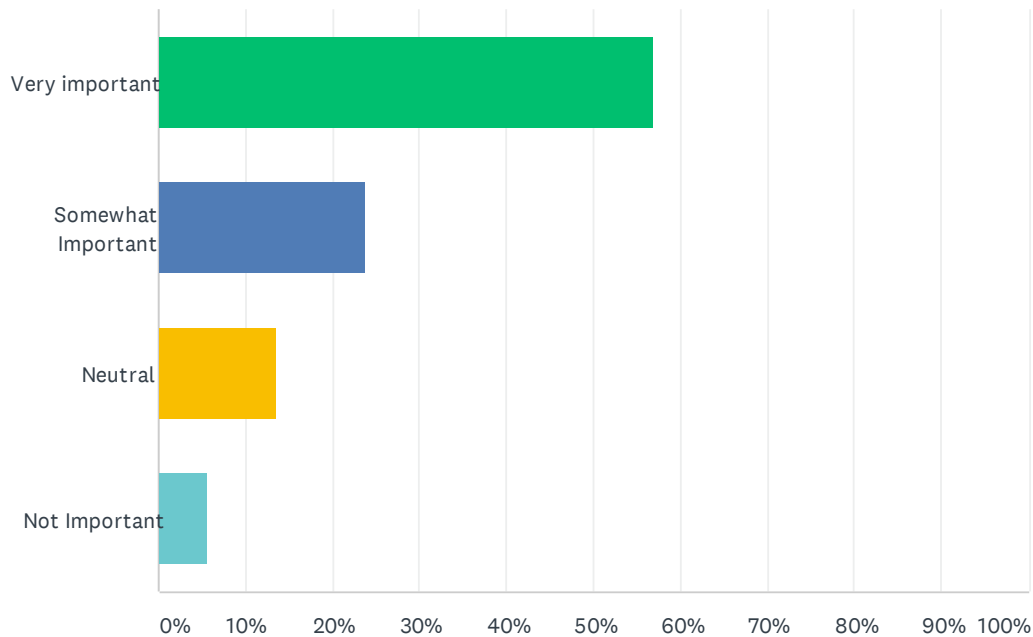
Answered: 617 Skipped: 17



ANSWER CHOICES		RESPONSES	
Yes		97.57%	602
No		2.43%	15
TOTAL			617

Q11 There are several other agencies and services located at the Center. These agencies include Catholic Charities (home delivered meals/congregate meals, assistance with bill paying, referral for services, etc.) Lending Closet to borrow walkers, wheelchairs, canes and other similar equipment, Library to browse books or pick up books, Northwest Community Healthcare for health screening and insurance counseling services and Connections to Care for transportation. How important is it to have these agencies located at the center?

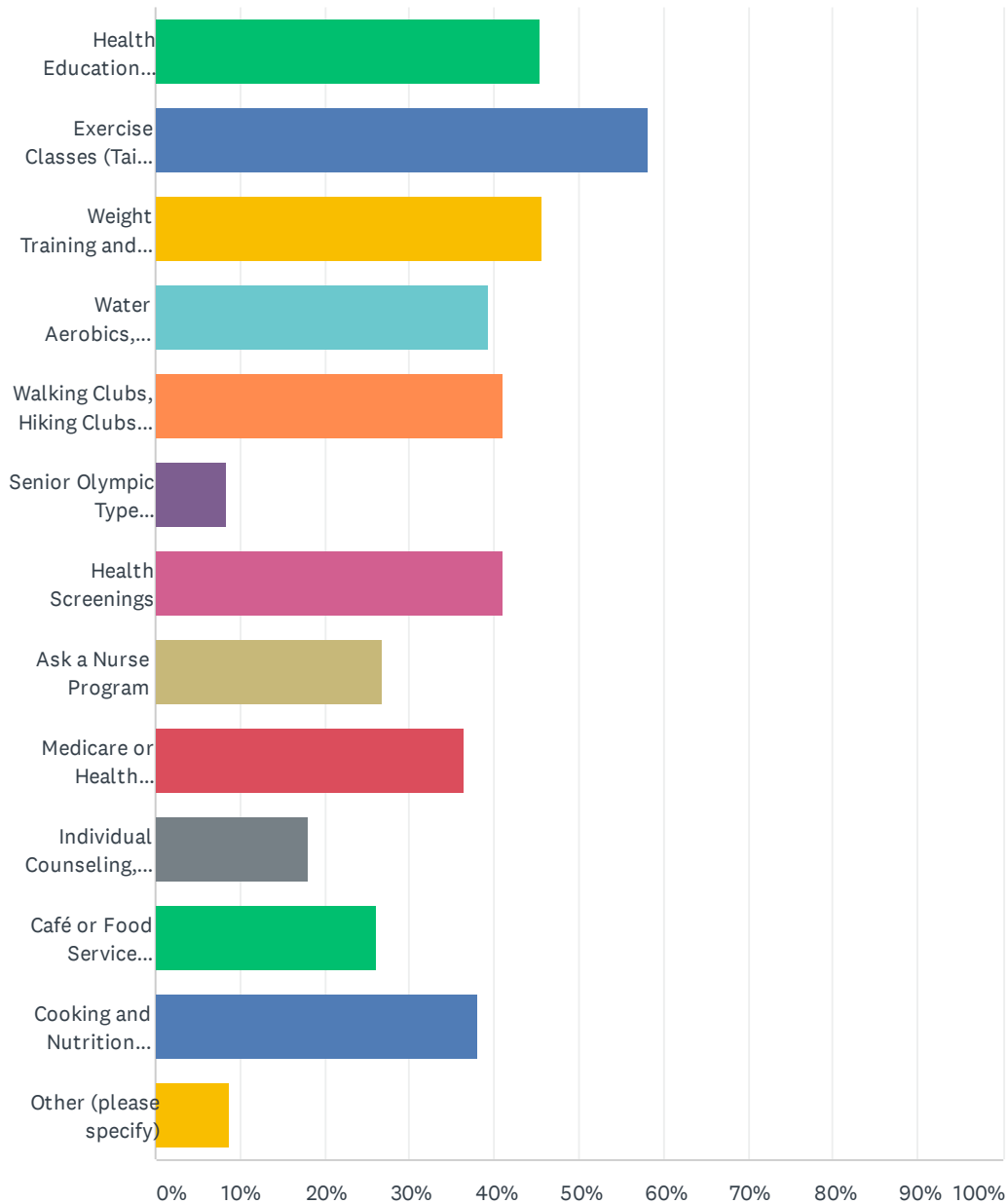
Answered: 610 Skipped: 24



ANSWER CHOICES	RESPONSES	
Very important	56.89%	347
Somewhat Important	23.77%	145
Neutral	13.61%	83
Not Important	5.74%	35
TOTAL		610

Q12 Which of the following health and wellness activities would you participate in either individually or with a group of your peers if provided at the senior center? (Check all that apply)

Answered: 570 Skipped: 64



Village of Arlington Heights is thinking about your future

ANSWER CHOICES	RESPONSES	
Health Education Classes (chronic health conditions, staying healthy, healthy cooking, health insurance issues)	45.44%	259
Exercise Classes (Tai Chi, yoga, Zumba, aerobics, dance, etc.)	58.25%	332
Weight Training and Exercise Equipment	45.61%	260
Water Aerobics, Swimming, Walking Lap Pool	39.30%	224
Walking Clubs, Hiking Clubs, Biking Clubs, Running Clubs	41.05%	234
Senior Olympic Type Competitions	8.42%	48
Health Screenings	41.05%	234
Ask a Nurse Program	26.84%	153
Medicare or Health Insurance Counseling	36.49%	208
Individual Counseling, Life Coaching or Social Services	17.89%	102
Café or Food Service Co-Located with Programs	26.14%	149
Cooking and Nutrition classes	38.07%	217
Other (please specify)	8.77%	50
Total Respondents: 570		

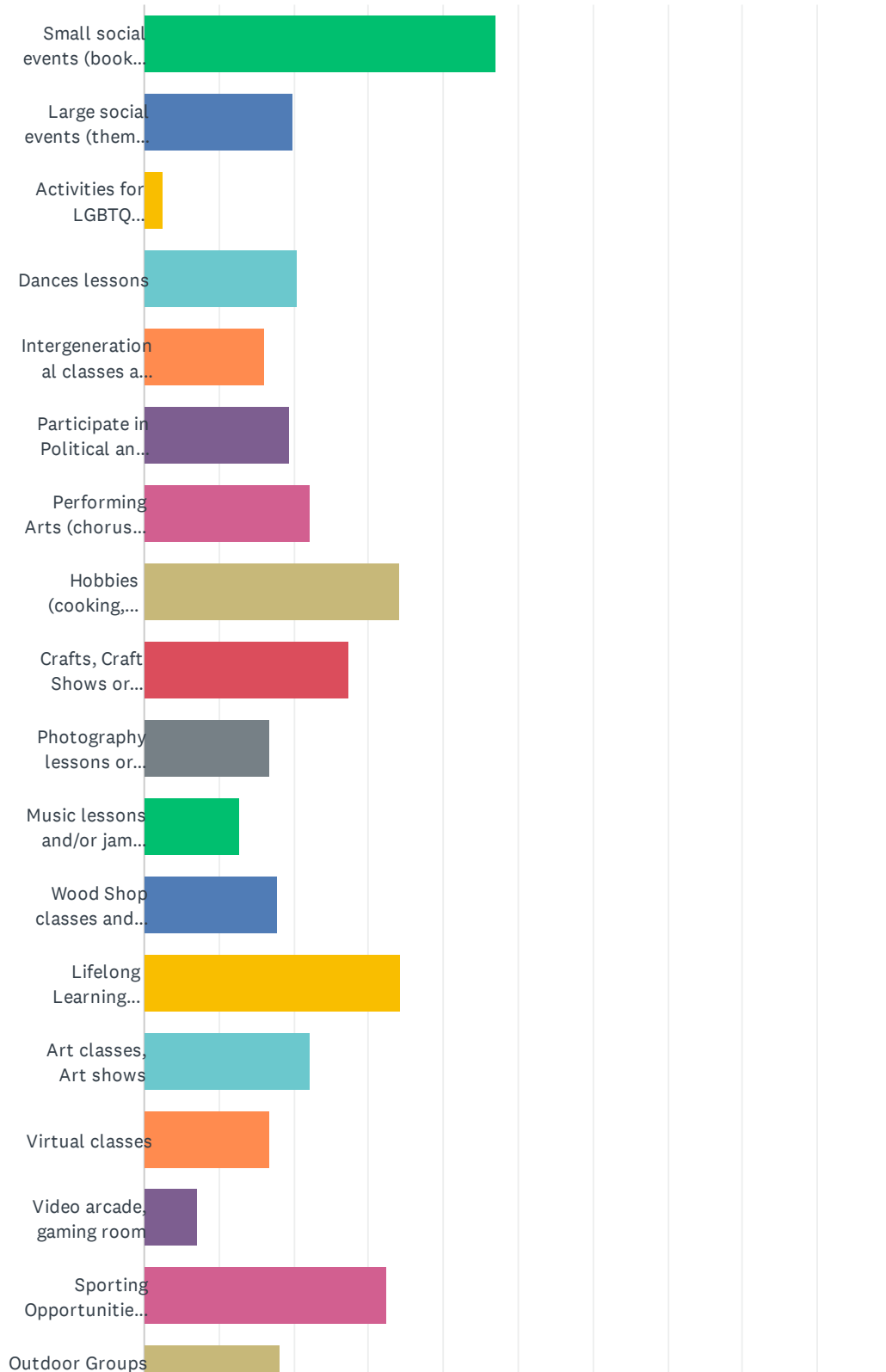
#	OTHER (PLEASE SPECIFY)	DATE
1	Crafts, art class	8/22/2021 12:04 PM
2	PTSD Grief	8/19/2021 5:31 PM
3	I am a LCSW and offer in-home counseling to seniors: Medicare pays so it is free to seniors.	8/18/2021 10:18 PM
4	music and live performances	8/17/2021 4:03 PM
5	cpr classes	8/17/2021 9:49 AM
6	senior trips	8/17/2021 7:44 AM
7	overnight trips, supper clubs	8/16/2021 12:32 PM
8	I had extra tomato plants that I grew from seed. I should have offered them to the senior center to be planted in the east outdoor area where the gazebo is.	8/16/2021 10:50 AM
9	Continue Current Events	8/15/2021 12:38 PM
10	Senior golf leagues	8/15/2021 12:15 PM
11	chair exercises	8/14/2021 6:48 PM
12	Lectures dealing with the fine arts.	8/14/2021 4:02 PM
13	Video game tournaments	8/14/2021 1:06 PM
14	Home improvement classes, home maintenance classes	8/14/2021 12:48 AM
15	Learning a language classes	8/14/2021 12:20 AM
16	Art & Creative classes,enrichment	8/13/2021 11:24 PM
17	Irrelevant. I already belong to another gym.	8/13/2021 10:25 PM
18	Gardening for cucumbers, tomatos or flowers	8/13/2021 8:19 PM
19	Couples groups,	8/13/2021 8:18 PM

Village of Arlington Heights is thinking about your future

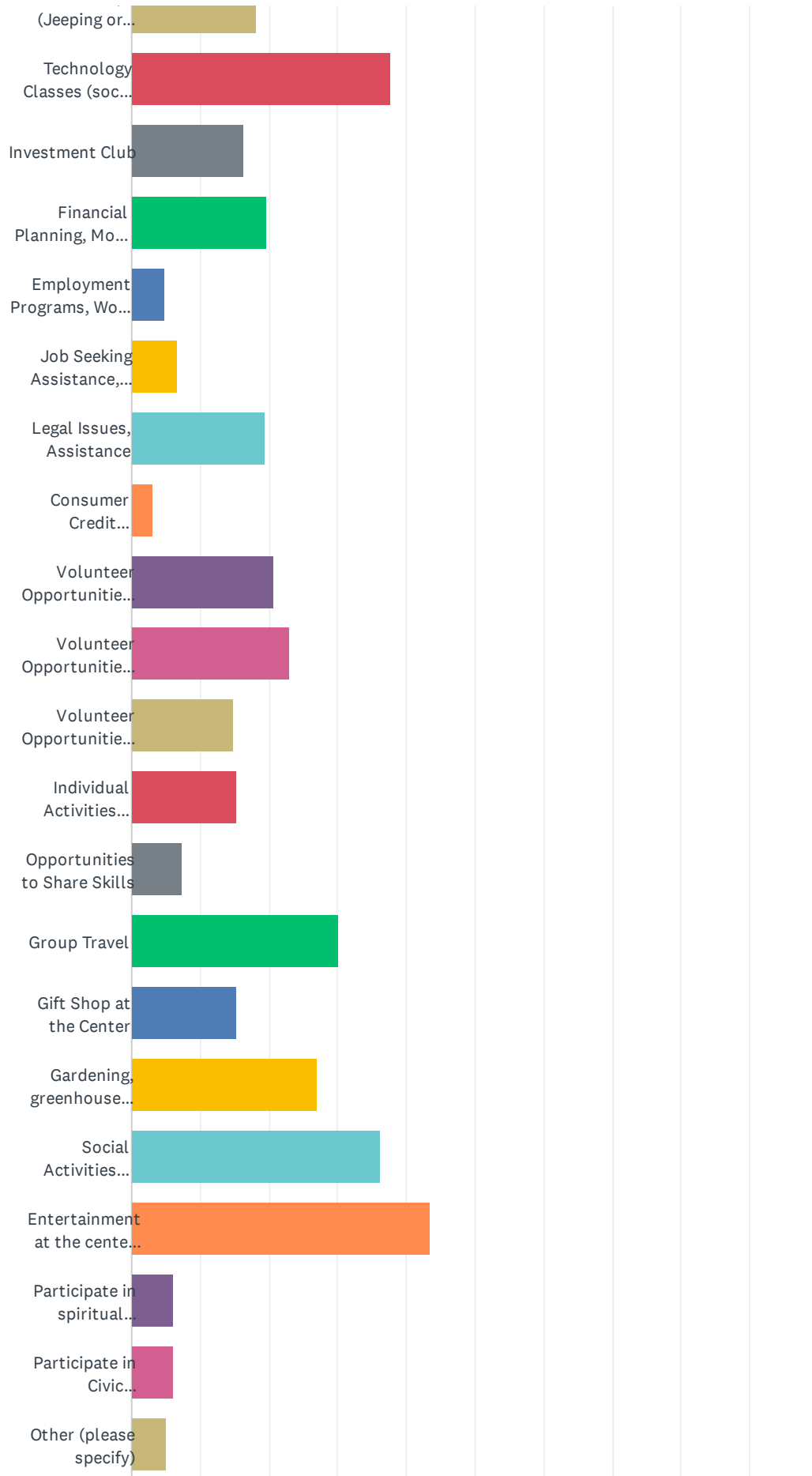
20	Free wood shop	8/13/2021 7:59 PM
21	Have more day trips	8/13/2021 5:08 PM
22	meeting / dating events	8/13/2021 4:11 PM
23	Bike clubs depending on timing and levels	8/13/2021 3:57 PM
24	Book Club	8/13/2021 3:09 PM
25	Particularly Tai Chi for exercise classes	8/13/2021 2:45 PM
26	offer your lunch program "to go" eg boxed meals	8/13/2021 1:50 PM
27	Travel logs with pictures	8/13/2021 1:44 PM
28	None at this time	8/13/2021 1:34 PM
29	Not really interested at this time - fees are too high	8/13/2021 1:29 PM
30	Legal and Financial counseling	8/13/2021 1:27 PM
31	Day trips which are affordable for seniors	8/11/2021 2:46 PM
32	Technology, smart phones	8/10/2021 6:27 PM
33	Sports Gambling	8/8/2021 5:28 PM
34	African Drumming Classes	8/7/2021 11:26 PM
35	I am beyond needing Medicare counseling but it is needed and should be available. You forgot Lending Closet; it is a must. I have used it!	8/6/2021 11:37 PM
36	Educational classed	8/6/2021 6:15 PM
37	Maybe other clubs of interest	8/6/2021 4:13 PM
38	Latin Dancing, Tech classes, Round table on various topics, Motivational classes, etc.	8/5/2021 11:54 PM
39	How can seniors help the younger generations?	8/5/2021 7:57 PM
40	Be at forefront of providing vaccination and helping seniors with finding vaccination sites!	8/5/2021 7:16 PM
41	I have not personally used connections to care but I know how vital this is to many of my friends and anticipate I might need it in the future	8/5/2021 7:02 PM
42	financial classes on wills, inheritance, property, tax law in Illinois and US	8/5/2021 6:52 PM
43	arts & letters programs	8/5/2021 3:15 PM
44	general continuing education courses	8/5/2021 10:52 AM
45	This is still a great place and compared to other center centers - a credit to the community and really excellent.	8/5/2021 9:35 AM
46	Sports for fun-not competitive	8/4/2021 11:40 PM
47	woodturning class	8/4/2021 8:33 PM
48	I wouldn't be interested unless the participants were age 55-65	8/4/2021 4:08 PM
49	Athletic club expanded with more and newer machines	8/4/2021 4:01 PM
50	Travel group & pottery class	8/4/2021 1:50 PM

Q13 Which of the following general activities would you participate in either individually or with a group of your peers at the center? (Check all that apply)

Answered: 588 Skipped: 46



Village of Arlington Heights is thinking about your future



Village of Arlington Heights is thinking about your future

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Village of Arlington Heights is thinking about your future

ANSWER CHOICES	RESPONSES	
Small social events (book clubs, supper clubs, cards)	47.11%	277
Large social events (themed parties, dances, Karaoke nights)	19.90%	117
Activities for LGBTQ (presentations and social gatherings)	2.55%	15
Dances lessons	20.58%	121
Intergenerational classes and activities	16.16%	95
Participate in Political and Civic Discussions	19.56%	115
Performing Arts (chorus, band, orchestra, drama, poetry, comedy, etc.)	22.11%	130
Hobbies (cooking, antiques, collecting, short wave radio, scrapbooking, sewing, etc.)	34.18%	201
Crafts, Craft Shows or Markets (pottery, weaving, jewelry, quilting)	27.38%	161
Photography lessons or shows	16.84%	99
Music lessons and/or jam sessions	12.76%	75
Wood Shop classes and drop-in use	17.86%	105
Lifelong Learning classes (current events, languages, culture, new skills, etc.)	34.35%	202
Art classes, Art shows	22.11%	130
Virtual classes	16.84%	99
Video arcade, gaming room	7.14%	42
Sporting Opportunities (pickleball, bowling, golf, softball, tennis, frisbee golf, horseshoes, volleyball, billiards, table tennis, etc.)	32.48%	191
Outdoor Groups (Jeeping or 4-wheeling, hunting, fishing, hiking, visiting parks, boating, rock climbing)	18.20%	107
Technology Classes (social media, smartphones, various software uses, online communities, eBay, , photos, etc.)	37.76%	222
Investment Club	16.33%	96
Financial Planning, Money Management, Retirement Planning	19.73%	116
Employment Programs, Work Skill Development, Job Training	4.76%	28
Job Seeking Assistance, Career Change and Transitions (resume, applications, interview skills)	6.63%	39
Legal Issues, Assistance	19.56%	115
Consumer Credit Counseling	3.23%	19
Volunteer Opportunities with Children or Youth, Intergenerational Activities	20.75%	122
Volunteer Opportunities with Museums, Parks, Libraries, Zoo	22.96%	135
Volunteer Opportunities with Older Adults	14.80%	87
Individual Activities (meditation, puzzles, reading, etc.)	15.31%	90
Opportunities to Share Skills	7.31%	43
Group Travel	30.10%	177
Gift Shop at the Center	15.31%	90

Village of Arlington Heights is thinking about your future

Gardening, greenhouse activities, or Farmers market	27.04%	159
Social Activities (movies, theater, concerts, shopping trips)	36.22%	213
Entertainment at the center (music concerts, stand-up comics, musicals, plays, performances)	43.54%	256
Participate in spiritual activities and services	6.12%	36
Participate in Civic Associations	6.12%	36
Other (please specify)	4.93%	29
Total Respondents: 588		

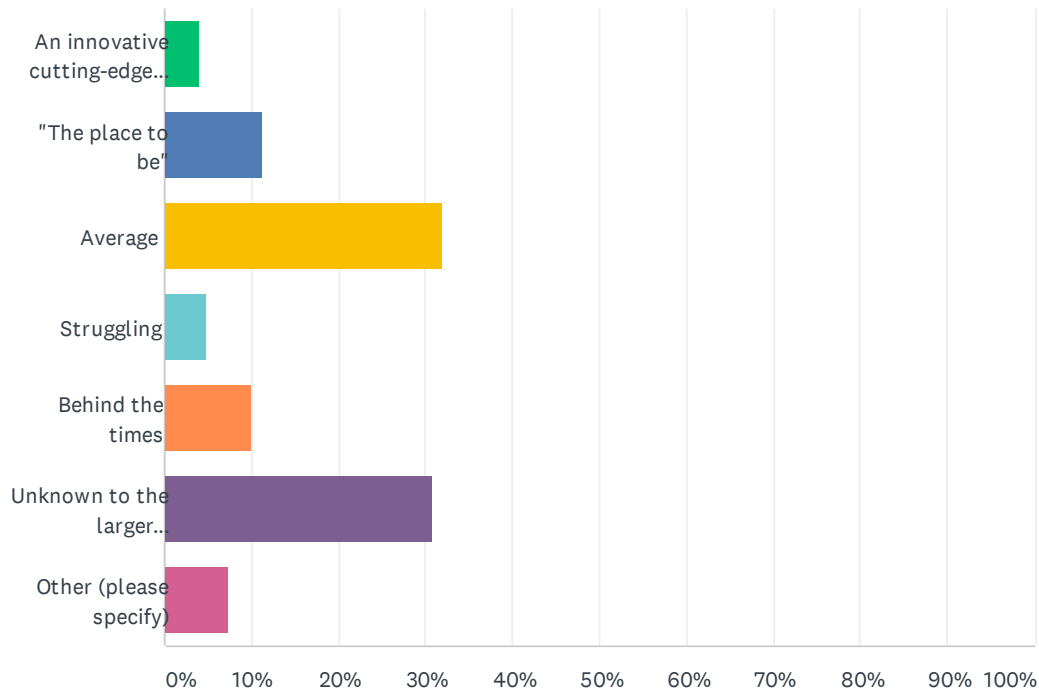
#	OTHER (PLEASE SPECIFY)	DATE
1	ping pong, volley ball	8/21/2021 10:08 AM
2	All in the first column are interesting but when they meet would influence whether or not I register for any. spanish language classes conversational small group-have been learning spanish with the online program through you and harper college. this could be good opportunity for intergenerational mutually learning. senior learns and practis limited spanish with someone learning english but proficient in spanish. interested in pickleball at the center.	8/21/2021 9:43 AM
3	trust and will seminar	8/19/2021 11:12 AM
4	Learning about other cultures in our neighborhoods	8/19/2021 1:00 AM
5	Loves the snow shoveling and lawn mowing teen program!	8/18/2021 2:16 PM
6	We are most interested in group tours out of state. Guided all inclusive type trips	8/18/2021 1:40 PM
7	As with prior comments, customizing activities based on age or interest might be valuable. For example, we would rather head to a rock concert vs symphony and comedy over musical	8/18/2021 1:08 PM
8	Financial - generational help - 529 plans, etc. Lowering utility, phone, cable costs	8/17/2021 6:12 PM
9	fishing	8/17/2021 9:49 AM
10	fishing; enjoy the movies/discussions	8/17/2021 9:22 AM
11	General conversations on current worldwide events	8/16/2021 10:01 PM
12	wood carving	8/16/2021 10:16 AM
13	Irrelevant.	8/13/2021 10:25 PM
14	NONE	8/13/2021 6:56 PM
15	Joint activities tied in with other local senior centers	8/13/2021 2:48 PM
16	Duplicate bridge	8/13/2021 1:30 PM
17	Have had my name and personal info sold by the Center - not really interested in being violated again	8/13/2021 1:29 PM
18	poker night	8/13/2021 1:23 PM
19	Bingo; casino trips	8/13/2021 1:20 PM
20	Anything relating to Judaism. Not everyone is Catholic.	8/13/2021 1:10 PM
21	It would be nice if there were notaries available and also people to witness will signings.	8/10/2021 4:16 PM
22	Driving classes to reduce insurance cost.	8/8/2021 10:09 PM
23	screen in patio, bus trips, use of other village facilities	8/6/2021 6:18 PM
24	Camping	8/6/2021 4:13 PM
25	Bring back Harper College's lifelong learning programs	8/6/2021 9:50 AM

Village of Arlington Heights is thinking about your future

26	How to handle aging challenges. Support within the village.	8/5/2021 10:03 PM
27	We haven't been since the pandemic. We just started going right before the pandemic.	8/5/2021 7:57 PM
28	Zoom for residents who can't get to the center in person	8/5/2021 7:02 PM
29	Take me to the center and take me home for transportation As I am in a wheelchair I need a vehicle with a ramp or lift And I want assistance with my tax return	8/4/2021 8:57 PM

Q14 How do you think the senior center is perceived by the general community?

Answered: 594 Skipped: 40



ANSWER CHOICES	RESPONSES	
An innovative cutting-edge facility	3.87%	23
"The place to be"	11.28%	67
Average	31.99%	190
Struggling	4.71%	28
Behind the times	10.10%	60
Unknown to the larger community	30.81%	183
Other (please specify)	7.24%	43
TOTAL		594

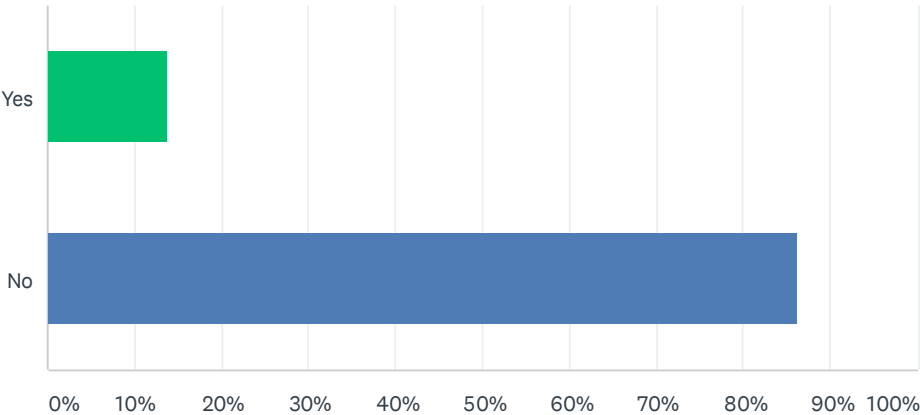
#	OTHER (PLEASE SPECIFY)	DATE
1	Unknown to the larger community until one becomes involved with it	8/22/2021 9:23 AM
2	for old people	8/21/2021 9:43 AM
3	If they have come into center I think they would feel it was struggling and behind the times	8/19/2021 1:00 AM
4	I don't know if those under 55 know what is available to assist them or encourage their parents to go. For example the lending center and social services!	8/18/2021 2:16 PM
5	NA	8/18/2021 12:50 PM
6	I think of it as elderly, old vs. active 'senior'	8/18/2021 9:02 AM

Village of Arlington Heights is thinking about your future

7	Not sure	8/17/2021 10:31 AM
8	I do not know what the community thinks	8/16/2021 10:57 AM
9	Under prior leadership of Ms. Hansen, it had a low profile	8/16/2021 10:50 AM
10	The old peoples home	8/16/2021 10:16 AM
11	A place for old people	8/16/2021 8:56 AM
12	My husband loves coming to play pool (once or twice a week) but on average most people we know aren't aware of the offerings there.	8/15/2021 2:16 PM
13	not many seniors in my neighborhood go to the center maybe have some groups meet at a park near to ust	8/14/2021 4:37 PM
14	I don't really know.	8/14/2021 4:02 PM
15	Persons who go to the Sr Center seem to like it	8/13/2021 11:03 PM
16	Not sure	8/13/2021 10:01 PM
17	technological up dated the whole center.	8/13/2021 6:26 PM
18	unknown	8/13/2021 5:05 PM
19	I'm not sure, I didn't know about it	8/13/2021 5:05 PM
20	I never really think to go there	8/13/2021 5:04 PM
21	Cannot answer since we are so new to the city.	8/13/2021 4:46 PM
22	For certain elements	8/13/2021 3:57 PM
23	I don't know anyone who goes	8/13/2021 2:42 PM
24	not sure	8/13/2021 1:40 PM
25	Since Covid many activities are suspended - prior to Covid, a good outlet for many seniors	8/13/2021 1:29 PM
26	no idea	8/13/2021 1:27 PM
27	I do not know since I have been working full time prior to Covid. I have been looking forward to learning more about the SC.	8/9/2021 3:54 PM
28	Need for scattered locations for accessibility to all	8/7/2021 2:14 PM
29	Don't know. Never really hear it mentioned by others though.	8/6/2021 6:46 PM
30	I don't know.	8/6/2021 6:15 PM
31	Don't know enough to render an opinion	8/6/2021 2:08 PM
32	A Gold Crown for the community.	8/6/2021 9:50 AM
33	For the "old folks"	8/5/2021 10:03 PM
34	For elderly people	8/5/2021 6:59 PM
35	Better than Palatine SC !	8/5/2021 12:38 PM
36	Don't really know	8/5/2021 12:29 PM
37	Many see it as cutting-edge. Others shy away as it is seniors.	8/5/2021 12:22 PM
38	Not sure. Have not visited yet.	8/5/2021 10:06 AM
39	really don't know	8/5/2021 9:38 AM
40	Don't know	8/4/2021 11:52 PM
41	Unknown to me	8/4/2021 10:55 PM
42	I do not know since I have been working full time prior to Covid. I have been looking forward to learning more about the SC.	8/4/2021 9:55 PM

Q15 Are you a caregiver for a family member or other relative?

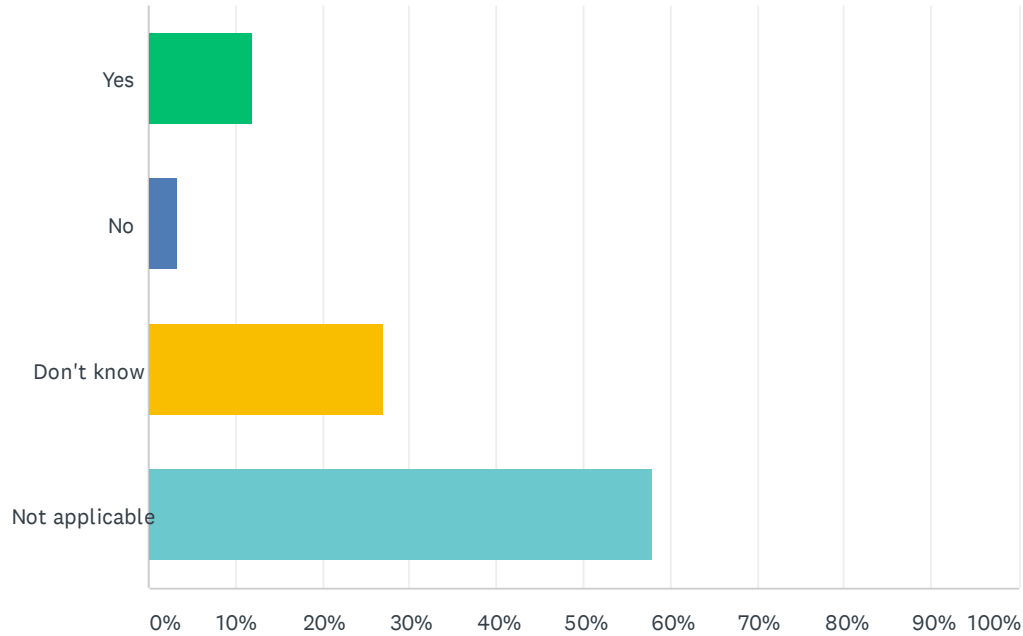
Answered: 616 Skipped: 18



ANSWER CHOICES		RESPONSES	
Yes		13.80%	85
No		86.20%	531
TOTAL			616

Q16 Are there sufficient services available in the community to help you in caring for your family member?

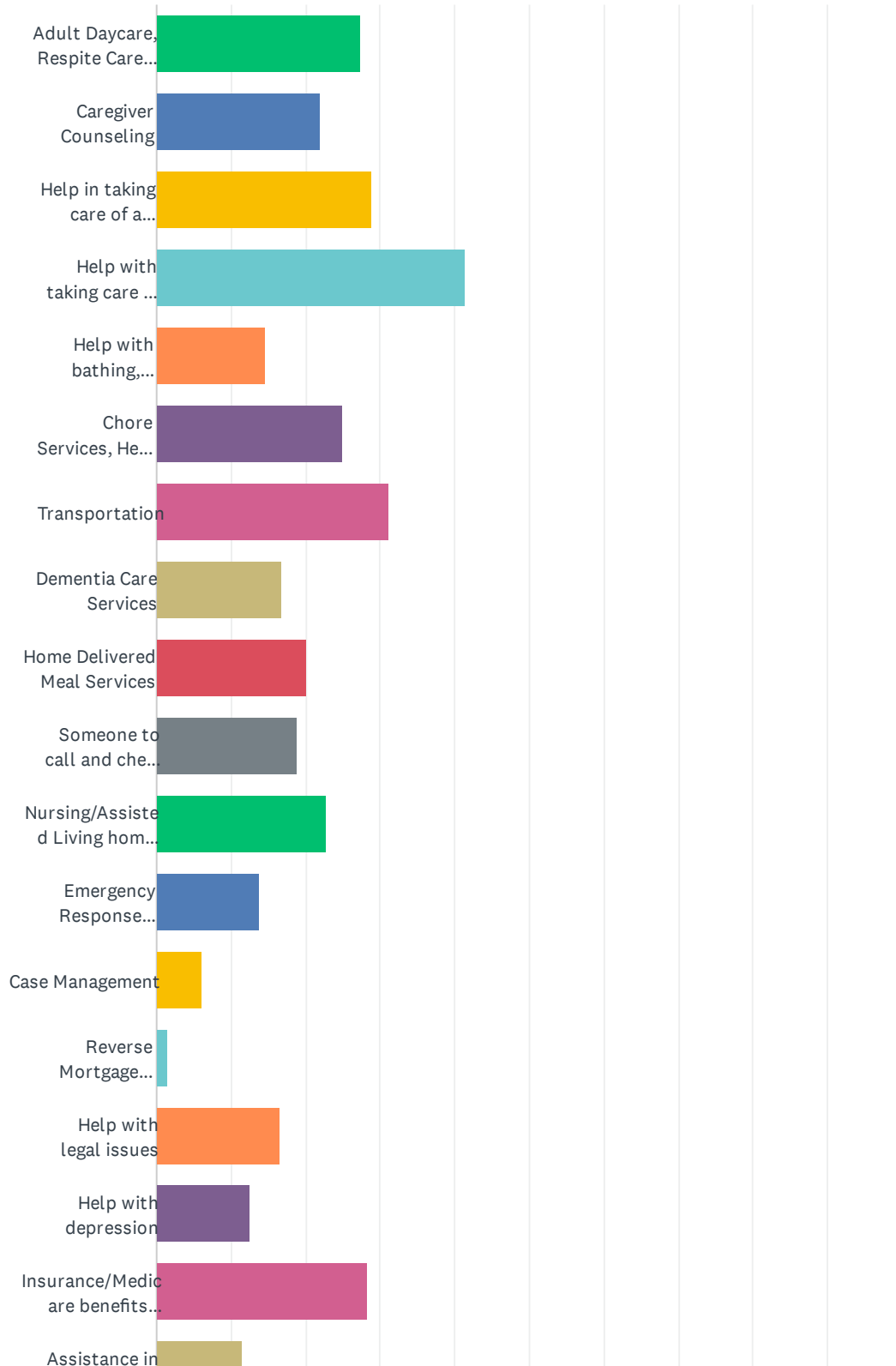
Answered: 583 Skipped: 51



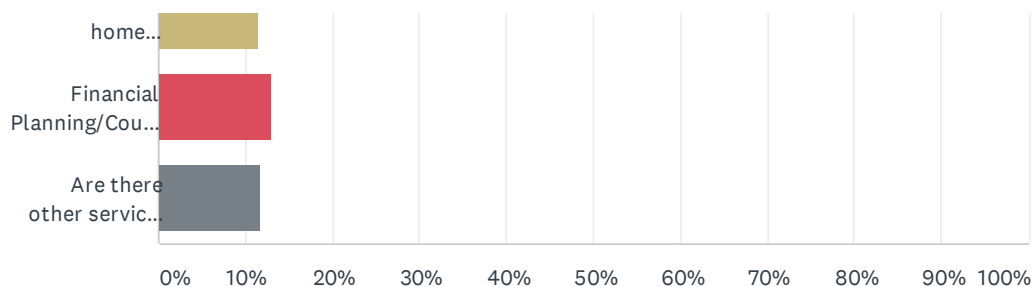
ANSWER CHOICES	RESPONSES	
Yes	11.84%	69
No	3.26%	19
Don't know	26.93%	157
Not applicable	57.98%	338
TOTAL		583

**Q17 Which of the following support services do you personally or you as a caregiver either currently use or anticipate needing within ten years?
(Check all that apply.)**

Answered: 333 Skipped: 301



Village of Arlington Heights is thinking about your future



ANSWER CHOICES	RESPONSES	
Adult Daycare, Respite Care, Sitter Services	27.33%	91
Caregiver Counseling	21.92%	73
Help in taking care of a relative	28.83%	96
Help with taking care of my home	41.44%	138
Help with bathing, dressing, walking, taking medications	14.71%	49
Chore Services, Help with errands	24.92%	83
Transportation	31.23%	104
Dementia Care Services	16.82%	56
Home Delivered Meal Services	20.12%	67
Someone to call and check on me or my family member daily	18.92%	63
Nursing/Assisted Living home placement counseling	22.82%	76
Emergency Response System/Lifeline type services	13.81%	46
Case Management	6.01%	20
Reverse Mortgage Counseling	1.50%	5
Help with legal issues	16.52%	55
Help with depression	12.61%	42
Insurance/Medicare benefits counseling	28.23%	94
Assistance in home organization	11.41%	38
Financial Planning/Counseling	12.91%	43
Are there other services you need or might need? Please list:	11.71%	39
Total Respondents: 333		

#	ARE THERE OTHER SERVICES YOU NEED OR MIGHT NEED? PLEASE LIST:	DATE
1	These are all good but I didn't choose any because I hope to not need them in the next 10 years. I was a caregiver for my parents many years ago and many of these services were used then.	8/22/2021 12:04 PM
2	I was a caregiver for my parents and the facilities would have been helpful.	8/21/2021 4:38 PM
3	Used the nurses lending closet when my husband was alive. they were great!	8/21/2021 9:34 AM
4	Activities or events for the family member. Day care but for stimulation not just for respite.	8/19/2021 1:00 AM

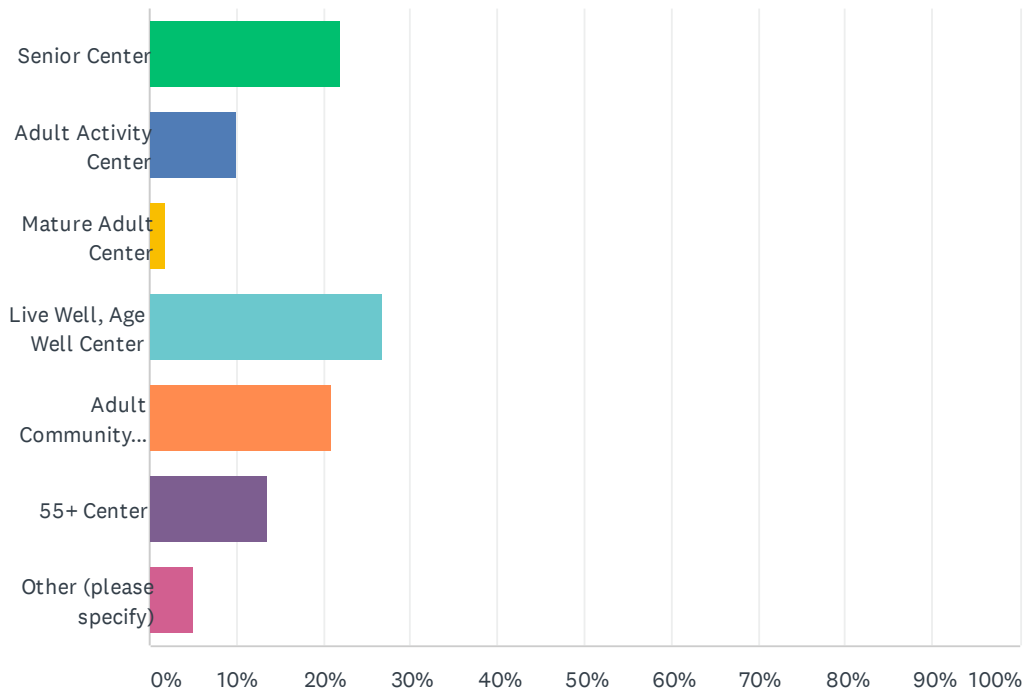
Village of Arlington Heights is thinking about your future

Music and art classes and exercise for the loved one with dementia.

5	taxes	8/17/2021 9:22 AM
6	perhaps all of the above , hopfully none	8/17/2021 7:44 AM
7	I am lucky enough to be well and independent.	8/16/2021 11:06 AM
8	Not sure what the future will bring, but anticipate needing some services as my husband and I age.	8/16/2021 10:57 AM
9	no	8/16/2021 10:54 AM
10	None	8/15/2021 12:15 PM
11	Estate planning	8/15/2021 10:01 AM
12	help getting police to manage all the street drag racing calling police and going to the station goes on deaf ears we could use help	8/14/2021 4:37 PM
13	Occasional cleaning, moving heavier furniture.	8/14/2021 11:06 AM
14	help in making my home more accessible (grab bars in bathroom,etc)	8/14/2021 9:32 AM
15	Can't predict	8/13/2021 11:03 PM
16	Current Events	8/13/2021 10:25 PM
17	Adult day care for people with dementia	8/13/2021 6:58 PM
18	NO	8/13/2021 6:56 PM
19	I cannot predict 10 years out, but I expect some of the above.	8/13/2021 5:03 PM
20	Tax filing	8/13/2021 1:55 PM
21	Not sure about any of the above. But, would reach out to the center if the need arose.	8/13/2021 1:34 PM
22	None	8/13/2021 1:14 PM
23	Tax preparadness	8/11/2021 7:01 PM
24	Lending closet	8/11/2021 2:46 PM
25	Notary. Also, dealing with scams and navigating new technologies that might pop ip within next 10 years.	8/10/2021 4:16 PM
26	Snow Removal	8/8/2021 5:28 PM
27	reputable service providers-handy men etc.	8/6/2021 6:18 PM
28	Whatever is needed to remain in my home successfully.	8/6/2021 9:50 AM
29	like many people, I anticipate staying healthy forever, so this question is difficult to answer.	8/5/2021 11:00 PM
30	Help with taxpreparation	8/5/2021 7:02 PM
31	aging in place! home maintenance!	8/5/2021 3:15 PM
32	Living at The Moorings I don't know that I would need these.	8/5/2021 12:38 PM
33	Who knows when you might need these services	8/5/2021 12:22 PM
34	I don't currently need these services but MANY in the Community do and its getting the information out to the residents. Many don't know everything you offer	8/5/2021 12:01 PM
35	Help in relocating	8/5/2021 9:46 AM
36	I have used the Lending Closet for many things for my mother, mother in law and husband	8/5/2021 9:05 AM
37	What to do with my dog and cat if I become incapacitated.	8/4/2021 11:50 PM
38	Handyman to put up grab bars and change light bulbs and do repairs and someone to get the snow off my Van and get it off the light so my condo can plow the lot and get it into my garage that isn't white enough for my ramp and get it out	8/4/2021 8:57 PM

Q18 What would you call a facility that provides services, activities, and information to the 55+ population?

Answered: 603 Skipped: 31



ANSWER CHOICES	RESPONSES	
Senior Center	21.89%	132
Adult Activity Center	9.95%	60
Mature Adult Center	1.82%	11
Live Well, Age Well Center	26.87%	162
Adult Community Center	20.90%	126
55+ Center	13.60%	82
Other (please specify)	4.98%	30
TOTAL		603

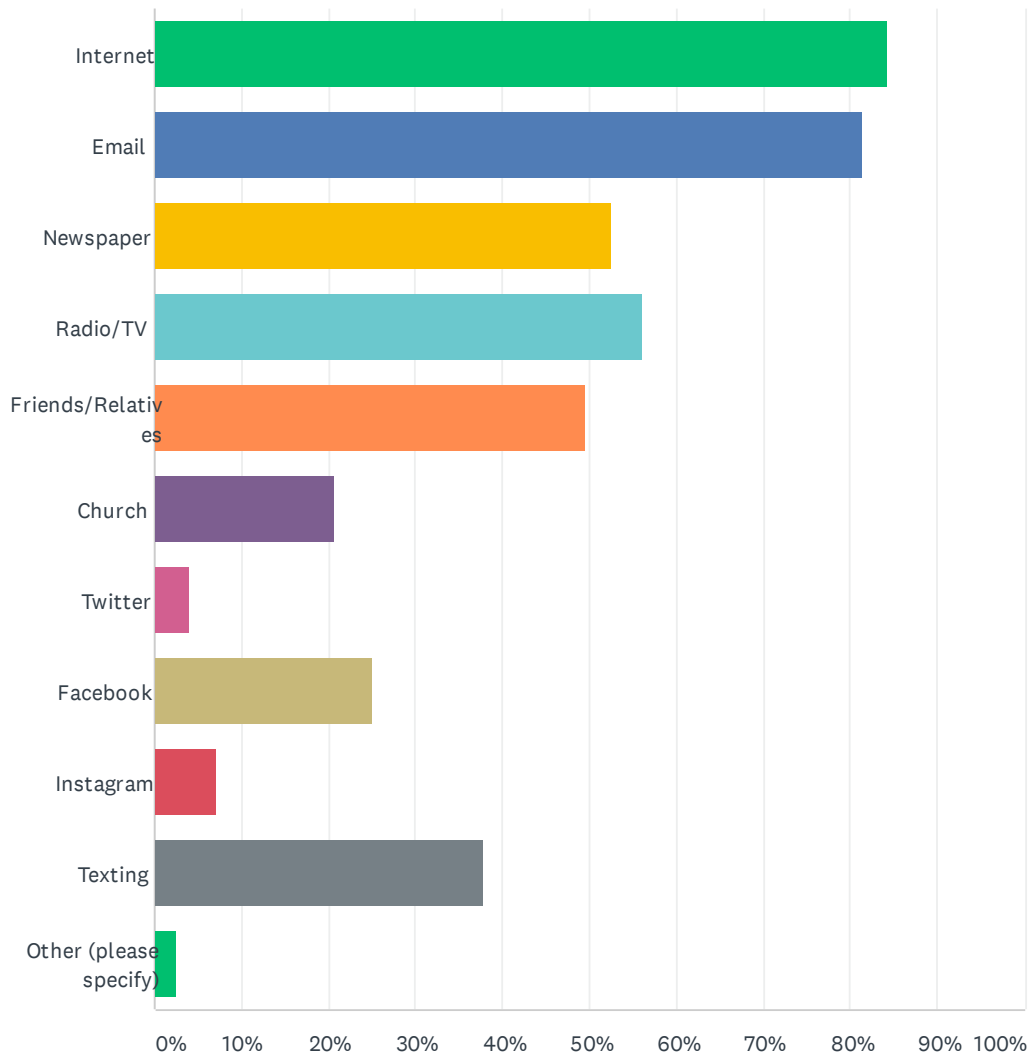
#	OTHER (PLEASE SPECIFY)	DATE
1	Live Well, Age Well Senior Center	8/21/2021 11:53 PM
2	Adult Community Center comes close but nothing that mentions "aging" or "seniors" - those who are older already are stigmatized in the media/society. Maybe focus on something that's more inclusive to a broader segment of the adult population - can offer services for "seniors" but also be open to a wider age range of adults.	8/21/2021 1:47 PM
3	Maybe reverse the order: Age Well, Live Well Center	8/18/2021 3:53 PM
4	Live Well, Age Well 55+	8/16/2021 2:27 PM
5	The cool place for cool cats	8/14/2021 1:06 PM

Village of Arlington Heights is thinking about your future

6	Senior Community Center	8/14/2021 12:09 PM
7	senior support center	8/14/2021 9:40 AM
8	The Fountain of Youth Center	8/14/2021 12:20 AM
9	O	8/13/2021 10:48 PM
10	Older Adult Community Center	8/13/2021 4:46 PM
11	Adult Activity Center (for active adults up to 80)	8/13/2021 3:57 PM
12	Senior Activity & Support Center	8/13/2021 3:09 PM
13	Aspiring Centurions	8/13/2021 2:44 PM
14	Adult center	8/13/2021 2:42 PM
15	Intergenerational Center	8/13/2021 2:09 PM
16	Maybe name it after a person?	8/13/2021 1:55 PM
17	Season 5 or Seasoned+	8/13/2021 1:37 PM
18	Extended care facility	8/13/2021 1:35 PM
19	I would like to see a senior portion that is noted for 70plus seniors. Those age groups are different than the needs, physically, socially and mentally than 55 plus. Not isolated 70 plus although simply certain programs for that age group. While I appreciated mixed ages and believe in integration, the thoughts and life is totally different for the 70 plus age groups. This has been exemplified so much during COVID and easily seen during the sign up fiasco for the vaccines	8/9/2021 3:54 PM
20	Older Adult Community Center	8/7/2021 11:26 PM
21	Yesterday's Youth	8/7/2021 2:14 PM
22	I don't know.	8/6/2021 6:15 PM
23	Something non-aged focused: "The Hive" or "The Community Center" or "The Club"	8/6/2021 12:30 PM
24	Adults 'R' Us	8/5/2021 11:54 PM
25	Above the speed limit :)	8/5/2021 11:00 PM
26	Leave the name alone! I think it is politically correct now and it is ready to say. The others don't tumble off the lips easily!	8/5/2021 12:38 PM
27	A random name, like "The Grove" or "The Club" or something like that does not mention "age"	8/5/2021 10:47 AM
28	I would like to see a senior portion that is noted for 70plus seniors. Those age groups are different than the needs, physically, socially and mentally than 55 plus. Not isolated 70 plus although simply certain programs for that age group. While I appreciated mixed ages and believe in integration, the thoughts and life is totally different for the 70 plus age groups. This has been exemplified so much during COVID and easily seen during the sign up fiasco for the vaccines	8/4/2021 9:55 PM
29	Make it a 50 plus center and a lifestyle model lifestyle model that reaches out to you in your home with help in all sorts of areas where you need it	8/4/2021 8:57 PM
30	55+ Activity Center	8/4/2021 1:50 PM

Q19 Tell us about yourself: What are your preferred sources of information? (Check all that apply)

Answered: 616 Skipped: 18



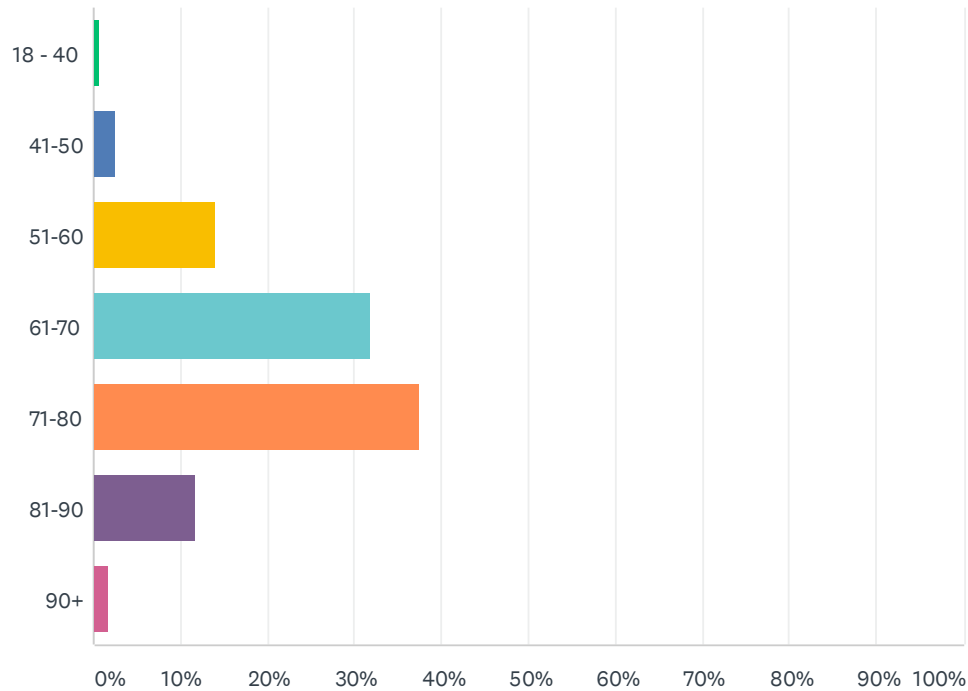
Village of Arlington Heights is thinking about your future

ANSWER CHOICES	RESPONSES	
Internet	84.25%	519
Email	81.33%	501
Newspaper	52.60%	324
Radio/TV	56.17%	346
Friends/Relatives	49.68%	306
Church	20.78%	128
Twitter	3.90%	24
Facebook	25.16%	155
Instagram	7.14%	44
Texting	37.82%	233
Other (please specify)	2.60%	16
Total Respondents: 616		

#	OTHER (PLEASE SPECIFY)	DATE
1	phone	8/21/2021 11:10 AM
2	Discord	8/18/2021 9:12 PM
3	library research for archived matterals	8/15/2021 10:01 AM
4	Neighborhood email blast . I'm in Plum Grove Estates	8/14/2021 9:26 PM
5	Regular mail	8/14/2021 11:06 AM
6	Library	8/13/2021 7:59 PM
7	Telephone	8/13/2021 5:08 PM
8	New York Times, Washgton Post, occasionally The Atlantic and Vanity Fair	8/13/2021 3:59 PM
9	(	8/12/2021 10:59 AM
10	TV.radio	8/11/2021 7:01 PM
11	Newsletters & magazines	8/10/2021 4:16 PM
12	Telephone. Iphone and landline	8/9/2021 3:54 PM
13	Phone calls	8/6/2021 2:08 PM
14	Mail	8/5/2021 10:47 AM
15	Library	8/4/2021 11:50 PM
16	Telephone. Iphone and landline	8/4/2021 9:55 PM

Q20 What is your age?

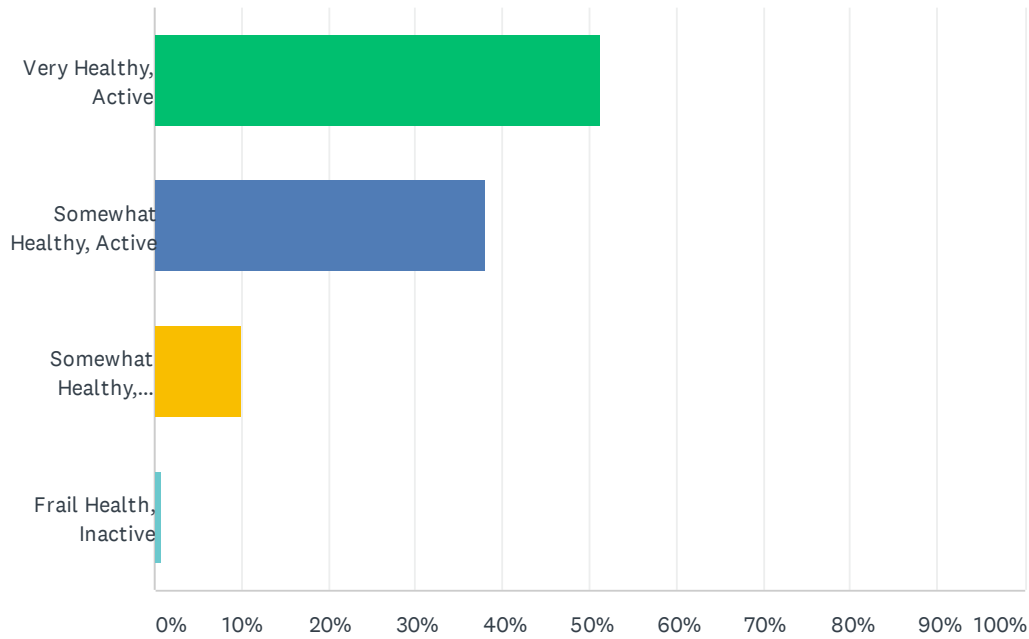
Answered: 624 Skipped: 10



ANSWER CHOICES	RESPONSES	
18 - 40	0.64%	4
41-50	2.56%	16
51-60	14.10%	88
61-70	31.73%	198
71-80	37.50%	234
81-90	11.70%	73
90+	1.76%	11
TOTAL		624

Q21 What is your current health and activity status?

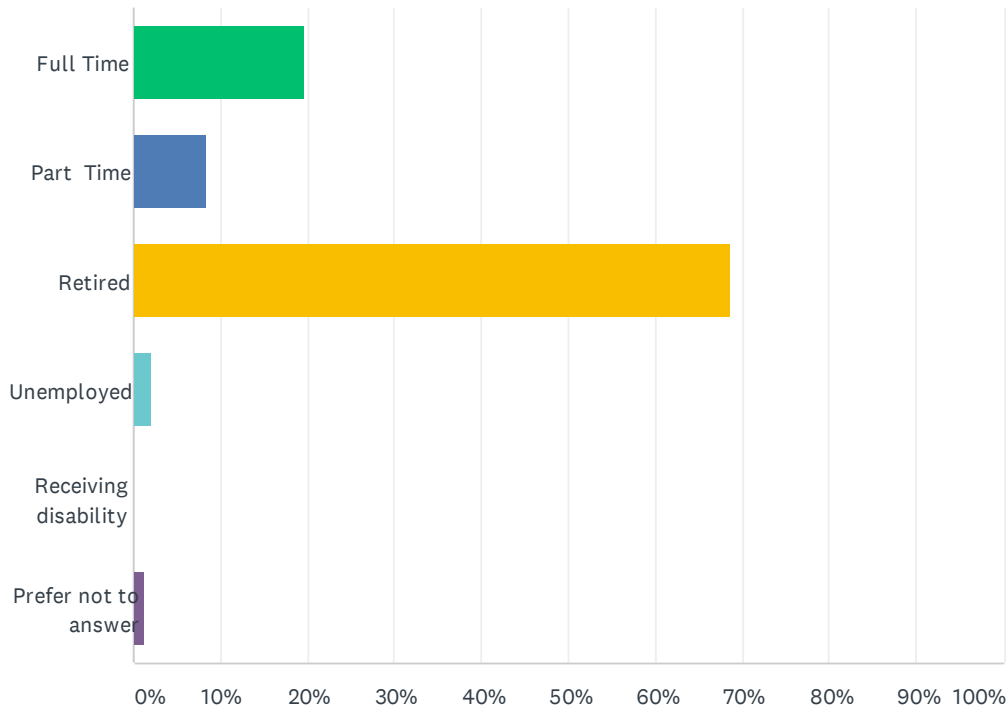
Answered: 621 Skipped: 13



ANSWER CHOICES	RESPONSES	
Very Healthy, Active	51.21%	318
Somewhat Healthy, Active	38.00%	236
Somewhat Healthy, Inactive	9.98%	62
Frail Health, Inactive	0.81%	5
TOTAL		621

Q22 What is your employment status?

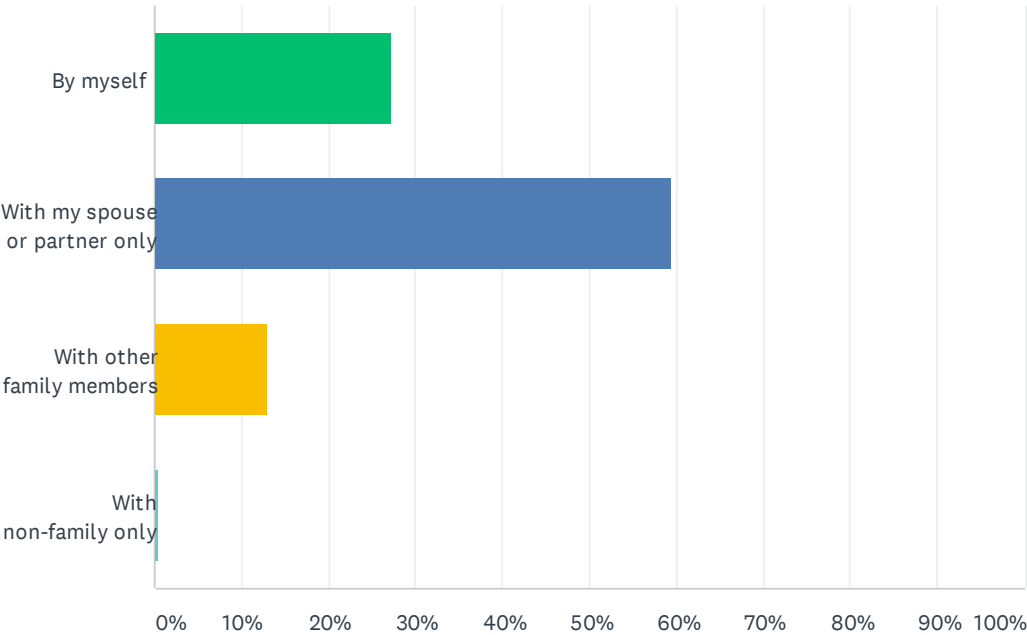
Answered: 623 Skipped: 11



ANSWER CHOICES	RESPONSES	
Full Time	19.74%	123
Part Time	8.35%	52
Retired	68.54%	427
Unemployed	2.09%	13
Receiving disability	0.00%	0
Prefer not to answer	1.28%	8
TOTAL		623

Q23 With whom do you live?

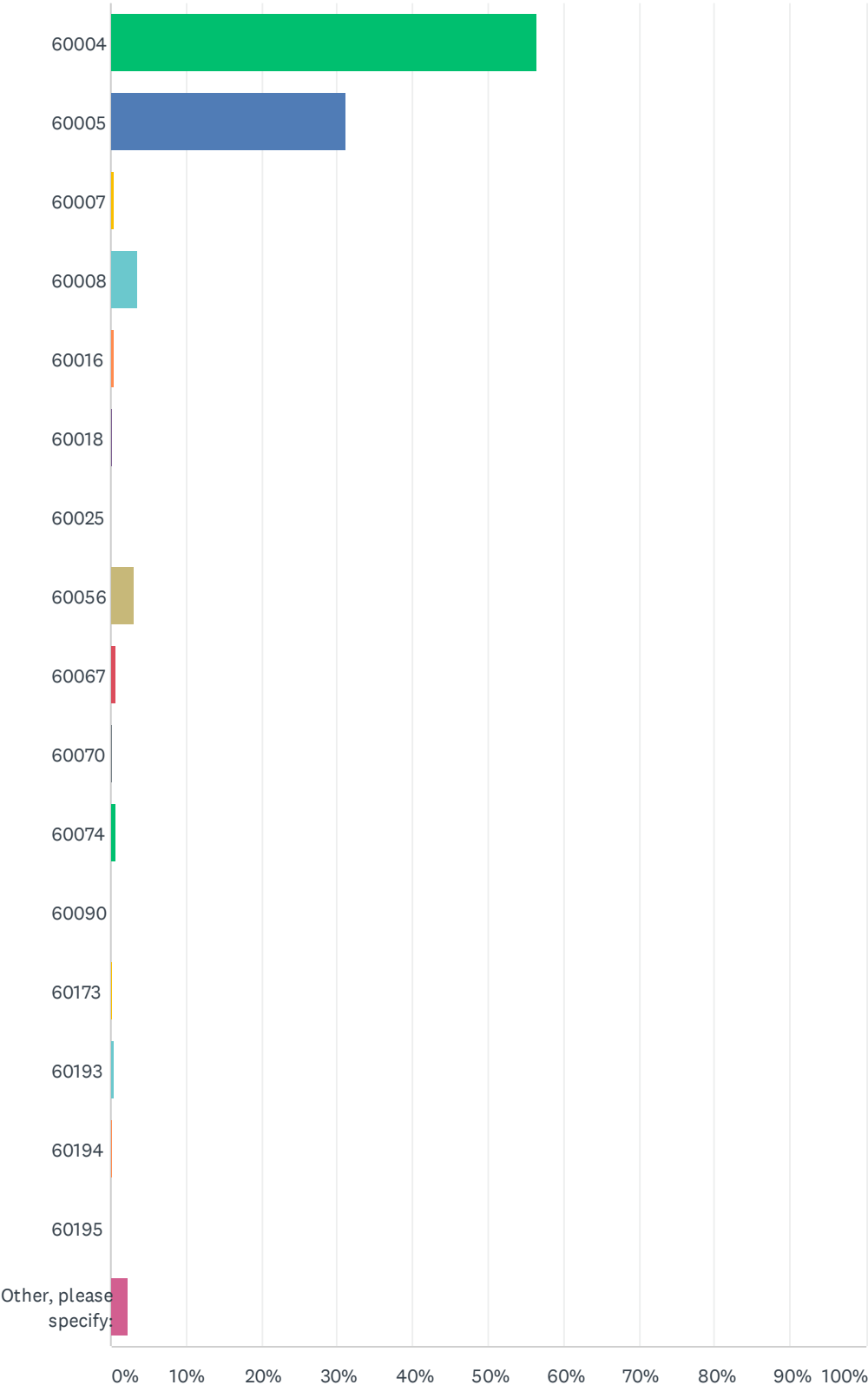
Answered: 616 Skipped: 18



ANSWER CHOICES	RESPONSES	
By myself	27.11%	167
With my spouse or partner only	59.42%	366
With other family members	12.99%	80
With non-family only	0.49%	3
TOTAL		616

Q24 What is your Zip code?

Answered: 601 Skipped: 33



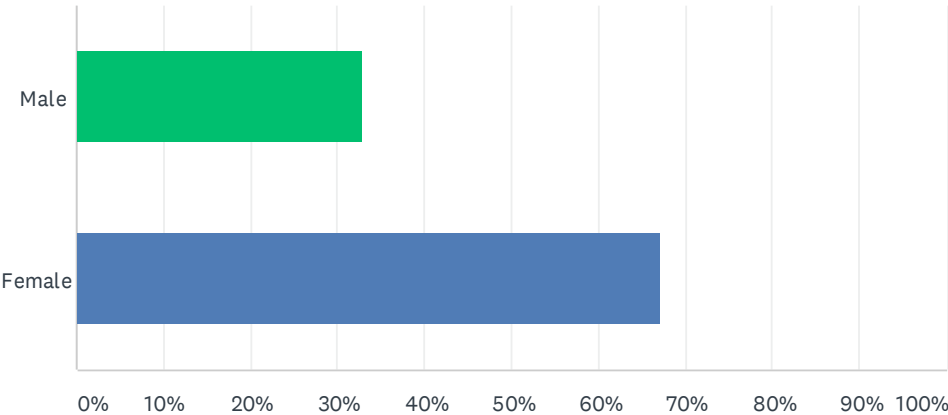
Village of Arlington Heights is thinking about your future

ANSWER CHOICES	RESPONSES	
60004	56.57%	340
60005	31.11%	187
60007	0.33%	2
60008	3.49%	21
60016	0.50%	3
60018	0.17%	1
60025	0.00%	0
60056	3.16%	19
60067	0.67%	4
60070	0.17%	1
60074	0.67%	4
60090	0.00%	0
60173	0.17%	1
60193	0.50%	3
60194	0.17%	1
60195	0.00%	0
Other, please specify:	2.33%	14
TOTAL		601

#	OTHER, PLEASE SPECIFY:	DATE
1	60089	8/21/2021 11:04 AM
2	60039	8/19/2021 5:31 PM
3	60089	8/17/2021 8:26 PM
4	60089	8/14/2021 12:09 PM
5	60089	8/13/2021 11:15 PM
6	60089	8/13/2021 10:25 PM
7	60103	8/13/2021 1:55 PM
8	60090	8/12/2021 3:28 PM
9	60089	8/11/2021 5:40 PM
10	60091	8/7/2021 8:18 AM
11	60192	8/6/2021 10:17 PM
12	60010	8/6/2021 6:15 PM
13	60089	8/5/2021 12:01 AM
14	60067	8/4/2021 2:57 PM

Q25 Gender

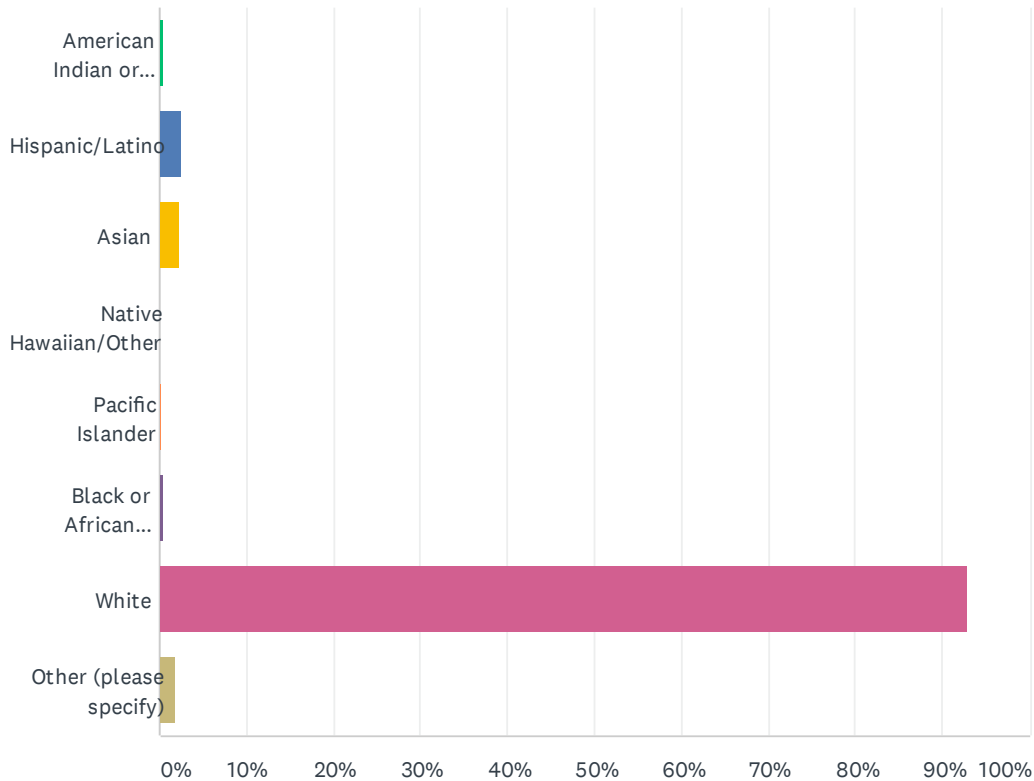
Answered: 617 Skipped: 17



ANSWER CHOICES		RESPONSES	
Male		32.90%	203
Female		67.10%	414
TOTAL			617

Q26 What is your race and/or ethnicity?

Answered: 611 Skipped: 23



ANSWER CHOICES	RESPONSES	
American Indian or Alaska Native	0.49%	3
Hispanic/Latino	2.45%	15
Asian	2.29%	14
Native Hawaiian/Other	0.00%	0
Pacific Islander	0.16%	1
Black or African American	0.33%	2
White	92.96%	568
Other (please specify)	1.80%	11
Total Respondents: 611		

#	OTHER (PLEASE SPECIFY)	DATE
1	American	8/18/2021 6:06 PM
2	why is this question necessary in this survey?	8/17/2021 9:49 AM
3	Asian Indian	8/14/2021 12:20 AM
4	Why would this make a difference	8/13/2021 7:35 PM
5	Sapien	8/13/2021 4:38 PM

Village of Arlington Heights is thinking about your future

6	Caucasian	8/13/2021 4:08 PM
7	non-specified	8/13/2021 2:09 PM
8	polish/mexican	8/9/2021 12:32 PM
9	N/A	8/6/2021 1:49 PM
10	Why does this matter? How can we get away from racism if the race card keeps being played?	8/5/2021 12:38 PM
11	Why does it matter?	8/4/2021 8:06 PM

Q27 Is there other information that you would like to share with us?

Answered: 120 Skipped: 514

#	RESPONSES	DATE
1	The location is an out of the way place for me since I rarely if ever get to that side of Arlington Heights (live on the north side of town). Think it should be located in the downtown area of AH where it would be more convenient to both sides of town.	8/23/2021 12:23 AM
2	I am a lesbian - it was nice to see us considered in the survey.	8/22/2021 12:04 PM
3	More advertising... I always thought it was just for the Medicare+ Group - not 55+	8/21/2021 11:53 PM
4	When I've investigated in the past, the offerings seemed outdated/old-fashioned. A lot of us who grew up in the 60s/70s stay very current & cutting edge, we still work (& enjoy it) & are very active physically & culturally, as well as lifelong learners (and we don't all have gray hair). What I saw at the senior center looks geared toward those a generation older - my dad's generation (80s) & it's important to include them but also welcome those who are younger/more youthful to make them feel included.	8/21/2021 1:47 PM
5	In the past, I have attended numerous programs there, including watercolor painting classes, current events discussions, movies followed by discussions and travelogues, secretary of state visits, health fairs, lending closet loans, talks by AH Village Manager, talk by Dr Oblonsky led to fixing my serious vein problem.	8/21/2021 11:15 AM
6	card games	8/21/2021 9:56 AM
7	why do seniors make so much noise during live performances? this is my experience for 4 years.	8/21/2021 9:43 AM
8	being a volunteer at congregate meals. I missed the people that we served. I missed their smiles and happy faces. they are very grateful.	8/21/2021 9:21 AM
9	Fabulous center...	8/20/2021 11:26 PM
10	It would be wonderful to have an auditorium, where the Senior Center could host presentations, entertainers, etc.	8/20/2021 4:41 PM
11	widowed	8/19/2021 5:31 PM
12	Not at this time.	8/19/2021 11:59 AM
13	Love the fun and fitness program with Vicki and others. Good location and price, and morning classes Monday through Friday;	8/19/2021 11:41 AM
14	Need to learn legal probate	8/19/2021 11:12 AM
15	When I went to knitting class, I found the Sr Center to be for people in their upper 80's & 90's. It also appeared to be like a middle school with cliques everywhere. I felt so out of place & uncomfortable. I would never take a park district class held at that location ever again! It's a place I avoid!	8/18/2021 11:29 PM
16	No	8/18/2021 10:02 PM
17	Are you large meeting rooms available for community club meeting? Finding larger meeting rooms is becoming difficult. This would provide a greater circulation of folks and an introduction to folks who might otherwise not come to the facility.	8/18/2021 4:55 PM
18	Any ideas for inter generational activities would be great! Maybe holiday party, early New Year's Eve, etc Thank you	8/18/2021 2:16 PM
19	Great as is but could use updating	8/18/2021 1:40 PM
20	The library's Reading Room and the Lending Closet are the two services (both excellent-- please keep!) I visit the Senior Center for....otherwise the activities and environment,	8/18/2021 9:02 AM

Village of Arlington Heights is thinking about your future

atmosphere in general, feels like a different generation than me. More of grandparents etc. though I am 60 years of age and could be a grandparent. But I recognize that the center does hold a value and is a place where residents go.

21	I have a question: are you open to seniors from other suburbs or just Arlington Hts.?	8/17/2021 9:54 PM
22	I enjoy orchestra, band, opera, classic rock, ethnic, and ballet performances. I love field trips that are moderately priced. I love ethnic restaurants. Thanks	8/17/2021 6:12 PM
23	Question 23 - should include a question about whether you have to live with a family member to care for them - i.e. elderly parent. Many in AH like myself spend over 10 hours a day caring for an elderly family member who might also live in AH	8/17/2021 4:03 PM
24	sounds like a great idea!	8/17/2021 7:44 AM
25	Widower	8/16/2021 3:59 PM
26	I don't think people would know that "Live Well, Age Well" was the Senior Center, I would assume it was a private organization. Plus I don't think most people know it is for people 55+. We somehow need to get the word out so people know.	8/16/2021 2:27 PM
27	I live in a senior living facility so many activities and services are already available to me.	8/16/2021 1:16 PM
28	Medicare Counselor was very knowledgeable and helpful. Patiently explained options. Straightforward. Succinct.	8/16/2021 12:44 PM
29	sounds exciting!	8/16/2021 12:32 PM
30	I want you to know I live one mile from the senior center. I feel blessed to use this wonderful facility.	8/16/2021 11:06 AM
31	my wife would like a swimming pool to do water exercise	8/16/2021 10:54 AM
32	No	8/16/2021 10:16 AM
33	Nice to have a place to walk inside in inclement weather. Current Events has been great.	8/15/2021 12:38 PM
34	All activities of interest would be cost-dependent.	8/14/2021 11:42 PM
35	Have a brace on leg due to drop foot but can get around just can't be in a marathon. Handicap parking is a plus if more spots are available.	8/14/2021 9:26 PM
36	I feel that the Senior Center is a valuable asset to the community for those who need nd want it.	8/14/2021 7:00 PM
37	I don't recall getting much information about the Senior Center. We get brochures from the school districts, park district, Wheeling Township, etc. , but I don't recall anything from the Senior Center.	8/14/2021 5:17 PM
38	The center has helped us with insurance the medical lending closet and lowing our trash pickup License plate renew without going to state dmv	8/14/2021 4:37 PM
39	NO	8/14/2021 1:20 PM
40	no	8/14/2021 12:02 PM
41	Am so pleased to have the center as a wonderful resource!!!!	8/14/2021 11:10 AM
42	I/we haven't been to the senior center for several years. I/we had no idea several services were there. I learned about Connections to Care through the neighborhood ap.	8/14/2021 11:06 AM
43	No	8/14/2021 12:48 AM
44	The questions about using the senior center could not be answered because it was closed due to COVID.	8/14/2021 12:09 AM
45	Wish there were centers closer to my end of town (Schoenbeck & Palentine area)	8/13/2021 11:24 PM
46	None.	8/13/2021 10:25 PM
47	No	8/13/2021 9:13 PM
48	Looks like a nice place, but just not have been drawn to it. Do a lot at the library. To me the	8/13/2021 8:18 PM

Village of Arlington Heights is thinking about your future

library is you main distractor.

49	yes, please lower my property exorbitant taxes	8/13/2021 7:59 PM
50	I don't think the location of the present senior center is good. It is located at about the farthest south end of the village, not a central location. For some seniors, a long drive from the north end of Arlington, or even north of downtown can be an inconvenience. Finally, the current Sr. Center is very dated. Poor lighting in some areas.	8/13/2021 7:04 PM
51	NONE	8/13/2021 6:56 PM
52	no	8/13/2021 6:29 PM
53	I would like to see list of all activities that senior center has now, this way I decide if there is a service a I like or mention what activities the center should have in the future for the needs of all seniors.	8/13/2021 6:26 PM
54	Belong to the tour club and have enjoyed their trips for many years.	8/13/2021 5:51 PM
55	The senior center needs to be located in the center of the village. It's not convenient for north siders.	8/13/2021 5:29 PM
56	Would like more varied exercise classes.	8/13/2021 4:18 PM
57	no	8/13/2021 3:57 PM
58	Don't 'dumb the center down'. Keep a high level of intellectual and educational activities. This community is very astute and has a large number of residents with graduate degrees. Make sure you know the AH audience and plan programming accordingly.	8/13/2021 3:15 PM
59	I feel Friends my age (mid 40s-50) are itching to move OUT of this area, our of AH, our if cook county, our of Illinois. Is data really supporting an increase in seniors in AH? I'd be curious	8/13/2021 3:09 PM
60	I've been to the center a few times and appears that the average age of people are in their mid 70's. I feel that the center is not attracting younger seniors (55-65) and don't know why. Also, sat on the buddy bench with no response.	8/13/2021 2:33 PM
61	We live on the far north side of town and wish it was a little more centrally located or a second facility to serve those of us up north.	8/13/2021 2:18 PM
62	N/A	8/13/2021 2:09 PM
63	I don't use the center personally, but my in-laws use the library and sign up for park district programs there. We have also used the lending closet.	8/13/2021 1:55 PM
64	Love the AARP tax preparation service!	8/13/2021 1:44 PM
65	A multi use facility would seem more appealing for a younger 55+ person. Why not take a park district facility and tuen it into a lifestyle facility for people of differing ages. Athletic, education, financial planning, food, etc apply to people of all ages. Have a sub area debited to seniors, but flex areas for all. It would be more appealing not to be solely around older people.	8/13/2021 1:38 PM
66	Please have classes like pilates and yoga and offer evening classes for those that hff haven't retired yet	8/13/2021 1:37 PM
67	No	8/13/2021 1:35 PM
68	I'm sure you have a newsletter, but I do not believe I ave ever received it. How do we get on mailing list., so that we can be aware of the services and programs being offered.	8/13/2021 1:34 PM
69	Yes, please make it more inclusive to Asians - Koreans	8/13/2021 1:34 PM
70	No	8/13/2021 1:33 PM
71	No - you'll sell it to some unreliable group	8/13/2021 1:29 PM
72	Basically the senior center is located far south in Arlington Heights and is not convenient to go to for us.	8/13/2021 1:21 PM
73	None	8/13/2021 1:14 PM
74	If the VAH is going to invest money in the renovation of the facility. Consider making it a multi	8/13/2021 1:11 PM

Village of Arlington Heights is thinking about your future

age facility - seniors during the day and families in the evening. This would benefit the community as a whole rather than having an community asset sit empty 12 hours a day.

75	My husband and I are Jewish (I'm a practicing Jew) and there are never any activities or services for our faith. We think the Senior Center is beautifully done, but very limited in activities offered. We would like to see more. My husband attends LLLE (Life Long Learning Enrichment) classes at the Northbrook Senior Center. You should look into offering that here.	8/13/2021 1:10 PM
76	I worked at NCH and provided a couple of programs on medication compliance. I also helped with cancer survivor parties and skin check clinic. The fact you offer so much is wonderful. I am retired and live in Huntley. I would just consider more open spaces for multi use. Good luck with your endeavor	8/12/2021 9:01 AM
77	Would be helpful to have information about our activities as reminders posted on our own Facebook or Instagram site.	8/11/2021 6:00 PM
78	Make lobby area more inviting...large windows, fireplace, music . Senior centers in other places have indoor pools, gyms for pickleball, dancing.	8/11/2021 2:46 PM
79	Solicit volunteers to help publicize what's available.	8/10/2021 4:16 PM
80	no	8/10/2021 2:54 PM
81	No.	8/8/2021 7:58 PM
82	Being a caregiver for almost 30 yrs now leaves me unable to be able to participate with outside activities as much as I would like to. I'm a walker and use Lake Arlington.	8/7/2021 2:14 PM
83	I would like a booklet that lists all opportunities/classes open just to senior citizens. It should include the new ARC (which is a mystery to me) as well as AHML & Park District.	8/6/2021 11:37 PM
84	Your library provides services that mine does not; hence, my interest. Your reputation is very good and available thru friends and attendees.	8/6/2021 6:15 PM
85	I enjoy going to AH Senior Center, everyone is helpful, polite and friendly. Glad we have such a great place to go to whenever there are programs to enrich my life.	8/6/2021 4:43 PM
86	Staying in touch with all on a regular bases.	8/6/2021 2:08 PM
87	?	8/6/2021 11:46 AM
88	Both of our parents are in their 80s and have needed more help the last few years.	8/6/2021 9:34 AM
89	I am tired of so many of my long time neighbors moving because they cannot afford to live here or do not want to live here anymore because of the politics. Why not give seniors the opportunity to tell what this country means to them? Give some of them a Zoom program at the library. That way many of us would not feel we live in a town we don't recognize any more.	8/6/2021 8:36 AM
90	Create a community activity that anyone could help with - including teens. Such as packing boxes to ship to the military overseas or have an outing at Feed My Starving Children. Create an easier & clearer website to follow. There is too many words. Keep it simply with calendars, charts, arrows with simple messages. Not so much reading. Not all links take you to a usable location. I have a hard time distinguishing between what's at the Center & what is at another location. Create a separate page for each external facility - on your website. Get rid of all those sentences with links that don't work. Find a better web page publisher & always keep it updated. Thx!	8/5/2021 11:54 PM
91	There's room for improvement on publicity. For example, duplicate bridge isn't listed as a park district or senior center program. We found out about it quite by accident. You might consider collaborating with the Institute for Continued Learning at Roosevelt University. Excellent study groups, book clubs, field trips for people 55+.	8/5/2021 11:00 PM
92	Enjoy book clubs and technical classes offered by AHML. Would love to be able to borrow medical equipment from you. You seem to have an abundance of walkers, shower chairs, etc.	8/5/2021 10:35 PM
93	Maybe have storytelling training and giving, and humor training, and poetry readings. Perhaps put together a senior "art" magazine with things created/written, etc. by members.	8/5/2021 8:29 PM
94	Let me know how I can help!	8/5/2021 7:57 PM
95	I think this is already an excellent center. There is always room for improvement but don't get	8/5/2021 7:02 PM

Village of Arlington Heights is thinking about your future

rid of the many excellent programs you currently offer.

96	no	8/5/2021 6:04 PM
97	Currently enjoy the Senior Center. Main visits are for Exercise classes & to visit Connections to Care.	8/5/2021 4:27 PM
98	I am in the printing business for 45 years if you need any assistance I'd be more than happy to help. 847-571-1859	8/5/2021 2:54 PM
99	Tracey is wonderful!	8/5/2021 1:27 PM
100	Put the classes and actives online.	8/5/2021 12:48 PM
101	No	8/5/2021 12:38 PM
102	The location is not anywhere near the center of AH and I think that is a problem. I thought it was actually in RM. I think that the people are all going to be much older than me. Do people 55 - 65 use the center?	8/5/2021 12:18 PM
103	The Arlington Senior Center is a huge asset. Keeping it updated and current to the needs of the residents is very important. I currently work in a Community that doesn't have a Senior Center and all they say is we want a Senior Center like Arlington Heights! So glad I live in AH.	8/5/2021 12:01 PM
104	Buy the old gas station and that will allow more parking then the building could be expanded in the front	8/5/2021 10:47 AM
105	No	8/5/2021 9:45 AM
106	Would like to enroll in any class via email rather than having to call or visit the center. Suggest looking at classes offered by Harper Life Long Learning .	8/5/2021 9:35 AM
107	I like having the library branch at the center, very convenient.	8/5/2021 9:05 AM
108	None	8/5/2021 7:55 AM
109	We would come more often if there were musical programs....singers, etc.	8/5/2021 12:01 AM
110	Would like more info about the senior center and how you are trying to improve it!	8/4/2021 10:55 PM
111	Generally there is a lot of overlap in our community with similar programs offered by AHPD, d214, Library, Harper and Senior Center. It seems like people opt for the Senior Center when they're "really old".	8/4/2021 9:14 PM
112	I gave the senior center manager all of my comments so please get them from her	8/4/2021 8:57 PM
113	Questionnaire is TOO long	8/4/2021 8:52 PM
114	I live in Mallard Cove. It is directly south of the Senior Center. Everyone who works there is extremely nice.	8/4/2021 8:22 PM
115	Even though I am a young 65, I have seen the senior center and I think you should leave it be for those who use it...maybe when I am 70, I'll be more apt to use it.	8/4/2021 8:06 PM
116	These are OLD people you are asking about. Consider asking for information via non- internet sources. Telephone, newspapers, Village and Township newsletters. This survey is a GREAT idea.. extend to othermedia	8/4/2021 7:47 PM
117	None	8/4/2021 6:41 PM
118	Current front desk staff not very friendly, very submissive, unkind. Need staff that make people feel welcomed not like they're a burden coming to the facility. Also the front desk needs to be in a more local area not to the side of the lobby. Also Arlington Heights Park District needs a front desk area, not shoved off in a corner.	8/4/2021 6:34 PM
119	Questionnaire is TOO long	8/4/2021 6:21 PM
120	Not at the present time	8/4/2021 6:11 PM

Q28 Would you like to receive updates or more information via email? If so, please enter your email address below:

Answered: 259 Skipped: 375

#	RESPONSES	DATE
1	Nouturn13@yahoo.com	8/22/2021 12:04 PM
2	lauriebartling@att.net	8/22/2021 11:18 AM
3	weber.marilyn@gmail.com	8/22/2021 9:23 AM
4	Bngverber@gmail.com	8/21/2021 9:44 PM
5	mdcmm@comcast.net	8/21/2021 4:38 PM
6	cortezk@ameritech.net	8/21/2021 4:01 PM
7	crstacho@comcast.net	8/21/2021 11:45 AM
8	tonyandpeggyknapp@gmail.com	8/21/2021 11:15 AM
9	joansimeon11@yahoo.com	8/21/2021 10:56 AM
10	herself40@sbcglobal.net	8/21/2021 10:53 AM
11	ronaldjachimak@yahoo.com	8/21/2021 10:13 AM
12	jachimakb@yahoo.com	8/21/2021 10:11 AM
13	marylou409@aol.com	8/21/2021 9:58 AM
14	frandya4243@aol.com	8/21/2021 9:53 AM
15	hwm3132@gmail.com	8/21/2021 9:34 AM
16	tonyandpeggyknapp@gmail.com	8/21/2021 9:27 AM
17	szw@hotmail.com	8/21/2021 9:15 AM
18	Winbob1@aol.com	8/20/2021 11:26 PM
19	ctees_1999@yahoo.com	8/20/2021 3:40 PM
20	Jeanjack1209@gmail.com	8/19/2021 8:06 PM
21	Dempseymk@yahoo.com	8/19/2021 12:07 PM
22	Not at this time.	8/19/2021 11:59 AM
23	jwhroberts@yahoo.com	8/19/2021 11:41 AM
24	Bookladycp@yahoo.com	8/19/2021 11:13 AM
25	maureenmedema@yahoo.com	8/19/2021 1:56 AM
26	bettyboppcaby@gmail.com	8/19/2021 1:00 AM
27	ahmeema@aol.com	8/18/2021 11:05 PM
28	Corinne48@aol.com	8/18/2021 10:49 PM
29	mjnadulek@yahoo.com	8/18/2021 10:18 PM
30	rampar123@yahoo.com	8/18/2021 10:02 PM
31	dennehm@gmail.com	8/18/2021 4:55 PM

Village of Arlington Heights is thinking about your future

32	Janetharlow1003@gmail.com	8/18/2021 4:20 PM
33	johngfaulh4@gmail.com	8/18/2021 2:19 PM
34	mrs.sjengelhardt@gmail.com	8/18/2021 2:13 PM
35	lesliehaley725@gmail.com	8/18/2021 1:08 PM
36	Yes, I would like to receive the results of this survey. Thank you.	8/18/2021 9:02 AM
37	ringer806@gmail.com	8/17/2021 6:12 PM
38	dorothybt@hotmail.com	8/17/2021 1:59 PM
39	jtmeservey@comcast.net	8/17/2021 10:31 AM
40	emy.c@comcast.net	8/17/2021 9:46 AM
41	Drbarrett79 @gmail.com	8/17/2021 8:24 AM
42	rosie416@sbcglobal.net	8/17/2021 7:44 AM
43	harold.stern@att.net	8/17/2021 2:19 AM
44	rmolepske@comcast.net	8/16/2021 11:14 PM
45	jaymeinert@comcast.net	8/16/2021 10:01 PM
46	pete.clementi@gmail.com	8/16/2021 5:17 PM
47	colettewarden@comcast.net	8/16/2021 4:59 PM
48	ferret410@hotmail.com	8/16/2021 2:27 PM
49	lizblalock@sbcglobal.net	8/16/2021 1:35 PM
50	enidma-c@comcast.net	8/16/2021 12:32 PM
51	dorindagilmore@gmail.com	8/16/2021 11:28 AM
52	marieomarieb@aol.com	8/16/2021 11:06 AM
53	DrReading@aol.com	8/16/2021 10:57 AM
54	jerwachholz@gmail.com	8/16/2021 10:54 AM
55	slburtch@aol.com	8/16/2021 10:50 AM
56	richgarofalo@sbcglobal.net	8/16/2021 10:16 AM
57	kshend@aol.com	8/15/2021 10:28 PM
58	gsheffert@gmail	8/15/2021 9:38 PM
59	timothy_grad@yahoo.com	8/15/2021 4:51 PM
60	suzanne7041@gmail.com	8/15/2021 3:16 PM
61	Ktdorn@sbcglobal.net	8/15/2021 2:16 PM
62	jackeileenw@comcast.net	8/15/2021 12:38 PM
63	bbrennan2005@gmail.com	8/15/2021 12:36 PM
64	r.ehmen@comcast.net	8/15/2021 12:15 PM
65	dc911@att.net	8/15/2021 10:01 AM
66	di_hoppe@yahoo.com	8/15/2021 9:26 AM
67	Bbbboptimist216@gmail.com	8/15/2021 12:20 AM
68	Katkimus@yahoo.com	8/14/2021 10:56 PM
69	kcdeans@comcast.net	8/14/2021 10:37 PM

Village of Arlington Heights is thinking about your future

70	karengrosch@att.net	8/14/2021 9:26 PM
71	gpaddack@att.net	8/14/2021 7:00 PM
72	anbrusca@sbcglobal.net	8/14/2021 5:50 PM
73	drdemski@aol.com	8/14/2021 5:17 PM
74	Lindadz4647@yahoo.com	8/14/2021 4:49 PM
75	elainep123@aol.com	8/14/2021 4:37 PM
76	Janoutis@comcast.net	8/14/2021 4:02 PM
77	stone60@comcast.net	8/14/2021 2:51 PM
78	drowley@wowway.com	8/14/2021 1:22 PM
79	NO	8/14/2021 1:20 PM
80	lobo3353@sbcglobal.net	8/14/2021 1:15 PM
81	barbspence@att.net	8/14/2021 12:09 PM
82	Simmset1@aol.com	8/14/2021 12:02 PM
83	Patriciajr404@att.net	8/14/2021 11:10 AM
84	bethrust57@gmail.com	8/14/2021 11:06 AM
85	suekeener@aol.com	8/14/2021 10:12 AM
86	alndar@wowway.com	8/14/2021 9:40 AM
87	emh116@wowway.com	8/14/2021 8:49 AM
88	Scott.mattingly51@att.net	8/14/2021 8:26 AM
89	Aschmitt25@hotmail.com	8/14/2021 8:04 AM
90	ss252bla@comcast.net	8/14/2021 2:45 AM
91	Not1the1droids@gmail.com	8/14/2021 12:48 AM
92	tedwienski@gmail.com	8/13/2021 11:44 PM
93	downtowngirl60089@yahoo.com	8/13/2021 11:15 PM
94	harrisdad@aol.com	8/13/2021 11:03 PM
95	Taceta@sbcglobal.net	8/13/2021 10:48 PM
96	lcdrpapa@me.com	8/13/2021 10:25 PM
97	Scalalcpc@aol.com	8/13/2021 10:01 PM
98	Alicekurtyka@sbcglobal.net	8/13/2021 9:43 PM
99	perkeo14@comcast.net	8/13/2021 9:39 PM
100	DavidBorck@aol.com	8/13/2021 8:48 PM
101	snooze47@aol.com	8/13/2021 8:10 PM
102	jostjj@aol.com	8/13/2021 8:04 PM
103	you have my e-mail address.....	8/13/2021 7:59 PM
104	jweritz@aol.com	8/13/2021 7:55 PM
105	ajfricano@gmail.com	8/13/2021 7:39 PM
106	Bbbboptimist216@gmail.com	8/13/2021 7:20 PM
107	akallwitz@sbcglobal.net	8/13/2021 7:02 PM

Village of Arlington Heights is thinking about your future

108	NO	8/13/2021 6:56 PM
109	erniekos@comcast.net	8/13/2021 6:29 PM
110	rodoperez72@sbcglobal.net	8/13/2021 6:26 PM
111	dwberkow@att.net	8/13/2021 6:16 PM
112	hreppinger@sbcglobal.net	8/13/2021 6:13 PM
113	ponce.kathy@gmail.com	8/13/2021 6:05 PM
114	cwidaks@comcast.net	8/13/2021 5:57 PM
115	Crslaski@sbcglobal.net	8/13/2021 5:54 PM
116	Jopersam@att.net	8/13/2021 5:52 PM
117	bobarlene1232@msn.com	8/13/2021 5:51 PM
118	bchwastek@me.com	8/13/2021 5:32 PM
119	ssha300@hotmail.com	8/13/2021 5:29 PM
120	ahmilota@yahoo.com	8/13/2021 5:19 PM
121	Ken.renee67@att.net	8/13/2021 5:08 PM
122	shasha27@att.net Would like village information via email as in the past; i.e. Village Board Meeting minutes.	8/13/2021 5:07 PM
123	jannesp3@gmail.com	8/13/2021 5:05 PM
124	vito-d@att.net	8/13/2021 5:05 PM
125	pebav@comcast.net	8/13/2021 5:04 PM
126	kmonogue@gmail.com	8/13/2021 5:04 PM
127	lettymarz@verizon.net	8/13/2021 4:46 PM
128	eydie_olson@msn.com	8/13/2021 4:36 PM
129	cathykendrigan@gmail.com	8/13/2021 4:36 PM
130	welles113@aol.com	8/13/2021 4:24 PM
131	edcapouch@gmail.com	8/13/2021 4:08 PM
132	kathmary525@gmail.com	8/13/2021 3:59 PM
133	Yes	8/13/2021 3:57 PM
134	no	8/13/2021 3:57 PM
135	Miongood@yahoo.com	8/13/2021 3:53 PM
136	mkuhlman3@gmail.com	8/13/2021 3:37 PM
137	Sfitt620@aol.com	8/13/2021 3:34 PM
138	kaym606@comcast.net	8/13/2021 3:07 PM
139	jbpoplar@aol.com	8/13/2021 2:58 PM
140	dmsarrow@aol.com	8/13/2021 2:52 PM
141	lriggs1@hotmail.com	8/13/2021 2:50 PM
142	cwayman@ameritech.net	8/13/2021 2:48 PM
143	kstroble@comcast.net	8/13/2021 2:45 PM
144	stegbone@yahoo.com	8/13/2021 2:44 PM
145	Mooser18@yahoo.com	8/13/2021 2:42 PM

Village of Arlington Heights is thinking about your future

146	grunst@wowway.com	8/13/2021 2:37 PM
147	schadl@sbcglobal.net	8/13/2021 2:18 PM
148	cghume81@gmail.com	8/13/2021 2:16 PM
149	katherinehaile@att.net	8/13/2021 2:09 PM
150	ngkoclanis@att.net	8/13/2021 2:08 PM
151	alfredlevinson@yahoo.com	8/13/2021 2:00 PM
152	Carl@Pallasch.us	8/13/2021 1:55 PM
153	Karenmirro@gmail.com	8/13/2021 1:54 PM
154	cmay6927@hotmail.com	8/13/2021 1:51 PM
155	bobplus3@yahoo.com	8/13/2021 1:50 PM
156	rentoe55@yahoo.com	8/13/2021 1:48 PM
157	keiser621@aol.com	8/13/2021 1:37 PM
158	nleicht621@gmail.com	8/13/2021 1:36 PM
159	amelia1803@gmail.com	8/13/2021 1:34 PM
160	rljohansen1@aol.com	8/13/2021 1:34 PM
161	tculver@indak.com	8/13/2021 1:33 PM
162	Losh58@hotmail.com	8/13/2021 1:33 PM
163	Cathiet93@gmail.com	8/13/2021 1:32 PM
164	lmh801@comcast.net	8/13/2021 1:30 PM
165	aa1493@msn.com	8/13/2021 1:28 PM
166	astridjaanson@att.net	8/13/2021 1:25 PM
167	pebrott@sbcglobal.net	8/13/2021 1:20 PM
168	Al_kirby@juno.com	8/13/2021 1:18 PM
169	lkshah@hotmail.com	8/13/2021 1:14 PM
170	Dizr10@gmail.com	8/13/2021 1:10 PM
171	marybeth278@gmail.com	8/13/2021 1:10 PM
172	tinalpnva@yahoo.com	8/12/2021 3:28 PM
173	rickhneedham@gmail.com	8/12/2021 12:34 PM
174	dickeylm@comcast.net	8/12/2021 7:42 AM
175	bonbon1210@aol.com	8/11/2021 7:01 PM
176	aoembree@aol.com	8/11/2021 6:41 PM
177	airepal3@AOL.COM	8/11/2021 5:40 PM
178	Ggbls@aol.com	8/11/2021 5:21 PM
179	jow195@aol.com	8/11/2021 3:02 PM
180	Abistaja@yahoo.com	8/10/2021 4:16 PM
181	no	8/10/2021 2:54 PM
182	gvoight4@hotmail.com	8/9/2021 4:53 PM
183	EA7startnow10@gmail.com	8/9/2021 3:54 PM

Village of Arlington Heights is thinking about your future

184	lewandhome@gmail.com	8/8/2021 10:27 PM
185	aspavelko@gmail.com	8/8/2021 10:10 PM
186	Asaikigem@aol.com	8/8/2021 10:09 PM
187	janicelapinski@yahoo.com	8/8/2021 4:30 PM
188	ellensgems@aol.com	8/7/2021 2:01 PM
189	dleedah@comcast.net	8/7/2021 12:21 PM
190	gardengate14-catsmeow@yahoo.com	8/7/2021 1:41 AM
191	kk_ek@msn.com	8/6/2021 9:08 PM
192	trish403@comcast.net	8/6/2021 6:46 PM
193	Cwernerjensen@sbcglobal.net	8/6/2021 6:15 PM
194	Kit4bets@yahoo.com	8/6/2021 4:13 PM
195	wayneiminlov@comcast.net	8/6/2021 2:08 PM
196	dgruper@gmail.com	8/6/2021 11:46 AM
197	porembac@aol.com	8/6/2021 9:50 AM
198	lorri.grainawi@gmail.com	8/6/2021 9:34 AM
199	Carolyn.nopar@sbcglobal.net	8/6/2021 8:58 AM
200	2klm@comcast.net	8/5/2021 11:00 PM
201	toutenhoofd@comcast.net	8/5/2021 9:15 PM
202	williamdhicks@gmail.com	8/5/2021 8:29 PM
203	hahn.mary@gmail.com	8/5/2021 7:57 PM
204	Avellchristine@gmail.com	8/5/2021 7:16 PM
205	judygavin4@gmail.com	8/5/2021 7:02 PM
206	bookladycp@yahoo.com	8/5/2021 6:59 PM
207	cnusko@aol.com	8/5/2021 6:55 PM
208	drrodendds@gmail.com	8/5/2021 6:49 PM
209	frandya4243@aol.com	8/5/2021 6:04 PM
210	vswells960@gmail	8/5/2021 4:27 PM
211	sallynal@outlook.com	8/5/2021 3:48 PM
212	maryannhetreed204@gmail.com	8/5/2021 3:44 PM
213	MJFitzger@AOL.COM	8/5/2021 3:15 PM
214	2603 North Prindle Avenue AH 60004	8/5/2021 2:54 PM
215	Racerjune57@wowway.com	8/5/2021 2:15 PM
216	ruthanne701@gmail.com	8/5/2021 1:44 PM
217	cindyvolante@gmail.com	8/5/2021 1:27 PM
218	dballin21@gmail.com	8/5/2021 12:48 PM
219	rjohanson811@gmail.com	8/5/2021 12:38 PM
220	Tojan@comcast.net	8/5/2021 11:30 AM
221	sylviaempen@yahoo.com	8/5/2021 10:52 AM

Village of Arlington Heights is thinking about your future

222	earlybirds360@gmail.com	8/5/2021 10:10 AM
223	I already get the newsletter from you	8/5/2021 10:06 AM
224	Carolking614@gmail.com	8/5/2021 9:53 AM
225	yvbarrington1998@gmail.com	8/5/2021 9:52 AM
226	bsatek@comcast.net	8/5/2021 9:45 AM
227	vjsanasardo@sbcglobal.net	8/5/2021 9:38 AM
228	Assume you laready have it, but here it is again. janercasbcglobal.net.	8/5/2021 9:35 AM
229	my1cody@comcast.net	8/5/2021 9:22 AM
230	george1m@aol.com	8/5/2021 9:17 AM
231	Tkivlahan@dkmolaw.com	8/5/2021 9:12 AM
232	emlacny@comcast.net	8/5/2021 9:05 AM
233	juliegall300@gmail.com	8/5/2021 8:47 AM
234	Set44@aol.com	8/5/2021 7:04 AM
235	nfiglewicz@gmail.com	8/5/2021 6:50 AM
236	jill@levine74.com	8/5/2021 12:01 AM
237	n.a.larson@att.net	8/4/2021 11:50 PM
238	janicehopper@comcast.net	8/4/2021 11:34 PM
239	R.ault@comcast.net	8/4/2021 10:55 PM
240	falcon6869@aol.com	8/4/2021 10:50 PM
241	akragh59@gmail.com	8/4/2021 10:11 PM
242	EA7startnow10@gmail.com	8/4/2021 9:55 PM
243	ceb1404@hotmail.com	8/4/2021 9:00 PM
244	lauracaron@yahoo.com	8/4/2021 8:57 PM
245	pfarruggia@aol.com	8/4/2021 8:22 PM
246	ralphthinnes@gmail.com	8/4/2021 8:06 PM
247	dursofamily@att.net	8/4/2021 7:54 PM
248	DavidBorck@aol.com	8/4/2021 7:47 PM
249	iinc3320@sbcglobal.net	8/4/2021 7:16 PM
250	Godinrg@gmail.com	8/4/2021 6:45 PM
251	g99sllrs@yahoo.com	8/4/2021 6:41 PM
252	ronaldhudson@comcast.net	8/4/2021 6:37 PM
253	aszafran@comcast.net	8/4/2021 6:34 PM
254	Jindovina@hrvirtualsolutions.com	8/4/2021 6:31 PM
255	junem9@Yahoo.com	8/4/2021 6:24 PM
256	Samcilvoy@gmail.com	8/4/2021 6:19 PM
257	chuckbenn@gmail.com	8/4/2021 6:11 PM
258	crleventhal@gmail.com	8/4/2021 4:01 PM
259	feldpapa@gmail.com	8/4/2021 2:30 PM



SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

APPENDIX C **DRAFT PROGRAM OF REQUIREMENTS**

JUNE 15, 2022



Arlington Heights Senior Center Space Utilization, Modernization Programming Plan

Program Options



EXISTING	PROPOSED	ALTERNATE A LA CARTE CHOICES	PROPOSED PARTNER SPACES (DEDICATED AND PRIORITY USE)	NOTES RE: PROPOSED	NOTES RE: ALTERNATES
PROPOSED PARTNER SPACES					
Existing	Proposed	Alternate	AH NURSES CLUB LENDING CLOSET		
395	390	390	Lending Closet		
150	180	180	Adjacent Storage/Work Room		
545	570	570	Total Dedicated Use Space		No Changes proposed
Existing	Proposed	Alternate	CONNECTIONS TO CARE		
138	120	120	Executive Director's Office		
191	90	90	Development Director's Office		
0	90	90	Prog. & Operations Director's Office	Private office proposed - currently shares with Development Director	
0	36	36	Copy & files	Currently within office space	
329	336	336	Total Dedicated Use Space		
Existing	Proposed	Alternate	NW COMMUNITY HEALTHCARE		
116	140	140	Dedicated use consultation room	To be part of VAH Personal Services Suite	
116	140	140	Total Dedicated Use Space		No changes proposed
Existing	Proposed	Alternate	AH MEMORIAL LIBRARY		
1,142	1,400	1,400	Reading Room	Circulation desk, media shelving, seating, etc.	
466	850	850	Flex Training Center	"Classroom" equipped and furnished for tech education and flex use	
1,608	2,250	2,250	Total Dedicated Use Space		No changes proposed
Existing	Proposed	Alternate	AH PARK DISTRICT		
962	1,757	1,757	Athletic Club	Proposed includes small office	No alternates proposed
2,643	2,100	2,100	Exercise/Dance Studio	Sized for groups of 25+, includes storage capacity similar to current	No alternates proposed
1,703	1,445	1,600	Art Studio 1	"Wet/dirty" media - generous workspace for groups of 8-16, 4 potters wheels, storage and kiln room included.	Alternate room zoned for wet/dry use. Could also consider dropping potters wheels and kiln room
0	961	0	Art Studio 2	"Dry/clean" media - generous workspace for groups of 8-16, storage included. Flex use room.	Alternate assumes all art media use Art Studio 1
569	990	608	Game Room	Sized for 10 card tables - proposed as dividable into two sections (6/4), storage included. Room/s suitable for a variety of uses.	Alternate room accommodates 6 card tables, larger groups use Assembly room.
1,550	1,550	1,550	Wood Shop & Storage	No significant changes in square footage for wood shop or storage	No alternates proposed
1,240	680	680	Guest Services & Staff	Existing is entire suite (except gift shop see below): 2 offices, guest services, 3 cubicles, copy area, all storage. Proposed includes 2 offices, 2-station guest services counter, 2 cubicles, copy room, and storage room with estimated circulation included.	No alternates proposed
400	400	150	Gift Shop	Proposed maintains current volume - needs further review with PD	Alternate reduces allocation
9,067	9,883	8,445	Total Dedicated and Priority Use Space		

Arlington Heights Senior Center Space Utilization, Modernization Programming Plan

Program Options



Existing	Proposed	Alternate	CATHOLIC CHARITIES NW SUBURBAN SOCIAL SERVICES		
3,600	4,000	620	Office Suite - projected needs as described by CCNW	Existing is the total of space currently used exclusively by CC Social Services. Proposed assumes full accommodation of expressed future needs/preferences.	Alternate is projected square footage for ADNRN suite with 4 offices - needs review with CCNW
227	0	0	Work / Copy Room		
3,827	4,000	620	Total Dedicated and Priority Use Space		
Existing	Proposed	Alternate	CATHOLIC CHARITIES NUTRITION SERVICES		
741	0	0	Kitchen	Needed to accommodate current services, proposed assumes congregate site is discontinued	Not required for HDM only
400	0	0	Dining Area	Needed to accommodate current services, proposed assumes congregate site is discontinued	Not required for HDM only
750	700	0	Work Room	Needed for HDM but could be used by others when not used by HDM	Alternate = move all services off-site
0	140	0	HDM Storage & Office	Proposed to support HDM only - refrigeration, supply storage, desk	Alternate = move all services off-site
1,891	840	0	Total Dedicated and Priority Use Space		

SUB-TOTAL PARTNER SPACES

Existing	Proposed	Alternate			
17,383	18,019	12,361	TOTAL SPACE ALLOCATED FOR DEDICATED AND/OR PRIORITY USE BY PARTNERS	NOTE THAT THE PROPOSED COLUMN INCLUDES SPACES PROVIDED FOR THE PARTNERS' EXCLUSIVE USE AND (WHERE APPLICABLE) SHARED-USE ROOMS AND SPACES FOR WHICH IT IS PROPOSED THAT THEY WOULD HAVE PRIORITY SCHEDULING	ALTERNATES ARE TOTALED - HOWEVER, AS EACH SHOULD BE CONSIDERED SEPARATELY

PROPOSED VILLAGE OF ARLINGTON HEIGHTS SPACES

Existing	Proposed	Alternate	General Use Lobby / Lounge Areas		
83	140	140	Air Lock Vestibule	Automatic sliding doors - main entrance	
1,231	1,000	1,000	Main Lobby-Lounge	Note that proposed does not include circulation TBD. Incorporates multiple seating areas and guest amenities TBD.	Existing octagon + two areas adjacent to glass & entrance
0	160	160	Fitness Area Lounge	General use lounge - seats ~ 8	Different size points may be considered
0	160	160	Lifelong Learning Area Lounge	General use lounge - seats ~8	Different size points may be considered
899	964	964	Pool/Billiards Room/Lounge	4 tables with perimeter seating for ~ 16	Existing Billiards 107
375	600	600	Café - restricted access space	Proposed includes customer service counter, limited on-site food prep within this space, and storage - actual space needs TBD with vendor	Existing Café 103
0	500	500	Café - dedicated seating space	Seats 20-24 adjacent to the point of service - additional seating in adjacent lounge.	
2,588	3,524	3,524	Sub-total Lobby / Lounge Areas		

Arlington Heights Senior Center Space Utilization, Modernization Programming Plan

Program Options



Existing	Proposed	Alternate	Village Staff Use		
0	64	64	Concierge/Welcome Center	Main lobby	
1,108	64	64	Customer Service Counter	existing includes Main Office, counter, open office area, storage, closets	
137	120	120	Center Manager's Office		
181	120	120	Program Coordinator's Office		
0	64	64	Administrative & Office Assistants' work area	Shared use	
0	234	234	Staff Conference Room		
0	90	90	VAH Copy/Mail Room		
146	370	120	Volunteer Center	Suite with Volunteer Coordinator's office and flex-use volunteer workspace	Coordinator's office only volunteers use other rooms
1,572	1,126	876	Sub-total Senior Center Office		
Existing	Proposed	Alternate	Shared Use Program Spaces		
2,896	3,210	3,210	Assembly/Dining Room	2 Motorized acoustic partitions allow the space to be divided into 3 sections, each with independent A-V and program storage. Adjacent furniture, platform, table tennis and piano storage itemized below	Existing Room 183
451	400	400	Catering & Demonstration Kitchen	Combined function, attached to Assembly/Dining, includes storage. Demonstration seating in Dining/Assembly. No production kitchen proposed.	Existing Room 187
157	400	400	Assembly/Dining Room furniture, platform, table tennis and piano storage	Attached to the Assembly/Dining Room - one or more storage rooms/closets TBD	Existing Closet 184
550	864	864	Classroom (flex use)	Accommodates 24 at seminar tables, includes A-V and program storage	Existing Program 172 - Low priority if space needed for other functions
673	540	540	Conference A (flex use)	Accommodates 18+/- conference configuration, includes A-V and program storage	Existing Program 190
0	345	345	Conference B (flex use)	Accommodates 12 +/- conference configuration, includes A-V and program storage	
781	538	538	Personal Services Suite	Does not include square footage for NW Community Healthcare Office identified above. Suite incorporates NWCH office, 3 additional consultation rooms and small waiting area.	
5,508	6,297	6,297	Sub-Total Program Spaces		

Arlington Heights Senior Center Space Utilization, Modernization Programming Plan

Program Options



Existing	Proposed	Alternate	Facility Maintenance & Equipment, Housekeeping		
610	610	610	Building Maintenance	Maintenance office, workspace and storage - assumes re-use of current (or provide similar)	Existing Room 126
123	96	96	Janitor's Closets	Probably two - size and locations TBD	
729	160	160	General Storage	One or more storage rooms for over-sized, infrequently used and seasonal items.	Existing Rooms 136, 134, 133
578	578	578	MEP, Communications, Life Safety - main level	Square footage allowance for systems - assumes replacement of much of it with re-use of same space where possible/practical. Current and proposed are approximate. Also see mezzanine.	Existing Rooms 125, 135, 130, 127
0	0	0	MEP - mezzanine level	648 SF on mezzanine level proposed but not included in summary below	Existing Rooms 201, 202, 203
2,040	1,444	1,444	Sub-total Facility Maintenance & Equipment, Housekeeping		
Existing	Proposed	Alternate	Shared Spaces		
481	566	566	Women's Restrooms	8 toilets, 8 sinks - distribution TBD, final fixture count TBD	
437	566	566	Men's Restrooms	4 toilets, 4 urinals, 8 sinks - distribution TBD, final fixture count TBD	
142	280	280	Private/Companion Restrooms	2 restrooms @60 SF each, 2 with shower @80 SF each - final count may vary	
250	240	240	Staff Break Room	Shared by all partners	
0	120	60	Staff Restrooms	2 restricted-use private restrooms shared by all partners	Only provide one
1,310	1,772	1,712	Sub-total Public Restrooms / Showers		
Existing	Proposed	Alternate	Interior Courtyards		
0	0	1,500	Optional courtyard - west side structural bay	Interior courtyard to create outdoor activity/lounge space and introduce natural light into the core of the building	
0	0	1,900	Alternate Courtyard - east side structural bay	Interior courtyard to create outdoor activity/lounge space and introduce natural light into the core of the building	
0	0	3,400	sub-total interior courtyard		
SUB-TOTAL VILLAGE SPACES					
13,018	14,163	17,253	Total proposed VAH dedicated, shared, and general use space	*To avoid confusion, existing numbers are not provided where no directly comparable space is included in the proposed program	**Alternates are not totalled as each should be considered separately
*		**			

SUMMARY - TOTAL SPACES REQUIRED

Existing	Proposed	Alternate	Total Spaces Required		
30,401	32,182	29,614	TOTAL PROPOSED PARTNER, VAH AND GENERAL USE PROGRAM SPACE (NIC MEZZANINE LEVEL MEP) - NET SQUARE FEET		Most alternates identified would result in a reduction to net square footage
11,354	11,264	10,365	SQUARE FOOTAGE ALLOWANCE FOR CIRCULATION, WALLS, ETC. (35% of net)		
41,755	43,446	39,979	TOTAL PROPOSED MAIN LEVEL SPACE - GROSS SQUARE FEET	Existing main level is 41,755 gross square feet	ALTERNATE INCLUDES ALL COMPONENTS, BUT SHOULD BE CONSIDERED A LA CARTE



Village of
ARLINGTON HEIGHTS
Illinois

SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

APPENDIX D **CONSTRUCTION BUDGET**

JUNE 15, 2022



BKV
GROUP

PROJECT CONSTRUCTION BUDGET - The following is the detailed project construction budget for the project including Hard Construction Costs, Contingencies, and Soft Costs estimated through 2022.

Hard Construction Cost Budget	SF	\$/SF	Cost
Interior Buildout	39,120	\$200	\$7,824,000
Demolition of walls, finishes (floor + clg)			
Selected demolition of conc. floors for new plumbing			
New interior walls, floor finishes, and ceilings			
New mechanical equipment and distribution			
New plumbing fixtures, drinking fountains			
New electrical distribution (keep existing switchgear, main panels)			
New LED lighting throughout building			
Existing generator to remain			
Café Exhaust Hood			
Built-in millwork, casework including café			
New exhaust system / dust collection for wood shop			
Revise existing fire protection distribution piping / heads			
New Cat6 Cabling, Cabling Infrastructure, Racks			
New WiFi Access Points			
New access control door system and cameras			
New all building zoned paging system			
Interior room signage (fixed rooms, code required, handicap)			
Building Envelop Updates			\$1,180,000
Demolition of North and East Façades including canopies			
New North and East Façades			
Demolition 1-Bay of Roof for additional height at café/lobby			
New columns, roof extended height at café/lobby			
New Entrance Canopy / Porte Cochere / Patio Canopy			
Courtyard Renovation			\$230,000
Demolition of courtyard gazebo, sidewalks, landscaping			
New sidewalks, landscaping			
New Patio / Patio Canopy / Porch w/ HC Ramp			
New Pickleball Courts			
Existing Fence to remain, modify gates			
North Parking Lot			\$175,000
Mill existing pavement, repave, stripe			
New landscape islands & landscaping			
New Sidewalk at building			
Sub-Total Construction Hard Estimate Budget		\$241	\$9,409,000
Design / Construction Contingency (10% design, 5% construction)		15%	\$1,411,350
TOTAL CONSTRUCTION BUDGET - 2022 VALUES		\$277	\$10,820,350

SOFT COST BUDGET**Professional Services**

Architectural / Engineering Fees	allowance	7.00%	\$757,425
Construction Manager Fees	allowance	2.50%	\$270,509
Materials & Construction Testing	allowance	0.25%	\$27,051
Move Management Consultant (not required)	allowance	0.00%	\$0
3rd Party Commissioning Agent Fees	\$1.20 / SF		\$48,000
Total Professional Services			\$1,102,984

Temporarily Move Staff & Equipment

Lease Property (to be determined if space needs to be leased)			\$0
Technology (phones, computers, cabling)	no leased space		\$0
Storage	allowance		\$20,000
Move to temp location	allowance		\$15,000
Move to new location	allowance		\$15,000
Temporary Move			\$50,000

Furniture (VAH spaces only, no partner agencies)

Furniture Allowance by Room			
Lobby Lounge	allowance		\$23,200
Administrative Office Suite	allowance		\$31,150
Café	allowance		\$30,450
Billiards Room (seating and billiards tables)	allowance		\$57,900
Assembly / Dining	allowance		\$121,500
Conference Room	allowance		\$9,300
Staff Room	allowance		\$6,200
Virtual Gaming Room (seating and consoles)	allowance		\$30,600
Classroom	allowance		\$33,500
Cards / Games	allowance		\$31,000
Woodshop (stools and table, no equipment, assume reuse)	allowance		\$9,000
Dry Arts Studio	allowance		\$15,600
Wet Arts Studio	allowance		\$15,600
Exercise / Dance Studio	allowance		\$10,500
Volunteer Center	allowance		\$13,800
Library / Flex Training Center	allowance		\$19,200
Indoor Accessories	allowance		\$15,000
Artwork	allowance		\$40,000
Outdoor Furnishings	allowance		\$29,200
Sub-total Furniture			\$542,700
Art Installation	allowance		\$6,000
Furniture Installation	allowance		\$84,195
Estimated Freight / Delivery	allowance		\$140,325
Furniture Budget			\$773,220

Appliances

Staff Break Room - frig, microwaves, dishwasher, coffee	allowance		\$15,000
Café Equipment	by vendor or move		\$0
Appliances Budget			\$15,000

Office Equipment

Copiers - vendor provided or moved	by vendor		\$0
Office Equipment Budget			\$0

Technology Budget

Computer Room Servers, Patch Panels, Switches, kiosks, cameras	allowance	\$90,000	
Desktop Computers (\$2000/computer)	VAH Operations Budget	\$24,000	12 computers
Telephone Handsets	VAH Operations Budget	\$20,000	
Audio-Video System Allowance By Room			
Lobby Lounge / Café (inputs, amp, speakers, monitors)	allowance	\$25,000	
Exercise / Dance Studio (inputs, amp, speakers)	allowance	\$15,000	
Assembly / Dining (inputs, amp, speakers, monitors)	allowance	\$150,000	
Billiards Room (inputs, amp, speakers, monitors)	allowance	\$15,000	
Classroom (inputs, amp, speakers, monitors)	allowance	\$25,000	
Card / Games (inputs, amp, speakers, monitors)	allowance	\$25,000	
Library / Flex Training Center (inputs, amp, speakers, monitors)	allowance	\$25,000	
Conference Rooms (2) (inputs, amp, speakers, monitors)	allowance	\$30,000	
Technology Budget			\$444,000

Special Fees

Permit and Inspection Fees	No fees per VAH	\$0	
Utility Hook-up Fees	Not Applicable	\$0	
LEED Accreditation	Not Applicable	\$0	
Surveys (Land & Environmental)	Not Applicable	\$0	
Special Fees Budget			\$0

Insurance

Builders Risk	1%	\$108,204	
General Liability (current Village coverage)		\$0	
Construction Liability (additional insured from contractor)		\$0	
Insurance Budget			\$108,204

Financing Costs

Bond Costs (typically not in construction budget)		\$0	
Legal Costs (typically not in construction budget)		\$0	
Financing Budget			\$0

In-House Staff Costs

In-House Staff (not accounting for separately)		\$0	
Legal (not accounting for separately)		\$0	
In-House Staff Budget			\$0

Total Soft Costs	\$2,493,408
------------------	-------------

PROJECT BUDGET SUMMARY

Hard Construction Costs	\$9,409,000	71%
Contingency	\$1,411,350	11%
Soft Costs	\$2,493,408	19%
TOTAL PROJECT BUDGET 2022	\$13,313,758	100%

Estimated Annual Escalation Costs

2023	12%	\$14,911,409
2024	8%	\$16,104,321
2025	4%	\$16,748,494
2026	4%	\$17,418,434
2027	4%	\$18,115,171

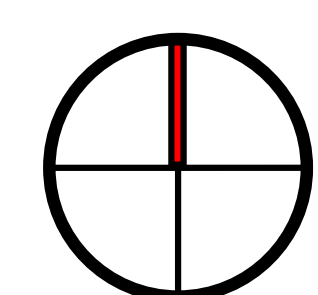
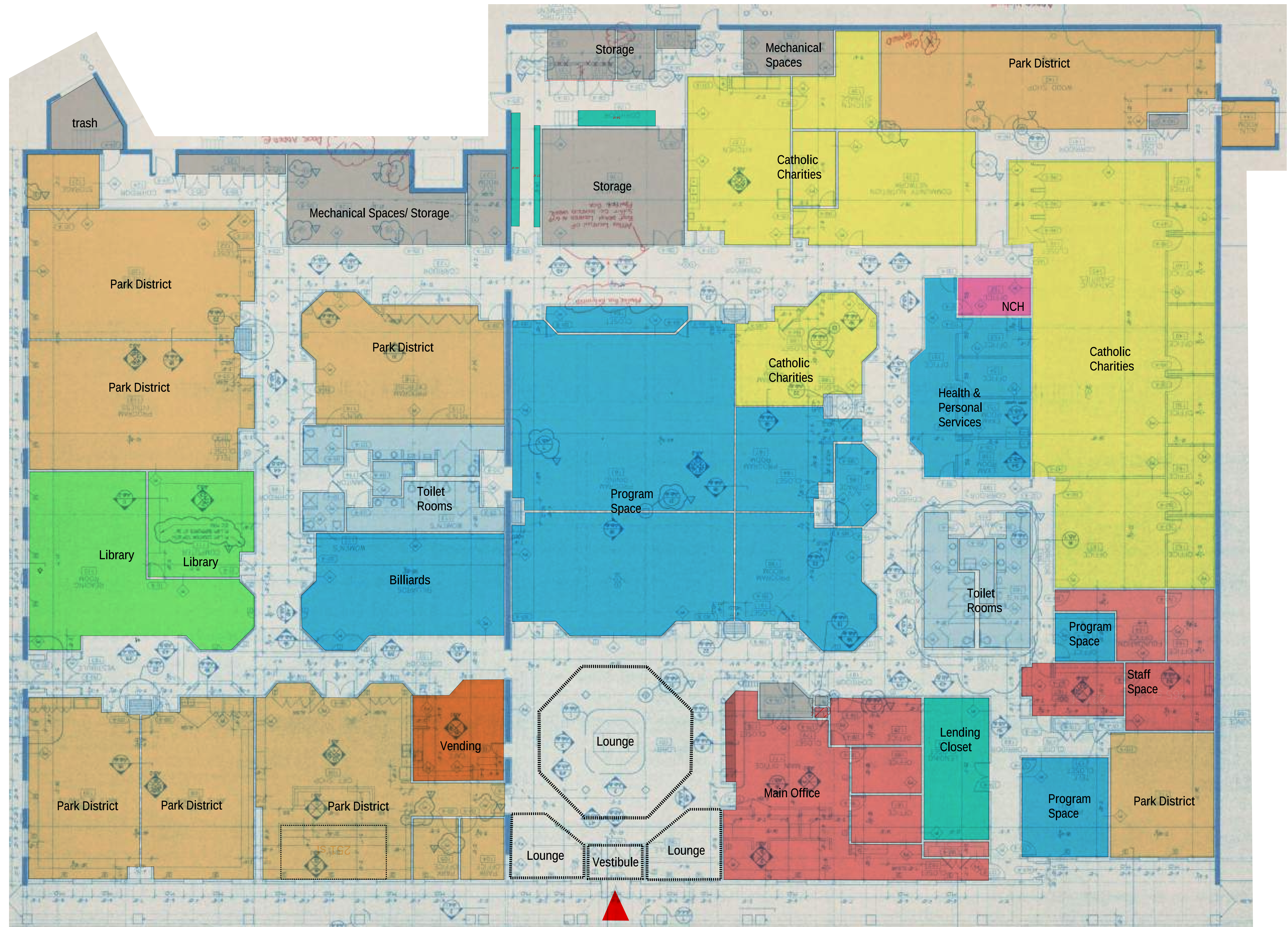


SENIOR CENTER SPACE UTILIZATION, MODERNIZATION, AND PROGRAMMING PLAN

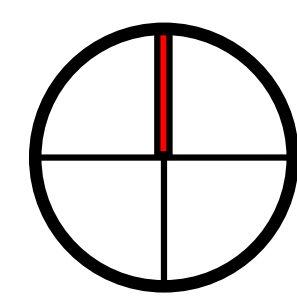
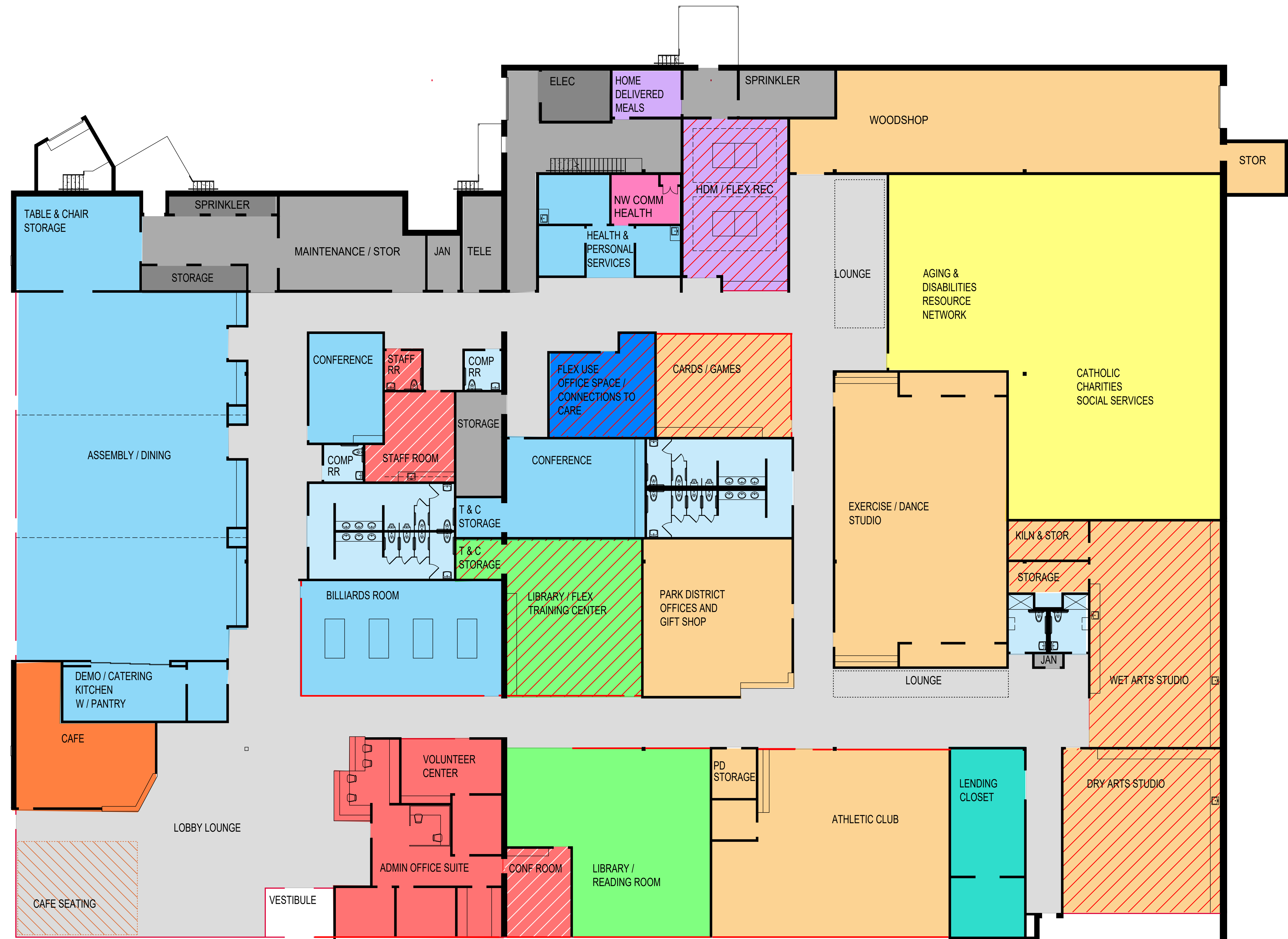
APPENDIX E **EXISTING AND CONCEPT DRAWINGS**

JUNE 15, 2022

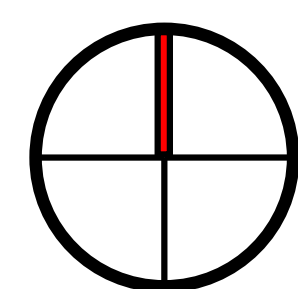




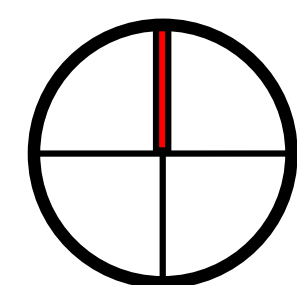
EXISTING FLOOR PLAN



MODIFIED PROGRAM A - FULL PROGRAM



MODIFIED PROGRAM B - COURTYARD CONCEPT



MODIFIED PROGRAM C - PREFERRED CONCEPT